Gadget-Oriented
Wallboard/Dashboard Application

CommSouth

Phone : +91 44 26213945

info@commsouth.com

www.commsouth.com

1.1 Introduction

The new gadget-oriented Wallboard application provides the contact center administrators and supervisors the freedom to design customized dashboards and wallboards on their own for monitoring real-time statistics of Cisco contact centers on large displays (LCDs, projector screens, Raspberry devices via HDMI cable) as well as on individual computer screens.

The application comes with a list of out-of-the-box gadgets to display certain types of CC stats using real-time and historical data parameters available from Cisco contact center. Contact Center administrators can pick and choose the desired gadgets to be displayed on the CC wallboard and supervisor dashboards. Multiple gadgets can be added per wallboard or dashboard to consolidate multiple different stats in a single view.

They can also define thresholds for important KPIs of the contact center to highlight if and when the value of a KPI goes above or below the minimum/maximum-defined limit.

On the backend, the Wallboard database is synchronized with the contact center database and stores all statistical data required by the gadgets in its own DB. The wallboard application queries the internal DB to get required stats, thus, increasing the overall response time and efficiency of the solution.

With a future version, the application will also provide integration interfaces for external systems to get and show different statistical data from other systems.

1.2 Wallboard Administration Interface

On the administration interface, a drop-down list contains all readily available gadgets for the installed Wallboard release, with a system-defined name for each gadget.

While adding a gadget on a wallboard, the user defines the width and the order of the gadget and optionally give it a title. The user-defined title becomes visible on the finalized view. As multiple gadgets are added on a wallboard, their sizes are automatically adjusted according to the gadgets' width and screen resolution.

Once a wallboard is created, the user can insert a company logo on the wallboard view.
The application generates a URL for the finalized wallboard to be accessible over HTTP.

1.3 Application Settings

The preference settings for each wallboard allows the user to change the following:

❖ Set thresholds for important KPIs in a Cisco contact center: This interface lists all possible KPIs related to the deployed gadgets and allows the user to set thresholds for each KPI. The supported KPIs in the first release are the following:
- Calls in Queue
- Longest Call in Queue
- No of abandoned calls
- CSQ SLA
- Average wait time
- Not Ready Agents
- Time in state
- ASA
- AHT

❖ Color change to highlight: Wherever any of the above fields appear in the wallboard (in any gadget present in the wallboard), its actual value is matched to the minimum-defined threshold value defined here and is highlighted if exceeds the minimal value to let the user know about the alarming situation. The user can choose to color a field in **Red** or **Orange** if the threshold is met. In the normal situations, the values of the fields will be shown in **Blue**. Note that the threshold settings defined in a gadget's preferences would always take the priority over the settings defined here.

❖ Server IP: The UCCX server IP needs to be specified for the application to make a connection with the server to retrieve the contact center stats
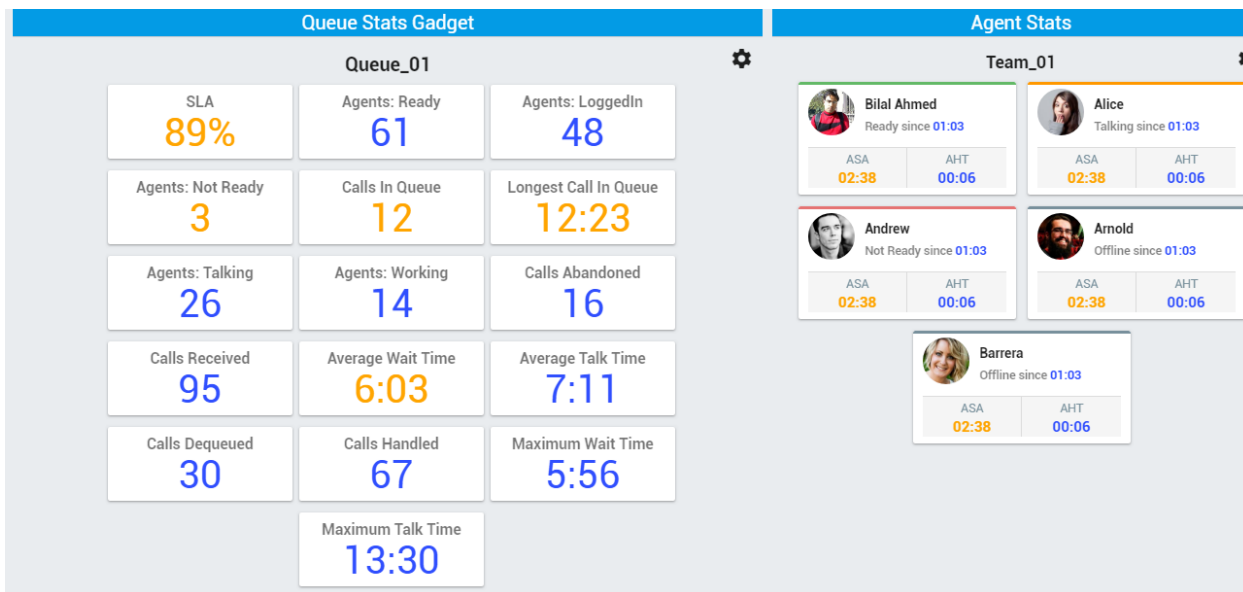

One view with both queues and agents stats

Following sections describes the specifications of the built-in gadgets available with the first release.

1.4 Summarised Queue Statistics - Cards View

This gadget shows a summary of statistics either on a particular queue or on all queues in the form of cards. This includes showing a summary of agent statistics, voice call statistics, i.e. calls handled, abandoned, offered, with an average calculation of the important KPIs such as average talk time, average speed of answer, average handle time, and other factors such as longest call in queue and Queue SLA.
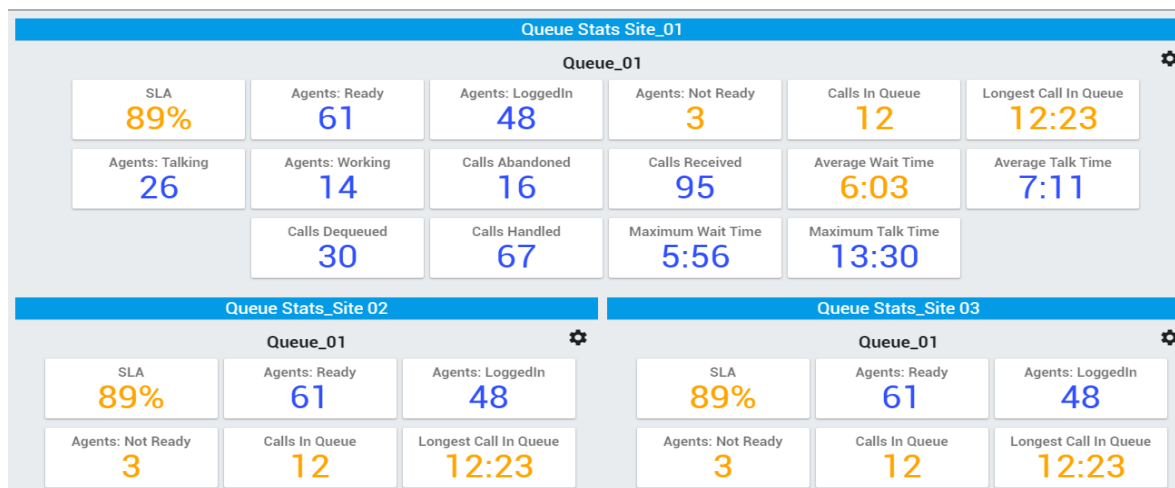
Summarised Queue Statistics

The gadget displays the following information:

- ❖ SLA: This is the queue SLA for the given CSQ.
- ❖ Calls in Queue: This is the number of calls that are still in queue for the given CSQ.
- ❖ Calls Abandoned: This is the total number of calls abandoned in the given CSQ.
- ❖ Calls Dequeued: This is the total number of calls dequeued to the given CSQ.
- ❖ Longest Call in Queue: This is the oldest call still there in the given CSQ, waiting for an agent to connect.
- ❖ Calls Received: Total number of calls offered or received on the CSQ.
- ❖ Calls Handled: Total number of calls that are already handled or answered for the given CSQ.
- ❖ Agents Ready: Total number of agents who are *Ready* on the given CSQ.
- ❖ Agents Logged In: Total number of agents who are *Logged In* on the given CSQ.
- ❖ Agents Not Ready: Total number of agents who are *Not Ready* on the given CSQ.
- ❖ Agents Talking: Total number of agents who are *Talking* on the given CSQ.
- ❖ Agents Working: Total number of agents who are *Working* on the given CSQ. These are the agents who are currently in call wrap up state which corresponds to Finesse *Work* state.
- ❖ Average Wait Time: This is the average waiting time that a caller waits on the given CSQ, to be able to connect to an agent.
- ❖ Average Talk Time: This is the average talking time that an agent takes to handle a call in the given CSQ.
- ❖ Maximum Wait Time: This is the highest waiting time so far that a caller had to wait on the given CSQ, for an agent to connect.
- ❖ Maximum Talk Time: This is the highest talking time that an agent has taken to handle a call, in the given CSQ

The preference settings of the gadget allows the user to change the following :
- ❖ CSQ filter: A filter to select the CSQs from an available list of queues to show appropriate statistics based on the applied filter. Note that if a user selects to show multiple queues data, the gadget is automatically drawn multiple times for each CSQ selected, on the final wallboard view. For now, non-Voice CSQs are not supported.
- ❖ Attributes filter: A filter to select which data statistics or parameters to be displayed in the gadget. This filter contains all possible statistics with each corresponding to a card as shown in the gadget (above). The user can add/remove desired cards or statistics to be shown in the gadget.

As part of the gadget preferences, users can also overwrite thresholds defined for the following KPIs in the Application Settings:
- ❖ Queue SLA
- ❖ Calls in queue
- ❖ Longest call in queue
- ❖ Abandoned calls
- ❖ Not Ready Agents
- ❖ Average wait time

After displaying the (optionally defined) gadget title, the wallboard shows the name of the CSQ on top of the gadget for whom the statistics are shown such as INBOUND queue. If multiple queues were selected in the gadget filters, each queue statistics are shown separately on the wallboard

## 1.5 Team Agent Statistics - Cards View

This gadget shows stats for team agents while showing one card per agent. Each agent card can contain the following information :
- ❖ First/Last Name: The first and last name of the agent
- ❖ Picture: The profile picture of the agent. In the presence of CCAdmin Team

Administration module, agent pictures are retrieved from that module. However, if it is not purchased, the client would need to provide pictures of all agents to CommSouth explicitly, with their IDs/Names.

- ❖ Current State: The current state of the agent. The possible values are:
    - ○ Ready: The agent card is shown in **Green** if an agent's current state is *Ready*
    - ○ Talking: The agent card is shown in **Orange** if an agent's current state is *Talking*
    - ○ Not Ready - On Break: The agent card is shown in **Red** if an agent's current state is *Not Ready - On Break*
    - ○ Offline: The agent card is shown in **Grey** if an agent's current state is *Logged Out*

- ❖ Time in state: This is the total time for the agent for being in the current state.
- ❖ Average Speed of Answer (ASA): This is the average time for the agent to answer a call. This determines how quickly an agent answers a call.
- ❖ Average Handle Time (AHT): This is the average talk time for the agent. This determines the average time an agent takes to handle a call.
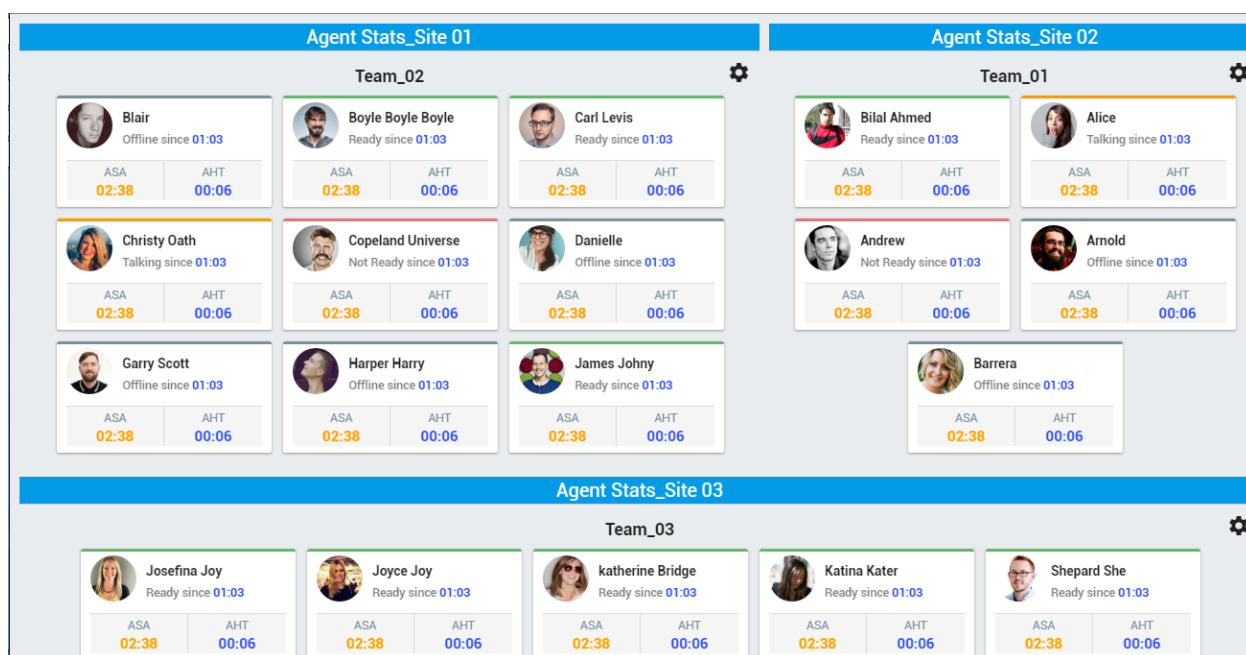
Team Agent Statistics

The preference settings of the gadget allows the user to change the following:

- ❖ Team filter: A filter to select the teams from an available list of teams to show appropriate stats based on the applied filter. Note that if a user selects to show multiple teams data, the gadget is drawn multiple times for each selected team, on the final wallboard view. For now, supervisors can choose to monitor any team. An upcoming version would provide restrictions per supervisor so that each supervisor is able to monitor only his own team.
- ❖ Attributes filter: A filter to select which data statistics to be displayed in an agent card. The user can add or remove desired stats in the card to show in the gadget. Following statistics in the card can be hidden or shown on demand
    - o Agent Picture
    - o Agent State (color depicting the current state of the agent would still be shown on the top of the card)
    - o Time in state
    - o ASA
    - o AHT

As part of the gadget preferences, users can also overwrite thresholds defined for the following KPIs in the Application Settings:

❖ Time in state
❖ ASA
❖ AHT

After displaying the (optionally defined) gadget title, the gadget shows the name of the team whose stats are shown such as Team 01. If multiple teams are added in the filters, each team stats are shown as a separate gadget on the wallboard.

Note	
	● *The sample UIs for the gadgets shared in the document are just for information purposes. The actual implementation can be different from the sample UI.* ● *In an upcoming version, the application will also show statistics related to emails and chats in addition to voice.* ● *For now, the application does not support integration with third-party CRM solutions.*