Maximizing Contact Center Performance with 2Ring Dashboards & Wallboards

Real-Time Insights and Customizable Team Engagement Solutions

Executive Summary

2Ring Dashboards & Wallboards transforms how contact center leaders, supervisors, and teams work together. It delivers real-time operational insights, proactive alerts, one-click actions, and deep historical reporting - giving you both a live command center and long-term analytics in a single, unified solution.

What's in it for you:

- Executives:
  - o Make faster, smarter decisions with unified KPIs and alerts across all platforms.
- Supervisors:
  - o Spot issues before they impact SLAs; respond instantly from one dashboard.
- Agents & Knowledge Workers:
  - o Act faster with one-click access to customers, tickets, and tools

This document outlines how 2Ring's new capabilities deliver measurable improvements in decision speed, agent productivity, and customer satisfaction.

Your Data, Your Way

2Ring Dashboards & Wallboards work everywhere your teams are. Display real-time KPIs on digital signage, team rooms, and desktop environments — or embed dashboards directly into MS Teams, Cisco Webex, and mobile browsers.

Self-Hosted Option	2Ring Cloud Option
Supporting all Cisco platforms (UCCX, UCCE, PCCE, WebexCCE),	Supporting Amazon Connect, NICE CXone, Five9, Genesys Cloud, WebexCC.
To learn more visit: 2Ring.com/DW	Visit: 2Ring.com/WallboardsForTheCloud

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Request a Live Demo Session at 2Ring.com/Webex
Questions? Michal.Grebac@2Ring.com (Americas and APAC) | Marco.Hirschmann@2Ring.com (EMEA)

2Ring Added Value – 2Ring Dashboards & Wallboards – on-premises & cloud editions

- Any device:
  - o Desktop, tablet, mobile—responsive layouts adapt automatically.
- Any location:
  - o Break rooms, meeting spaces, operations centers, or embedded in your team collaboration tools.

Connect to your data sources once, visualize everywhere.

Work Where You Already Are

Dashboards integrate seamlessly into your existing work environment — no app switching, no extra training.

Desktop & Agent Tools:
- Embed dashboards directly into your Contact Center Desktop, ServiceNow, Salesforce, and other desktop platforms so agents and supervisors see KPIs without leaving their system.
- Use the 2Ring Power Tool to keep dashboards in a floating window above all applications for instant access to live data and multi-layout navigation.
- SSO integration with Okta and Entra ID streamlines login for large teams.

Team Collaboration:
- Embed dashboards with live updates directly into MS Teams channels and Cisco Webex spaces.
- Share layout previews in one click for quick cross-team visibility of performance metrics.
- Support for anonymous access links (IP-restricted) allows secure sharing with external stakeholders or temporary users.

Mobile & Remote:
- Responsive layouts work on any tablet or smartphone using a standard web browser.
- Full functionality whether your team is co-located, remote, or hybrid.

2Ring Power Tool: Dashboard Always on Top of the Desktop

The 2Ring Power Tool is an optional Windows application for both 2Ring Dashboards & Wallboards Cloud and self-hosted (on-premises) environments, giving every agent a persistent, always-on-top view of their key dashboards regardless of deployment model. Installed on the agent's PC, it auto-starts at login, remembers window size and position, and runs in borderless always-on-top mode, so KPIs, queue status, and toast or visual alerts stay visible while agents work in CRM, ticketing, or collaboration apps.
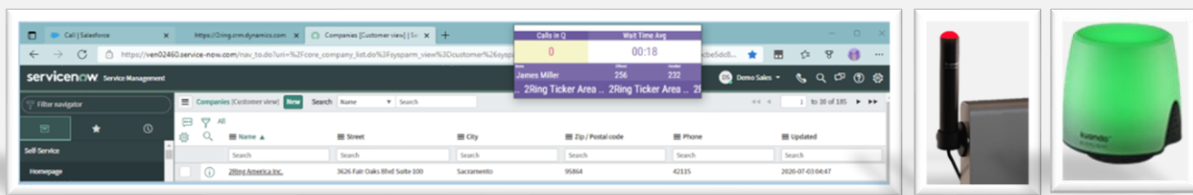

For supervisors and operations leaders, the Power Tool ensures that critical KPIs, queue status, and toast, audible, or visual alerts never get buried behind other windows, so agents react faster to changing conditions and instructions. Agents benefit from a single, persistent view of their performance and tasks, while still working primarily in their main applications. The Power Tool also supports advanced integrations such as executing PowerShell, Python, or VB scripts and driving devices like kuando Busy Lights or Ontrak ADU hardware, making it a powerful way to connect dashboards with the wider contact center environment.

Harness Data from Multiple Sources

Legend: 🏠 Self-Hosted Only | ☁ Cloud Only | ↔ Both

2Ring Dashboards & Wallboards integrate with leading platforms for live KPIs, agent states, custom business data, PowerPoint/PDF presentations, YouTube videos, live weather, and calculated metrics across systems.

Contact Center Platforms:
- Cisco WebexCCE, UCCX, UCCE (including PCCE) 🏠
- Cisco Webex Contact Center (WxCC) ☁
- Amazon Connect ☁
- Five9 ☁
- Genesys Cloud ☁
- NICE CXone ☁

Agent & System Data:
- Cisco Finesse. 🏠
- Cisco CUCM/Call Manager for hunt group and agent status statistics. 🏠
- Cisco Unity for mailbox voicemail count. 🏠

Business & Custom Data:
- ServiceNow ↔
- Salesforce ☁
- Generic SQL Connector ↔
- Generic Web Connector ↔
- CSV Uploads ↔

2Ring Historical Reporting: Beyond Real-Time

2Ring Historical Reporting for Cisco WebexCC adds a strategic analytics layer on top of your real-time Dashboards & Wallboards, so everyone sees more than just today's numbers. Built on Microsoft Fabric® and Power BI®, it helps supervisors (users) display a wealth of data contact center data in views that allow them to compare periods, identify trends and gain important insights that any role can understand. Data Storage and ETL (Extract Transform Load) Pipeline Continuously Managed by 2Ring.

What it is

- A library of ready-made historical reports for agents, supervisors, and leaders, showing performance over weeks and months instead of only in real time.
- A fully managed add-on service from 2Ring that runs on 2Ring Cloud for Cisco Webex Contact Center today, with the option to express interest for other platforms (such as Five9, NICE CXone, Genesys Cloud, or Amazon Connect) via the registration form. 2Ring.com/HistoricalReportingPreview
- A continuously managed data-storage and ETL pipeline, so API changes on Webex CC and other supported platforms are handled by 2Ring.

2Ring Added Value – 2Ring Dashboards & Wallboards – on-premises & cloud editions

What it can do

- Provide ready-to-use historical reports with drill-down, drill-through, dynamic filters, and Y/Y or M/M comparisons for KPIs like AHT, FCR, and SLA.
- Reveal trends, seasonality, and recurring issues, support forecasting and planning, and enable root-cause analysis across agents, queues, and teams.

What you get

- Easy onboarding for anyone familiar with Power BI®, plus export options for sharing insights with stakeholders.
- Fresh historical data, with long-term history and same-day real-time data still available in 2Ring Dashboards & Wallboards.
- For Webex CC customers, immediate fit; for other platforms, a clear path to signal interest so 2Ring can prioritize additional connectors.

Microsoft Fabric® and Microsoft Power BI® are registered trademarks of Microsoft Corporation.

Engage Users with Rich Content

Make dashboards do more than show numbers—make them engaging, actionable, and impossible to ignore.
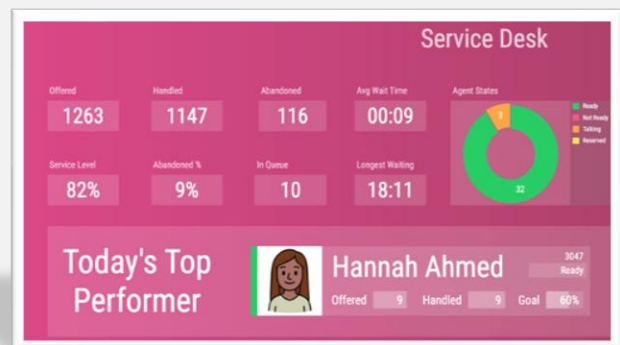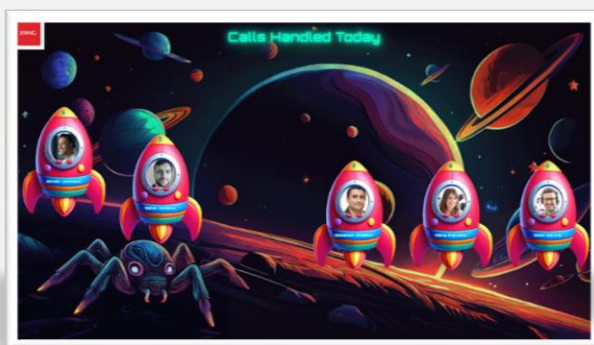
Display any content type alongside your KPIs:

- Live scrolling tickers and marquees, calendar views, YouTube videos, PowerPoint/PDF presentations, live weather, social media feeds, images, logos, and web content.
- Build custom visualizations with unlimited metrics, nested layouts, and dynamic scrolling for evolving data stories.

Examples:
Leaderboards & gamification:

- Dynamic podium layouts show top agents or teams with animated progress as they reach goals—keeping teams motivated and focused.

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2Ring Added Value – 2Ring Dashboards & Wallboards – on-premises & cloud editions

Operations centers:

- Layer video, alerts, live social feeds, and KPIs on one expansive display so everyone sees the same story.

Sales dashboards:

- Embed CRM performance, campaign status, weather, and market news to fuel faster decisions.

You have full visibility: total control:

- Unlimited segments, unlimited layouts, and unlimited combinations to match your workflow. See live examples at https://www.2ring.com/TryIt
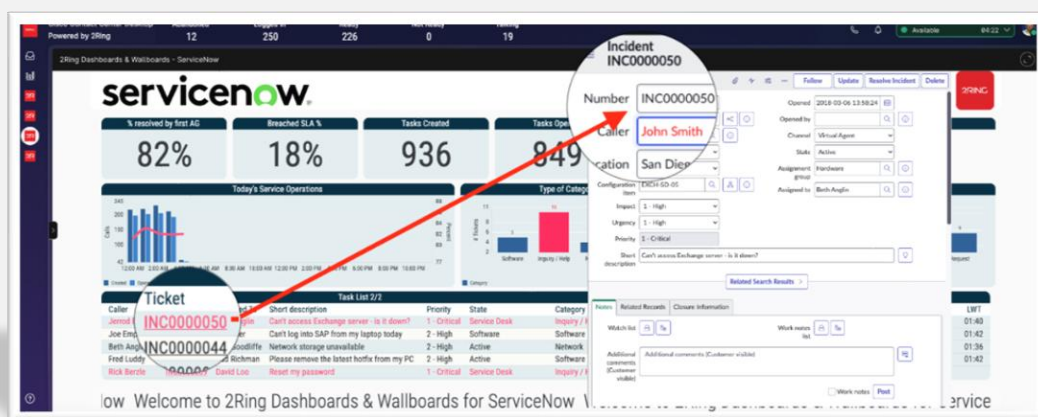
One Click. One Action. One Dashboard.

Turn 2Ring Cloud Dashboards & Wallboards into action hubs. Embed clickable links (URI handlers) directly into grids, KPIs, and alerts to dial customers, email prospects, open Salesforce records, launch Teams calls, or trigger any app or workflow—all without leaving the dashboard. No copy-paste. No context switching.

How it works in the real world:
- Support: Click an agent name to call the customer instantly or open their case in ServiceNow.
- Sales: Click a lead to jump into Salesforce, send an email, or start a Webex call — without breaking focus.
- Operations: Click a queue alert to open the layout to see the knowledge workers status or post to Teams.
- Any team: Create custom URI links for your business, industry, or workflow.

Measured impact:
- Faster response times, shorter handle times, higher adoption of dashboards because they become the natural starting point for work.

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AI Assistant: Help When You Need It, Right Inside the App

The AI Assistant lives inside 2Ring Dashboards & Wallboards Cloud Edition (bottom-left corner) and answers questions about layouts, widgets, configuration, and connectors in plain English. Ask "How do I add a segment?" or "My data isn't showing up. What's wrong?" — the Assistant searches the 2Ring knowledge base and returns step-by-step guidance with links to official documentation.

Key benefits:

Faster onboarding:

- New users self-serve answers instead of waiting for training or support.

Reduces support tickets:

- Advanced users find answers without opening a case.
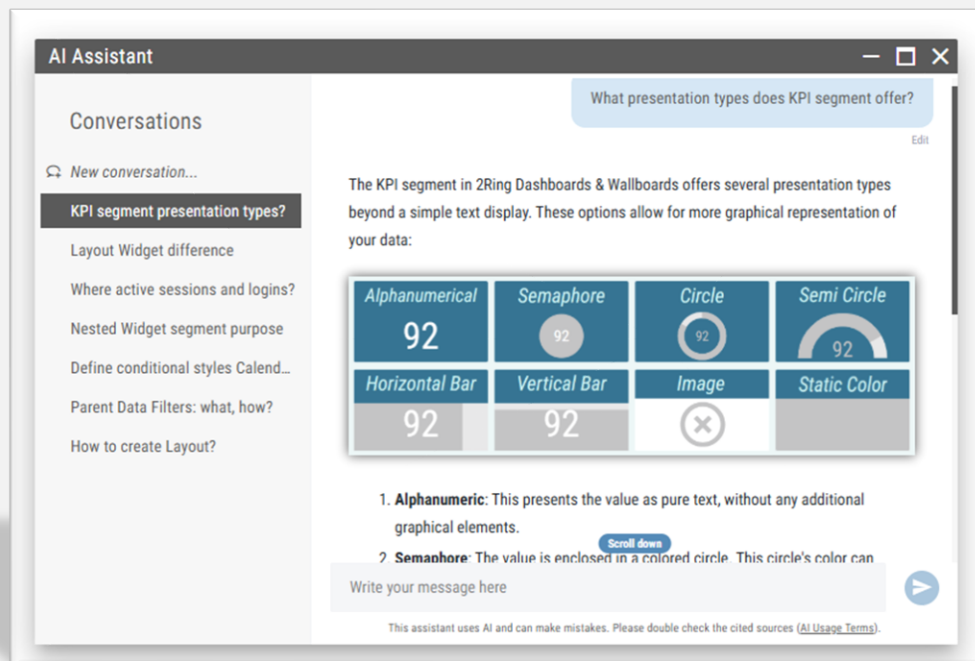
Context-aware:

- Answers adapt to your specific environment, platform, and connector.

Shareable:

- Copy answers (question + response + sources) to share with your team or document changes.

Always with sources:

- Every answer links to official docs so you can validate, dig deeper, or escalate with confidence.

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Your Datasets, Your KPIs, Your Goals. In one Dashboard.

Import custom data from Excel, Google Sheets, or any CSV source to blend with live contact center metrics. Set team targets, track sales goals, manage inventory, or pull in workforce planning data— all side-by-side with real-time agent performance. Update the source file; the dashboard refreshes automatically.

Who uses this:

Team leads & supervisors:

- Upload daily goals or scorecard targets; agents see live progress.

Operations & analytics:

- Blend ticketing data, forecasts, and custom KPIs into unified views.

Finance & executives:

- Build custom executive reports that mix budget data with operational metrics.

No development. No API calls. Just upload a spreadsheet and you are done.

Proactive Real-Time Alerts

Catch problems before they become crises.

Set thresholds on any metric from any data source and get instant notifications when things change. If average call time spikes, queue exceeds capacity, or an agent misses a call — the right people are alerted immediately through the channel they prefer: email, SMS, Microsoft Teams, Cisco Webex, Slack, Cisco Webex Connect, Discord, or others.

Customize for your role:

Executives:

- Monitor high-level KPI trends and business-critical thresholds.

Supervisors:

- Get alerts about agent states, queue depth, and SLA at-risk calls.

Teams:

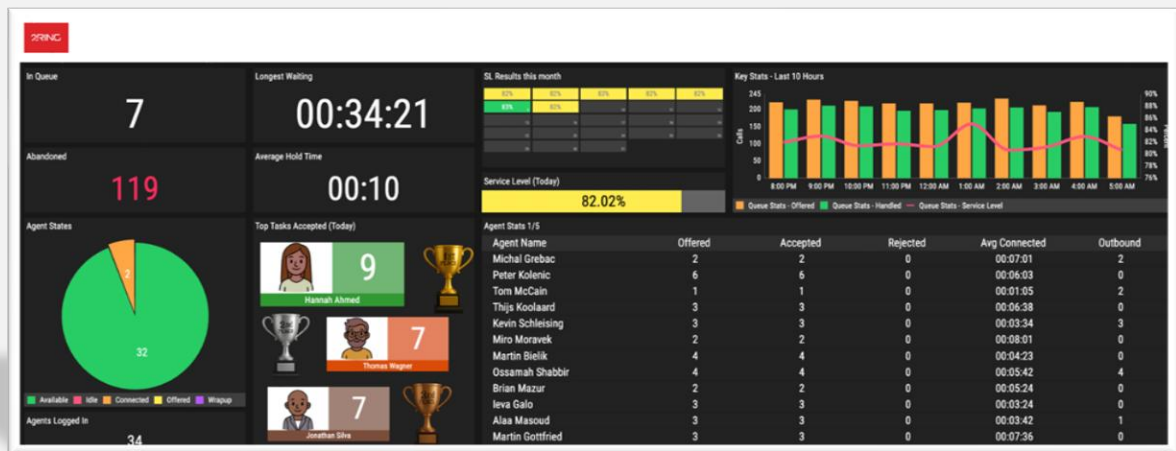- Receive targeted alerts only relevant to your department or shift.

Alert types supported:

- Single metrics (calls in queue > 5).
- Complex conditions (queue > 5 AND no agents available).
- Time-based (agent in "Not Ready" for > 5 min).

- State changes (agent goes offline).
- Custom data (ticket priority + wait time).
- Visual alerts include color changes, blinking, and audible sounds so alerts cut through the noise.

Toast Alerts – Actionable Notifications Right Where You Work

Toast Alerts appear in a pop-up window on top of any application, delivering targeted notifications instantly. Whether you're in Salesforce, Teams, or any other tool, you'll see the alert—tailored to your role and responsibilities—exactly when action is needed.

Toast Alerts Advantages:

- Alert on any metric or grid value (agent state, call duration, queue depth, custom data).
- Multiple triggers at once using expressions ('queue > 10 AND no agents logged in').
- Role-based targeting (agents see only alerts relevant to their job; supervisors see team-wide issues).
- Examples: Agent talks > 6 min (notify supervisor), Call missed (notify agent), Ticket SLA at risk (notify team lead).

Works with all alert channels:

Toast Alerts work alongside email, Cisco WebexTeams, MS Teams, SMS (if you have an SMS provider), Slack and more — so critical notifications reach your team through every channel.

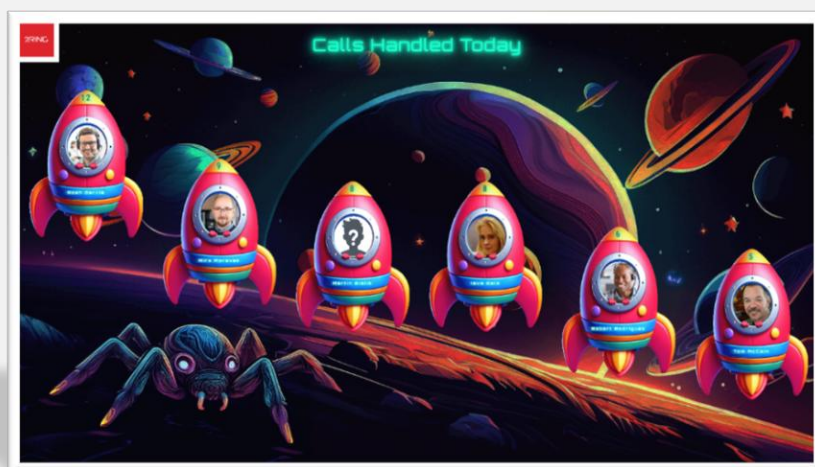
2Ring On-Premise Dashboards & Wallboards: Grid notifications currently work only with local toast alerts; integration with MS Teams, Webex, and email is planned for later release. Also, data availability may vary by API. Please refer to 2Ring documentation for details.

Make performance visible. Make goals achievable. Make winning feel real.

Gamification transforms dashboards into motivational tools. Display leaderboards with the top 3, 5, or 10 agents or teams — updated in real time as they progress toward goals. Animated backgrounds, branded podiums, and dynamic visuals make reaching milestones exciting and memorable.

The impact:

- Higher agent productivity: Agents who see live leaderboards increase call volume and adherence.
- Lower turnover: Recognition and visible progress boost morale and retention.
- Better team dynamics: Friendly competition drives engagement and accountability.
- Scalable: Works for individual agents, teams, or entire contact centers.

Customize the look: Choose from branded backgrounds, gradients, and animations that match your company culture and reinforce your performance values.

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2Ring Added Value – 2Ring Dashboards & Wallboards – on-premises & cloud editions

Bring KPIs to the rooms where decisions happen – at no extra cost.

Don't let your existing Cisco Webex room devices sit idle. Transform them into live KPI displays that show real-time performance in break rooms, war rooms, operations centers, or executive areas. Agents, supervisors, and leaders see the latest data on the big screen — no desktop required.

Cisco Room Devices

Cost-Effective:

- Utilize your existing Webex hardware to show KPIs and reduce any additional overhead, thus increasing the ROI.
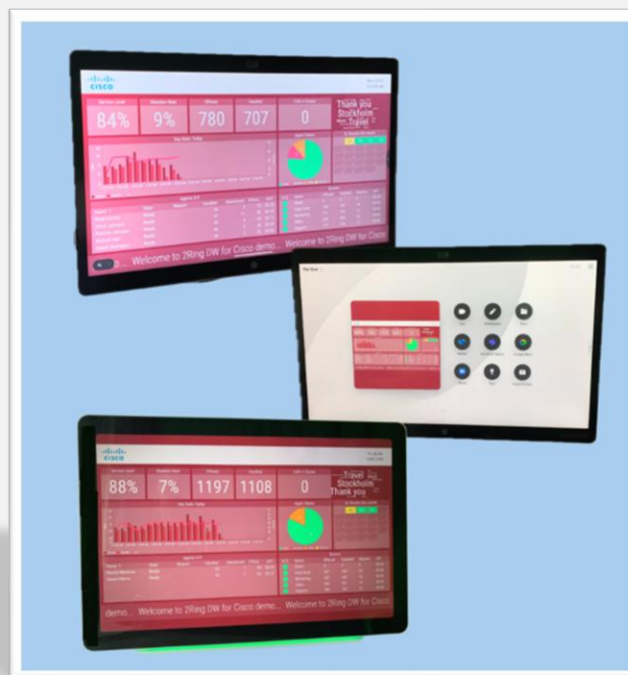
Operational Efficiency:

- Real-time data access in common spaces boosts productivity and collaboration.

Performance Monitoring:

- Instant updates to the dashboard ensure stakeholders are working with the latest information at all times.

Ideal Locations:

- Break rooms (team engagement), war rooms (operations), executive areas (decision – making), or any high – traffic space where your teams gather.
- Maxime your existing Cisco investment while extending critical visibility beyond individual desktops.

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