

VOTACALL UNITY WALLBOARD

HELP GUIDE

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1 WALLBOARD MAIN INTERFACE

The screenshot shows a window titled 'Unity Wallboard' containing a table with the following structure:

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

Annotations in the screenshot include:

- 'Multiple Queue Display' pointing to the Bolts Sales row.
- 'Highlight Non-Zero Values [in red]' pointing to the '1' in the Calls In Queue column for VanillaIP Sales.
- 'Thresholds' pointing to the '3' in the Answered Calls column for VanillaIP Sales.

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.

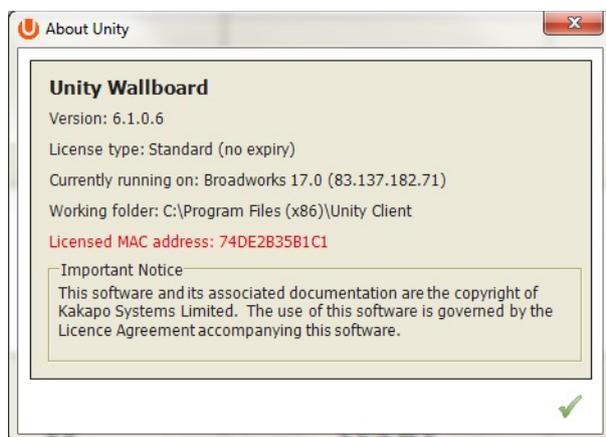
2 STATISTICS REFRESH TIMER

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

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



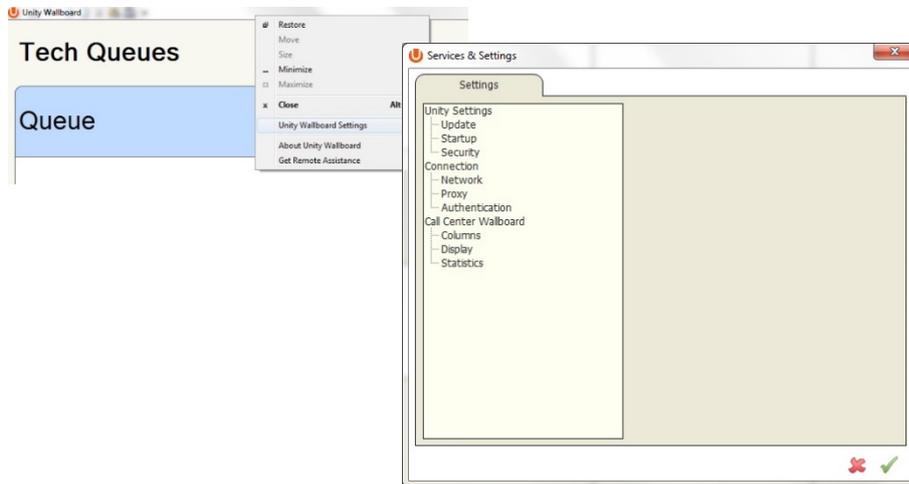
4 AVAILABLE STATISTICS

The following statistics are available;

Statistic	Description
Calls In Queue	Provides a count of calls currently in queue
Longest Wait Time	Wait time, in seconds, of the longest waiting caller into the queue
Average Wait Time	Average wait time, in seconds, for all calls that have been answered
Missed Calls	Abandoned calls
Received Calls	Total calls that were delivered to the queue
Answered Calls	Total calls that were answered by an Agent
Staffed Ratio	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

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



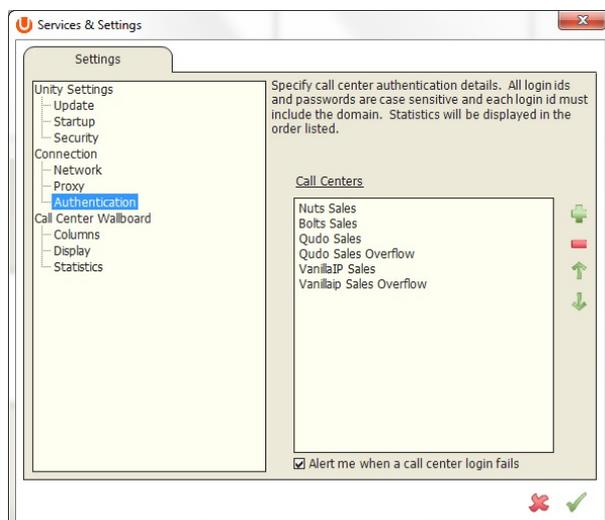
6 CONFIGURATION OPTIONS

After changing settings, click the green tick to OK.

7 ADDING CALL CENTRE QUEUES

Configure in: Settings > Authentication

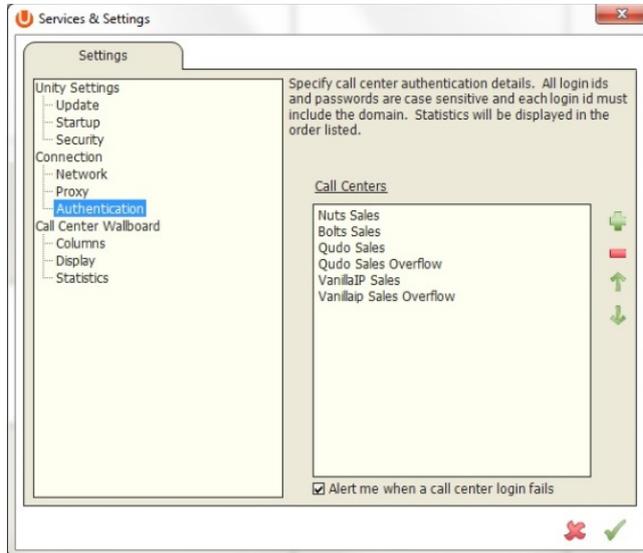
Click the green + and add the call centre ID and password from BWKS. Click the red – to remove calls centres



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

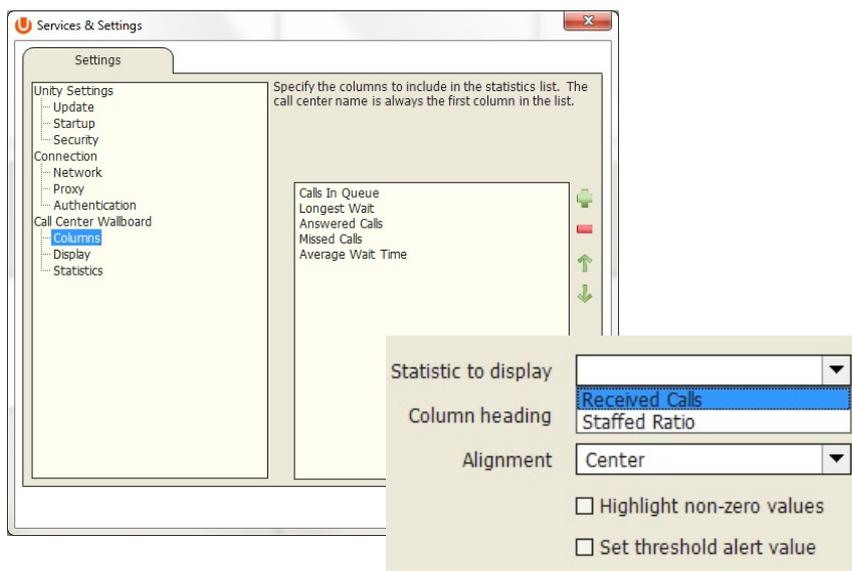


9 ADDING AND REMOVING STATISTICS

Configure in: Settings > Columns

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

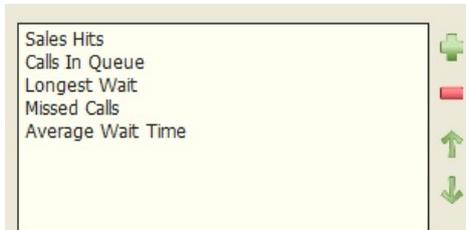
Click a statistic and then the red - to remove it from Wallboard



10 CHANGING STATISTICS ORDER

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

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”

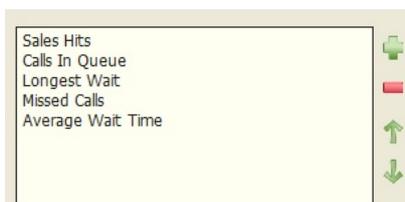
Statistic to display: Answered Calls

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

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
 Set threshold alert value
to 1 calls

13 HIGHLIGHT NON-ZERO VALUES

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

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

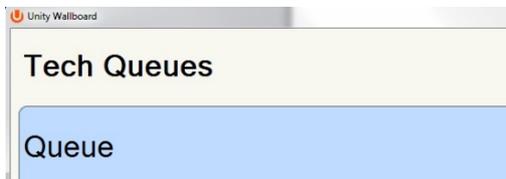
	Calls In Queue	Missed Calls
	0	3
	0	1

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

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.

