Dashboards & Wallboards ..

Deliver Personalized Information to Every Screen
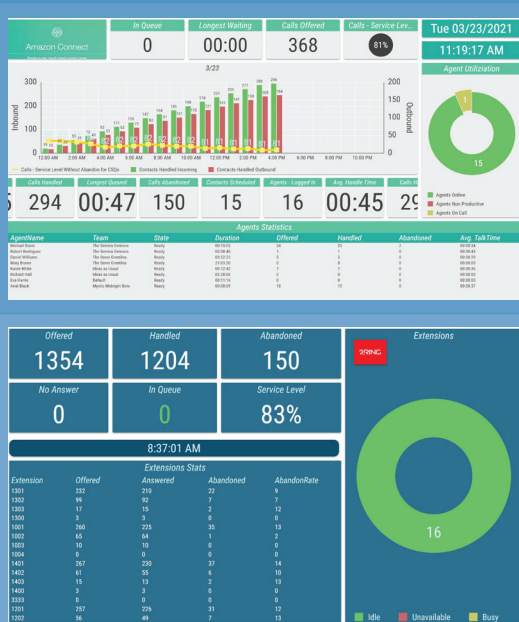
Contact Center Solutions **.. #CCTR**

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 ..

KPIs / Metrics

Build layouts using the extensive library of 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, text message/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/SMS services* ..

External KPIs

Go beyond delivering up-to-date information about your Amazon Connect contact center. Add business-relevant information from 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 ..

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/SMS* ..

Grids / Tables
..

GGrids provide real-time data in a tabular format. These types of views are ideal for displaying statistics for a list of agents. Agent grids show the current agent state for handling calls, as well as many individual performance metrics. Queue grids contain statistics such as Calls Waiting, Calls Handled, Calls Abandoned, Service Level, and many more. 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 ..

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 ..

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/DWAmazonConnectTrial ..

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 ..

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 Amazon Connect
..

The following connectors are currently available out of the box: Amazon Connect, Genesys (Engage 8.5 & Cloud), Cisco Contact Center (UCCX, UCCE – including Packaged, Webex CC), Cisco Unity, Cisco CUCM, ServiceNow, Salesforce, Staffino Feedback Service, and UpstreamWorks ..

Wide Content Support

Ready for Now

Unlimited # of Layouts

Contacts