



SJS Solutions



All New Optymyse – New Features

All call and contact centres want to improve Human Performance, Engagement and Wellness because this is where the greatest benefits and profits lie, however in almost all cases many, if not all agents, feel somewhat undervalued, unfairly treated or measured, isolated, uncertain or undervalued, resulting in “Social Pain”.

Science shows that “Social Pain” is dealt with using the same resources & parts of the brain as “Physical Pain” and is responsible for drastic reductions in accuracy, speed, creativity, agility and overall Human Performance.

SJS is the Home of Brain Centric Wallboards where we take a scientific approach to wallboard design, content and concepts. This year we’ve launched a brand new version of Optymyse developed to make increasing Human Performance and Wellness easier and faster than ever before.

Brain Centric Blog: <https://www.sjssolutions.com/blog/>

What’s New?

Firstly we’ve moved to a completely new development platform using the very latest techniques and tools, this huge modernisation means adding new features in the future will be easier and faster than the past, so this is just the start.

New Design Tools

Although our last Screen Director was still class leading, we felt it needed to be more intuitive, cleaner and easier to navigate so it’s been completely redeveloped and although easier to use we recommend you order a training session to learn the new feature set, short cuts and other time saving improvements, which include:



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1. 4 levels of magnification to help perfect screen designs.
2. Snap to Grid
3. Undo / Redo
4. New templates
5. 1000s of web fonts and styling options
6. Border styling and curving
7. Element Flip/Rotation
8. Box shadows
9. Image resizing/stretching
10. Layers
11. Text wrapping



Intelligent Grids

We realise that when you recruit new agents updating your Optymyse Grids is extra work you don't have time for, so where your contact centre technology allows we now auto populate grids with the name of the agent as input into your contact centre system, that way you only do that job once and your Optymyse screens are always up to date. The best way to enjoy this new feature is to follow strict naming conventions.

Automated Agent Status: You don't always need to know what every agent is doing but knowing who is logged off, unavailable or in ACW is important. We've made it possible for you to configure your grids to auto sort and only show agents in certain states. This is particularly useful for Supervisors using our Mobile service OptyView.

Agent Prompts: Trigger agent prompts which deliver clear instructions to agents rather than somewhat meaningless statuses like ACW. Instead of making an agent feel uncertain of what to do next link each state to an instruction, for example "Please login to help customers" this message requires much less brain power to convert into action and increases ownership. Add to this our new Boolean Rules feature and rather than using just one metric from one source to trigger agent instructions you can use Boolean Rules to create multiple



instructions for multiple scenarios, this way your agents will no longer need to expend valuable brain power working out what they should do next, thus reducing stress and increasing autonomy and certainty. We'll cover this in detail when you order your training session.

League Tables: Whether it's the top sales person, agent with best CSAT scores or a combined KPI made up of multiple metrics from multiple sources, recognising employees is a great way to show your appreciation and if done correctly encourage others. Self-sorting grids will allow you to sort agents based on their performance and trigger alerts like champagne corks popping, balloons and other audio / visual messages used to recognise excellence, give tips and support to agents who are struggling.

Quick Draw: Grids will take a fraction of the time to create and always look great.

Boolean Triggers

Mentioned earlier we've developed our trigger options to now include Boolean rules such as **and/or**, enabling you to create more focused customised triggers which will nurture Status & Fairness important triggers linked to Human Performance.

Learn More about SCARF: <https://www.sjssolutions.com/2018/12/10/scarf-is-not-a-neck-warmer/>

Permissions

What you display on your Optymyse Wallboards has a huge impact on the behaviour of your audience so we understand when you don't want to give too many people access to your Optymyse Screen Director, but what if we made it easy for you to protect parts of your templates, pages, elements from being tampered with but allowed you the freedom to share the work load with others in your organisation? We've listened closely and that's just what we've given you; Element based ACLs give ultimate control of end-user privileges allowing restrictions of access to only certain parts of templates. This means the designer can be as open or as locked down as you choose.

If you want to give your Marketing people or HR access to certain areas of your template where they can communicate with agents you can without worrying that they might trash your whole design.

Resolutions

An automatic "best fit" resizing feature will be introduced to allow customers to change TV and Mobile devices without needing to redesign the Optymyse template.

What's Next?

Now we have a new platform to develop from we are already planning more new features, connectors and other improvements so don't think this is a one-time upgrade followed by years of stagnation. Initially we plan a Q2 2019 update that will include any bug fixes required plus Scheduling (see below)

Scheduling (Q2 2019)

By now you'll know that sharing birthdays, anniversaries, events and other non-metric related content is vital to the wellbeing of your agents, and now there is no excuse.



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Optymyse Scheduling will allow you to:

1. Set dates and times in the future which will trigger the display agent images along with birthday and work anniversary wishes – What a great way to make them feel valued.
2. Set dates and times for scrolling messages to display on your Optymyse templates, these can be anything from planned marketing campaigns, news or events.
 - a. Do the same with design elements such as virtual notice boards so your templates are dynamic and change based on the time of day or year.
 - b. Schedule in changes to backdrops to match the seasons.
3. Allow templates to reflect what is happening in your business by adding or remove design elements at certain times of the day, week, month or year.

Optymyse is due for BETA testing at the end of January 2019; let us know if you want to be involved. General release target is mid-end February 2019.

OptyView – Reach Everyone!

OptyView delivers all of the same features and functionality of large format displays including a fully customisable experience, helping your content and metrics get to everyone in and outside your business.

