Walhalla Leader Board Server

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What — What is a Leaderboard?

How — How does it work?

Layout — What layouts are available?

Setup — What is needed to setup the service?
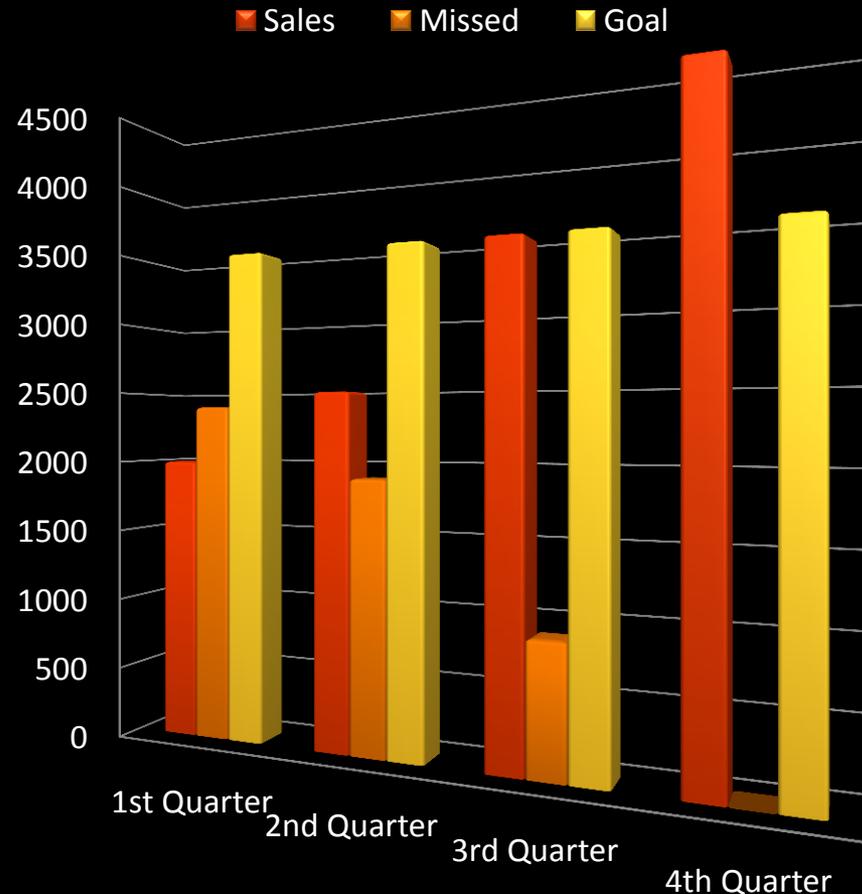
Costs — What costs are involved?

What is a Leaderboard Server?

A Leaderboard is a kind of a score board that shows who is ahead and by how much. Leaderboards in business are typically used as a motivational tool to praise sales leaders and give others targets to shoot for in order to rank at the top of their peers. Leaderboards have been shown to increase sales and in some cases helping companies exceed their sales goals.
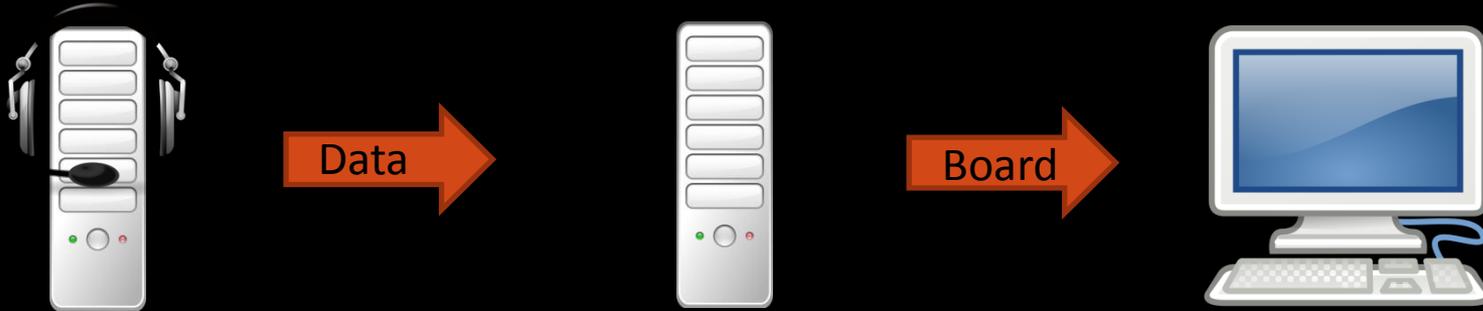
Walhalla Consulting partnered with a national Call Center platform provider to develop a Leaderboard using data from the call system to give a visual ranking of sales leaders for use in Contact Centers and reports. The data is transmitted from the Call Center servers to a server that processes the data and prepares the actual Leaderboard.

Customers access the Leaderboard using standard browser technology to display on large screens, desktops, or even mobile devices (a free custom Android application is included).

Sales Before/After Leaderboard

Legend: Sales, Missed, Goal. Y-axis: 0 to 4500. X-axis: 1st Quarter, 2nd Quarter, 3rd Quarter, 4th Quarter.

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Data →

Board →

Call System
User selects disposition for call which issues data to Leaderboard server to update sales statistics for each agent.

Leaderboard Server
Processes data from call system and updates database for sales statistics. Generates repots for consumption at defined intervals.

Customer Device
Customer can use standard browser technology to display results on large display, desktop monitor, or even mobile devices.

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What layouts are available?

Layouts are available in standard packages or customers can request customized layouts to fit their desired display options. Boards can display single days (as shown) or multiple days (daily/weekly/monthly). Some of our board layouts can include employee photos.
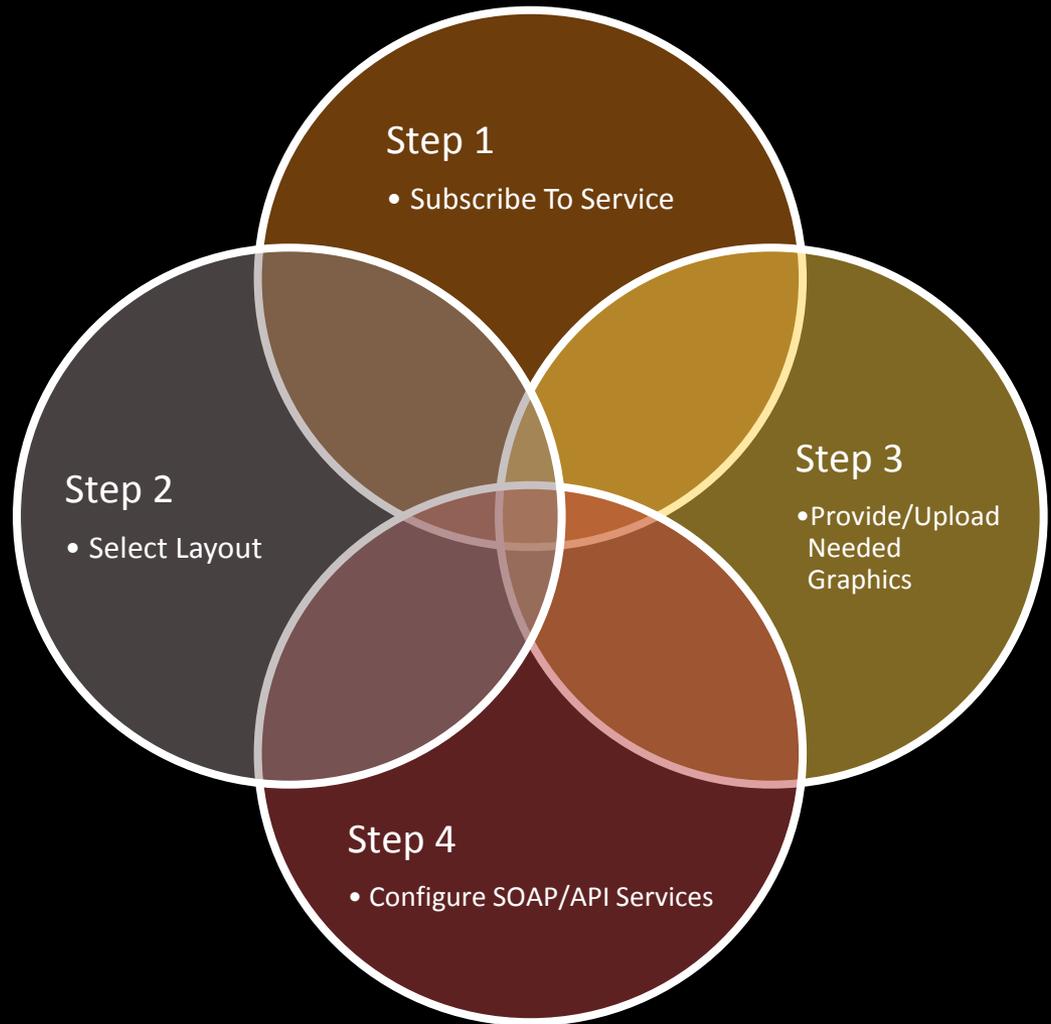
Customized boards can display sales volume, sales value, sales by contact volume, sales by talk time, or many other measurements.

Some samples are shown here. Contact Ziggy for a link to additional layout examples.

What is needed to setup the service?

There are four basic steps to setup the Leaderboard service. We will work with you through these steps to get your Leaderboard usable as quickly as possible.

Step 1
- Subscribe To Service

Step 2
- Select Layout

Step 3
- Provide/Upload Needed Graphics

Step 4
- Configure SOAP/API Services

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Basic Leaderboard

Setup - $199.00.

Monthly Host - $29.00

(Includes Customer Logo)

Enhanced Leaderboard

Setup - $199.00.

Monthly Host - $29.00

Monthly Support - $29.00

(Includes Customer Logo and Employee Photos)

Ultimate Leaderboard

Setup - $199.00.

Monthly Host - $29.00

Monthly Support - $29.00

Custom Design - $Market

(Custom design and data charged market rate needed for enhancements)

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Open the door to opportunity!

Call Carroll Levison today to get more information on developing your own standard or customized Leader Board quickly.

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