

Real-Time Contact Center Solutions

Powered by Korbyt



Contact center managers strive to improve customer satisfaction, increase revenue, retain agents and maintain morale. To accomplish these goals, you need current, real-time information. Let our solutions align with your business priorities as they unfold in real time, using innovative displays and interface technologies.

Informative Messaging

- Call statistics
- Customer service levels
- Emergency alerts
- Ticket status
- Real-time KPI metrics
- Internal communications
- Employee training
- News and weather
- Company information
- Social media
- Best practices
- Custom company videos

Visual Display Options

- Large HDTVs
- Videowalls
- Menu boards
- LED wallboards
- Door displays
- Desktop PCs
- Mobile devices
- Interactive displays
- Wayfinding kiosks

Rely on Korbyt for the most comprehensive performance management solutions available for contact centers. From engaging video displays to desktop PCs and mobile devices, your agents and managers get the vital information they need, when they need it.

Maximize Productivity with Data Visualization

Contact centers leverage technology in many ways, from phone calls and emails, to social media and instant messaging. Korbyt's end-to-end visual solutions integrate with your existing systems to better manage your customer interactions.

Our data collectors gather real-time operational stats from multiple sources, key performance indicators are identified, and critical information is filtered and delivered so agents and managers can respond quickly and accurately.

Korbyt has a long history of delivering actionable data through its ever growing list of native integrations. Whether connecting ACD's, predictive dialers or monitoring IVR or CRM queues, integrating with Amazon, Avaya, Five9, 8x8, Genesys, Cisco, or over 200 other workplace applications is seamless and enhances your current contact center communications ecosystem to maximize productivity and customer experience.

Increase Revenue with Real-time Management

Choose more than signage; choose Korbyt's comprehensive performance management solutions. Empower each of your agents by visually highlighting critical business metrics in real-time. Enable management to see widespread contact center results, and receive alerts when performance falls. Receive critical data in the most effective format for your team, TV screens, LED wallboards, PCs, tablets or smart phones to reach employees wherever they are.

With Korbyt's visual real-time performance management, the value you gain is more than the ability to maximize efficiency and customer satisfaction, it's the potential to increase revenue and avoid costs for your business. Let Korbyt usher in the future of process improvement, and take your business to the next level today with an intelligent contact center solution.



Join the thousands of customers that use Korbyt to power more than one million digital solutions worldwide.

Rev 10/20

Realize the Benefits of a Real-time Performance Management Visual Solution

Leverage Existing Technology	Merge output from multiple platforms such as ACD, CRM, WFM, Salesforce and SharePoint for a seamless integrated visual display solution.
Scoreboard Vital Information	Collect raw data in real time, according to specific company key performance indicators, to measure operations.
Increase Employee Motivation	Incent employees with live visual statistics of current performance levels.
Normalize Data Across Platforms	Combine data from multiple sources to create a single, consolidated view of real-time line of business metrics.
Present Engaging Metrics	Boost visibility through easy-to-read, color-coded visual displays for rapid decision making.
View Data Instantly on the Go	Report current status on multiple displays such as LED/LCD screens, desktops, tablets, mobile phones and wallboards.
Set Alert Thresholds	Use data triggering to receive immediate alerts on performance that falls out of range of target levels.
Control Signage Centrally	Manage highly scalable, multiple displays simultaneously, whether they are across the hall or around the world.

Delivering Beyond the Screen

Trust Korbyt for an intelligent contact center solution that is perfectly tailored and rapidly deployed to meet the needs of your operations. Let our solutions align your workforce with your business priorities as they unfold in real time, using innovative displays and interface technologies. Take advantage of a proven leader that has provided global visual solutions for more than 35 years. For robust, real-time visual communications that are unmatched in the industry, contact Korbyt today.