

MARS Cisco UCCX Wallboard

MARS UCCX Wallboard displays real time info of Cisco UCCX in contact centers.

Monitor your contact center functions and performance in real-time.

User defined screen layout

If configured thresholds are reached, alarms are raised by changing the colors in the screen as configured

If primary UCCX server goes down then application connects automatically to secondary UCCX server

Create groups based on the Queues

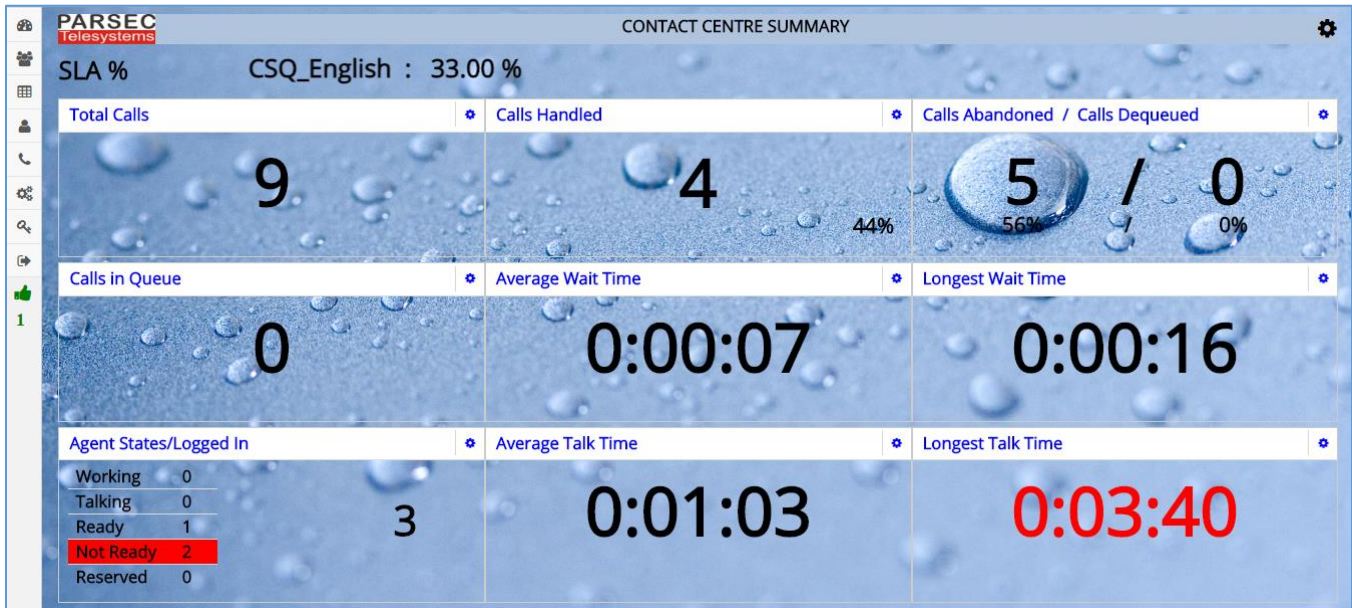
Supervisor can view wallboards based on the group selected

Set wallboard backgrounds of your choice

Auto display/rotate the wallboard screens one-after-other at a configured time interval

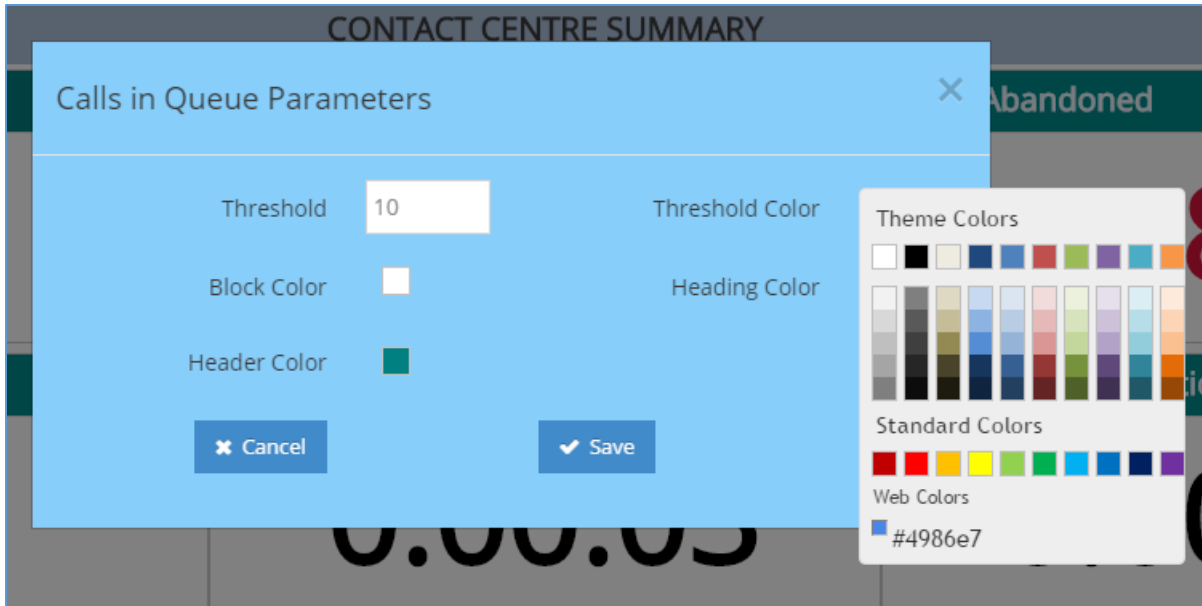
Set thresholds for Agent States

Contact Center Summary



Configure thresholds for Total calls, Calls Abandoned, Calls Handled, Calls In Queue, Average Wait Time, Longest Wait Time, Average Talk Time, Longest Talk Time, Agent States.

If configured thresholds are reached, alarms are raised by changing the colors in the screen as configured



CSQ (Queue) Summary

| PARSEC Telesystems CSQ SUMMARY : PranjoGRP2 | | | | | | | | | | |
|---------------------------------------------|------------------|----------------|----------------|-------------|---------------|---------------------|-------------------|-------------------|--|--|
| SLA : N/A CSQ_English | | | | | | | | | | |
| Logged In Agents | Available Agents | Talking Agents | Calls in Queue | Total Calls | Calls Handled | Abandoned/ Dequeued | Average Wait Time | Longest Wait Time | | |
| 3 | 2 | 0 | 0 | 0 | 0 | 0/0 0%/0% | 0:00:00 | 0:00:00 | | |
| SLA : N/A CSQ_Bengali | | | | | | | | | | |
| Logged In Agents | Available Agents | Talking Agents | Calls in Queue | Total Calls | Calls Handled | Abandoned/ Dequeued | Average Wait Time | Longest Wait Time | | |
| 3 | 2 | 0 | 0 | 0 | 0 | 0/0 0%/0% | 0:00:00 | 0:00:00 | | |
| SLA : 17.00% CSQ_Hindi | | | | | | | | | | |
| Logged In Agents | Available Agents | Talking Agents | Calls in Queue | Total Calls | Calls Handled | Abandoned/ Dequeued | Average Wait Time | Longest Wait Time | | |
| 3 | 2 | 0 | 0 | 6 | 1 | 5/0 83%/0% | 0:00:49 | 0:01:27 | | |
| SLA : 17.00% CSQ_Gujrati | | | | | | | | | | |
| Logged In Agents | Available Agents | Talking Agents | Calls in Queue | Total Calls | Calls Handled | Abandoned/ Dequeued | Average Wait Time | Longest Wait Time | | |
| 3 | 2 | 0 | 0 | 9 | 3 | 6/0 67%/0% | 0:00:26 | 0:01:02 | | |
| SLA : N/A CSQ_Kannad | | | | | | | | | | |
| Logged In Agents | Available Agents | Talking Agents | Calls in Queue | Total Calls | Calls Handled | Abandoned/ Dequeued | Average Wait Time | Longest Wait Time | | |
| 0 | 0 | 0 | 0 | 0 | 0 | 0/0 0%/0% | 0:00:00 | 0:00:00 | | |

View CSQ (Queue) Wise SLA

Configure CSQ (Queue) Wise SLA thresholds for alarm generation

Configure thresholds for Calls In Queue, Total Calls, Calls Handled, Calls Abandoned, Average Wait Time, Longest Wait Time

If configured thresholds are reached, alarms are raised by changing the colors in the screen

The application enables you to view data of a selected single CSQ (queue) or multiple CSQs (queues)

SLA : 100.00% CSQ_English

| | | | | | | | | |
|------------------|------------------|----------------|----------------|---------------|-------------|-----------------|-------------------|-------------------|
| Logged In Agents | Available Agents | Talking Agents | Calls in Queue | Calls Handled | Total Calls | Calls Abandoned | Average Wait Time | Longest Wait Time |
| 5 | 3 | 0 | 0 | 4 | 4 | 0 | 0:00:02 | 0:00:05 |

Loggedin Agents

| | | | | |
|------------------------|------------------------------|-------------------------|------------------------|---------------------------|
| rahul 3009 READY | pranjol 3017 NOT READY | piyush 3015 READY | sunil 3011 READY | abhi 3010 NOT READY |
|------------------------|------------------------------|-------------------------|------------------------|---------------------------|

Available Agents

| | | |
|------------------------|-------------------------|------------------------|
| rahul 3009 READY | piyush 3015 READY | sunil 3011 READY |
|------------------------|-------------------------|------------------------|

PARSEC Telesystems CSQ SUMMARY TABLE VIEW : PranjolGRP2

| CSQ NAME | LOGGED IN AGENTS | AVAILABLE AGENTS | TALKING AGENTS | CALLS IN Q | TOTAL CALLS | CALLS HANDLED | CALLS ABANDONED | CALLS DEQUEUED | AVG WAIT TIME | LONG. WAIT TIME | SLA% | | | |
|-------------|------------------|------------------|----------------|------------|-------------|---------------|-----------------|----------------|---------------|-----------------|------|---------|---------|--------|
| CSQ_English | 3 | 2 | 0 | 0 | 0 | 0 | 0% | 0 | 0% | 0 | 0% | 0:00:00 | 0:00:00 | N/A |
| CSQ Bengali | 3 | 2 | 0 | 0 | 0 | 0 | 0% | 0 | 0% | 0 | 0% | 0:00:00 | 0:00:00 | N/A |
| CSQ Hindi | 3 | 2 | 0 | 0 | 6 | 1 | 17% | 5 | 83% | 0 | 0% | 0:00:49 | 0:01:27 | 17.00% |
| CSQ Gujrati | 3 | 2 | 0 | 0 | 9 | 3 | 33% | 6 | 67% | 0 | 0% | 0:00:26 | 0:01:02 | 17.00% |
| CSQ Kannad | 0 | 0 | 0 | 0 | 0 | 0 | 0% | 0 | 0% | 0 | 0% | 0:00:00 | 0:00:00 | N/A |
| CSQ Marathi | 0 | 0 | 0 | 0 | 0 | 0 | 0% | 0 | 0% | 0 | 0% | 0:00:00 | 0:00:00 | N/A |
| CSQ Punjabi | 0 | 0 | 0 | 0 | 0 | 0 | 0% | 0 | 0% | 0 | 0% | 0:00:00 | 0:00:00 | N/A |
| CSQ Telugu | 0 | 0 | 0 | 0 | 0 | 0 | 0% | 0 | 0% | 0 | 0% | 0:00:00 | 0:00:00 | N/A |
| CSQ German | 3 | 2 | 0 | 0 | 0 | 0 | 0% | 0 | 0% | 0 | 0% | 0:00:00 | 0:00:00 | N/A |
| CSQ Russian | 0 | 0 | 0 | 0 | 0 | 0 | 0% | 0 | 0% | 0 | 0% | 0:00:00 | 0:00:00 | N/A |

CSQ (Queue) Group Summary

Create your own groups for a set of CSQs and view data CSQ Group wise

Example:

CSQ Group1 (CSQ1, CSQ2, CSQ6, CSQ12)

CSQ Group2 (CSQ1, CSQ10, CSQ12, CSQ43)

PARSEC Telesystems CSQ GROUP SUMMARY

| SLA: 17% PranjolGRP1 | | | | | | | | | | |
|-----------------------------|------------------|----------------|----------------|-------------|---------------|--------------------|-------------------|-------------------|----------|----------|
| Logged In Agents | Available Agents | Talking Agents | Calls in Queue | Total Calls | Calls Handled | Abandoned/Dequeued | Average Wait Time | Longest Wait Time | | |
| 3 | 2 | 0 | 0 | 15 | 4 | 27% | 11/0 | 73%/0% | 00:00:35 | 00:01:27 |
| SLA: 17% PranjolGRP2 | | | | | | | | | | |
| Logged In Agents | Available Agents | Talking Agents | Calls in Queue | Total Calls | Calls Handled | Abandoned/Dequeued | Average Wait Time | Longest Wait Time | | |
| 3 | 2 | 0 | 0 | 15 | 4 | 27% | 11/0 | 73%/0% | 00:00:35 | 00:01:27 |
| SLA: 0% PranjolGRP3 | | | | | | | | | | |
| Logged In Agents | Available Agents | Talking Agents | Calls in Queue | Total Calls | Calls Handled | Abandoned/Dequeued | Average Wait Time | Longest Wait Time | | |
| 0 | 0 | 0 | 0 | 0 | 0 | 0/0 | 0/0 | 0/0 | 00:00:00 | 00:00:00 |




Agent Summary

PARSEC Telesystems AGENT SUMMARY : PranjolGRP2

Logged In 3 Ready 1 Not Ready 1 Talking 1 Working 0 Reserved 0

| ashok | supervisor1 | mysup |
|-------|-------------|-------------------|
| 3042 | 2010 | 3015 |
| READY | TALKING | NOT READY Meeting |



Active Call Details Summary

| PARSEC Telesystems Call Details Summary | | | | | |
|-----------------------------------------|---------------|----------------|--------------|----------------|--|
| Queue Name | Called Number | Calling Number | Connected To | Call Status | |
| CSQ Gujrati | 5005 | 2001 | 2010 | Call Connected | |
| CSQ Hindi | 5004 | 2034 | 5004 | Call Started | |
| CSQ Gujrati | 5000 | 2000 | 5000 | Call Started | |



Auto display/rotate the wallboard screens

User can set wallboard auto display / auto rotate parameters. Auto rotate activated wallboards are displayed one after the other automatically.

Wallboard Rotation Parameters

| | | |
|-------------------------------|---------------------------------|-------------------------------------|
| Contact Centre Summary(secs) | <input type="text" value="30"/> | <input checked="" type="checkbox"/> |
| CSQS Summary(secs) | <input type="text" value="10"/> | <input type="checkbox"/> |
| CSQS Summary Table View(secs) | <input type="text" value="25"/> | <input checked="" type="checkbox"/> |
| Group Summary(secs) | <input type="text" value="10"/> | <input checked="" type="checkbox"/> |
| Agents Summary(secs) | <input type="text" value="60"/> | <input checked="" type="checkbox"/> |
| Call Details Summary(secs) | <input type="text" value="10"/> | <input type="checkbox"/> |

Create groups based on the Queues

Agent groups are created/configured by the application administrator in the application based on CSQs which are present in UCCX

For example, you can create 3 user groups as below:

- Group1: Assigned to CSQ1 , CSQ9, CSQ10, CSQ11
- Group2: Assigned to CSQ20 , CSQ21, CSQ22
- Group3: Assigned to CSQ30 , CSQ31, CSQ32,CSQ33,CSQ36,CSQ37

Based on above configuration you can have 3 different sets of wallboards running/displayed concurrently in your organization.

- Wallboard set1 logged in by Group1 will display data of agents and CSQs associated to CSQ1 , CSQ9, CSQ10, CSQ11
- Wallboard set2 logged in by Group2 will display data of agents and CSQs associated to CSQ20 , CSQ21, CSQ22
- Wallboard set3 logged in by Group3 will display data of agents and CSQs associated to CSQ30 , CSQ31, CSQ32,CSQ33,CSQ36,CSQ37

System Requirements

Hardware Requirements

MARS UCCX Wallboard application with all dependency software will be deployed on an independent system and it will communicate with Cisco UCCX

Following are the application server system specification (To be provided by Client/SI)

- Intel Xeon Quad Core 2.3 +
- RAM : 8 GB+ ,HDD : 70 GB+
- Windows Server 2016 /2019 64 Bit
- VMware supported
- Server IP Address should be static

Software Requirements

Following are the software requirements-

- JAVA JRE 1.8
- Tomcat 8.x
- Cisco UCCX: 10.x / 11.x /12.x