PATLITE®

Call center

Reduce call waiting and call backlogs!

Display the status of the call center

Call center A

Headquarters

We need support due to increasing call volume!

Transmit command

Help with call support.

Normal operation
Green light on

Call waiting
Amber light on + audible alarm

Dropped calls
Flashing Red + audible alarm
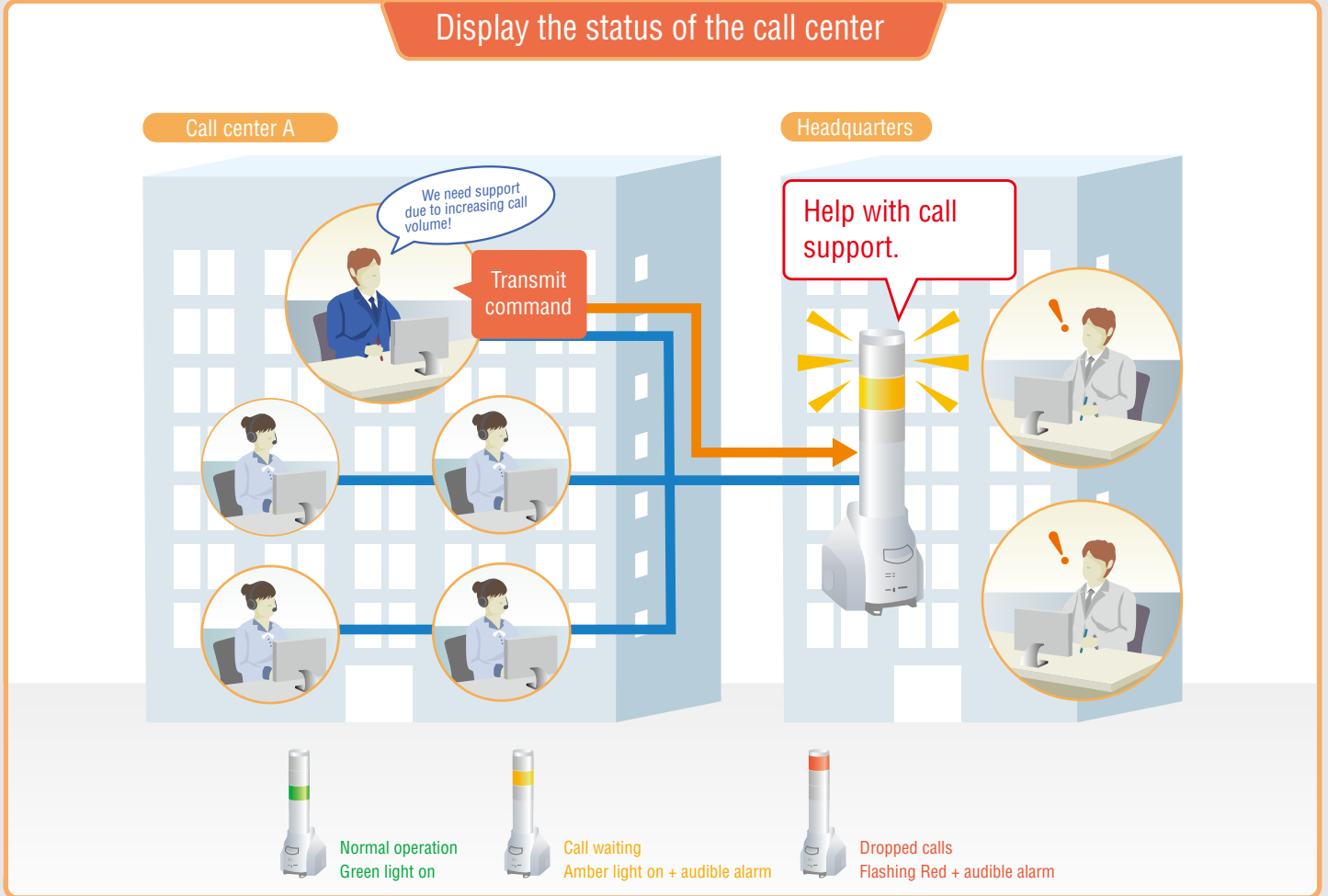
Before

There are periods where callers experience unusually long call wait times due to call volume spikes, unusually long calls or insufficient operator resources at the call centers.

After

By indicating operator's call status with the NH-FV, administrators are able to monitor the situation remotely and in real-time, allowing them to route calls to another call center, mitigating long wait times for multiple call center locations.

Device configuration

Call center system

PATLITE
NH-FV Series

Usage

By linking the call center system with either socket communication or SNMP, status can be indicated via visual, audible and email notification.

Network Monitoring Signal Tower

NH-FV Series

www.patlite.com