

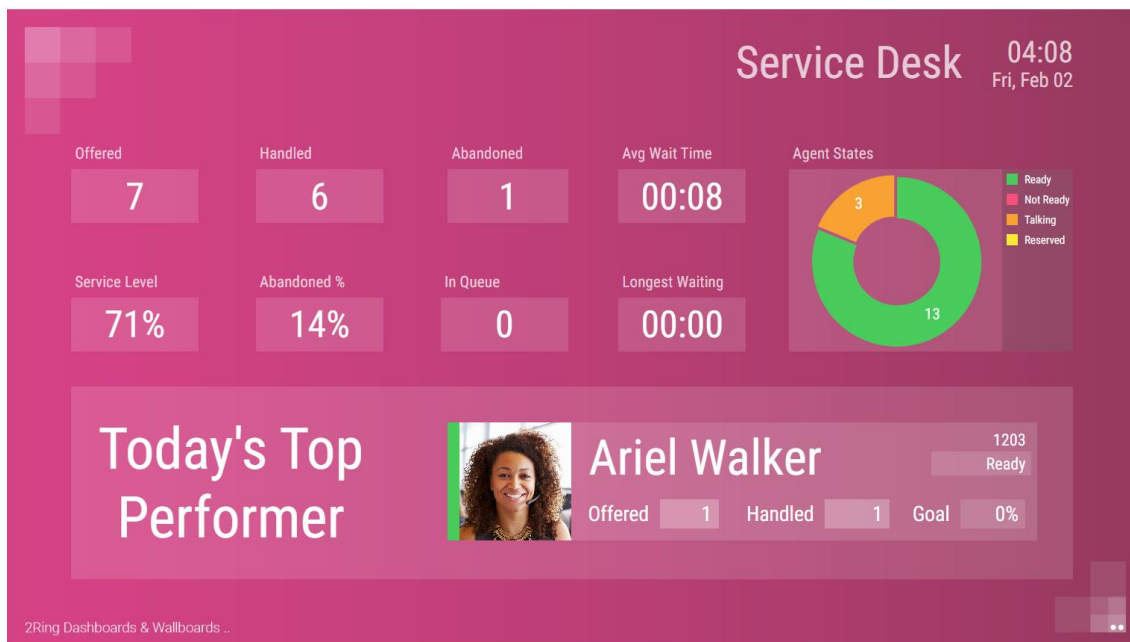
2Ring Dashboards & Wallboards – Cloud Edition

An amazingly flexible and business user friendly real-time reporting and alerting tool for all the major cloud-based contact centers and other data platforms (e.g. ServiceNow).

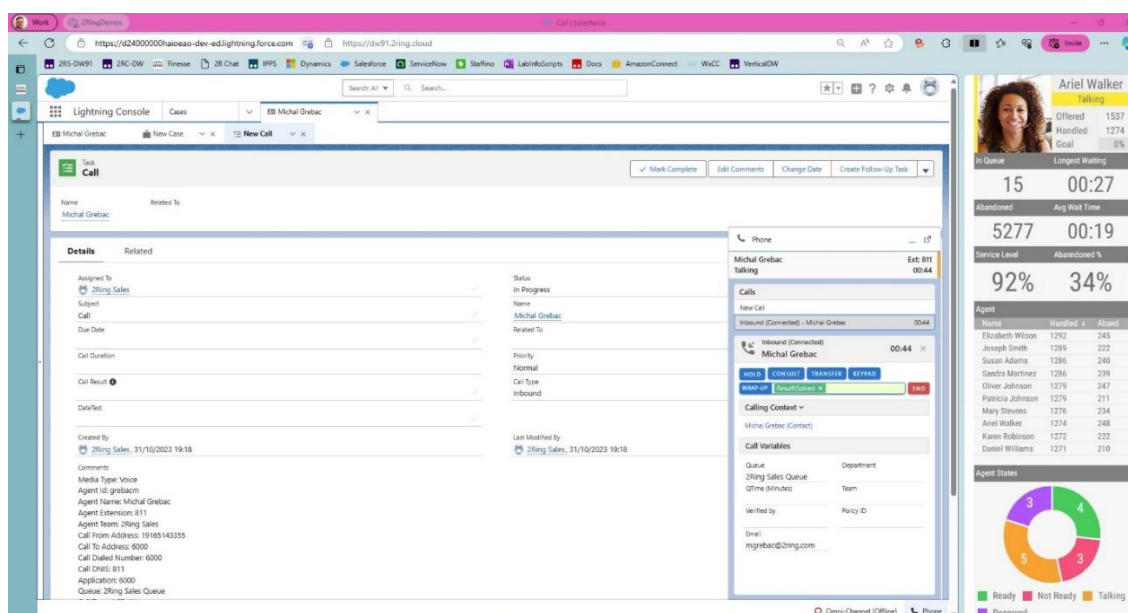
Bring Real-time Data to Where Users Are

DW layouts/boards are fully web-based and therefore can easily be:

- displayed on large screens (leveraging a browser, or your favorite digital signage devices):



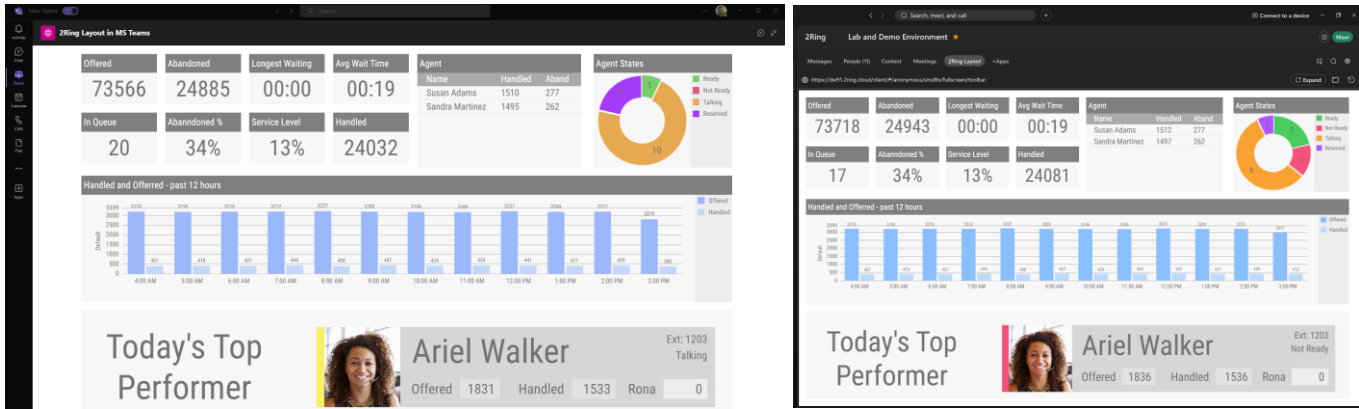
- placed next to any web-based app (inside of MS Edge browser – split tab feature),



- made constantly visible to agents by floating a small window on top of all the applications used by an agent or supervisor (see more in a section about 2Ring Power Tool),

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- accessed from mobile/tablet devices (only a web browser is needed),
- embedded inside of agent/supervisor desktops,
- embedded inside of MS Teams channels, Cisco Webex spaces,



- and optionally can be accessed/viewed even via the use of an anonymous access permalink (limited to a pre-defined set of IP address ranges).

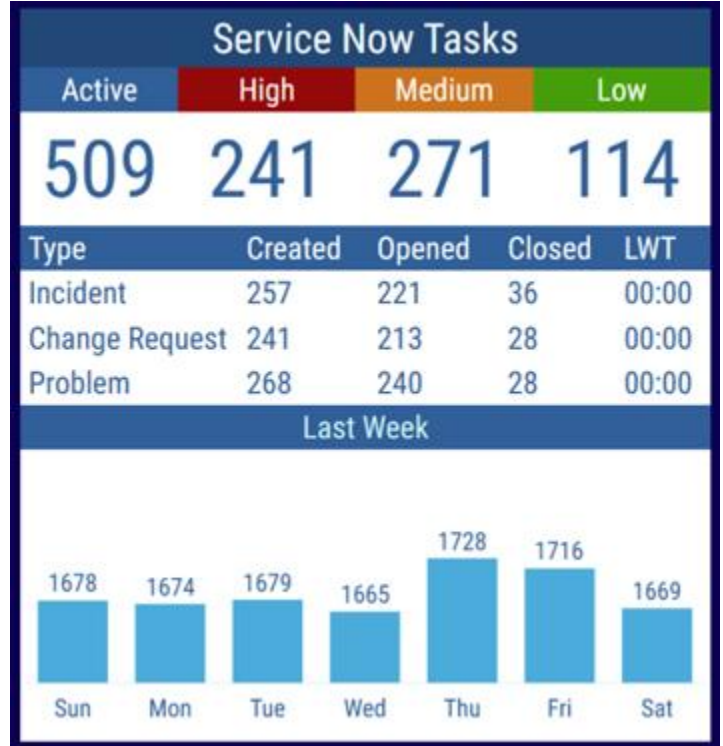
Mix Data from Various Sources

DW can leverage data from multiple contact center platforms, services desk and CRM data sources. A single DW instance can even process data from multiple instances of the same source type (e.g. from multiple Five9 domains), and thus provide operation data from multiple regions, teams, and organizations.

A cloud based DW supports the following data sources (click on the link to access documentation with details on what KPIs and grids are available):

- [Amazon Connect](#),
- [Five9](#),
- [Genesys Cloud](#),
- [Nice CXone](#),
- [ServiceNow](#) (see a [layout example](#)),
- [Webex Contact Center](#)

Note: Besides providing immediate access to thousands of out of the box metric calculations, DW also supports the option to create derived metrics. A grid can be composed of multiple tables. Combine multiple tables from the same or even from different connectors., e.g., a single grid displaying stats from a call center, and a ticketing system.



Keep Users Engaged with Utilizing Different Types of Content

Besides calculating and displaying metrics, DW can also be used to display rich type of content, such as:

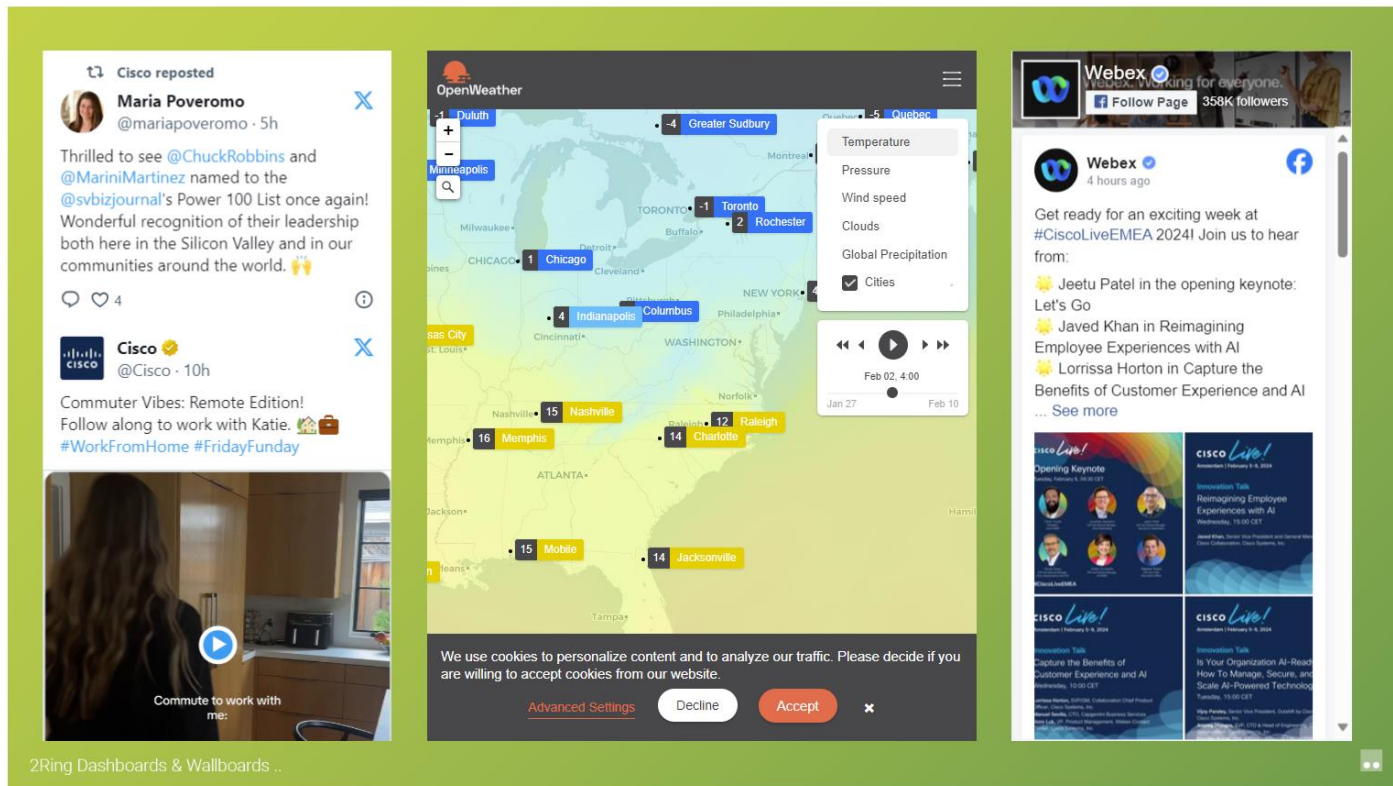
- Static or Scrolling Marquees & Tickers

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- Current Time & Date
- **Gamification views** can be built when values are turned into images
- Images / Logos
- PowerPoint Slides / PDFs
- Social Media (Twitter/X and Facebook) feeds
- YouTube videos and playlists
- Weather
- Web content (displayable inside of an iFrame and accessible anonymously)



And remember, there is no limit on the number of metrics displayed, nor on the number of layouts created. The number of segments used within a layout is also not limited. Embedding an entire layout into a layout and running a scrolling sequence of sources is also possible – see [example here](#).

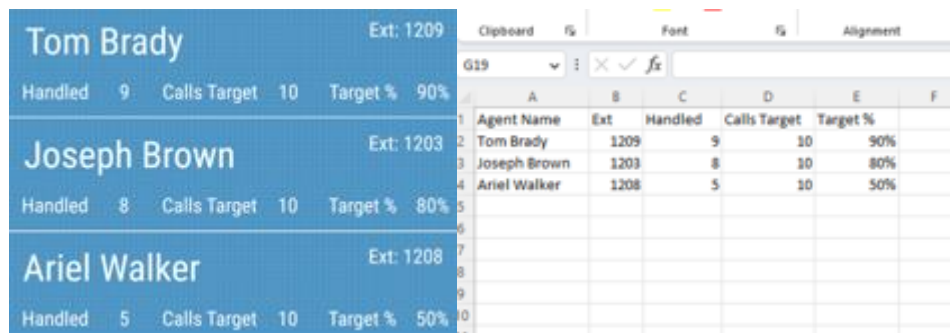
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Create Your Own Data Tables (using your favorite spreadsheet)

BU admins (supervisors) can use .csv files to upload custom tables to DW. Download your .csv from DW, open it in a spreadsheet application, make your desired updates, save changes, and finally, upload the file back.



Agent Name	Ext	Handled	Calls Target	Target %
Tom Brady	1209	9	10	90%
Joseph Brown	1203	8	10	80%
Ariel Walker	1208	5	10	50%

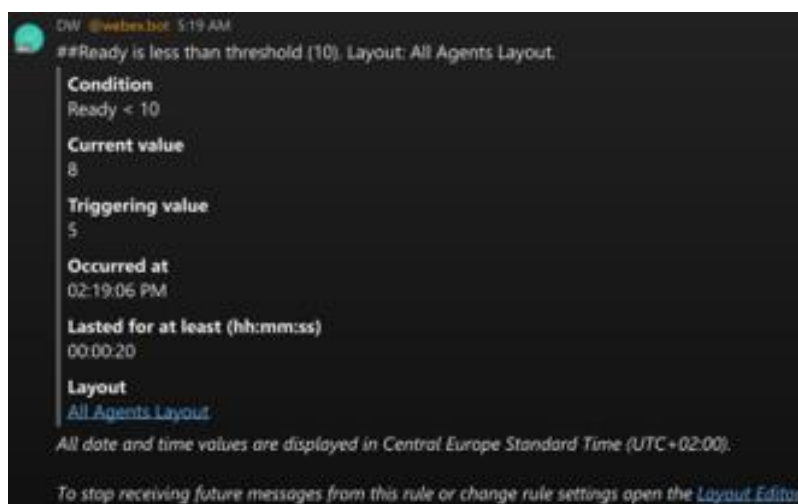
These csv files are a great way to display team or agent goals, or add various agent specific notes (PTO until Tuesday). Such data can then even be used in derived calculations (e.g. % fulfillment of agent's goal):

Name ↑	Team	Queues	Offered	Handled	Goal	Goal Progress	State	Reason
Sandra Martinez	Ideas as Usual	Marketing, Marketin...	0	0	2484	0.0%	Talking	
Susan Adams	The Serve Gremlins	Support, Support C...	0	0	2483	0.0%	Ready	

Thresholds and Real-Time Alerts

Pick a KPI, and define thresholds to make your metric

- change color,
- blink,
- make a sound (incl. playing an audio recording/announcement),
- send email,
- send IM message to Webex, Microsoft Teams, Discord, or Slack,
- send a text/SMS (note: a supported Texting API account must be provided by the end-customer)

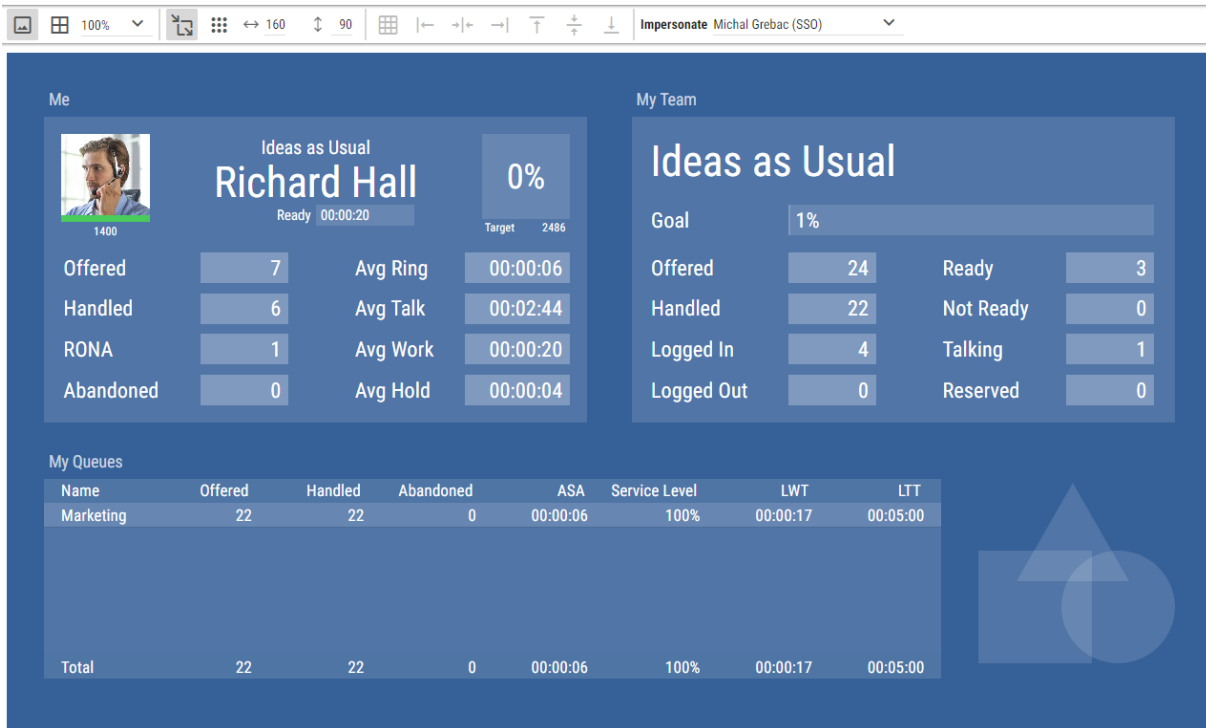


Use Business Units – Display Relevant Real-time Data

Users can only see and/or manage their own layouts since DW uses the concept of business units. BU can also serve as a **data silo**, allowing BU admin to only work with a relevant subset of contact center data.

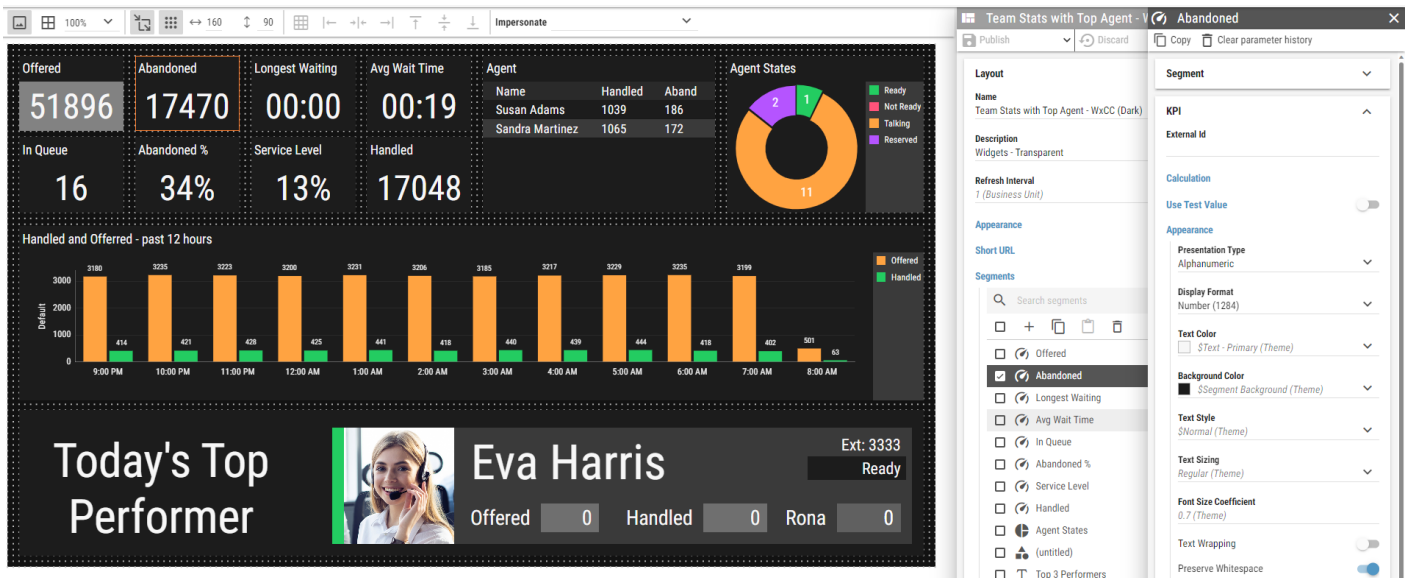
BU admins (contact center managers, supervisors) are also able to define a layout/board template that automatically displays **personalized data**. This means that instead of showing data about all call center queues, an agent gets to see metrics only about queues that s/he is part of. For added convenience, BU admins can preview how a layout appear for a specific user using the “impersonate feature”:

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Adjust Boards on Your Own

A web-based layout editor that is part of DW makes it easy to create a new layout, adjust an existing layout on the fly, or even create a variation of any of the existing layouts. All options are available via context menu on the right and changes made are shown immediately in the layout's preview on the left:



Your changes can be saved without publishing and even without changing your original layout, so you can always come back to it later:

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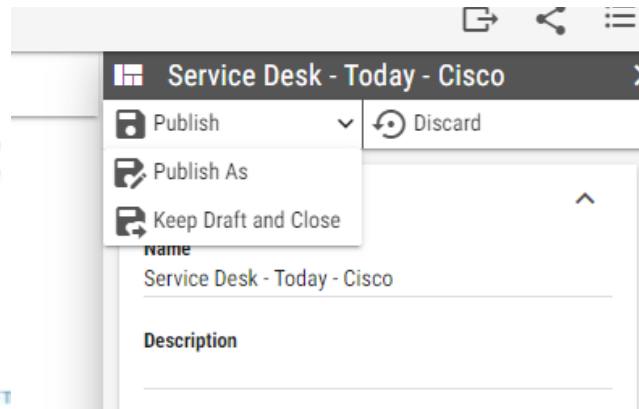
Edit layout

There is a draft version of this layout that has not been published. Do you want to continue editing this unpublished draft, or create a new draft? If you create a new draft, the existing one will be discarded.

Draft details

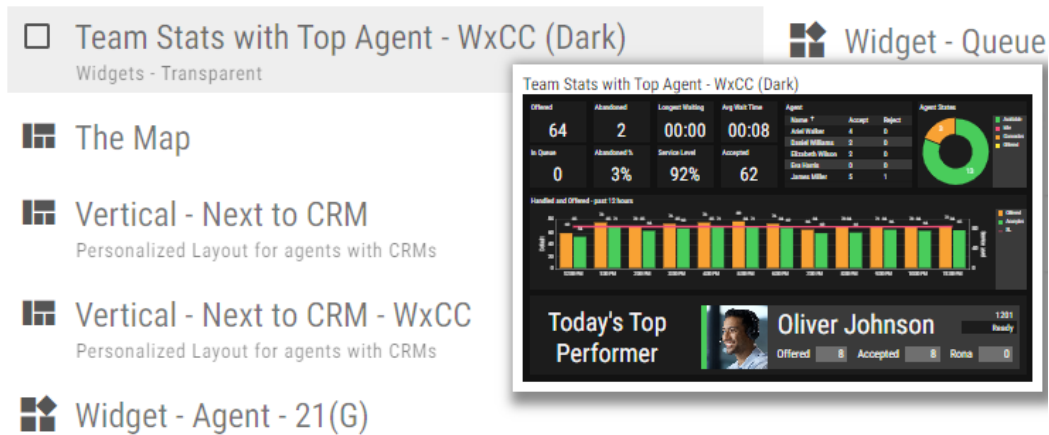
Created on: 6/28/2023, 4:32:54 PM
 Last modified on: 6/28/2023, 4:33:06 PM

[EDIT EXISTING DRAFT](#) [CREATE NEW DRAFT](#)



Intuitive Navigation

A **list of layouts** provides an overview of all the available layouts for the current BU, including allowing users to preview any layouts from the list itself (and data in such preview continuously refreshes if your cursor keeps hovering over the layout's name),



Layouts can be cross-linked to each other. User can start at a 10,000 feet overview layout:



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And from there **drilldown** to a specific list/grid of agents/queues (list of agents talking):

Name	Team	Queues	Offered	Handled	↓	Goal	Goal Progress	State	Reason
Michael Davis	The Service Demons	Help Desk, Help De...	6	6		2490	0.2%	Talking	
Mary Stevens	The Serve Gremlins	Support, Support C...	5	5		2491	0.2%	Talking	
Ariel Walker	Mystic Midnight Bots	Sales, Sales Chat	5	4		2500	0.2%	Talking	
Richard Hall	Ideas as Usual	Marketing, Marketin...	5	4		2486	0.2%	Talking	

Any grid can be **interactively filtered and sorted** (filters are retained between a user's session (until cleared)):

The screenshot shows a table titled "Agents 1/1" with columns for Name and Team. The table lists three agents: Ariel Walker, Noah Garcia, and Oliver Johnson, all from the team "Mystic Midnight Bots". A filter and sort menu is open over the table, showing options for sorting (Reset Sorting, Sort Ascending, Sort Descending) and filtering (Clear Filter). The filter mode is set to "Contains" and the text input field contains "mys".

Name ↑	Team ▼
Ariel Walker	Mystic Midnight Bots
Noah Garcia	Mystic Midnight Bots
Oliver Johnson	Mystic Midnight Bots

Team

✕ Reset Sorting

↑ Sort Ascending

↓ Sort Descending

✕ Clear Filter

Filter Mode

Contains ▼

Text

mys

2Ring Power Tool

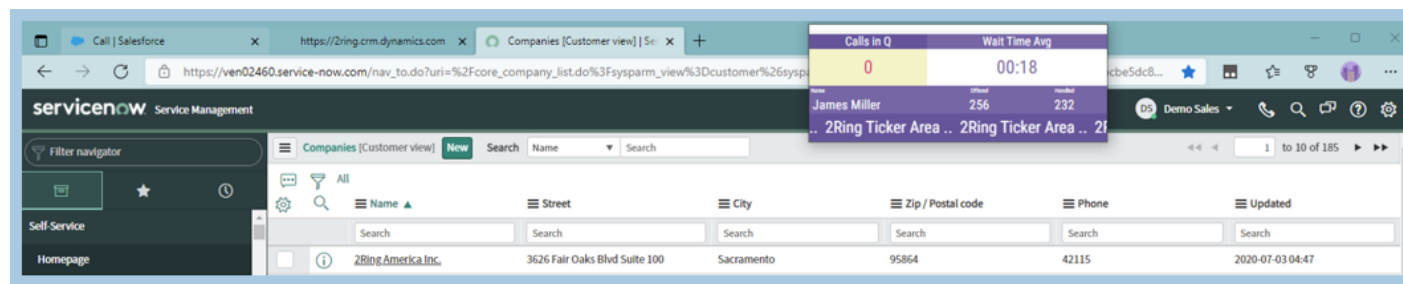
This is an optional application that comes with 2Rng Dashboards & Wallboards.

This tool is meant to:

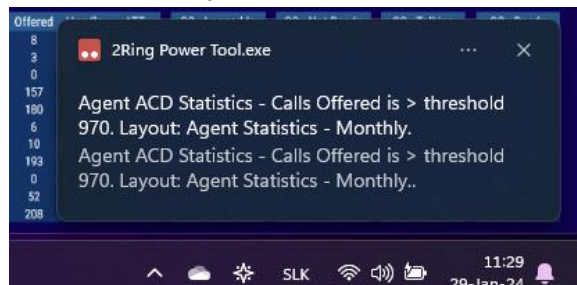
- get installed on an agent’s Windows PC / station,
- display a personalized layout to every agent:



- run in always-on-top mode and borderless mode (to always stay visible and take up as little screen real estate as possible),



- remember the last window size and the last window position selected by each agent,
- auto-launch as an agent logs in to his/her PC,
- support all DW layout segment types (e.g. scrolling marquee), and features (e.g. audible and visual alerts) just like a regular browser.
- execute a PowerShell, Python or Visual Basic script
- pop-up a toast alert that’s displayed on top of all the application windows.



Note: The tool can also stay hidden in the tray (or behind other application windows) and be used to only display toast alerts and other types of notifications. Finally, the tool can also integrate with kuando Busy Lights and make these lights change color, and blink as a result of thresholds set in a 2Ring DW layout.