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 across all supported platforms. For Cisco Webex Contact Center, it additionally provides 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:
  - Make faster, smarter decisions with unified KPIs and alerts across all platforms.
- Supervisors:
  - Spot issues before they impact SLAs; respond instantly from one dashboard.
- Agents & Knowledge Workers:
  - Act faster with one-click access to customers, tickets, and tools
- Workforce Management and Analysts:
  - Receive instant email/MS Teams/Webex alerts about specific events

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.

Self-Hosted Option	2Ring Cloud Option
Supporting all Cisco platforms (UCCX, UCCE, PCCE, WebexCCE)	Supporting Amazon Connect, NICE CXone, Five9, Genesys Cloud, ZoomCC, WebexCC. + 2Ring Hybrid Connectors for Cisco UCCX, UCCE, PCCE, and WebexCCE
Information Systems: ServiceNow	Information Systems: ServiceNow, Salesforce
To learn more visit: 2Ring.com/DW	Visit: 2Ring.com/WallboardsForTheCloud

Beyond the platforms above, you can connect to virtually any additional data source through our Generic Web Connector and Generic SQL Connector, or by uploading CSV files.

- Any device:
  - Desktop, tablet, mobile—responsive layouts adapt automatically.
- Any location:
  - 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:

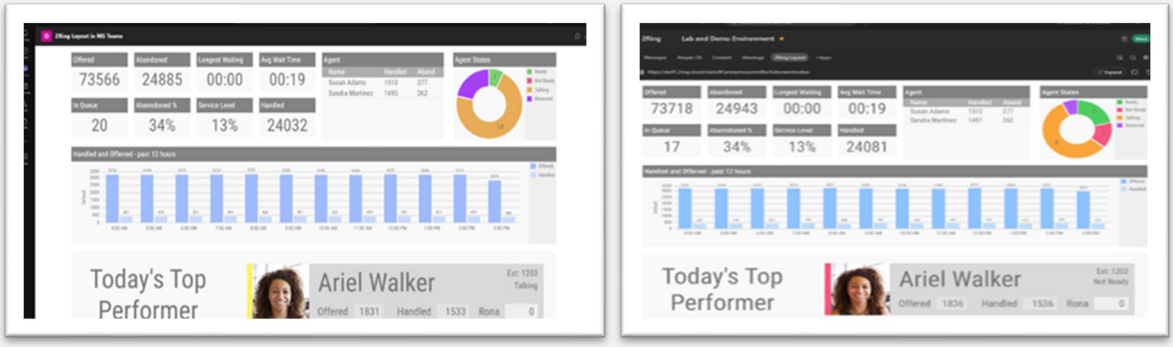
- Embed dashboards directly into your Contact Center Desktop, ServiceNow, Salesforce, and other desktop platforms so agents and supervisors see KPIs without leaving their system.
- Use the 2Ring Power Tool to keep dashboards in a floating window above all applications for instant access to live data and multi-layout navigation. The 2Ring Power Tool is now available as a free download from the Microsoft Store, so agents can install it in a couple of clicks with automatic updates.
- SSO integration with Okta and Entra ID and Webex SSO, streamlines login for large teams.

Team Collaboration:

- Embed dashboards with live updates directly into MS Teams channels (Open new browser windows) 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.



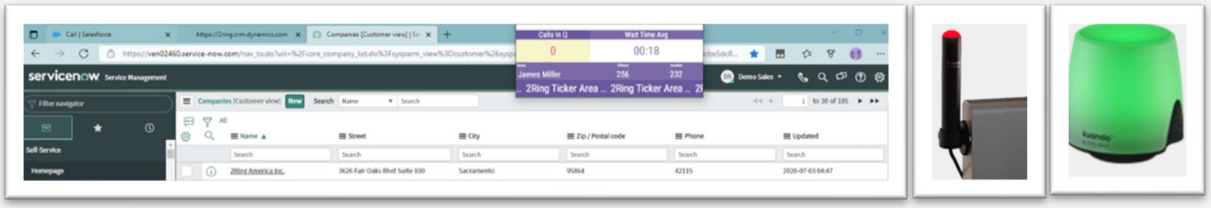


2Ring Power Tool: Dashboard Always on Top of the Desktop

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 | 🔗 Hybrid (Cloud connector to on-premises system)

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 Hybrid UCCX 🔗
- Cisco Hybrid UCCE (including Hybrid PCCE) 🔗
- Cisco Webex Contact Center (WxCC) ☁️
- Amazon Connect ☁️
- Five9 ☁️
- Genesys Cloud ☁️
- NICE CXone ☁️
- ZoomCC ☁️

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 ↔️

Recent connector releases keep expanding this reach. The WebexCC connector now surfaces skills statistics and agent states, granular agent state control across voice, chat, email and social, and richer queue and collaboration statistics. A new ZOOMCC connector is available, NICE CXone adds digital channels alongside its legacy channels, Genesys Cloud adds recent and current interactions plus a wrap up state, and Amazon Connect can now consume up to three Kinesis streams. For the full, up to date list see docs.2ring.cloud.

2Ring also supports Salesforce Voice (formerly Salesforce Service Cloud Voice), including deployments powered by Amazon Connect, WebexCC, Five9, and other partner telephony providers. Beyond voice, the 2Ring Salesforce connector can bring in Salesforce Omnichannel data, so digital work such as chat, messaging, and cases appears alongside your contact center KPIs in the same dashboards.

Engage Users with Rich Content

Make dashboards do more than show numbers—make them engaging, actionable, and impossible to ignore.

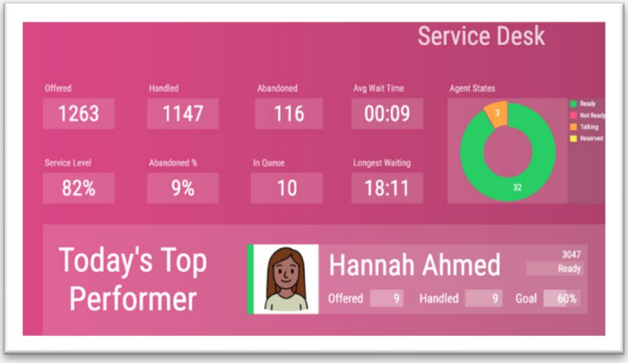
Display any content type alongside your KPIs:

- 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.





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,

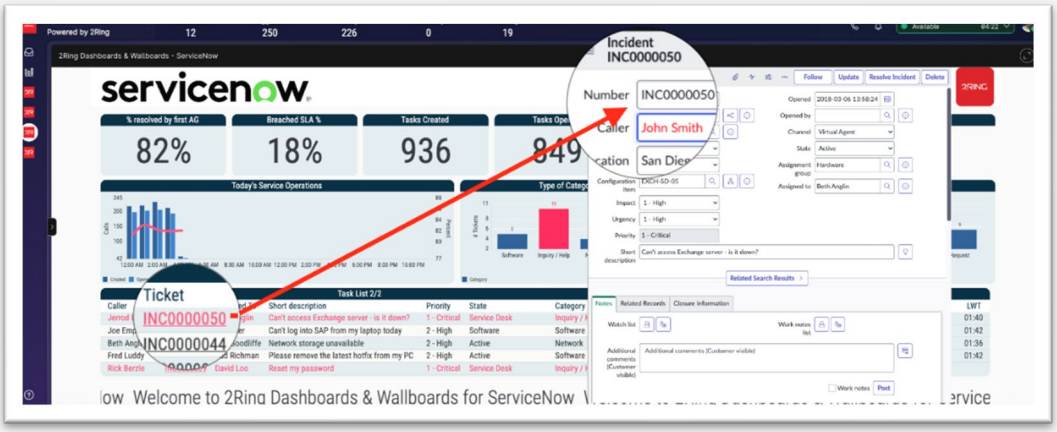
launch Teams calls, or trigger any app or workflow, all without leaving the dashboard. No copy-paste. No context switching.

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 and shorter handle times, plus higher adoption because dashboards become the natural starting point for work. The ServiceNow integration is where this really pays off, because it runs both ways. Pull ServiceNow data into your dashboards through the 2Ring ServiceNow connector, so incident volume, ticket priority, SLA status, and backlog sit next to your live contact center KPIs in one view. Push the other way and embed a 2Ring layout straight into a ServiceNow homepage or dashboard: an admin sets a content block to the URL type and points it at the 2Ring layout URL, so agents and supervisors see live performance without ever leaving ServiceNow. With one click URI actions on top, a supervisor can spot an at risk ticket and open the exact ServiceNow record in a single click, so the dashboard and the system of record reinforce each other instead of competing for attention.

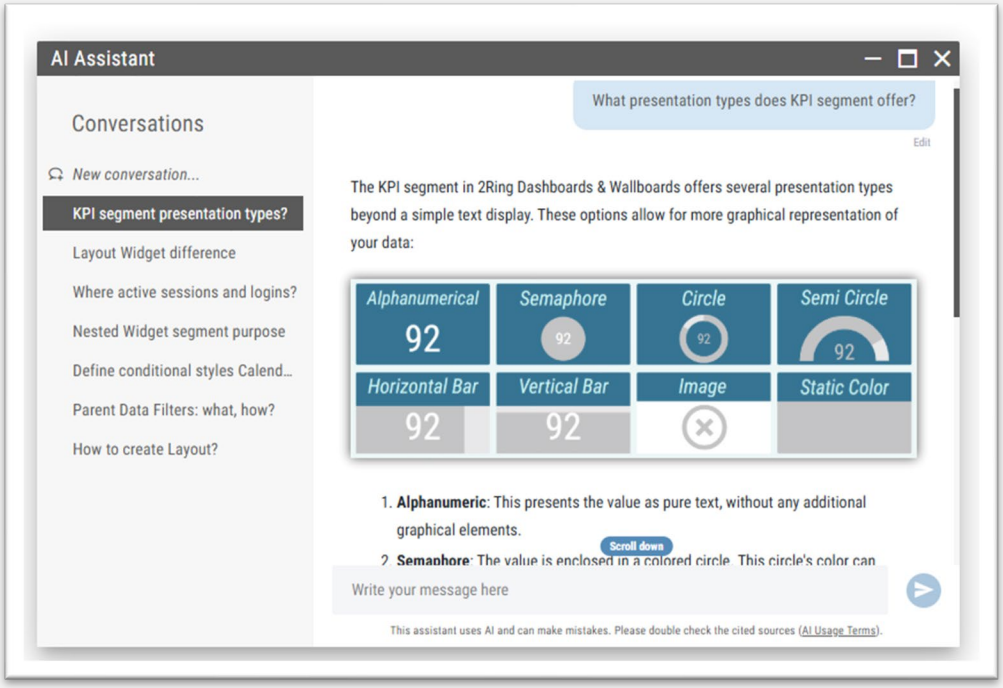


AI Assistant: Two Engines, One Helper

The AI Assistant in 2Ring Dashboards & Wallboards Cloud Edition runs on two specialized engines. The Docs engine helps you master the product. The Data engine helps you understand your numbers. Both live in the same place (bottom-left corner and in the mobile app) and both apply the same security controls, so you get help building dashboards and answers about your operation without ever leaving 2Ring.

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

The Docs engine 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?" and it searches the 2Ring knowledge base and returns step by step guidance with links to official documentation. It uses Retrieval Augmented Generation over official product documentation only, so it never pulls from unverified sources.



Key benefits:

Faster onboarding:

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

Reduces support tickets:

- Users find answers without opening a case.

Context-aware:

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

Shareable:

- Copy answers (question, response, and 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.

AI Assistant (Data): Answers Straight From Your Live Data

The Data engine turns your dashboards into a conversation. Ask about your operation in plain language and get an answer from the same live data that feeds your wallboards. Ask "Did we lose any calls this morning?" and it returns the number of abandoned calls with the exact metric it used. Ask "Which queue is pulling down our service level today?" and it returns a full breakdown by queue and points to the one dragging the number down. It translates your natural language request into a precise query, and when it needs more detail such as a date range or a category, it asks you for it.

Today the Data engine answers from the real time data engine. Because it reaches your live operational data, it is turned off by default: 2Ring first enables the capability for your organization on request, and your Tenant Admin then decides which roles can use it.

Key benefits:

Answers from live data, across all connected sources:

- One question instead of scanning a wall of layouts.

Shows the calculation behind every answer:

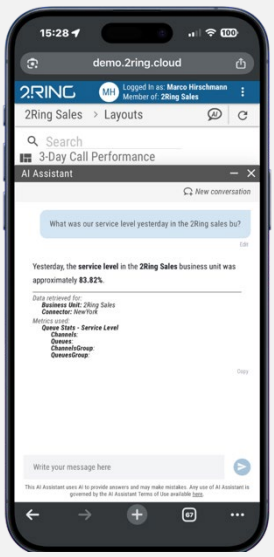
- It names the business unit, connector, and metrics it used, so there is no black box.

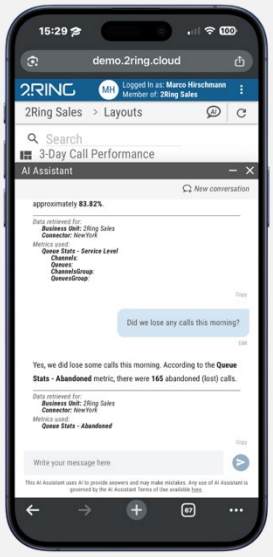
Holds context:

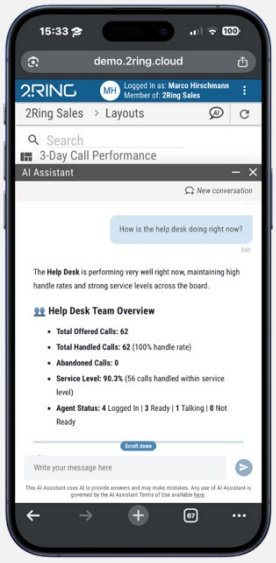
- Follow up questions just work, because the conversation remembers what you asked.

Available on the go:

- The same answers are in the mobile app, so supervisors can check status away from the desk.







Secure by design:

- It applies the exact same permission filters as your standard reports, so you never see data through the AI that you are not already authorized to see.

Who uses this:

Supervisors and team leads:

- Spot the queue or agent that needs attention during the shift, not after it.

Operations and analytics:

- Get quick answers to ad hoc questions without building a report.

Executives:

- Ask a high level question in the room and get an immediate, understandable answer.

Built on Trust and Security

Both engines respect your organization's controls. Identity-aware permissions follow each user, conversations are isolated per tenant and per user, and administrators decide which roles can use the AI and can switch it off across the tenant at any time. History can be disabled at the tenant level and deleted permanently at any time. The platform is built on the Google Gemini Enterprise Agent Platform with regional data processing, a zero training guarantee on your data, and encryption in transit and at rest, backed by 2Ring's ISO 27001:2022 certification and Secure SDLC practices.

See more info this link: https://www.2ring.com/our-approach-to-ai-trust-and-security/

For security teams, audit and authentication logs can now be forwarded from your Dashboards & Wallboards instance directly to your SIEM or log aggregator, such as Splunk and more. Critical security events flow into your existing alerting pipeline for real time monitoring and threat detection, so activity from 2Ring appears alongside everything else your security team already watches. Filtering can be applied on either side, and the integration is set up together with a 2Ring system engineer.

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:

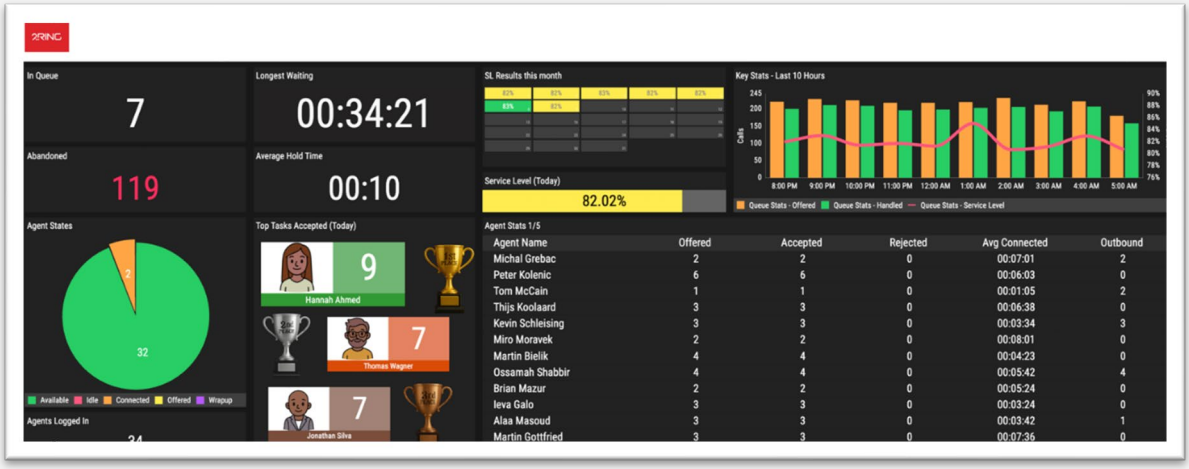
- Get alerts about agent states, queue depth, and SLA at-risk calls.

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.

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.



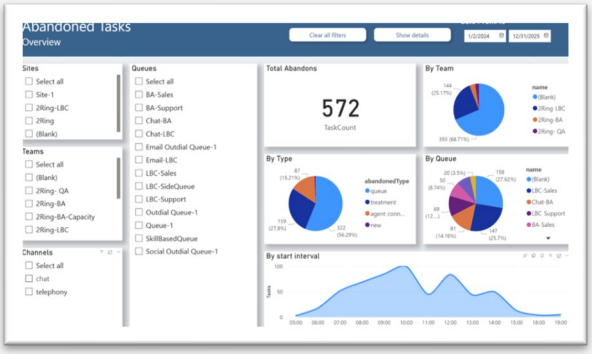
2Ring Historical Reporting: Beyond Real-Time

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.



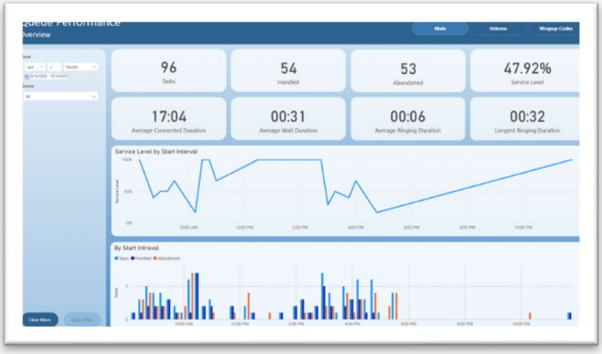






What it is:

- 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.
- A continuously managed data-storage and ETL pipeline, so API changes on Webex CC and other supported platforms are handled by 2Ring.



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.
- 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.

Want the full picture? For a deeper look at 2Ring Historical Reporting Module, scope, architecture, sample dashboards, and the business value it delivers, see the dedicated 2Ring Historical Reporting Added Value document at 2Ring.com/AddedValue-HistoricalReporting.

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