



5.2 Wallboard User Guide

Bright Pattern Documentation

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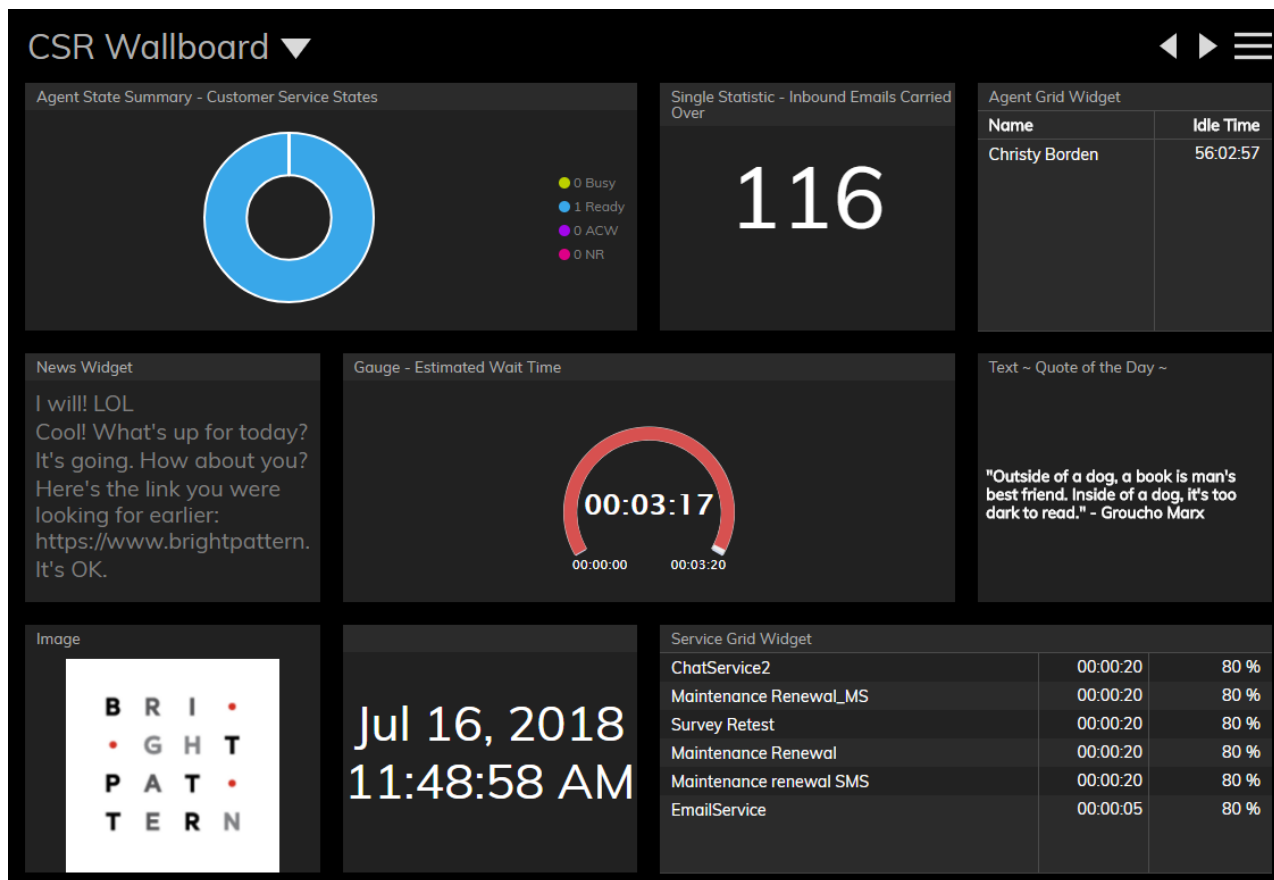
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Purpose

The Bright Pattern Contact Center *Wallboard User Guide* describes the elements of the *Wallboard Builder* application that you see and interact with through Agent Desktop. These elements include menu options descriptions, an explanation of wallboard screen rotation, additional features, and an explanation of the metrics used therein.

Many elements within the wallboard are customizable. For more information on this, please refer to the [Wallboard Builder Reference Guide](#). In order to customize the wallboard, additional privileges may be required and are detailed in the [Contact Center Administrator Guide](#).



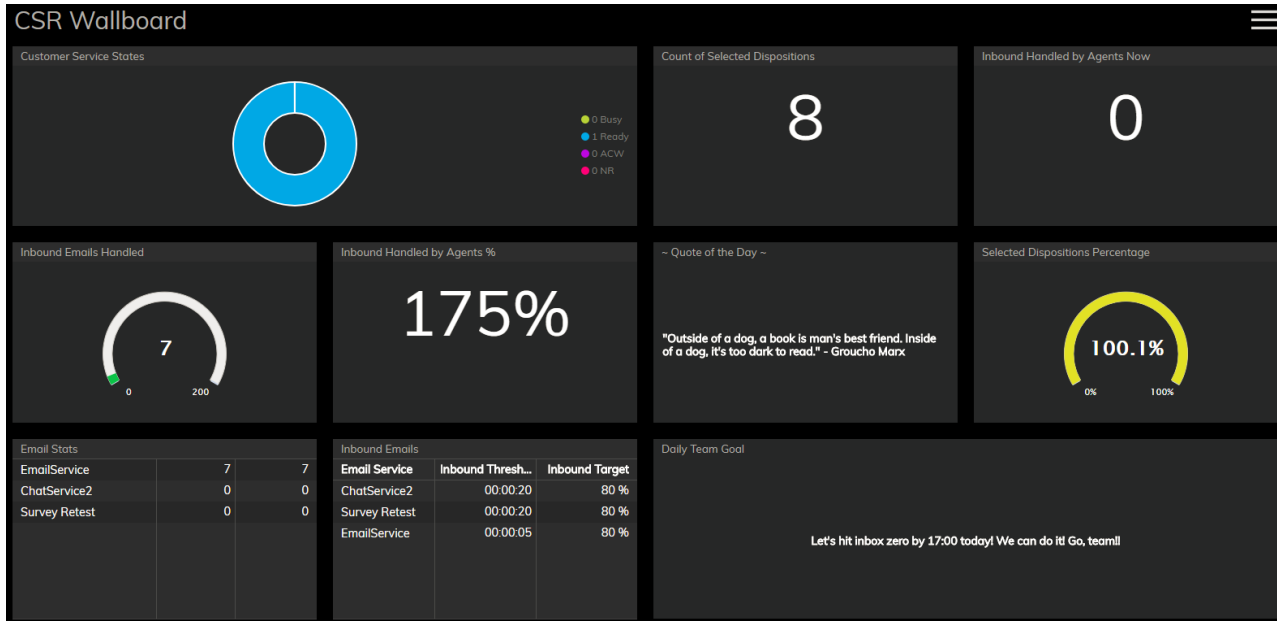
Viewing a customized wallboard

Audience

The Bright Pattern *Wallboard User Guide* is intended for agents, supervisors, and managers of the Bright Pattern Contact Center-based call center who will use the Bright Pattern Contact Center applications to perform daily agent supervision and campaign management tasks. Readers of this guide must have the privilege of editing and sharing wallboard displays in your contact center. In addition, readers of this guide are expected to be familiar with basic operations with Internet applications.

Wallboard Overview

The *Wallboard* is a grid displaying various [widgets](#) that contain metrics, statistics, news, and other specific information in real-time. The wallboard's primary purpose is to allow you to monitor important areas of work in one convenient location.




Viewing a wallboard

The information displayed on your wallboard is usually configured by your administrators; it is accessible by users with permission (agents, supervisors, administrators, etc.) and permission is given by your administrators. You will also need additional permission to [edit](#) or [customize wallboards](#).

All aspects of the wallboard may be edited including the wallboard title, widget type and title, size of card, color theme, etc. Additionally, after creating custom wallboards, they can be [pushed to global](#) by authorized users. The [Push/Pull functionality](#) allows wallboards to be shared.

Accessing the Wallboard

There are two ways you may access the wallboard:

1. Directly via URL (i.e., `your_contact_center_domain/wallboard`); in this case, explicit login info will be required
2. From Agent Desktop, click the wallboard icon ; the wallboard will appear in a separate browser tab or window.

Please note: If the wallboard view does not appear, check your browser pop-up blocker and allow the pop-ups. If pop-ups are allowed and you are still having trouble accessing the wallboard application, contact your system administrator regarding your user privileges.

Requirements


Users may edit a wallboard's layout when granted the privilege *Customize Wallboards*. [Privileges](#) are granted by system administrators of your contact center from the *Configuration > Users & Teams > Roles > Properties* section of the Contact Center Administrator application.

If you are not sure if you have the privilege to edit wallboards, see your system administrator.

Additional Features

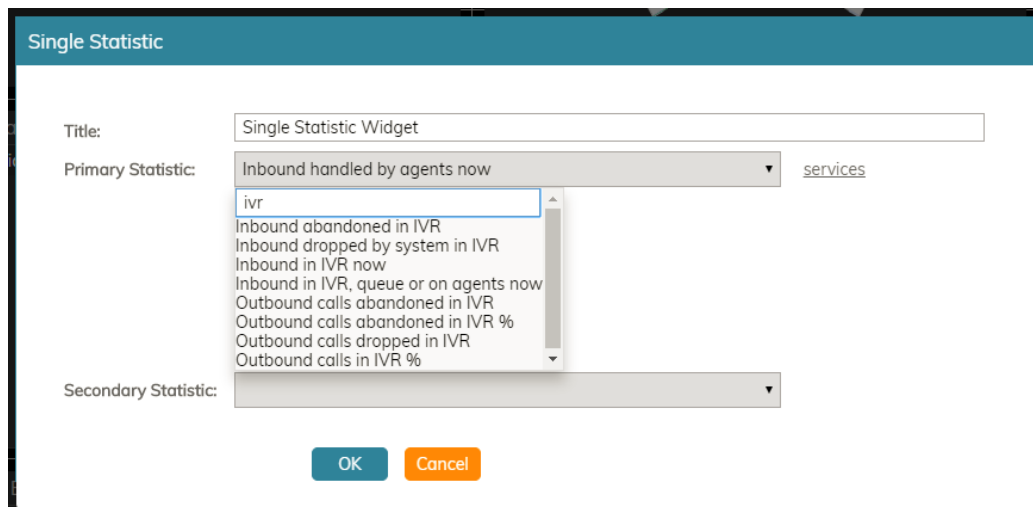
The following are features that make wallboard creation and management a user-friendly experience:

Single sign-on

Viewing the wallboard doesn't require any special login; when working on Agent Desktop, click the wallboard icon  and the wallboard will open in a separate window or browser tab.

In-Menu search

In the metric selector drop-down menu, it is now possible to search for the desired metric using any element of its name.



Utilize the in-menu search to quickly find the desired metric

Enter/Escape

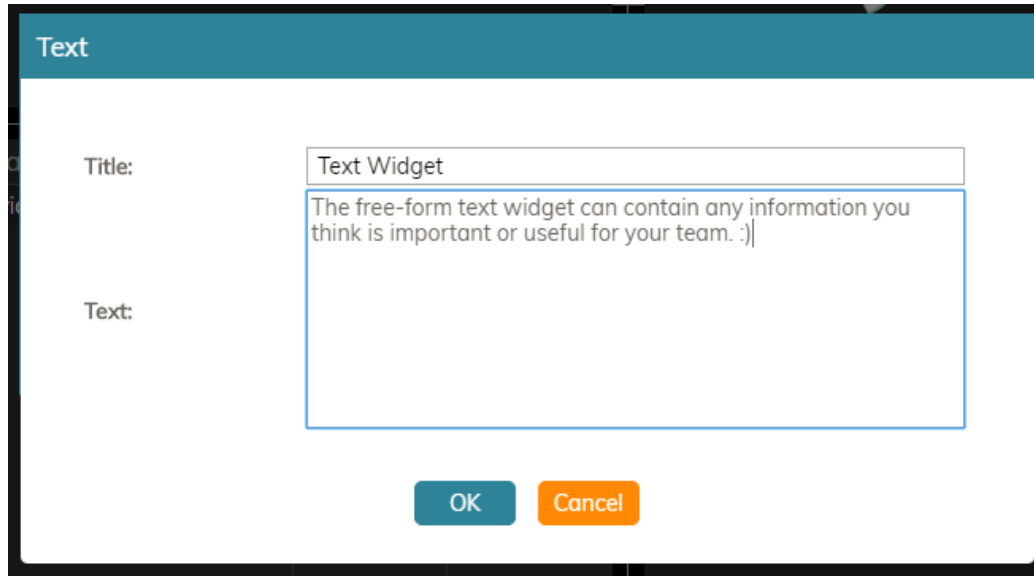
Pressing **Enter** and **Escape** buttons on the keyboard is equivalent to clicking **OK** and **Cancel** buttons of the wallboard dialogs.

Formatting consistency

Consistent formatting of statistical values according to their type.

Free-form text widgets

The wallboard has the capability to create a widget with free-form static text (currently the text can only be entered in the wallboard editing mode).



The image shows a dialog box titled "Text". It has two input fields: "Title" and "Text". The "Title" field contains the text "Text Widget". The "Text" field contains the text "The free-form text widget can contain any information you think is important or useful for your team. :)". At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

Viewing a wallboard

Logged-In/Busy filters

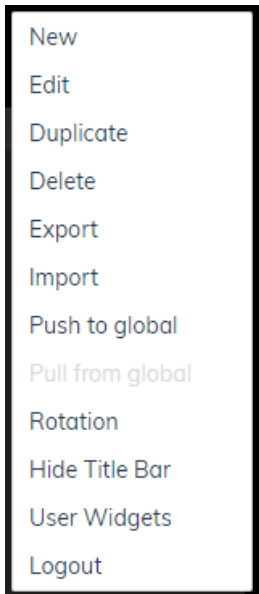
Additional filters in the Agent Grid to show only Logged-In or only Busy agent.

Wallboard editing notice

A warning will appear before pulling a global wallboard for editing with an option to duplicate.

Menu Options

The *Menu* options for the Wallboard Builder application are actions you may make while creating and managing wallboards. For a detailed explanation of each option, please see [Menu](#).



Wallboard menu
actions

Rotating Screens

If you have created or have access to more than one wallboard, it is possible to rotate between them either manually or configure your system to do so automatically. Enabling automatic wallboard rotation causes periodic refreshment on your screen of all wallboards you have created or imported.

Manual Screen Rotation

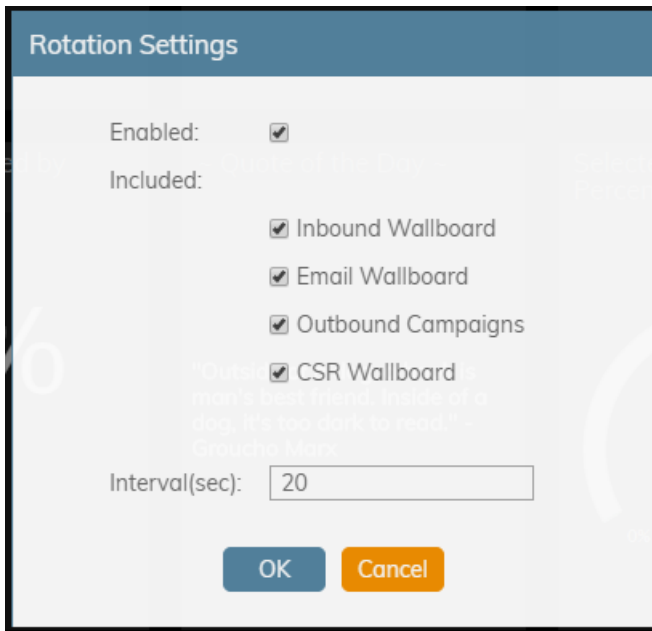
To manually rotate between wallboard screens, use either the ▼ **Wallboard selector** for selecting a personal or global wallboard or the ◀ ▶ **Navigation arrows** for flipping from one wallboard to the next.

Automatic Screen Rotation

To enable wallboard screens to automatically rotate, take the following steps:

1. Click the **menu** ☰ button
2. Select **Rotation**
3. Select the **Enabled** checkbox
4. Select which wallboards you would like included in the rotation
5. Enter the interval (in seconds) that you would like your screens to rotate at
6. Click **OK**

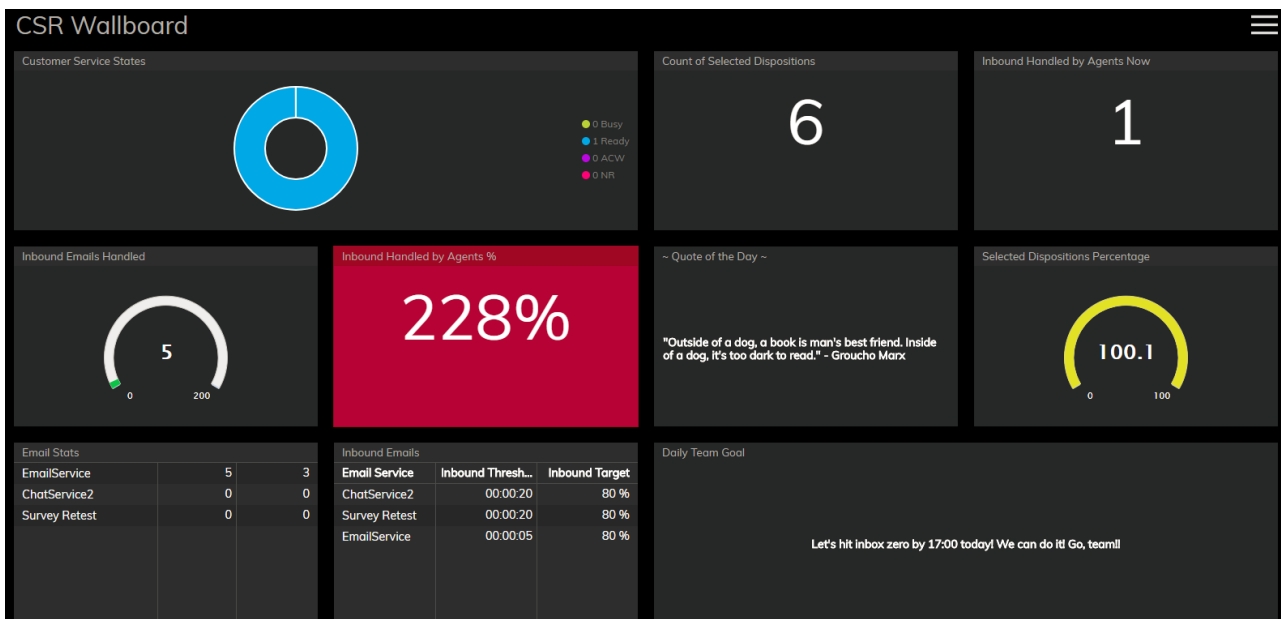
To disable automatic screen rotation, simply return to the **Rotation** menu option and uncheck the **Enabled** box.



Wallboard rotation settings

View Mode

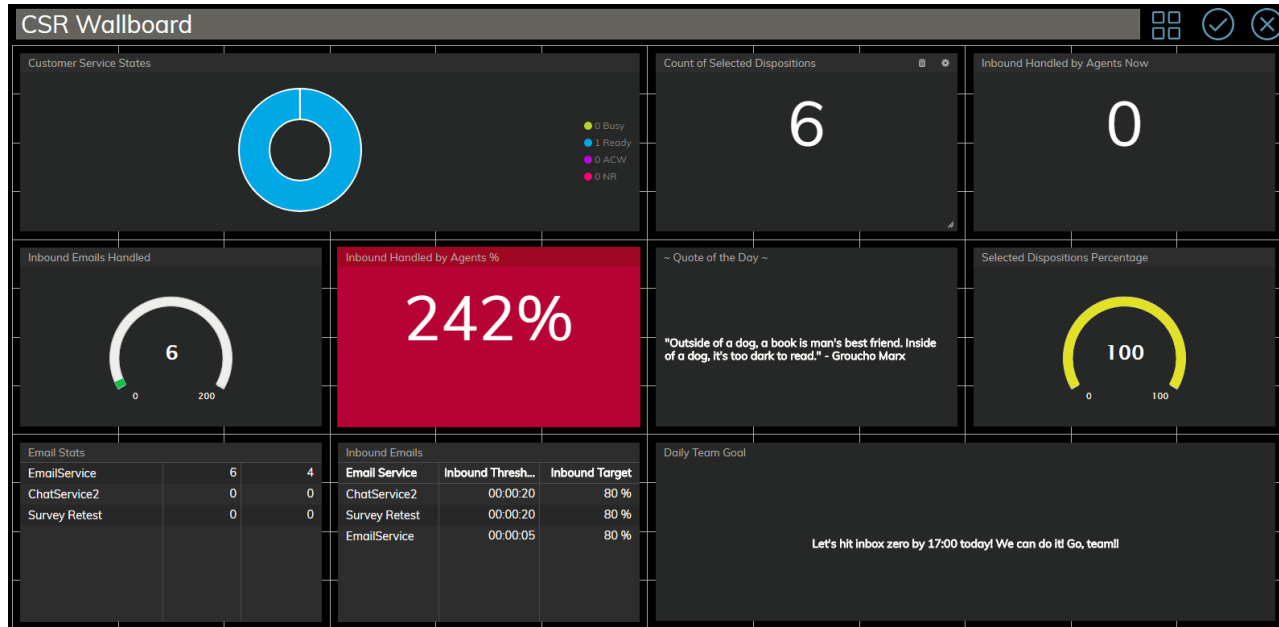
View mode is the state in which no changes can be made to the wallboard itself and certain editing icons are hidden from view. For further information, please see [View Mode](#) in the *Wallboard Builder Reference Guide*.



A wallboard in view mode

Edit Mode

Edit mode refers to the state in which changes can be made to the wallboard; you must have the privilege to do this. In edit mode, manual rotation options are not available. For further information, please see [Edit Mode](#) in the *Wallboard Builder Reference Guide*.



A wallboard in edit mode

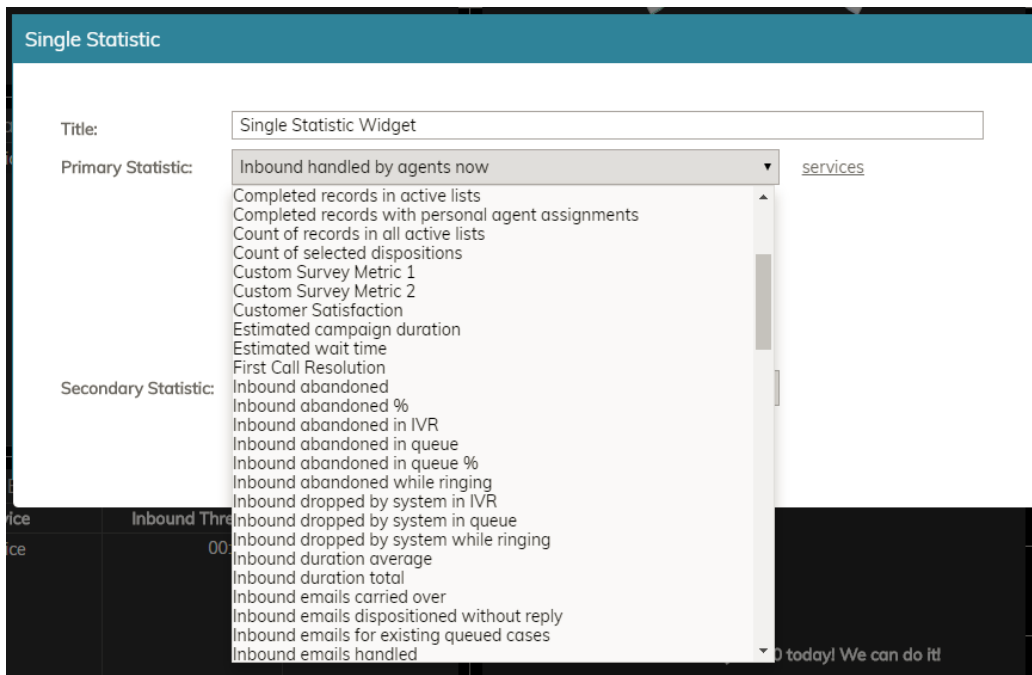
List of Wallboard Metrics

Wallboards provide a visual display real-time statistics. These statistics, or metrics, are what populate the [widgets](#).

There are many metrics to choose from when deciding what to add to your wallboard widgets. The following is a small sample of the types of statistics that can be included:

- Inbound and outbound call duration
- Emails that have been replied to
- Queue wait time
- Information relating to IVR applications
- Agent performance data

Real-time metrics names often have several variations depending on where they appear in Agent Desktop; the Wallboard names will be listed under the main real-time metric name. For a complete list of these statistics including definitions, see [All Real-time Metrics](#) in the *Reporting Reference Guide*. [Information About Real-time Metrics](#), also located in the *Reporting Reference Guide*, provides general details about how these metrics function.



There are many metrics to populate widgets with

All Wallboard Metrics

The following is a list of all metrics that can be used in the Wallboard builder application.

[Agents busy with this service](#)

[Agents in ACW state](#)

[Average idle time of matching agents](#)

[Average preview time of matching agents](#)

[Average speed of answer/reply](#)

[Break time total](#)

[Callback attempts failed](#)

[Callbacks abandoned during setup](#)

[Callbacks attempts connected](#)

[Callbacks canceled](#)

[Callbacks in queue now](#)

[Callbacks requested](#)

[Callbacks scheduled](#)

[Completed records in active lists](#)

[Completed records with personal agent assignments](#)

[Count of records in all active lists](#)

[Count of selected dispositions](#)

[Custom Survey Metric 1](#)

[Custom Survey Metric 2](#)

[Customer Satisfaction](#)

[Estimated campaign duration](#)

[Estimated wait time](#)

[First Call Resolution](#)

[Inbound abandoned](#)

[Inbound abandoned %](#)

[Inbound abandoned in IVR](#)

[Inbound abandoned in queue](#)

[Inbound abandoned in queue %](#)

[Inbound abandoned while ringing](#)

[Inbound dropped by system in IVR](#)

[Inbound dropped by system in queue](#)

[Inbound dropped by system while ringing](#)

[Inbound duration average](#)

[Inbound duration total](#)

[Inbound emails carried over](#)

[Inbound emails carried over from previous day](#)

[Inbound emails dispositioned without reply](#)

[Inbound emails for existing queued cases](#)

[Inbound emails handled](#)

[Inbound emails in personal queues now](#)

[Inbound emails not accepted](#)

[Inbound emails pulled by agent](#)

[Inbound emails replied](#)

[Inbound emails that created new cases](#)

[Inbound handled by agents](#)

[Inbound handled by agents %](#)

[Inbound handled by agents now](#)

[Inbound held](#)

[Inbound held, non-transferred](#)

[Inbound in IVR now](#)

[Inbound in IVR, queue or on agents now](#)

[Inbound in queue now](#)

[Inbound interactions answered in Service Level % \(moving window\)](#)

[Inbound longest wait now](#)

[Inbound queued](#)

[Inbound received](#)

[Inbound received as transfers](#)

[Inbound rejected or missed by agents](#)

[Inbound released by agents](#)

[Inbound released by callers](#)

[Inbound ringing on agents now](#)

[Inbound routed to agents](#)

[Inbound self serviced](#)

[Inbound Service Level target](#)

[Inbound Service Level threshold](#)

[Inbound short-abandoned in queue](#)

[Inbound short-abandoned in queue %](#)

[Inbound transferred away](#)

[IN Svc Level Day %](#)

[Matching agents busy](#)

[Matching agents logged-in](#)

[Matching agents not ready](#)

[Matching agents ready](#)

[Net Promoter Score](#)

[Number of interactions recategorized from a different service](#)

[Number of interactions recategorized to a different service](#)

[Number of nonreplies started and discarded by agents](#)

[Number of records excluded by DNC lists from active Lists](#)

[Occupancy of matching agents](#)

[Outbound call attempts](#)

[Outbound call attempts in progress now](#)

[Outbound calling rate now](#)

[Outbound calls abandoned](#)

[Outbound calls abandoned %](#)

[Outbound calls abandoned in IVR](#)

[Outbound calls abandoned in IVR %](#)

[Outbound calls abandoned in queue](#)

[Outbound calls abandoned in queue %](#)

[Outbound calls abandoned while ringing](#)

[Outbound calls answered, out of connection speed compliance](#)

[Outbound calls answered, out of connection speed compliance %](#)

[Outbound calls attempts failed](#)

[Outbound calls attempts successful](#)

[Outbound calls attempts successful %](#)

[Outbound calls dropped in IVR](#)

[Outbound calls dropped in queue](#)

[Outbound calls dropped while ringing](#)

[Outbound calls duration average](#)

[Outbound calls duration total](#)

[Outbound calls in IVR %](#)

[Outbound calls in queue now](#)

[Outbound calls queue](#)

[Outbound calls rejected or missed by agents](#)

[Outbound calls released by agent](#)

[Outbound calls released by remote party](#)

[Outbound calls ringing on agents now](#)

[Outbound calls routed to agents](#)

[Outbound calls self serviced](#)

[Outbound calls transferred away](#)

[Outbound emails in personal queue](#)

[Outbound interactions handled by agents \(email - send non-replies\)](#)

[Outbound interactions handled by agents now](#)

[Preview duration now](#)

[Records attempts](#)

[Records attempts %](#)

[Records completed in active lists %](#)

[Records completions](#)

[Records completions %](#)

[Records in quota groups that reached quota limits](#)

[Records previews](#)

[Records skips](#)

[Records skips %](#)

[Remaining records in active lists](#)

[Remaining records with personal agent assignments](#)

[Selected Dispositions Percentage](#)

[Success rate](#)