

# VOTACALL UNITY WALLBOARD

## HELP GUIDE

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## 1 WALLBOARD MAIN INTERFACE

Queue	Calls In Queue	Longest Wait	Answered Calls	Missed Calls	Average Wait Time
Nuts Sales	0	0:00	0	0	0:00
Bolts Sales	0	0:00	0	0	0:00
Qudo Sales	0	0:00	0	0	0:00
Qudo Sales Overflow	0	0:00	0	0	0:00
VanillaIP Sales	1	0:06	3	9	0:05
Vanillaip Sales Overflow	0	0:00	0	0	0:00

Unity Wallboard is highly customisable to accommodate different size screens, different font sizes and different customer requirements for stats and queues to be displayed. By default, Wallboard will resize full screen to the dimensions of the host machine.

## 2 STATISTICS REFRESH TIMER

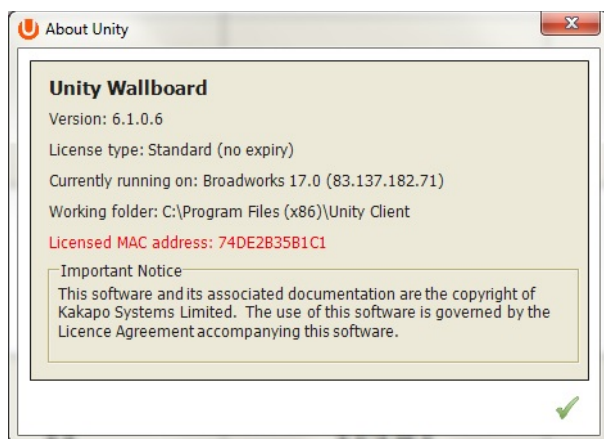
Wallboard is designed to display real-time, daily statistics. All statistics are from midnight the previous day and are automatically reset by Broadworks.

If the Client Call Control service is assigned to the queue in BWKS then the “Calls in Queue” stat will be a real-time stat. All other stats are polled from BWKS on a default 900 second timer. The timer can optionally be configured to a minimum level specified by the Service Provider with the minimum permissible duration being 60 seconds.

### 3 LICENSING

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Unity Wallboard licences against the MAC address of the network adaptor of the host PC. To see which MAC is currently licensed click About Unity Wallboard in Settings



### 4 AVAILABLE STATISTICS

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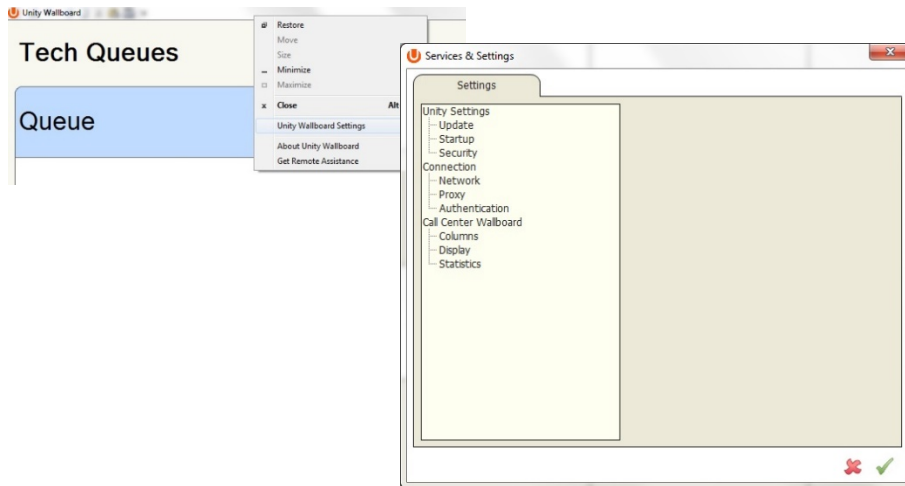
The following statistics are available;

Statistic	Description
<b>Calls In Queue</b>	Provides a count of calls currently in queue
<b>Longest Wait Time</b>	Wait time, in seconds, of the longest waiting caller into the queue
<b>Average Wait Time</b>	Average wait time, in seconds, for all calls that have been answered
<b>Missed Calls</b>	Abandoned calls
<b>Received Calls</b>	Total calls that were delivered to the queue
<b>Answered Calls</b>	Total calls that were answered by an Agent
<b>Staffed Ratio</b>	The number of Agents available to take calls [Joined to the queue and in Available state] against the total number of Agents assigned to the queue in BWKS

## 5 ACCESSING WALLBOARD SETTINGS

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To enter call centre queue IDs and change settings, right click the very top bar in Wallboard > Unity Wallboard Settings



## 6 CONFIGURATION OPTIONS

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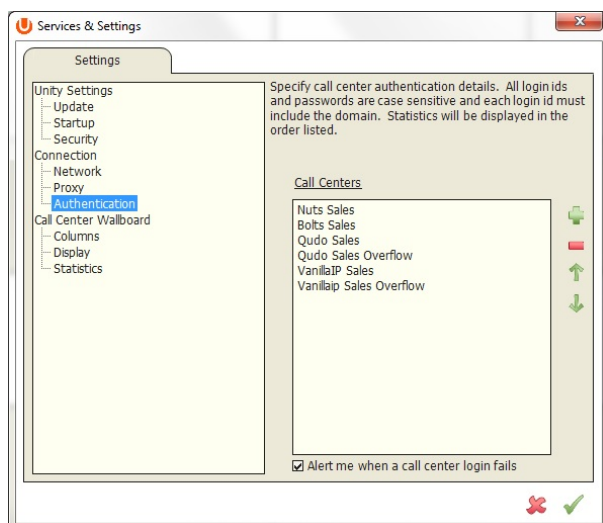
After changing settings, click the green tick to OK.

## 7 ADDING CALL CENTRE QUEUES

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Configure in: Settings > Authentication

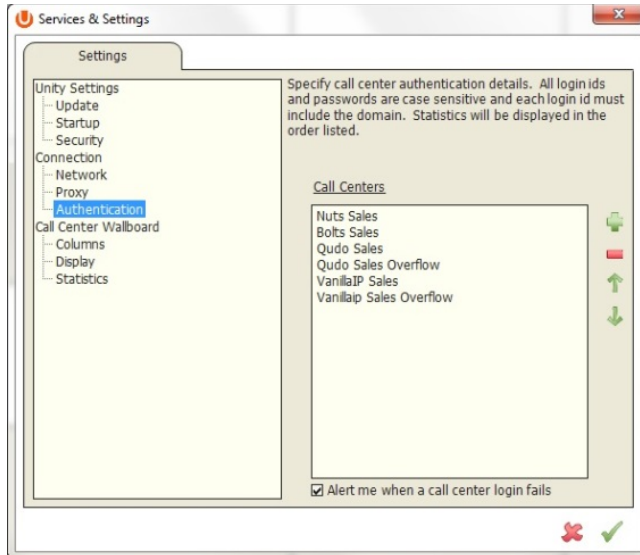
Click the green + and add the call centre ID and password from BWKS. Click the red – to remove calls centres



## 8 CHANGING QUEUE DISPLAY ORDER

Configure in: Settings > Authentication

Click the call centre and toggle position up or down with the green arrows on the right

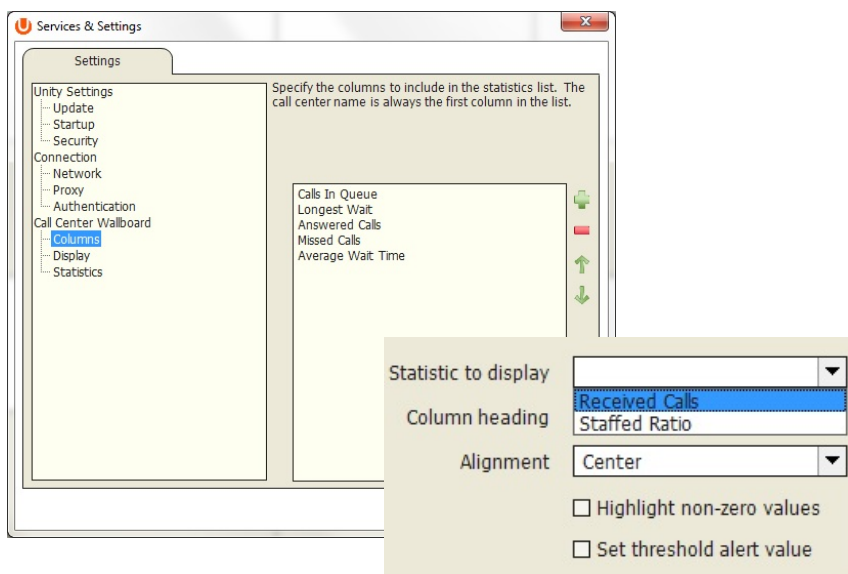


## 9 ADDING AND REMOVING STATISTICS

Configure in: Settings > Columns

Click the green + - the "Statistic to display" drop list will show available statistics that are not already selected.

Click a statistic and then the red - to remove it from Wallboard

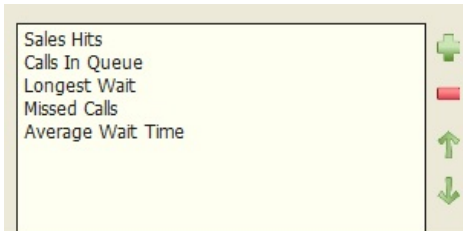


## 10 CHANGING STATISTICS ORDER

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Configure in: Settings > Columns

Click the call centre to highlight it and then use the green arrows on the right to change the order.



## 11 RENAMING STATISTICS HEADINGS

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Configure in: Settings > Columns

Double click the call centre in the Columns list to open the configuration page for the queue. Statistics can be renamed in the “Column Heading” field. In the example below the “Answered Calls” stat has been renamed “Sales Hits”

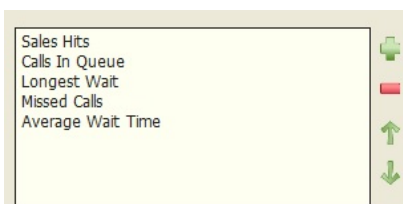
Statistic to display: Answered Calls

Column heading: Sales Hits

Alignment: Center

Highlight non-zero values

Set threshold alert value to 1 calls



Unity Wallboard

### Tech Queues

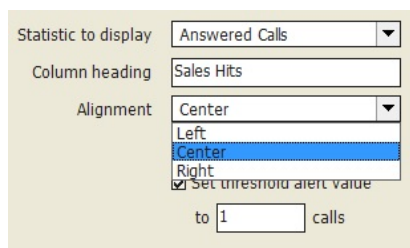
Queue	Sales Hits	Calls In Queue	Longest Wait
Nuts Sales	0	0	0:00

## 12 CHANGING STATISTICS ALIGNMENT

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Configure in: Settings > Columns

Double click the call centre in the Columns list to open the configuration page for the queue. Choose Left, Centre or Right from the “Alignment” drop list.



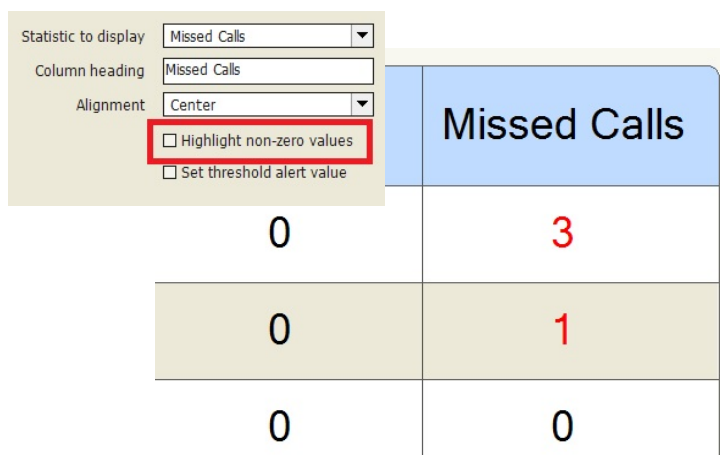
Statistic to display: Answered Calls  
Column heading: Sales Hits  
Alignment: Center (dropdown menu open showing Left, Center, Right)  
 Set threshold alert value  
to 1 calls

## 13 HIGHLIGHT NON-ZERO VALUES

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Configure in: Settings > Columns

Double click the call centre in the Columns list to open the configuration page for the queue. Ticking the “Highlight non-zero values” box will make any stat highlighted in red



Statistic to display: Missed Calls  
Column heading: Missed Calls  
Alignment: Center  
 Highlight non-zero values  
 Set threshold alert value

Missed Calls	
0	3
0	1
0	0

## 14 SETTING THRESHOLDS

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Thresholds are a way of visually showing that a preset normal behaviour has been breached. Thresholds are set against a statistic, and when the threshold is breached Wallboard displays the stat in a black box

Configure in: Settings > Columns

Double click the call centre in the Columns list to open the configuration page for the queue. Ticking the “Highlight non-zero values” box will make any stat highlighted in red


Statistic to display: Missed Calls  
 Column heading: Missed Calls  
 Alignment: Center  
 Highlight non-zero values  
 Set threshold alert value to 3 calls

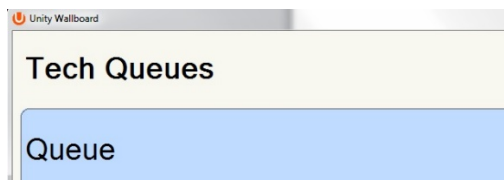
	Calls In Queue	Missed Calls
	0	3
	0	1

## 15 CHANGING FONT, GRIDLINES AND LOGO

Configure in: Settings > Display

Change the display properties of Wallboard, including the head name and the logo

Logo path:    
 Heading text: Tech Queues  
 Font size: 28  
 Show gridlines: Both



## 16 CONFIGURING SCROLLING QUEUES

Configure in: Settings > Display

To enable queue scrolling uncheck the “Show all queues at once” box. The scrolling options below will now become configurable. Loop queues will mean that Unity will always display a full list of queues in the Wallboard.

Show all queues at once  
 Show 6 queues at a time  
 Loop queues if required  
 Refresh every 4 seconds.



## 17 FORCED QUEUE DISPLAY

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Configure in: Settings > Authentication

Where scrolling queues are being used, it is possible to always display one or more queues. Double click the queue in Authentication and click "Always show these statistics". When the queues scroll, this call centre will always be shown. Where more than one are always to be shown, their order can be set as in Changing Queue Display Order above.

