Dashboards & Wallboards ..

Deliver Personalized Information to Every Screen

DW

Dashboards & Wallboards ..

Contact Center Solutions .. #CCTR

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

Set thresholds and notifications to get alerted in real-time via email, IM, or a text* message, giving you the ability to take action quickly anytime and anywhere based on data from multiple sources ..
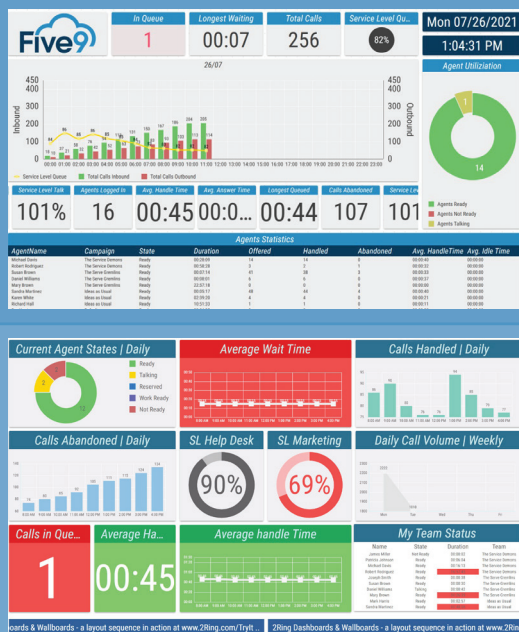
KPIs / Metrics

Build layouts using any of the 220+ 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 ..

Alerts & Notifications
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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 email, IM (Cisco Webex, Microsoft Teams, Slack, Discord), or a text* message. It is also possible to build custom workflows that trigger another systems to perform certain actions. Think of Node-RED, IFTTT, or similar workflow solutions. An example is to make a siren light on the call center floor go off when the number of calls in queue is about a set threshold ..

Grids / Tables
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Grids provide real-time data in a tabular format. These types of views are ideal for displaying statistics for a list of agents, queues, skills or campaigns. Agent State grids show the current agent state for handling calls as well as many individual performance metrics. ACD Status/Agent Statistics / Inbound Campaign grids provide statistics such as Calls Waiting, Calls Handled, Calls Abandoned, Service Level, and many more. Outbound Campaign grid deliver up-to-date information on campaigns' progress: Calls Connected, Calls with No Answer, Declined, 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 ..

External KPIs

Go beyond delivering up-to-date information about your 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 ..

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/DWFive9Trial ..

Mobile Friendly
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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
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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
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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 ..

Made for @Five9
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2Ring Dashboards & Wallboards (DW) are tested against the latest Five9 Intelligent Cloud Contact Center. Five9 customers can either self-host 2Ring, or use it from 2Ring cloud. Besides connecting to Five9, 2Ring Dashboards & Wallboards can also integrate with Amazon Connect, Cisco Contact Center Express (UCCX) & Enterprise (UCCE – including Packaged) & WebEx, Genesys Cloud & Engage, Amazon Connect, Cisco CUCM & Unity, ServiceNow, and Salesforce ..

Wide Content Support

Ready for Now

Unlimited # of Layouts

Contacts