

5.8 About User Widgets

Bright Pattern Documentation

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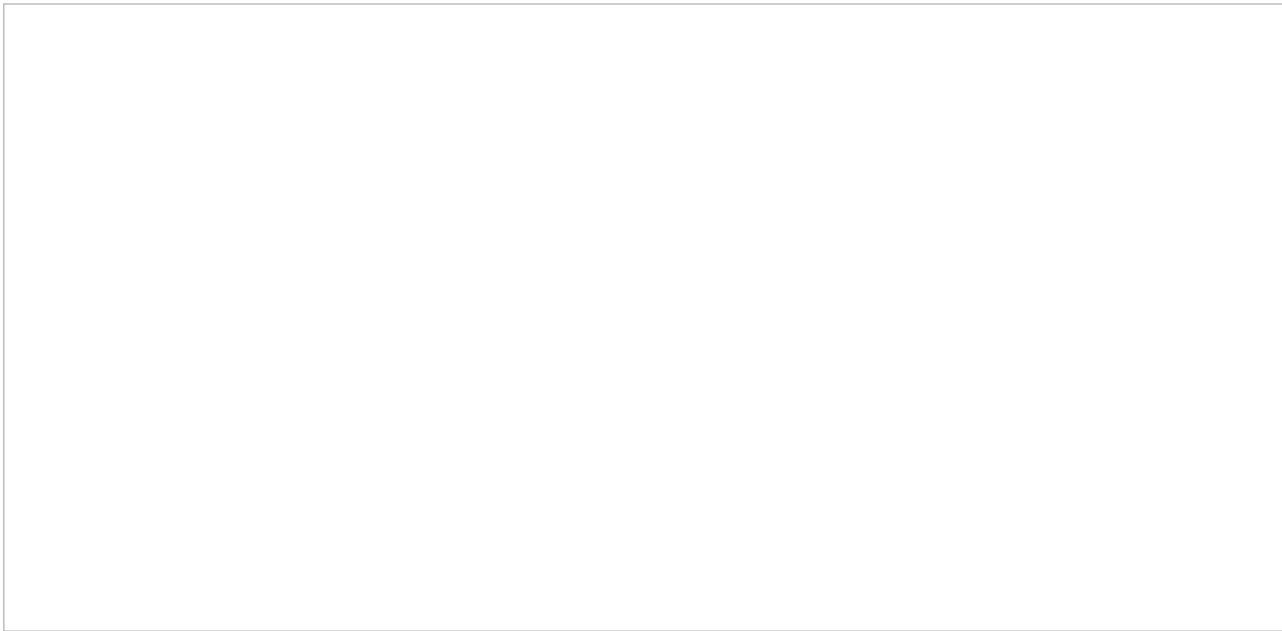
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Edit Mode

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](#)

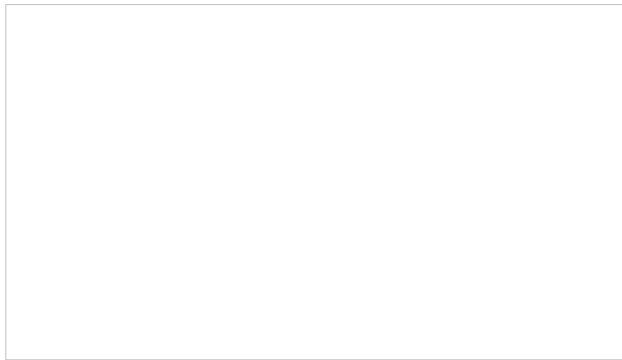
If you have the privilege to customize wallboards, the wallboard will be shown in Edit mode, and mousing over a card or cell will enable you to click to edit it. Clicking on any cell creates a new 2 x 2 card if there is space available. It is also possible to create a card by click-dragging across cells.

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).

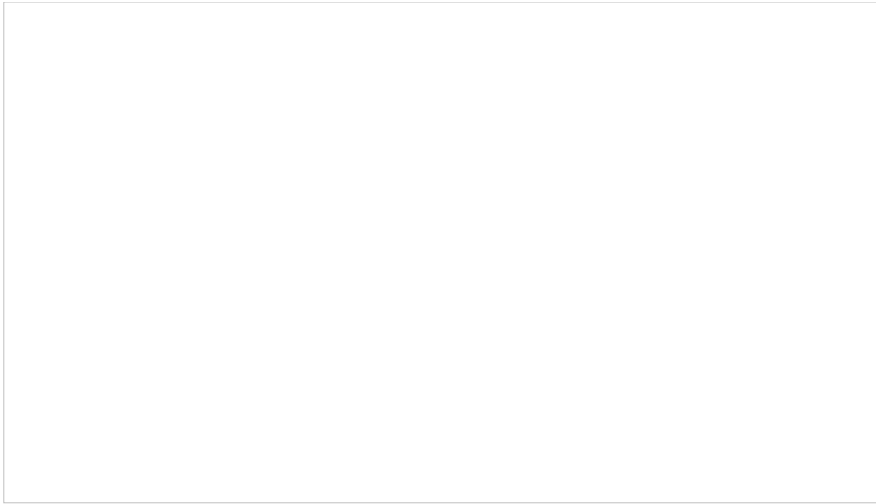
Cards

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.

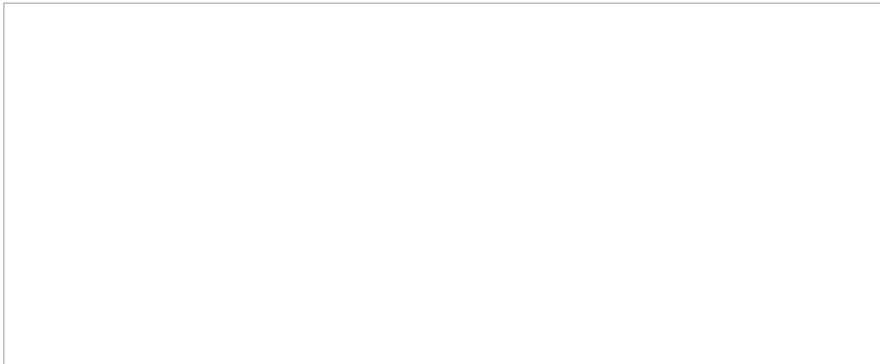
Scalable Display

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.

Break Time

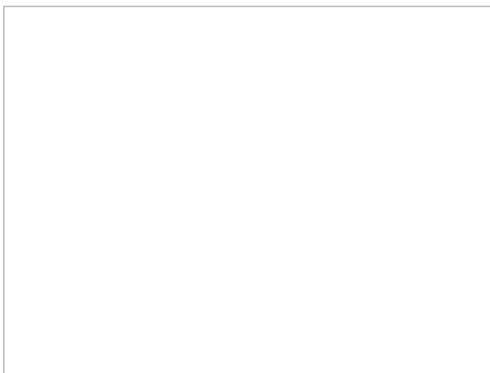
The *Break Time* widget displays an agent's total idle time out of their allotted break time. Break time is accumulated by being in any of the [System Not Ready reasons](#) or [Custom Not Ready](#) reasons your contact center's administrator configured as counting toward break time. If you hover your cursor over the widget, you may highlight either the break or idle time.



Display of the user widget *Break Time*

Settings

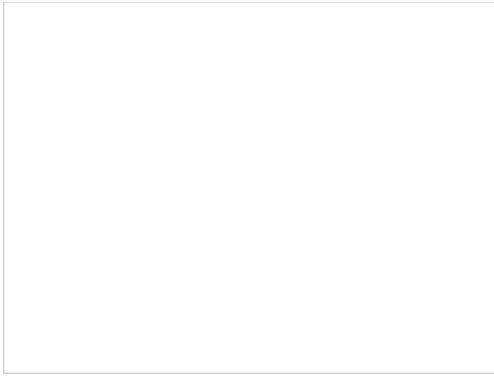
Users with the privilege *Customize Wallboards* may edit the control settings of wallboard widgets. Break Time settings are as follows.



Agent setting with Logged in User selected

Agent

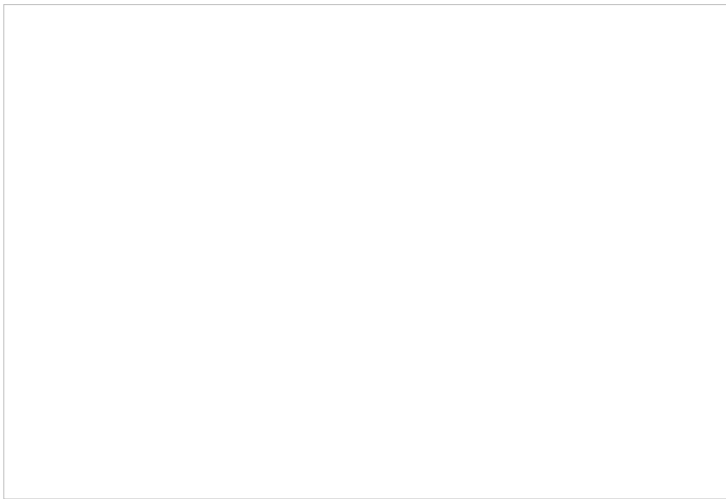
The *Agent* setting allows you to select any member of your team(s) or *Logged in User* (i.e., yourself) for display; the default is Logged in User.



Agent setting with user selected

Dispositions

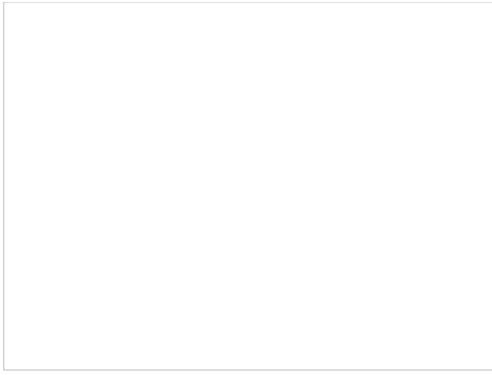
The *Dispositions* widget displays a count of all dispositions that have been assigned to handled tasks. If you hover your cursor over the widget, you may highlight information about any of the displayed dispositions.



Dispositions widget displaying an agent's statistics

Settings

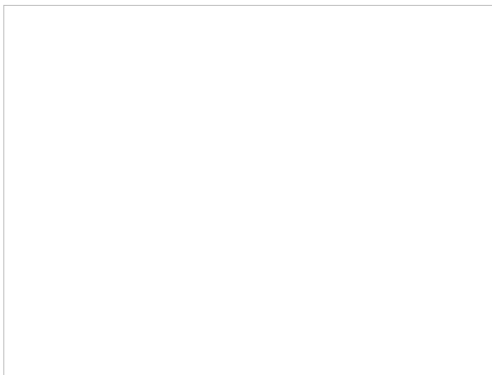
Users with the privilege *Customize Wallboards* may edit the control settings of wallboard widgets. Dispositions settings are as follows.



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

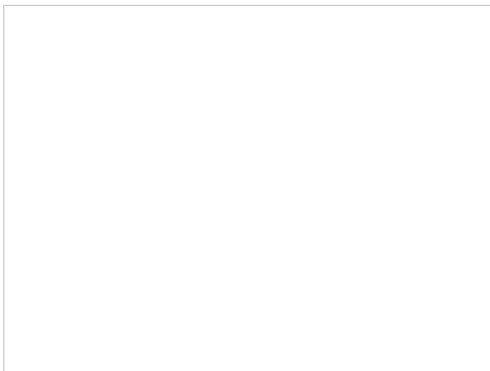
If you hover your cursor over the widget, you may highlight information about any of the displayed metrics.



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.

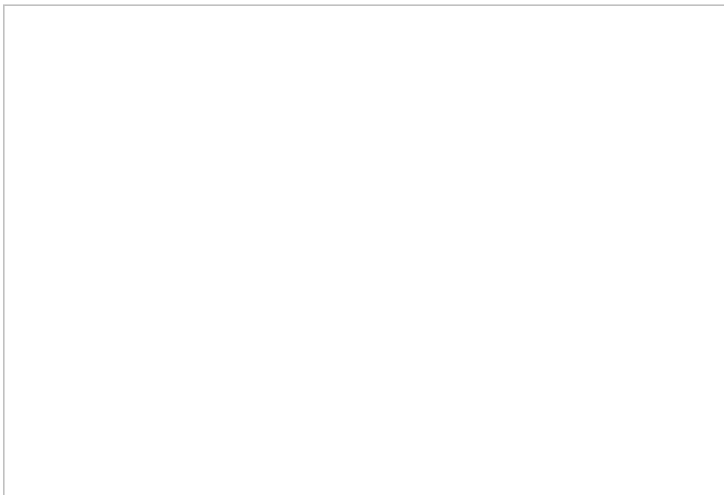


Agent setting with user selected

Satisfaction

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

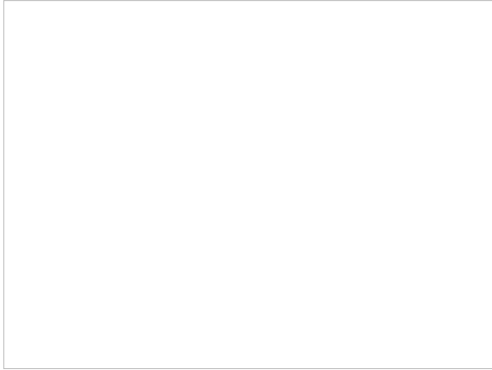
- [Demeanor](#)
- [Net Promoter Score](#)
- [Resolutions](#)



Satisfaction user widget displaying an agent's statistics

Settings

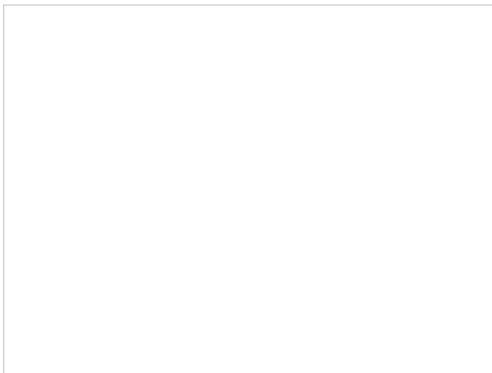
Users with the privilege *Customize Wallboards* may edit the control settings of wallboard widgets. Satisfaction settings are as follows.



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.

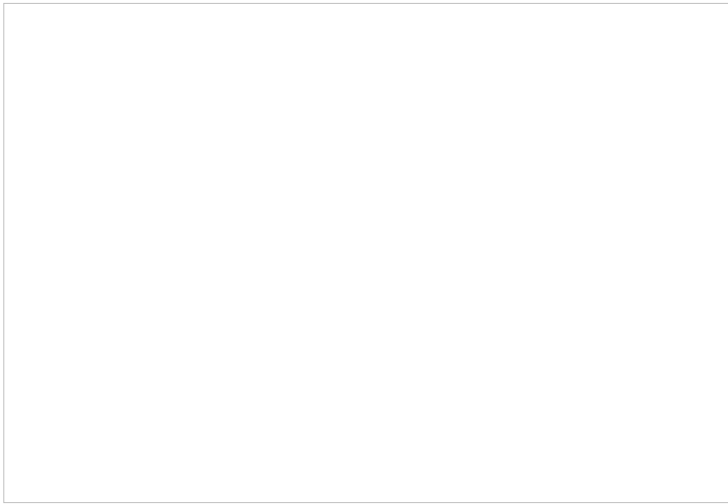


Agent setting with user selected

Agenda

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

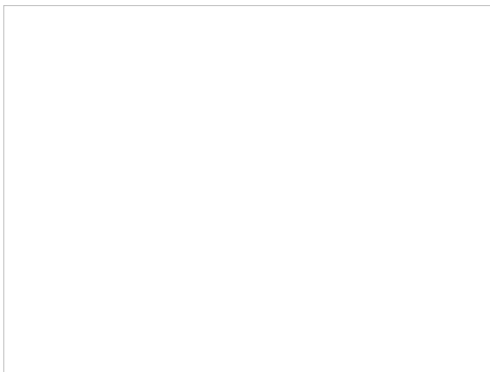
The widget shows a schedule for today based on the current time (all items currently in progress and scheduled later than the current time). Items in progress or items that are due in less than 10 minutes are shown with a red bar on the left side. Items that are due in less than two hours are shown with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

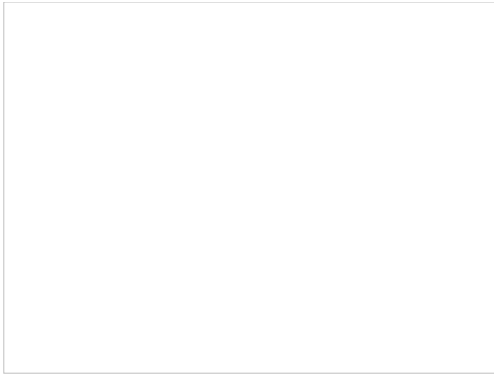
Users with the privilege *Customize Wallboards* may edit the control settings of wallboard widgets. Agenda settings are as follows.



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.



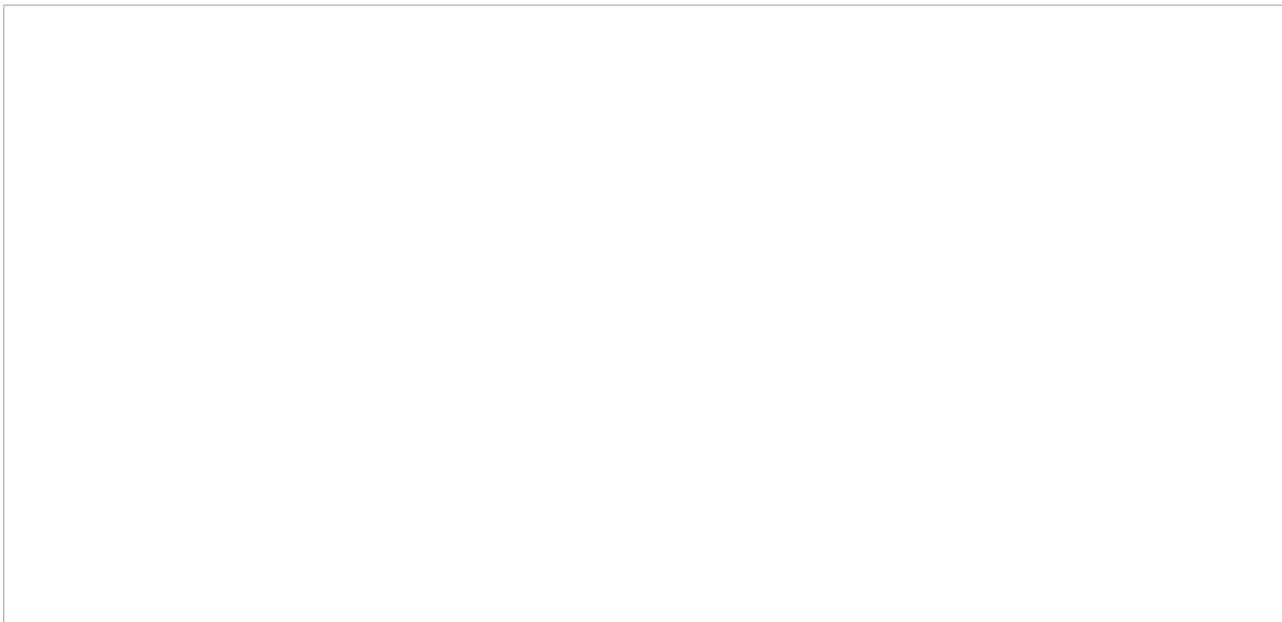
Agent setting with user selected

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

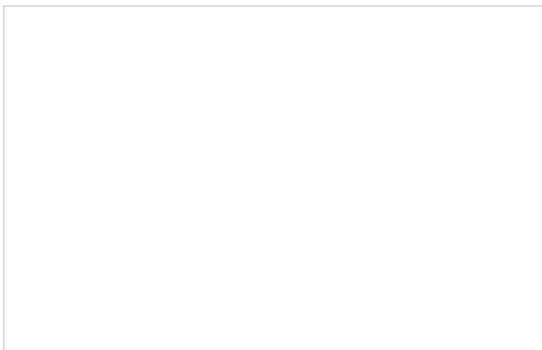
Title

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.



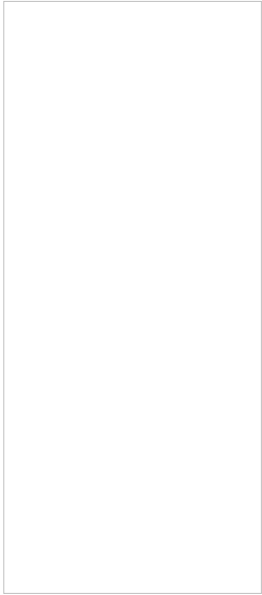
Personal and saved global wallboards are listed

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](#).

