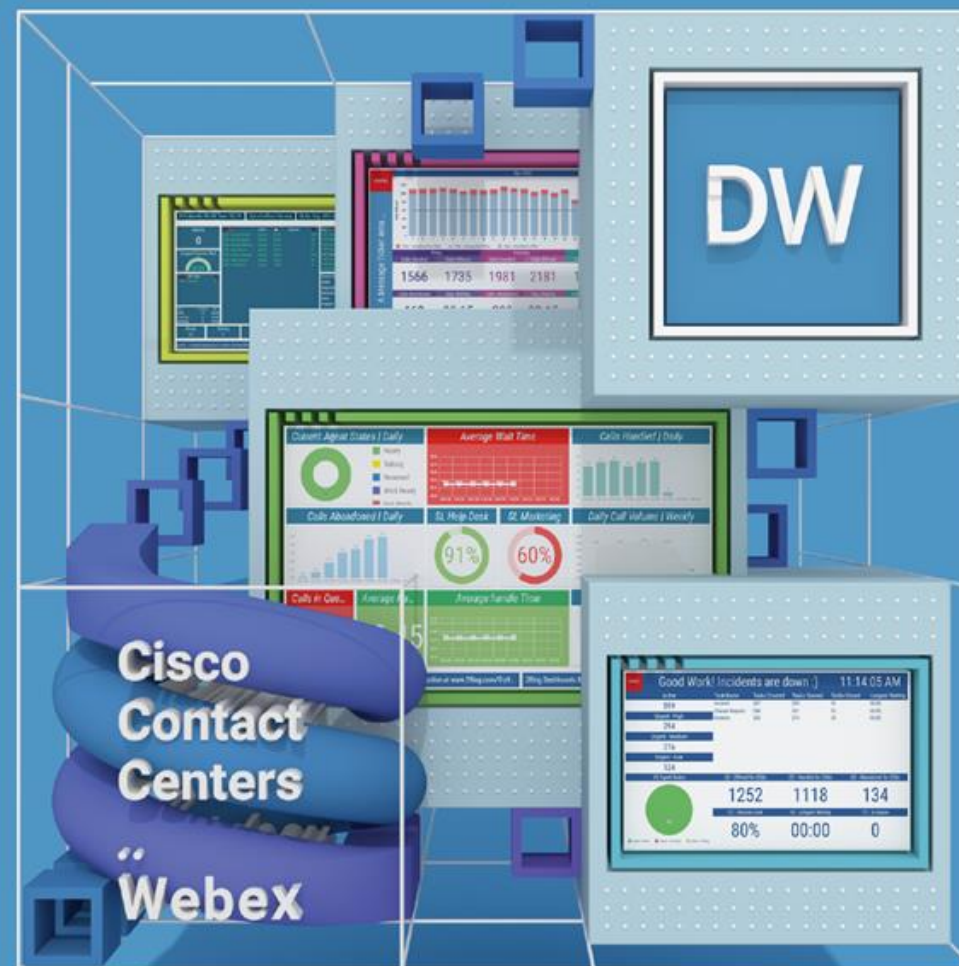# 2Ring Dashboards & Wallboards ..

Proactive Real-Time (Intraday) Reporting for WxCC

Presented by: Brian Mazur (bmazur@2Ring.com)

Learn More: **2Ring.com/WXCC**
Request Full Demo Access: **2Ring.com/DWWebexCCTrial**

About 2Ring ..

- Founded in 2001
  - Over **20** years of experience in providing reliable add-ons to contact centers.
- Among **1000** of fastest growing companies in Europe in 2020
- Active customers in **60+** countries
- Currently **680** customers worldwide
- **100%** Indirect Sales Strategy
- Available via Cisco Global Price List

Sample Layouts are Available at:

www.2Ring.com/TryItWXCC and www.2Ring.com/TryItWXCCgrids

How 2Ring Enhances Webex CC ..

- **2Ring Dashboards & Wallboards**

  - Let business users make any layout truly their own, with full control over every segment and design element.

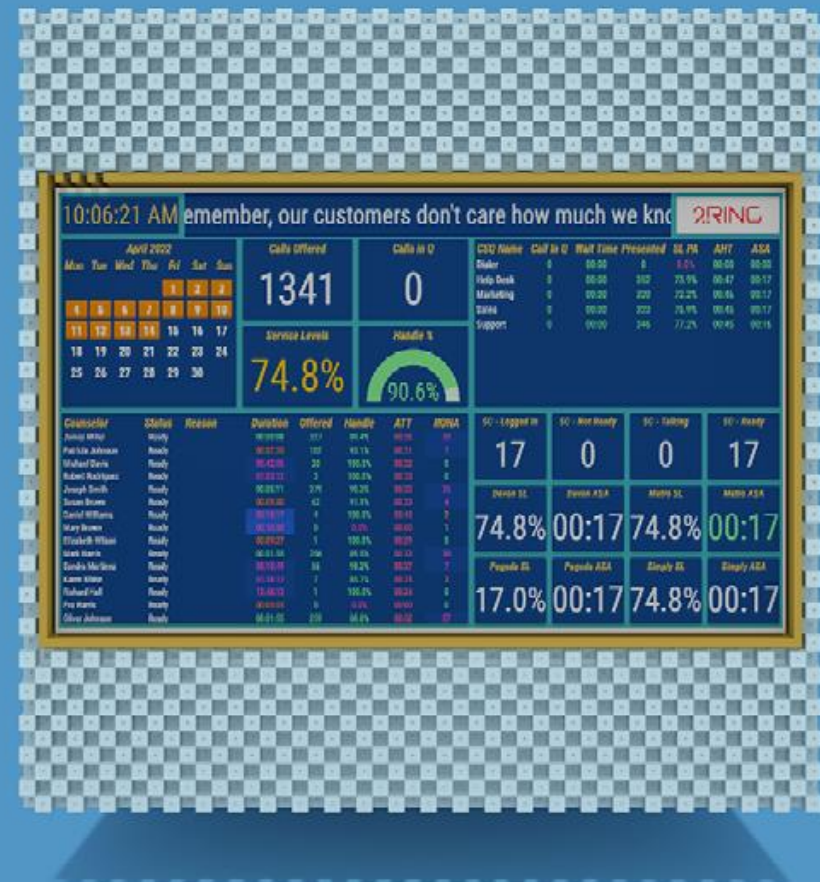 - Create and Edit layouts, and Alerts without involving IT staff.
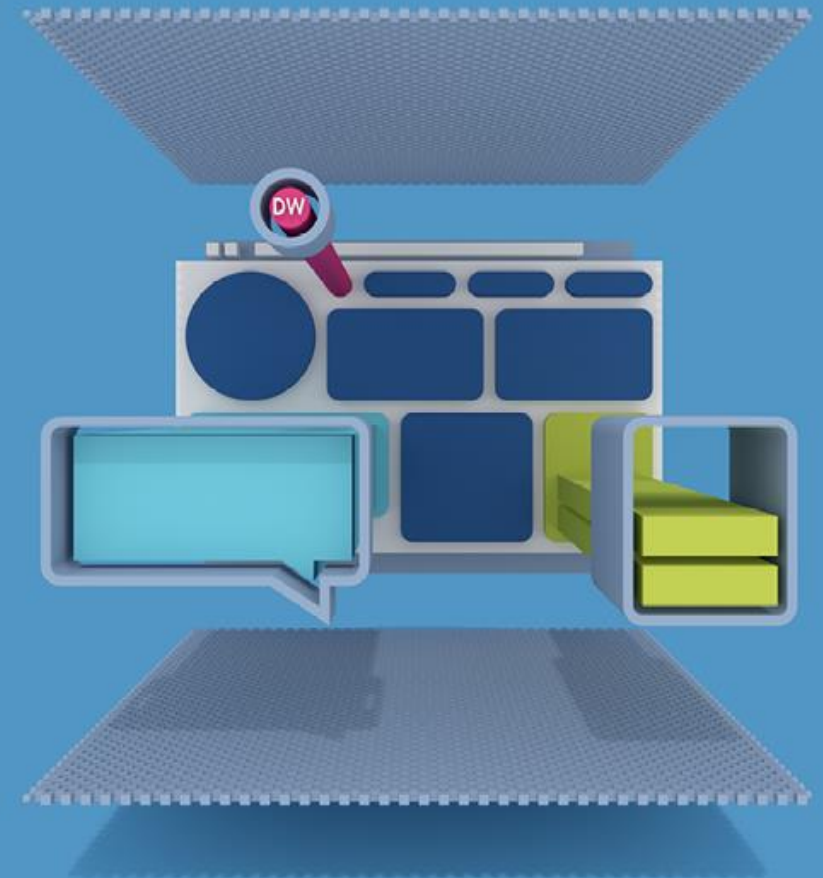
Your Content & Your Style ..

- Create layouts to your specific Enterprise 'design manual' and branding

- Create unique layouts for each specific BU, Dept., LOB, etc.

- Use a background image or settle on a solid color

- Drag & drop as many segments as needed, resize each to your liking

- Pick colors, font types, & sizes

- Filter, sort, and auto-page your grids

- Combine multiple values into a single row (merge multiple queues into a single row)

- Include scrolling banners/tickers/marquees

- Sequence segments or entire layouts

CISCO
Partner
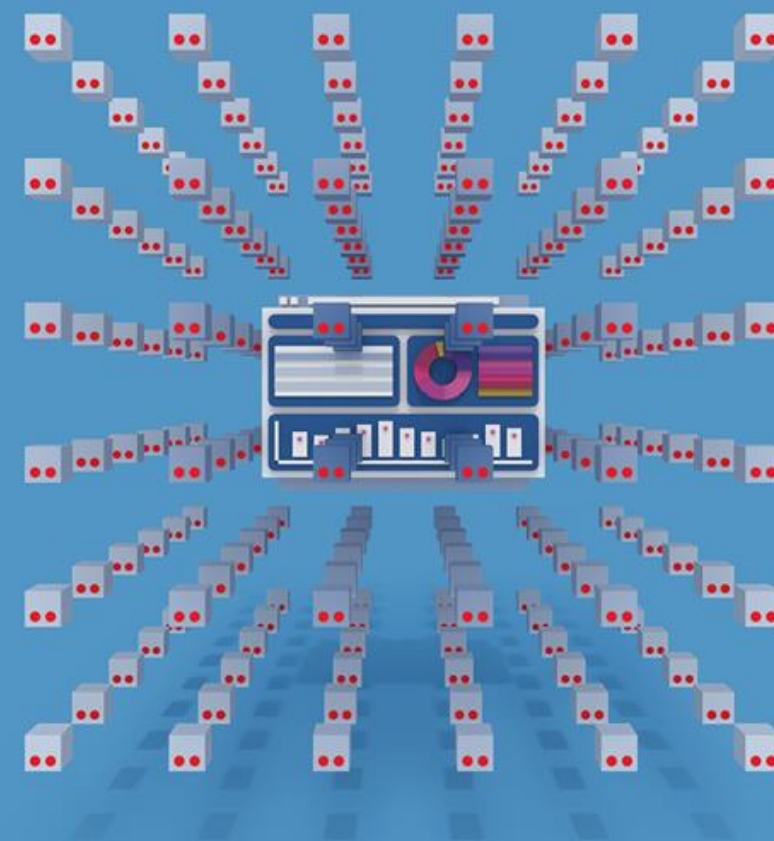Select Developer

Cisco Webex
Contact Center

Real-Time Thresholds & Alerts ..

- Pick your metrics
- Define your thresholds
- Display alerts on your layout by
  - **Changing color**
  - **Blinking**
  - **Playing a sound / recording**
- Deliver alerts via email or to IM Clients (**Webex**, **Microsoft Teams**, **Discord**, **Slack**, **WhatsApp**), and/or via **SMS/texting*** (supports Webex Connect and more)

CISCO
Partner
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Contact Center

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Business Units / Data Silos ..

- Split users among multiple BUs (layout or data silos), so everyone can only see and/or change their own boards
  - You can also assign **themes** for BUs, so all layouts within a given unit have a similar look and feel (default themes can be overridden by a BU's admin)

- Integrate 2Ring with Microsoft Azure AD for easy user management & access control (self-hosted only, but support in 2Ring Cloud is on its way)

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External Sources & Content ..

Illustrate data from multiple sources and content types at once:

- Images
- Videos
- Web pages
- PPT / PDFs
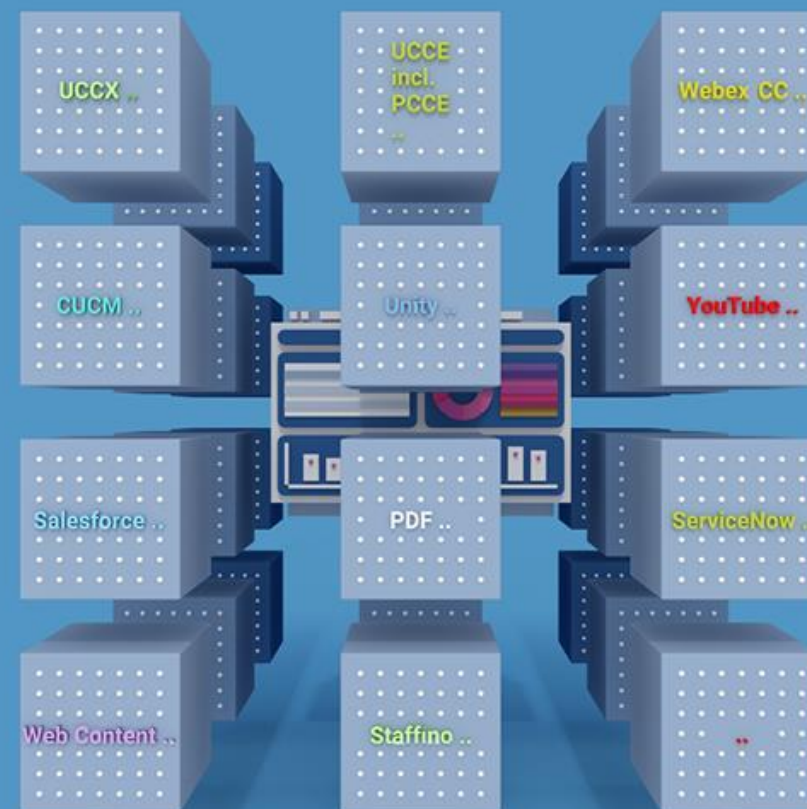- Display current time, weather, social media feeds, etc.

Multiple Data Sources at Once ..

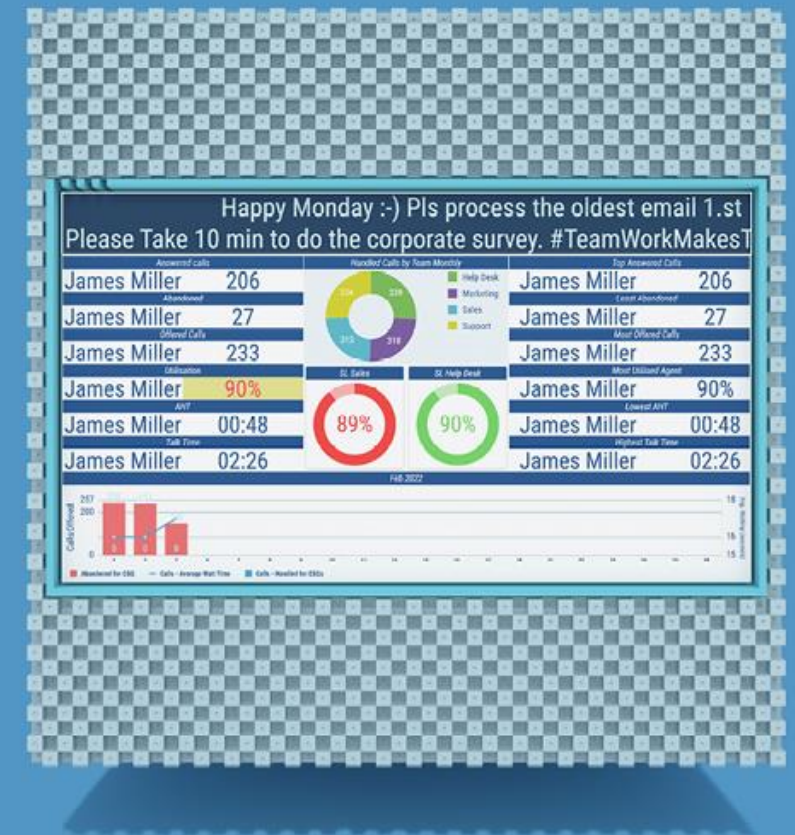Include additional business relevant information from:

- **ServiceNow**
- **Salesforce**
- **SQL**

Build a special layout for each department − e.g. service desk: www.2Ring.com/TryItServiceNow
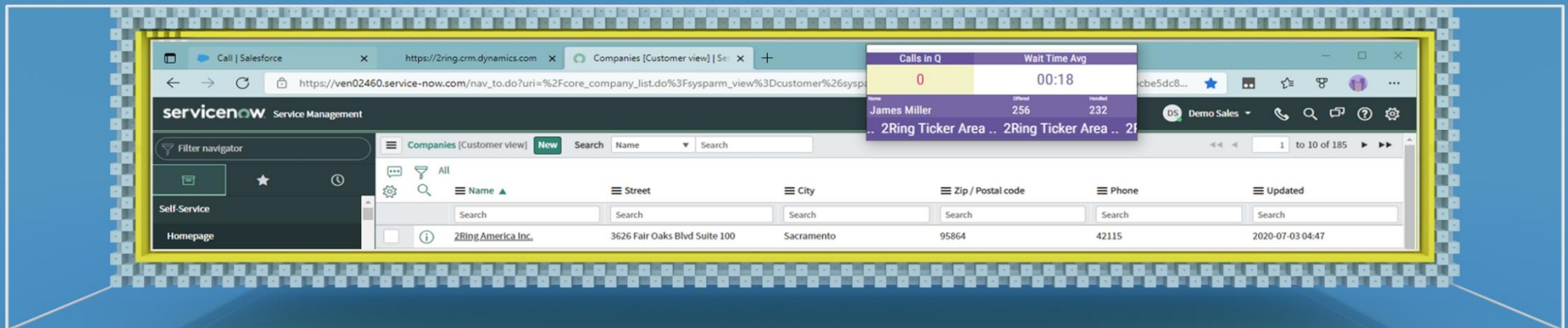
Broadcast Messages to a Scrolling Text Marquee ..

- Send instant messages to a single board or to multiple boards at once

- Display messages permanently or for
  - X number of minutes, or
  - A pre-defined date/time

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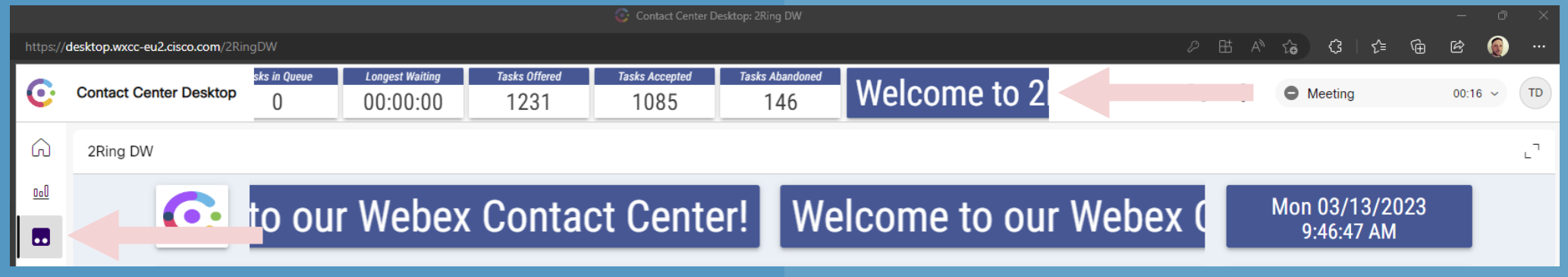
Cisco Webex
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2Ring Power Tool (Personalized Wallboard) ..

- **Personalized grids** – create one layout and every agent sees his/her metrics only

- **Flexible window size** with embedded layout **auto-resizing to the space provided**

- **Metrics can change colors and blink based on thresholds**

- Ability to be always visible **on top of all other windows**

- **Remembers** its position on the screen and its own window size

- Can be set to **auto-launch** once agent logins to her/his workstation

- Can contain a team-based **message ticker** – scrolling marquee
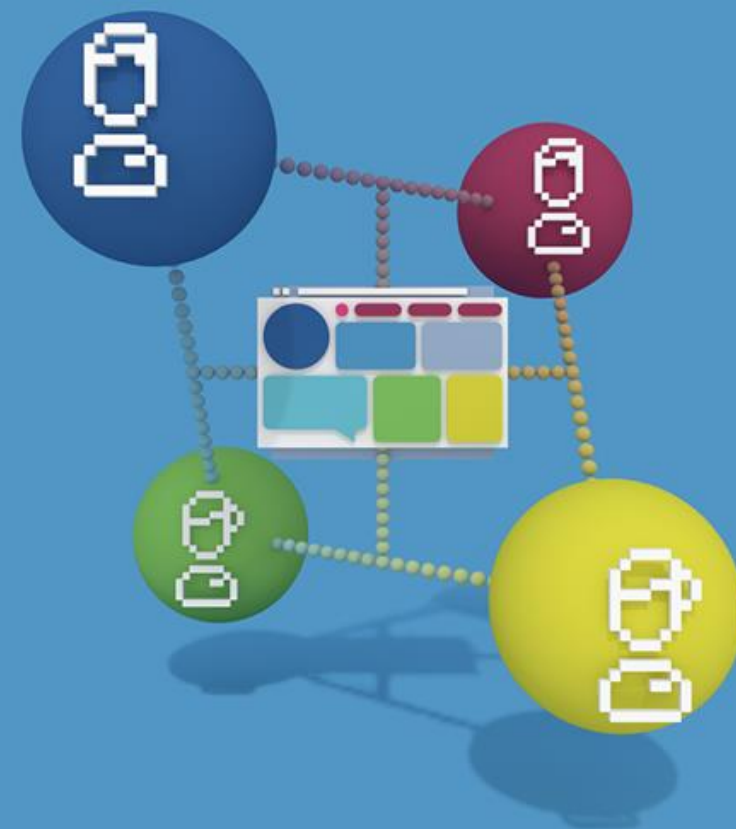
2Ring Layouts Inside of WxCC Desktop

- **A Dedicated Tab**
  - Audible and IM alerts (e.g. about calls in queue being over a threshold for more than 3 minutes) can still be active even if agent is not actively looking at this dedicated tab

- **Part of Desktop's Header**
  - A scrolling or a static ticker with the most important KPIs or a marquee
  - 2Ring Layouts can run inside of an iFrame and thus those can be easily embedded into other web-based applications

2Ring Part of Cisco dCloud
(CCO/partner login required)

- Instant demo of **2Ring for WxCC** is part of **Cisco dCloud:**
  - https://dcloud2-lon.cisco.com/content/instantdemo/cisco-webex-contact-center-wxcc-v8-instant-demo?returnPathTitleKey=content-view
  - Select **"2Ring Dashboards & Wallboards v1"** under **"Instant Demos"**

- To reference the accompanying **demo script & resources**:
  - https://dcloud-docs.cisco.com/c/r/dcloud-docs/sites/en_us/collaboration/out_wxcc_v8/b_webex_contact_center_v8.html?dc=rtp

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2Ring .. Americas

ADDRESS	3626 Fair Oaks Blvd. Suite 100
	Sacramento, CA, 95864, USA
PHONE	+1 (916) 426-3790
EMAIL	Info-na@2Ring.com
WWW	www.2Ring.com

Brian Mazur
Director of Channel Sales
+1 (603) 305-4128
bmazur@2Ring.com

2Ring .. EMEA

ADDRESS	Plynarenska 7/B
	821 09, Bratislava, Slovak Republic
PHONE	+421 (2) 5822-4550
EMAIL	info@2Ring.com
WWW	www.2Ring.com

Peter Kolenič
Channel Director, EMEAR
+421 (2) 5822 4379
+421 (903) 500 494
pkolenic@2Ring.com

2Ring .. APAC

Michal Grebáč
Strategic Sales & Marketing Director

MOBILE	+1 (916) 514-3355
EMAIL	mgrebac@2Ring.com

2Ring .. Links to Remember

DW Product Site
Request Instant Access to DW (Cloud)
Request a Live Demo
View a Sample Wallboard Layout

2Ring.com/WXCC ..
2Ring.com/DWWebexCCTrial ..
2Ring.com/WebEx ..
2Ring.com/TryItWXCC ..