

# 5.3 About Standard Widgets

## Bright Pattern Documentation

Generated: 6/25/2021 8:15 am

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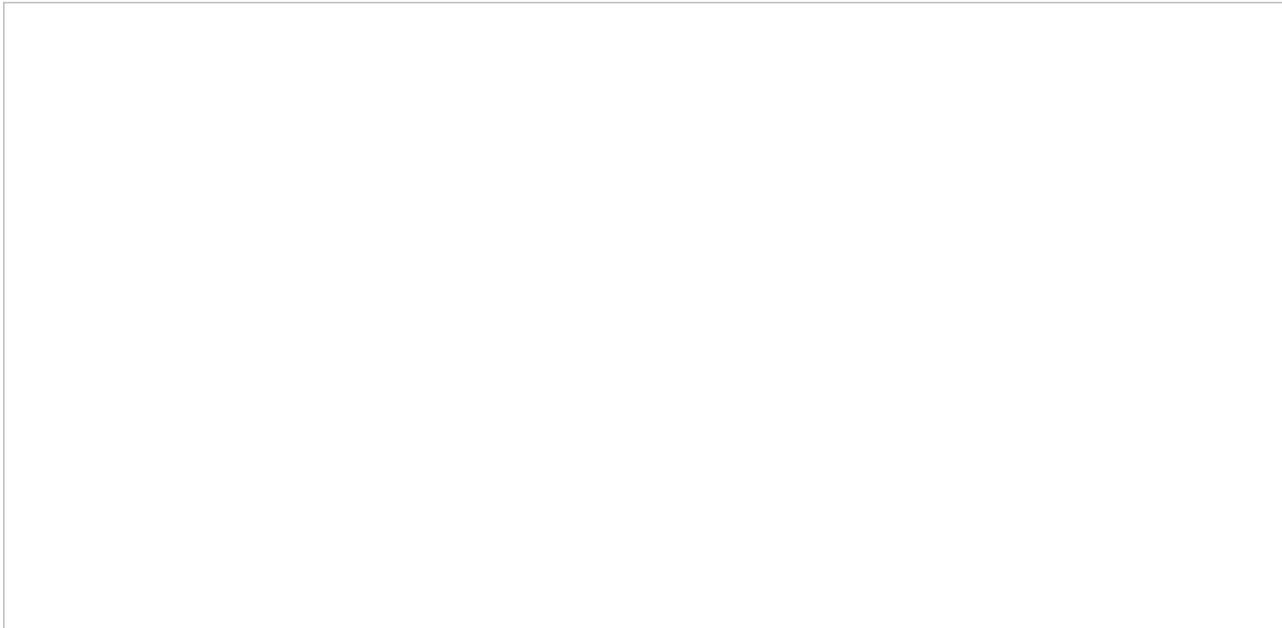
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Records completions	34
Records completions %	34
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Remaining records with personal agent assignments	35
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# Edit Mode

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](#)



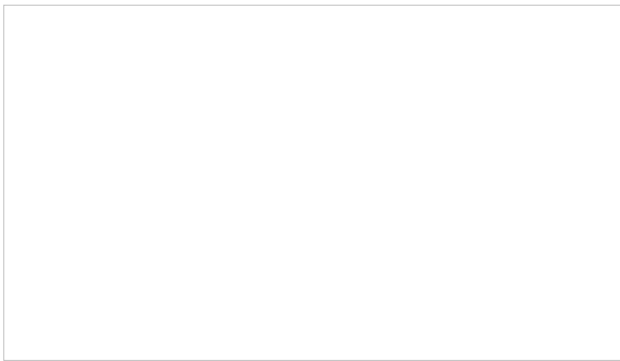
If you have the privilege to customize wallboards, the wallboard will be shown in Edit mode, and mousing over a card or cell will enable you to click to edit it. Clicking on any cell creates a new 2 x 2 card if there is space available. It is also possible to create a card by click-dragging across cells.

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).

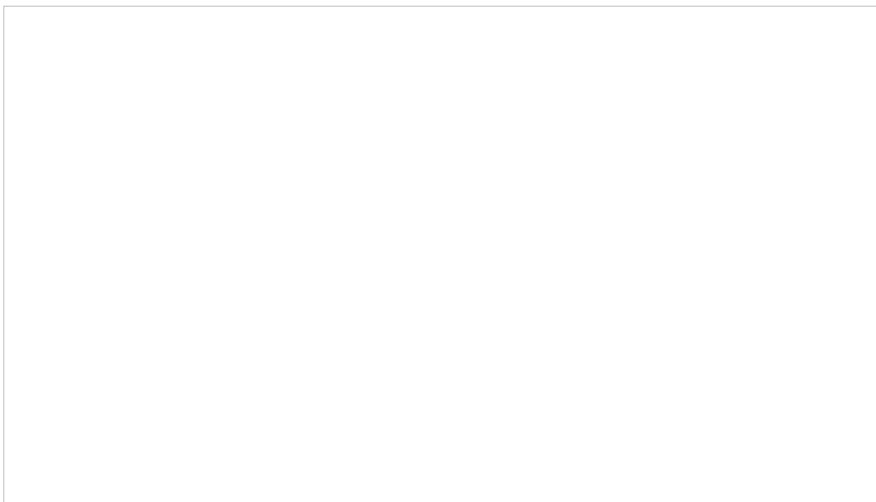
## Cards

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:

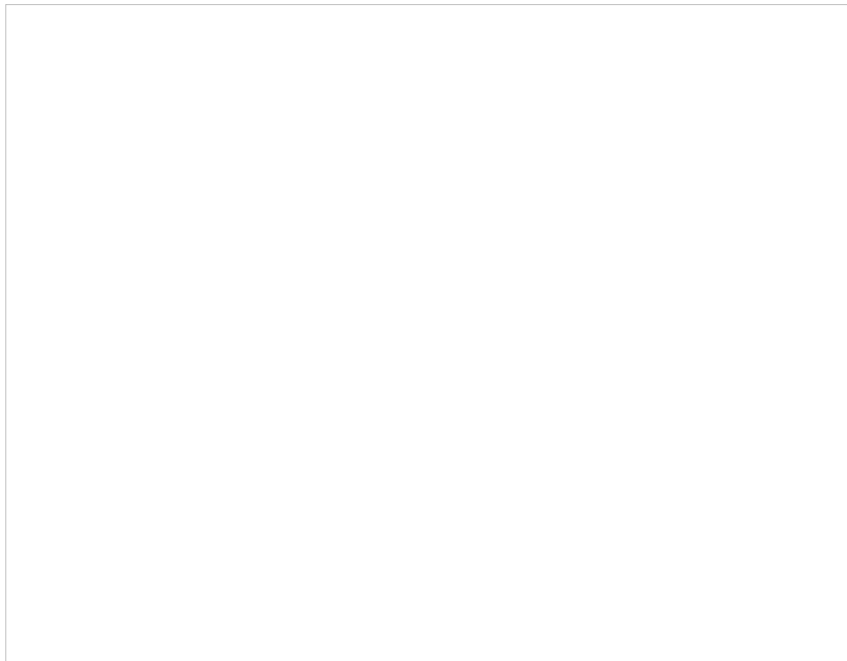
Click and drag the corner of the card until it is the desired size. Note that a resized card cannot overlap with another card on the grid.

### 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.

## Agent Grid

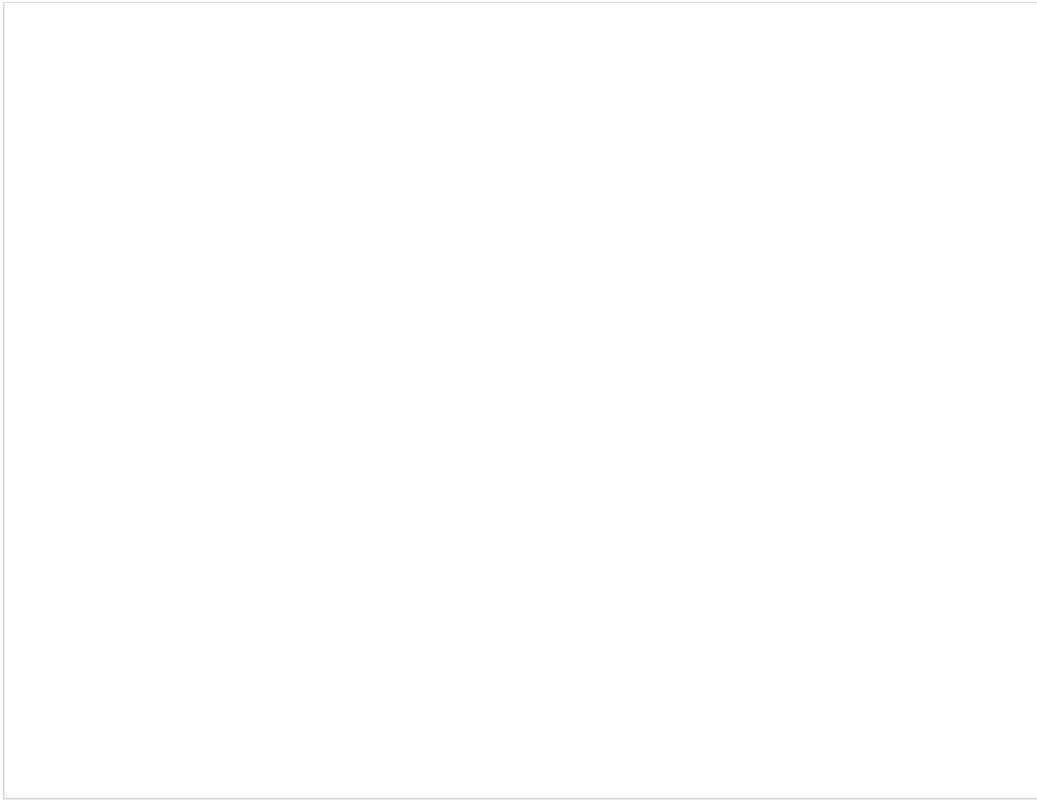
The Agent Grid widget provides information about a specified selection of agents on a team. Real-time metrics shown on this widget can help supervisors and agents understand team performance, view the status of other agents (e.g., *Ready* or *Not Ready*), and more.

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**

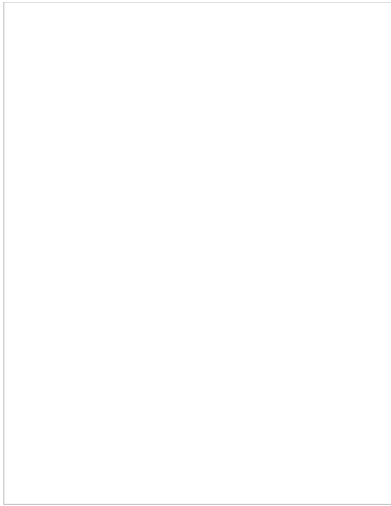
*Title* is the title of the widget. Widget titles, along with their icons, are displayed in the widget selector.

## **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.

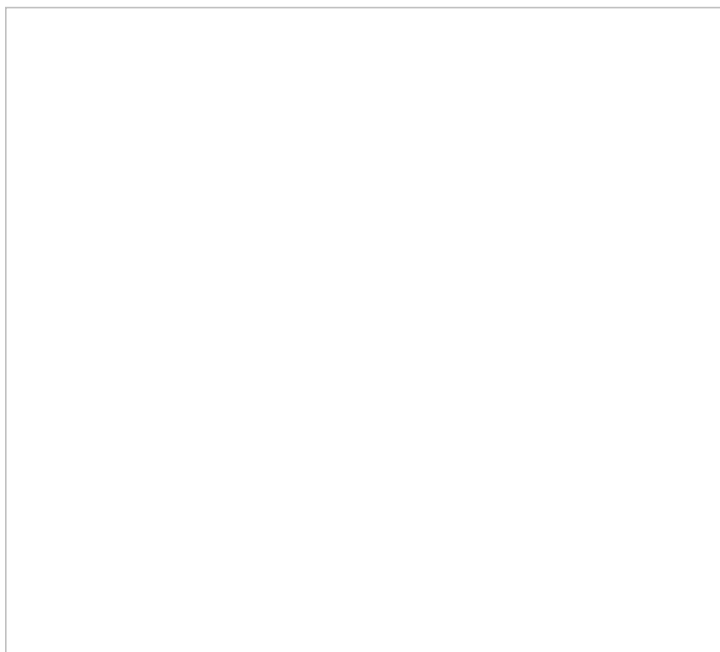
## Agents Ahead of Me

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*.

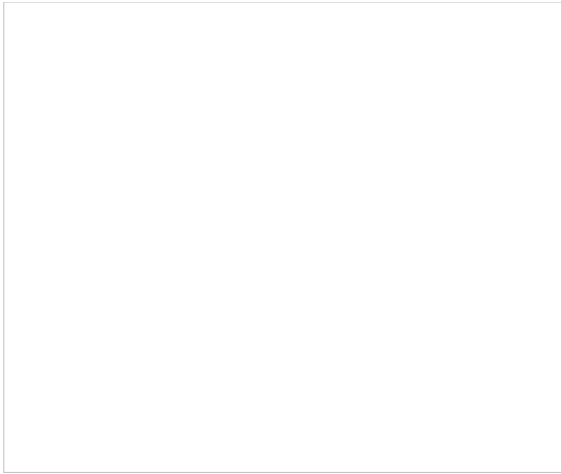
[Success rate](#)

### **Team Name**

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

## **Agent State Summary**

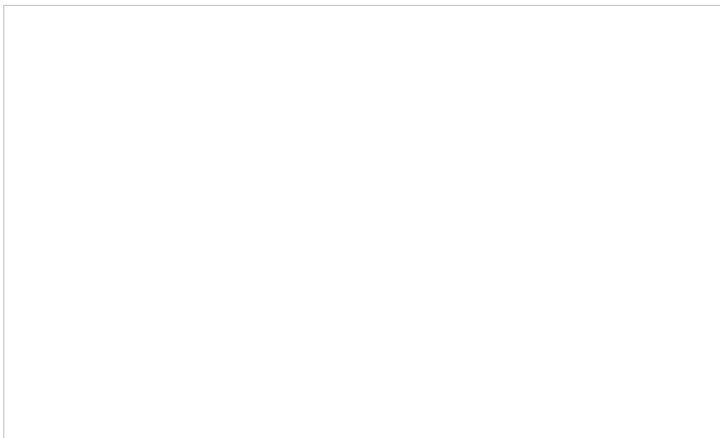
The Agent State Summary chart widget displays agent state metrics in the form of a pie chart, for at-a-glance viewing.



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

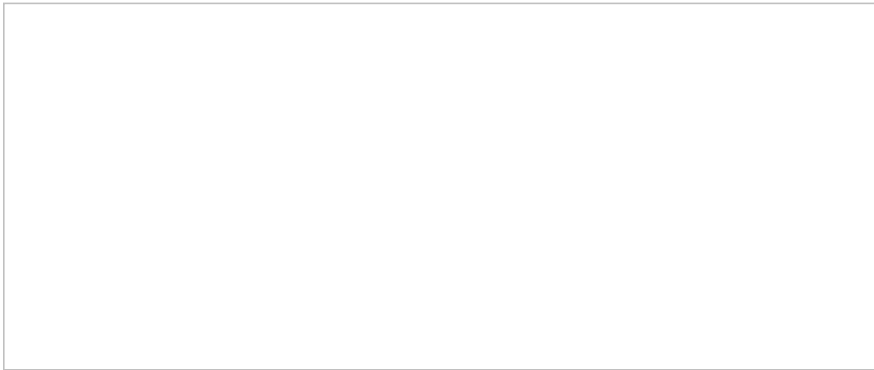
The *Select Teams* window allows you to include teams on the widget. Select the desired teams on the left-hand side of the dialog, and use the arrow buttons to move them to the right-hand side of the dialog.

## Agent States

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

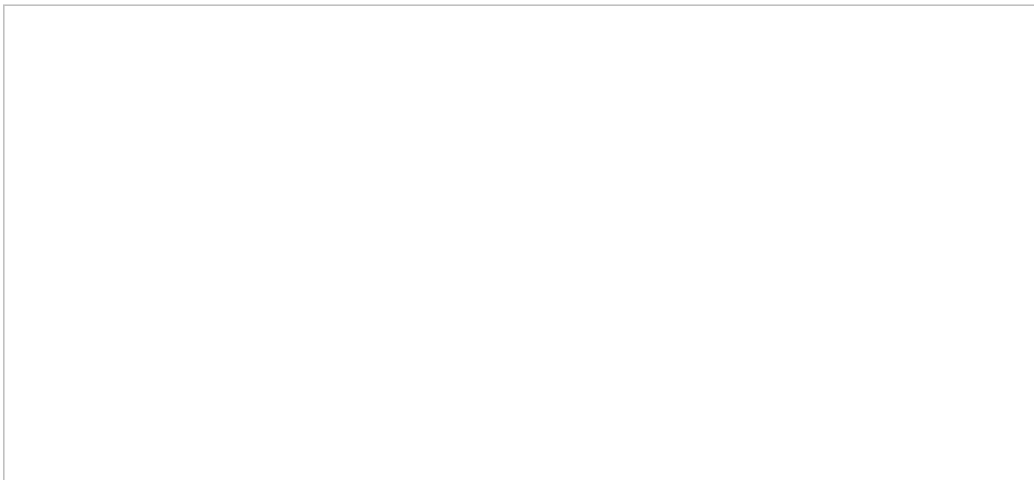
## Gauge

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).

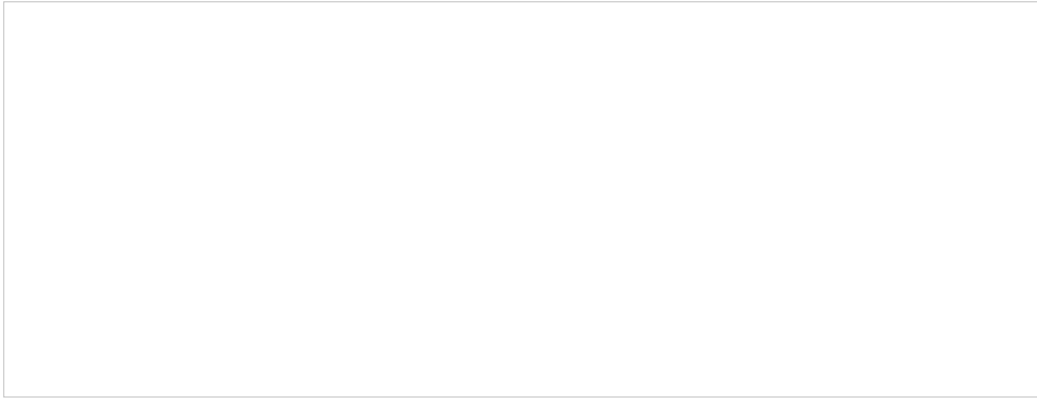
When gauge display is enabled, the following values may be defined:

- **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

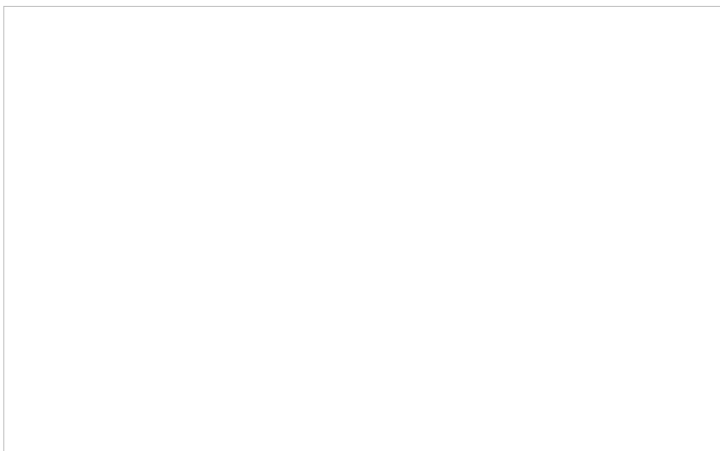
## **Title**

*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.

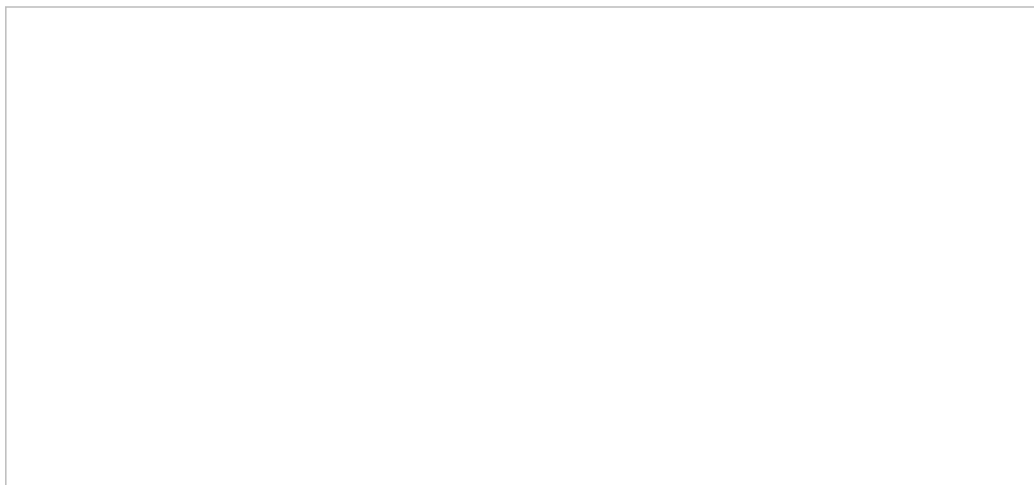
Note the following:

- 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.

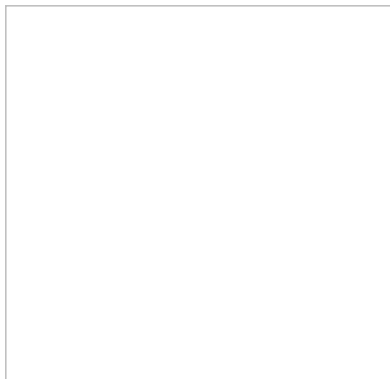
## enable gauge display

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.



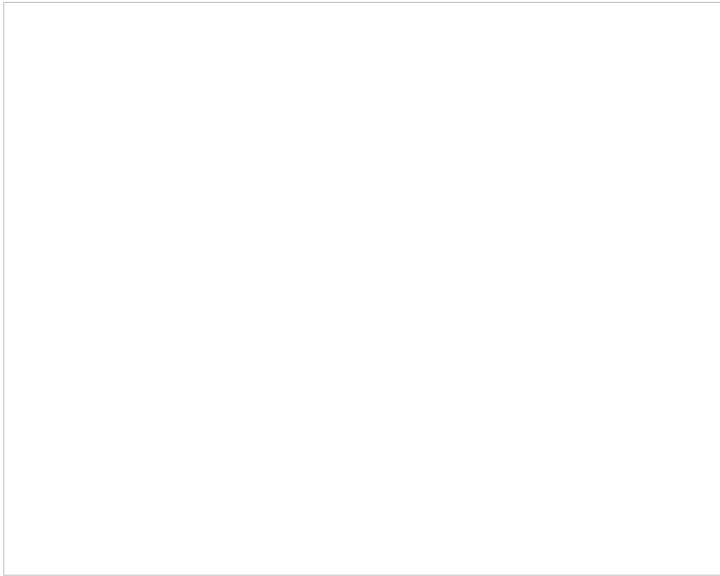
Gauge Display for Single  
Statistic widget

## 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.

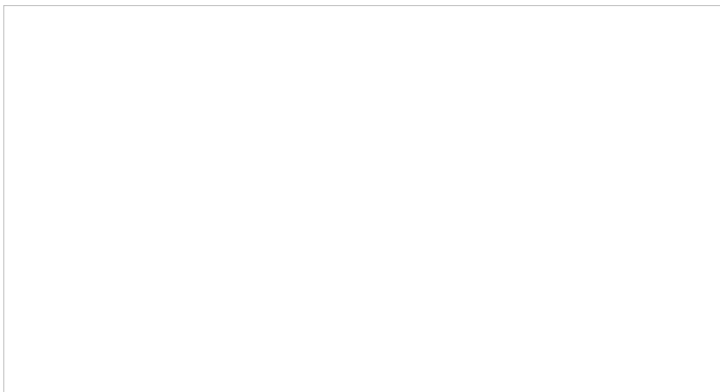
# Text

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.

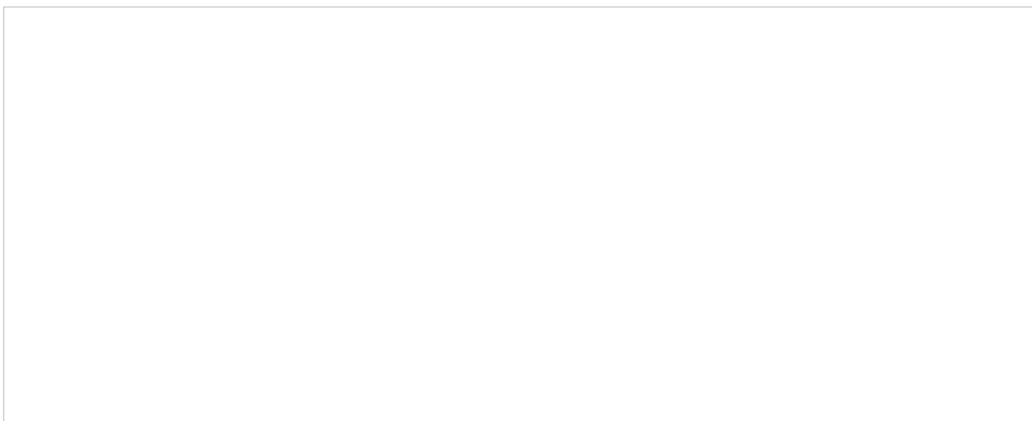


Image widget settings

## 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.

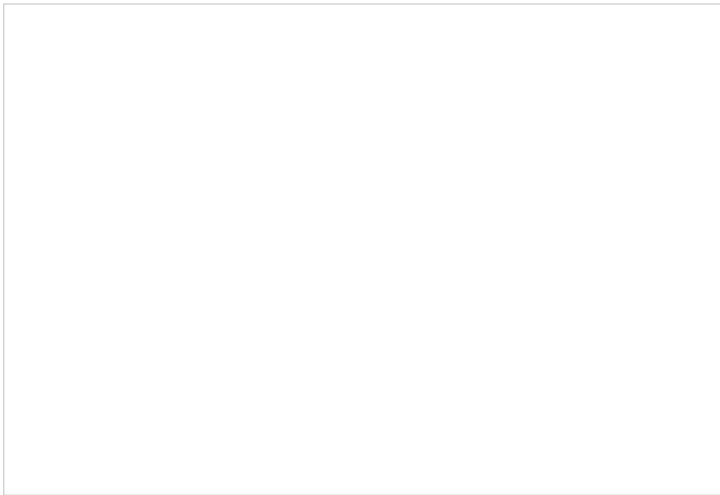


Image with Contain display

### Cover

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

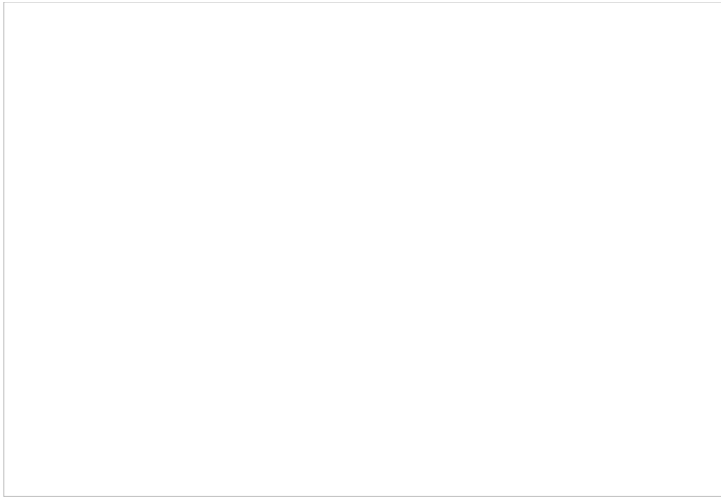


Image with Cover display