

# 5.3 Wallboard Builder Reference Guide

## Bright Pattern Documentation

Generated: 6/16/2021 1:48 pm

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## Table of Contents

Table of Contents	2
Purpose	9
Audience	9
Accessing Wallboards	10
Wallboard Builder Overview	10
Requirements	11
View Mode	11
Title	12
Menu	13
Wallboard Selection Arrows	14
Cards	14
Switching Between View Mode and Edit Mode	14
Automatic Screen Rotation	15
Edit Mode	15
Cells	15
Cards	16
Resizing and Moving Cards	17
Widget Selector	17
Scalable Display	18
Creating New Wallboards	18
How to Create a New Wallboard	19
Templates	19
Empty	20
Outbound Campaigns	20
Contact Center Overview	21
Inbound Wallboard	22
All Agents	24
Email Wallboard	25
Metrics	26
Global Wallboards	26
Push/Pull Functionality	27
How to Push to Global	27
How to Pull from Global	28
Supervisor Usage	30
Rotating Screens	30
Manual Screen Rotation	30
Automatic Screen Rotation	30
Customizing Wallboard Styles	31
Alerts	32
Title and Controls	33
Hide Title Bar	33
Font Size Views	34
About Standard Widgets	36
Selection of Widgets	37
Agent Grid	38
Settings	38
Title	39
Show only	39
Column headings	40
Max items to show	40
Columns	40
Order	40
Statistic	40
Sort	40
Column title	40
Control Options	40

Agents Ahead of Me	41
Statistics	42
Active Item: Direction	42
Active Item: Flagged	42
Active Item: Hold Duration	42
Active Item: Media	42
Active Item: Monitor Mode	42
Active Item: Party Name	42
Active Item: Sentiment	42
Active Item: Service	42
Active Item: State	42
Active Item: Talk Duration	42
Average Handle Time	43
Average Idle Time	43
Average Preview Duration	43
Break Time	43
Calendar Events	43
Calendar Events Overdue	43
Count of Selected Dispositions	43
Custom Survey Metric 1	43
Custom Survey Metric 2	43
Customer Satisfaction	43
Extension	43
First Call Resolution	43
First Name Last Name	43
Inbound duration average	43
Inbound duration total	43
Inbound emails dispositioned without reply	43
Inbound emails handled	43
Inbound emails in personal queues now	43
Inbound emails offered	43
Inbound emails pulled by agent	43
Inbound emails replied	43
Inbound emails unanswered	43
Inbound handled	44
Inbound handled now	44
Inbound held	44
Inbound held, non-transferred	44
Inbound rejected or missed by agents	44
Inbound released by agents	44
Inbound transferred away	44
Inbound transfers received	44
Last Name First Name	44
Login duration	44
Net Promoter Score	44
Next Not Ready State	44
Next State	44
Not Ready Reason	44
Number of interactions recategorized to a different service	44
Number of nonreplies started and discarded by agents	44
Occupancy	44
Outbound calls duration average	44
Outbound calls duration total	44
Outbound calls rejected or missed by agents	44
Outbound emails in personal queue	45
Outbound interactions handled by agents (email - send non-replies)	45
Preview duration now	45
Records previews	45
Records skips	45
Records skips %	45
Selected Dispositions Percentage	45
State	45
State duration	45
State icon	45
Success rate	45
Team Name	45
Agent State Summary	45
Settings	46
Title	46

Show only	46
Select Teams	46
Agent States	47
<b>Gauge</b>	<b>47</b>
<b>Settings</b>	<b>47</b>
Title	48
Mode	48
Primary Statistic	48
services	50
enable warning sound	50
enable gauge display	50
<b>News</b>	<b>50</b>
<b>Service Grid</b>	<b>51</b>
<b>Settings</b>	<b>51</b>
Title	52
Show only	52
Column headings	53
Max items to show	53
Columns	53
Order	53
Sort	53
Title	53
<b>Statistic</b>	<b>53</b>
Agents busy with this service	53
Agents in ACW state	53
Average idle time of matching agents	53
Average preview time of matching agents	53
Average speed of answer/reply	53
Callbacks in queue now	53
Callbacks requested	53
Completed records in active lists	53
Completed records with personal agent assignments	54
Count of records in all active lists	54
Count of selected dispositions	54
Count of selected dispositions %	54
Custom Survey Metric 1	54
Custom Survey Metric 2	54
Customer Satisfaction	54
Estimated campaign duration	54
Estimated wait time	54
First Call Resolution	54
Inbound abandoned	54
Inbound abandoned %	54
Inbound abandoned in IVR	54
Inbound abandoned in queue	54
Inbound abandoned in queue %	54
Inbound abandoned while ringing	54
Inbound dropped by system in IVR	54
Inbound dropped by system in queue	54
Inbound dropped by system while ringing	54
Inbound duration average	54
Inbound duration total	54
Inbound emails carried over	54
Inbound emails carried over from previous day	54
Inbound emails dispositioned without reply	54
Inbound emails for existing queued cases	54
Inbound emails handled	54
Inbound emails in personal queues now	54
Inbound emails not accepted	55
Inbound emails replied	55
Inbound emails that created new cases	55
Inbound handled by agents	55
Inbound handled by agents %	55
Inbound handled by agents now	55
Inbound handled unique	55
Inbound in IVR now	55
Inbound in IVR, queue or on agents now	55
Inbound in queue now	55
Inbound interactions answered in Service Level % (moving window)	55

Inbound longest wait now	55
Inbound queued	55
Inbound queued unique	55
Inbound received	55
Inbound received as transfers	55
Inbound rejected or missed by agents	55
Inbound released by agents	55
Inbound released by callers	55
Inbound ringing on agents now	55
Inbound routed to agents	55
Inbound self serviced	55
Inbound Service Level target	55
Inbound Service Level threshold	55
Inbound short-abandoned in queue	55
Inbound short-abandoned in queue %	55
Inbound transferred away	55
Matching agents busy	56
Matching agents logged-in	56
Matching agents not ready	56
Matching agents ready	56
Net Promoter Score	56
Number of interactions recategorized from a different service	56
Number of nonreplies started and discarded by agents	56
Number of records excluded by DNC lists from active Lists	56
Occupancy of matching agents	56
Outbound call attempts	56
Outbound call attempts in progress now	56
Outbound calls abandoned	56
Outbound calls abandoned %	56
Outbound calls abandoned in IVR	56
Outbound calls abandoned in queue	56
Outbound calls abandoned in queue %	56
Outbound calls abandoned while ringing	56
Outbound calls answered, out of connection speed compliance	56
Outbound calls answered, out of connection speed compliance %	56
Outbound calls attempts successful	56
Outbound calls attempts successful %	56
Outbound calls attempts failed	56
Outbound calls dropped in IVR	56
Outbound calls dropped in queue	56
Outbound calls dropped while ringing	56
Outbound calls duration average	56
Outbound calls duration total	56
Outbound calls in IVR %	57
Outbound calls in queue now	57
Outbound calls rejected or missed by agents	57
Outbound calls released by agent	57
Outbound calls ringing on agents now	57
Outbound calls routed to agents	57
Outbound calls self serviced	57
Outbound calls transferred away	57
Outbound interactions handled by agents (email - send non-replies)	57
Outbound interactions handled by agents now	57
Records attempts	57
Records attempts %	57
Records completed in active lists %	57
Records completions	57
Records completions %	57
Records dialable right now (Dialable)	57
Records in quota groups that reached quota limits	57
Records previews	57
Records skips	57
Records skips %	57
Remaining records in active lists	57
Remaining records with personal agent assignments	57
Service Name	57
Control Options	57
Single Statistic	58
Settings	58

Title	58
Mode	59
Primary Statistic	59
Agents busy with this service	59
Average idle time of matching agents	59
Average preview time of matching agents	59
Break time total	59
Callbacks in queue now	59
Callbacks requested	59
Completed records in active lists	59
Completed records with personal agent assignments	59
Count of records in all active lists	59
Custom Survey Metric 1	59
Custom Survey Metric 2	59
Customer Satisfaction	59
Estimated campaign duration	59
Estimated wait time	59
First Call Resolution	59
Inbound abandoned	59
Inbound abandoned %	59
Inbound abandoned in IVR	59
Inbound abandoned in queue	59
Inbound abandoned in queue %	59
Inbound abandoned while ringing	59
Inbound dropped by system in IVR	59
Inbound dropped by system in queue	59
Inbound dropped by system while ringing	59
Inbound duration average	59
Inbound duration total	60
Inbound emails carried over	60
Inbound emails carried over from previous day	60
Inbound emails dispositioned without reply	60
Inbound emails for existing queued cases	60
Inbound emails handled	60
Inbound emails in personal queues now	60
Inbound emails not accepted	60
Inbound emails pulled by agent	60
Inbound emails replied	60
Inbound emails that created new cases	60
Inbound handled by agents	60
Inbound handled by agents %	60
Inbound handled by agents now	60
Inbound handled unique	60
Inbound held	60
Inbound held, non-transferred	60
Inbound in IVR now	60
Inbound in queue now	60
Inbound interactions answered in Service Level % (moving window)	60
Inbound longest wait now	60
Inbound queued	60
Inbound queued unique	60
Inbound received	60
Inbound received as transfers	60
Inbound rejected or missed by agents	60
Inbound released by agents	60
Inbound released by callers	60
Inbound ringing on agents now	60
Inbound routed to agents	60
Inbound self serviced	61
Inbound Service Level target	61
Inbound Service Level threshold	61
Inbound short-abandoned in queue	61
Inbound short-abandoned in queue %	61
Inbound transferred away	61
Matching agents busy	61
Matching agents logged-in	61
Matching agents not ready	61
Matching agents ready	61
Net Promoter Score	61
Number of interactions recategorized from a different service	61
Number of interactions recategorized to a different service	61
Number of nonreplies started and discarded by agents	61
Number of records excluded by DNC lists from active Lists	61
Occupancy of matching agents	61
Outbound call attempts	61
Outbound call attempts in progress now	61
Outbound calling rate now	61
Outbound calls abandoned	61
Outbound calls abandoned %	61
Outbound calls abandoned in IVR	61
Outbound calls abandoned in IVR %	61
Outbound calls abandoned in queue	61
Outbound calls abandoned in queue %	61
Outbound calls abandoned while ringing	61
Outbound calls answered, out of connection speed compliance	61
Outbound calls answered, out of connection speed compliance %	61
Outbound calls attempts failed	61
Outbound calls attempts successful	61
Outbound calls attempts successful %	62
Outbound calls dropped in IVR	62
Outbound calls dropped in queue	62

Outbound calls dropped while ringing	62
Outbound calls duration average	62
Outbound calls duration total	62
Outbound calls in IVR %	62
Outbound calls in queue now	62
Outbound calls queue	62
Outbound calls rejected or missed by agents	62
Outbound calls released by agent	62
Outbound calls released by remote party	62
Outbound calls ringing on agents now	62
Outbound calls routed to agents	62
Outbound calls self serviced	62
Outbound calls transferred away	62
Outbound emails in personal queue	62
Outbound interactions handled by agents (email - send non-replies)	62
Outbound interactions handled by agents now	62
Preview duration now	62
Records attempts	62
Records attempts %	62
Records completed in active lists %	62
Records completions	62
Records completions %	62
Records Dialable Right Now (Dialable)	62
Records in quota groups that reached quota limits	62
Records previews	62
Records skips	62
Records skips %	62
Remaining records in active lists	63
Remaining records with personal agent assignments	63
Success rate	63
services	63
enable warning sound	63
enable gauge display	63
Secondary Statistic	63
<b>Text</b>	<b>64</b>
Settings	64
Title	64
Text	64
<b>Time</b>	<b>65</b>
<b>Image</b>	<b>65</b>
Settings	65
Select Image	66
Image	66
Style	66
Contain	66
Cover	66
<b>About Time Series Widgets</b>	<b>67</b>
Widget Selection	67
<b>Time Series Widgets</b>	<b>68</b>
Settings	69
Title	69
Series Type	69
Services Statistics	69
Teams Statistics	70
Time Range	70
<b>About User Widgets</b>	<b>70</b>
Selection of Widgets	71
User Widgets Menu Option	72
<b>Break Time</b>	<b>72</b>
Settings	73
Agent	73
<b>Dispositions</b>	<b>74</b>
Settings	74
Agent	75
<b>My Stats vs. My Team's</b>	<b>75</b>
Settings	76
Agent	76
<b>Satisfaction</b>	<b>77</b>
Settings	77
Agent	78
<b>Agenda</b>	<b>78</b>
Settings	79

Agent	79
About Copy from Existing Widgets	80
How to Copy from Existing Widgets	80



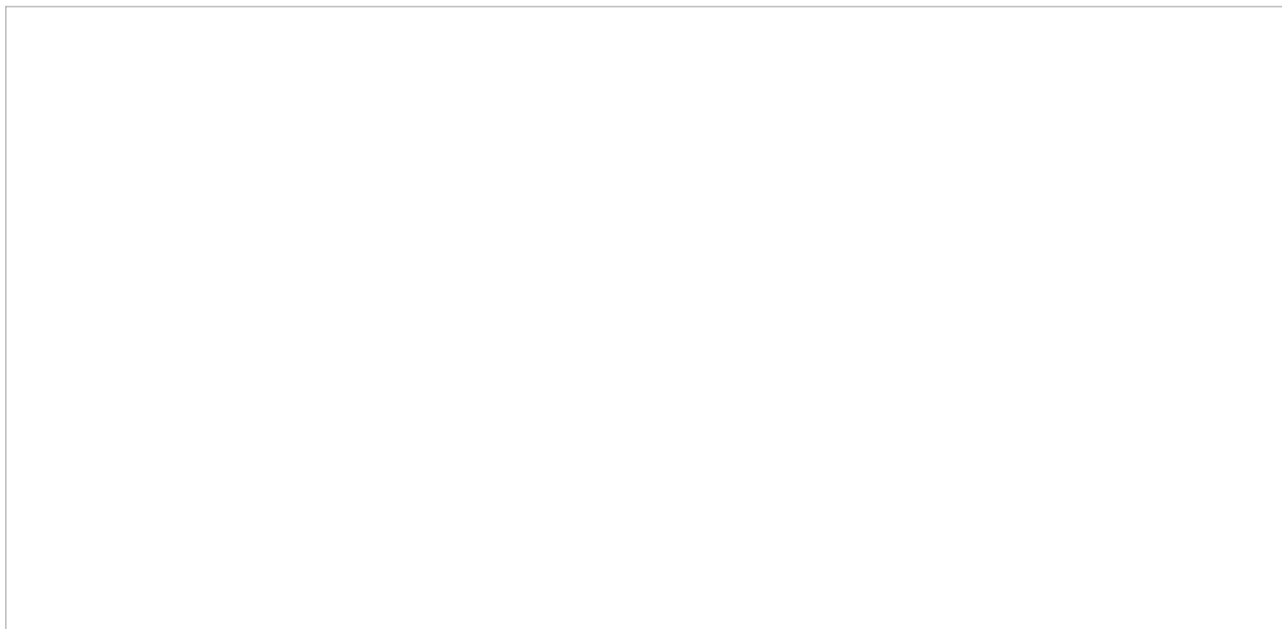
# Purpose

The Bright Pattern Contact Center *Wallboard Builder Reference Guide* describes the elements of the Wallboard Builder application that are used for viewing and editing wallboards in the Agent Desktop application.

The Wallboard Builder application enables you to customize the look and display of your contact center's wallboard. Cards and cells can be added, deleted, scaled, and expanded using mouseovers, click-and-drag, and drag-and-drop movements. In Agent Desktop, wallboards are shown in either Edit mode or Display mode. Users with the privilege *Customize Wallboards* may edit a wallboard's layout.

Wallboard localization is supported in English, German, and Japanese.

For information about granting privileges for customizing, pushing, and pulling wallboards, refer to the [Contact Center Administrator Guide](#).




Viewing a customized wallboard

# Audience

The Bright Pattern *Wallboard Builder Reference Guide* is intended for 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.

# Accessing Wallboards

Bright Pattern Wallboards are launched from within the Agent Desktop application.

Logged-in users of Agent Desktop who have the [required privileges](#) to view, edit, or use Wallboards will see the  icon at the top right of the Agent Desktop user interface. Clicking on the Wallboard icon will open the Wallboards in a separate browser tab or window.

[AD-Menu-Items-53.PNG](#)



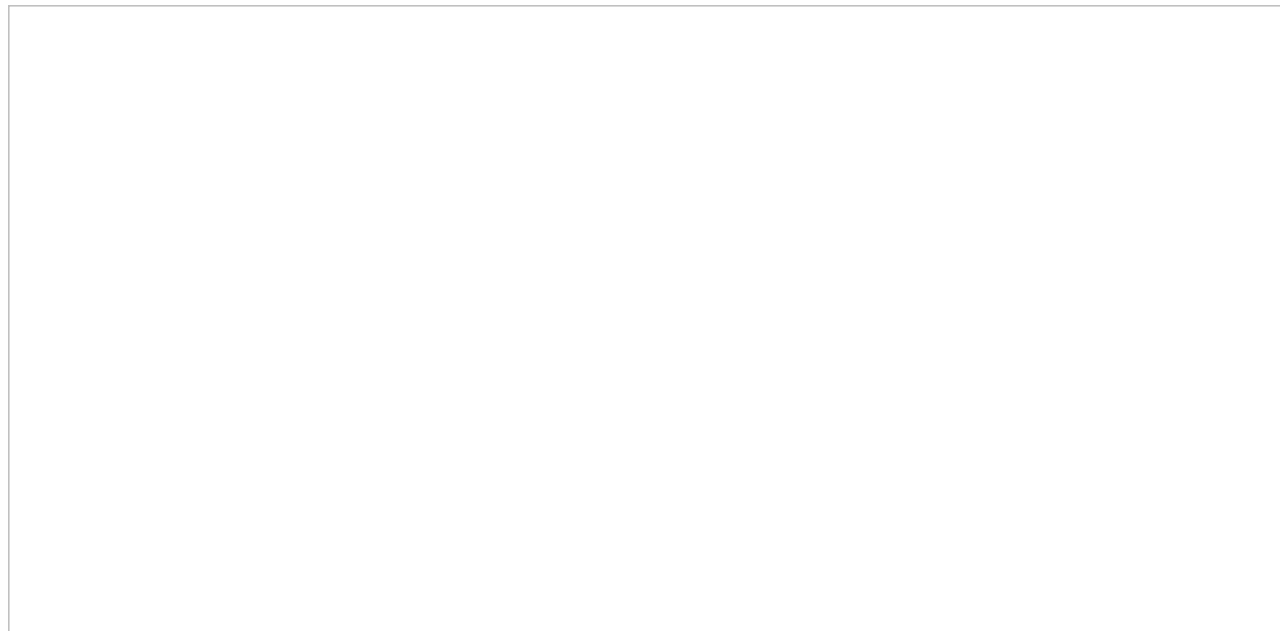
Because Bright Pattern offers single sign-on (SSO) functionality for the contact center platform, separate login to Wallboards is not required. If you are logged in to Agent Desktop and you then navigate to Wallboards, you will find yourself already logged in to Wallboards.

## Wallboard Builder Overview

A wallboard is displayed as a grid of 12 x 12 cells, containing cards; these cards display configurable widgets. A wallboard is shown in either [View](#) mode or [Edit](#) mode.

In View mode, widgets display real-time statistics and metrics for various services, teams, and agents. In Edit mode, the same widgets are displayed along with the control elements to edit, add, or remove them.

To switch between View and Edit mode, select the **Menu**  icon in the upper right-hand corner and choose the desired option.



Editing a wallboard

# 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.

There are three privileges related to the wallboard application:

1. [Access Real-time Stats API](#) - When enabled, this privilege allows users to view created wallboards. Also, this privilege allows the wallboard icon to appear on the Agent Desktop home screen.
2. [Customize Wallboards](#) - This privilege allows users with access to wallboards to create and customize them.
3. [Push/Pull Global Wallboards](#) - This privilege allows users with access to wallboards [Push/Pull](#) functionality.

If you are not sure if you have the appropriate wallboard privileges, contact your system administrator.

# View Mode

In *View* mode, the wallboard's *Grid*, *Settings*, and *Remove* icons are hidden from view, and no changes can be made to the wallboard itself.

The wallboard displays the following elements:

- [Title](#) with drop-down arrows for selecting which wallboard (i.e., personal or global) to view
- [Menu](#)
- [Selection arrows](#) for flipping between wallboards
- [Cards](#) that either contain pre-configured widgets or are empty



A wallboard in view mode

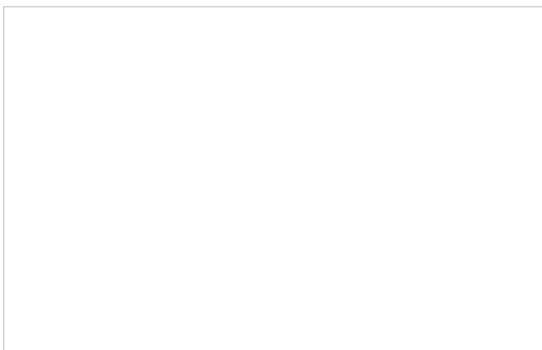
## Title

The title is the identifying name of the wallboard, and it is shown at the top of the screen with a large font size. The title is important because it is what is displayed in the list of wallboards that may be selected. The more descriptive and specific the wallboard title is, the easier it is to select the desired one for the task at hand.



The title of the wallboard is shown at the top of the wallboard

The  down arrow is used to select which wallboard to view. If no wallboards are defined, a default wallboard layout is shown in Edit mode.



Personal and saved global wallboards are listed

## Menu

When clicked, the wallboard menu displays actions that may be taken for the selected wallboard.

These actions are described as follows:

- **New** allows you to create a new wallboard.
- **Edit** enables you to switch to Edit mode and make changes to the selected wallboard.
- **Duplicate** will make a copy of the selected wallboard, saving it to your list of personal wallboards.
- **Delete** will delete the selected wallboard.
- **Export** lets you export the selected wallboard as a JSON file.
- **Import** allows you to import a JSON wallboard file.
- **Push to global** enables you to share the selected wallboard with others in your contact center.
- **Pull from global** enables you to select and view the wallboards that are pushed to global.
- **Rotation** allows you to rotate between selected wallboards at an interval (in seconds).
- **Hide Title Bar** hides the title and menu bar from regular view unless moused over.
- **User Widgets** allows you to pull the user statistics of an individual user and apply them to all user widgets in a wallboard.



Wallboard menu  
actions

Note the following:

- Only personal wallboards can be renamed, deleted, or pushed to global.
- Only global wallboards can be pulled from global.
- The last global wallboard cannot be pulled.
- When duplicating a global wallboard, the duplicate appears in your list of personal wallboards.
- The *Export* and *Import* options can be used to move wallboards between different environments (e.g., move a wallboard that you prepared in a sandbox to your production environment).

## Wallboard Selection Arrows

The arrows shown beside the wallboard menu are used for flipping between your personal wallboards and pulled global wallboards. Click the left and right arrows to navigate through your saved wallboards.



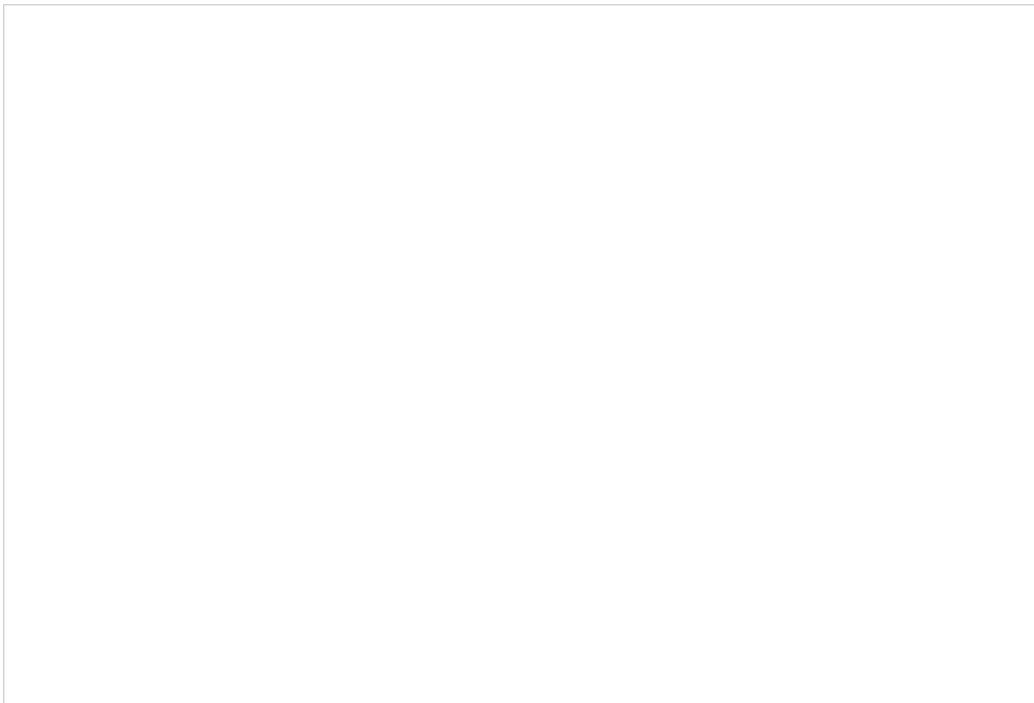
Wallboard  
selection arrows

To view a list of all of your saved wallboards, click the wallboard title's down arrow.

## Cards


In View mode, the selected wallboard's cards (i.e., cells) are shown in whichever way they were created and saved. Cards display widgets with statistics, metrics, news or announcements, summary charts, and so forth. If cards have not been configured, they are shown empty.


For more information about cards and their contents, see section **Widgets**.



Wallboard cards/cells are shown

## Switching Between View Mode and Edit Mode

The Settings  icon appears upon mouseover only, and it is hidden when the cursor moves away from the icon. Clicking the Settings icon switches the Agent Desktop dashboard into Edit mode and opens the configuration dialog for the widget to be edited.

It is also possible to switch to Edit mode via the wallboard menu. Click the **Menu**  icon and select **Edit**.

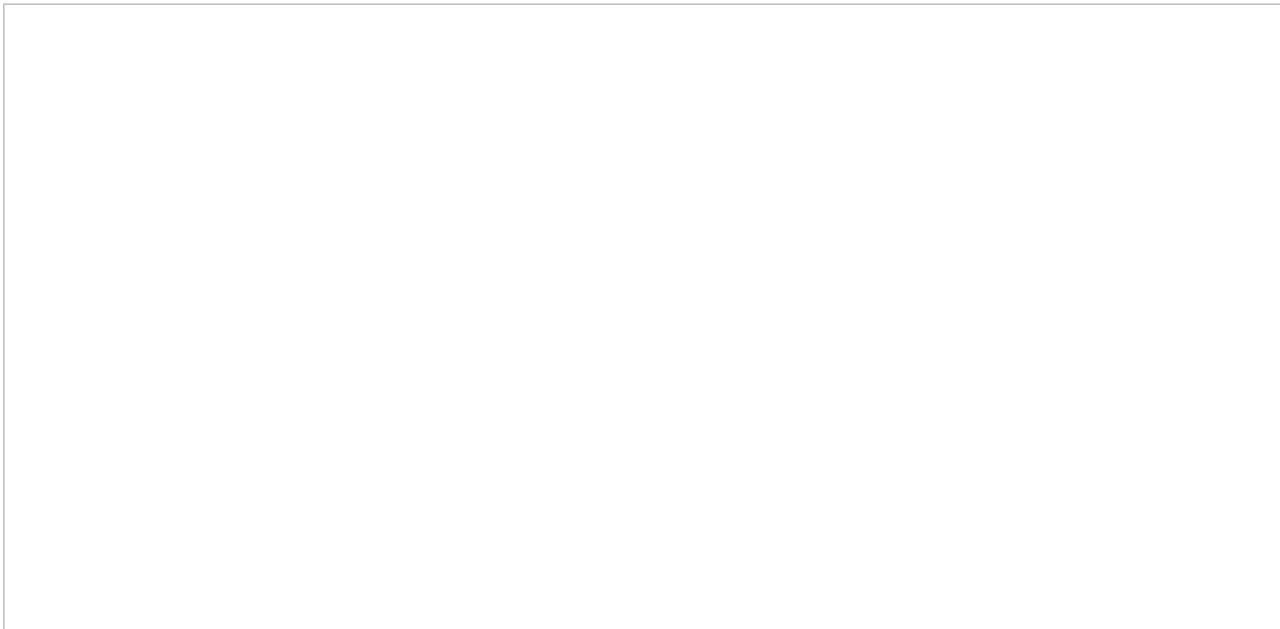
## Automatic Screen Rotation

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. For more information, please see [Rotating Screens](#).

## Edit Mode

Users with the privilege *Customize Wallboards* may edit a wallboard's layout. If you have been granted the privilege, your wallboards will be displayed in Edit mode with wallboard control elements visible. You can select and edit various parts of the wallboard by clicking or mousing over them.

For information about granting privileges for customizing, pushing, and pulling wallboards, refer to the [Contact Center Administrator Guide](#).



A wallboard in edit mode

## Cells

A wallboard is a grid of 12 x 12 cells, which contain information, stats, and metrics. When launching the Wallboard Builder application, if your wallboard has not been configured yet, you will see a grid of 12 cards and/or empty cells, as shown.

[Dark-Wallboard-Grid-316.png](#)



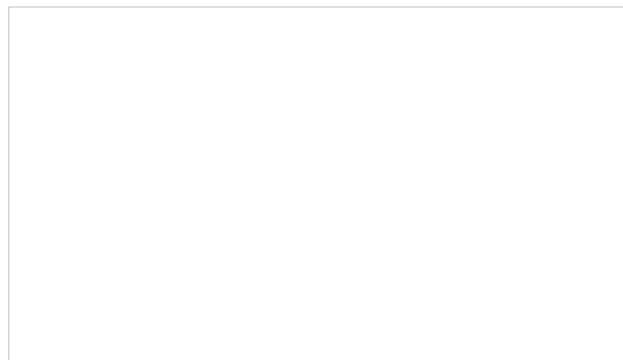
If you have the privilege to customize wallboards, the wallboard will be shown in Edit mode, and mousing over a card or cell will enable you to click to edit it. Clicking on any cell creates a new 2 x 2 card if there is space available. It is also possible to create a card by click-dragging across cells.

Note that the size of the card is a multiple of grid cells, and the minimum card size is 2 x 2.

There are two standard color schemes from which to choose: dark (black background and grey cards) and light (light grey background and white cards).

## Cards

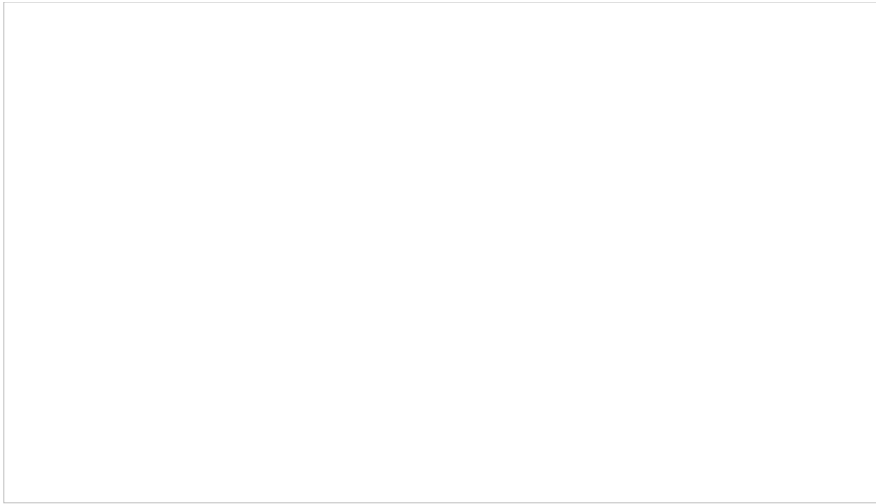
When mousing over an empty card, graphics for editing the card appear. At the center of each empty card is a “focus bracket” that shows where a card can be placed.



Wallboard focus bracket

When clicked, the plus sign graphic will show a widget selector that allows you to choose the type of widget to be placed in the card.





Select a Widget window

To delete the card and its contents, if any, click the Delete  icon located in the upper right-hand corner of the card.

## Resizing and Moving Cards

In addition to changing a card's contents, it is possible to change a card's size and placement on the grid.

### To resize a card:

Click and drag the corner of the card until it is the desired size. Note that a resized card cannot overlap with another card on the grid.

### To move a card:

Drag and drop it onto an empty space on the grid. As with a resized card, a dragged card can be dropped onto empty spaces only, and the cards cannot overlap.

## Widget Selector

Widgets are used to display metrics, statistics, news, and other specific information in real-time on your wallboard. Widgets are added to cards on your wallboard using the widget selector. Mousing over a widget highlights it.



You can add a widget to a card by making a selection in the widget selector.

The widget selector groups widgets into three categories:

- [Standard Widgets](#)
- [User Widgets](#)
- [Copy from Existing Widgets](#)

Widgets from other wallboards are shown in the widget selector according to their configuration and titles.

To select a widget and add it to a card, click on a widget shown in the widget selector. A widget configuration screen will open, presenting widget-specific properties and settings to edit.

Cards that already have defined widgets will display a Delete icon, a Configure icon, and the title and actual data for the widget according to its configuration.

## Scalable Display

When displayed, a wallboard scales to the all available space on the Agent Desktop. This means that cards do not keep their aspect ratio (e.g., it is impossible to ensure that cards are always square). Widget content is scaled according to the widget design.

The selector dialog can expand vertically to fit the Agent Desktop. If there are too many items in a section, a scroll bar appears.

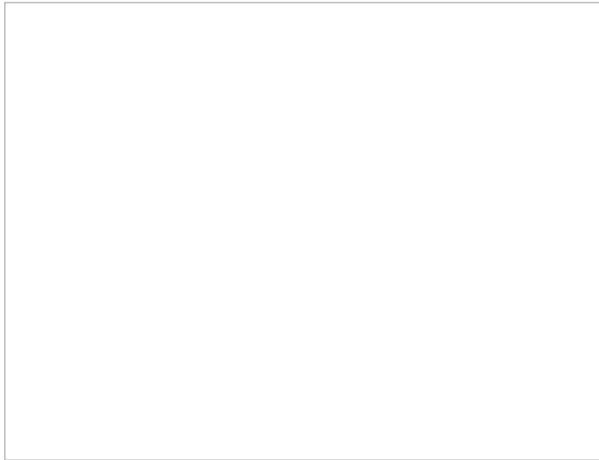
## Creating New Wallboards

If you have the privilege to edit wallboards, you are also enabled to create new wallboards.

Wallboards can be created either from scratch or from one of five out-of-the-box templates. Because templates are preformatted with widgets and a standard layout, they allow you to build standard wallboards and customize them quickly.

## How to Create a New Wallboard

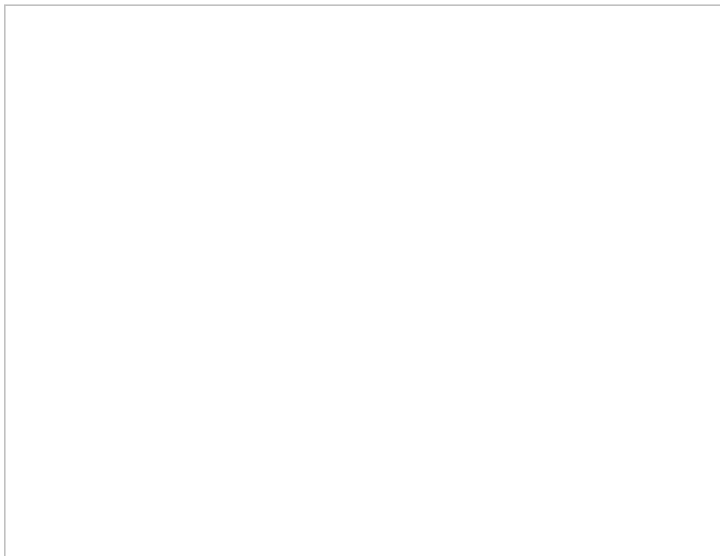
1. At the top of the page, click the **Menu**  icon.
2. From the drop-down list that appears, select **New**.



Select "New" to create a new wallboard

.

3. In the *New Wallboard* dialog that appears, select the desired wallboard template.



Wallboard template selector

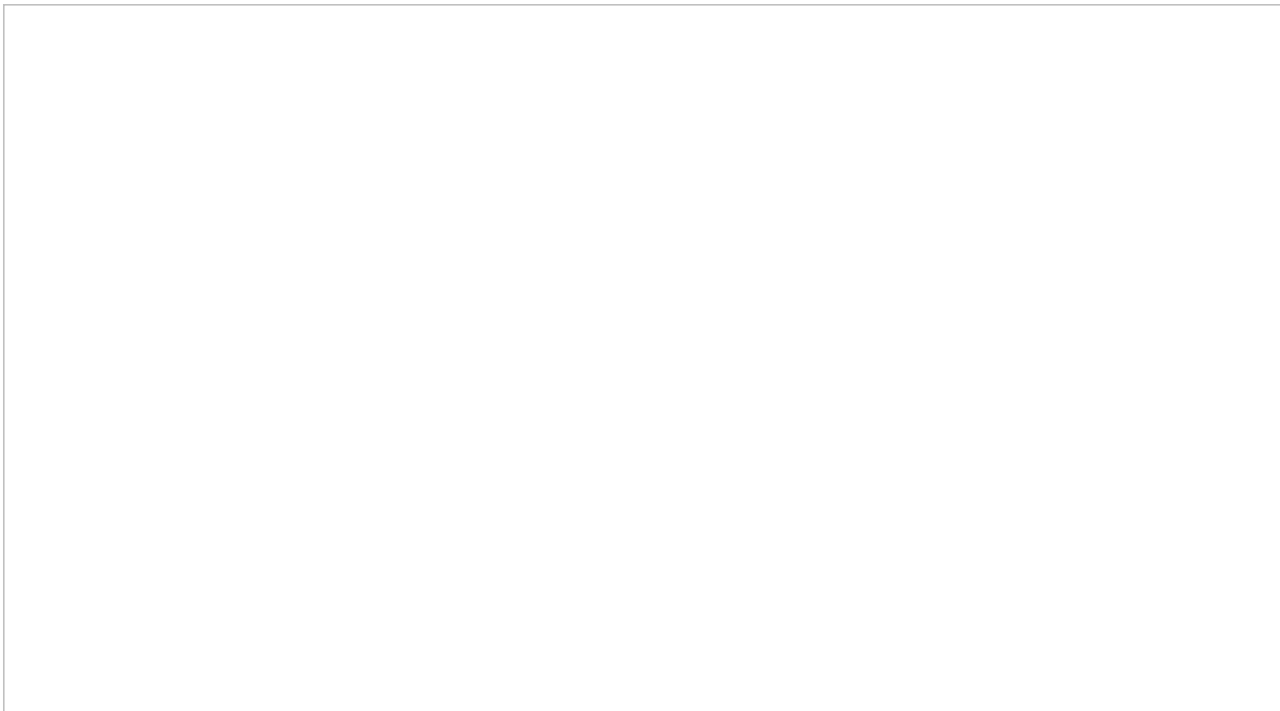
## Templates

Templates are available to create the following types of prefab wallboards:

- [Empty](#)
- [Outbound Campaigns](#)
- [Contact Center Overview](#)
- [Inbound Wallboard](#)
- [All Agents](#)
- [Email Wallboard](#)

## Empty

The *Empty* template is a blank wallboard that shows a grid of empty cards. No statistics are preconfigured. This wallboard is the type to select when creating a new wallboard from scratch, when you do not wish to use any other template available.



Empty wallboard

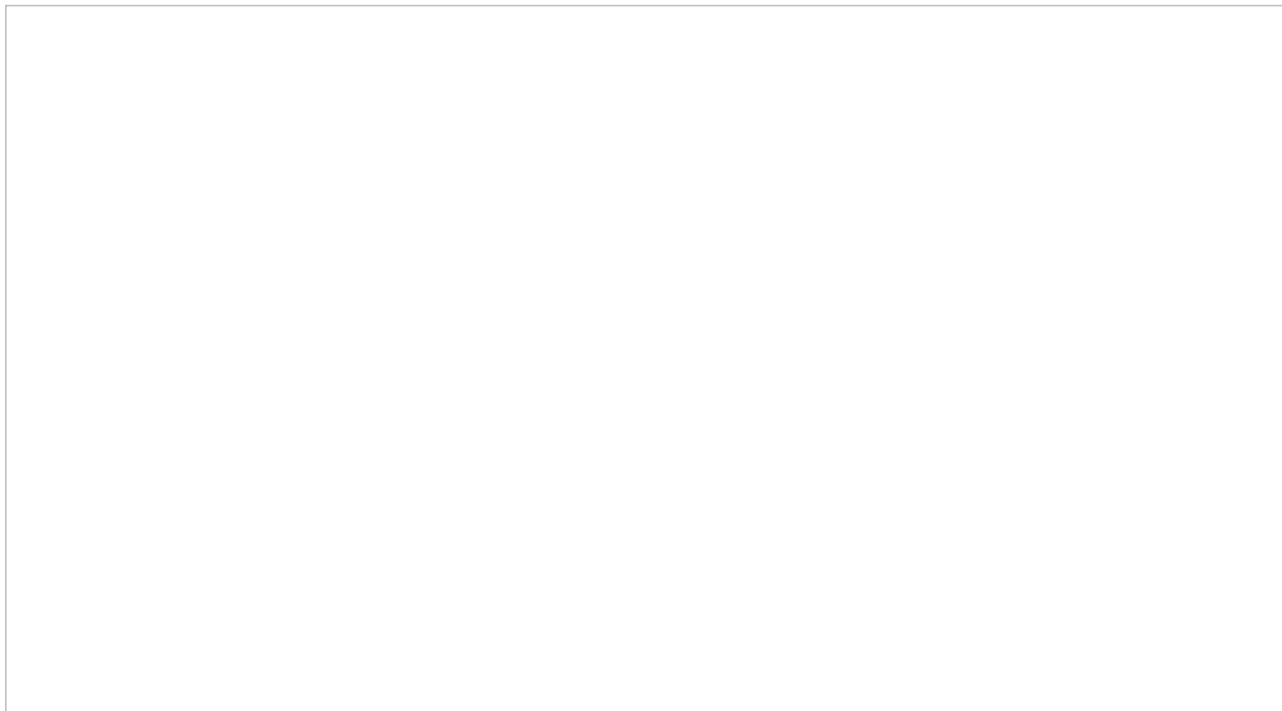
## Outbound Campaigns

The *Outbound Campaigns* template contains statistics related to the outbound campaigns that your team is assigned to handle.

The following statistics are included:

- [Abandoned %](#)
- [Agent State Summary](#)
- [Campaigns](#), which contains the following metrics:
  - [Rec remaining](#)
  - [Calling Rate](#)

- [In progress](#)
- [Avg Dur](#)
- [Succ%](#)
- [Occ](#)
- [Occupancy](#)
- [Outbound Calling Rate](#)
- [Outbound Calls on Agents](#)
- [Outbound in Q Now](#)
- [Records Completed Today](#)
- Top Agents by [Avg Call Duration](#)
- Top [Break Time](#)
- Top [Successful](#) Agents



Outbound Campaigns wallboard template

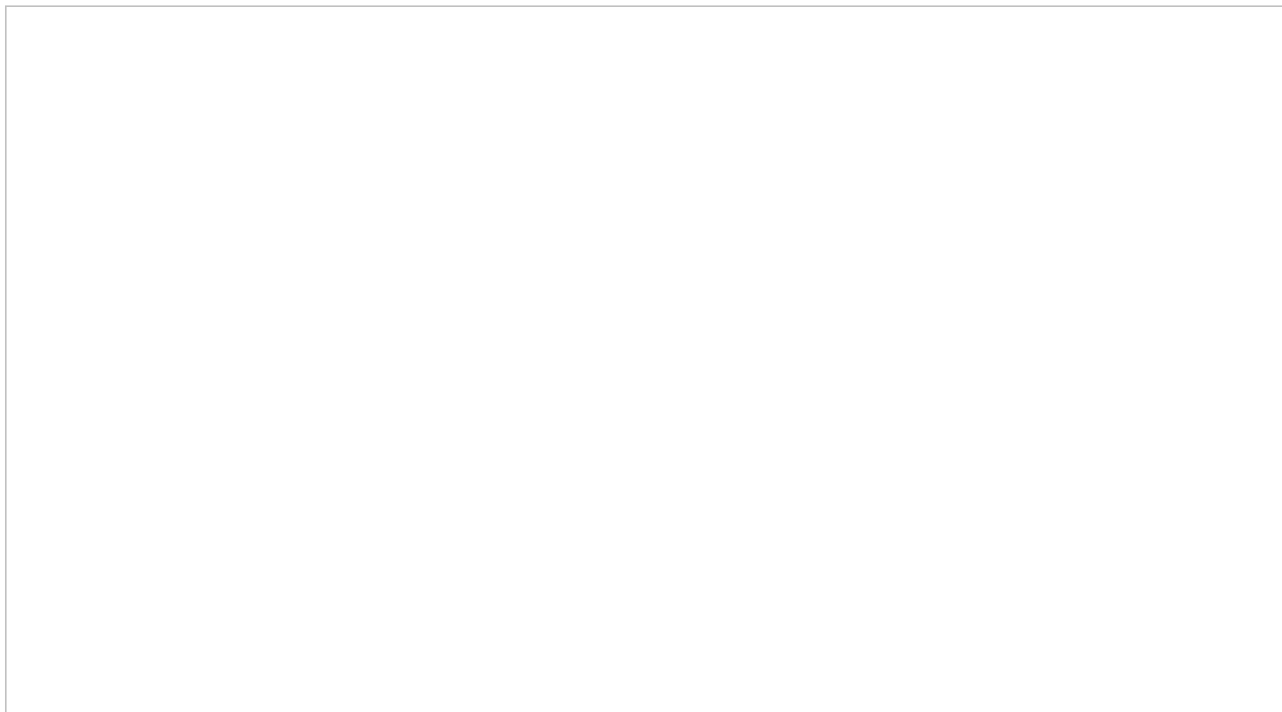
## Contact Center Overview

The *Contact Center Overview* template presents a broad overview of your contact center's activities.

The following statistics are included:

- [Abandoned, All Queues](#)
- [Agent State Summary](#)
- [All agents](#), which contains the following metrics:
  - State icon
  - [Inbound handled](#)
- [Announcements](#)
- [Longest ACW](#), which contains the following metrics:
  - [State icon](#)
  - [Inbound handled](#)

- [Longest Calls](#), which contains the following metrics:
  - [State icon](#)
- [Longest Hold](#), which contains the following metrics:
  - Active item: hold duration
- [Longest Not Ready](#), which contains the following metrics:
  - State duration
  - Not ready reason
- [Positive Disposition Counts](#), which contains the following metrics:
  - [Count of selected dispositions](#)
- [Queued, All Queues](#)
  - Contains the secondary statistic [Inbound abandoned in queue %](#)
- [Queues](#), which contains the following metrics:
  - [Inbound Service Level Threshold](#)
  - [Inbound abandoned in queue](#)
  - [Inbound longest wait now](#)
  - [Inbound in queue now](#)
  - [Matching agents logged-in](#)
  - [Inbound received](#)
- [Waiting in All Queues](#)



Contact Center Overview wallboard template

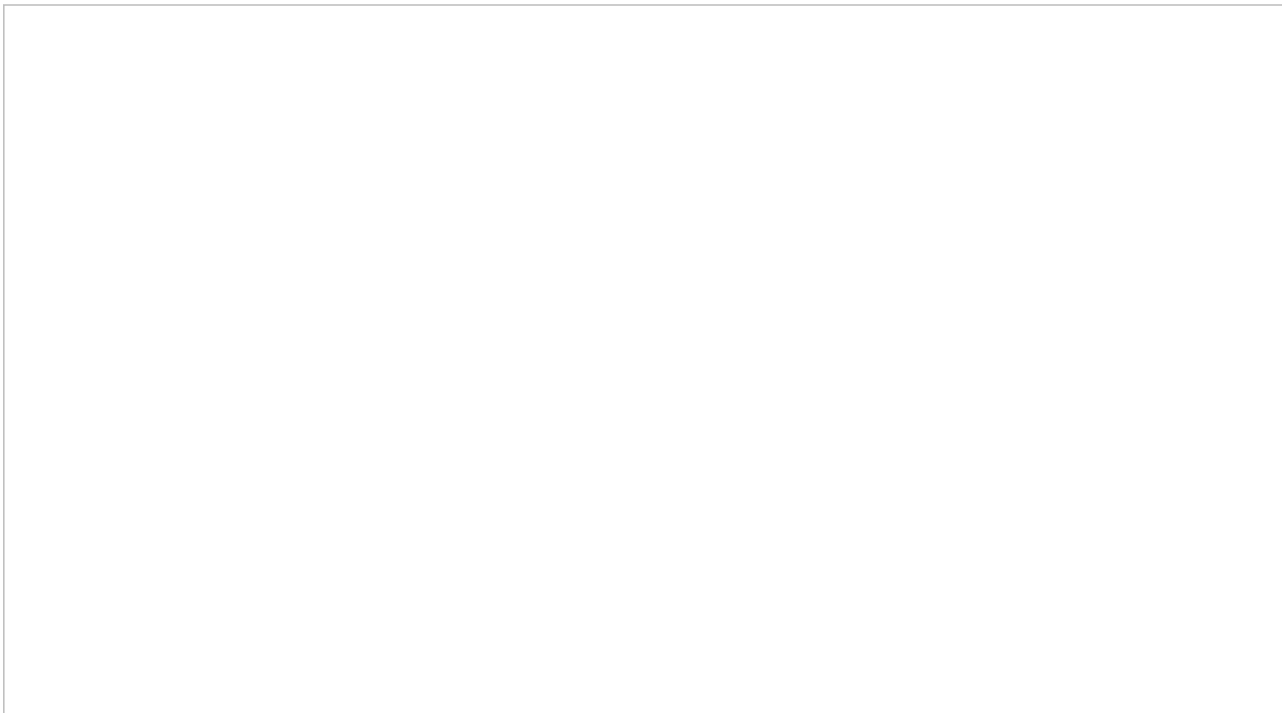
## Inbound Wallboard

The *Inbound Wallboard* template contains statistics that are relevant to your team's inbound interactions.

The following statistics are included:

- [Abandoned %](#)
- [ASA](#)

- [Busy Agents](#), which contains the following metrics:
  - Active item: service
  - State duration
  - Next state
  - Active item: talk duration
  - Active item: hold duration
- [Callbacks in Queue](#)
- [Estimated Wait Time](#)
- [In IVR](#)
- [In Queue/Max Wait](#)
- [Longest Hold](#)
- [Service Queues](#), which contains the following metrics:
  - [Inbound received](#)
  - [Inbound received as transfers](#)
  - [Inbound queued](#)
  - [Callbacks in queue now](#)
  - [Inbound abandoned %](#)
  - [Inbound short-abandoned in queue %](#)
  - [Inbound in IVR now](#)
  - [Inbound in queue now](#)
  - [Inbound longest wait now](#)
  - [Inbound duration average](#)
  - [Inbound handled by agents](#)
  - [In Svc L](#)
  - [Average speed of answer/reply](#)
  - [Avg ACW](#)
  - [EWT](#)
- Top [After Call Work](#)
- Top [Idle Time](#) Agents
- Top [Not Ready](#) Agents



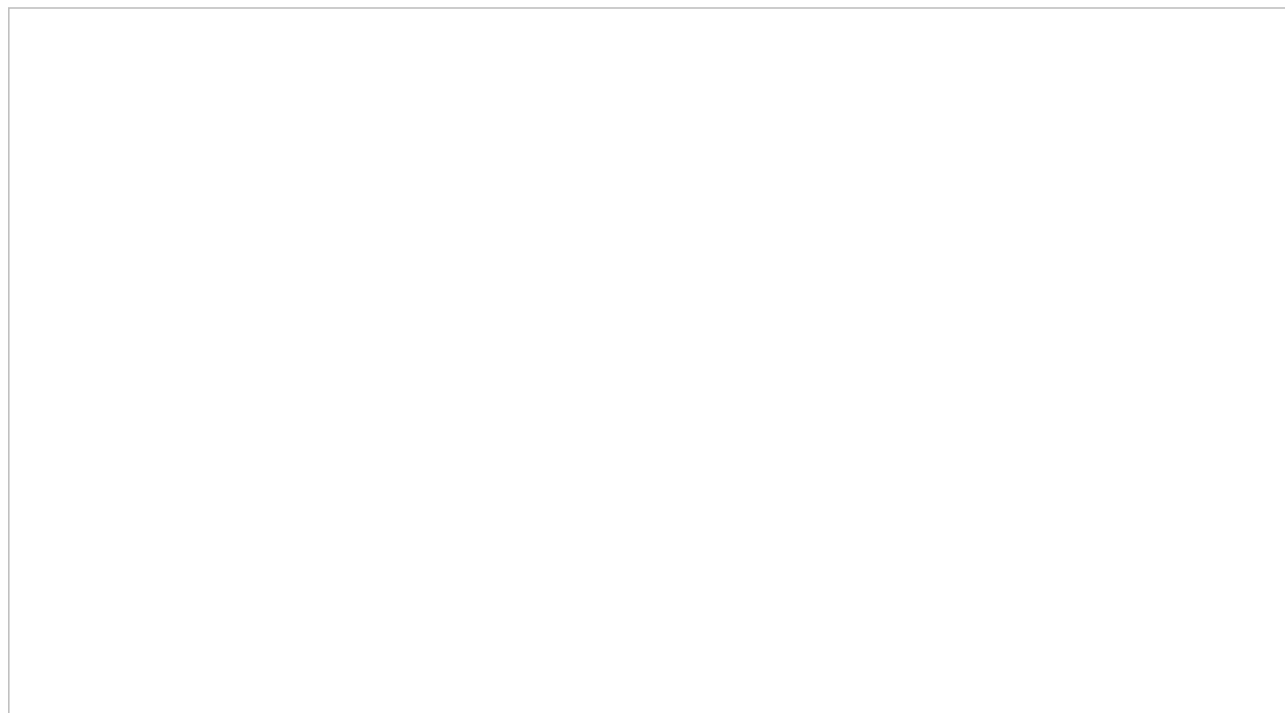
## Inbound wallboard template

### All Agents

The *All Agents* template presents a list view of selected agents from your team. To edit the preconfigured list of agent statistics, click the **Edit** icon at the top right of the wallboard template. This opens the *Select Grid Options* window, where you can select teams to show and sort/filter the agents in the list.

The following statistics are included:

- First Name Last Name
- State icon
- State duration
- [Break Time total](#)
- Active item:service
- Active item:media
- Active item:hold duration
- Active item:direction
- Active item:flagged
- Active item:talk duration
- Active item:state
- [Inbound handled](#)
- [Inbound rejected or missed by agents](#)
- [Outbound interactions handled by agents \(email - send non-replies\)](#)
- Next state
- Team name



All Agents wallboard template

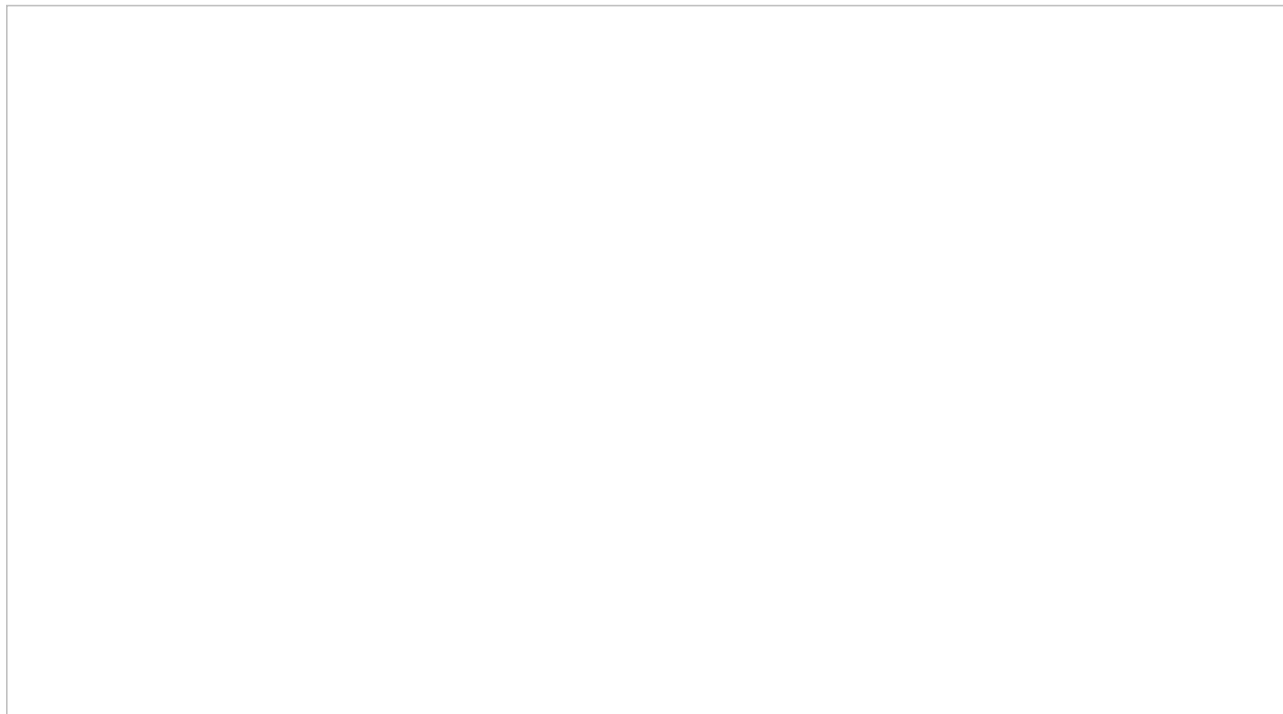


## Email Wallboard

The *Email Wallboard* template contains statistics that are relevant to your team's email queues.

The following statistics are included:

- [Bottom Agents by Email Handled](#)
- [Email Carried Over](#)
- [Email Dispositioned wo Reply](#)
- [Email Handled](#)
- [Email in Personal Queues](#)
- [Email Replied](#)
- [Email Services](#), which contain the following metrics:
  - [Inbound Service Level Threshold](#)
  - [Inbound Service Level Target](#)
  - [In SL](#)
  - [Inbound emails that created new cases](#)
  - [Inbound Email Carried Over](#)
  - [Inbound Emails in Personal Queues Now](#)
  - [Inbound Email Replied](#)
  - [Inbound Email Dispositioned Without Reply](#)
- [New Email](#)
- Top Agents by [Email Handled](#)
- Top [Break Time](#)
- Top [Personal Queues](#)

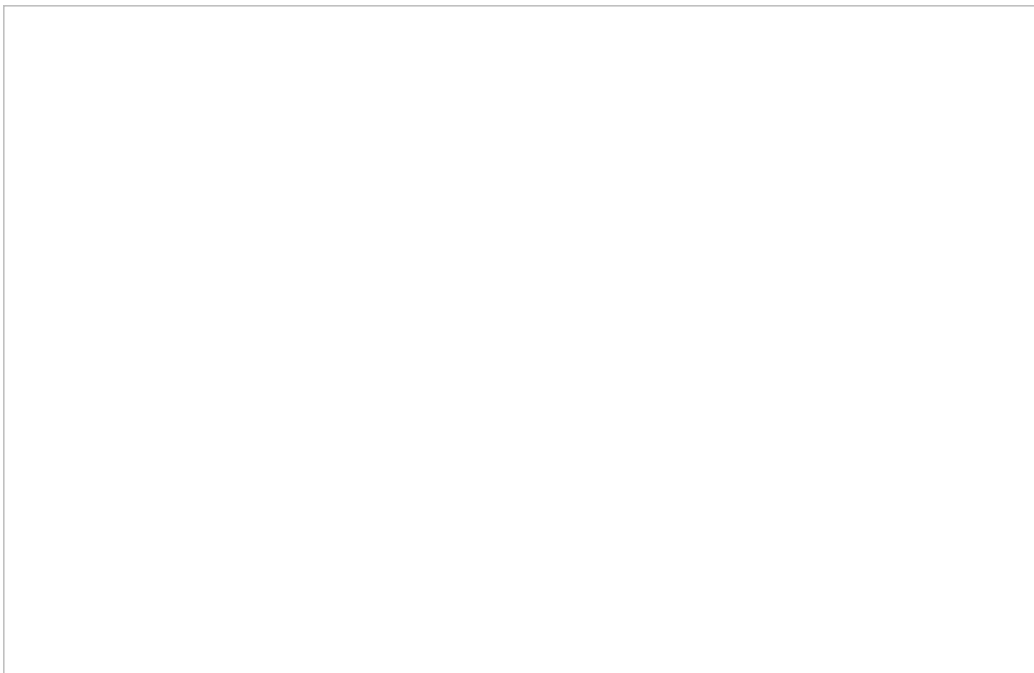


Email wallboard template

# Metrics

The Wallboard Builder utilizes real-time metrics to populate the [widgets](#). Real-time metrics pull data from various areas in Agent Desktop and are constantly updated in real-time (every few seconds) to reflect the current status of your contact center operations.

For a complete list of these statistics including definitions, see [All Real-time Metrics](#) in the *Reporting Reference Guide*. 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. [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

## Global Wallboards

Wallboards can be created and saved locally to your Agent Desktop as personal wallboards, or they can be created and exported to a global pool for everyone in your contact center to access.

Both global wallboards and personal wallboards are listed by title in a drop-down list at the upper left-hand corner of the screen. To access it, click the down icon  beside the current wallboard's title.



Select a wallboard from the list

## Push/Pull Functionality

The capability to push personal wallboards to a global scope or pull global wallboards and keep them as personal, is enabled via a privilege set by your system administrator. For more information on the privilege *Push/Pull Global Wallboards*, see the *Contact Center Administrator Guide*, section [Privileges](#).

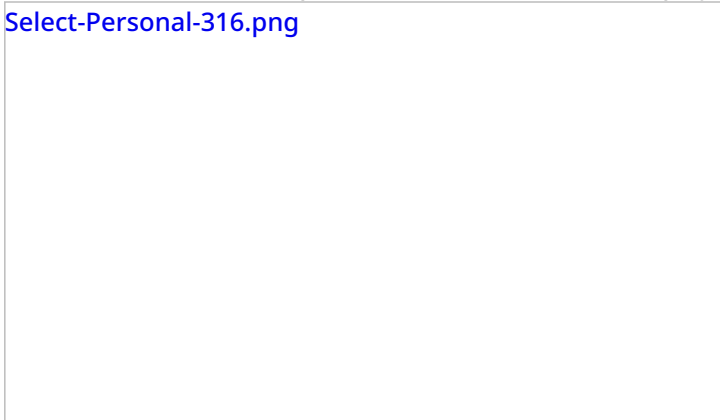
Note that only personal wallboards can be renamed, deleted, or pushed to global, and only global wallboards can be pulled from global. When duplicating a global wallboard, the duplicate appears in your list of personal wallboards.

## How to Push to Global

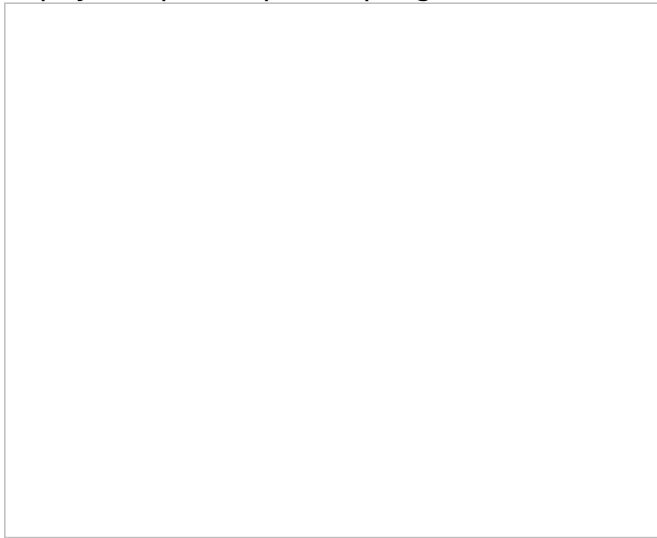
To push a wallboard to global, follow these steps:

1. Click the wallboard selection arrow beside the wallboard title and select the name of the desired personal wallboard to share. The personal wallboard will be displayed.

[Select-Personal-316.png](#)

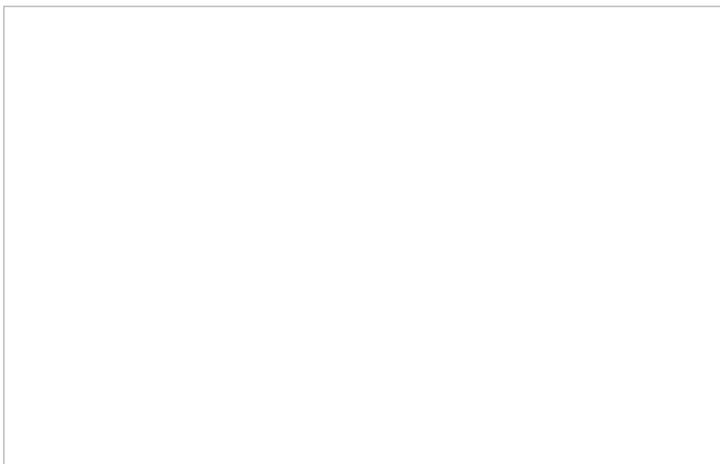


2. Navigate to the Wallboard menu at the upper right-hand part of the screen.
3. Click the menu icon .
4. Select **Push to global**. Note that if you do not have the privilege *Push/Pull Global Wallboards*, the menu will not display the option to push or pull global wallboards.



Wallboards are pushed from personal to global via the Menu

The wallboard is then removed from your personal wallboards and placed in global wallboards.



Pushed Wallboards are removed from personal and placed in global wallboards

## How to Pull from Global

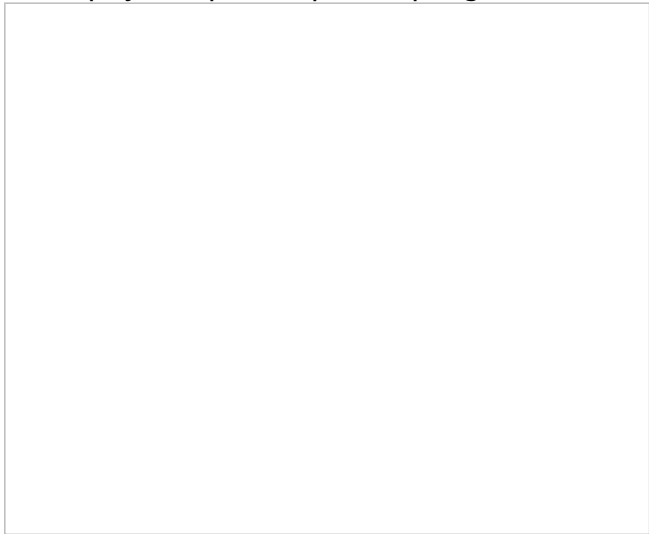
To pull a wallboard from global, follow these steps:

1. Click the wallboard selection arrow beside the wallboard title and select the name of the desired global wallboard to get. The global wallboard will be displayed.

Select-Global-316.png

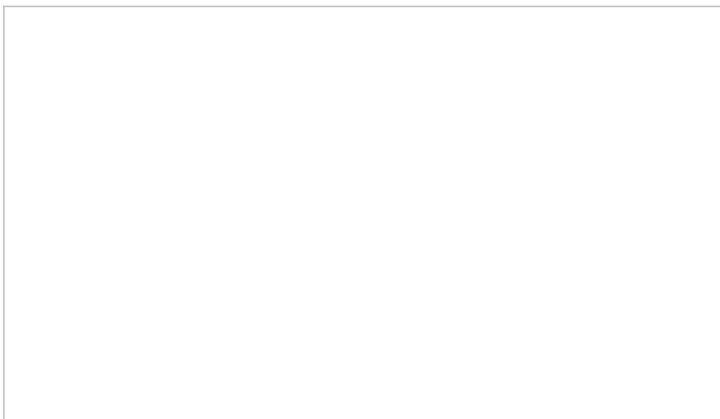


2. Navigate to the Wallboard menu at the upper right-hand part of the screen.
3. Click the menu icon .
4. Select **Pull from global**. Note that if you do not have the privilege *Push/Pull Global Wallboards*, the menu will not display the option to push or pull global wallboards.



Wallboards are pulled from global via the Menu

The wallboard is then pulled from global wallboards and placed in your personal wallboards, as shown.



Pulled wallboards are placed in your personal wallboards

## Supervisor Usage

Supervisors with the [privilege](#) *Customize Wallboards* and *Push/Pull Global Wallboards* can create wallboards to be used by their assigned teams. This capability allows agents on the same teams to view the same metrics, statistics, and information. After creating custom wallboards, supervisors can push the wallboards to global, and agents can pull the wallboard from global to appear on their Agent Desktop home screens.

For more information on customization, see section [Customizing Wallboard Styles](#).

Upon opening the Wallboard Builder application, both agents and supervisors will see (in View mode) the last wallboard they viewed during their previous login session. If no wallboards were viewed, any of the global wallboards available will be shown instead.

To view the desired global wallboard (if it is not displayed already) agents must click the  down arrow beside the wallboard title and select the desired global wallboard from the list.

## 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.

### 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.

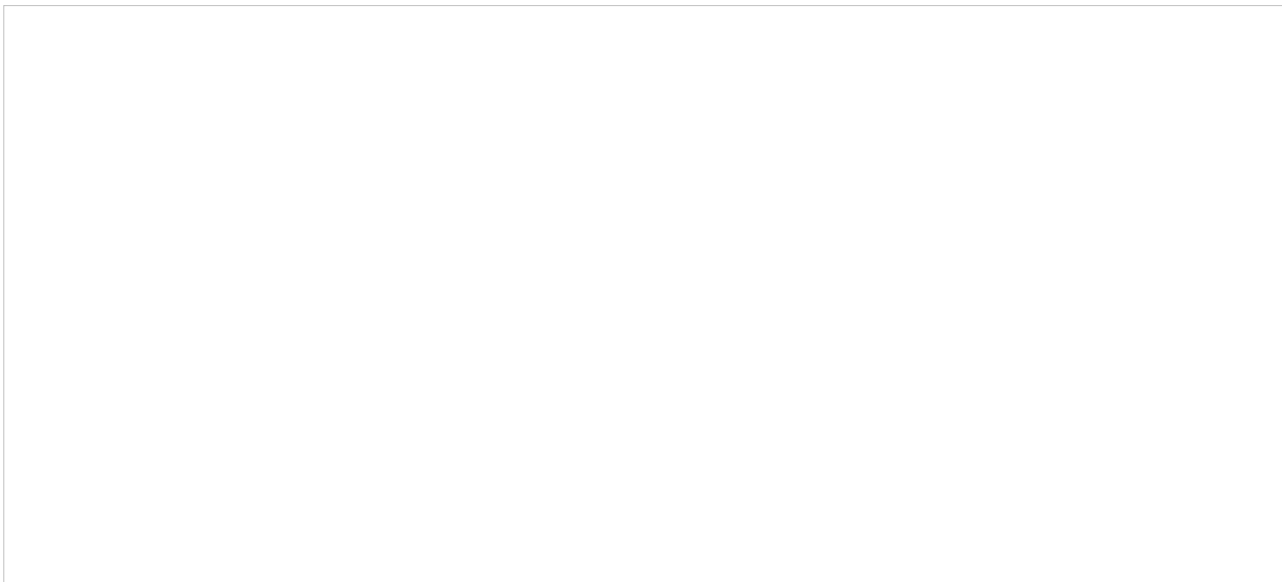


Wallboard rotation settings

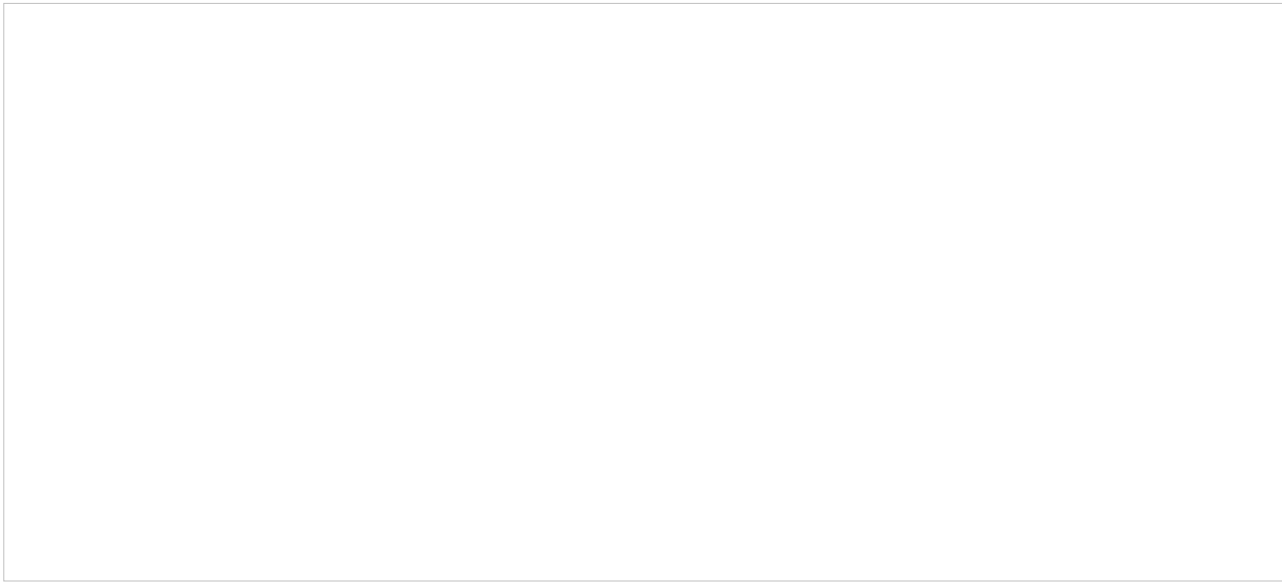
## Customizing Wallboard Styles

Users with the privilege *Customize Wallboards* can change the theme of their personal wallboards, choosing from the light or black themes that are available out-of-the-box. Note that only personal wallboards and global wallboards pulled and saved to your personal wallboards section may be edited.

To change the theme, click the  located at the top of your wallboard screen. The theme selector will display the available options.



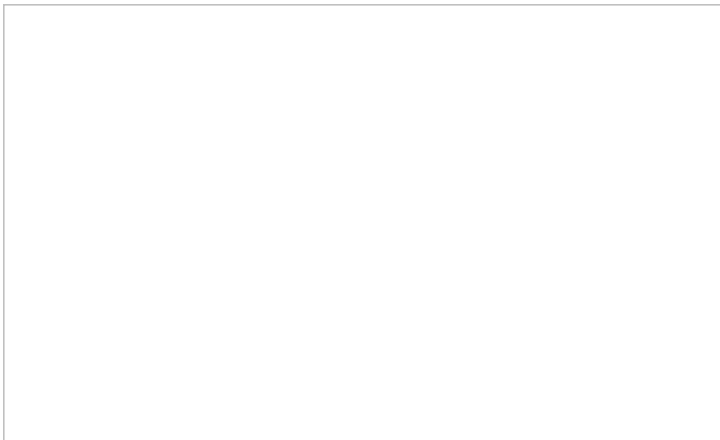
Light theme



Black theme

## Alerts

Alert conditions are defined for each statistic in the Single Statistic settings. See section [Single Stat](#) for more information.



Single Statistic settings

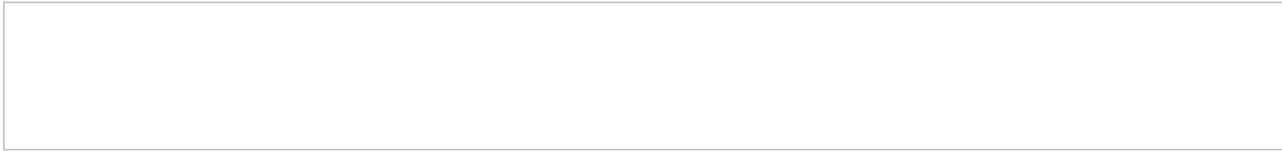
When an alert condition is triggered, the Single Statistic changes its background, font, and border colors, and it plays the alert sound (if defined) and periodically (if specified). See section [Customizing Wallboard Styles](#) for more information.



# Title and Controls

In View mode, the following fields and controls are always shown:

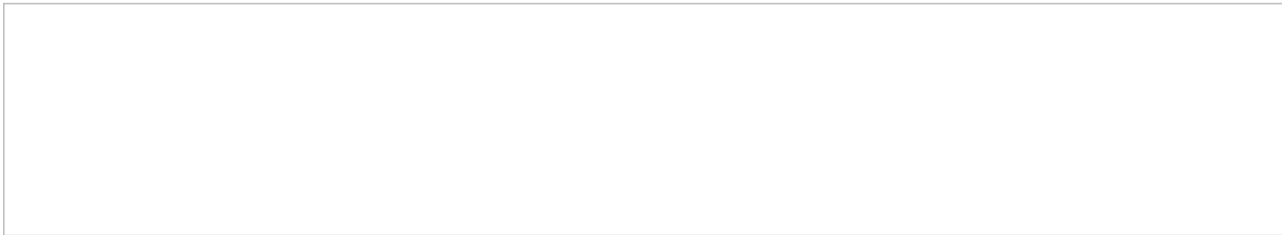
- **Title and menu bar**
- **Wallboard selector** for selecting a personal or global wallboard
- **Navigation arrows** for flipping from one wallboard to the next
- **Menu icon** for working with wallboards



Wallboard title, controls, and Menu

A user with a privilege *Customize Wallboards* has additional elements that appear on the wallboard while in Edit mode:

- **Title field** for changing the name of the wallboard
- **Font size control** for adjusting the header font size in widgets as well as the text font size in grid widgets
- **Theme selector** for selecting a light or dark theme
- **Save button** for applying changes when in Edit mode



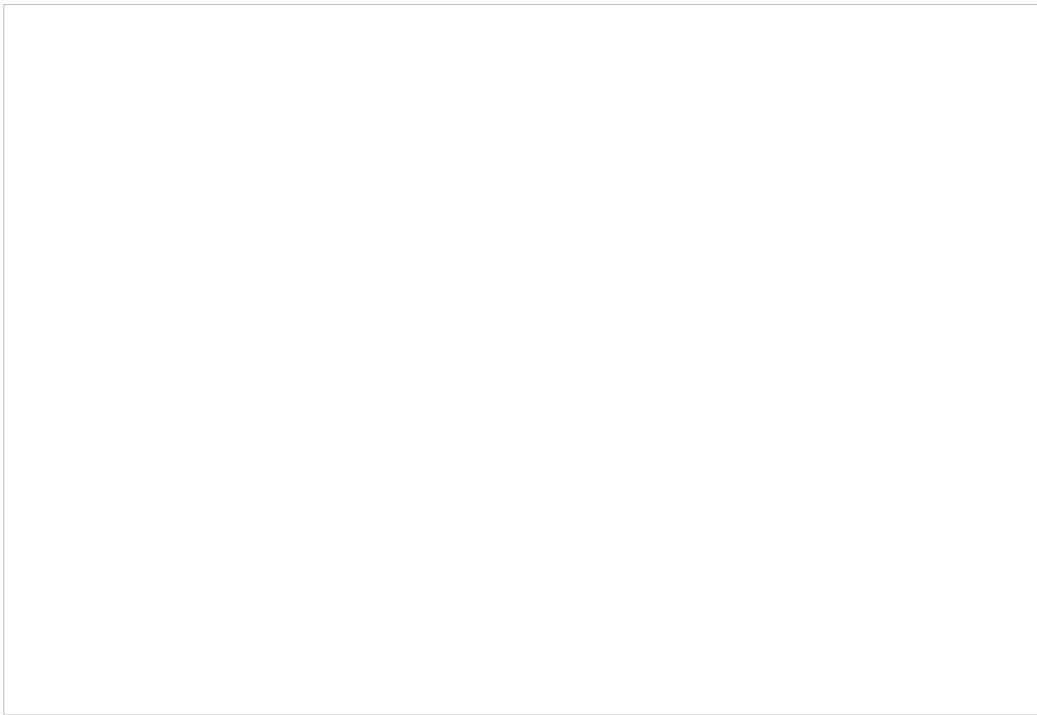
Wallboard controls are shown while in Edit mode

## Hide Title Bar

An option in the menu called *Hide Title Bar* controls the title and controls display in View mode. If the *Hide Title Bar* option is enabled, it is hidden until the user's mouse hovers over the border area over the top row of cards (i.e., spaces on the wallboard). When *Hide Title Bar* is disabled, the title reappears, shifting the content down on the display. Once the mouse has left the title area, the title disappears, shifting the content up.



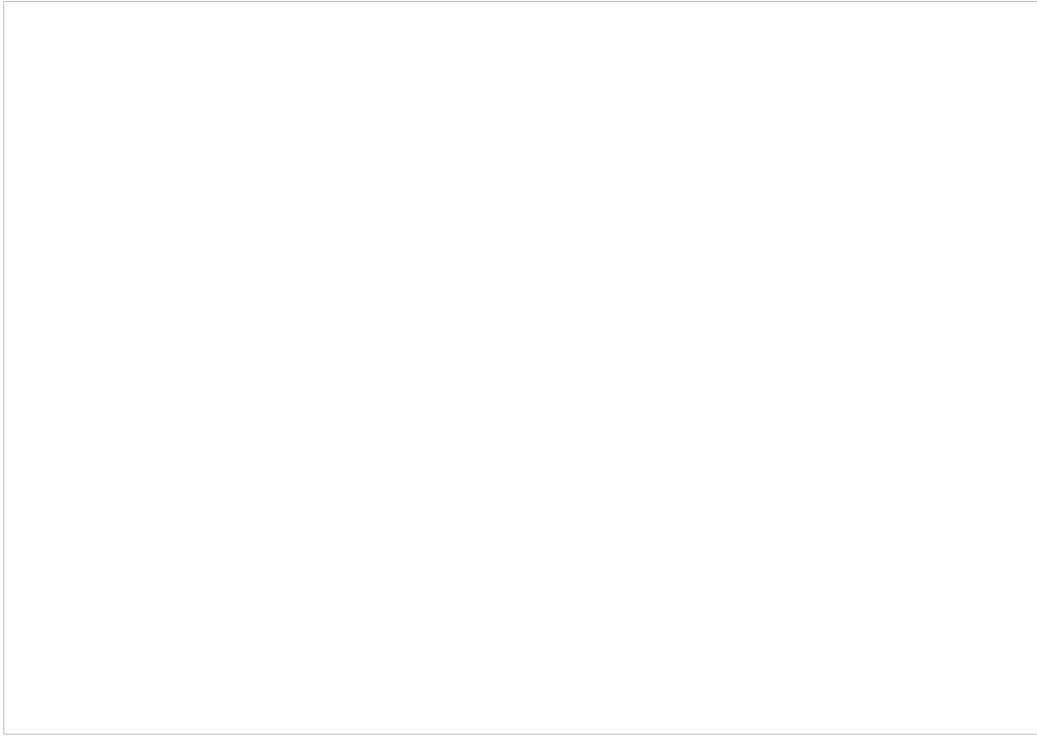
Wallboard view with *Hide Title Bar* enabled



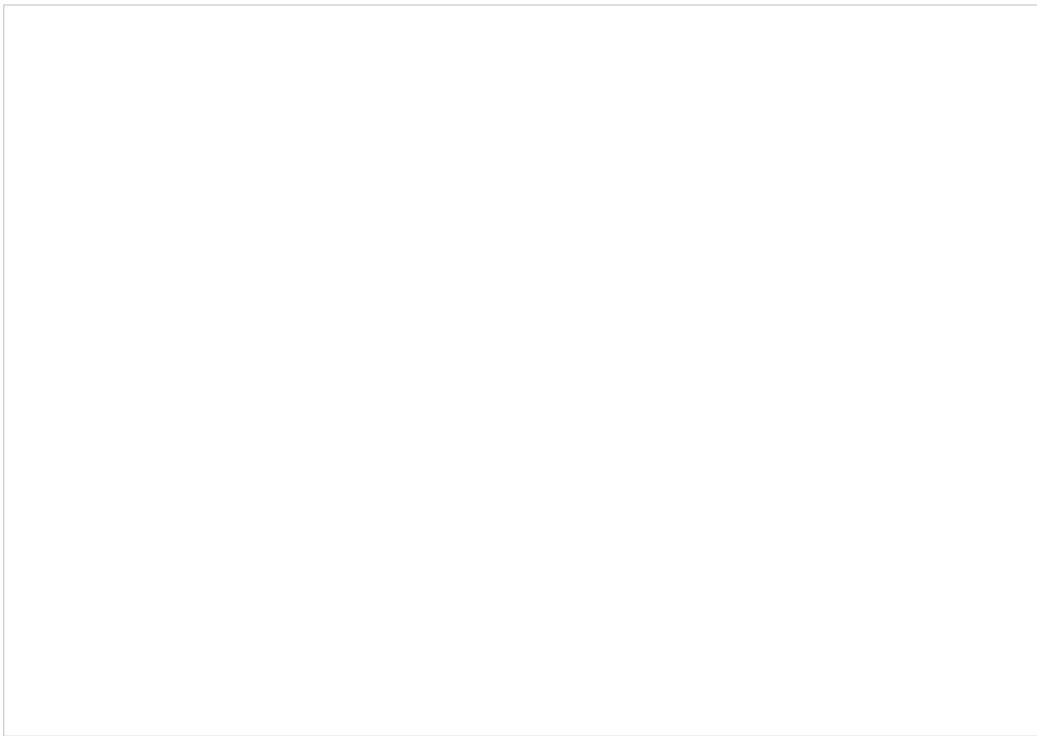
*Hide Title Bar* enabled - "mouse over" view

## Font Size Views

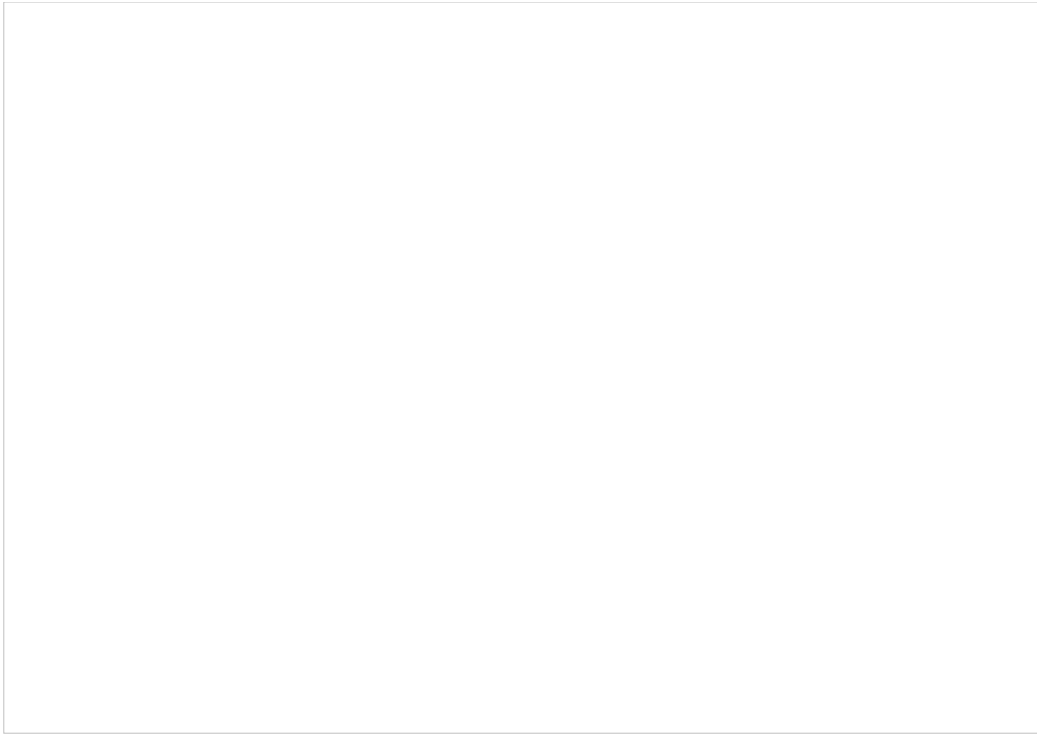
While in [Edit](#) mode, the *font size* control allows you to adjust the header font size in widgets as well as the text font size in the [Agent Grid](#) widget and the [Service Grid](#) widget. Enlarging the font size in grids widgets is useful for examining the detailed information they contain. The font slider has seven presets, allowing you to determine the best size for your wallboard. The following images illustrate how the enlarged text looks in an Agent Grid widget. Note that enlarged text works best with fewer widgets.



An Agent Grid at preset 1



An Agent Grid widget at preset 4



An Agent Grid widget at preset 7

## About Standard Widgets

Standard widgets contain data relating to the general performance of your contact center and your team. Also included are widgets that allow team communication, such as chat messages, calendar items, and images.



An example wallboard containing all standard widgets

## Selection of Widgets

The following is a list of standard widgets you may add to the [cards](#) in your wallboard. To learn more about these widgets, select from the following links:

- [Agent Grid](#)
- [Agent State Summary](#)
- [Gauge](#)
- [News](#)
- [Service Grid](#)
- [Single Statistic](#)
- [Text](#)
- [Time](#)
- [Image](#)

To add a standard widget to your wallboard, you must be in *Edit* mode. Click inside an empty card or draw a card on an empty wallboard spot; both actions will bring up the widget selector. Click on the widget type you want, configure its settings, and it will populate the card.



Standard widget selector

## Agent Grid

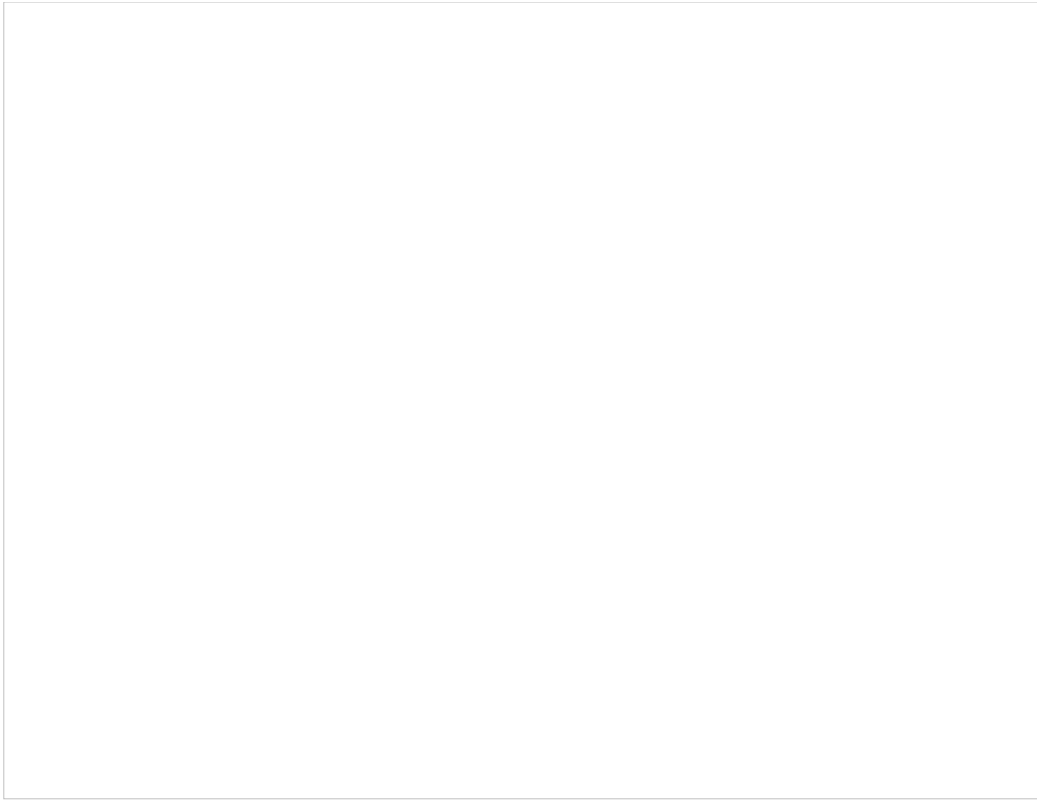
The Agent Grid widget provides information about a specified selection of agents on a team. Real-time metrics shown on this widget can help supervisors and agents understand team performance, view the status of other agents (e.g., *Ready* or *Not Ready*), and more.

The grid shows the following information about agents:

- Agent first and last name
- State
- The duration in state (except for *Ready*, where idle time is shown instead)

## Settings

Users with the privilege *Customize Wallboards* may edit the control settings of wallboard widgets.



Settings for the Agent Grid widget

## **Title**

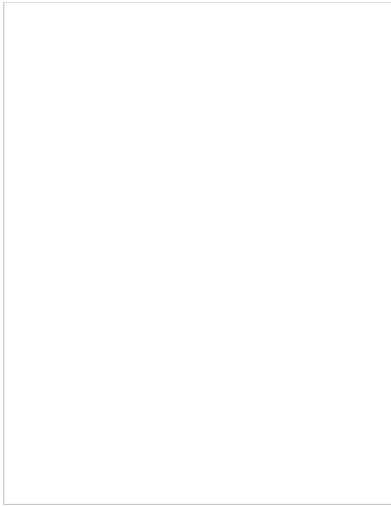
*Title* is the title of the widget. Widget titles, along with their icons, are displayed in the widget selector.

## **Show only**

You can select the teams or states to be shown on the widget. Choose from *selected teams* or *selected states*.

If *selected states* is chosen, a dialog will open with the available states that can be selected. You may also limit the agents shown to only agents on your subteams or by logged-in agents.

Selected teams are chosen in the same way. Note that teams not assigned to the editing user will not be displayed or included in the calculation. The display is limited to the editing user's assigned teams.



Select Agents by State

## Column headings

Selecting the **enable** checkbox enables the column headings to be shown on the widget.

## Max items to show

Enter the maximum number of items to be shown on the widget.

## Columns

Agent names and metrics are displayed in *Columns*. Note that *first+last* is a formula field.

## Order

You can specify the *order* (i.e., 1, 2, 3) in which agents and their metrics are displayed in the widget. Note that you may sort the list of agents to show how many agents are ahead of you to accept an interaction.

## Statistic

*Statistic* is the name of the [statistic](#) that will be shown on the widget.

## Sort

*Sort* will sort the agents and agent statistics listed in the widget. Note that you may sort the list of agents to show how many agents are ahead of you to accept an interaction.

## Column title

In the Columns section of the widget settings, the *Title* field allows you to rename the statistic's title.

## Control Options

In the Settings dialog window shown, notice the control options. These are used to select, sort, delete, and move items in and out of the widget's columns.



- The "plus" icon is used to add more statistics to a column.
- The "X" is used to delete a statistic from a column.
- The sort circle means there is no sorting, and it appears only on hover.
- The sort up arrow is used to move a statistic up the list.
- The sort down arrow is used to move a statistic down the list.

Note the following:

- When column headings are disabled, the *Title* column is hidden.
- When multiple sort options are selected, they are evaluated in the order that columns are defined.

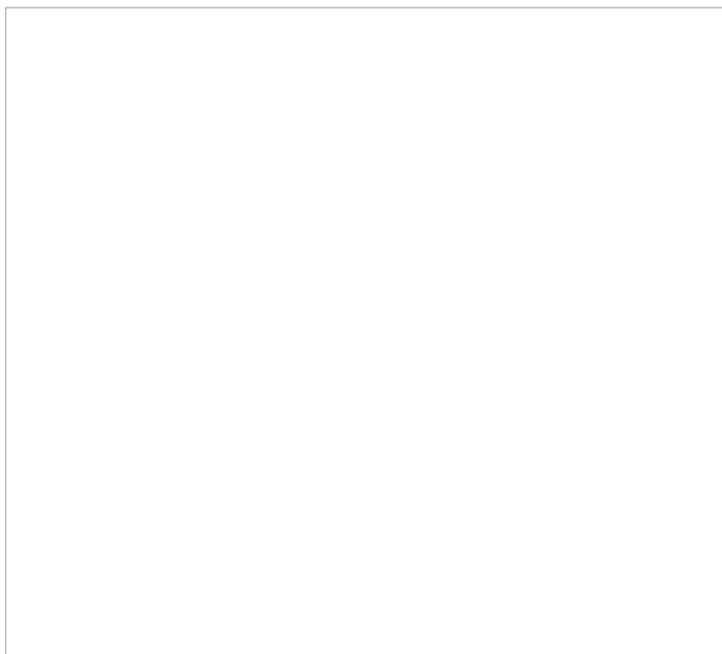
## Agents Ahead of Me

The *Sort* settings of the Agent Grid widget can be modified so that agents can see if there are any other agents in front for them for receiving the next call. The Agent Grid widget will list the top 10 agents from all teams, which are sorted by status and metrics in the following order:

- Idle time, descending
- Wrap Up time, descending
- Not Ready time, descending
- Busy time descending

Logged-in agents who have this widget on their wallboards will see their names highlighted in the list. If there are no logged-in agents, the widget shows nothing and "No agents logged in."

In the example shown, the Agent Grid's title has been changed to "Agents in Front of Me" and the widget shows the agents' first and last name, state, and the duration in state or idle time (i.e., the time since login or the last interaction).



Ten agents from all teams are listed with their names,

states, and duration in state

## Statistics

For the Agent Grid widget, the following real-time statistics and user properties may be selected.

### Active Item: Direction

*Active Item: Direction* indicates whether the service for the interaction the agent is currently handling is inbound or outbound.

### Active Item: Flagged

*Active Item: Flagged* indicates if the interaction the agent is currently handling is [flagged](#).

### Active Item: Hold Duration

*Active Item: Hold Duration* displays the current amount of time a customer has spent on hold for the interaction the agent is currently handling.

### Active Item: Media

*Active Item: Media* is the media type (e.g., voice, chat, email) of the interaction that the agent is currently handling.

### Active Item: Monitor Mode

For supervisors, *Active Item: Monitor Mode* indicates what [monitor mode](#) they are in.

### Active Item: Party Name

*Active Item: Party Name* is the name of the customer from the interaction the agent is currently handling.

### Active Item: Sentiment

*Active Item: Sentiment* is the sentiment score of the interaction the agent is currently handling. The score indicates how negative or positive the current interaction is, based on sentiment analysis. A score value below -0.05 is considered negative and a value above 0.05 is considered positive. A value in between -0.05 and 0.05 is considered neutral.

### Active Item: Service

*Active Item: Service* is the service of the interaction that the agent is currently handling.

### Active Item: State

*Active Item: State* is the agent's state in the interaction that the agent is currently handling.

### Active Item: Talk Duration

*Active Item: Talk Duration* is the time an agent has spent talking on the current call (i.e., the time from the moment the call was answered minus any hold time). For chat sessions, this metric represents current chat session duration during which this chat session was shown to the agent (i.e., was selected in Active Communication List). If the agent is handling several chat sessions concurrently, only one selected session at a time is counted.

[Average Handle Time](#)

[Average Idle Time](#)

[Average Preview Duration](#)

[Break Time](#)

[Calendar Events](#)

[Calendar Events Overdue](#)

[Count of Selected Dispositions](#)

[Custom Survey Metric 1](#)

[Custom Survey Metric 2](#)

[Customer Satisfaction](#)

**Extension**

*Extension* is the agent's extension number.

[First Call Resolution](#)

**First Name Last Name**

*First Name Last Name* is the agent's first name followed by the last name.

[Inbound duration average](#)

[Inbound duration total](#)

[Inbound emails dispositioned without reply](#)

[Inbound emails handled](#)

[Inbound emails in personal queues now](#)

[Inbound emails offered](#)

[Inbound emails pulled by agent](#)

[Inbound emails replied](#)

[Inbound emails unanswered](#)

[Inbound handled](#)

[Inbound handled now](#)

[Inbound held](#)

[Inbound held, non-transferred](#)

[Inbound rejected or missed by agents](#)

[Inbound released by agents](#)

[Inbound transferred away](#)

[Inbound transfers received](#)

**Last Name First Name**

*Last Name First Name* is the agent's last name followed by the first name.

**Login duration**

*Login duration* is the total amount of time an agent has been logged in to their current Agent Desktop session.

[Net Promoter Score](#)

**Next Not Ready State**

*Next Not Ready State* indicates what an agent's next *Not Ready* state will be. For more information about agent state, see [How to Interpret Your Current State Information](#) in the Agent Guide.

**Next State**

*Next State* indicates what an agent's next state will be, e.g. *Break, Lunch*, etc.

**Not Ready Reason**

This statistic presents the reason for an agent not being ready to handle interactions.

For more information on agent states and *Not Ready* reasons, see the Agent Guide, section [How to Interpret Your Current State Information](#).

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

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

[Occupancy](#)

[Outbound calls duration average](#)

[Outbound calls duration total](#)

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

[Outbound emails in personal queue](#)

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

[Preview duration now](#)

[Records previews](#)

[Records skips](#)

[Records skips %](#)

[Selected Dispositions Percentage](#)

### **State**

*State* is the name of the agent state, such as *Logged out*, *Not Ready*, *ACW*, *Ready*, and *Busy*.

### **State duration**

*State duration* is the amount of time the agent has been in a current [state](#).

### **State icon**

This field is the icon associated with the agent state, such as the icons for *Logged out*, *Not Ready*, *ACW*, *Ready*, and *Busy*.

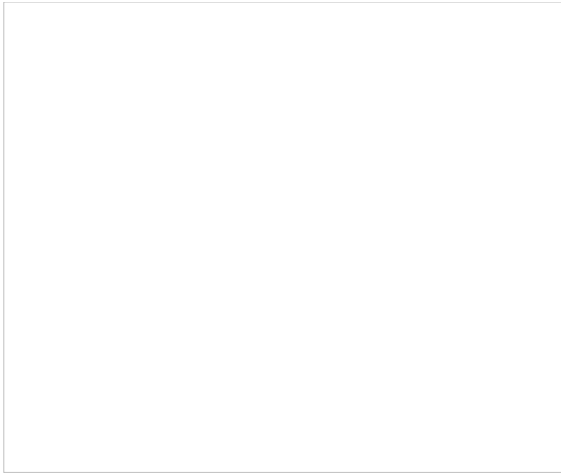
[Success rate](#)

### **Team Name**

*Team Name* is the name of the agent's team.

## **Agent State Summary**

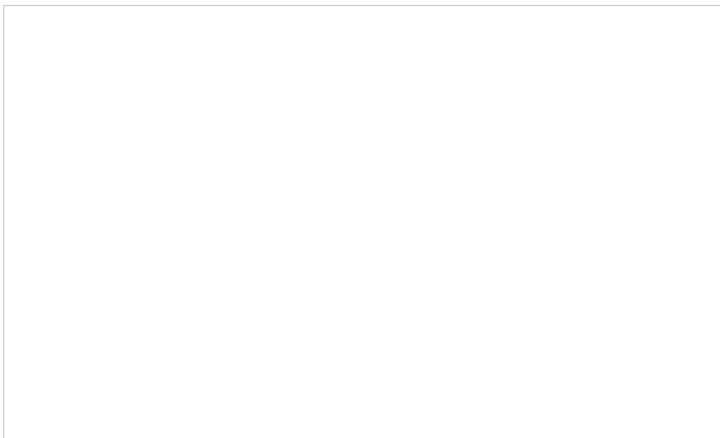
The Agent State Summary chart widget displays agent state metrics in the form of a pie chart, for at-a-glance viewing.



Agent State Summary

## Settings

Users with the privilege *Customize Wallboards* may edit the control settings of wallboard widgets. Agent State Summary settings are as follows.



Agent State Summary Chart settings

### Title

*Title* is the title of the widget. Widget titles, along with their icons, are displayed in the widget selector.

### Show only

Select the **Show only** checkbox in order to choose and display selected teams on the widget. To choose the teams, click **selected teams**.

### Select Teams

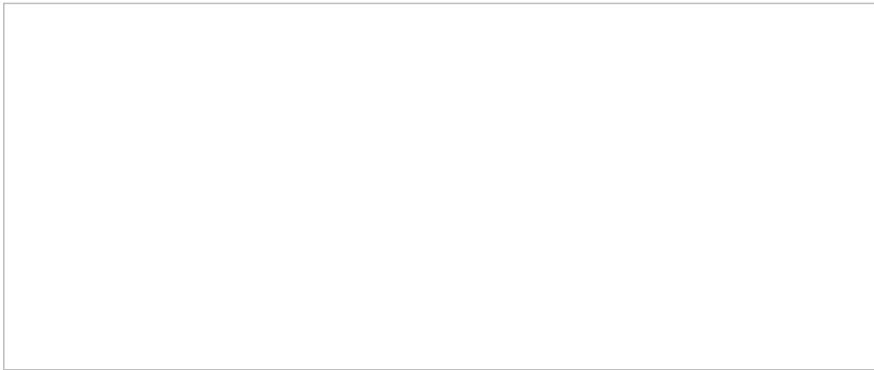
The *Select Teams* window allows you to include teams on the widget. Select the desired teams on the left-hand side of the dialog, and use the arrow buttons to move them to the right-hand side of the dialog.

## Agent States

*Agent States* may be selected to be included in the Agent State Summary Chart. Such states include *ACW*, *Not Ready*, and more.

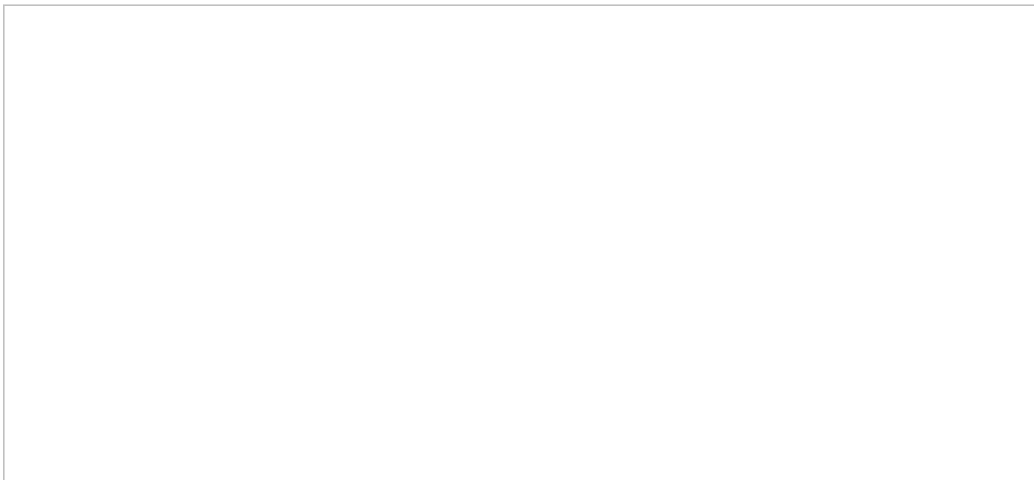
## Gauge

Gauge is a display type for a [single statistic widget](#). On a Gauge widget, information is presented in a meter-like (i.e., gauge-like display) for one statistic or metric only. You may add a standalone Gauge widget to your wallboard, or you may [enable gauge display](#) for any other type of primary single statistic on your wallboard.



Gauge widget

## Settings



Gauge Settings

Users with the privilege *Customize Wallboards* may edit the control settings of wallboard widgets. Gauge settings are as follows.

## Title

*Title* is the name of the statistic widget. Widget titles, along with their icons, are displayed in the widget selector.

## Mode

The default mode for gauge is *Gauge*; however, it is possible to change the mode to [Single Statistic](#).

## Primary Statistic

The *Primary Statistic* is the main single statistic to be shown in the widget.

The drop-down menu provides the following single statistics from which to choose:

- [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](#)
- [Callbacks in queue now](#)
- [Callbacks requested](#)
- [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 dispositioned without reply](#)
- [Inbound emails for existing queued cases](#)
- [Inbound emails handled](#)
- [Inbound emails in personal queues now](#)
- [Inbound emails not accepted](#)
- [Inbound emails that created new cases](#)



- [Inbound handled by agents](#)
- [Inbound handled by agents %](#)
- [Inbound handled by agents now](#)
- [Inbound in IVR now](#)
- [Inbound in IVR, queue or on agents now](#)
- [Inbound interactions answered in Service Level % \(moving window\)](#)
- [Inbound longest wait now](#)
- [Inbound queued](#)
- [Inbound received as transfers](#)
- [Inbound rejected or missed by agents](#)
- [Inbound released by agents](#)
- [Inbound released by callers](#)
- [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 successful](#)
- [Outbound calls attempts successful %](#)
- [Outbound calls attempts failed](#)
- [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 interactions handled by agents \(email - send non-replies\)](#)
- [Outbound interactions handled by agents 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](#)

## services

Clicking the **services** link allows you to select and add the available services that are associated with the single statistic.

## enable warning sound

Selecting the *enable warning sound* checkbox enables the Agent Desktop to play a warning sound whenever service level thresholds are exceeded for the given statistic or metric.

## enable gauge display

Selecting the *enable gauge display* checkbox will cause the widget to change its appearance when certain thresholds are exceeded (see below).

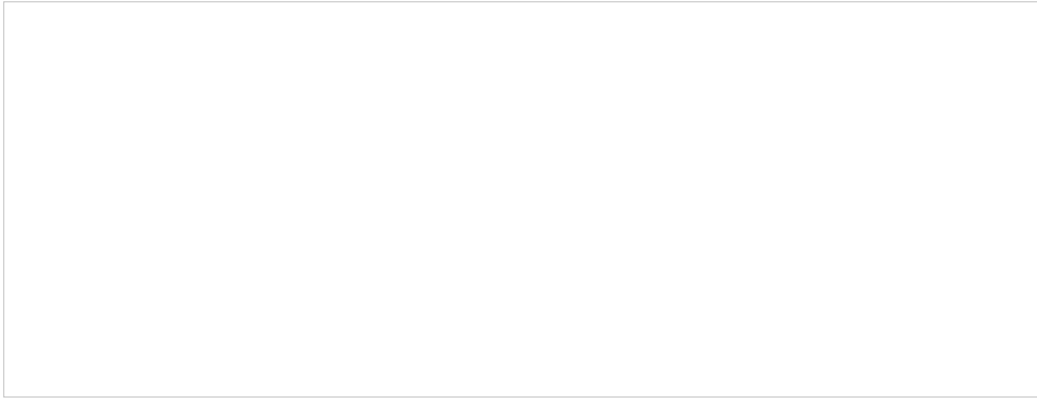
When gauge display is enabled, the following values may be defined:

- **warning threshold** - Causes the gauge to change color when exceeded
- **alert threshold** - Plays a warning sound when exceeded
- **max threshold** - The most that can be displayed

**Note:** Deselecting the *enable gauge display* checkbox will cause the [Secondary Statistic](#) field to appear, allowing you to add a second statistic to the widget.

# News

This widget is reserved for future use.



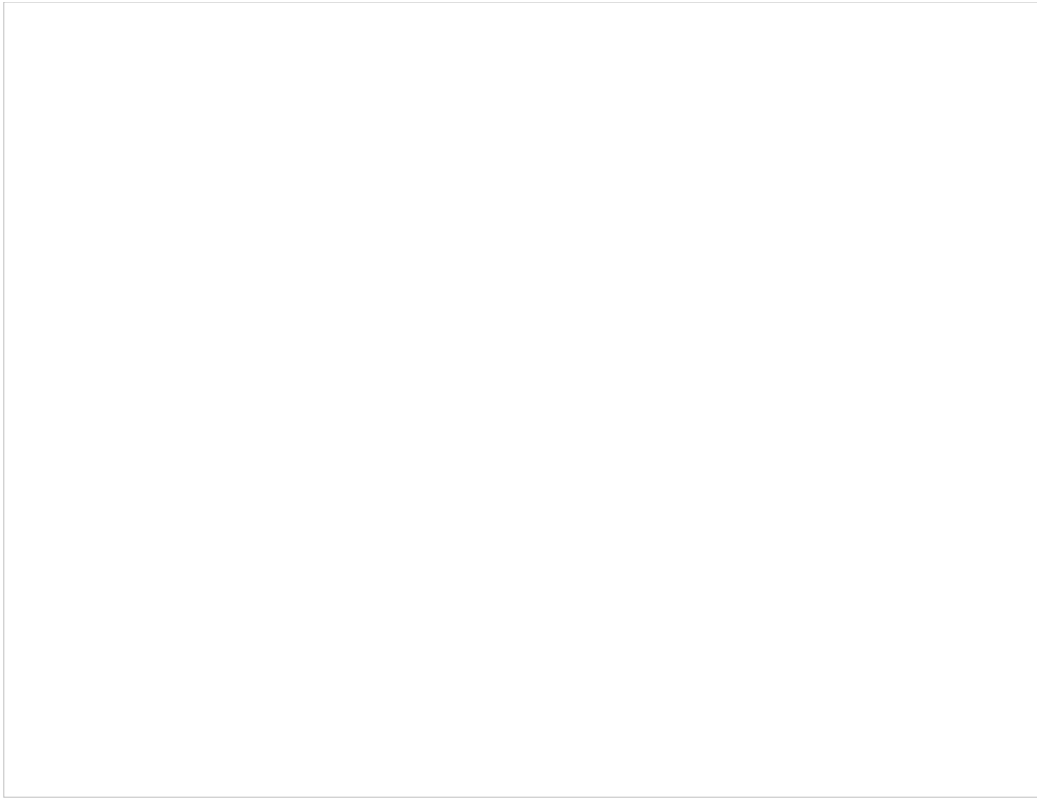
News widget settings

## Service Grid

The Service Grid widget provides information about a specified selection of services.

### Settings

Users with the privilege *Customize Wallboards* may edit the control settings of wallboard widgets. Service Grid settings are as follows.



Service Grid control settings

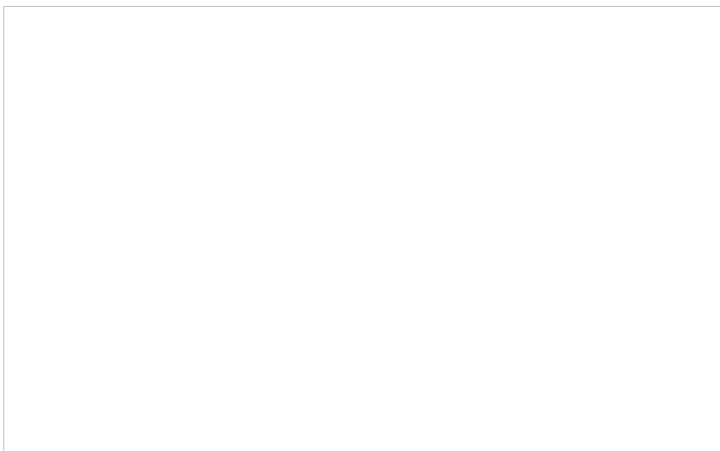
## **Title**

*Title* is the title of the widget. Widget titles, along with their icons, are displayed in the widget selector.

## **Show only**

You can select the *selected dispositions* or *selected services* to be shown on the widget. If *selected dispositions* is chosen, a dialog will open with the available dispositions that can be included for the service.

Selected services are included in the widget in the same way. Selected services also may be called from any single service statistic. Note that services not assigned to the editing user will not be displayed or included in calculation. The display is limited to the editing user's assigned services.



Select dispositions for a service by clicking the left and right arrows

## Column headings

Selecting the **enable** checkbox enables the column headings to be shown on the widget.

## Max items to show

Enter the maximum number of items to be shown on the widget.

## Columns

Service metrics are displayed in *Columns*. You can specify the information to be shown in each column.

## Order

*Order* affects the order in which service metrics are displayed in the widget.

## Sort

*Sort* will sort the services and metrics listed in the widget.

## Title

The *Title* field allows you to rename the Service Grid columns.

## Statistic

For the Service Grid widget, the following service metrics may be selected.

For more information on service metrics, see the *Reporting Reference Guide*, section [Service Metrics Report](#).

[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](#)

[Callbacks in queue now](#)

[Callbacks requested](#)

[Completed records in active lists](#)

[Completed records with personal agent assignments](#)

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

[Count of selected dispositions](#)

[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 replied](#)

[Inbound emails that created new cases](#)

[Inbound handled by agents](#)

[Inbound handled by agents %](#)

[Inbound handled by agents now](#)

[Inbound handled unique](#)

[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 queued unique](#)

[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](#)

[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 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 calls abandoned](#)

[Outbound calls abandoned %](#)

[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 successful](#)

[Outbound calls attempts successful %](#)

[Outbound calls attempts failed](#)

[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 rejected or missed by agents](#)

[Outbound calls released by agent](#)

[Outbound calls ringing on agents now](#)

[Outbound calls routed to agents](#)

[Outbound calls self serviced](#)

[Outbound calls transferred away](#)

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

[Outbound interactions handled by agents now](#)

[Records attempts](#)

[Records attempts %](#)

[Records completed in active lists %](#)

[Records completions](#)

[Records completions %](#)

[Records dialable right now \(Dialable\)](#)

[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](#)

**Service Name**

*Service Name* is the name of the service.

**Control Options**

In the Settings dialog window, notice the control options. These are used to select, sort, delete, and move items in and out of the widget's columns.

- The "plus" icon is used to add more statistics to a column.
- The "X" is used to delete a statistic from a column.
- The sort circle means there is no sorting, and it appears only on hover.
- The sort up arrow is used to move a statistic up the list.
- The sort down arrow is used to move a statistic down the list.

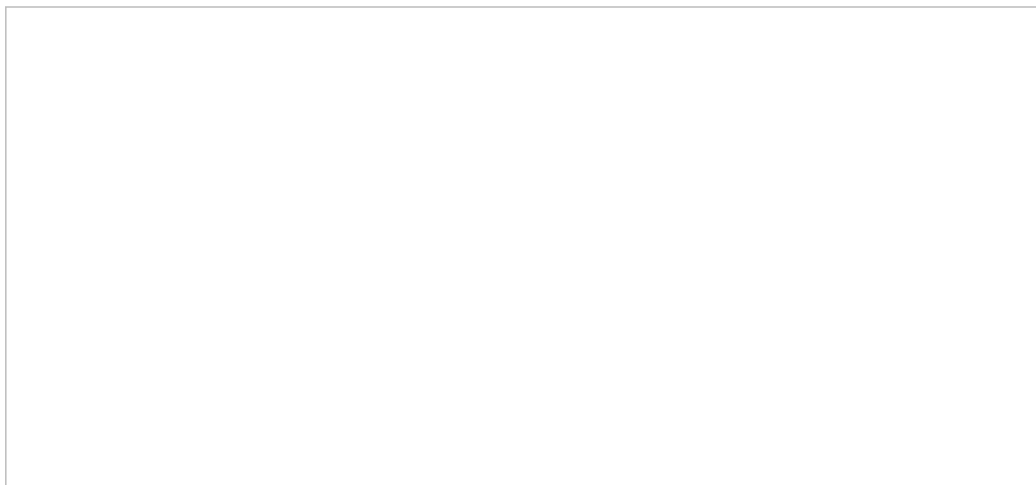
Note the following:

- When column headings are disabled, the *Title* column is hidden.
- When multiple sort options are selected, they are evaluated in the order that columns are defined.
- Options show up on hover when options available for a specific statistic, or when there are non-default options for Service grid "selected services" instead of teams and states.

## Single Statistic

The Single Statistic widget presents one type of statistic or metric for a given service interaction.

### Settings



Single Statistic settings

Users with the privilege *Customize Wallboards* may edit the control settings of wallboard widgets. Single Statistic settings are as follows.

#### Title

*Title* is the name of the statistic widget. Widget titles, along with their icons, are displayed in the widget selector.

## Mode

The default mode for single statistic is *Single Statistic*; however, it is possible to change the mode to [Gauge](#).

## Primary Statistic

The *Primary Statistic* is the main single statistic to be shown in the widget.

The drop-down menu provides the following single statistics from which to choose:

[Agents busy with this service](#)

[Average idle time of matching agents](#)

[Average preview time of matching agents](#)

[Break time total](#)

[Callbacks in queue now](#)

[Callbacks requested](#)

[Completed records in active lists](#)

[Completed records with personal agent assignments](#)

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

[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 handled unique](#)

[Inbound held](#)

[Inbound held, non-transferred](#)

[Inbound in IVR now](#)

[Inbound in queue now](#)

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

[Inbound longest wait now](#)

[Inbound queued](#)

[Inbound queued unique](#)

[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](#)

[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 Dialable Right Now \(Dialable\)](#)

[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](#)

[Success rate](#)

## services

Clicking the **services** link allows you to select and add the available services that are associated with the single statistic.

## enable warning sound

Selecting the *enable warning sound* checkbox enables the Agent Desktop to play a warning sound whenever service level thresholds are exceeded for the given statistic or metric.

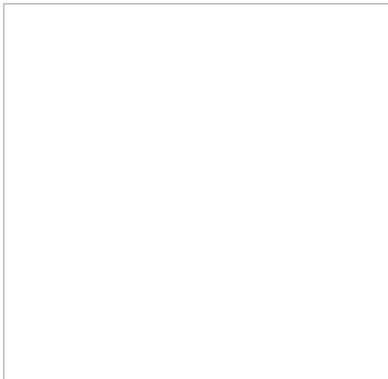
## enable gauge display

Selecting the *enable gauge display* checkbox will cause the widget to change its appearance when certain thresholds are exceeded (see below).

When gauge display is enabled, the following values may be defined:

- **warning threshold** - Causes the gauge to change color when exceeded
- **alert threshold** - Plays a warning sound when exceeded
- **max threshold** - The most that can be displayed

**Note:** Deselecting the *enable gauge display* checkbox will cause the [Secondary Statistic](#) field to appear, allowing you to add a second statistic to the widget.



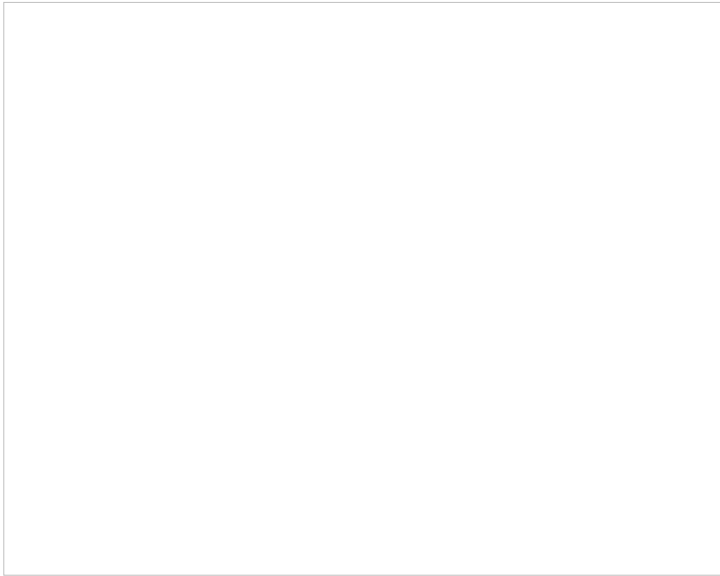
Gauge Display for Single  
Statistic widget

## Secondary Statistic

The *Secondary Statistic* is a second statistic to be included in the widget, if desired. It is formatted as a percentage or duration. Possible secondary statistics are the same as those for the [Primary Statistic](#) described above.

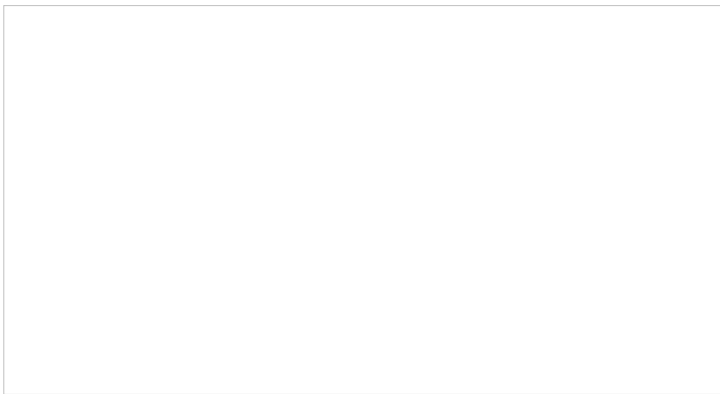
# Text

The Text widget allows you to add free-form comments or notes to the wallboard.



Wallboard Text widget

## Settings



Text widget settings

### Title

The *Title* is the unique name of this Text widget that will be shown on the wallboard. Enter any title you like.

### Text

*Text* is the text to be shown on the wallboard. Use the text field to enter notes, comments, reminders, or anything that you wish to be shown on your wallboard.



# Time

The *Time* widget displays the current date and time; there are no settings for this widget.



Time widget

# Image

The *Image* widget allows you to upload an image to your wallboard.

## Settings

Users with the privilege *Customize Wallboards* may edit the control settings of wallboard widgets. Image settings are as follows.

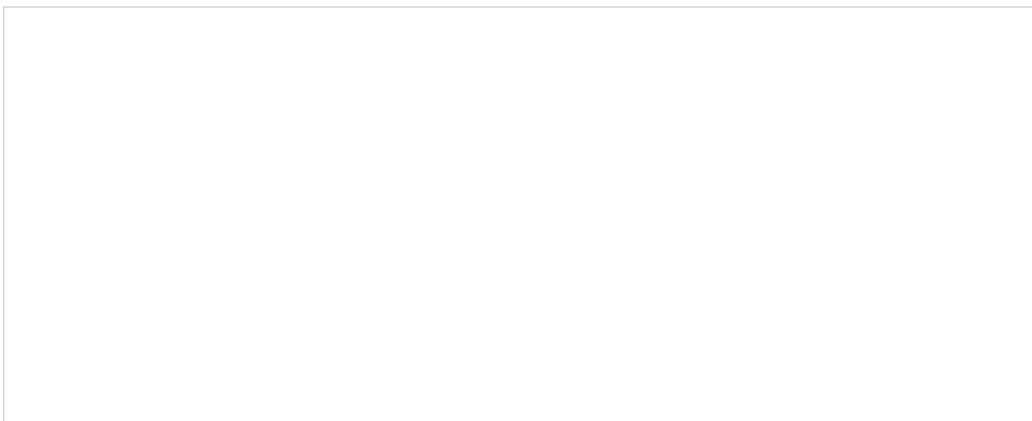


Image widget settings

## Select Image

The *Select Image* setting is where you select the image to upload. Click the **Upload** button to upload the selected image.

## Image

*Image* displays the file name of the uploaded image.

## Style

The *Style* setting controls how the uploaded image is displayed within the widget; there are two options: *Contain* and *Cover*

### Contain

The Contain display option contains the image within the boundaries of the widget.

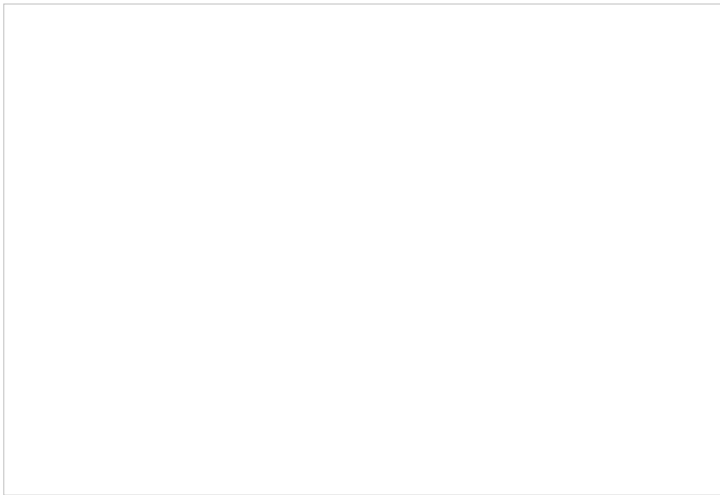


Image with Contain display

### Cover

The Cover display option centers and stretches the image to fill the entire widget.

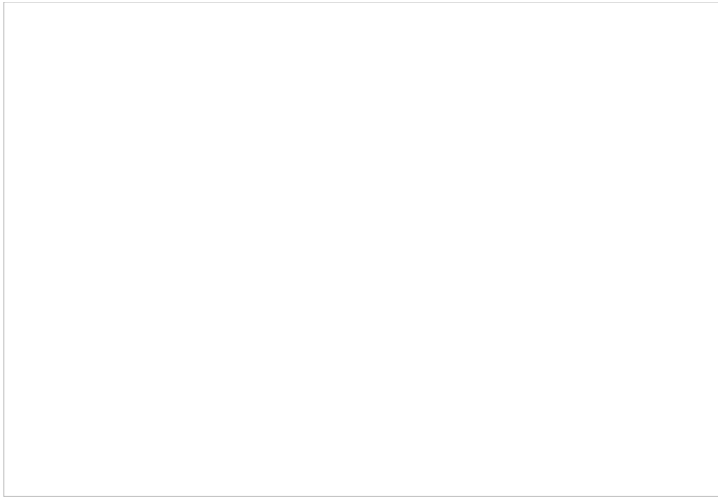


Image with Cover display

## About Time Series Widgets

*Time series* widgets display data from team or service related metrics and charts them over regular time intervals. This visualized data allows you to monitor performance at a glance and analyze it over short or long periods of time. When regular performance levels are known, time series graphs also help you to recognize if something abnormal is happening in your contact center.

Note that Time Series widgets are enabled by service providers; for more information, contact your provider.

### Widget Selection

To add time series widgets to your wallboard, you must be in *Edit* mode. Click inside an empty [cards](#) or draw a card on an empty wallboard spot; both actions will bring up the widget selector. Click on the widget type you want, configure its settings, and it will populate the card.

For more information, see [Time Series Widgets](#).



Time series widget selector

## Time Series Widgets

Time Series widgets display data from team or service related statistics and chart them over regular time intervals. Each statistic is displayed on the chart's Y-axis (i.e., vertically), while the selected time interval is displayed on the X-axis of the chart (i.e., horizontally). The visualized data allows you to monitor performance at a glance and analyze it over short or long periods of time.



A time series widget displaying teams information

## Settings

Users with the privilege [Customize Wallboards](#) may edit the control settings of wallboard widgets. Time Series settings are as follows.

### Title

The *Title* setting allows you to name your widget.

### Series Type

There are two series types available for display: *Services* and *Teams*. Series type is displayed as a statistic on the Y-axis; the value of each statistic is noted per statistic type. The series type statistics are as follows.

#### Services Statistics

Statistic	Value
<a href="#">Inbound in queue now</a>	number of calls
<a href="#">Inbound in IVR, queue or on agents now</a>	number of calls

<a href="#">Inbound interactions answered in Service Level % (moving window)</a>	number of calls
<a href="#">Inbound in IVR now</a>	number of calls
<a href="#">Inbound received</a>	number of calls
<a href="#">Inbound abandoned</a>	number of calls

### Teams Statistics

Statistic	Value
<a href="#">Matching agents busy</a>	number of agents
<a href="#">Matching agents logged-in</a>	number of agents
<a href="#">Matching agents ready</a>	number of agents
<a href="#">Matching agents not ready</a>	number of agents
<a href="#">Occupancy of matching agents</a>	percentage

### Time Range

For both Service and Team monitoring, the following time intervals are available for display on the X-axis of the chart:

- 5 minutes
- 15 minutes
- 1 hour
- 3 hours
- 6 hours
- 12 hours
- 24 hours
- 2 days
- 7 days

## About User Widgets

User widgets contain data related to an individual user; they are also featured in the [My Grades](#) section of Agent Desktop.



An example wallboard containing all user widgets

## Selection of Widgets

The following is a list of user widgets you may add to the [cards](#) in your wallboard. To learn more about these widgets, select from the following links:

- [Break Time](#)
- [Dispositions](#)
- [My Stats](#)
- [Satisfaction](#)
- [Agenda](#)

To add a user widget to your wallboard, you must be in *Edit* mode. Click inside an empty card or draw a card on an empty wallboard spot; both actions will bring up the widget selector. Click on the widget type you want, configure its settings, and it will populate the card.

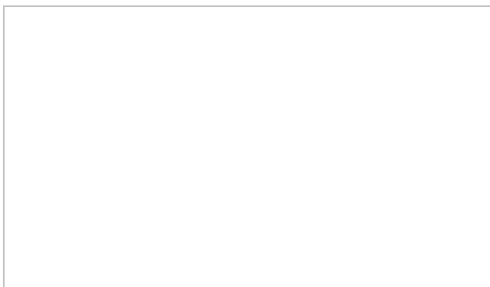


User widget selector

## User Widgets Menu Option

The wallboard [Menu](#) contains the option **User Widgets**. This option allows you to select and apply the statistics of a member of your team to all user widgets configured in a wallboard.

To configure this option, first select **User Widgets**. Once selected, a settings box will open. Select the desired team member from the *Global User* drop-down menu; the default selection is **Logged in User**. When you click **OK**, this user's statistics will be applied to all user widgets. If you do not wish to proceed with this option, click **Cancel**.

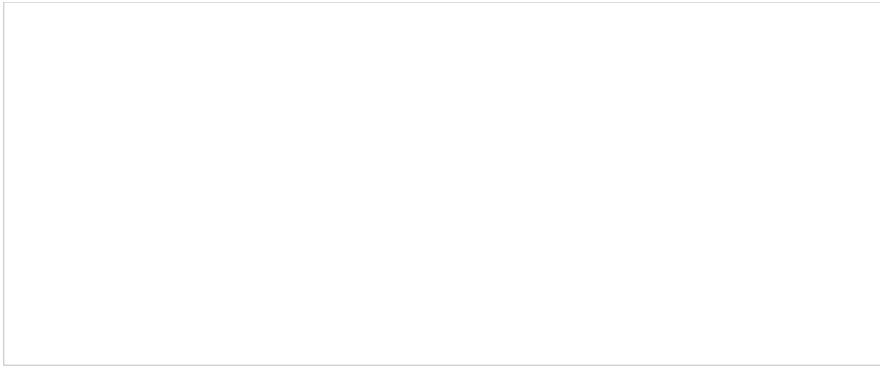


User Widgets menu option settings

## Break Time

The *Break Time* widget displays an agent's total idle time out of their allotted [Break](#) time. If you hover your cursor over the widget, you may highlight either the break or idle time.

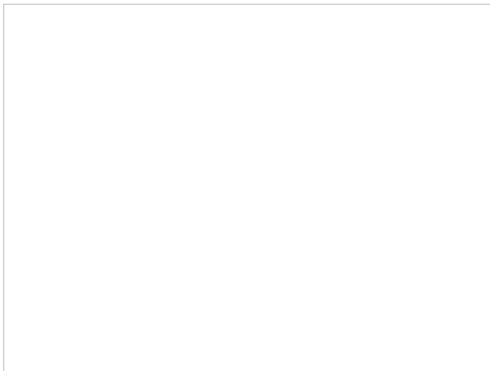




Display of the user widget *Break Time*

## Settings

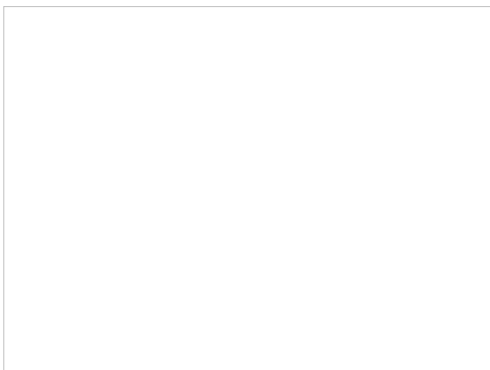
Users with the privilege *Customize Wallboards* may edit the control settings of wallboard widgets. Break Time settings are as follows.



Agent setting with Logged in User selected

## Agent

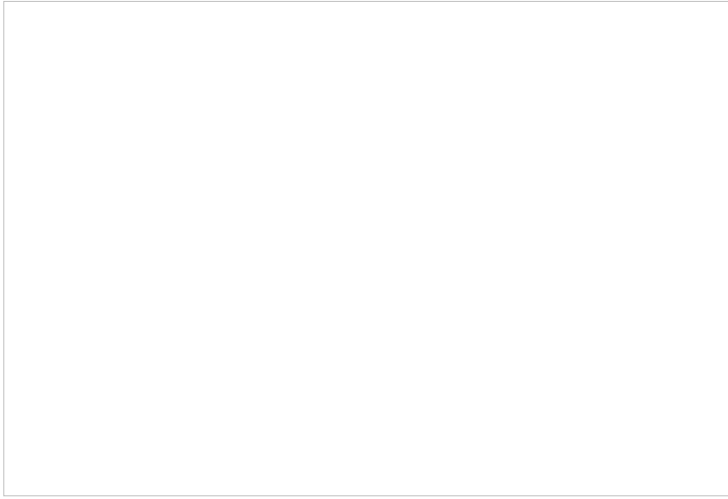
The *Agent* setting allows you to select any member of your team(s) or *Logged in User* (i.e., yourself) for display; the default is Logged in User.



Agent setting with user selected

## Dispositions

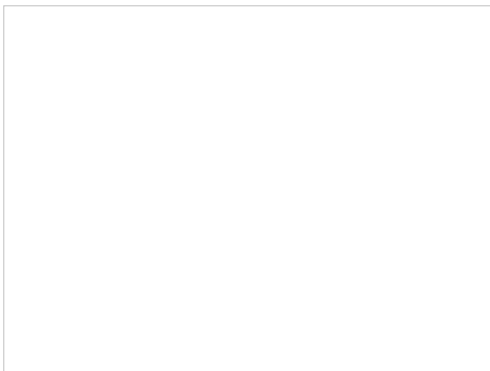
The *Dispositions* widget displays a count of all dispositions that have been assigned to handled tasks. If you hover your cursor over the widget, you may highlight information about any of the displayed dispositions.



Dispositions widget displaying an agent's statistics

## Settings

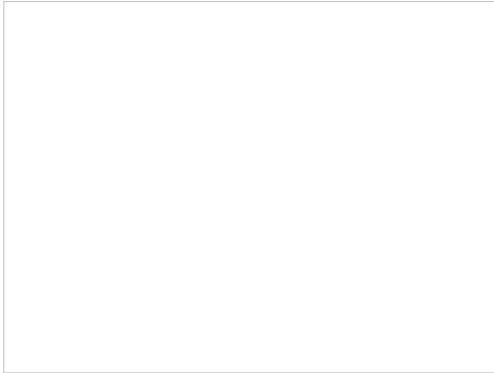
Users with the privilege *Customize Wallboards* may edit the control settings of wallboard widgets. Dispositions settings are as follows.



Agent setting with Logged in User selected

## Agent

The *Agent* setting allows you to select any member of your team(s) or *Logged in User* (i.e., yourself) for display; the default is Logged in User.



Agent setting with user selected

## My Stats vs. My Team's

The *My Stats vs. My Team's* widget displays metrics of an agent's performance against their team's. The following metrics are displayed in the widget:

- **Handled**

Displays the number of interactions handled by agents for the day

- **Average handling time**

Displays the average amount of time spent handling and completing interactions

- **Successful interactions**

Displays the percentage of calls that received the [Success](#) disposition type

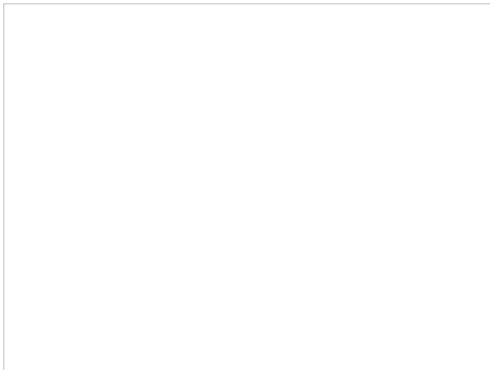
If you hover your cursor over the widget, you may highlight information about any of the displayed metrics.



My Stats user widget displaying an agent's statistics

## Settings

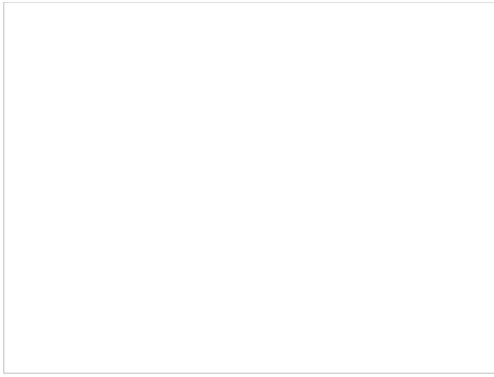
Users with the privilege *Customize Wallboards* may edit the control settings of wallboard widgets. My Stats settings are as follows.



Agent setting with Logged in User selected

## Agent

The *Agent* setting allows you to select any member of your team(s) or *Logged in User* (i.e., yourself) for display; the default is Logged in User.

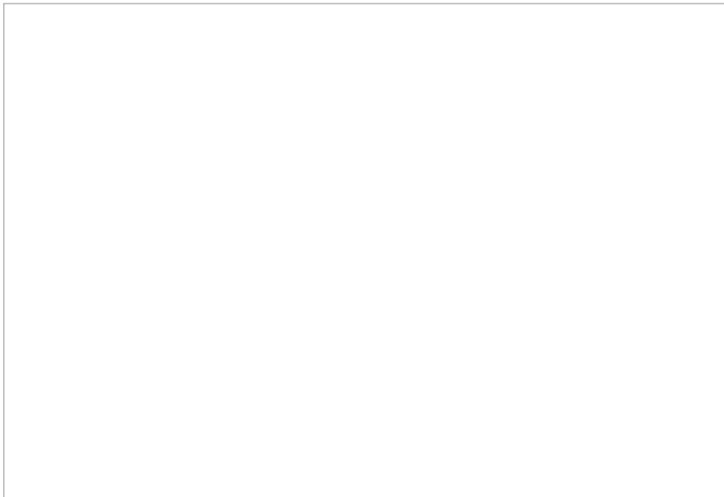


Agent setting with user selected

## Satisfaction

The *Satisfaction* widget displays customer satisfaction [real-time metrics](#) related to an individual agent. The following metrics are displayed:

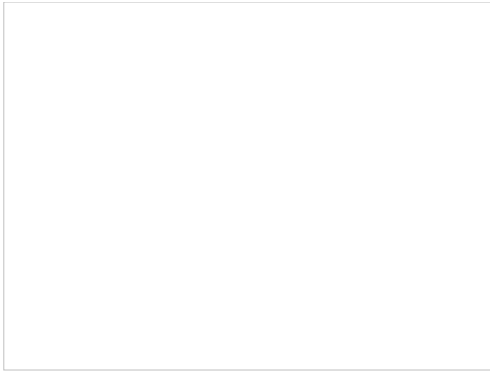
- [Demeanor](#)
- [Net Promoter Score](#)
- [Resolutions](#)



Satisfaction user widget displaying an agent's statistics

## Settings

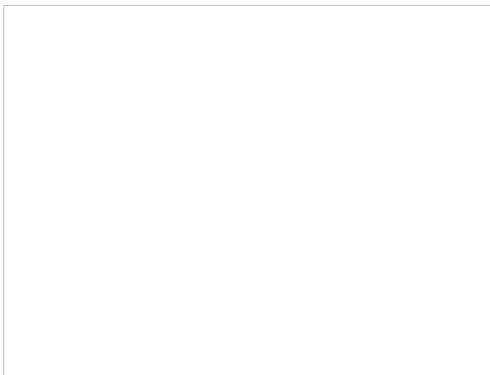
Users with the privilege *Customize Wallboards* may edit the control settings of wallboard widgets. Satisfaction settings are as follows.



Agent setting with Logged in User selected

## Agent

The *Agent* setting allows you to select any member of your team(s) or *Logged in User* (i.e., yourself) for display; the default is Logged in User.

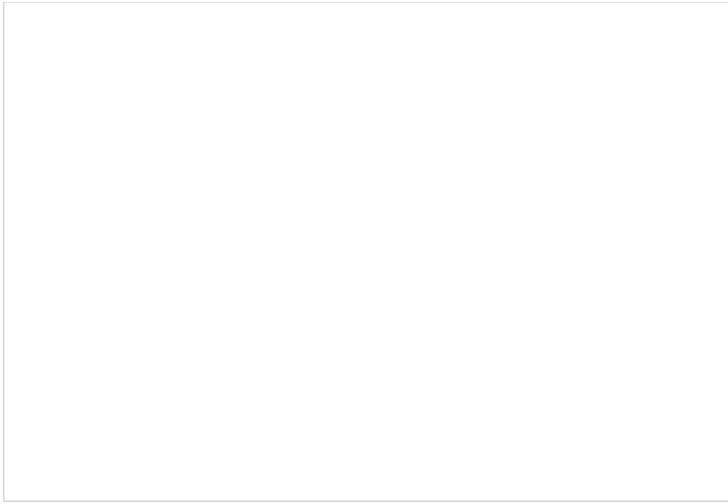


Agent setting with user selected

## Agenda

The *Agenda* widget displays upcoming agenda items from an agent's [Calendar](#). If there is no agenda, the widget display will be empty.

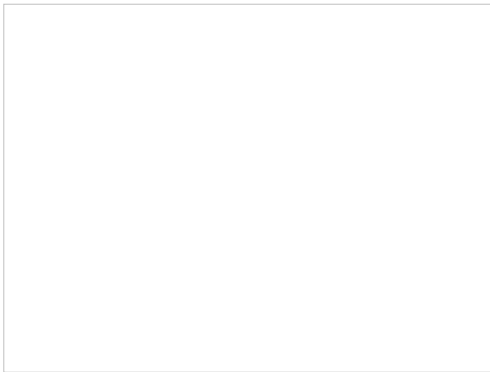
The widget shows a schedule for today based on the current time (all items currently in progress and scheduled later than the current time). Items in progress or items that are due in less than 10 minutes are shown with a red bar on the left side. Items that are due in less than two hours are shown with a brown bar on the left side. Other items are shown with a blue bar on the left side.



Agenda user widget displaying an agent's schedule

## Settings

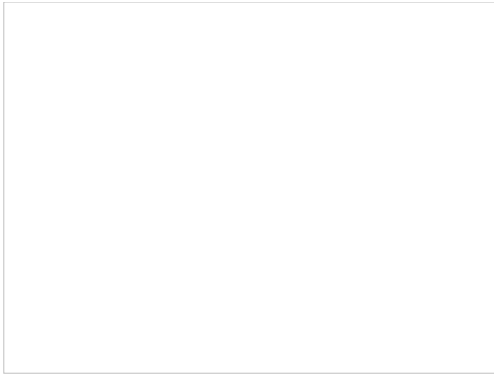
Users with the privilege *Customize Wallboards* may edit the control settings of wallboard widgets. Agenda settings are as follows.



Agent setting with Logged in User selected

## Agent

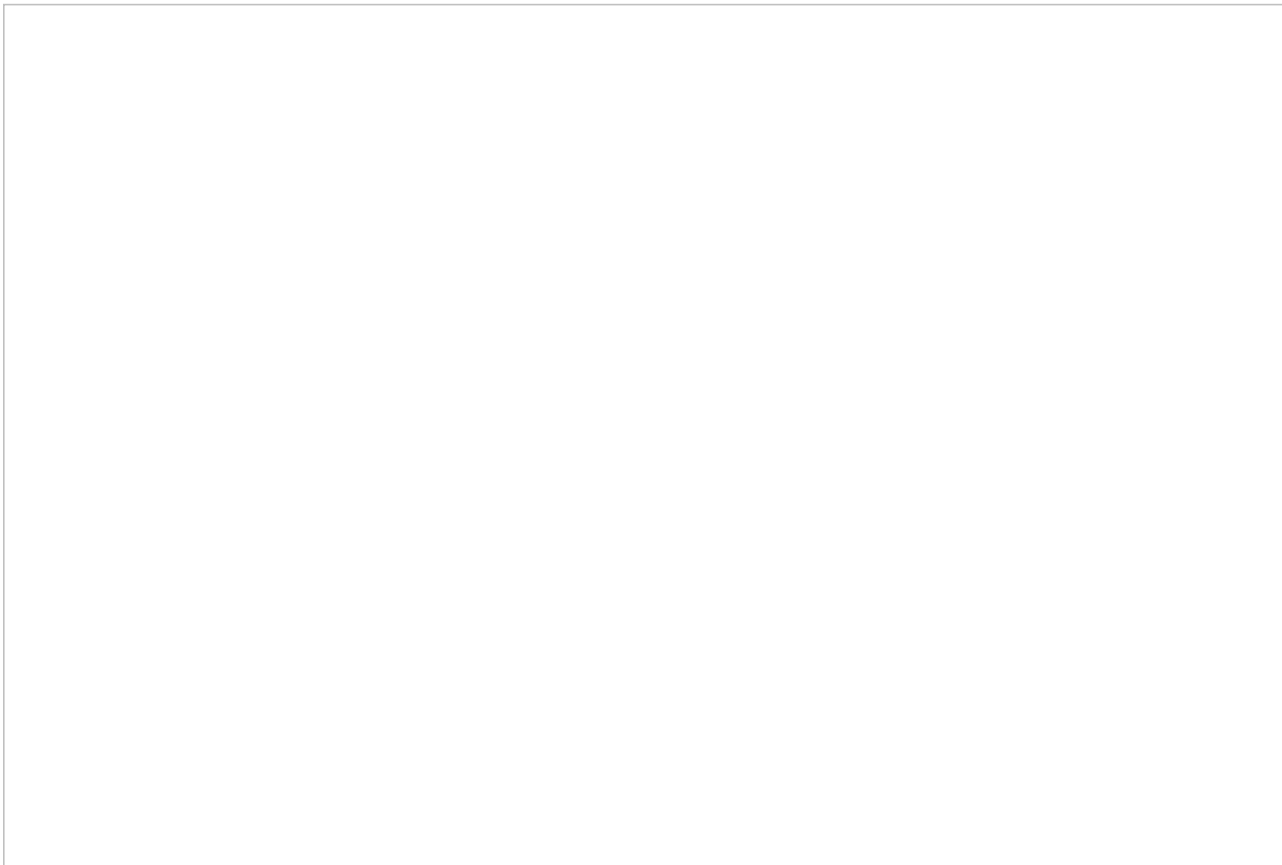
The *Agent* setting allows you to select any member of your team(s) or *Logged in User* (i.e., yourself) for display; the default is Logged in User.



Agent setting with user selected

## About Copy from Existing Widgets

*Copy from Existing* wallboard widgets are widgets that are configured in other wallboards. The Copy from Existing option allows you to import any configured widget into a new wallboard [card](#).



An example wallboard containing widgets that were copied from existing widgets

## How to Copy from Existing Widgets



To copy an existing widget into a new card, follow these steps:

1. Select *Edit* from the menu; this will allow you to make changes to a wallboard
2. Click inside an empty card or draw a card on an empty wallboard spot; both actions will bring up the widget selector.
3. Under *Category*, choose **Copy from Existing**.
4. Under *Choose from other wallboard*, select the existing widget you want to copy. Note: Widgets are displayed alphabetically - first by wallboard name, then widget name (e.g., "Outbound Campaigns: Occupancy").
5. Once selected, the copied widget will populate the card.



Existing widgets are listed alphabetically