



# Dashboards & Wallboards ..

Deliver Personalized Information to Every Screen



Contact Center Solutions .. #CCTR

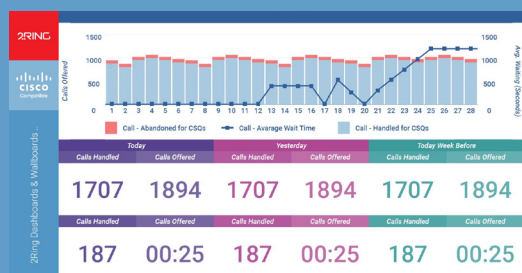
# Dashboards & Wallboards ..

Contact Center Solutions .. #CCTR

Create an unlimited number of views for mobile devices, PCs, and large TV screens to reach both remote and local users.

Keep managers informed, giving them the ability to take action quickly anytime and anywhere using data from multiple sources ..

Agents & CSQs									
Agents Ready			Agents Not Ready			Agents Talking			
15			0			0			
Agent States 2/4									
Agent	State	Reason	Duration	Offered	Handled	Aban Rate	ATT	LTT	
Susan Brown	Ready		11:15	92	82	11%	00:33	01:04	
Daniel Williams	Ready		49:33	14	14	0%	00:33	00:49	
Mary Brown	Ready		00:56	0	0	0%	00:00	00:00	
Mark Harris	Ready		01:06	263	224	11%	00:24	01:10	
Sandra Martinez	Ready		00:10	102	93	9%	00:31	01:10	
Incl'd	CSQs Abandoned	Service Level	SLC	CSQs in Queue	CSQs Offered	CSQs Handled			
15	188	83%	00:00	9	1903	1715			
CSQs									
Csq	Offered	Handled	Abandoned	SL	ASA	AWT	Agents Ready	LWT	Calls Waiting
Dialer	0	0	0		00:00	00:00	0	00:00	
Help Desk	427	445	42	94%	00:15	00:15	4	00:00	
Marketing	477	429	48	90%	00:15	00:15	4	00:00	
Sales	471	423	48	90%	00:15	00:15	3	00:00	
Support	448	418	30	93%	00:15	00:15	4	00:00	



## No Limits

With support for an unlimited # of layouts, create the right set of data for every group of users / viewers. Layouts can also be configured into a sequence, and thus flip from one screen to the next automatically ..

## Business Units

It is possible to create multiple business units (tenants). Every team has autonomy and gets to manage its own KPIs, grids, and layouts. If needed, it is easy to share already created resources with other business units or provide access to existing layouts for viewing by other users (without having to enter user credentials) ..

## Made for @CiscoCC

2Ring Dashboards & Wallboards (DW) are tested for compatibility against the latest Cisco Unified Contact Center Express & Enterprise releases (v11.x and v12.x). The solution can also co-reside on BE6K and BE7K. The following connectors are currently available out of the box: Express (UCCX), Enterprise (UCCE – including Packaged), Cisco WebEx CC, Genesys PureEngage & PureCloud, Amazon Connect, Cisco Unity, Cisco CUCM, ServiceNow, Salesforce, and UpstreamWorks ..

## KPIs / Metrics

Build layouts using any of the 250+ available metrics. If a KPI (Key Performance Indicator) is not on the list, you can use the derived KPI feature to mix & match different KPI calculations to build the desired formula. For each KPI, it is also possible to define three value ranges (good, neutral, and bad) based on which the KPI can then deliver alerts and notifications ..

## Notification Service

Post information from 2Ring Dashboards & Wallboards (DW) to external systems such as email, SMS\* or other 3rd party SW solutions or Collaboration Software like Cisco WebEx (Rooms or Spaces), Microsoft Teams, Slack, and/or Discord. The service checks rules defined by conditions, and if a rule condition is met it passes the information via the appropriate channel to the corresponding system. Out of the box, the Notification Service sends email notifications around KPI values and calls 3rd party web services to push KPI notifications. In short, this notification service enables integrations of DW with services such as Node-RED, and many 3rd party text messaging services\* ..

## External KPIs

Go beyond delivering up-to-date information about your contact center (UCC Express, Enterprise, Packaged, WebEx CC). Add business-relevant information from CUCM (Communications Manager / CallManager – display real-time data about hunt groups or show the state of an agent's personal or backline next to the ACD line), Cisco Unity (number of voicemails waiting to be handled), your ERP or CRM (Salesforce dashboards) or even data from your service desk systems (ServiceNow). You can use either an existing connector from 2Ring, reuse available web-based reports provided by your ERP/CRM/Service Desk system, or develop a custom connector by following the guidelines in our developers guide ..

## External Content

On top of all the real-time and precise data, enrich your wallboards with web-based content, social media feeds (Twitter, Facebook), pictures, stock data, the current weather or weather forecast, PDF files (PowerPoint slides), YouTube videos (including live streams), and more ..

## Mobile Friendly

To see what's happening, all you need is a browser – there's no need to install a device specific app. The solution supports default browsers on all major mobile devices: iOS, Android, and Windows. This literally allows you to take your wallboards with you anywhere and have them at your disposal at any time ..

## Alerting

Thresholds can be set for any of the KPIs and grids. Decide what the triggering thresholds should be and have the KPIs change color, blink, play audible alerts (sounds or even custom voice recordings), send out an email or a text message\* ..

## Grids / Tables

Grids provide real-time data in a tabular format. These types of views are ideal for displaying statistics for a list of agents, queues, or campaigns. Agent grids show the current agent state for handling calls, emails, and/or chats as well as many individual performance metrics. Queue grids provide CSQ/PQ/Skill group statistics such as Calls Waiting, Calls Handled, Calls Abandoned, Service Level, and many more. Campaign grids deliver up-to-date information on campaigns' progress: Calls Attempted, Calls with No Answer, Callback Count, etc. All grids can be filtered and sorted by any of the columns (visible or not) to show, for example, the top 10 or bottom 10 performers ..

## Drag & Drop to DIY

Forget about contacting your IT department to modify a wallboard. Simply do it yourself without hassle. Give it a try in our cloud demo environment, and see how user-friendly and convenient our Dashboards & Wallboards are. Request access at [www.2Ring.com/DWtrial](http://www.2Ring.com/DWtrial) ..

## Finesse Ready

Add 2Ring Gadgets for Cisco Finesse, and agents will be able to view any of the wallboard layouts inside of Cisco Finesse, and receive toast alerts with real-time data. Supervisors will be able to send messages to wallboard marquees straight from within Cisco Finesse ..

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Note: Please check product documentation for details. Some of the features described in this datasheet might require the Enhanced or Premium Bundle of 2Ring Gadgets for Cisco Finesse.