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2Ring Dashboards & Wallboards (DW) – Added Value for Contact Centers

🚀 **2Ring Dashboards & Wallboards offers unparalleled flexibility and usability for both on-premises and cloud-based contact center solutions** 🌟

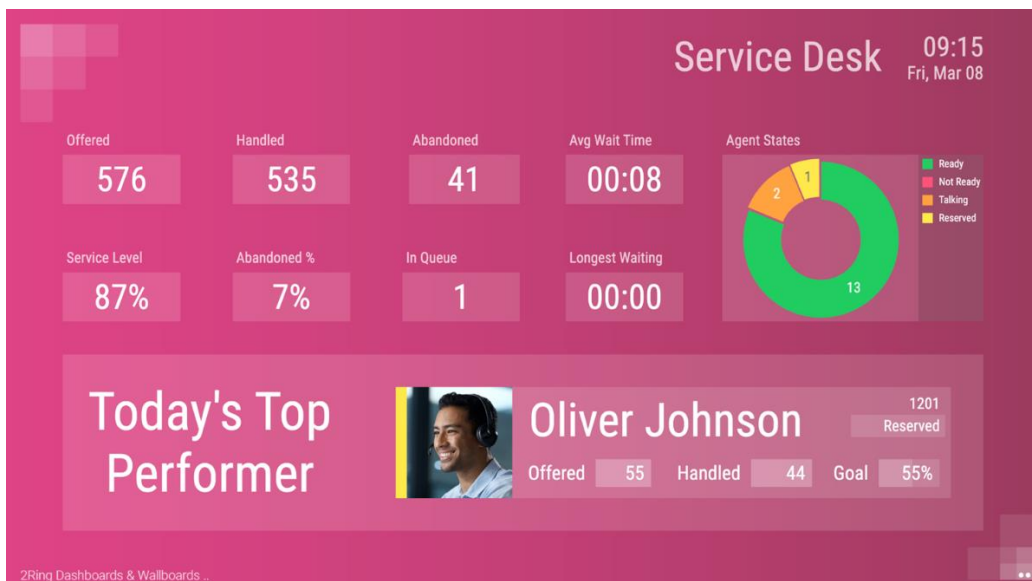| Self-Hosted Option	2Ring Cloud Option
Supporting all Cisco platforms (UCCX, UCCE, PCCE, WebexCC), SQL DBs, and ServiceNow.	Supporting Amazon Connect, NICE CXone, Five9, Genesys Cloud, WebexCC, ServiceNow, and Salesforce.
To learn more visit: 2Ring.com/DW	Visit: 2Ring.com/WallboardsForTheCloud

Adaptability Across Environments

Enhance your data visualization and alerting capabilities with the unmatched flexibility of 2Ring Dashboards & Wallboards. Minimizes disruptions and training efforts via our unified and scalable solution that is ready to meet your evolving requirements by supporting many of the major data sources and contact center platforms.

All the supported data sources are listed above in the table, but it is also possible to combine both approaches (Self-Hosted and Cloud). Self-hosting customers can integrate diverse data sources, including internal SQL databases, proprietary contact centers, but they also have the option to add 2Ring Cloud subscription and thus also benefit from cloud-based layouts with data coming from Amazon Connect, Five9, CXone, Genesys Cloud, and Webex Contact Center platforms. 2Ring Dashboards & Wallboards enables organizations to maintain their existing infrastructure while gradually transitioning to cloud-based solutions, making self-hosted DW an ideal choice for the initial migration phase, especially when the entire organization may not yet be ready for a complete transition to the cloud.

Bring Real-time Data Anywhere

2Ring web-based dashboards effortlessly blend into your workflow, whether showcased on expansive screens, digital signage devices within web-based applications, via the split tab feature in MS Edge, or accessible on mobile and tablet devices. Offering integration possibilities with collaboration tools such as MS Teams and Cisco Webex, accessing vital data has never been more seamless.

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- **Desktop Integration**: Seamlessly integrate dashboards within the desktop environment of agents and supervisors. Either by embedding layouts inside of Agent and Supervisors desktops, or next to their main application (contact 2Ring for options for your specific contact center platform and browser).
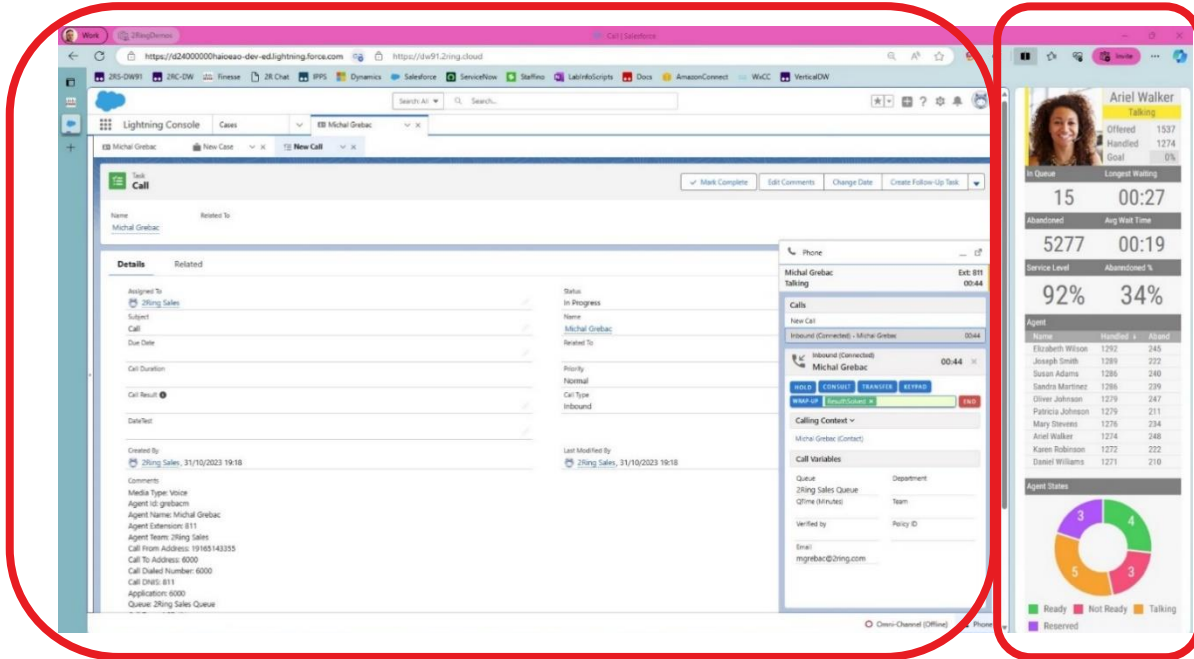
- **Floating Window**: Keep critical information readily accessible to agents and supervisors by utilizing a floating window that stays on top of all applications they use. (*Refer to the 2Ring Power Tool section a few pages below to learn more*).

- **Collaboration Platform Integration**: Embed dashboards directly within MS Teams channels and Cisco Webex spaces, facilitating easy access and collaboration among team members.
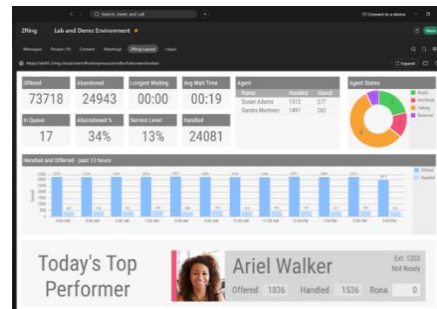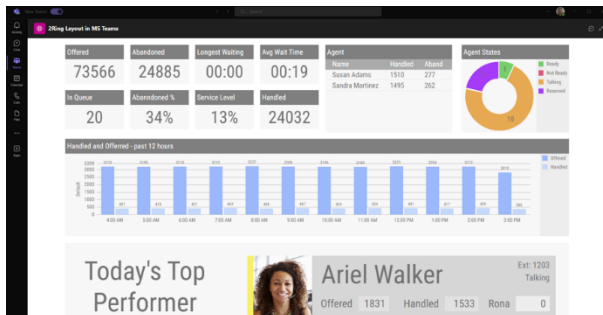
Note: Please note that embedding a layout within the Webex app on Windows may not currently function as expected. For optimal performance, we recommend opening 2Ring layouts in an external browser. This does not apply to Mac users, where the embedding works as intended.

- **Anonymous Access Permalink**: Optionally, dashboards can be accessed and viewed via an anonymous access permalink, restricted to a pre-defined set of IP address ranges.

- **Mobile and Tablet Access**: Access dashboards conveniently from mobile and tablet devices using just a web browser.

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Harness Data from Multiple Sources

2Ring Dashboards & Wallboards (DW) offers robust data integration capabilities for both on-premises and cloud-based contact center solutions. Regardless of the deployment model, DW seamlessly integrates with various data sources, enabling comprehensive views and insights.

If self-hosted, 2Ring Dashboards & Wallboards supports the following data sources:

- Cisco [UCCX](), UCCX CTI, [UCCE (incl. PCCE).]()
- Cisco [Finesse API]() for real-time information on agent states.
- Cisco [CUCM/Call Manager]() for real-time statistics on hunt groups and agent status.
- Cisco [Unity]() for mailbox voicemail count.
- Cisco [Webex CC.]()
- Salesforce (limited to displaying dashboards built in Salesforce).
- [ServiceNow]() with [layout examples]() available.
- [Generic SQL Connector]() for integrating with home-grown systems or data sources lacking native APIs.
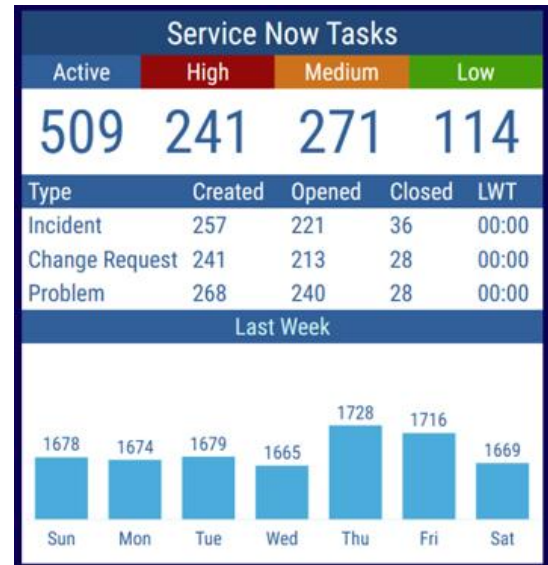
In 2Ring Cloud, 2Ring Dashboards & Wallboards seamlessly supports the following data sources:

- [Amazon Connect]()
- [Five9]()
- [Genesys Cloud]()
- [Nice CXone]()
- [ServiceNow]()
- [Salesforce]()
- [Cisco Webex CC]()

Whether you're managing an on-premises or cloud-based contact center, 2Ring Dashboards & Wallboards ensures operations data from various regions, teams, and organizations is consolidated for comprehensive insights and reporting (and real-time alerts).

Note: In addition to offering access to thousands of pre-configured metric calculations, 2Ring Dashboards & Wallboards enables the creation of custom derived metrics. Users can compose grids consisting of multiple tables, seamlessly combining data from various connectors. This allows for versatile reporting scenarios, such as consolidating statistics from both call center and ticketing systems into a single, comprehensive grid.


Engage Users with Rich Content

2Ring Dashboards & Wallboards goes beyond traditional metrics, offering a diverse range of content display options to enrich your dashboard experience. Enhance your dashboards with the following options:

- Static or Scrolling Marquees & Tickers

- Current Time & Date Display + Calendar Segments

- Gamification Views: Convert values into images to create engaging gamification elements

- Image and Logo Integration

- Support for PowerPoint Slides and PDFs

- Integration with Social Media Feeds (Twitter/X and Facebook)

- Seamless Display of YouTube Videos and Playlists

- Real-Time Weather Updates

- Embedding Web content (your content intended for embedding must already be accessible anonymously, without requiring any login or password – it must support embedding into iFrames)

With unlimited metrics and layout options, personalize your dashboards to effectively communicate key insights and enhance user engagement.
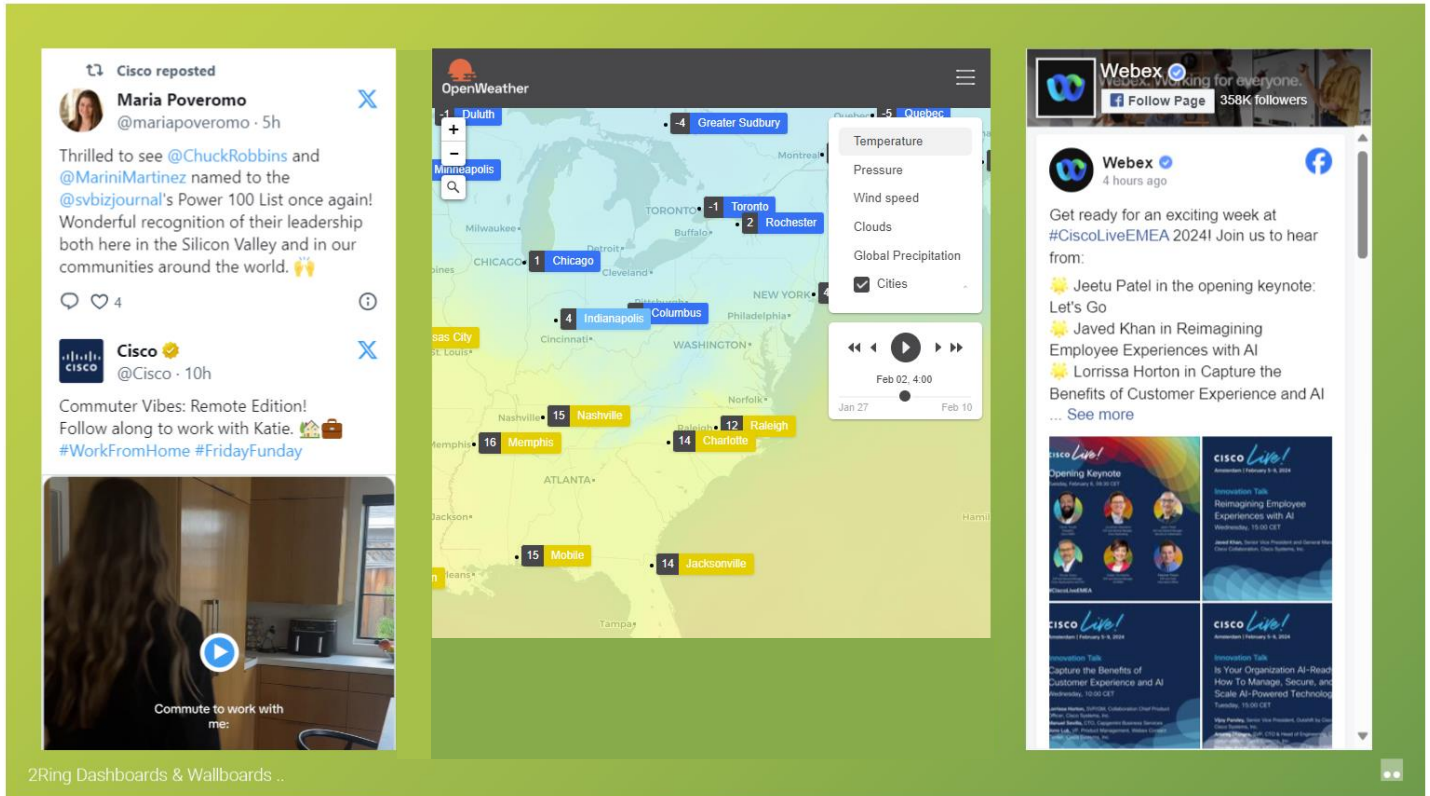
Enjoy unrestricted access to metrics and layouts, allowing for comprehensive data representation. Benefit from the ability to incorporate numerous segments within a layout without constraints or limitations. Utilize advanced features such as embedding layouts within each other and running scrolling sequences of sources for dynamic data presentation – see an example here.

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Customize Data Tables Your Way (Using your favorite spreadsheet)

Easily upload custom tables to 2Ring Dashboards & Wallboards using .csv files, enabling knowledge workers to tailor data to their needs. Update tables in your preferred spreadsheet application, such as Excel, and seamlessly integrate them back into 2Ring Dashboards & Wallboards.
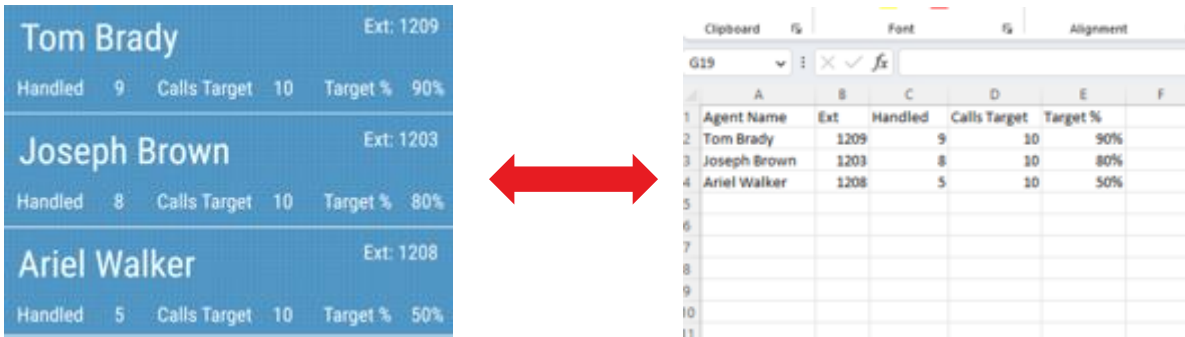

CSV files offer a versatile solution for displaying team or agent goals, as well as adding specific notes, which can be utilized in derived calculations like percentage fulfillment of agent goals.

Threshold, Toast and Real-Time Alerts

Thresholds and Real-Time Alerts

Set **thresholds** and **real-time alerts** for key performance indicators (KPIs), allowing for immediate action when metrics meet predefined criteria. Users can customize alerts to change color, blink, play sounds, and trigger notifications through various channels, including local toast alerts, email, and instant messaging platforms like Webex Teams (Mac), Microsoft Teams, Discord, or Slack. Additionally, alerts can be sent as SMS notifications (Texting API account required).
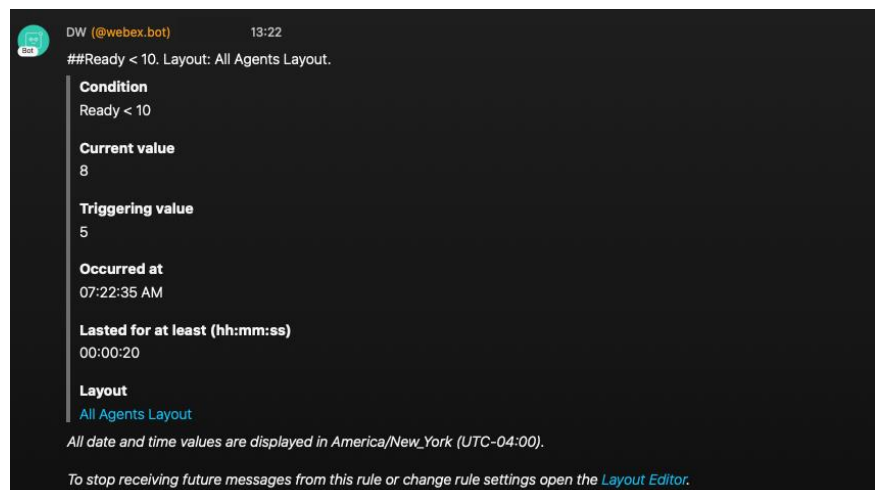
Native Salesforce and ServiceNow connectors enhance these capabilities, enabling users to control the visual presentation of Salesforce and ServiceNow data with the same alert customization options.

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Toast Alerts appear on top of all active application windows, ensuring agents and supervisors receive critical updates in real-time. These alerts are ideal for notifying agents when they remain in a particular state for an extended period, such as exceeding expected call durations or staying in a "Not Ready" state beyond an expected threshold. Supervisors can also use these alerts to monitor and respond to call center events as they happen, ensuring timely intervention and optimized performance.

Note: Local Toast Alerts do not replace existing notification channels. Existing channels (Webex Teams (Mac), Microsoft Teams, Slack, SMS, email, etc.) still deliver alerts regardless of whether a layout is being viewed.

Toast Alerts also support more complex conditions involving multiple metrics (grid columns), allowing for refined and targeted notifications. With the use of expressions, you gain the flexibility to create highly specific alerts, enhancing responsiveness to nuanced operational scenarios. For instance, alerts can be configured for situations where:

- Calls are waiting in queue, AND no agent is logged in or available
- The number of calls in queue exceeds a specified threshold while the Longest Wait Time (LWT) is also above a certain limit.

Agents with personalized layouts can receive toast alerts tailored to their individual KPIs and state, ensuring that each user is informed of critical events relevant to their specific role and responsibilities.

Toast Alerts can also be configured based on **grid values** allowing for more nuanced alerts triggered by specific grid data:

- If an agent displayed in a grid remains in a specific state for more than X minutes (e.g., "RONA," "System RC," "Refused RC," "Not Responding," or "Missed" state for more than X seconds – this gives the agent a chance to change state before supervisor is notified).
- If an agent misses a call or changes state (so alert immediately on state change).
- If an agent makes a manual outbound call,
- If any agent dials or receives a call from a list of phone numbers.
- If an agent is talking for longer than X minutes (e.g. first threshold notifies agent to keep calls short, the second to ask if agent needs help with the interaction, and the third to notify a supervisor).
- If the number of logged-in agents or agents in a state exceeds a threshold**.**

Note: 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.

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Advanced Gamification Support

Gamification, like the winner's podium layout, adds a competitive and motivational element to contact centers by visually showcasing top performers. With options to display the top 3, 5, or 10 agents or teams, agents can see real-time progress, driving them to reach their targets. New dynamic features allow agent photos or team icons to move across the screen, representing their journey toward goals, fostering a fun, competitive environment that enhances productivity and engagement.


Interactive Tooltips for Charts

Interactive Tooltips for Easy Insights
Interactive tooltips in charts make it easy to get extra details without overcrowding the display. Simply hover over a chart segment to see additional information—perfect for when charts are dense with data. This keeps your view clean while still giving you quick access to important values.
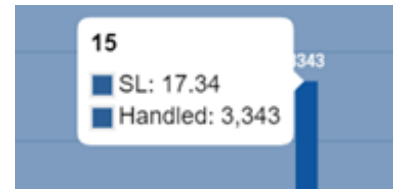
Tooltips in Builder UI
Another kind of tooltips is part of the Builder UI where tooltips provide instant explanation of calculation functions, saving time and reducing the need to consult user guides:
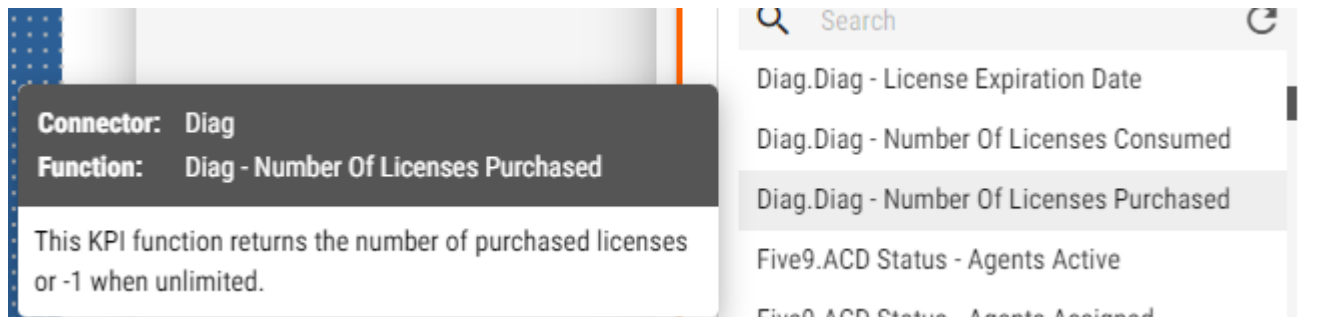
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Single URL Access for Personalized Layouts

Power users with access to Builder UI can set a default personalized layout for agents within each business unit. Agents can then easily access their personal layout through a single URL (e.g., tenant.2ring.cloud/personal), simplifying large-scale deployments.

Enhanced User Control and Personalization with Business Units

2Ring Dashboards & Wallboards enhances data security and ensures user-centric management by implementing the concept of business units.

Knowledge workers can be restricted to viewing and managing their own layouts within their designated business units, fostering data security and organization.

Business units function as data silos, enabling users to focus solely on pertinent subsets of contact center data. This allows for streamlined management and enhanced data relevance.

Power Users with access to the Builder UI have the capability to create layout templates that automatically personalize data display. Rather than presenting a broad overview of all call center queues, knowledge workers can access metrics specific to their assigned queues.

To further facilitate customization, Power Users with access to Builder UI can utilize the 'impersonate feature' to preview layouts for specific users, ensuring tailored experiences and optimal data visibility.

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Simplify Layout Creation and Customization with the fully web-based Builder UI

The web-based layout editor enables effortless creation, adjustment, and variation of layouts. Power Users can easily craft new layouts, modify existing ones in real-time, and generate variations of current designs with ease.

Accessible via a convenient context menu located on the right-hand side, all editing options are intuitively organized for quick navigation. Changes made are instantly reflected in the layout's preview on the left-hand side, allowing users to visualize adjustments in real-time.
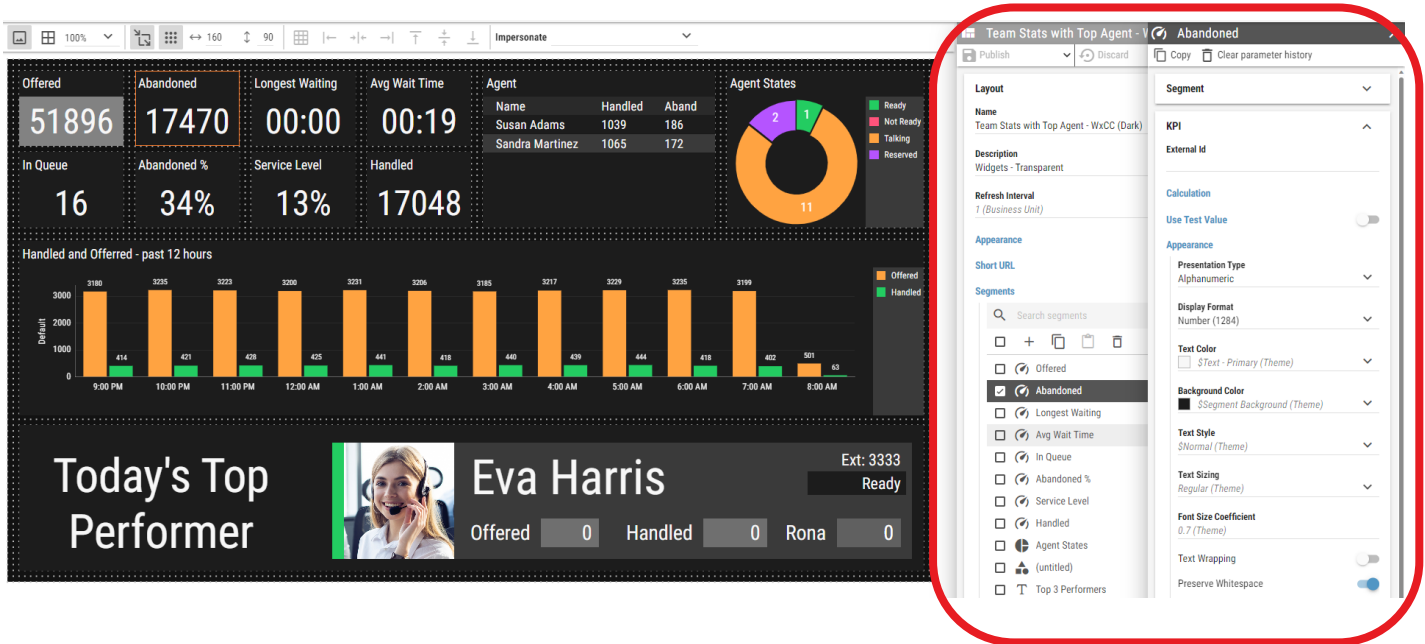
With an intuitive layout editor you can create, adjust, and preview layouts effortlessly. Save changes without publishing to iterate quickly and maintain consistency.
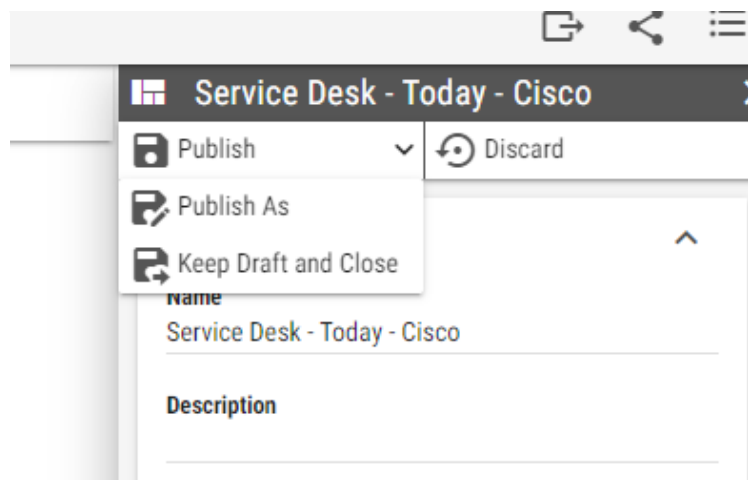
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Comprehensive Layout Overview and Preview

A list of available layouts within the current business unit lets users preview each layout directly from the list.

Hovering over a layout's name pops up a small previous window that continuously refreshes data, providing real-time insights without the need for actually navigating to the selected layout.
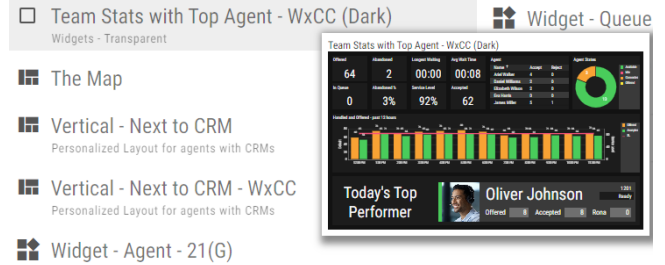
Dynamic Filter Layout

With a single click, users can easily apply preset filters to organize and display information. For instance, in the agent state grid below, several filters are readily available, designed to instantly sort agents by their status. When a user selects a filter, such as "Ready, "Talking," or "Not Ready," the grid immediately updates, showing only the agents that match that particular status. This functionality simplifies the process of isolating, navigation and enhances real-time monitoring, allowing users to focus on the most relevant data without manually sorting through it. This feature enhances usability by enabling dynamic filtering directly within the layout itself.
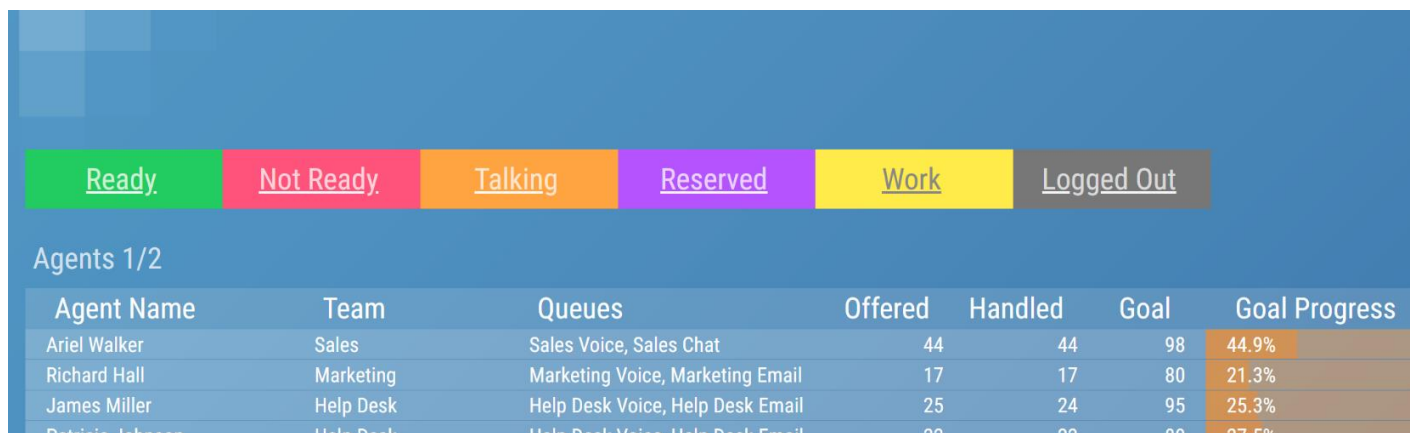
It is also possible to **cross-link layouts** for fluid navigation. Begin with a high-level overview layout for a comprehensive perspective
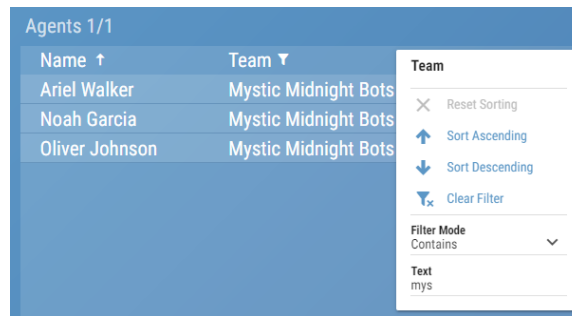
And if needed, users can navigate to a Detailed Agent/Queue List/Grid from the Overview Layout:

Name	Team	Queues	Offered	Handled ↓	Goal	Goal Progress	State	Reason
Michael Davis	The Service Demons	Help Desk, Help De...	6	6	2490	0.2%	Talking	
Mary Stevens	The Serve Gremlins	Support, Support C...	5	5	2491	0.2%	Talking	
Ariel Walker	Mystic Midnight Bots	Sales, Sales Chat	5	4	2500	0.2%	Talking	
Richard Hall	Ideas as Usual	Marketing, Marketin...	5	4	2486	0.2%	Talking	

Users can **filter and sort grids interactively**:

Agents 1/1		
Name ↑	Team ▼	
Ariel Walker	Mystic Midnight Bots	
Noah Garcia	Mystic Midnight Bots	
Oliver Johnson	Mystic Midnight Bots	

Team
- ✕ Reset Sorting
- ↑ Sort Ascending
- ↓ Sort Descending
- ▼ₓ Clear Filter

Filter Mode
Contains

Text
mys

2Ring Power Tool v2.0.1: Enhance Agent Experience

The 2Ring Power Tool is an optional application bundled with 2Ring Dashboards & Wallboards. The tool is available for download with default settings pointing to the personalized layout URL.

- Installation on an agent's Windows PC/station
- Personalized layout display for each agent
- Always-on-top and borderless mode for minimal space usage
- Retention of last window size and position settings
- Auto-launch upon agent login to their PC
- Support for all 2Ring Dashboards & Wallboards layout segment types and features, including toast, audible, and visual alerts
- With 2Ring Dashboards & Wallboards, you can seamlessly execute PowerShell, Python, or Visual Basic scripts to integrate with AS400 systems, homegrown applications, and various other data sources. This capability allows you to automate processes, retrieve real-time data, and perform custom actions tailored to your specific needs.
- Integration with Ontrak ADU devices
- Integration with kuando Busy Lights, allowing for color changes and blinking based on thresholds
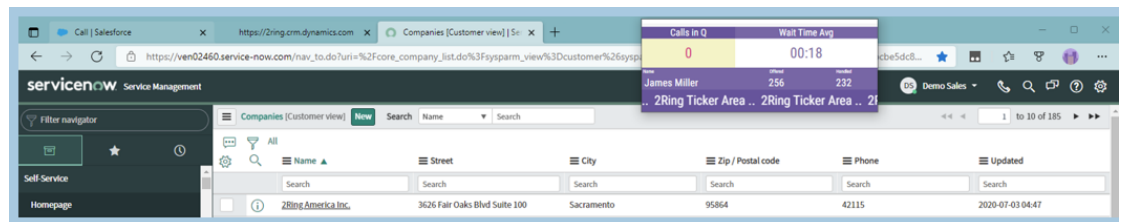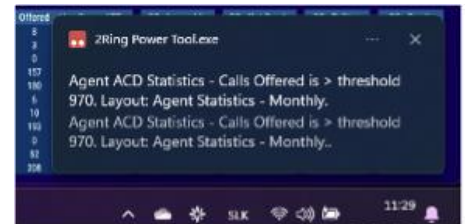
Please note: The tool offers the option to remain hidden in the system tray or behind other application windows, solely used to display toast or deliver other alerts.

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Leveraging Cisco Webex Room Devices and Navigator Panels for Real-Time KPI Visibility

In most contact centers, KPIs are only accessible within the desktop environment, limiting visibility for key stakeholders who often work outside this space. 2Ring Dashboards & Wallboards allows you to transform your existing Cisco Webex room devices and Navigator panels into digital signage, extending real-time KPI visibility to the spaces where stakeholders spend their time. This enables decision-makers to access critical data beyond their desktops.

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 Use Cases:

Display KPIs in break rooms, meeting rooms, and operations centers, making crucial metrics easily accessible to everyone.

Leveraging Cisco room devices and Navigator with 2Ring Dashboards is a cost-effective and scalable way to expand KPI visibility and maximize the value of your existing technology investments.