

# Vision and MyVision Client

*for Symposium and Symposium Express Call Center Server  
Broadcast key statistics to LAN-based Wall Displays and Desktop Clients*

Fast delivery of Real-time data is critical to the success of your call center. Red Phoenix has specifically designed **Vision** and **MyVision Client** to integrate with Nortel's Symposium Call Center Server (SCCS)<sup>™</sup> and Symposium Express (SECC)<sup>™</sup> to deliver fast, accurate information to your agents and supervisors. Driven by a friendly user interface that can be accessed by multiple Supervisors, the Vision administration software allows you to quickly configure new statistics or text messages to be displayed, or drag a previously defined element and simply "drop it" on a sign.



Whether you are looking for traditional high visibility wall displays or "to the desktop" software clients, Vision is a feature rich

application without the rich price tag. Compatible with all supported Symposium call center products offered for M1 and Succession, Vision and MyVision Client deliver the features you need at a fraction of the cost of our higher priced competitors.

## Key Benefits:

- Low cost, full featured solution
- Efficient real-time delivery of vital call center statistics
- LAN-based wall displays
- Desktop "ticker style" client software for agents and supervisors
- Text messaging to wall displays and desktop clients



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# Vision and MyVision Client

## MyVision Client

The MyVision Client user interface can be configured in one of two ways depending on the agent or supervisors preference. 1) A floating "virtual display" can be positioned anywhere on the client PC, or 2) the client software can be "docked" at the top of the display (shown below). If the application is docked, it will occupy a small portion

of the display at all times and other

Windows applications

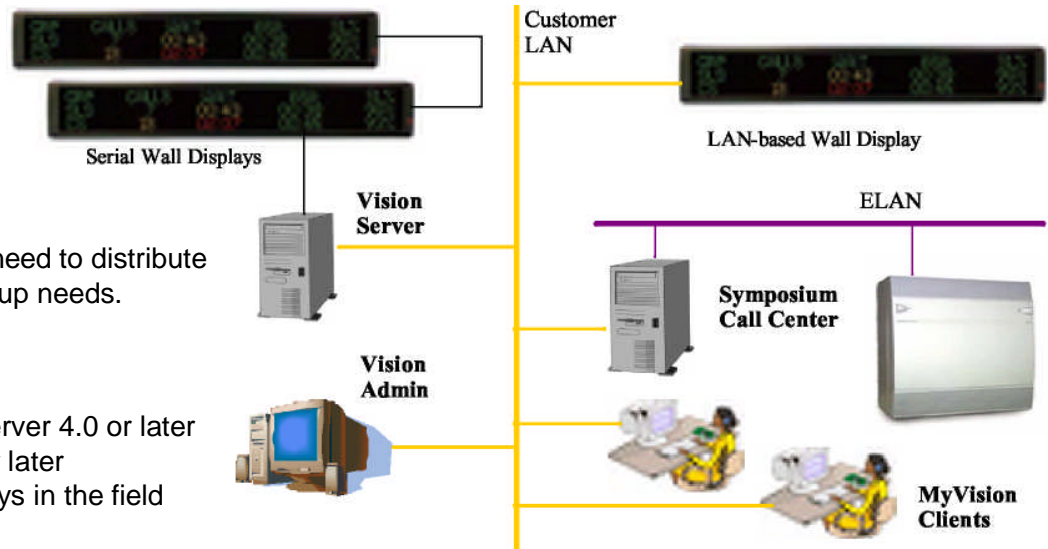
will be fully visible under the MyVision client window. In the docked mode, data and text messages will be continuously scrolled across the display. The agent, queue, and text messaging information will be the same in either mode, but the style can be tailored by the individual user.

**Support** Agents: 5 In Queue: 3 Longest: 01:42 | **Cust Svc** Agents: 3 In Queue: 5 Longest: 02:1  
| **Happy 40th Birthday, Linda**

## Operation

Running on its own server or sharing a PC with other applications,

the Vision Server is the heart and soul of the application. The operation is easily configured from the Vision Admin application which can be installed on multiple PCs to give supervisors the control they need to distribute the information that their group needs.



## Compatibility

- Symposium Call Center Server 4.0 or later
- Symposium Express 4.2 or later
- Most DTI/MCK Wall Displays in the field

## PC Requirements (Vision Server and MyVision Client)

Vision Server - Windows 2000, 2000 Server, XP Pro, 2003 Server, 600 Mhz processor, 256k RAM, and 80 Meg available disk space

My Vision Client - Windows 98 or later, 233 Mhz processor, 128k RAM, and 25 Meg of available disk space

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