



2RING DASHBOARDS & WALLBOARDS FOR GENESYS CLOUD CX

Intraday Real-Time Reporting & Alerting



ABOUT 2RING

Founded in 2001

Global Presence / Customer Base

- *European HQ in Slovakia*
- *North America HQ in Sacramento, CA*

ISV Partner with Genesys™, Amazon, Calabrio®, Cisco®, NICE CXone®, Five9®, Microsoft, ServiceNow™, ..



Business Case for 2Ring Dashboards & Wallboards ..

Deliver Data to Where your Users are

- Compatible with all major browsers
- Keyboard less secure sign-in on TVs or signage devices
- Display a personalized layout next to Salesforce UI (split tab feature in MS Edge), or **make a layout float** on top of all the application windows (2Ring Power Tool)
- Embed layouts to a channel in **Microsoft Teams** or into a space in **Webex** (bring real-time visibility to users who are not part of the contact center)
- Include a link to a specific layout with any of **your real-time alerts** (delivered via email, text, or to your IM client)

Merge Multiple Data Sources

- Show **ServiceNow Data** next to **Genesys Cloud CX** data

Massage Data with Ease (slick & easy to use)

- Break-down stats for different skill-groups, sites, ..
- **Merge data** for multiple queues / skill groups into one row / KPI
- Create your own **CUSTOM calculations** using derived metrics
- Create floor plans by leveraging powerful widgets

Encourage Competition Among Teams and Agents

- Upload **personalized targets** for agents or teams (csv import)
- Showcase **best performers** – e.g. top agents or teams
- Use calendars to visualize how well, or how often a goal was met
- **Show trends** – e.g. # of calls handled over the last 4 weeks
- Send encouraging messages to a scrolling text **marquee**

Procurement .. Purchasing 2Ring DW

2Ring Dashboards & Wallboards (2Ring DW) is available via many major resellers worldwide, and also via Genesys.

Step 1	Step 2	Step 3
2Ring Cloud (2Ring-SaaS)	New Customer or Existing 2Ring Customer moving to Five9	Identify Number of Concurrent Agents (min 10) and initial term (min 12-months)

PID	Description	MSRP - USD (monthly per agent)
2RING-SAAS	2Ring Cloud Subscription	
2RC-DW	2Ring DW – Genesys Cloud CX Connector – per concurrent agent/supervisor	\$10.00
2RC-DW-CRD	2Ring DW – Genesys Cloud CX Connector - per conc agent/supervisor – migration	\$7.00
2RING-1TF	One-Time Activation Fees	MSRP - USD (One-Time)
2RC-SERVICES	Onetime activation fee - includes creation of an initial set of custom layouts (up to 10) and a training session as well	\$3,200.00

How to Consume 2Ring Service

- 2Ring Cloud Subscription (SaaS)
 - 2Ring Cloud terms at www.2Ring.com/LegalCloud

Public Demo Cloud

- Request access at 2Ring.com/Demo
- To get your own Business Unit (so you could control who gets access to layouts that you create), please contact us.

Instant Sample Layout

- No login required 2Ring.com/TryItGenesys

Support, Delivery, and Customer Success with 2Ring ..

2RING OFFERS AN EXCEPTIONAL ONBOARDING EXPERIENCE:

Delivery Timeline for 2Ring DW

- Orders held released once basic information gets confirmed
- Tenant available in 2-3 business days
- Custom layouts and credentials shared with Admin shortly thereafter
- Training videos on YouTube + a Training Session with 2Ring Trainer available per request

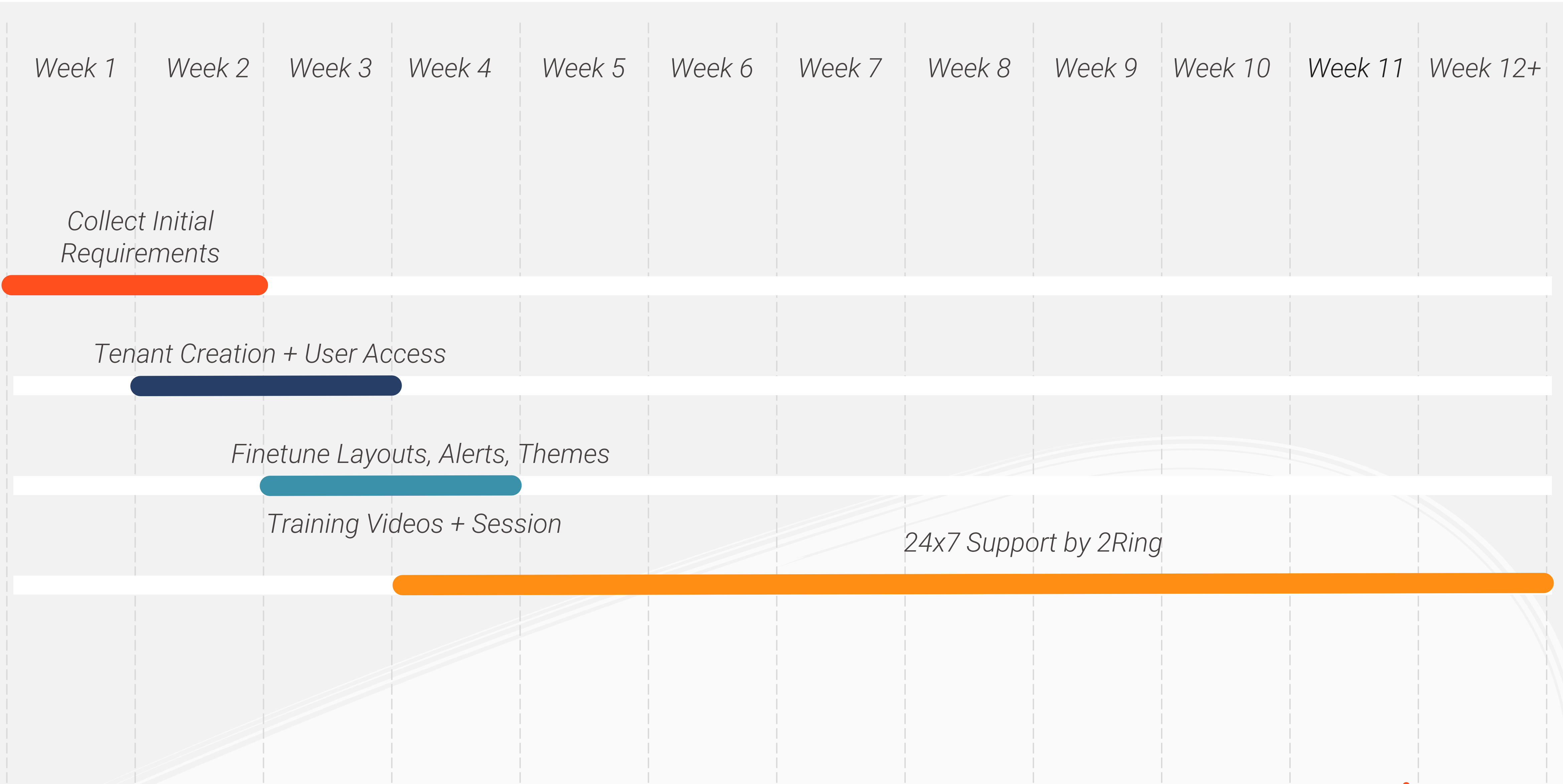
2Ring Cloud SLA

- 24x7 Customer Support:
 - Avg. response time <1 hour
- Committed Initial Response:
 - Severity 1: less than 4 hours
 - Severity 2: less than 12 hours
 - Severity 3: less than 72 hours
 - Severity 4: less than 96 hours

Ensuring Customer Satisfaction

- We train and equip customers to confidently adjust layouts and alerts on their own
- Encourage feedback from customers and resellers to improve our offering
- Our NPS is continuously over 90

Delivery Timeline



PROVEN BY HUNDREDS OF CUSTOMERS WORLDWIDE ..



<p>2Ring has revolutionized our ability to easily communicate key metrics to our entire organization. It has proven to be a versatile tool that can easily tie back to data from our latest generation phone system as well as our legacy systems. Overall, we are extremely happy with its functionality and ease of use.</p>	<p>The support team have always been quick to assist with the task and followed up until resolution. They have also assisted me in learning a little bit with each ticket so I can eventually be self-sufficient. A big kudos to the technical support team.</p>	<p>.. our supervisors are often pulled in multiple directions at the same time. The 2Ring solution has given them greater visibility and therefore control over our queues and agent management.</p>	<p>When we first started looking for a real time reporting wallboard application, we had a fundamental requirement. The selected solution needed to provide meaningful live data to support our self-management efforts and track our KPI performance. In addition, the selected platform had to be supportable by our contact center team with little to no effort/support and/or burden on our IT/IS team. I'm happy to report that after several months of utilization we can say proudly that we selected the correct solution. If you want a top performing tool supported by a great team, 2Ring is the correct choice for your organization.</p>
<p>2Ring wallboard solution has provided a effective and efficient way to give us a visibility of our Call Center statistics. It also elegantly presents to our colleagues on what is being achieved by the Call Center.</p>	<p>Our 2Ring solution is providing much needed visibility for both our affected employees and management. Seeing real-time queue and agent status has contributed to more awareness around the organization's ability to handle incoming patient calls to appointment schedulers and business office representatives.</p>	<p>The service we have received from 2Ring has been great, they don't let go until a problem is resolved and you understand what happened. I would suggest their products and services to any HealthCare organization in the world.</p>	<p>We needed a true wallboard solution for our Contact Center. We needed an application that would not only allow for real-time statistics but would make the actual day to day management of the tool user friendly. We vetted multiple vendors, went through multiple demos, and ultimately landed on 2Ring. The combination of cost, licensing model, familiarity with the product name and ease of implementation all factored in our informed decision-making process. While the IT Department had a technical opinion, the ultimate decision was made by our Contact Center team who ultimately approved due to 2Ring's appealing layout and the ease of use of the product itself.</p>
<p>I've been extremely pleased with the ease of configuration of 2Ring Dashboards & Wallboards. We examined many wallboard packages, and spoke to several different vendors during research, but 2Ring was head and shoulders above the rest in presenting a professional looking Wallboard that can be set up and modified with very little training necessary.</p>	<p><i>2Ring has offered us unparalleled insights into call volume and agent activity which has allowed our contact center to make informed decisions. We have expanded this to beyond our contact center into other departments such as our lending department and collections department, which has positively impacted our entire organization.</i></p>	<p>Using 2Ring in our contact center helps our representatives make better decisions to assist customers more efficiently. Those that handle other functions aside from incoming call volume no longer need to wait for a manager to tell them to hop on to assist in our queues. They can make these decisions on their own which helps us not only create better experiences for our customers, but also empowers our representatives to be more efficient adding to their satisfaction.</p>	<p>With the 2Ring dashboard we have been able to get the real time visibility we need to manage our call center. Each team member is able to see what the other one is doing, and we are able to coordinate our activities and minimize gaps in coverage. It's been especially nice to have the flexibility to have different views for different skill sets, and control over the color coding and visuals of the KPI's</p>
<p>As the Call Center is not located in our corporate office, I monitor the Wallboards remotely from an iPad at my desk, which provides real-time visibility of call volumes and hold times. I really can't recommend this software enough for its ease of use and real-time visibility.</p>	<p>.. a great addition to our Contact Center. It has given us many new capabilities that have increased our productivity and helped us serve our customers more efficiently.</p>	<p>I have been using the 2Ring Wallboard product for about 6 months now and I have been impressed with its ease of use – after about 8 hours of working with it I feel comfortable that I can create pretty much anything I want to create.</p>	<p>2Ring allows us to present call data to managers and executive staff in real-time on their desktop, monitors and other devices without the necessity of creating accounts in Cisco, consuming licenses or training users. The application is easy to customize for individual business units so they can view the information that is important to their operations.</p>
			<p>Whenever we need work done by 2Ring your team has come through and in a very timely manner always willing to make changes quickly and effortlessly.</p>
			<p>Our 2Ring solution has dramatically reduced our SLO violations by bringing a much-needed visibility into agent status and capacity. The ROI on this product is almost immediate, within weeks we were consistently able to keep our SLO violations below thresholds. Having real time visibility of agent status and capacity of agents that those agents can view, minimizes management overhead, allows agents to capacity plan on the fly, and results in more client calls getting answered faster.</p>

MS Edge: Personalized Layout Next to the CRM ..

Work

2Ring DW - Vertical - Next to CRM - WxCC2

https://d24000000haioeao-dev-ed.lightning.force.com

https://dw91.2ring.cloud

Search: All

Search Cases and more...

Lightning Console

Cases

Cases

Recently Viewed

36 items • Updated a minute ago

	Case Number	Subject	Status	Date/T...	Case Owner Alias
1	00003188	Call to: Peter Kolenic	New	10/01/...	2sale
2	00003187	Call to: Peter Kolenic	New	10/01/...	2sale
3	00003186	Call to: Peter Kolenic	New	10/01/...	2sale
4	00003185	Call to: Peter Kolenic	New	10/01/...	2sale
5	00003184	Call to: Peter Kolenic	New	10/01/...	2sale
6	00003183	Call to: Peter Kolenic	New	10/01/...	2sale
7	00003182	Call to: Peter Kolenic	New	10/01/...	2sale
8	00003181	Call to: Peter Kolenic	New	05/12/...	2sale
9	00003180	Call to: Peter Kolenic	New	05/12/...	2sale
10	00003179	Call to: Peter Kolenic	New	05/12/...	2sale
11	00003178	Call to: Peter Kolenic	New	05/12/...	2sale
12	00003177	Call to: Peter Kolenic	New	05/12/...	2sale
13	00003176	Call to: Peter Kolenic	New	05/12/...	2sale
14	00003175	Call to: Peter Kolenic	New	23/11/...	2sale
15	00003174	Call to: Peter Kolenic	New	23/11/...	2sale
16	00003173	Call to: Peter Kolenic	New	23/11/...	2sale
17	00003172	Call to: Ossamah Shabbir	New	16/11/...	2sale
18	00003171	Call to: Ossamah Shabbir update this ticket	New	16/11/...	2sale
19	00003170	Call to: Ossamah Shabbir	New	16/11/...	2sale
20	00003169	Great customer	New	09/11/...	2sale
21	00003168	Call to: Ossamah Shabbir	New	09/11/...	2sale
22	00003167	Call to: Michal Grebac	New	31/10/...	2sale
23	00003166	Call to: Ossamah Shabbir	New	31/10/...	2sale
24	00003164	Call to: Ossamah Shabbir	New	31/10/...	2sale

Omni-Channel

Offline

Your status is set to offline.

New (0) My work (0)

Ariel Walker

Not Ready

Offered 1779

Accepted 1462

Goal 58%

In Queue 21

Longest Waiting 00:25

Abandoned 6130

Avg Engaged Time 00:19

Service Level 82%

Abandoned % 34%

Agent

Name	Accept	Reject
Karen Robinson	1505	275
James Miller	1499	252
Mary Stevens	1498	235
Oliver Johnson	1493	270
Susan Adams	1486	263
Mark Harris	1478	289
Robert Rodriguez	1476	286
Michael Davis	1474	283
Joseph Smith	1468	289
Noah Garcia	1463	270

Agent States

3 Available 2 Idle 1 Offered 9 Connected

Omni-Channel (Offline)

Phone

Deliver Eye-Catching & Flexible Layouts ..

Calls Handled Challenge - Today



Oliver Johnson

ng 12% over the last week. Good Job 8:10:55 AM

Service Now Tasks					Contact Centre		
Active	High	Medium	Low	Offered	Handled	Abandoned	
531	264	238	106	1033	927	106	
Type	Created	Opened	Closed	LWT	LWT	In Queue	Service Level
Incident	264	243	21	00:00	00:00	1	39%
Change Request	264	233	31	00:00			
Problem	267	234	33	00:00			

Last Week



Agent States



8:06:52 AM :ase remember, our customers don't care how much we know until they know h

This Month

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Calls Offered

1055

Calls in Q

0

Service Levels

40.9%

Handle %

90.6%

CSQ Name	Call In Q	Wait Time	Presented	SL PA	AHT	ASA
Dialer	0	00:00	0	0.0%	00:00	00:00
Help Desk	0	00:00	263	44.9%	00:52	00:21
Marketing	0	00:00	266	41.0%	00:53	00:22
Sales	0	00:00	254	44.9%	00:52	00:22
Support	0	00:00	272	33.5%	00:53	00:23

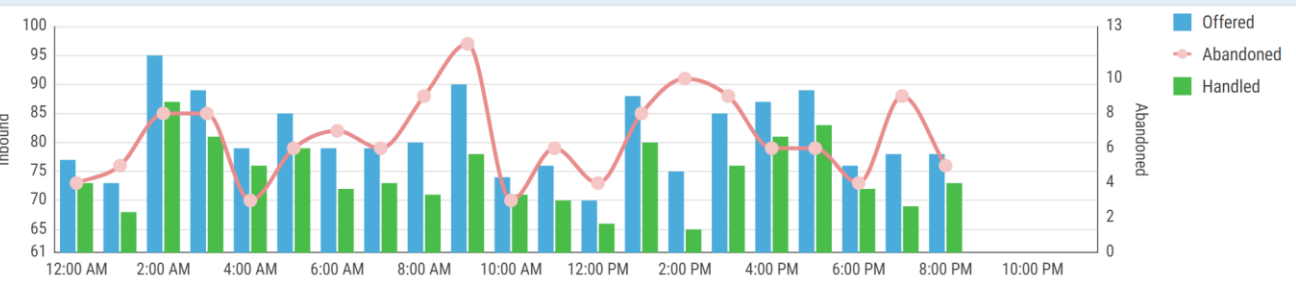
Counselor	Status	Reason	Duration	Offered	Handle	ATT	SC - Logged In	SC - Not Ready	SC - Talking	SC - Ready
Ariel Walker	Ready		01:42:39	7	100.0%	00:42				
Daniel Williams	Ready									
Eva Harris	Ready									
James Miller	Ready									
Joseph Smith	Ready									
Karen Robinson	Ready									
Michael Davis	Ready									
Mark Harris	Ready									
Mary Stevens	Ready									
Noah Garcia	Ready									
Oliver Johnson	Ready									

GENESYS

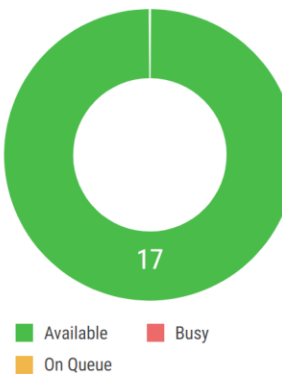
nesys Cloud!

Welcome to our Genesys Cloud!

Wed 01/23/2024 3:55:36 PM



Presence Overview



Waiting Calls

0

Longest Waiting

00:00

Offered

1784

Handled

1640

Abandoned

144

Agent States & Statistics 1/2

Agent	State	Reason	Duration	Alerted	Handled	Hold	AHT
Eva Harris	Available		00:03:01	0	0	0	00:00
Richard Hall	Available		00:03:39	135	101	7	00:40
Daniel Williams	Available		00:04:46	99	72	9	00:41
Elizabeth Wilson	Available		00:00:24	106	85	5	00:41
Michael Davis	Available		00:02:51	143	115	4	00:41
Noah Garcia	Available		00:06:01	187	134	18	00:42
Patricia Johnson	Available		00:00:10	134	104	10	00:42
Joseph Smith	Available		00:07:19	100	73	8	00:43
Mary Stevens	Available		00:04:59	104	77	9	00:43
Robert Rodriguez	Available		00:02:50	139	110	8	00:43

Queues

Name	In Q	LWT	Offered	Handled	Abandoned
Help Desk	8	00:00	469	441	28
Marketing	9	00:00	428	396	32
Sales	8	00:00	451	408	43
Support	9	00:00	436	395	41

Messages Handled

396

Emails Handled

395

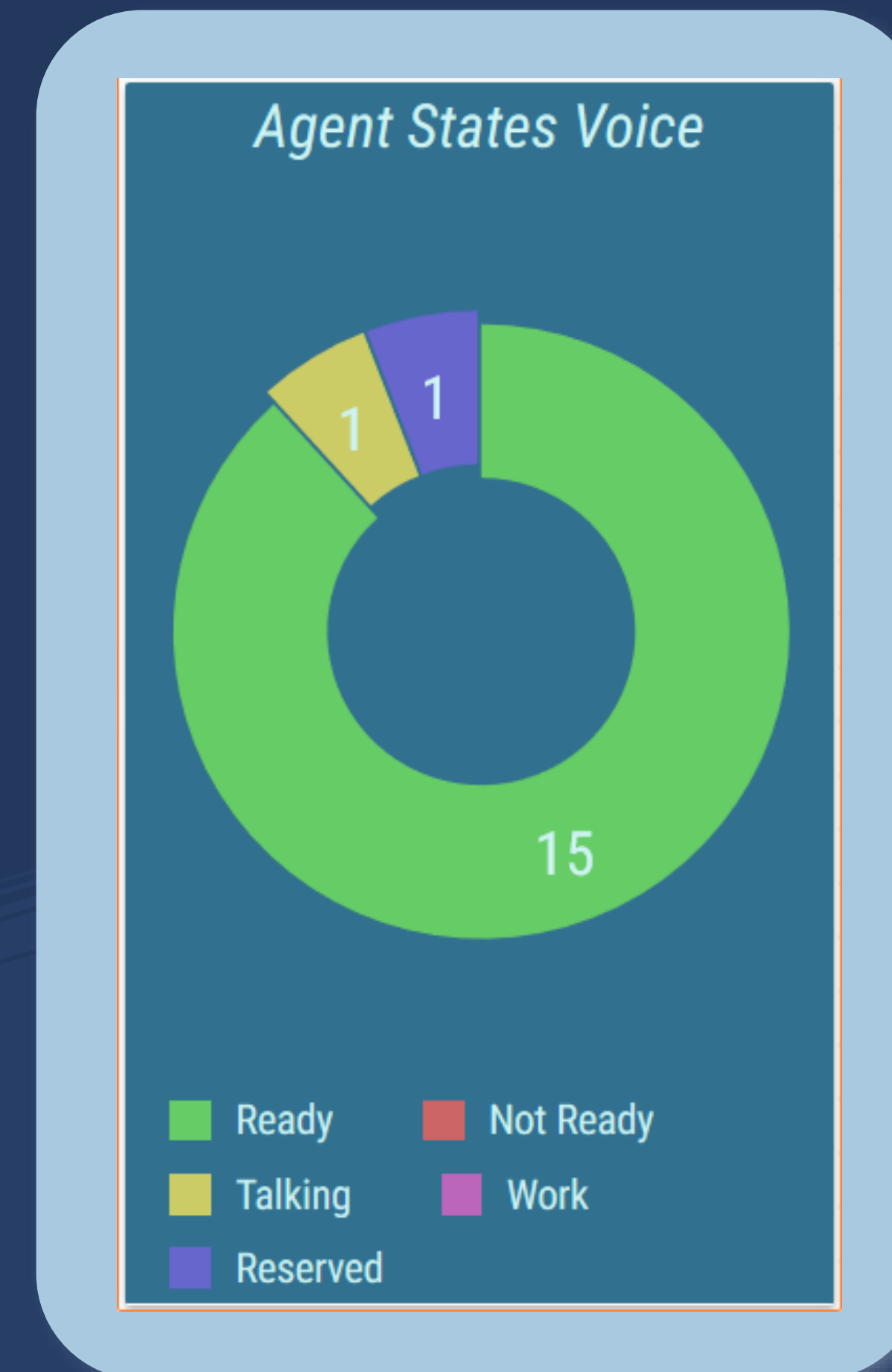
Real-Time Reporting Friendly to Business Users ..

A Web-Based Layout Editor

- FULL control over every segment
 - All options available via context menus on the right
 - Changes shown immediately in the layout's preview on the left

Layout Parameters: create a single layout to deliver thousands of personalized views to your agents

- Layout can define parameters that are inherited by all **KPIs, grids, charts**, etc. When the value of the parameter changes on the layout, all child sources reflect it automatically.



Let's make a few things clear ..

Public Demo Cloud

- Request access at 2Ring.com/Demo
- To get your own Business Unit (so you could control who gets access to layouts that you create), please contact us.

Instant Sample Layout

- No login required 2Ring.com/TryItGenesys

How to Consume 2Ring Service

- 2Ring Cloud Subscription (SaaS) – AppFoundry Premium App with Free Trial option
- 2Ring Terms are available at 2Ring.com/LegalCloud
- Licensed by peak number of **Concurrent Logged in Agents+Supervisors** to Genesys Cloud platform
- Onetime **activation fee** includes creation of an initial set of custom layouts (up to 10) and a training session as well.

Use Multiple Data Sources ..

Include additional business relevant information from cloud-based data sources, such as

- **ServiceNow**

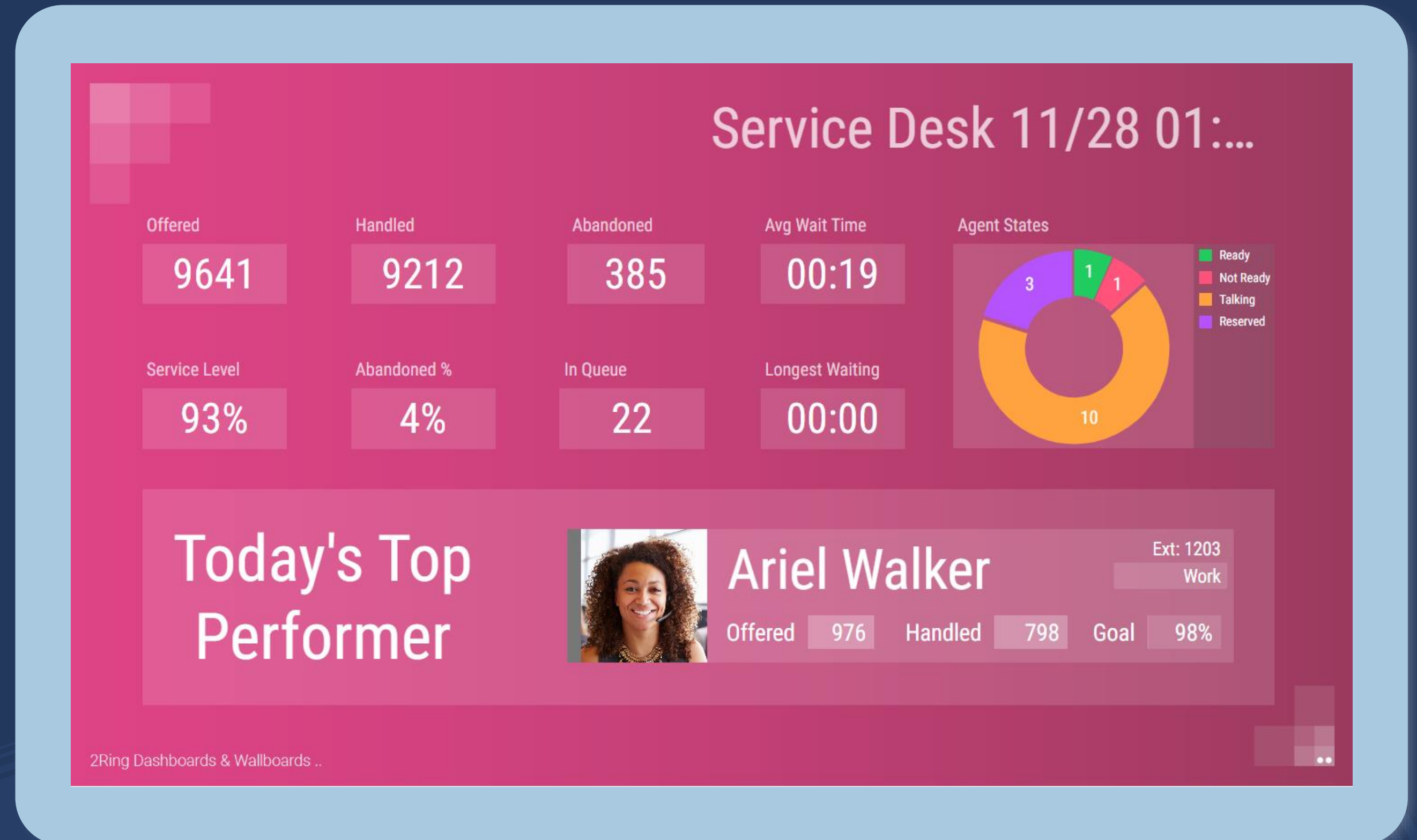
A grid can be composed of multiple tables. Combine multiple tables from the same or even from different connectors (a grid can be composed of multiple tables, e.g. a single grid displays stats from a call center, and a ticketing system).

Build a unique layout for each department – e.g. service desk: 2Ring.com/TryItServiceNow



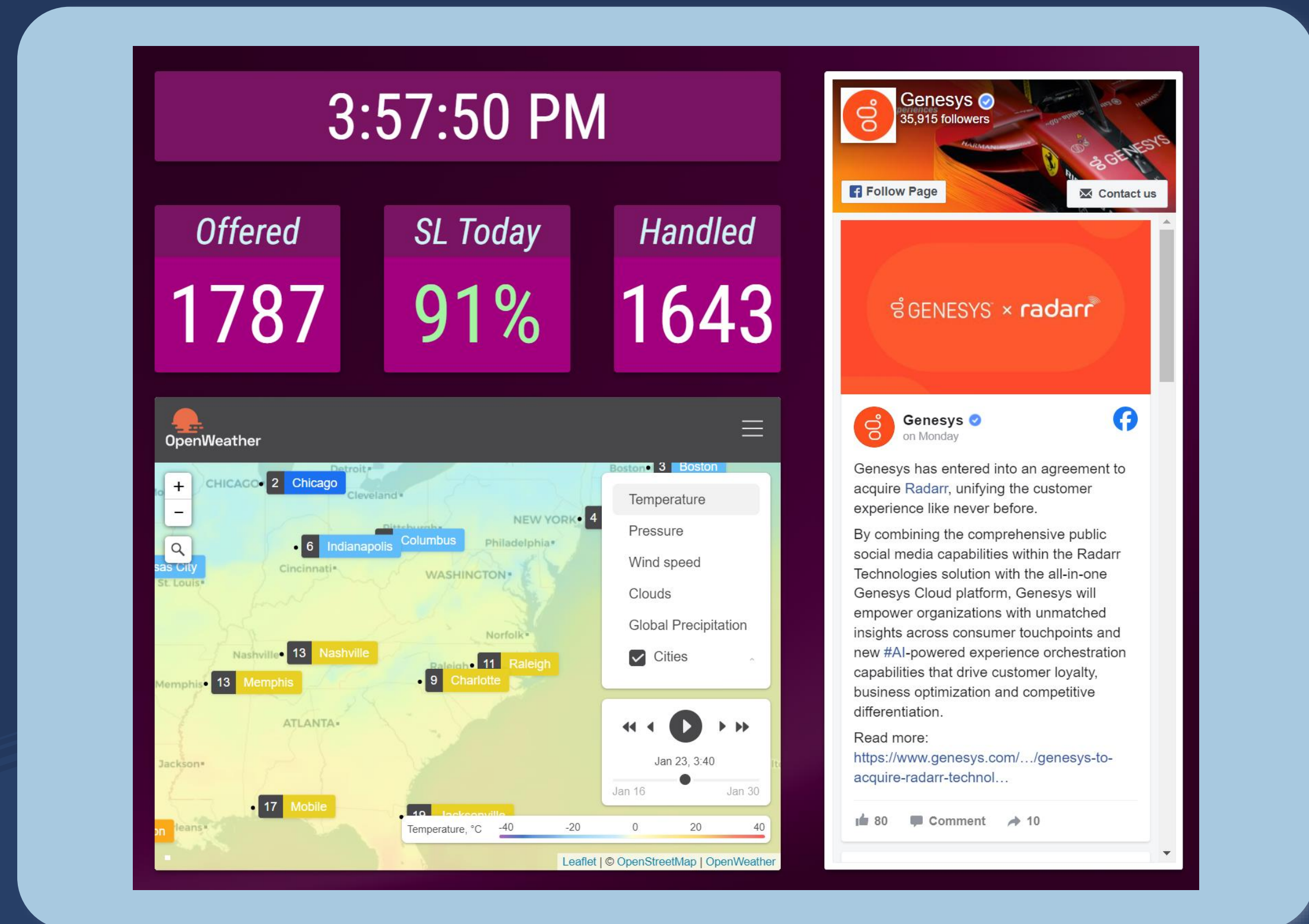
Media Content: Import media files to enrich your layouts ..

- Use agent photos to personify agent stats
- Play video, presentations, PDF files
- Play audible alerts in reaction to key events in contact center



Additional External Content Types .. Digital Signage

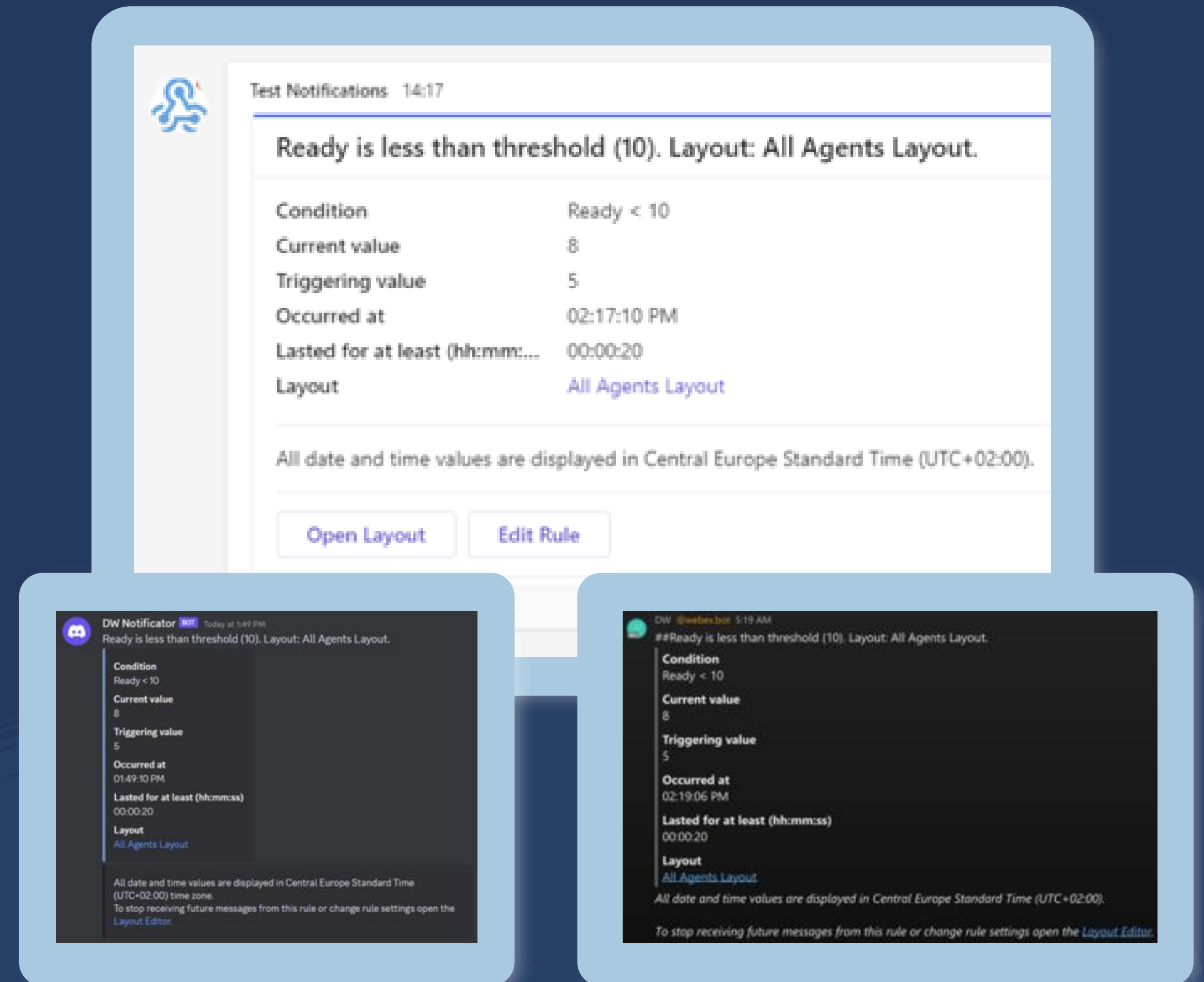
- Current time & date
- Images
- Marquees & Tickers
- PPT / PDFs
- Social media feeds
- YouTube videos
- Weather
- Web pages - anonymous, iFrame



Real-Time Thresholds & Alerts ..

- Pick your KPI / metric
- Define your thresholds
- Display alerts on your layout by
 - Changing color & Blinking
 - Playing a sound / announcement (audio recording)
- Deliver alerts via email or to IM Clients (**Webex, MS Teams, Discord, Slack**), and/or via **SMS/texting***

* A supported **Texting API** to be provided by the end-customer



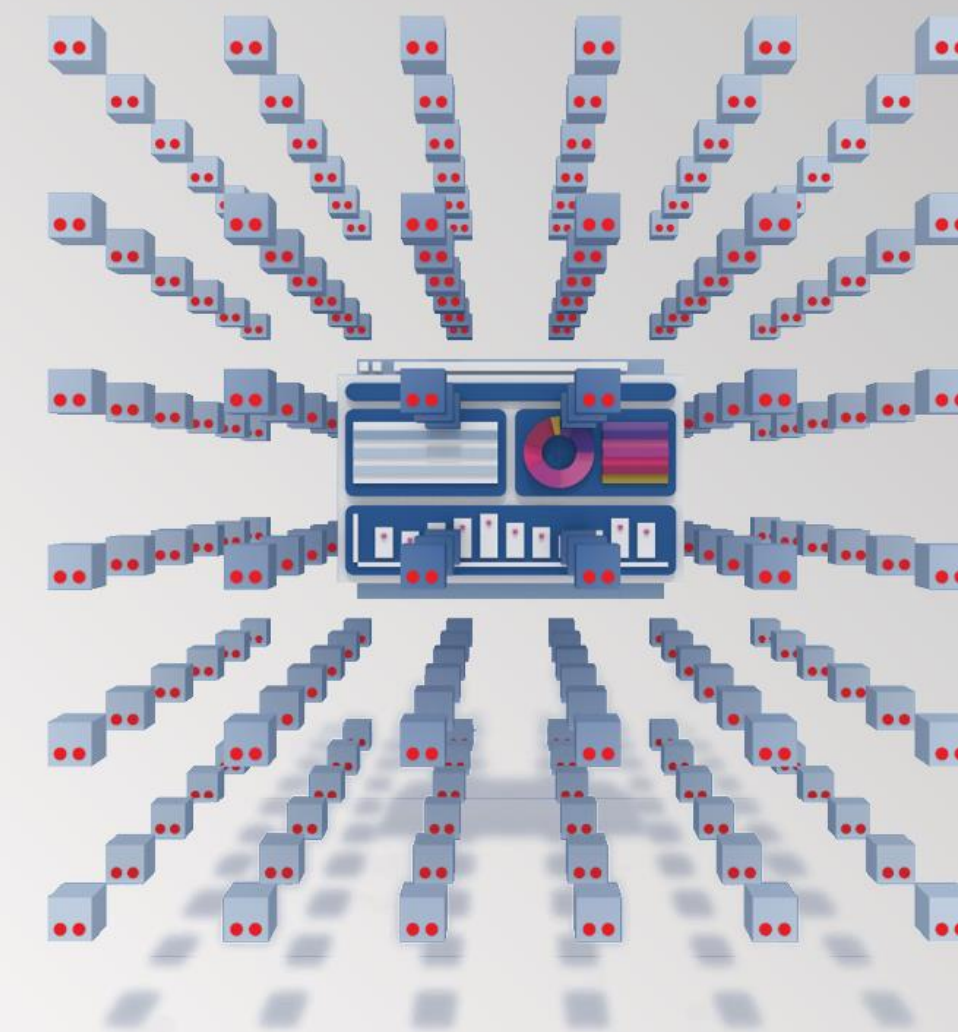
Business Units (BUs) / Data Silos ..

Crete multiple BUs to:

- Define security boundaries
- Split content into thematic containers
- Manage filters to map to your teams in your contact center

Business Unit

- Owns layouts and media files
- Owns user accounts and security settings
- Sets IP filter restrictions



2Ring Cloud .. Single Sign On

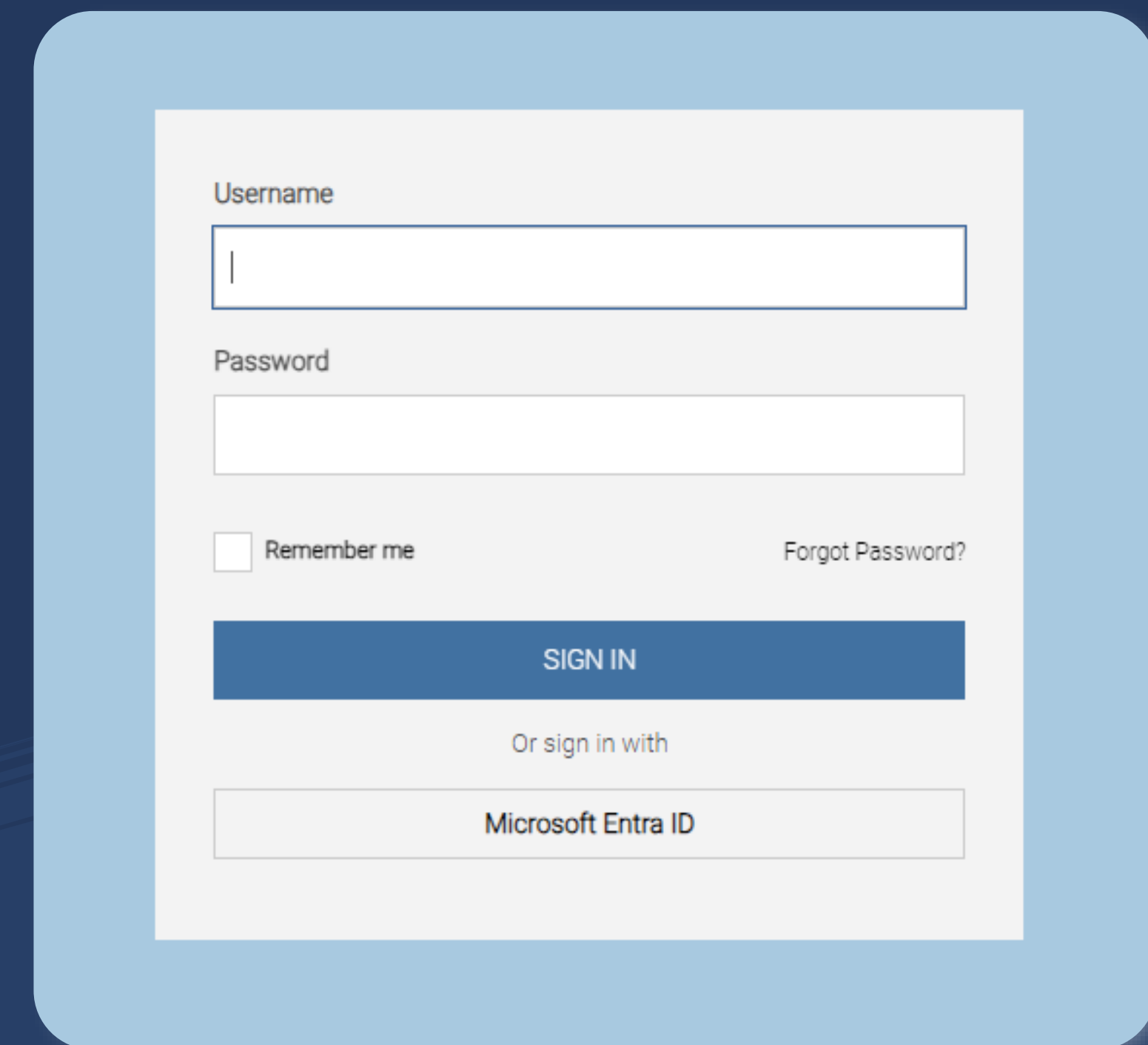
Authenticate using credentials your users already know

Import users from your corporate directories

- Azure Entra ID (formerly Azure AD)
- Okta

Take advantage of all your corporate security controls such as

- MFA
- Password complexities



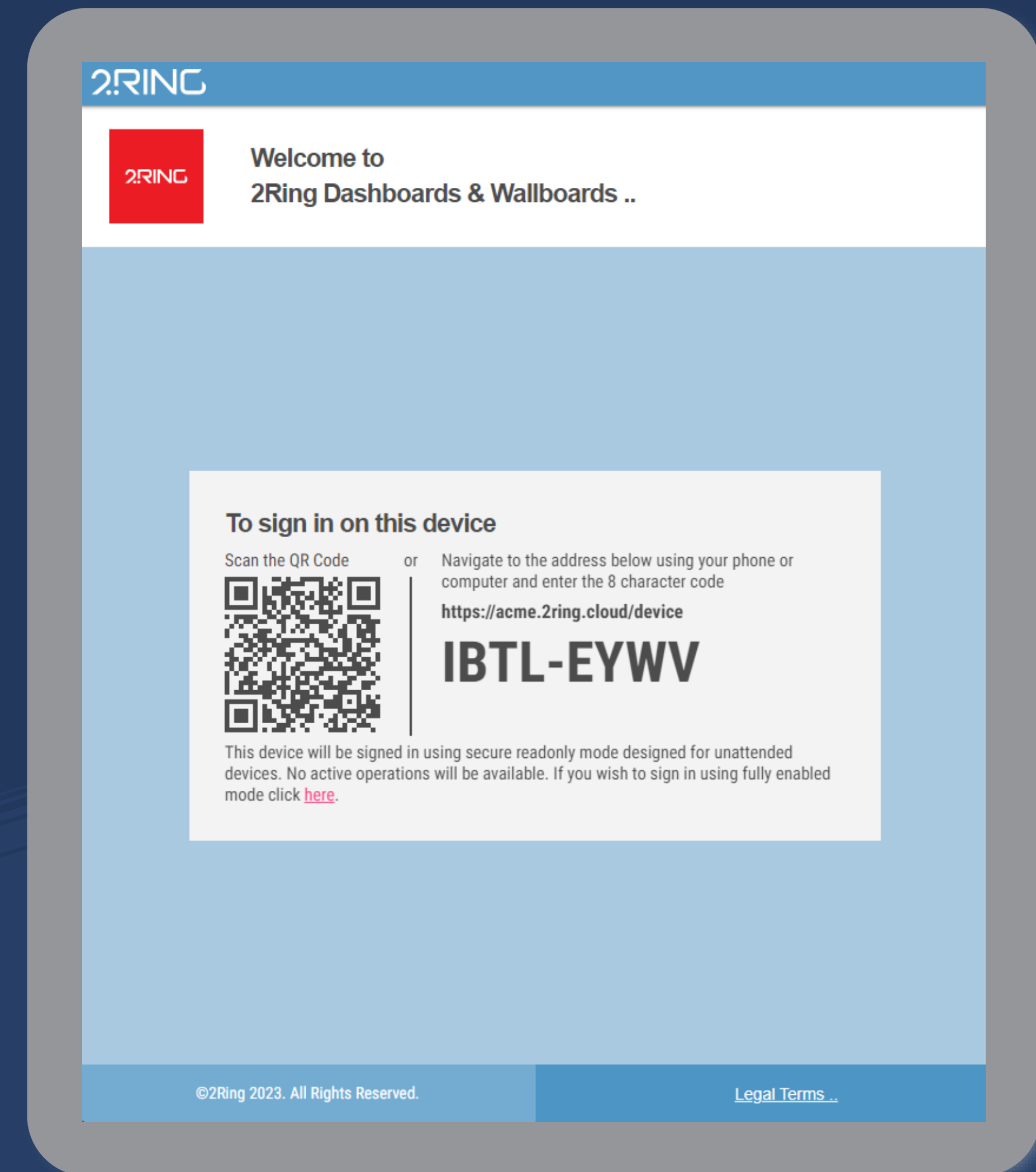
The image shows a login form for 2Ring Cloud. It features a light blue header bar. Below the header, there is a white login box with a blue border. Inside the box, there are two input fields: 'Username' and 'Password'. Below the 'Password' field, there is a checkbox labeled 'Remember me' and a link labeled 'Forgot Password?'. A blue 'SIGN IN' button is positioned below these elements. Below the button, there is a text label 'Or sign in with' and a button labeled 'Microsoft Entra ID'.

Device Friendly Login Experience

Sign in to TVs, Digital Signage and other keyboard less devices with ease

Use a QR code to sign in

- Securely from a PC or your cell-phone
- Devices gains read-only access
- Sign in once, and stay signed in until sign-out



External Users & Sharing Access ..

Make it easy for the corporate managers to see what's happening in the contact center

- Embed layouts into Webex space or into MS Teams Channel

Share Layouts

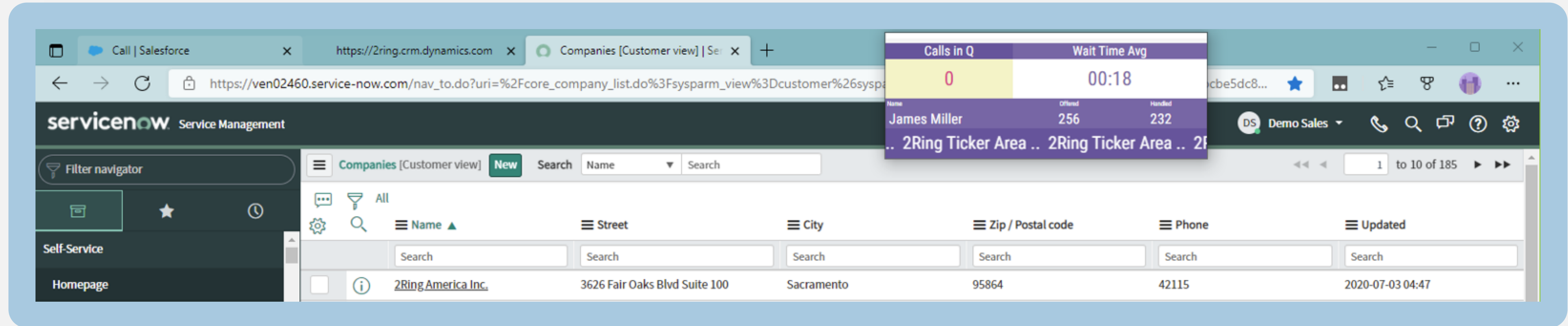
- With other BU administrators:
 - Import/Export
 - Shared BU
- Using permalinks with Anonymous Access

Display on Large Screens

- Self-hosted vs. Cloud



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 always visible on top of all other windows

Remembers its position on the screen and its own window size

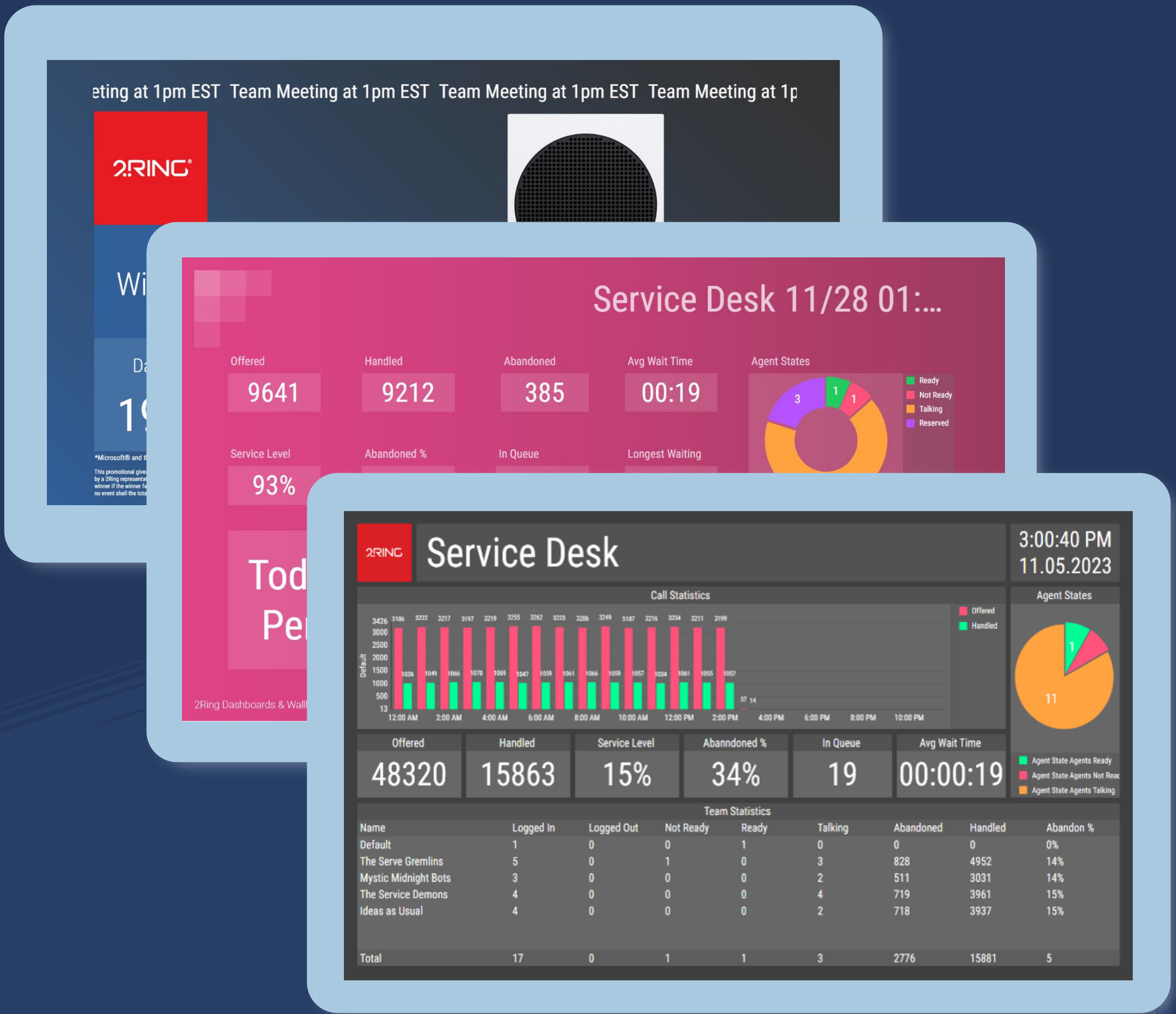
Can be set to **auto-launch** once agent logs in to her/his workstation

Can contain a team-based **message ticker** – scrolling marquee

Deliver **toast alerts** based on any of the configured KPIs


Your Content & Your Style ..

- Use a background image or settle on a solid color
- Use built-in fonts or supply your own
- Filter, sort, and auto-page your grids for Agents, Queues etc.
- Sequence segments or entire layouts
- Combine multiple values into a single row (merge multiple queues into a single row)
- Create layouts to your specific Enterprise 'design manual and branding
- Ad-hoc grid sorting & filtering by users



Widgets: Talking Heads / Floor Maps, Pie Charts, Timeline Charts, Word Cloud, ..

Me



Ext: 1203

Mystic Midnight Bots

Ariel Walker

Talking 00:00:46

36%

Target 3000

Offered

1301

Avg Ring

00:00:06

Handled

1088

Avg Talk

00:00:32

RONA

0

Avg Work

00:00:10

Abandoned

198

Avg Hold

00:00:01

Trending

Thank you

Stockholm

Travel

Miami

Barcelona

Support

Paris

Summer

RMA

Service Desk

Flight

AI

Ohio

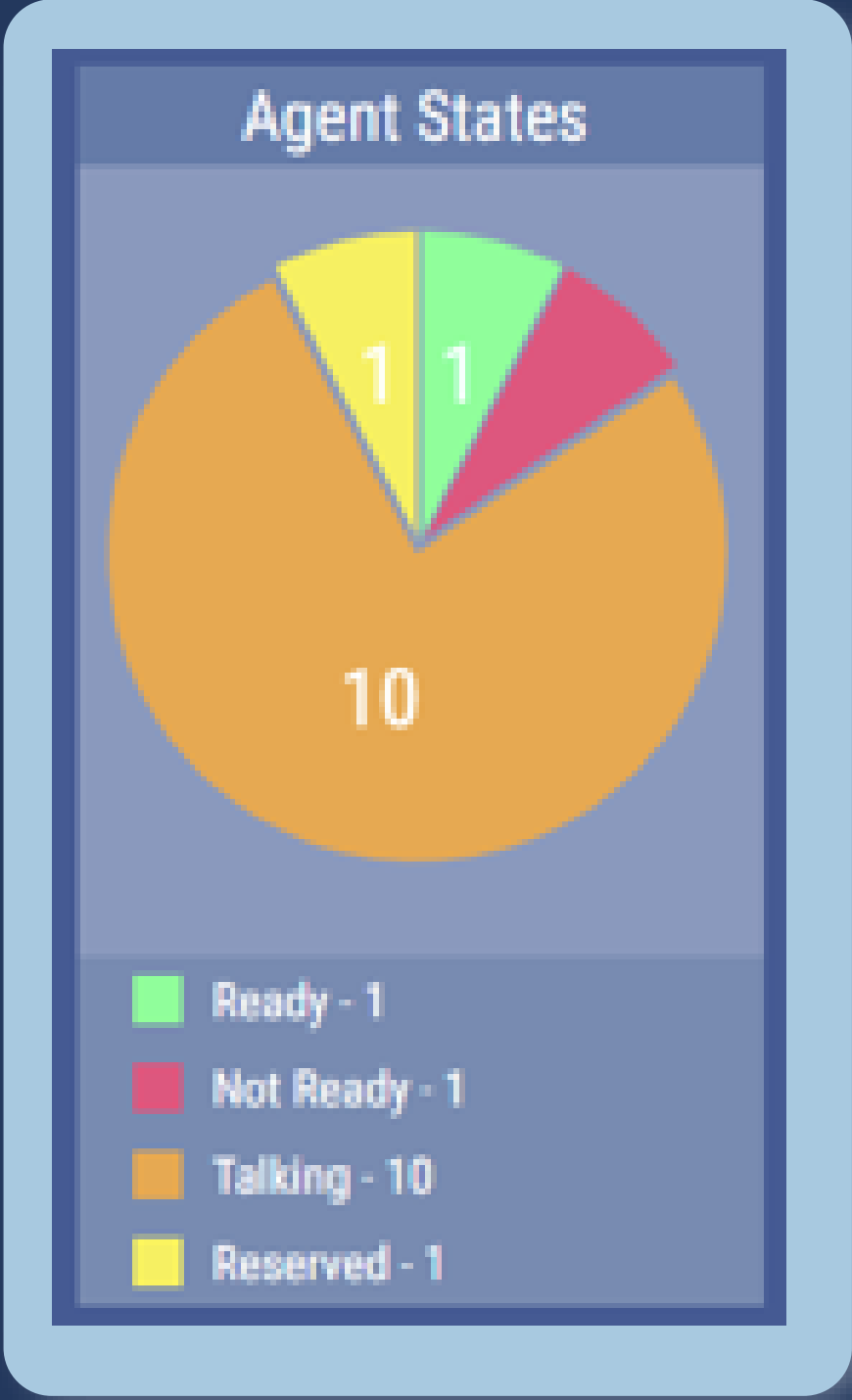
Sale 23

Vacation

Returns

Outage


Customer Service



Service Level Results

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				86.2% ₁	90.7% ₂	85.3% ₃
94.0% ₄	14.0% ₅	14.2% ₆	14.2% ₇	13.9% ₈	13.9% ₉	13.7% ₁₀
14.1% ₁₁	13.8% ₁₂	14.0% ₁₃	13.8% ₁₄	13.9% ₁₅	13.6% ₁₆	13.6% ₁₇
13.9% ₁₈	14.1% ₁₉	14.0% ₂₀	14.3% ₂₁	14.3% ₂₂	14.4% ₂₃	14.0% ₂₄
14.0% ₂₅	14.3% ₂₆	14.2% ₂₇	14.2% ₂₈	14.3% ₂₉	14.1% ₃₀	

Today's Top Performer



Ext: 1203

Ariel Walker

Talking

Offered 1304

Handled 1091

Goal 1%

Avg Wait Time

00:19

Daniel Williams

Work

Ext: 1003

Elizabeth Wilson

Work

Ext: 1000

Eve Harris

Not Ready

Ext: 1002

James Miller

Reserved

Ext: 1001

Joseph Smith

Talking

Ext: 1004

Mark Harris

Ready

Ext: 1401

Ariel Walker

Talking

Ext: 1203

Mary Stevens

Reserved

Ext: 1004

Michael Davis

Reserved

Ext: 1303

Noah Garcia

Not Ready

Ext: 1402

Patricia Johnson

Not Ready

Ext: 1302

Richard Hall

Work

Ext: 1400

Robert Rodriguez

Talking

Ext: 1300

Sandra Martinez

Talking

Ext: 1402

Susan Adams

Talking

Ext: 1401

Karen Robinson

Talking

Ext: 1403

Mark Harris

Ready

Ext: 1401

Mary Stevens

Reserved

Ext: 1004

Michael Davis

Reserved

Ext: 1303

Noah Garcia

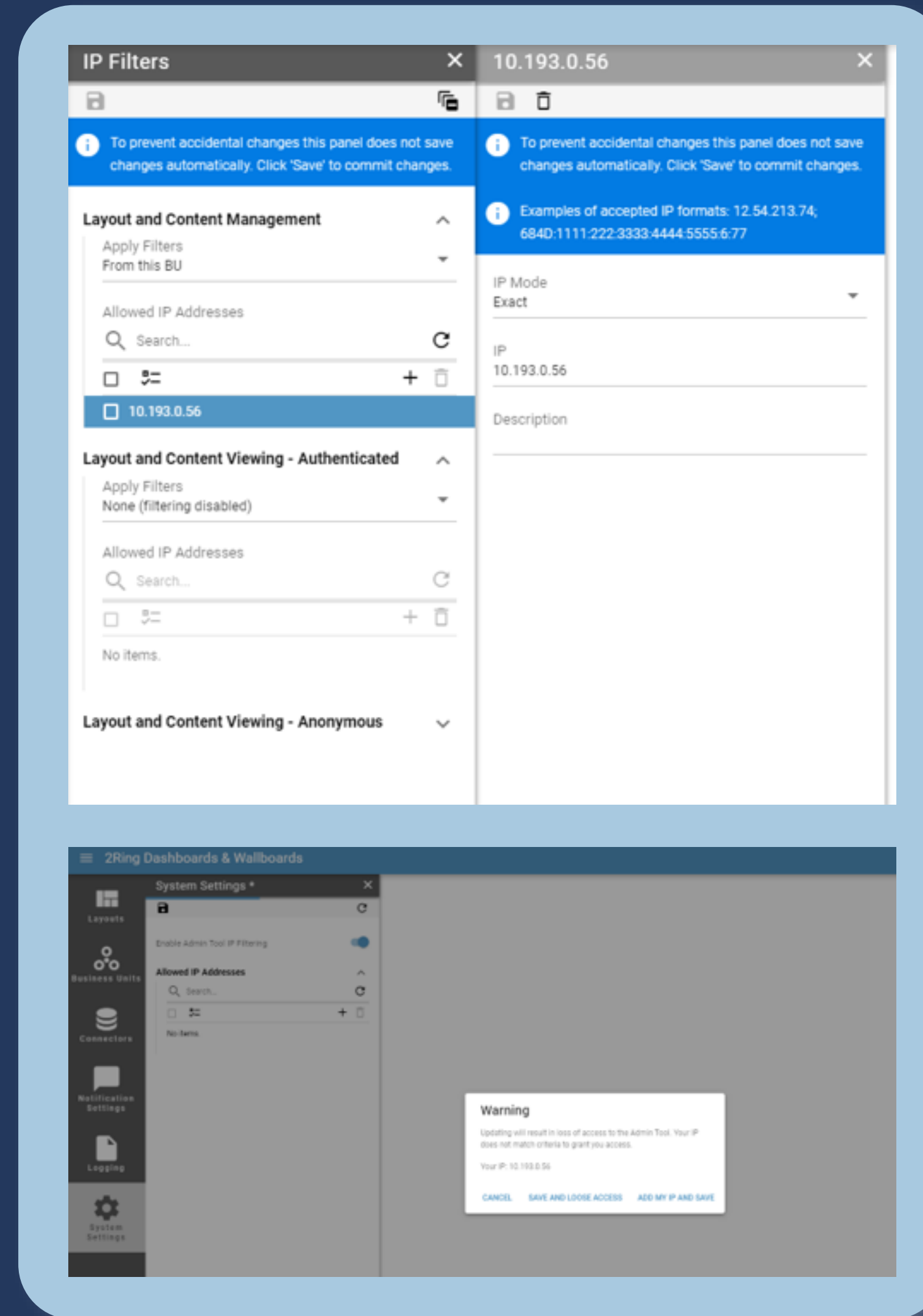
Not Ready

Ext: 1402

2Ring Cloud .. IP Filtering at BU Level

Anonymous Access

- Can be Enabled and limited to:
 - Specific Business Units
 - IP addresses



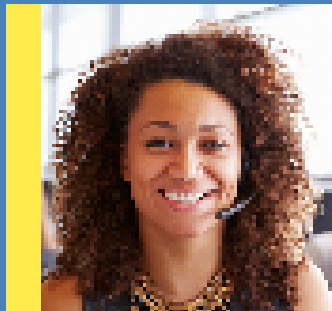
Importing Custom Data from CSV

Import and combine custom data with computed data provided by connectors

Suitable for tracking fulfillment of personal or team targets

J24

	A	B	C
1	agent	targetSL	target
2	awalker	98	
3	admin	45	
4	jmilller	29	
5	mharris	98	
6	dwilliams	98	
7	ewilson	99	
8	eharris	0	
9	jsmith	0	
10	krobinson	0	
11	mstevens	0	2490
12	mdavis	0	2490
13	ngarcia	0	2489
14	richerson	0	2488



Ariel Walker

Ext: 1203
Talking

Offered

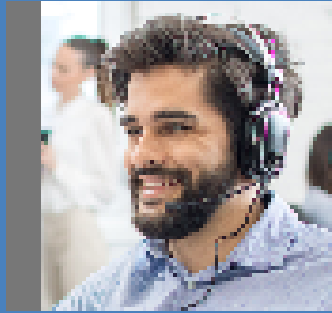
1018

Handled

831

Goal

33%



Daniel Williams

Ext: 1003
Work

Offered


981

Handled

816

Goal

33%



Mark Harris

Ext: 1401
Talking

Offered


1021

Handled

842

Goal

34%



Karen Robinson

Ext: 1403
Talking

Offered


1037

Handled

865

Goal

35%

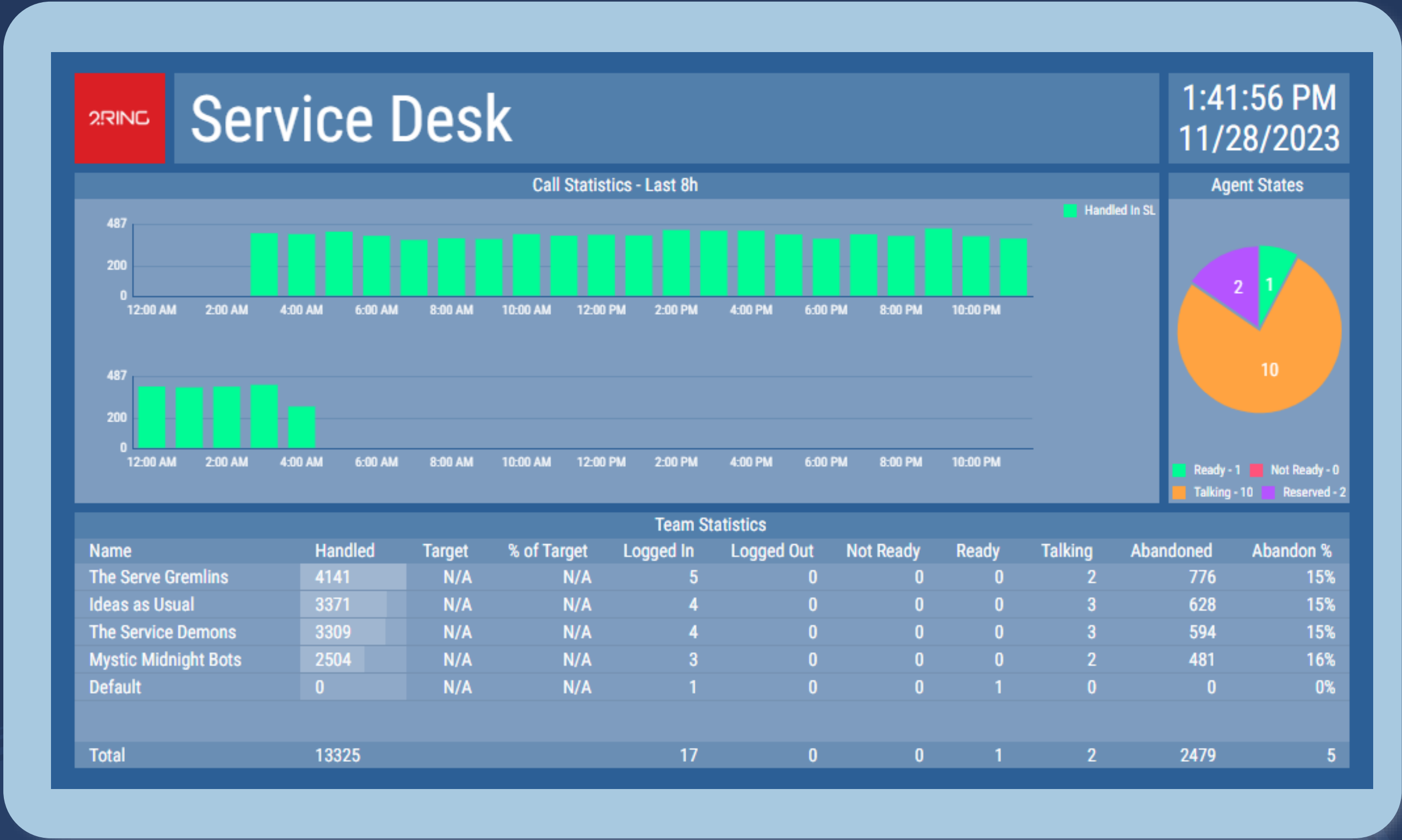
 GENESYS™

Historical Trending of Real Time Data ..

Compare current and past periods in easy to grasp charts

Average Wait Time This Month vs Last Month

Calendar Showing performance on each day of the month (if threshold for a team bonus was met that day)



Gamification: Highlight Personal Achievements ..

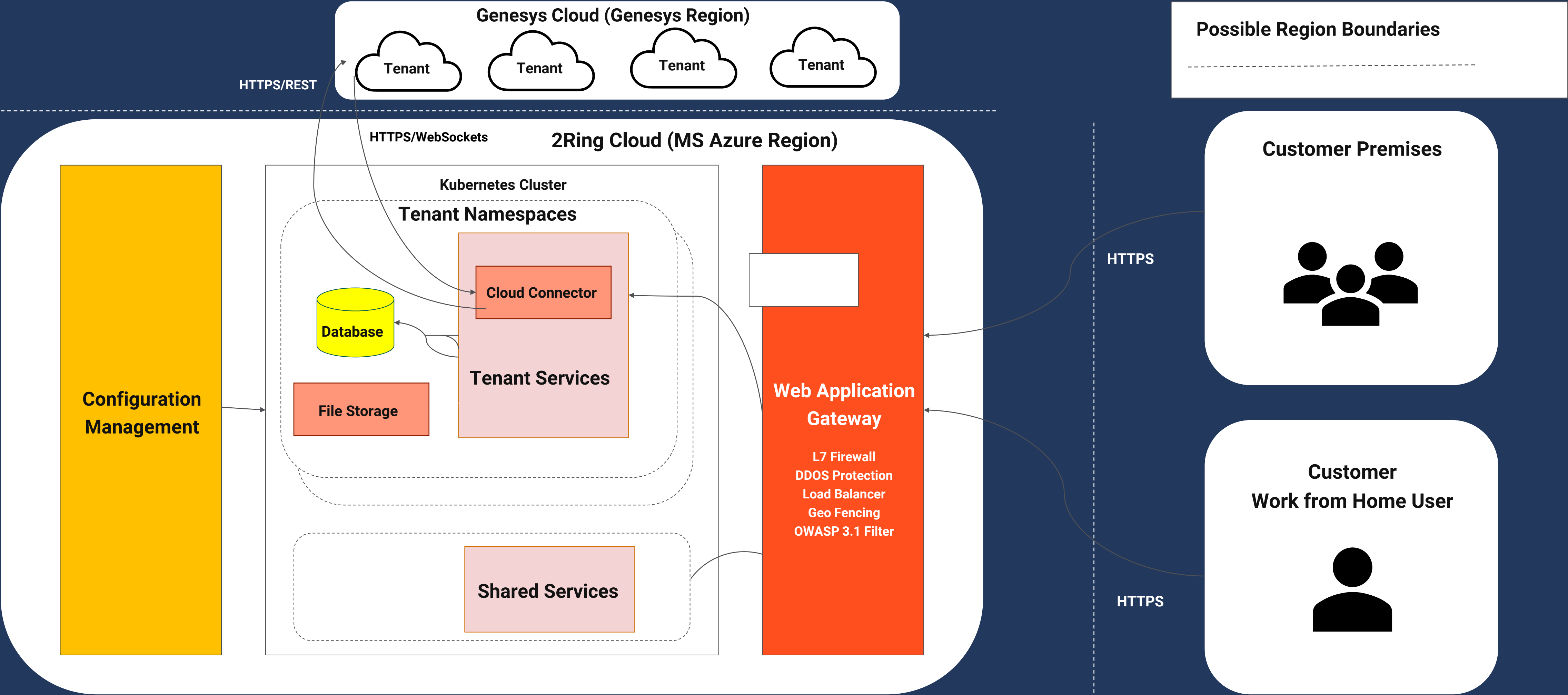
Engage you agents to perform better by providing gamification targets and real-time score evaluation

Use dynamic layouts to position best performers on top of the podium

Combine data with visual elements to deliver any artistic outcome



2Ring Dashboards & Wallboards: Technical Overview



Hardware .. (not provided by 2Ring)

Screens

- If you plan on using a smart TV, test it using www.2Ring.com/TryIt before purchase. E.g. Samsung has multiple different generations of smart TVs on the market, and older ones come with unsupported browsers.

PC / Mini-PC

- Usually connected to a large screen via HDMI, VGA, or other cable.

Raspberry Pi

- Enthusiasts can use Raspberry Pi. Reach out to us for tips.

PC Sticks

- This is essentially a mini-PC which connects to the TV and has a browser running on it. There is no need to use TV remote control, you use your phone instead.

Digital Signage

- 2Ring also supports and integrates with AppSpace and Korbyt.



Questions

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