OPTYMYSE V6 FEATURES

Optymyse is **not** "just another wallboard" – it's a completely new way of thinking.
Our brand new Optymyse product is the most advanced smart Contact Centre visual software solution on the market today. It's purpose and functionality is completely unique in our industry and it has been written with a totally new framework using the latest techniques.

"Optymyse allows you to harness the power of motivational psychology to unlock the full potential of all of your employees, deliver amazing customer experiences and break the cycle of expensive workforce issues. No-one out there is doing what we're doing."

– Steve Pace. SJS Solutions CEO & Founder

HERE ARE JUST SOME OF THE FEATURES AND BENEFITS OF OPTYMYSE V6
and how they will help deliver benefits no other solution can!

1. **Dynamic grids** can now be sorted and filtered – giving you the ability to only display agents logged in or agents in a particular group, for example. Read more here.

2. Everyone likes to feel valued, included and part of a team that cares. Our unique **dynamic message scheduling** feature lets you schedule important messages, birthdays, anniversaries and announcements ahead of time – saving time, money and effort whilst building team spirit and improving employee engagement. Click here to see a live example.

3. **Smart triggers (or intelligent rules)** let you create dynamic alerts based on evolving situations which enable agents to modify their behaviour *before* a crisis occurs. Read more about triggers here.

RESOURCE IS RUNNING LOW !

4. Our new **multi-content** feature allows you to maximise on-screen real-estate by having content

SJS Solutions
*Your contact centre optimisation specialists*

sliding or fading in and out – giving you a dynamic way of displaying messages, slideshows, announcements and a whole range of other information and media.

5. You can now **embed web pages** directly onto Optymyse screens – allowing a new range of possibilities for importing and displaying important data, metrics and information.

6. **Optymyse Agile licenses** allow agents to take their Optymyse smart contact centre visuals home with them – and display messaging and metrics on any mobile device. This helps everyone to feel valued, recognised and supported, no matter where they are working from.
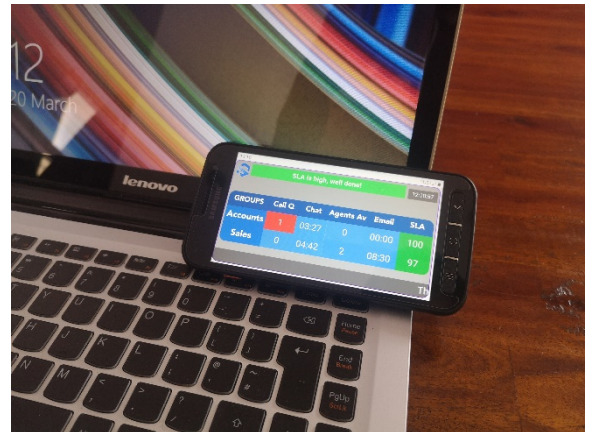
7. **Secure socket layer support** provides increased security and allows Optymyse to host itself on a secure connection with no need for external software – giving IT managers one less thing to worry about!

8. **Unix-based permissions** allow any element, page or section of the director to have read, write and delete permissions attached to them for owner, root, admin or user – which is really useful for controlling who has access to the various template elements. Read more about this feature here.

9. Our **duplicate content and copy elements between pages features** allow CSM's and IT managers to save time, work more effectively and be less stressed because they can now organise pages, media and other assets into folders and use the search bar to quickly locate previously created content.

10. Make your contact centre visuals completely unique and relatable to your agents by customising templates using your unique colour scheme and **uploading your own corporate fonts** – or simply choose from thousands of freely available Google Web fonts.

11. Optymyse templates **support PNG, JPG and animated GIF images**, allowing you to embed a range of rich media within each template. You can even have different templates for different sections of your facility – making your Optymyse visuals more and more useful every day.

12. **MP4 video support** means you can display Powerpoint presentations and YouTube video streams live in your templates. Use this feature to stream product videos from YouTube or post messages from your C-suite to help keep everyone calm, up-to-date, reassured and better able to handle customer queries. [Click here](#) to see this in action on a live display

13. **Session management tools** allow you to manage your open Agile and Display sessions and track sessions via IP addresses.

14. Optymyse V6 has an **improved and updated Template Designer**, which now includes:
    a. Snap to grid
    b. Undo/redo
    c. Zoom
    d. Layers
    e. Auto resize to fit to a resolution and image re-sizing
    f. Text wrapping – and many other styling options for elements, such as curved edges, shadows, border styles and rotation effects.

For more information about how to add any of these elements or features to your Optymyse smart contact centre visuals, please visit our knowledgebase or email: support@sjsssolutions.com