

QUICK GUIDE WALLBOARD



SEE WHAT IS HAPPENING IN THE COMPANY'S RESPONSE GROUPS IN REAL TIME

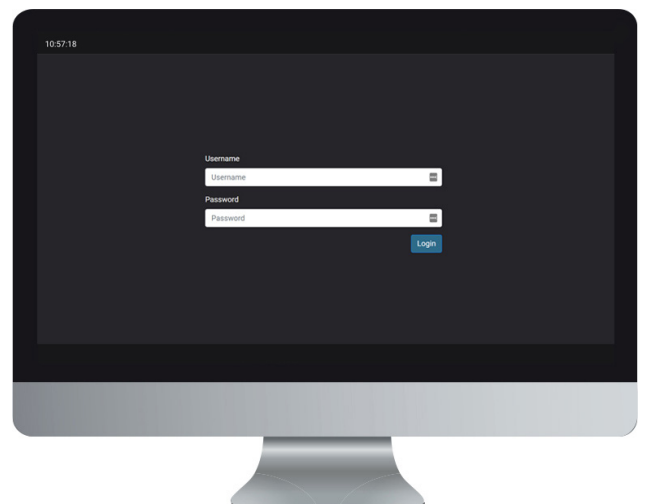
Do you want to make more data-driven decisions regarding your customer service? Wallboard allows you to get a visual overview of your response groups.

1

LOG IN

Go to wb.dstny.se to log in.

You use the same login information that you use in your company PBX.

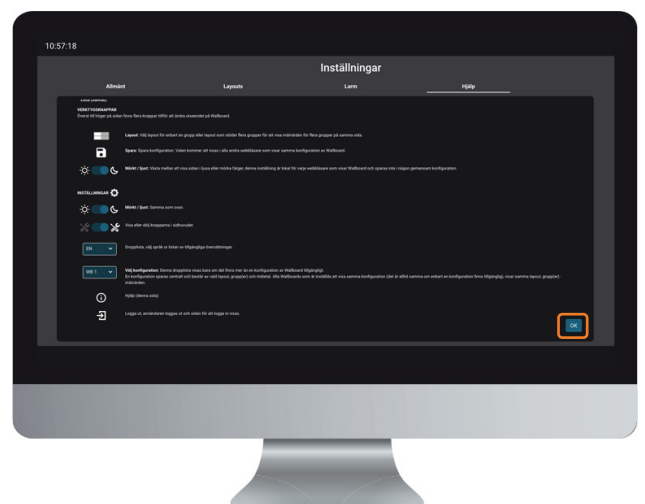


2

WALLBOARD HELP PAGE

The first time you log in to Wallboard you will go directly to its help page. Here you will find brief information on how to get started and use the service.

Click **OK** to proceed.

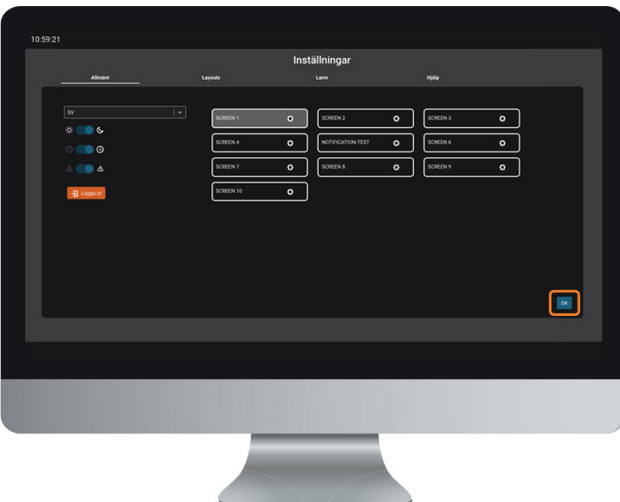
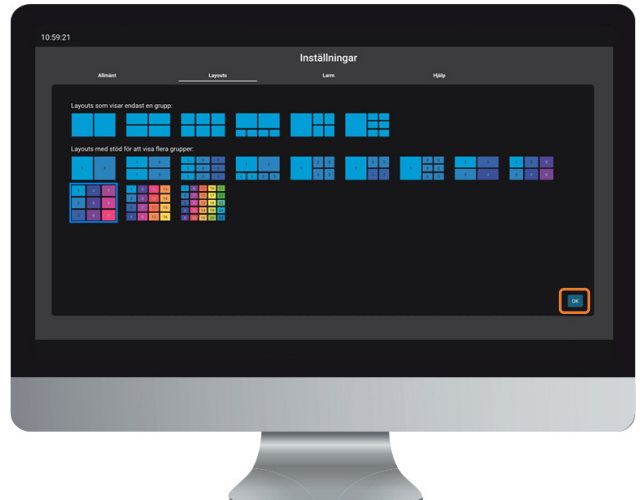


3

SELECT THE NUMBER OF ACD GROUPS

Wallboard has different layouts depending on how many measured values you want to see. Here you also choose if you want to see statistics from one or more response groups. When you choose the layout, the number of response groups is symbolized by different colors. The number of boxes symbolizes the number of measured values that can be displayed per group.

Select the layout you want to use and click **OK**.

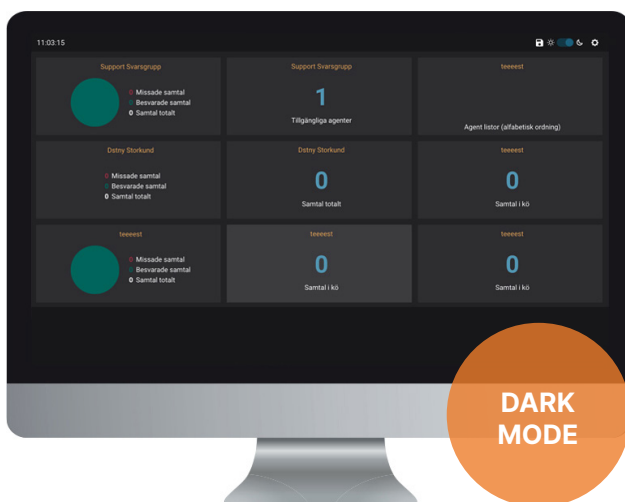


4

GENERAL SETTINGS

Under general settings, you will find things such as language options and settings for different screens. With Wallboard you can have two different screens set and with Wallboard Plus you can have up to 10 screens set. Here you can also choose between Dark mode and Light mode.

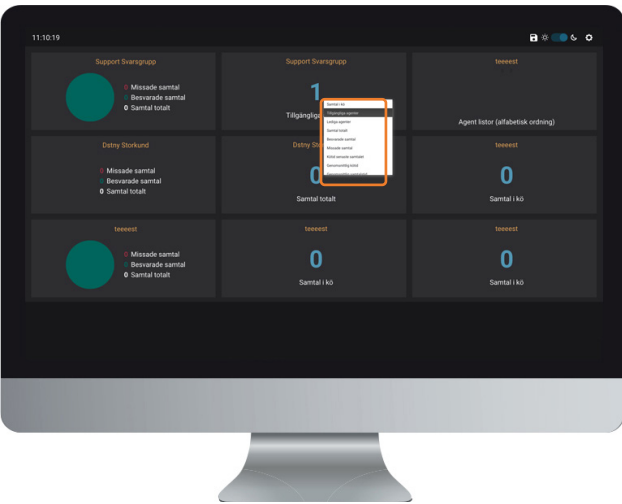
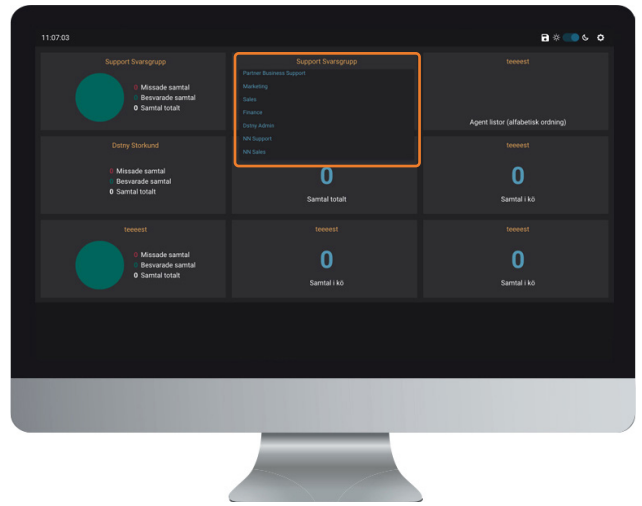
Select the screen you want to display and click **OK**.



5

CHOOSE ACD GROUP

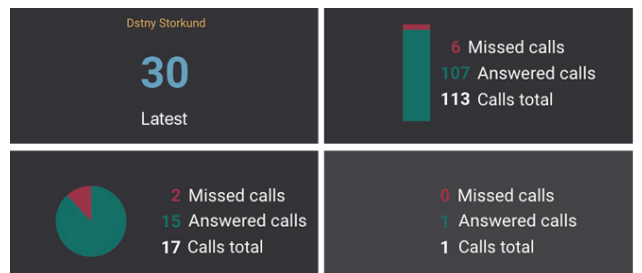
To specify which ACD group should appear in the box, click on the upper part of the box. Note that when you select a new ACD group, all associated boxes in that layout will change.



6

CHOOSE METRICS

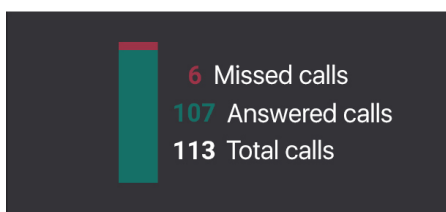
To then select which metrics you want to see in each box, click on the number, or graph, that appears. In the menu you can then select a new metric value or graph.



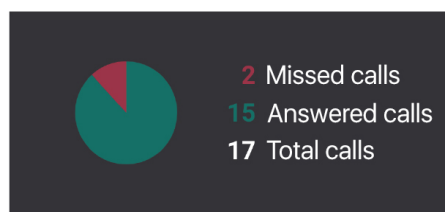
EXPLANATION OF METRICS

- Calls in Queue:** How many calls are waiting to be answered.
- Available agents:** How many available agents in the group.
- Free agents:** How many agents are available to receive calls.
- Calls total:** Total amount of calls for the last 12h.
- Answered:** Total amount of answered calls for the last 12h.
- Missed calls:** Total amount of missed calls for the last 12h.
- Recent call waiting time:** Queue time for the latest call to the group.
- Average waiting time:** Average time in queue for the last 12h.

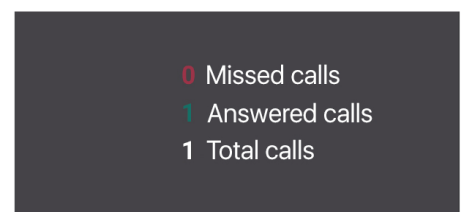
- Average call duration:** Average duration of answered calls for the last 12h.
- Forwarded calls:** Total amount of calls forwarded to another destination in the last 12h.
- Agent lists:** Overview of available/unavailable logged in agents in a group and their status.
- Bar chart, Pie chart or List (Calls):** Displays answered, missed and total amount of calls for the last 12h.



Bar chart



Pie chart

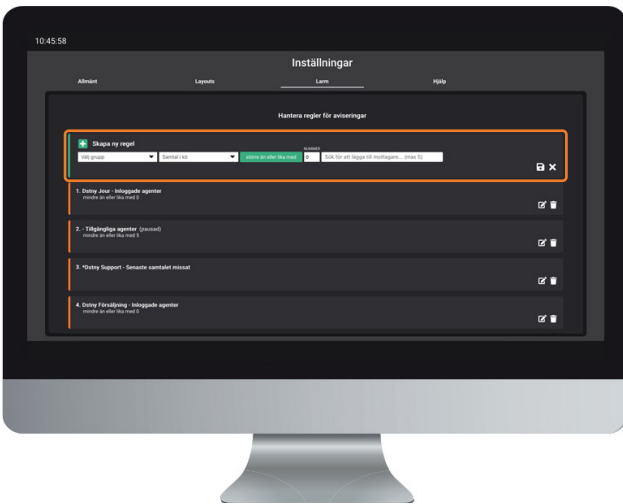
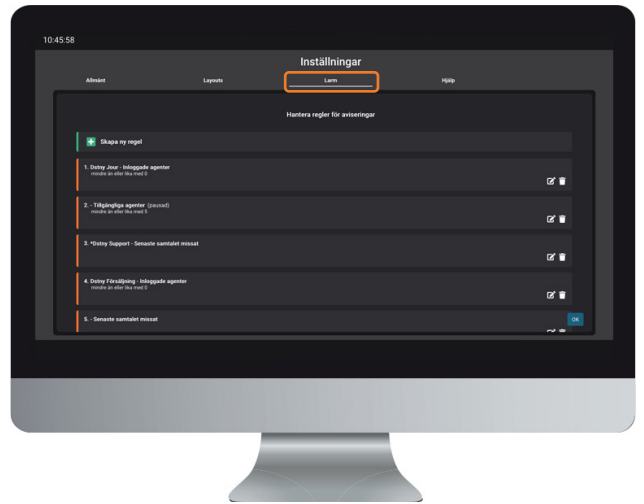


List

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ACTIVATE ALERTS

If you have Wallboard Plus you can activate alerts specific measurement values. Click on the gear in the upper right corner to get to the settings page. Then select the **Alerts** tab.



8

CREATE NEW ALERT

To create a new rule that will generate a warning, click **Create New Alert**. Here you choose which ACD group the rule should apply to and which metrics should trigger the warning.



Save **Discard**

Finish by clicking the save icon to save or the discard icon if you want to discard your settings.

9

EDIT ALERT

To edit in existing alerts, click the edit icon. Save your changes by clicking the save icon. If you do not want to save your changes, click the discard icon.



Edit **Save** **Discard**

