2Ring Dashboards & Wallboards for Webex Contact Center ..

Business User Friendly Real-Time Reporting & Alerting ..

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Follow Us on X/Twitter: @2RingCX

Learn More: 2Ring.com/WebexCC

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by CISCO

Deliver Eye-Catching & Flexible Layouts ..

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

- Embed layouts into WebexCC Agent and Supervisor Desktop, or 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)

- Add layouts into a space in **Webex**, or to a channel in **Microsoft Teams** (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** sent via email, text message, or to your corporate IM client

Merge Multiple Data Sources

- Show **ServiceNow Data next to WebexCC 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**

MS Edge: Personalized Layout Next to the CRM

Additional External Content Types .. Digital Signage

- Current time & date

- Images

- Marquees & Tickers

- PPT / PDFs

- Social media feeds

- YouTube videos

- Weather

- Web pages - anonymous, iframe
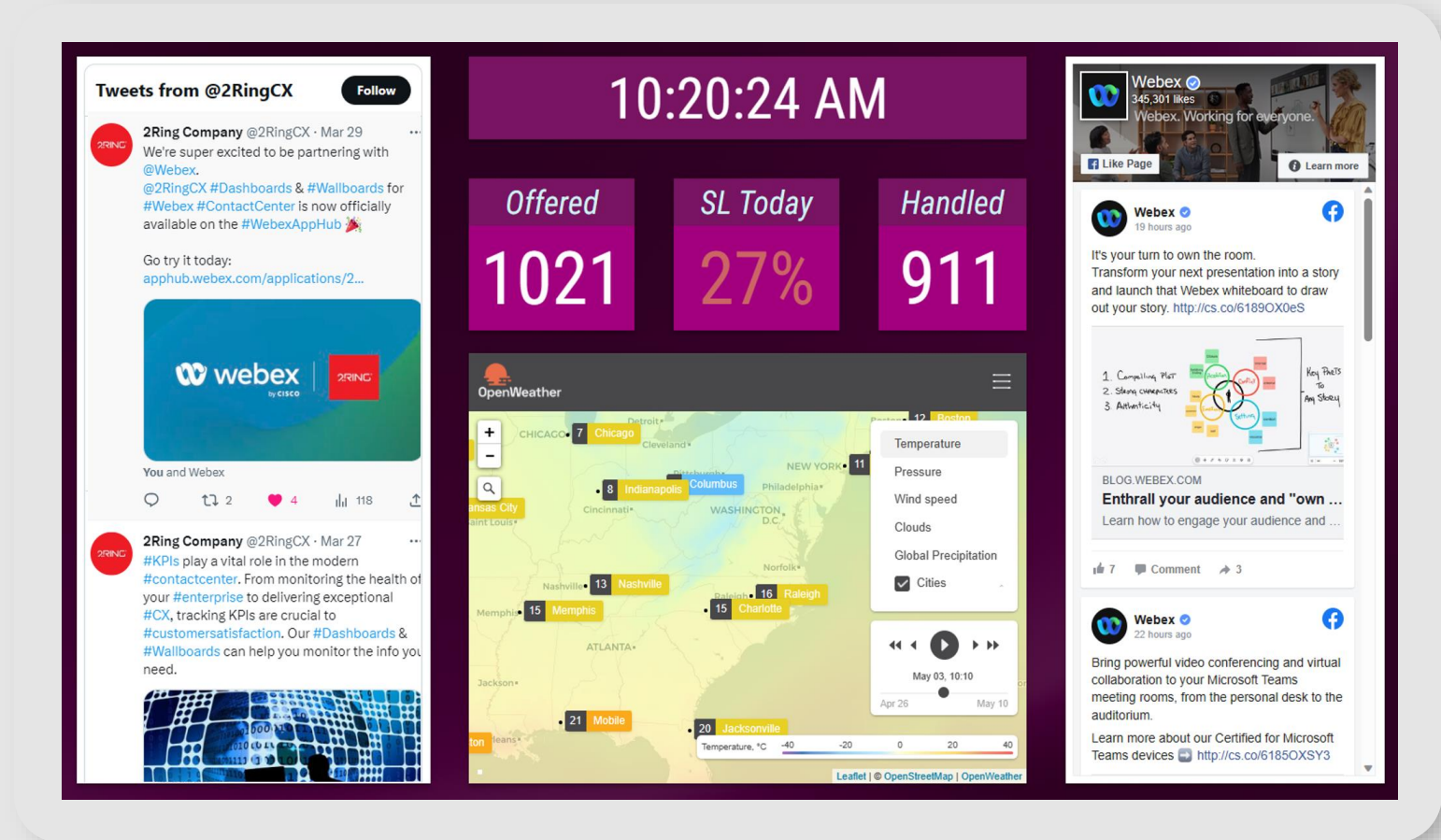
Real-Time Thresholds & Alerts ..

- **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** or **Webex Connect Account** to be provided by the end-customer

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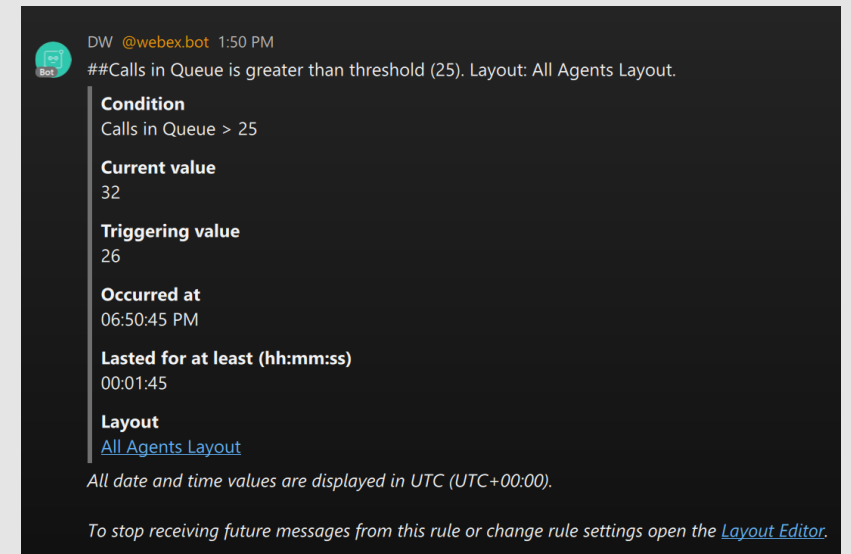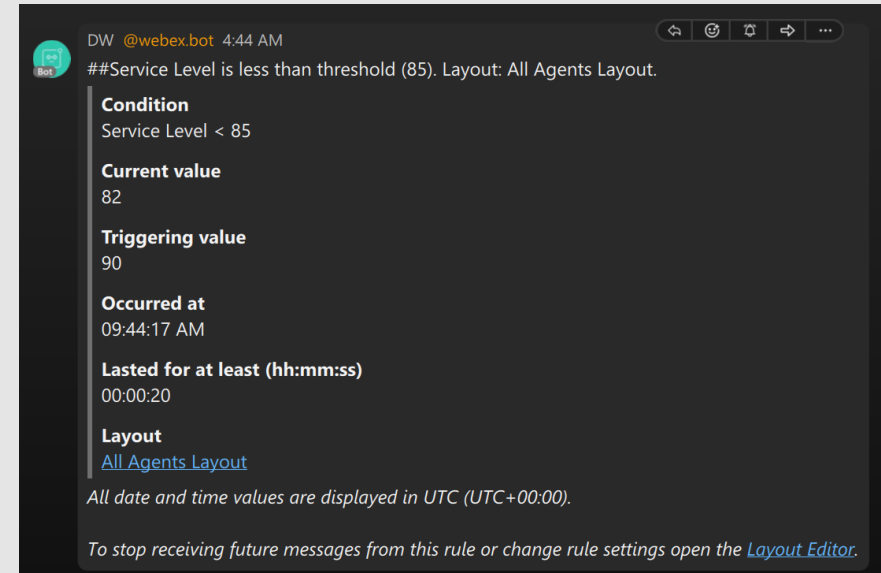
2Ring Cloud ..
Single Sign On

Import users from your corporate directories:

- Azure Entra ID (formerly Azure AD)
- Okta

Authenticate using credentials your users already know

Take advantage of all your corporate security controls such as

- MFA
- Password complexities

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2Ring Dashboards & Wallboards Proof of Concept ..

Requirements

- End-customer has seen budgetary pricing and is willing to move forward

- End-customer has defined at least ONE layout that they would like to receive as part of this PoC (to be captured & populated within our discovery template)

PoC Limitations

- Limited to a single BU

- Two Layouts

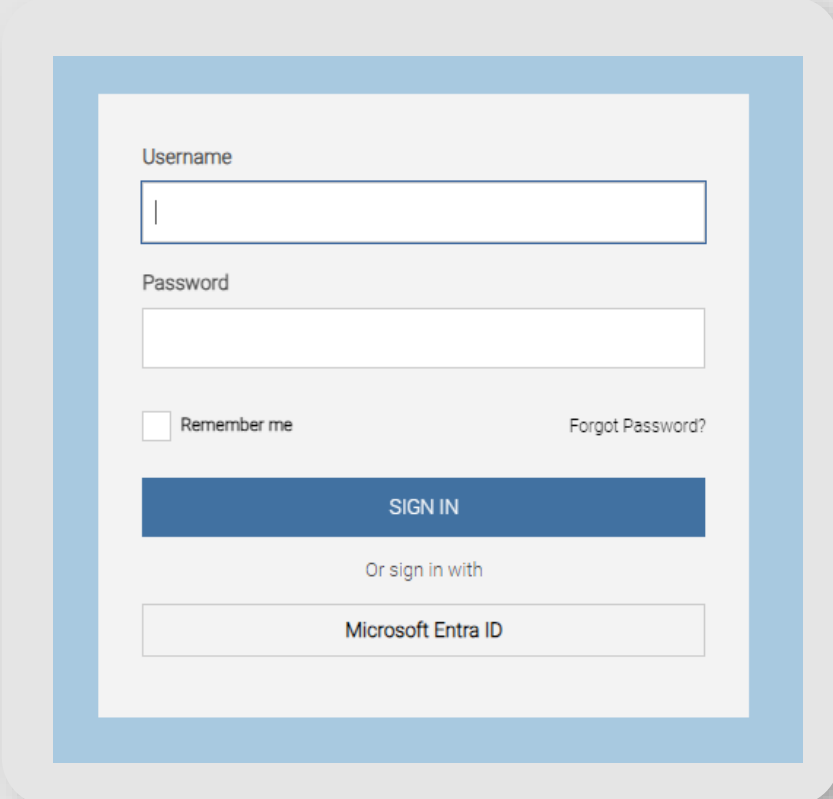- No training or documentation provided

- 30-day duration

  - Starting from when the new tenant is built out with 1-2 customer layouts as well as connected to their Webex CC environment

Required Customer Details for PoC

- Reseller: Company name, account executive and email
- Customer: Company name
- Product (incl. bundle): Dashboards & Wallboards (DW)
- Quantity/# of Licenses?
- Platform? E.g. WxCC & ServiceNow
- License-type: SaaS or Subscription
- Customer's Time Zone
- Customer's Main Contact: Customer contact name, email and cell-phone number

Instant Sample Layouts

- 2Ring.com/TryItWXCC

- 2Ring.com/TryItWXCCgrids

Let's Make a Few Things Clear ..

How to Quote / Order

- All SKUs through Cisco, via CCW / Ecommerce
- 2Ring Reseller Agreement is not required

Public Demo Cloud

- Request Access at 2Ring.com/DWWebexCCtrial
- To get your own NFR Tenant from 2Ring or to get your own Business Unit in our public cloud environment, please contact us.

Instant Sample Layouts

- 2Ring.com/TryItWXCC
- 2Ring.com/TryItWXCCgrids

Supported Cisco Platforms

- Cisco Webex Contact Center
- Cisco Webex Contact Center Enterprise*
- UCCX – Express*
- UCCE – Enterprise*
- PCCE – Packaged*

* Self-Hosted Subscription Only

How to Consume 2Ring

- 2Ring Cloud Subscription – 2Ring-SaaS
- 2Ring Self-Hosted Subscription – 2Ring-SB

Procurement .. Purchasing 2Ring DW

2Ring Dashboards & Wallboards (2Ring DW) is available via Cisco Ecommerce: www.cisco.com/go/ordering

Step 1	Step 2	Step 3
2Ring Cloud (2Ring-SaaS)

or

2Ring Self-Hosted (2Ring-SB) Subscription | New Customer

or

Existing Customer moving from perpetual licenses | Identify Number of Concurrent Agents (min 10) and initial term (min 12-months) |

PID	Description
2RING-SAAS	**2Ring Cloud Subscription**
2RC-DW-WXCC	2Ring DW - WebexCC - per concurrent agent/supervisor
2RC-DW-CRD	2Ring DW - WebexCC - per concurrent agent/supervisor – migration
2RING-SB	**2Ring Self-Hosted Subscription**
2RS-DW	2Ring DW – per concurrent agent/supervisor
2RS-DW-CRD	2Ring DW – per concurrent agent/supervisor – migration
2RING-1TF	**One-Time Activation Fees**
2RC-SERVICES	Setup, and training – CLOUD
2RS-SERVICES	Setup, and training – SELF-HOSTED

2RIng Cloud Subscription Ordering Example:

New Customer for 2Ring Cloud		
PID	Term	Descriptions and Inclusions
2RC-DW-WXCC	1 Year	2Ring DW - Cisco WXCC Connector - per concurrent agent/supervisor
2RC-SERVICES	n/a	2Ring Service Activation Fee (Cloud)

2Ring Terms

- 2Ring Cloud at www.2Ring.com/LegalCloud
- 2Ring Self-Hosted at www.2Ring.com/Legal

Support, Delivery, and Customer Success with 2Ring

2Ring offers an exceptional onboarding experience from introduction through to discovery, delivery, and ongoing customer satisfaction.

Delivery Timeline for 2Ring DW

- Order's hold released once basic information gets confirmed
- Tenant available in 2-3 business days
- Custom Layouts and Credentials Shared with Admin shortly after
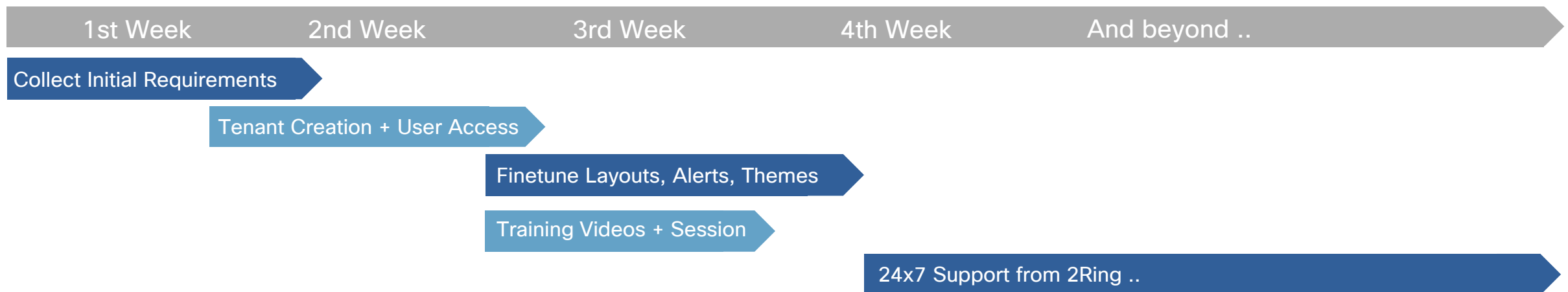- Training videos on YouTube + Webex Session once requested

2Ring Cloud SLA

- 24 x 7 Customer Support
  - Reality: <1 hour avg. response time
- 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

| 1st Week | 2nd Week | 3rd Week | 4th Week | And beyond .. |

Collect Initial Requirements

Tenant Creation + User Access

Finetune Layouts, Alerts, Themes

Training Videos + Session

24x7 Support from 2Ring ..

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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**

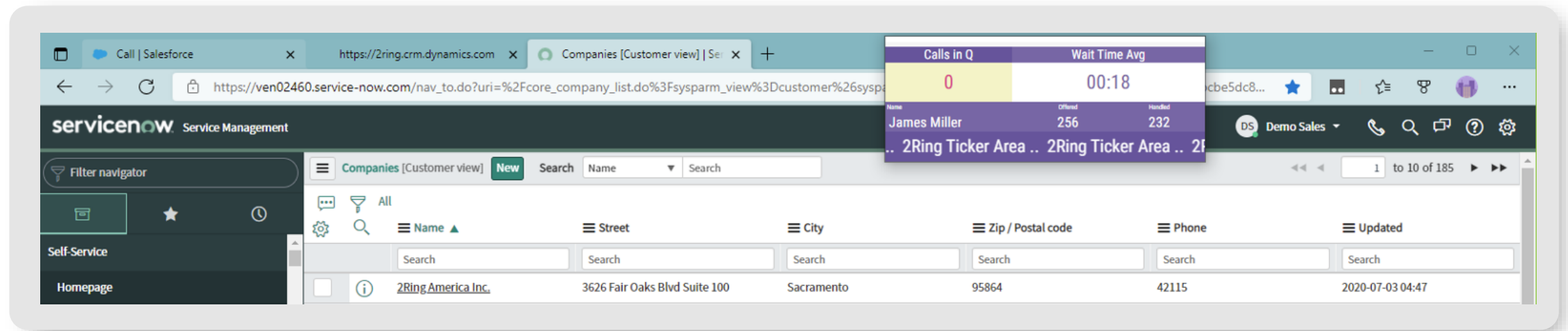**Metrics can change colors and blink based on thresholds**

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

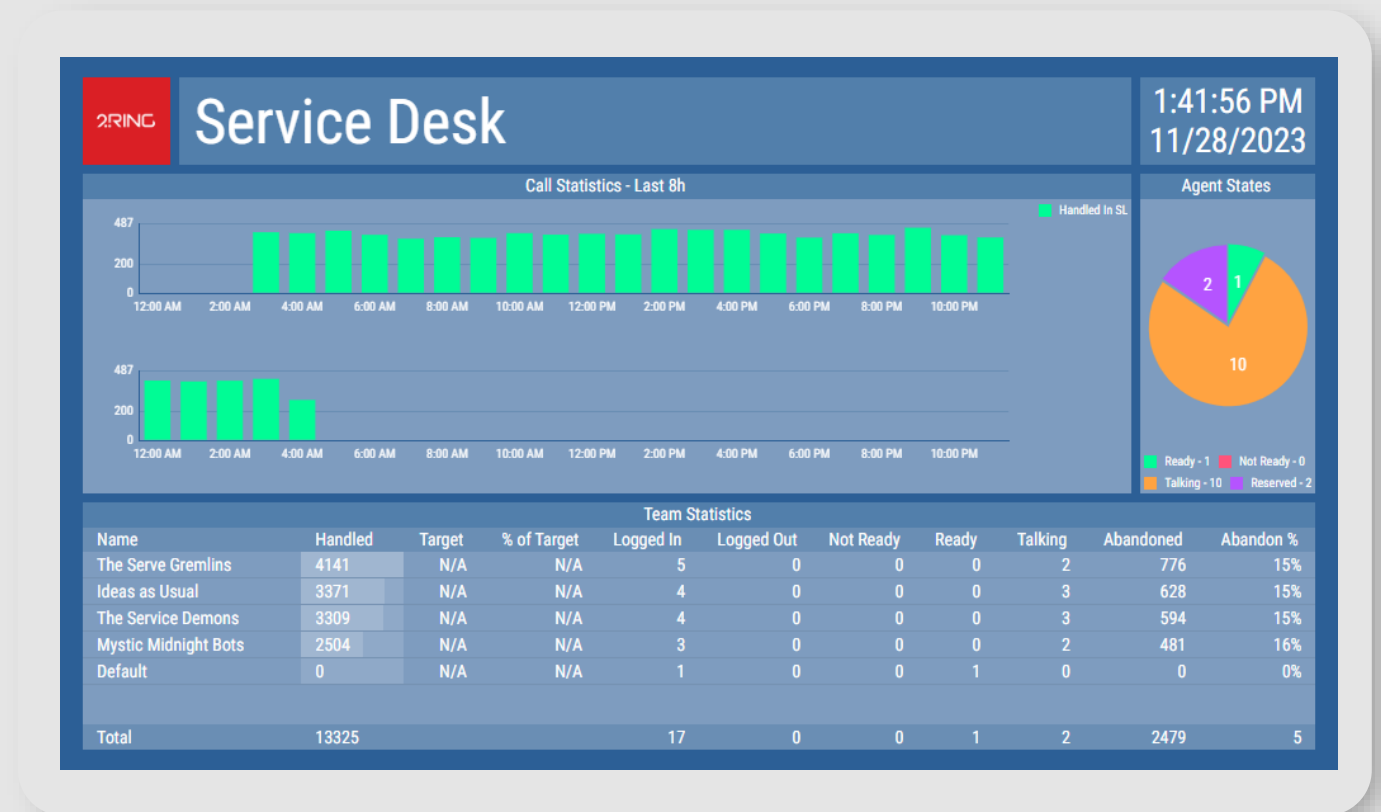Deliver **toast alerts** based on any of the configured KPIs*

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 bonusa was met that day)
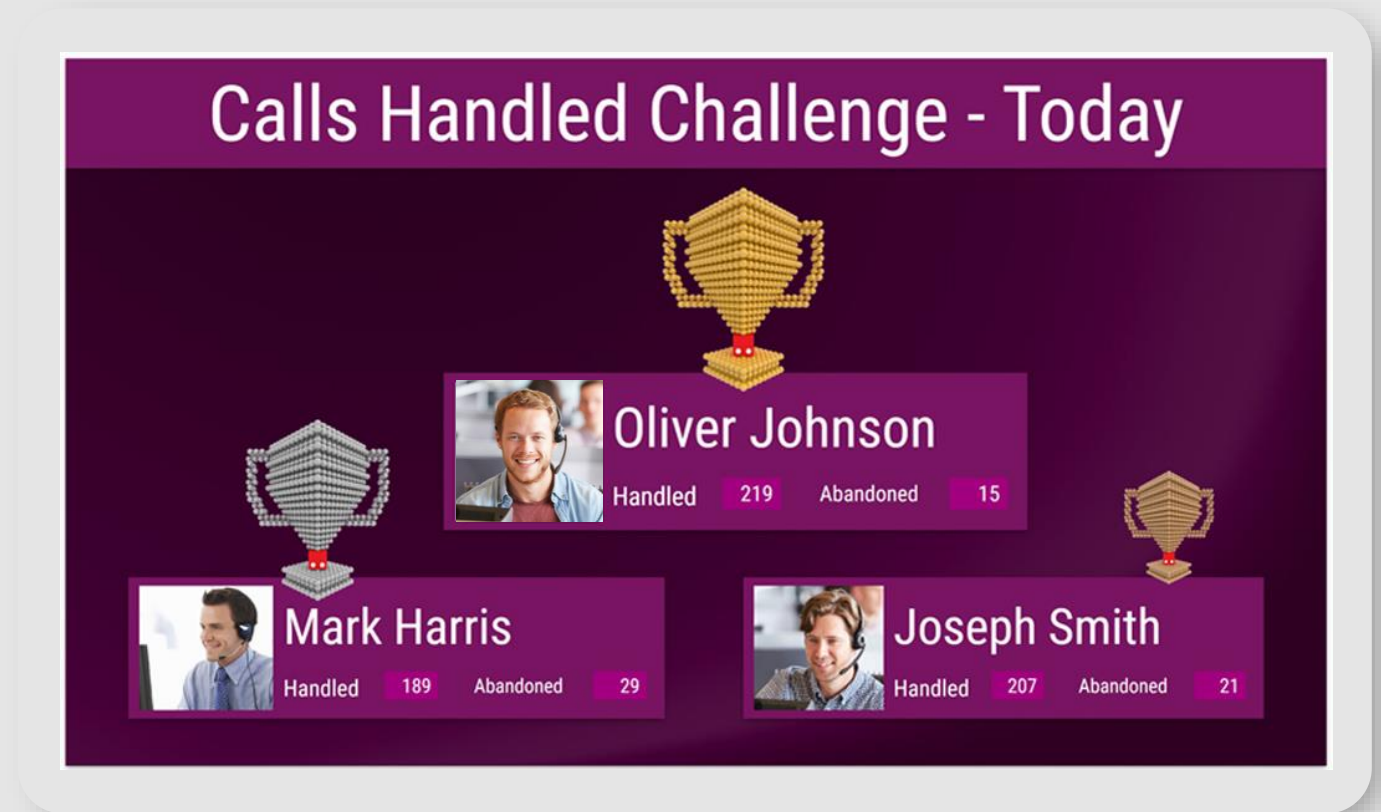

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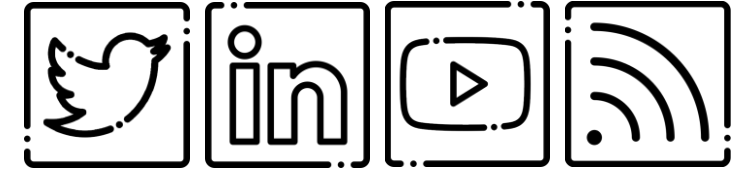
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Gamification: Highlight Personal Achievements ..

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

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Contacts ..

2Ring .. Questions

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2Ring .. Links to Remember

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

2Ring.com/WebexCC ..
2Ring.com/DWWebexCCTrial ..
2Ring.com/WebEx ..
2Ring.com/TryItWXCC ..
2Ring.com/solplus