

2RING®



2Ring Dashboards & Wallboards ..

Real-Time Reporting & Alerting
for Five9

Follow Us on X: @2RingCX

Learn More: 2Ring.com/Five9





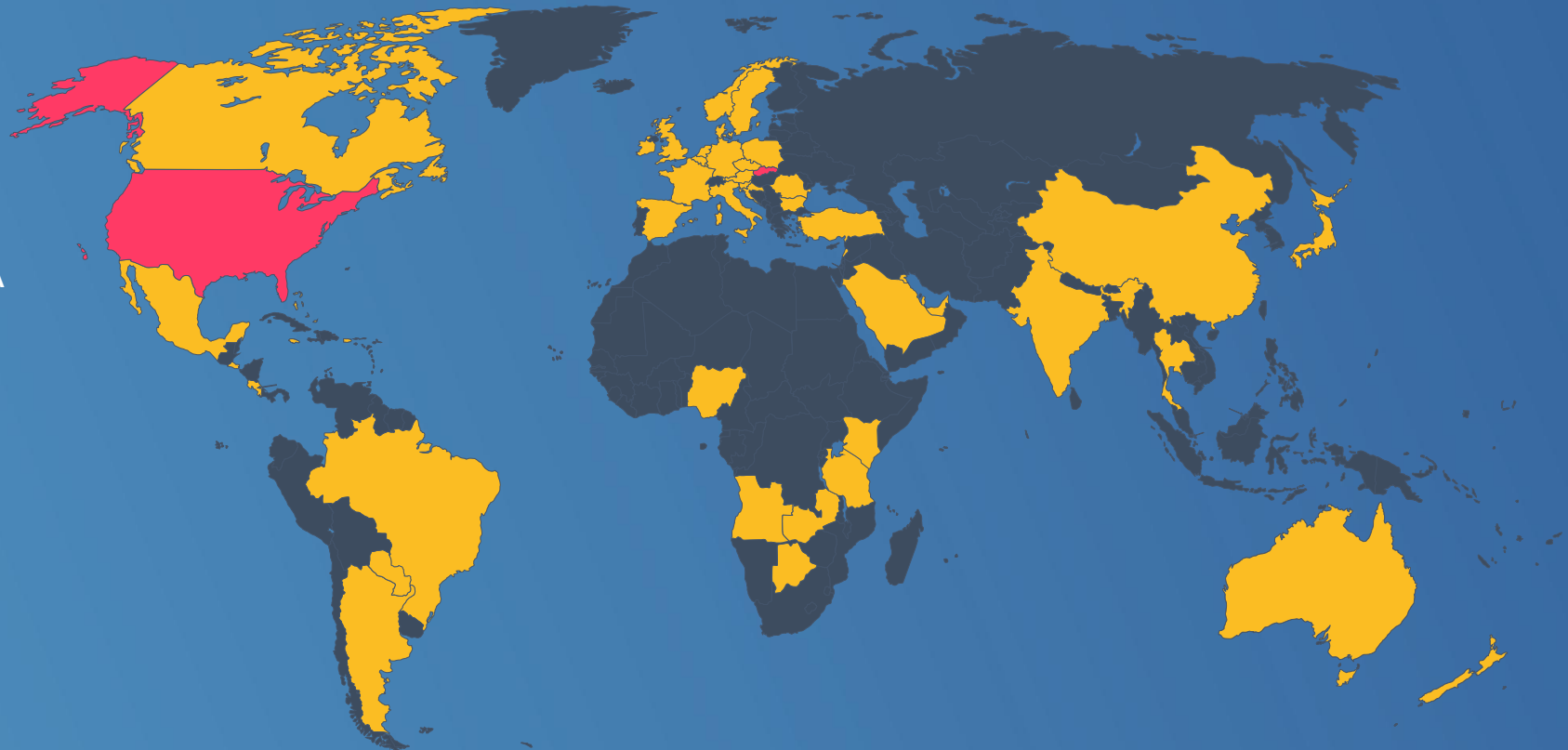
About 2Ring ..

Founded in **2001**

Global Presence / Customer Base

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

ISV Partner with **Five9®**, **Amazon**,
Calabrio®, **CXone®**, **Cisco®**, **Genesys™**,
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 Five9 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 one-off agreements via Five9.

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
2RING-SAAS	2Ring Cloud Subscription
2RC-DW-F9	2Ring DW – Five9 Connector – per concurrent agent/supervisor
2RC-DW-F9-3Y	2Ring DW – Five9 Connector – per concurrent agent/supervisor – 3-Year Prepaid Cloud Subscription
2RC-DW-F9-CRD	2Ring DW – Five9 Connector – per conc agent/supervisor – migration
2RC-DW-F9-3Y-CRD	2Ring DW – Five9 Connector – per concurrent agent/supervisor – 3-Year Prepaid Subscription - migration
2RING-1TF	One-Time Activation Fee
2RC-SERVICES	Setup, and training - CLOUD

How to Consume 2Ring Service

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

Public Demo Cloud

- Request access at www.2Ring.com/DWFive9Trial
- Resellers, 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, www.2Ring.com/TryItFive9



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 Webex Training Session with 2Ring Trainer available per request

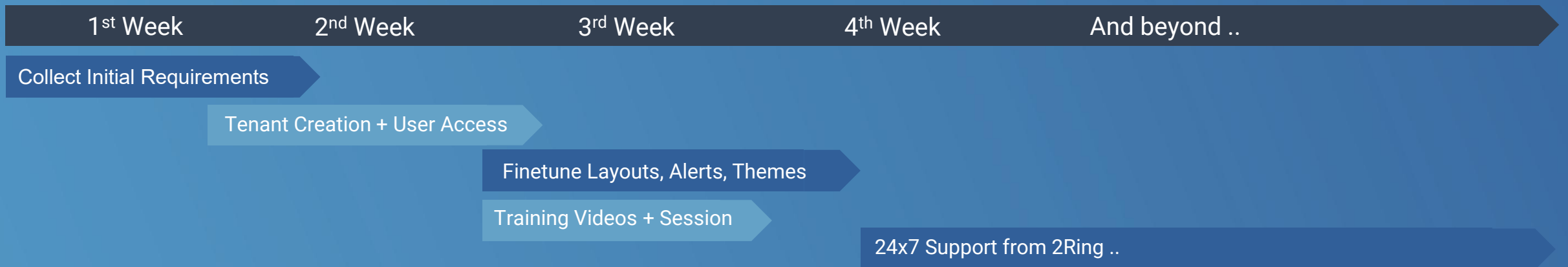
2Ring Cloud SLA

- 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





Customer Win: VSP Vision

"2Ring has provided us with a solution that more than meets our business needs. Providing customizable live metrics and alerting capabilities has given us the visibility we need to effectively manage our call centers. The 2Ring support and development team have been amazing partners throughout the stand-up process and beyond."

Cody Pena, Business Technical Analyst





Customer Win: Credit Union of Colorado

"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 credit union."

Morgan Petterson, Manager



**CREDIT UNION
OF
COLORADO®**
A FEDERAL CREDIT UNION



Proven by Hundreds of Customers Worldwide ..

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.

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.**

.. 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.

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.

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.

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.**

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.

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.**

.. 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.

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.**

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.**

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.**

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.

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.

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.

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

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.

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.

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MS Edge: Personalized Layout Next to the CRM ..

The screenshot displays a web application interface within a Microsoft Edge browser window. The browser's address bar shows two URLs: `https://d2400000haioeao-dev-ed.lightning.force.com` and `https://dw91.2ring.cloud`. The application interface is divided into several sections:

- Lightning Console:** A table titled "Cases" with columns for Case Number, Subject, Status, Date/T..., and Case Owner Alias. It lists 24 cases, all with a status of "New".
- Agent Information:** A sidebar on the right shows the profile of Ariel Walker, who is "Not Ready". It includes statistics: Offered (1779), Accepted (1462), and Goal (58%).
- Queue Statistics:** A section showing "In Queue" (21) and "Longest Waiting" (00:25). It also displays "Abandoned" (6130) and "Avg Engaged Time" (00:19).
- Service Level:** A section showing "Service Level" (82%) and "Abandoned %" (34%).
- Agent States:** A donut chart showing the distribution of agent states: Available (3), Idle (2), Connected (9), and Offered (1).
- Omni-Channel:** A section at the bottom right showing "New (0)" and "My work (0)" items.

The interface is designed to provide a personalized and efficient workflow for CRM agents, integrating various data points and status indicators into a single view.

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MS Edge: Personalized Layout Alongside the Agent Desktop ..

The screenshot displays the Five9 agent desktop interface within the MS Edge browser. The interface is personalized for agent Kevin Schleising, who is logged in as '2Ring' with email 'kevin.schleising@2ring.partner' and phone '0013'. The status is 'Ready (Voice, VM, Text)' with a 0:18 timer. The softphone (2837669) is connected. The main workspace shows 'MY SKILLS' with a 'Change...' link and a table of skills:

MY SKILLS	Change...	Call	Text	Timer
Sales		-	-	0:00
Service		-	-	0:00

The right sidebar contains a profile card for Mark Harris (Ready) with statistics: Offered 1160, Accepted 961, Goal 0%. Below this is a 'Longest Waiting' section showing 17 in queue and 00:27 longest waiting time. Further down is an 'Abandoned' section showing 4129 abandoned calls and 00:19 average engaged time. The 'Service Level' section shows 75% service level and 34% abandoned percentage. The 'Agent' table lists agents and their performance:

Agent	Name	Accept	Reject
Richard Hall	1004	178	
Elizabeth Wilson	1002	156	
Ariel Walker	996	193	
Patricia Johnson	981	164	
Karen Robinson	979	181	
Robert Rodriguez	978	183	
Daniel Williams	977	168	
Noah Garcia	975	186	
James Miller	969	184	
Mary Stevens	966	189	

The 'Agent States' section features a donut chart showing the distribution of agent states: Available (green, 2), Idle (pink, 2), Connected (orange, 7), and Offered (purple, 4). The bottom status bar shows 'ACD Status: My Skills 2, Calls 0, Callbacks 0, Longest Wait 0:00' and the time 'GMT+00:00 2:49 pm'.



Deliver Eye-Catching & Flexible Layouts ..

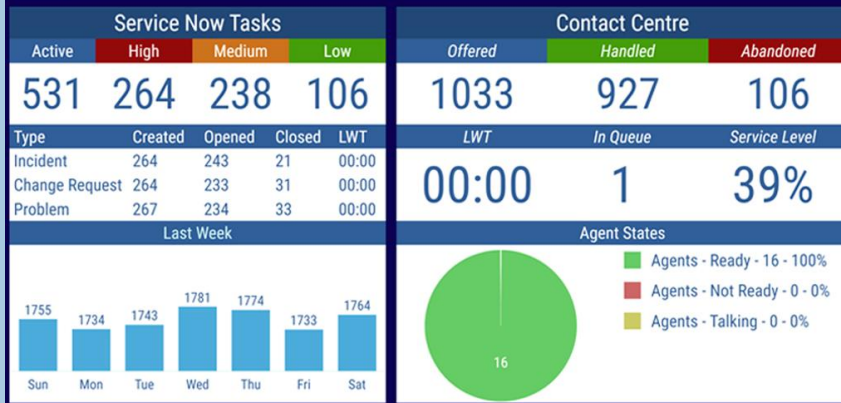
Calls Handled Challenge - Today



Oliver Johnson



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



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



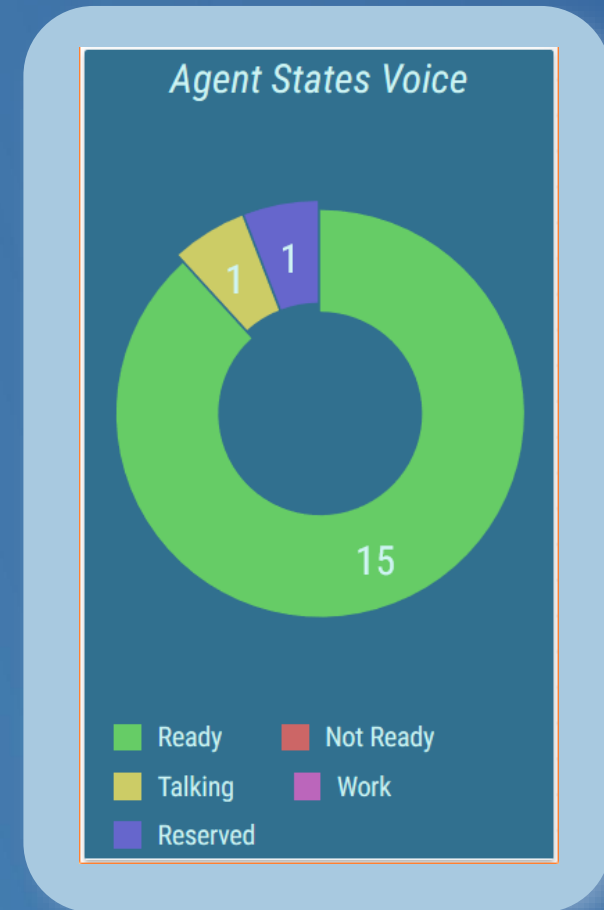
Real-Time Reporting Friendly to Business Users ..

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.



The logo for 2Ring, featuring the text "2RING" in white on a red background.The logo for Five9, featuring the text "Five9" in white on a light blue background.

Let's make a few things clear ..

Public Demo Cloud

- Request access at 2Ring.com/DWFive9Trial
- 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/TryItFive9

How to Consume 2Ring Service

- 2Ring Cloud Subscription (SaaS)
- 2Ring Terms are available at 2Ring.com/LegalCloud
- Licensed by number of **Concurrent Agents** (min 10) and initial term (min. 12-months)
- Onetime **activation fee** includes creation of an initial set of custom layouts (up to 10) and a training session as well.



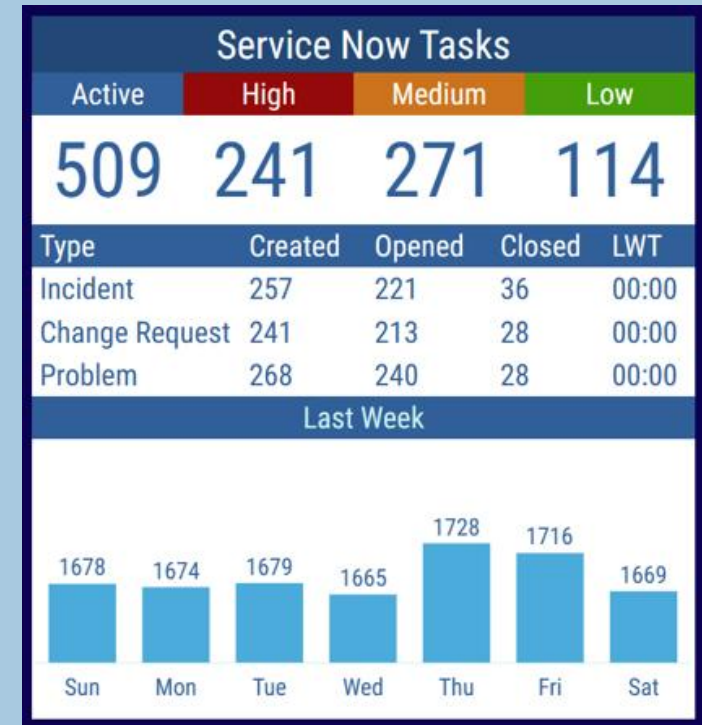
Use Multiple Data Sources ..

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

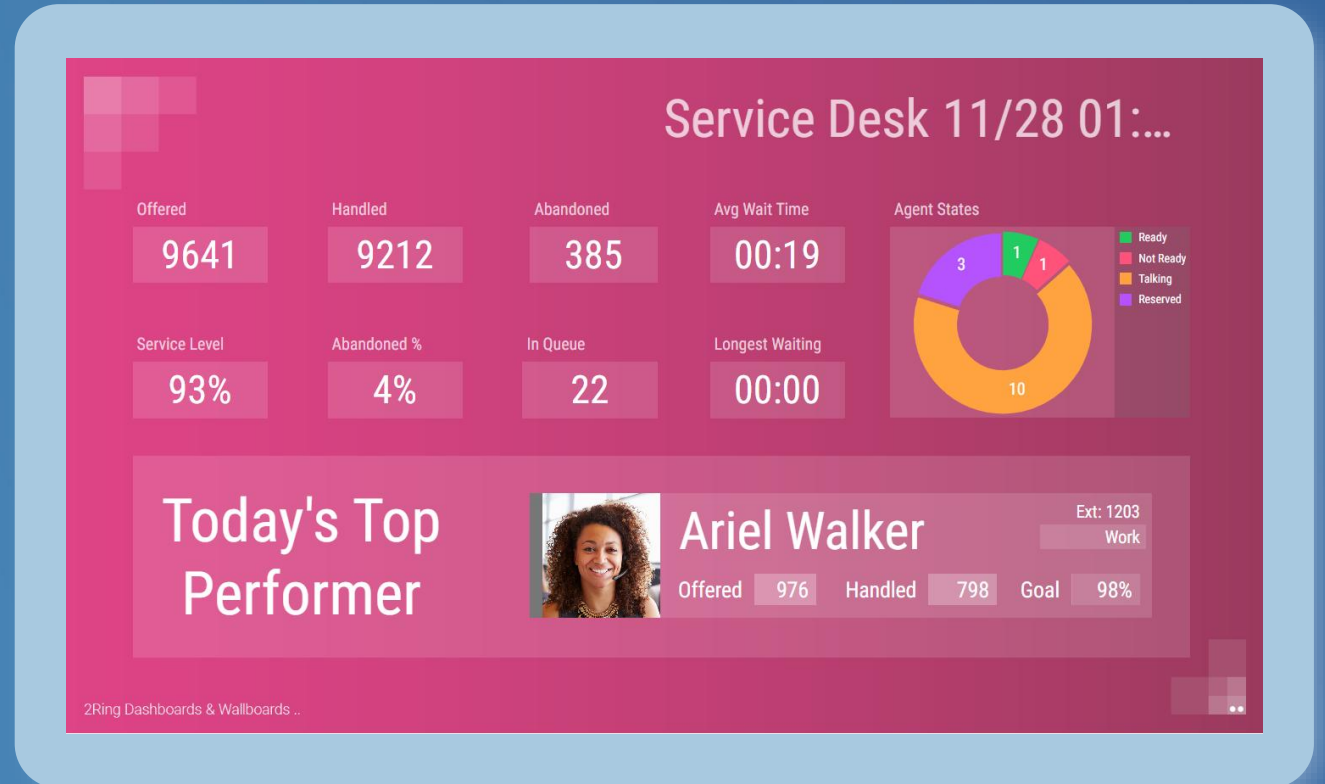


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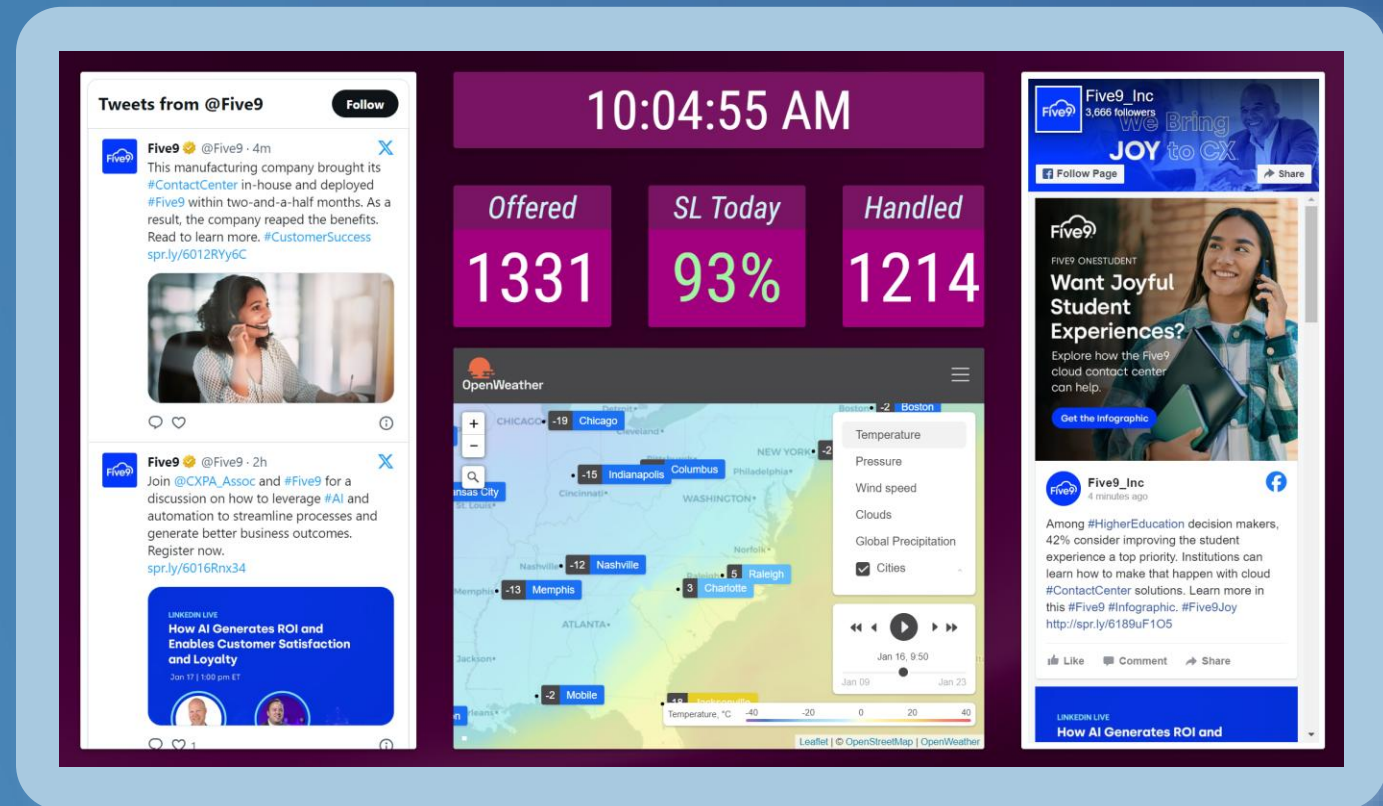
Media Content: Import media files to enrich your layouts ..

- 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



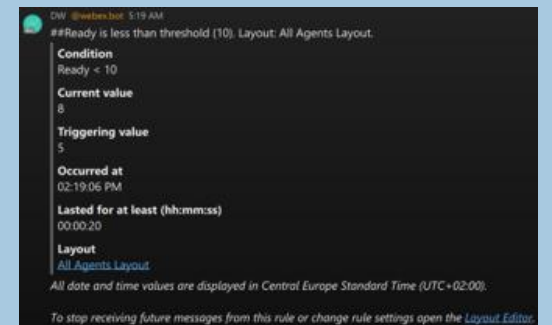
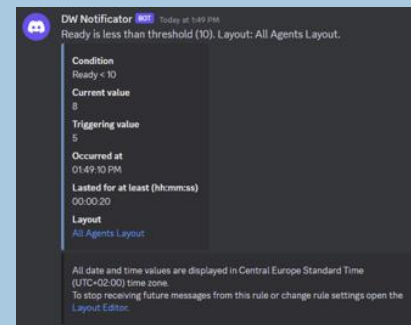
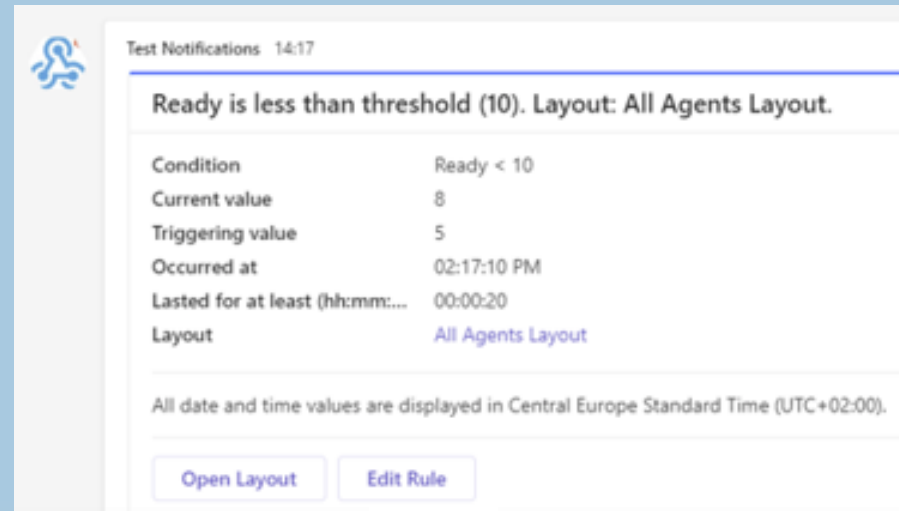
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Real-Time Thresholds & Alerts ..

- 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



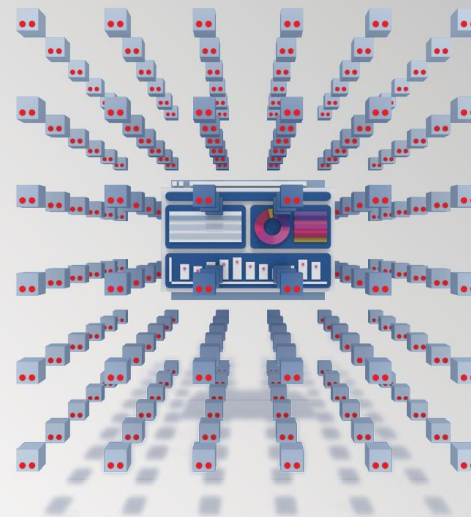
Business Units (BUs) / Data Silos ..

Create 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



The 2Ring logo, featuring the text "2RING" in white on a red background.The Five9 logo, featuring the text "Five9" in white on a light blue background.

2Ring Cloud .. Single Sign On

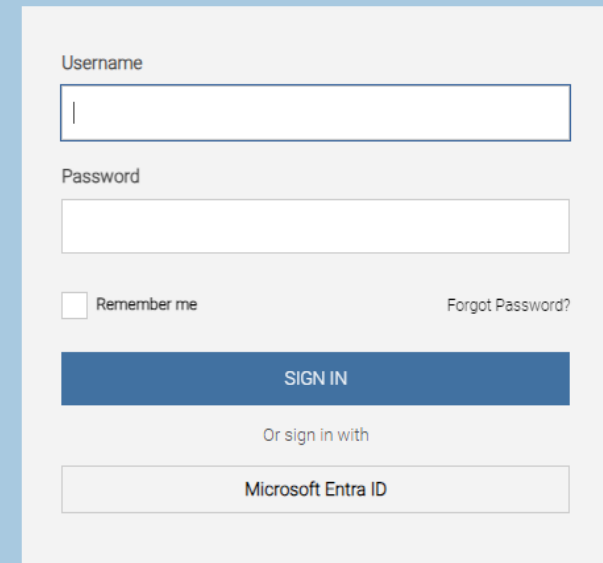
Authenticate using credentials your users already know

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

A screenshot of a single sign-on login form. It features a "Username" field, a "Password" field, a "Remember me" checkbox, a "Forgot Password?" link, a "SIGN IN" button, and a "Microsoft Entra ID" button. The form is set against a light blue background with a subtle gradient.

Username

Password

☐ Remember me [Forgot Password?](#)

SIGN IN

Or sign in with

Microsoft Entra ID

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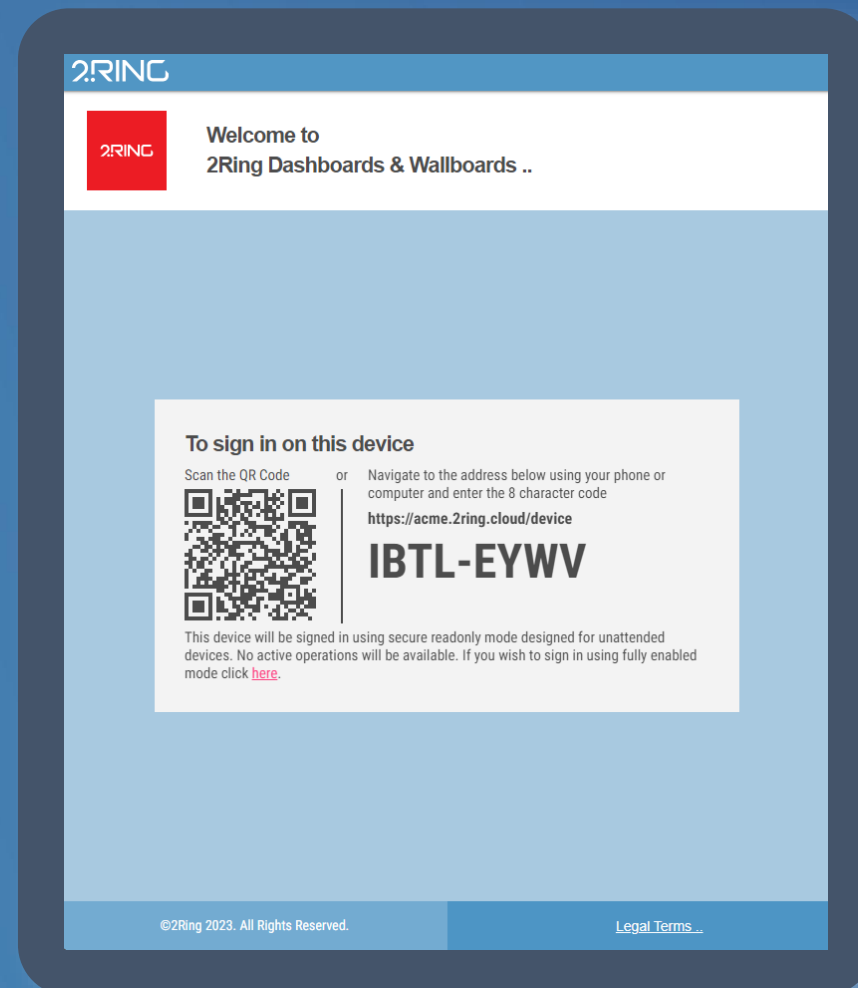
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Device Friendly Login Experience

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



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External Users & Sharing Access ..

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

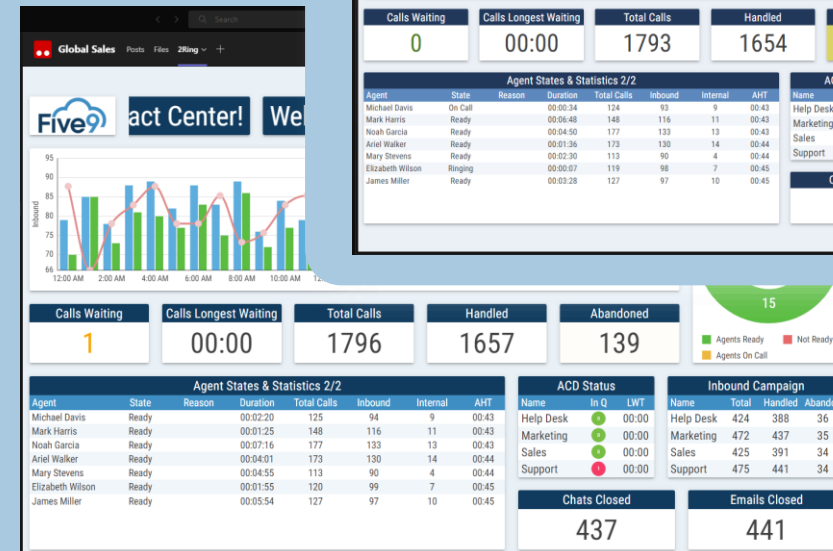
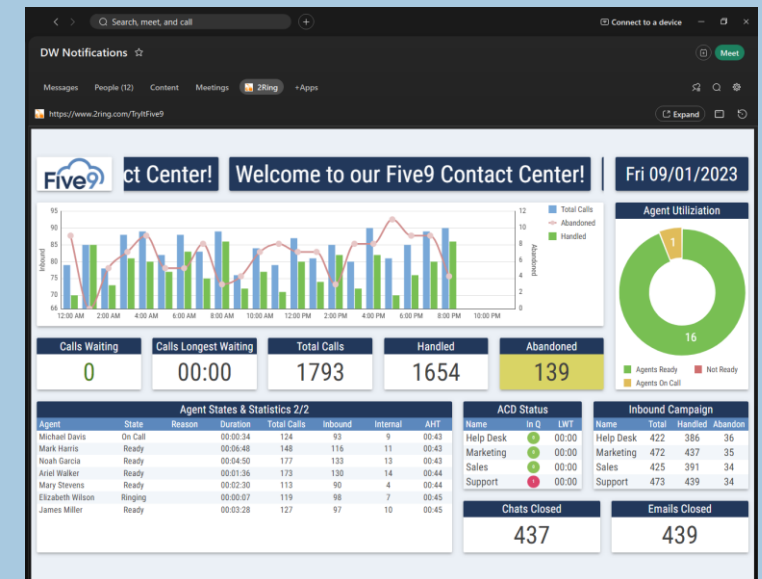
- Embed layouts into Webex space or into MS Teams Channel

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

The screenshot displays a web browser window with multiple tabs. The active tab is 'Companies [Customer view] | Search'. The main content area shows a 'servicenow. Service Management' interface. On the left, there is a 'Filter navigator' with options for 'Self-Service' and 'Homepage'. The main table lists company information with columns for Name, Street, City, Zip / Postal code, Phone, and Updated. A '2Ring Ticker Area' overlay is visible in the top right corner, displaying call metrics for 'James Miller'.

Name	Street	City	Zip / Postal code	Phone	Updated
2Ring America Inc.	3626 Fair Oaks Blvd Suite 100	Sacramento	95864	42115	2020-07-03 04:47

2Ring Ticker Area overlay data:

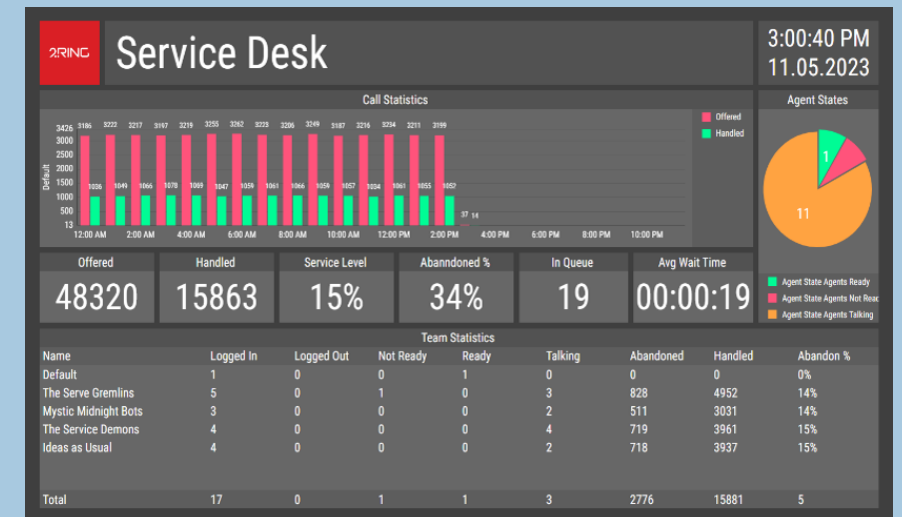
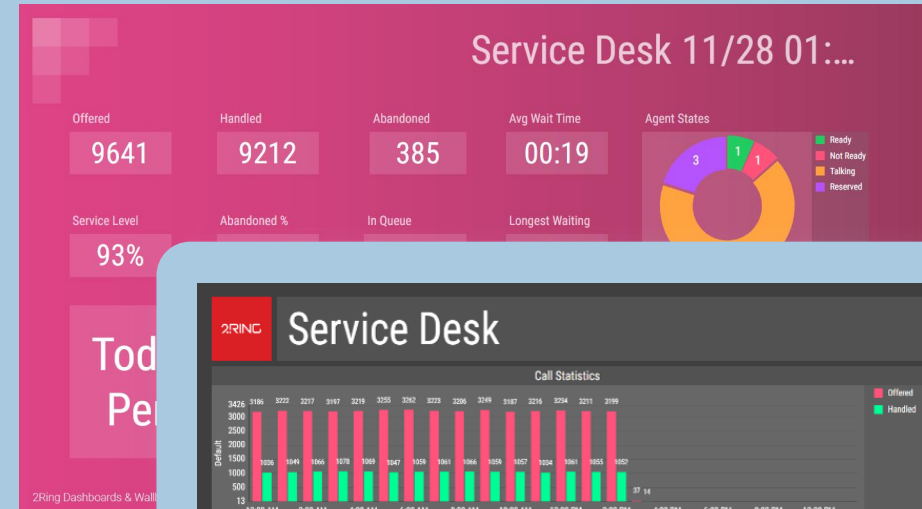
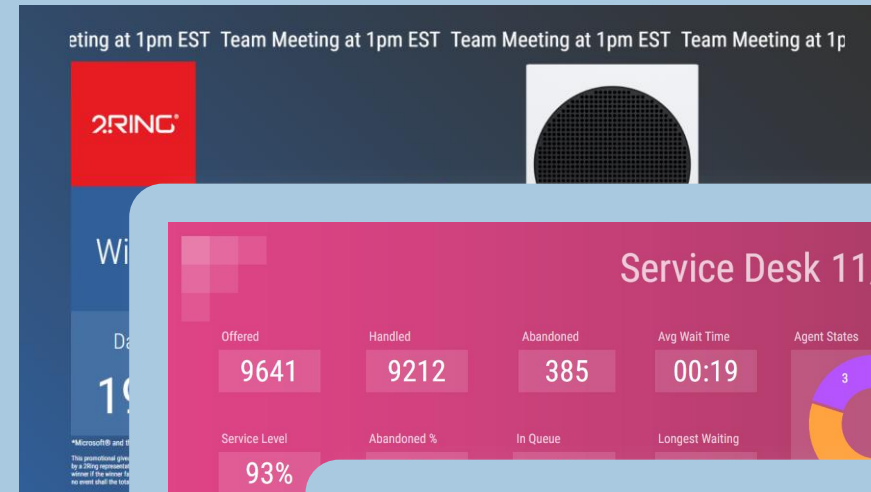
Calls in Q	Wait Time Avg
0	00:18

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Your Content & Your Style ..

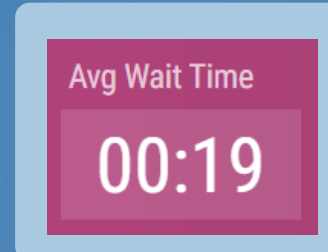
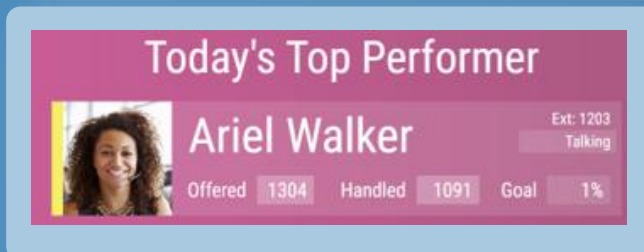
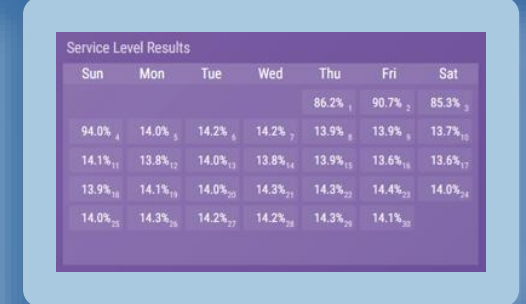
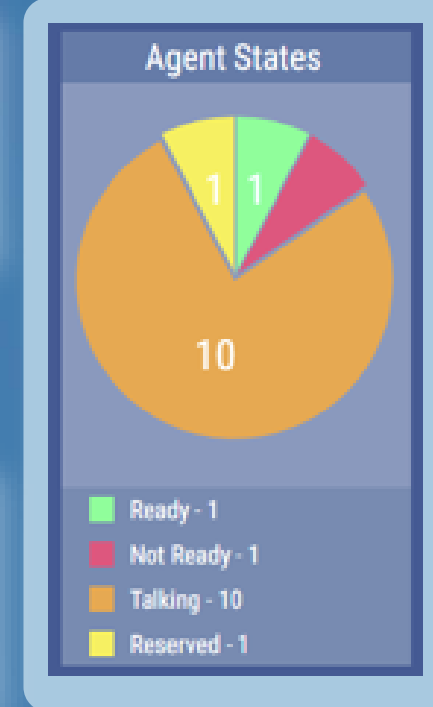
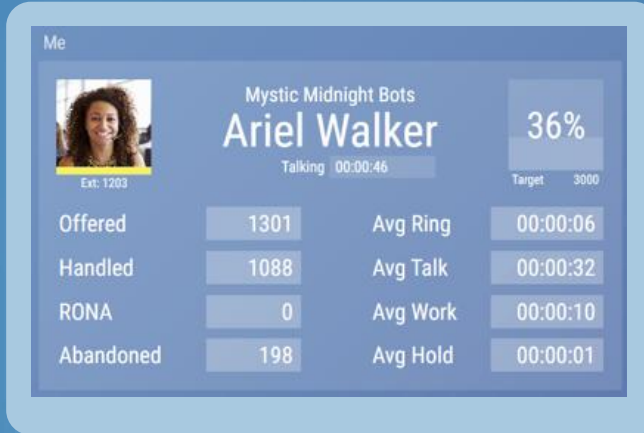
- Use a background image or settle on a solid color
- Use built-in fonts or supply your own
- Filter, sort, and auto-page your grids for Agents, Queues etc.
- Sequence segments or entire layouts
- Combine multiple values into a single row (merge multiple queues into a single row)
- Create layouts to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



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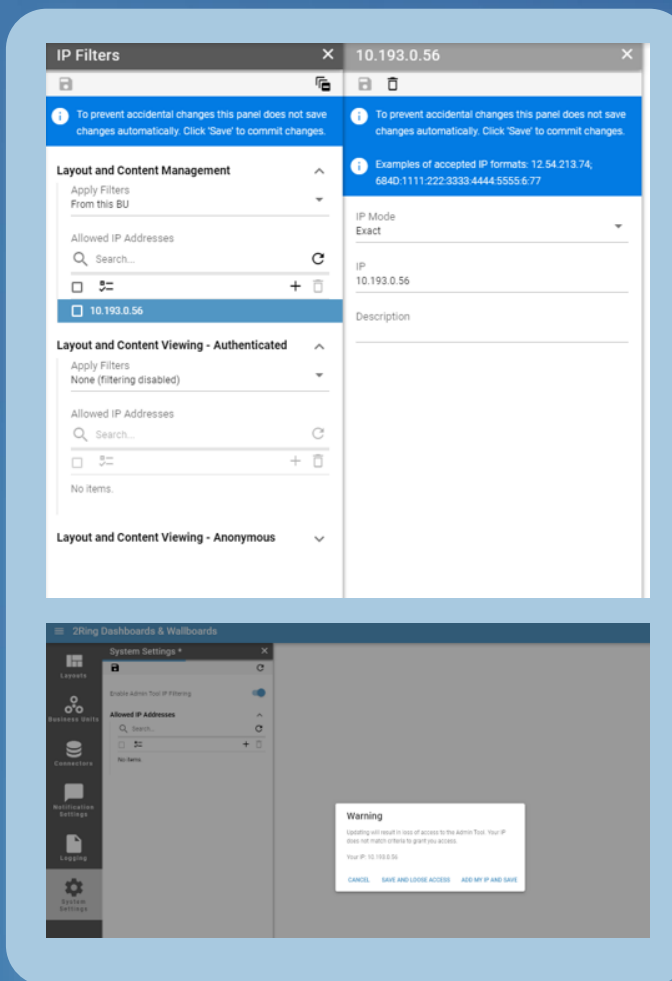
Widgets: Talking Heads / Floor Maps .. Pie Charts, Timeline Charts, Word Cloud



2Ring Cloud .. IP Filtering at BU Level

Anonymous Access

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



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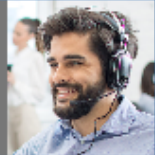
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Importing Custom Data from CSV

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	jmiller	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	nicholson	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%

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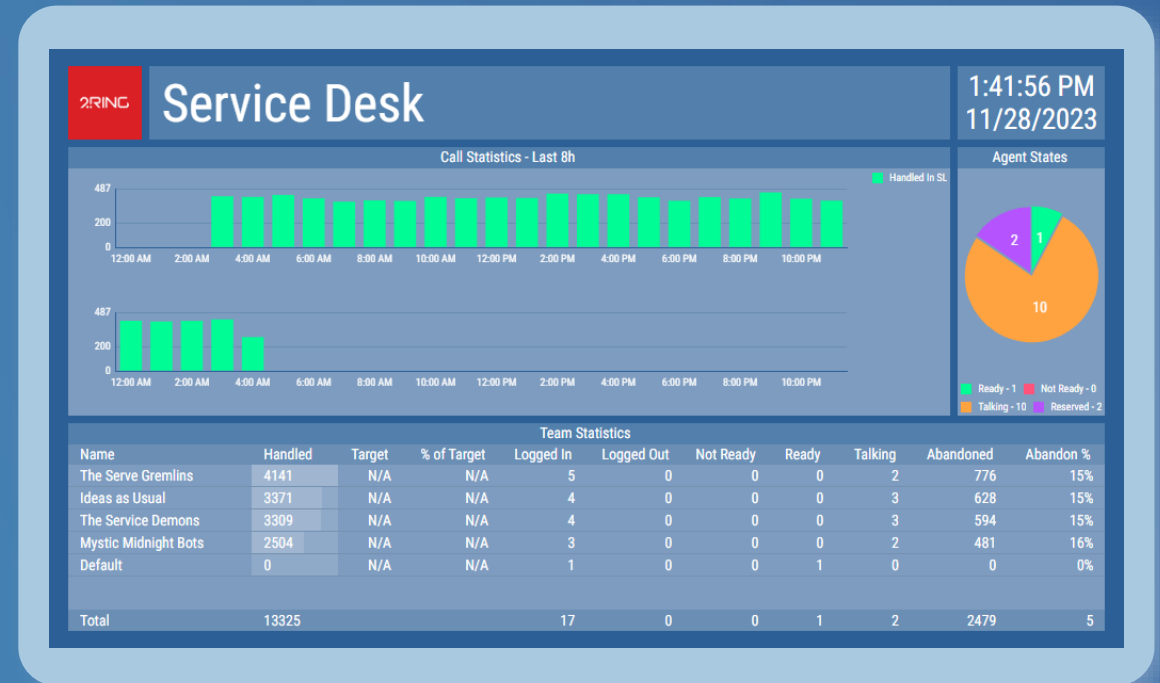
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Historical Trending of Real Time Data ..

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)



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Gamification: Highlight Personal Achievements ..

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

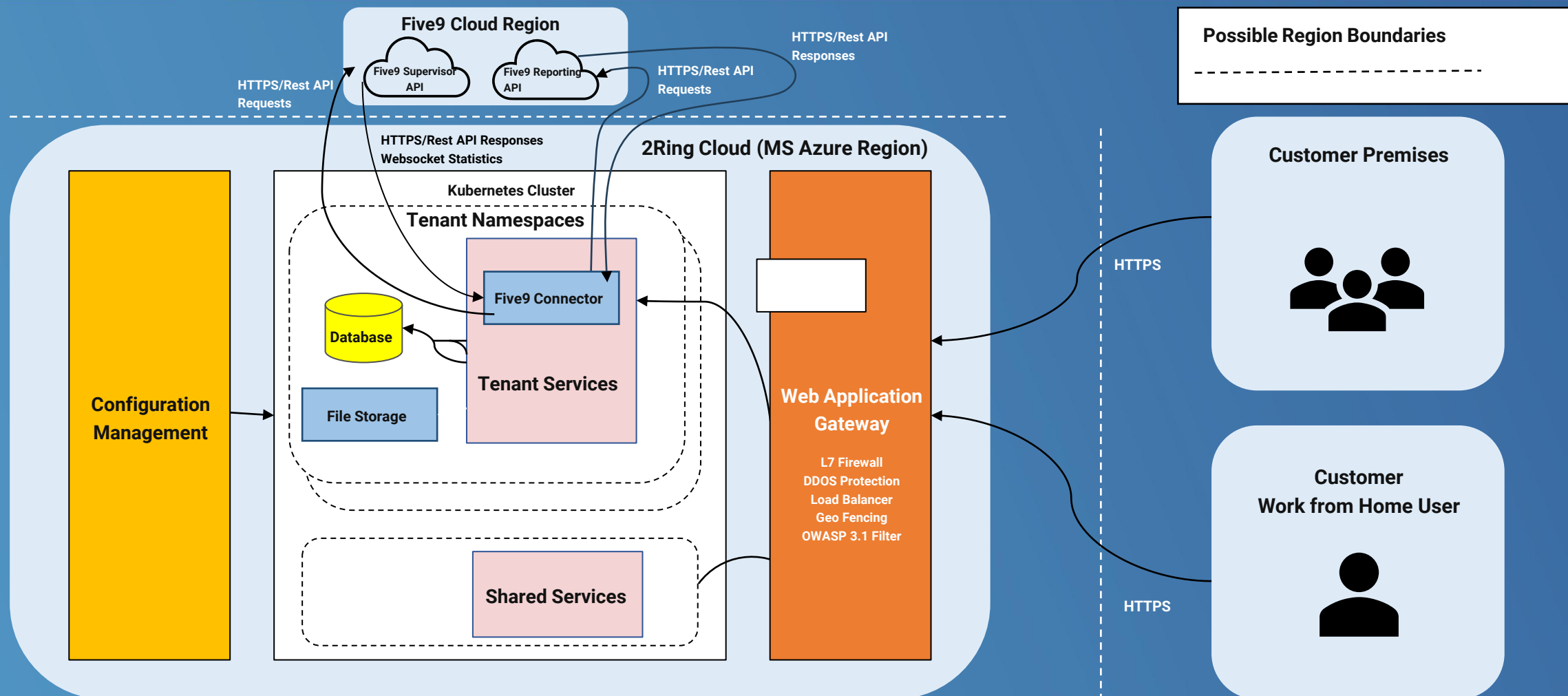
Use dynamic layouts to position best performers on top of the podium

Combine data with visual elements to deliver any artistic outcome





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.



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Contact Us ..

2Ring .. Questions

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