



eWallboard

*Users Guide v6.24*

**EVOLVE IP, LLC**

eWallboard

Users Guide v6.24

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## About

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## Introduction

eWallboard is a dashboard that offers a customizable display of important information on a large screen, exclusively accessible to individuals holding the wallboard role. This feature is particularly useful for call centers, as it allows them to present Key Performance Indicator (KPI) cards in an organized and visually appealing manner.

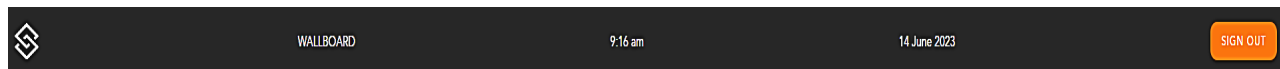
## Getting Started

### How To Access

At setup, will be supplied a URL to evoke when launching eWallboard.

### Login

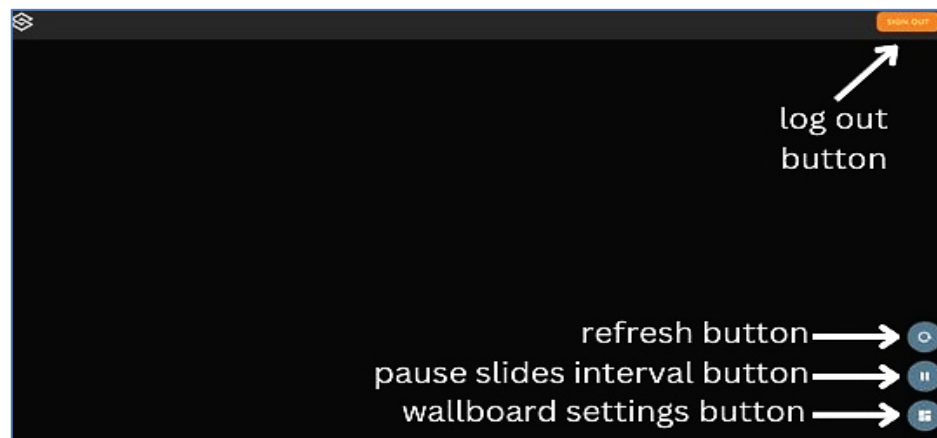
Once you have logged in, the main **Wallboard** Slide will be shown. The *main menu* bar displays the wallboard name, current time and date, and the Sign Out button. Click the **[Sign Out]** button to exit, this will sign you out of the app.



### First-Time Use Setup

On first-time use, the main Wallboard is *blank* only displaying only the menu bar with the **[Sign Out]** button, and three (3) **[Control Buttons]**.

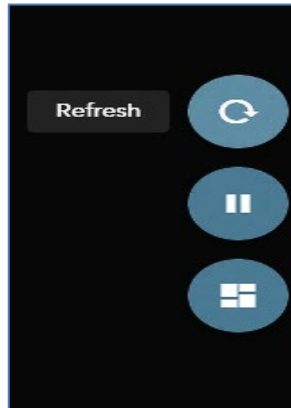
The main window is a monitor that will display the key performance indicators selected in slide intervals, *examples shown below*.



## Control Buttons

The *Control Buttons* are options to manage the view of the Wallboard.

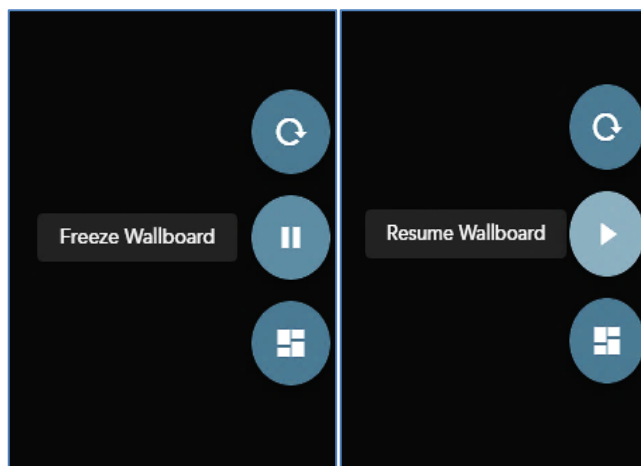
### Refresh Button



- The **Refresh** button refreshes the page to synch the slides interval.  
**SUGGESTION:** use this feature after adding a new card.

### Freeze / Resume Button

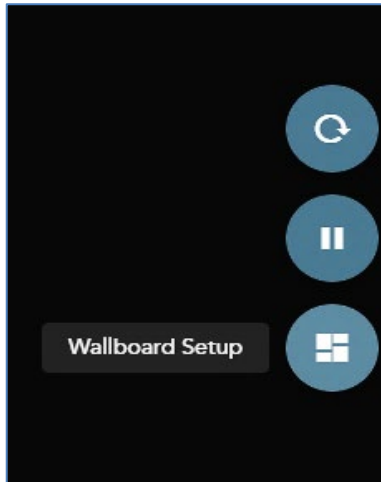
The [**Freeze**] button is interchangeable, to resume the Wallboard slide intervals, press the *Resume* button.



- The **Freeze** button will pause the slide intervals; stops the slides carrousel from changing slides.
- The **Resume** button will continue the slide intervals.



## Wallboard Setup

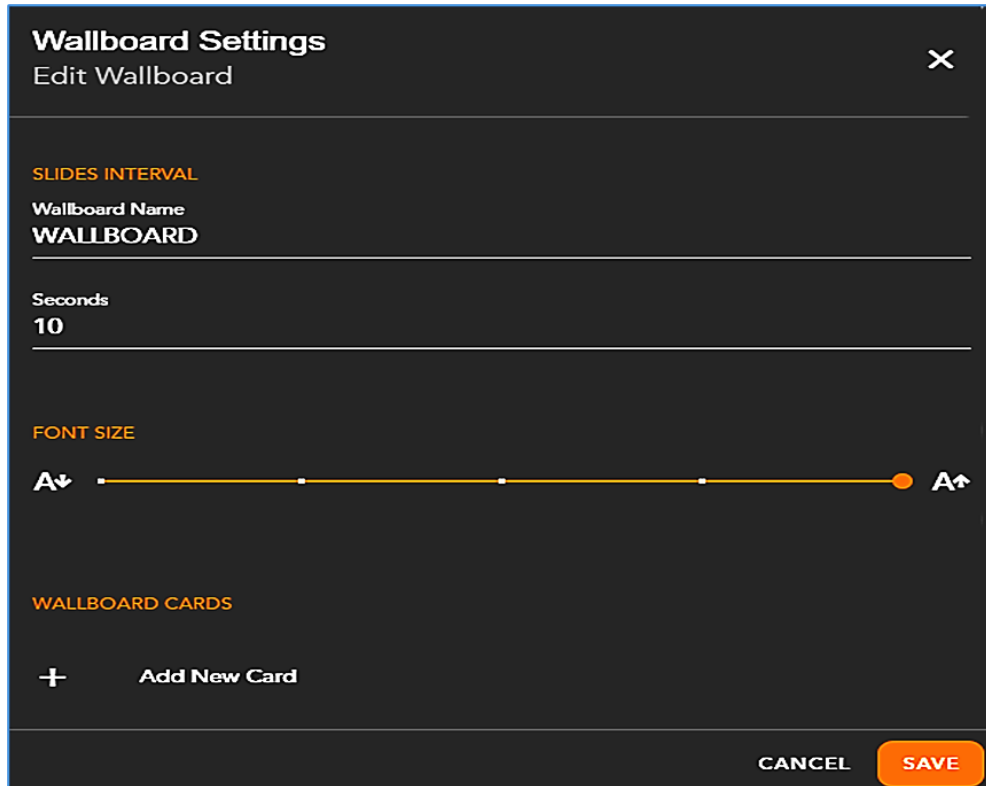


- The **Wallboard Setup** button opens the settings dialog box.

In the Wallboard Settings dialog box, you can:

- Edit the Wallboard **Name** by clicking in the field. This is the *default* name shown on the main menu bar<sup>1</sup>.
- Edit the Wallboard slide card(s) **Intervals** by clicking in the field to increase or decrease the number of seconds to change the slides.
- Edit the Wallboard **Font Size** by dragging the slider to a desired card size.
- Click the **Save** button to save changes.

The Wallboard Settings dialog box also have an option to **+Add New Card**.

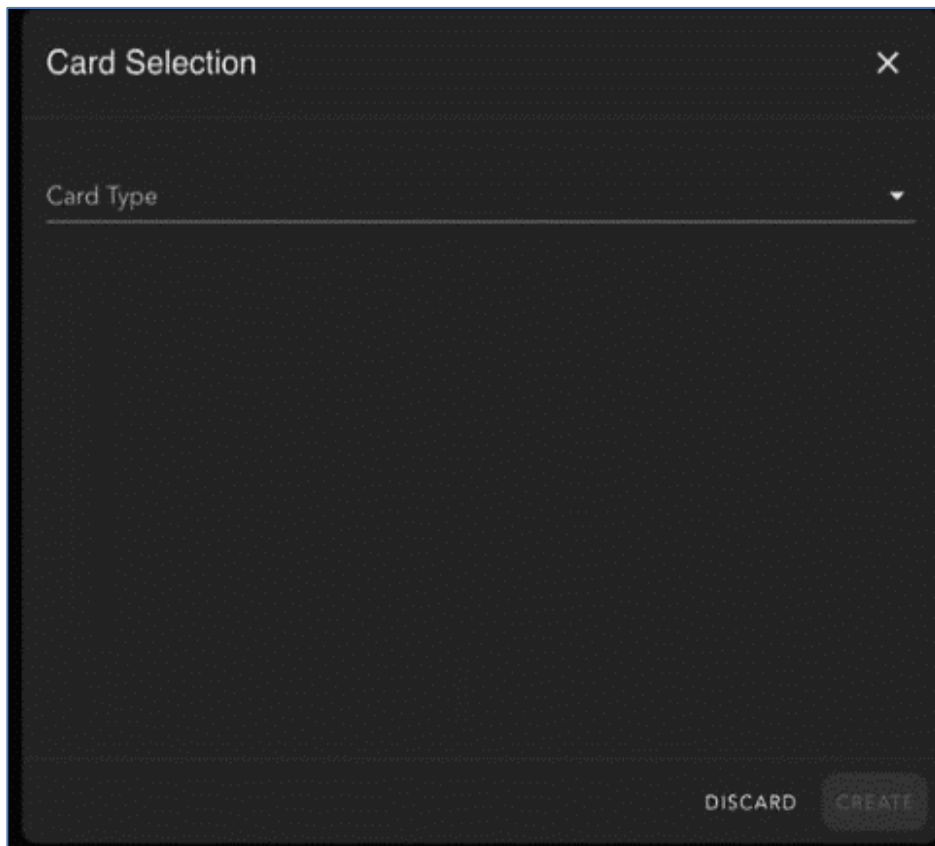


- Click on **+Add New Card** to [Create] a new Wallboard KPI card. The + Add New Card button will open a **[Card Selection]** dialog box.

## Add New Card

Begin adding a new Wallboard card by choosing the **[Card Type]**.

## Card Selection Dialog Box






Click on the drop down arrow to reveal the *Card Type* selection values:

- Average Speed to Answer
- Service Level
- Agent States
- Queued Interactions
- Average Ring Time
- Longest Waiting Time
- Callbacks

Once you have chosen a *Card Type*, click on **[Create]**. This will save your new card type to the main Wallboard *slide* screen. The new card can be found in the Wallboard Settings under "Wallboard Cards". Refer to the "[Card Type Setup Display Values<sup>2</sup>](#)" section for more details.

## Edit Wallboard Card

In the Wallboard Settings dialog box, you can:

- Edit the Wallboard **Name** by clicking in the field. This is the *default* name shown on the main menu bar<sup>1</sup>.
- Edit the Wallboard slide card(s) **Intervals** by clicking in the field to increase or decrease the number of seconds to change the slides.
- Edit the Wallboard **Font Size** by dragging the slider to a desired card size.
- **View/Edit** a Wallboard card.
- **Hide/Show** (the **Hide** button is interchangeable   dependent on the card state) a Wallboard card.
- **Delete** a Wallboard card. The **Delete** button  will delete the Wallboard card.  
**NOTE:** Be certain that you want to delete a card, this will permanently delete the card; you **will not** be **WARNED** when deleting a card.
- Click the **Save** button to save changes.

### Wallboard Settings

Edit Wallboard ✕

---

**SLIDES INTERVAL**


Wallboard Name  
**WALLBOARD**

---

Seconds  
**10**

















---

**FONT SIZE**

A↓  A↑

---

**WALLBOARD CARDS**


Queued Interactions		
Queued Interactions		
Queued Interactions		
Agents States		
Longest Waiting time		
Average Speed to Answer		
Service Level		
Callbacks		

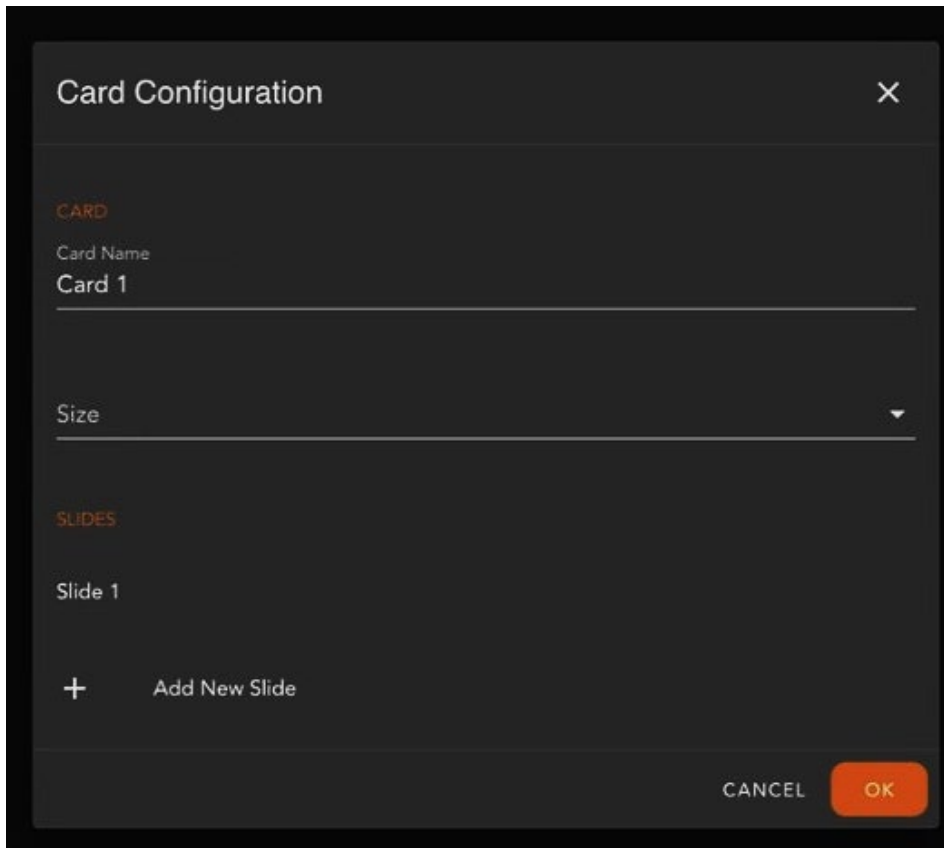
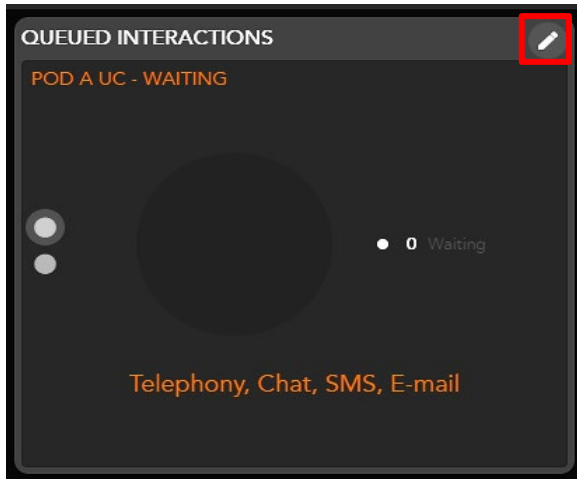
**+** Add New Card

**CANCEL** **SAVE**

## Card Configuration

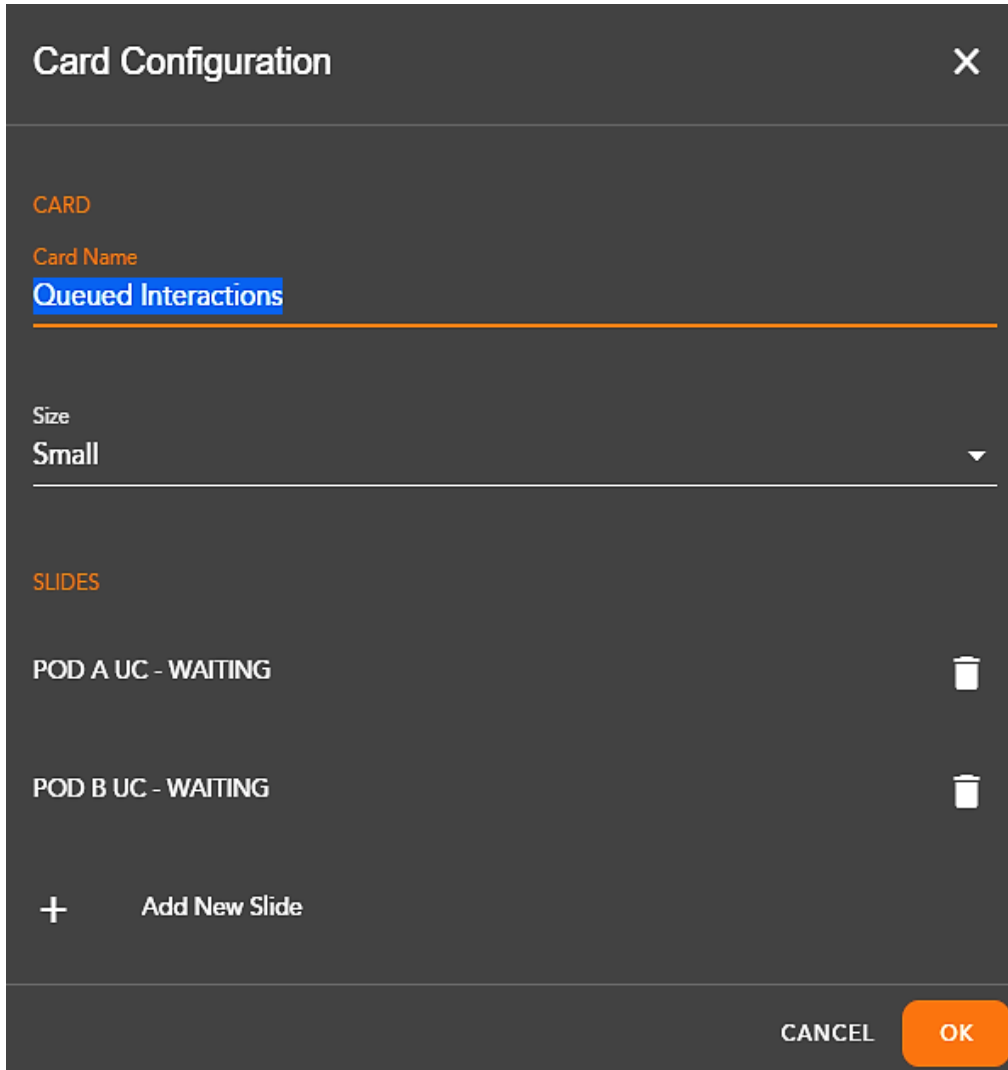
All Cards share the same template.

To enter any card configuration, click the pencil icon  on the top right corner.



Here you can change the card name, card size, add a new slides, or enter Slide Settings by clicking on a slide (ex. *Slide 1*) in the "Slides" list.

**Edit Card Name** - point and highlight to rename the Card Name.



The image shows a 'Card Configuration' dialog box with a close button (X) in the top right corner. It is divided into three main sections: 'CARD', 'SLIDES', and a bottom action bar. The 'CARD' section includes a 'Card Name' field with the text 'Queued Interactions' highlighted in blue, and a 'Size' dropdown menu currently set to 'Small'. The 'SLIDES' section contains a list of two slides: 'POD A UC - WAITING' and 'POD B UC - WAITING', each with a trash icon to its right. At the bottom left of the 'SLIDES' section is a plus sign and the text 'Add New Slide'. The bottom action bar contains 'CANCEL' and 'OK' buttons.

**Card Configuration** [X]

**CARD**

Card Name  
Queued Interactions

Size  
Small [v]

**SLIDES**

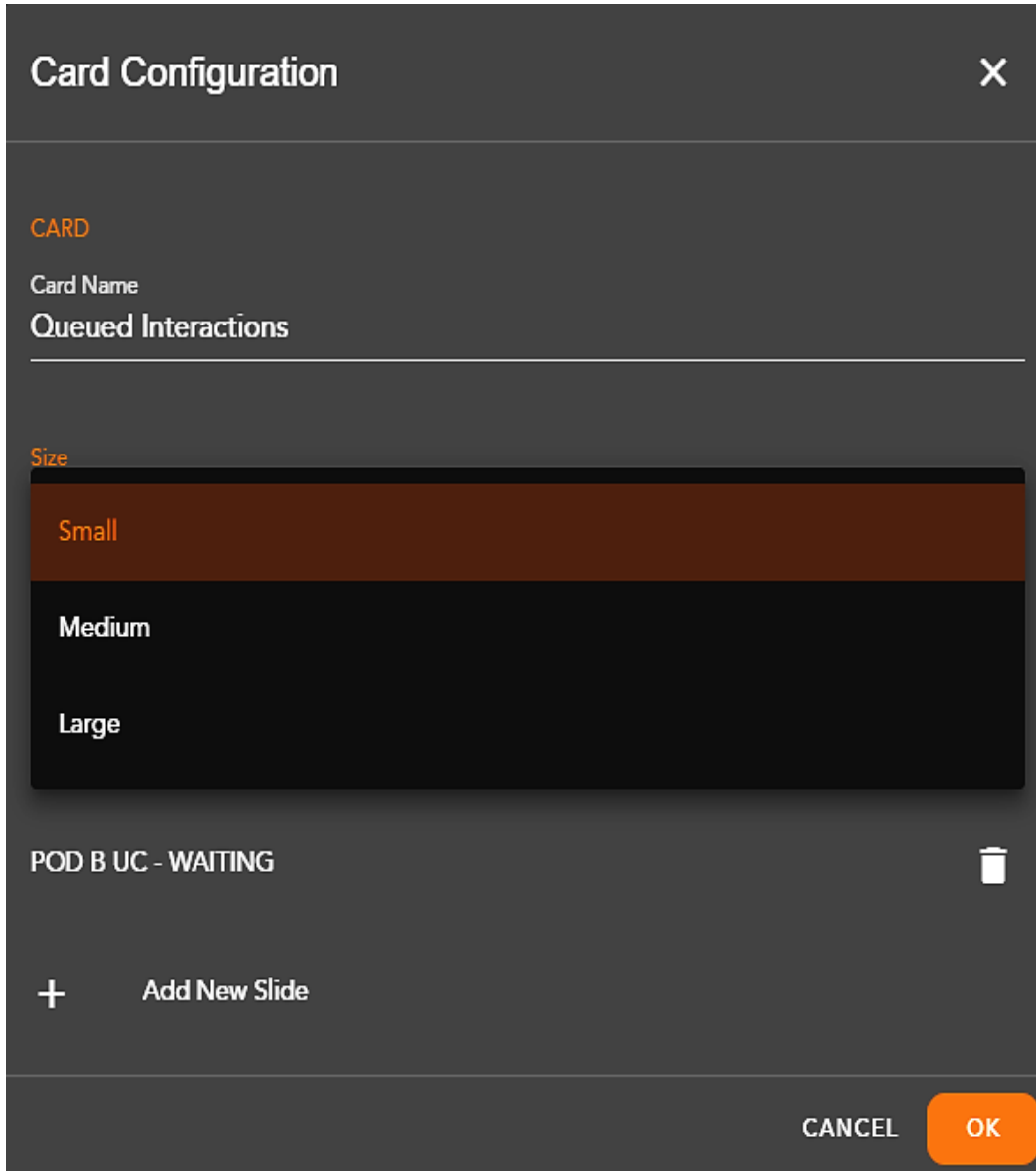
POD A UC - WAITING [trash icon]

POD B UC - WAITING [trash icon]

+ Add New Slide

CANCEL OK

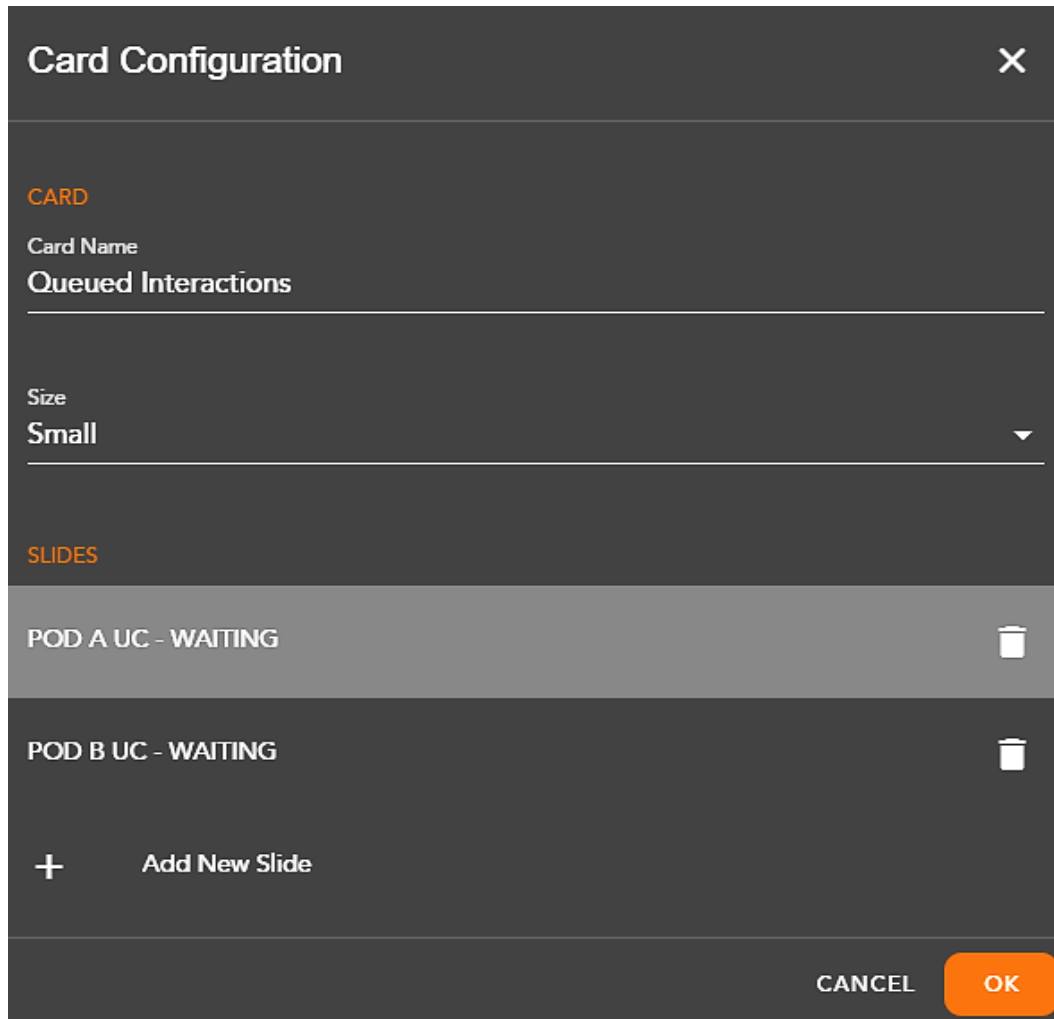
**Change Card Size** - click on the dropdown arrow to change the card size.



The screenshot shows a 'Card Configuration' dialog box with a close button (X) in the top right corner. Below the title bar, there is a section labeled 'CARD' in orange. Underneath, the text 'Card Name' is followed by 'Queued Interactions' and a horizontal line. A 'Size' dropdown menu is open, showing three options: 'Small' (highlighted in orange), 'Medium', and 'Large'. Below the dropdown, the text 'POD B UC - WAITING' is displayed next to a trash icon. At the bottom left, there is a plus sign icon and the text 'Add New Slide'. At the bottom right, there are two buttons: 'CANCEL' and 'OK' (highlighted in orange).

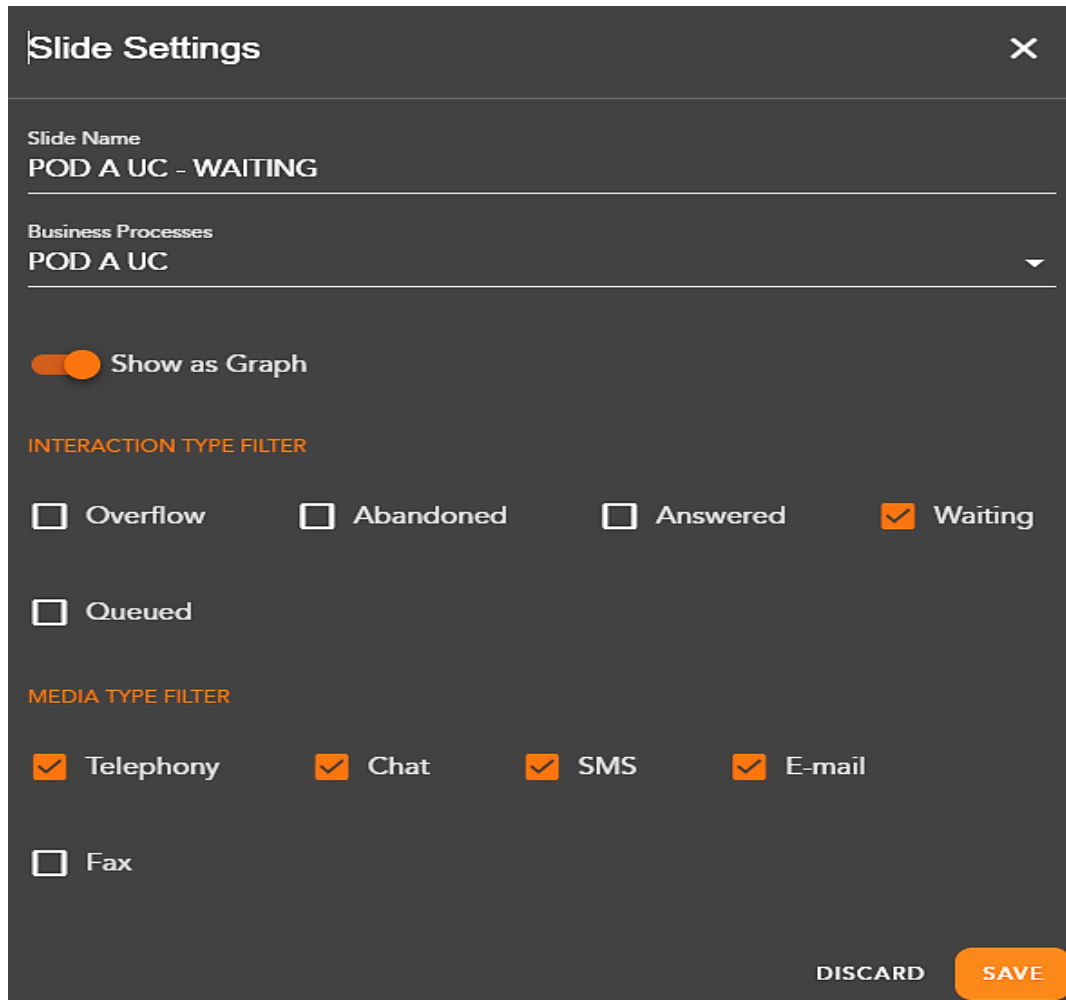


**Edit Slide Settings** - click on the slide name to open the slide settings dialog box.



The image shows a 'Card Configuration' dialog box with a dark grey background. At the top left is the title 'Card Configuration' and a close button 'X' at the top right. Below the title, there is a section labeled 'CARD' in orange. Under 'CARD', there is a 'Card Name' field with the text 'Queued Interactions' and a horizontal line below it. Below that is a 'Size' dropdown menu with 'Small' selected and a downward arrow. Another section labeled 'SLIDES' in orange follows. It contains a list of slides: 'POD A UC - WAITING' and 'POD B UC - WAITING', each with a trash icon to its right. At the bottom of the list is a plus sign and the text 'Add New Slide'. At the very bottom of the dialog are two buttons: 'CANCEL' and 'OK' (which is highlighted in orange).

## Slide Settings Dialog Box



Slide Settings [X]

Slide Name  
POD A UC - WAITING

---

Business Processes  
POD A UC [v]

---

Show as Graph

INTERACTION TYPE FILTER

Overflow     Abandoned     Answered     Waiting

Queued

MEDIA TYPE FILTER

Telephony     Chat     SMS     E-mail

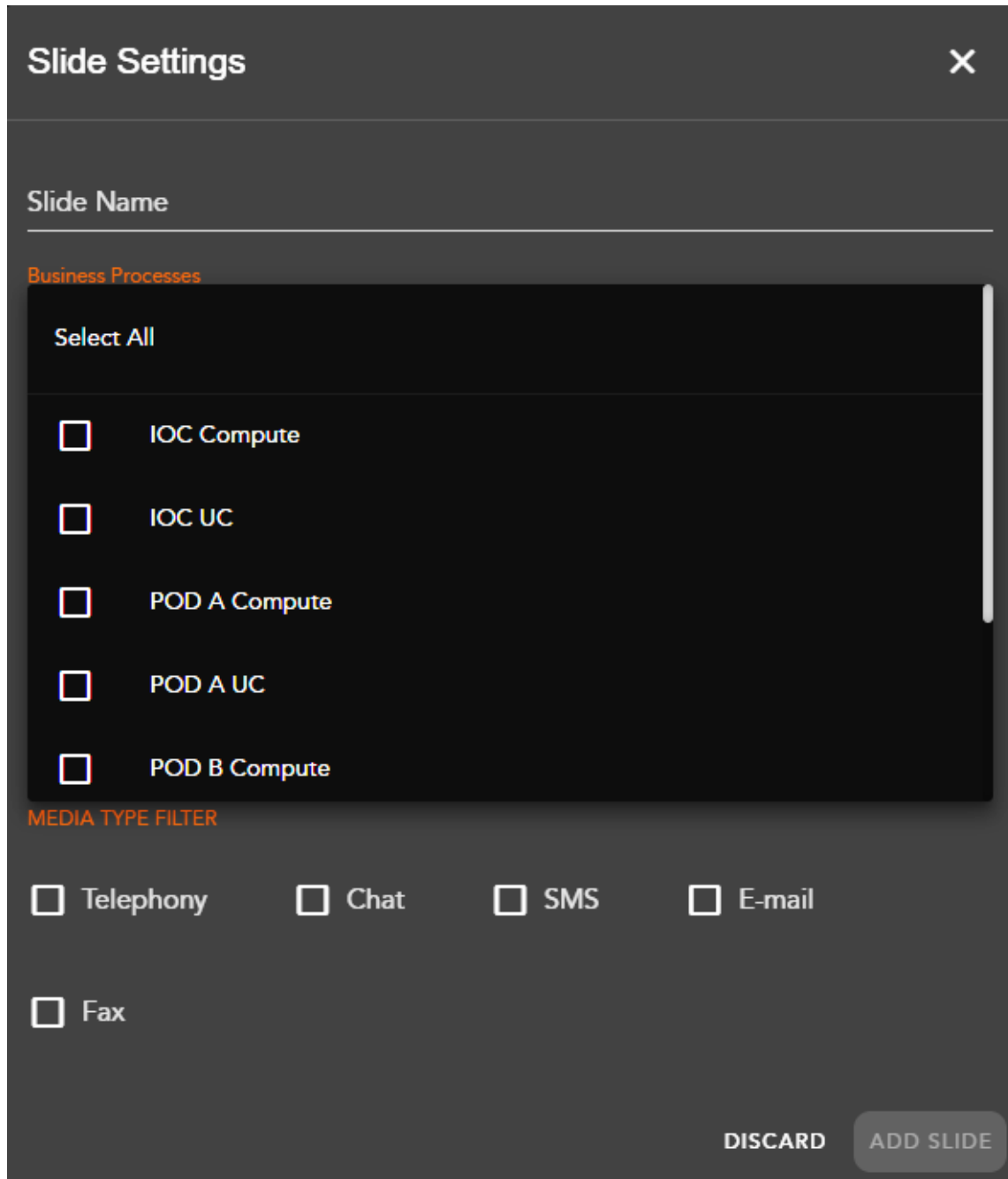
Fax

DISCARD    SAVE

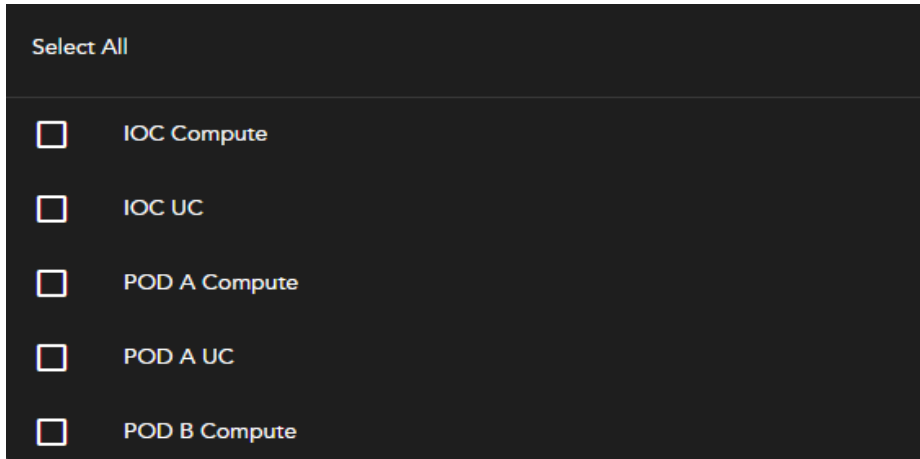
## Slide Settings

These settings vary depending on the type of card, but they share some similarities. You have the ability to edit the *Slide Name*, and the option to select either one or multiple *Business Processes* (BPs), this is a required field so you cannot leave it blank.

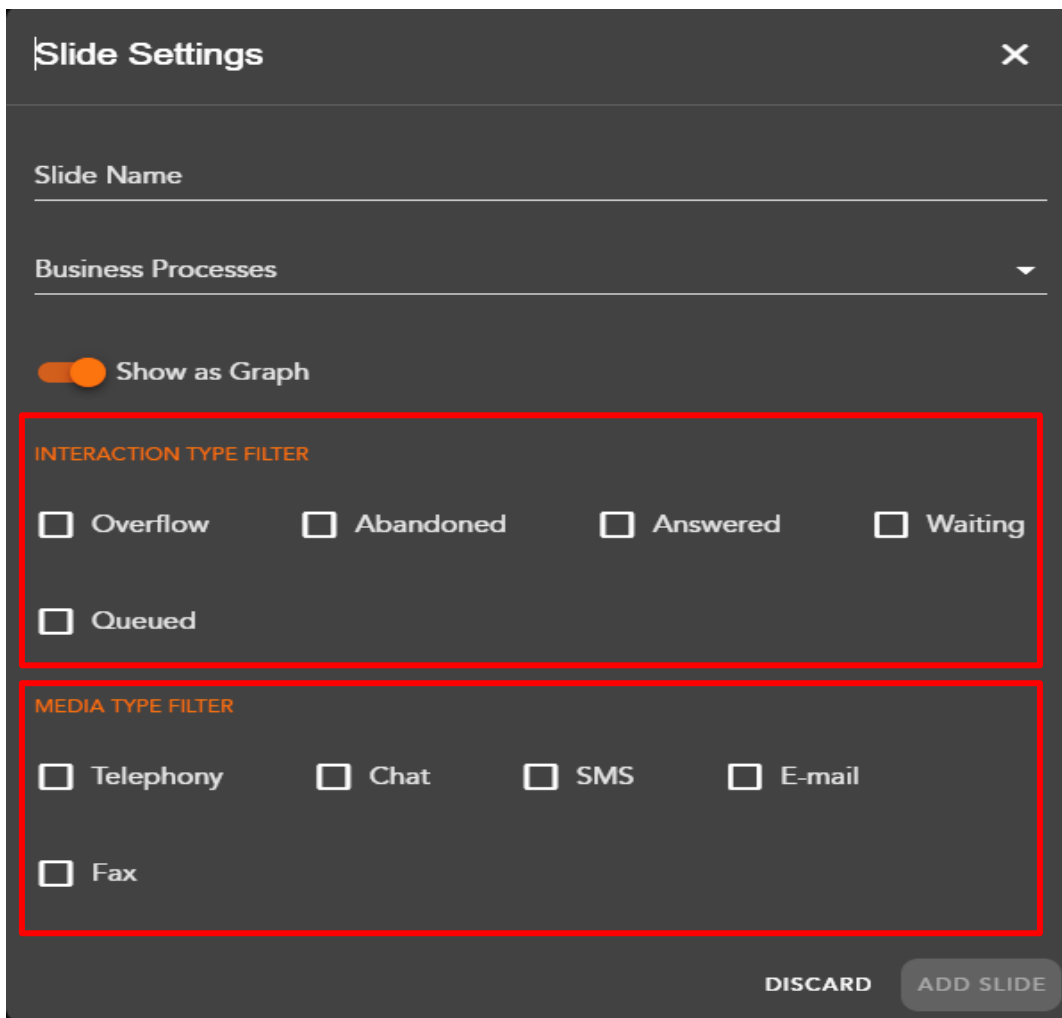
If you were to select just one BP and leave the slide name blank it will autofill the slide name and save it as the name of the selected BP, if you leave the slide name blank and have more than one BP, then it will fill the slide name field with "New Slide".



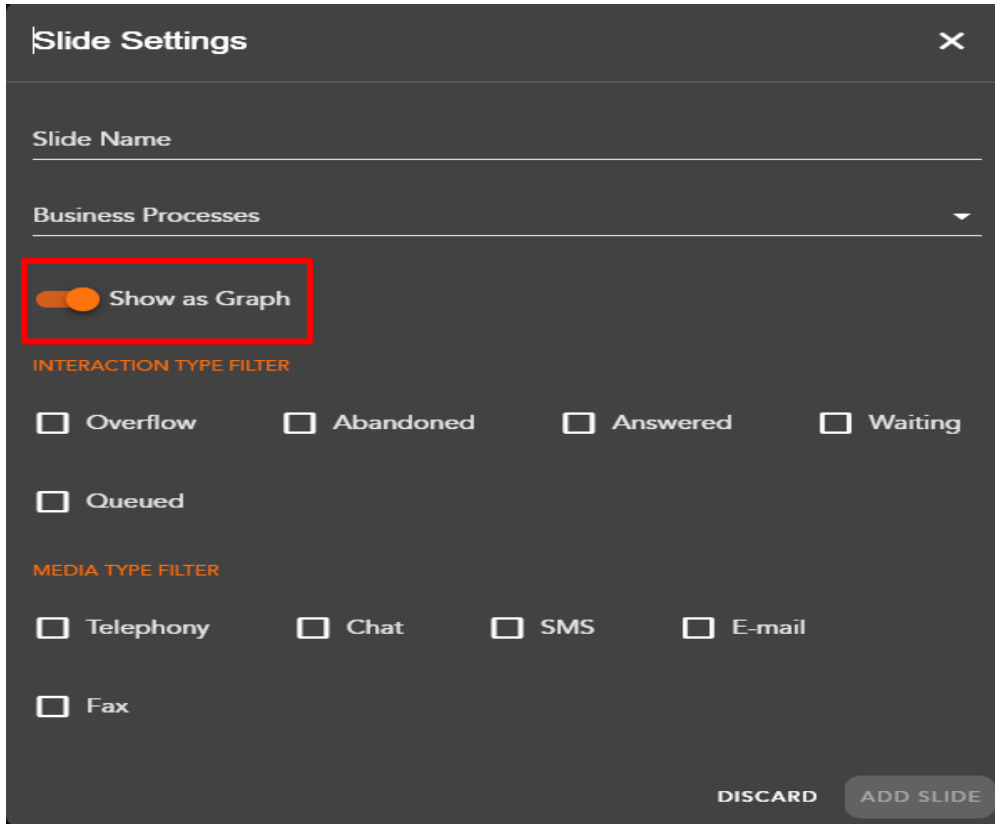
If the BPs select lets you select more than one, then at the top of the select list, there will be a **[Select All]** toggle to select all of the BPs, or de-selected the list of BPs.



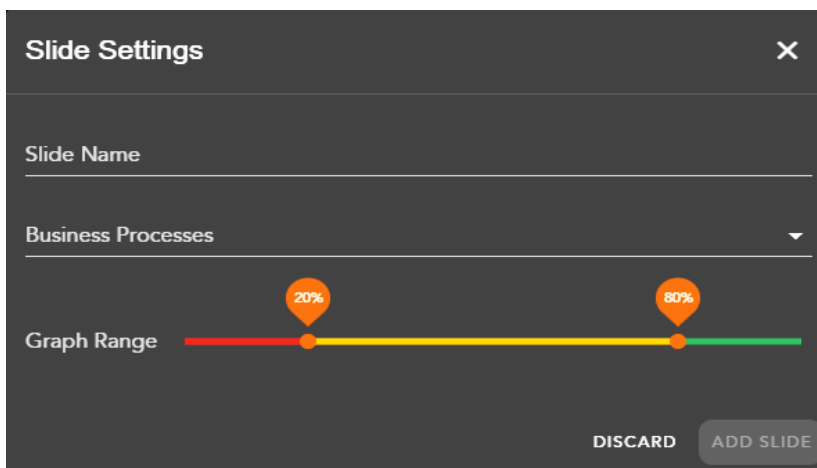
Some will have filters, it's also required to select at least one filter for each.



In cases like on the States, Interactions, or Fallbacks card there will be a toggle for showing the data as a graph.



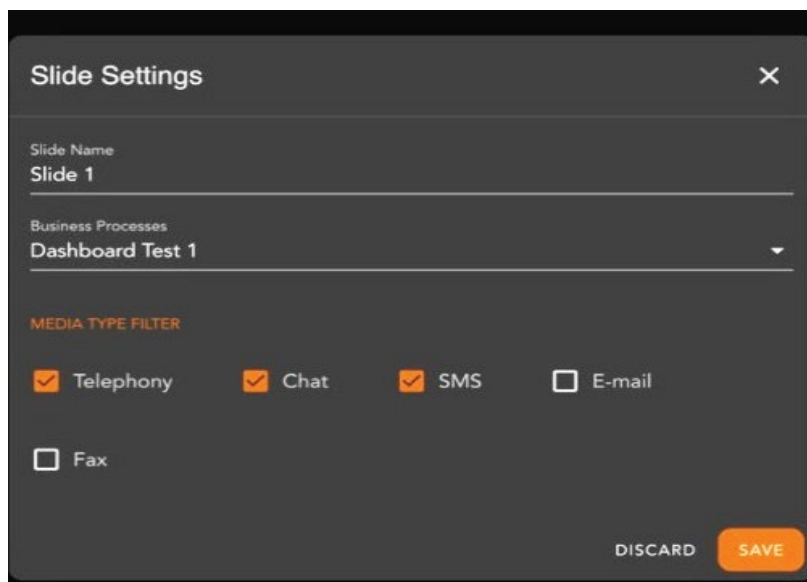
In the unique case of the Service Level card, there will be a graph range selector, which lets you select the lowest range of service noted by **red**, and the highest noted by **green**, the middle service range will be specified between the **yellow**.



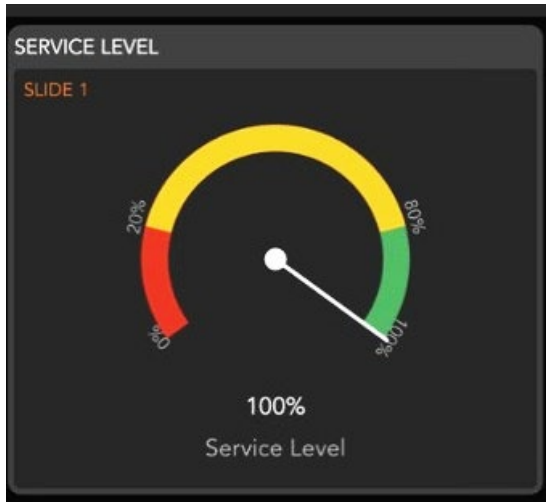
## Card Types Setup Display Values

Listed below are examples of setup options for the apps canned "card types".

### Average Speed to Answer



## Service Level



**Slide Settings** [X]

Slide Name  
Slide 1

Business Processes  
Dashboard Test 1 [v]

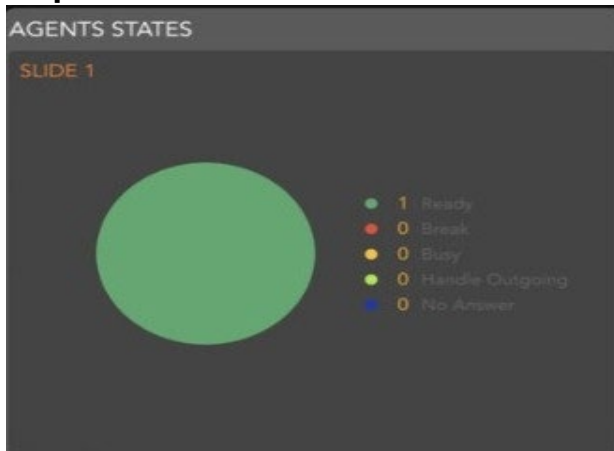
Graph Range [20%] [80%]

[DISCARD] [SAVE]

## States



### Graph



Slide Settings

Slide Name  
Slide 1

Business Processes  
Dashboard Test 1

Show as Graph

STATE TYPE FILTER

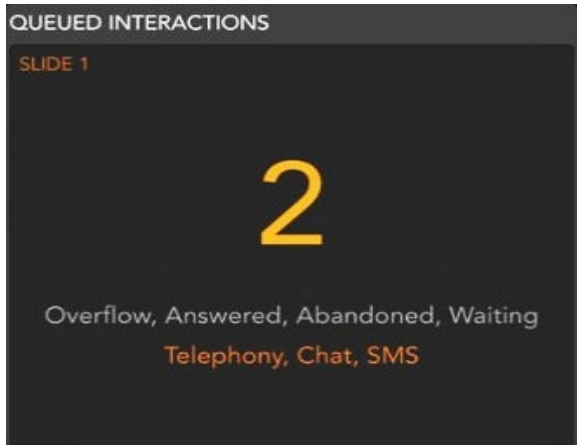
Ready  Break  Busy  Handle Outgoing

No answer  Backoffice

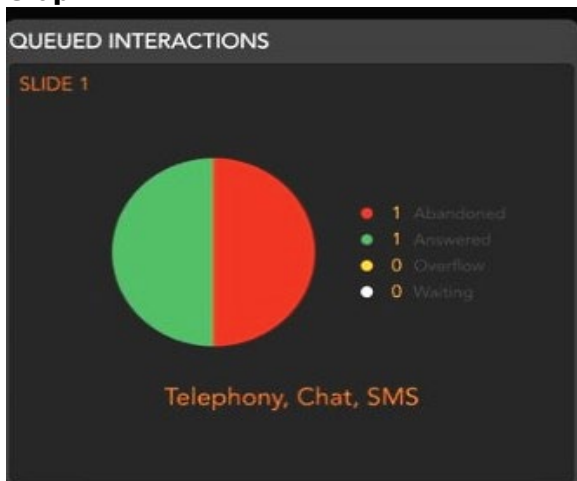
DISCARD SAVE



## Queued Interactions



### Graph



**Slide Settings** ✕

Slide Name  
Slide 1

---

Business Processes  
Technical Support

---

Show as Graph

INTERACTION TYPE FILTER

Overflow    Abandoned    Answered    Waiting

Queued

MEDIA TYPE FILTER

Telephony    Chat    SMS    E-mail

Fax

DISCARD **SAVE**

## Average Ring Time



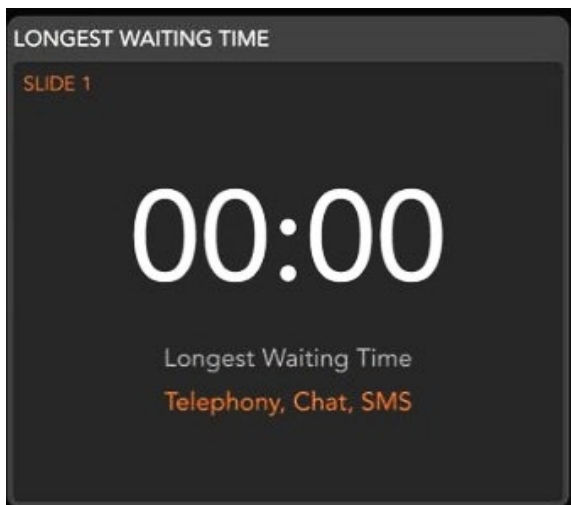
**Slide Settings** ✕

Slide Name  
Slide 1

Business Processes  
Dashboard Test 1 ▾

DISCARD **SAVE**

### Longest Waiting Time



**Slide Settings** ✕

Slide Name  
Slide 1

Business Processes  
Dashboard Test 1 ▾

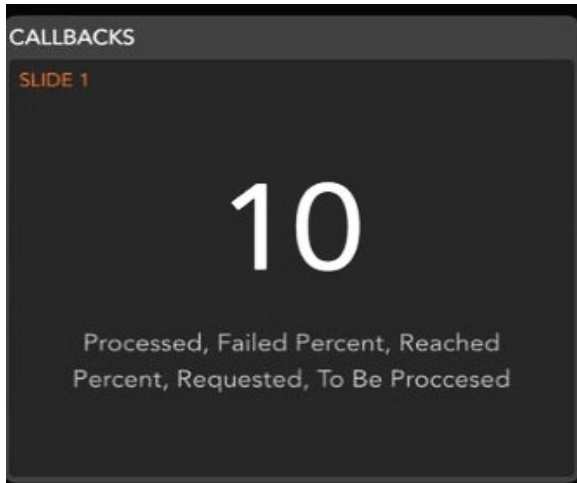
**MEDIA TYPE FILTER**

Telephony    Chat    SMS    E-mail

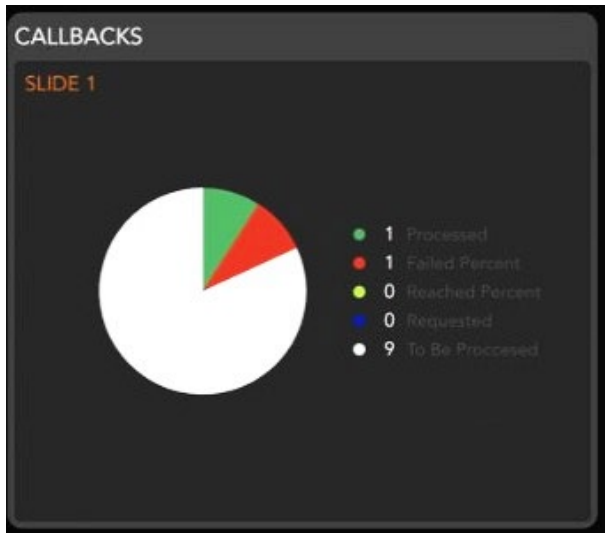
Fax

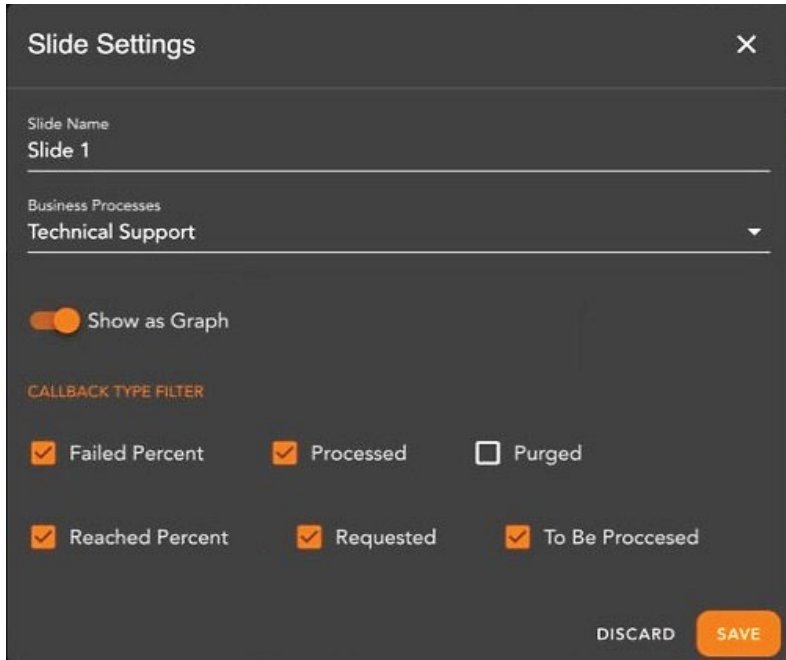
DISCARD **SAVE**

## Callbacks



### Graph



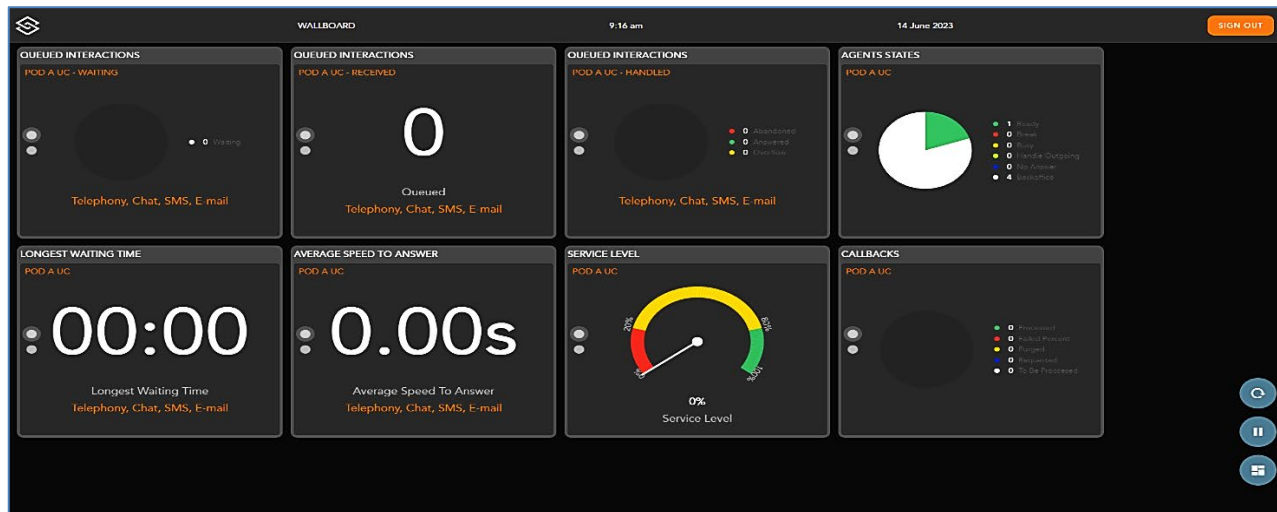


## Wallboard KPI Cards Slide Screen

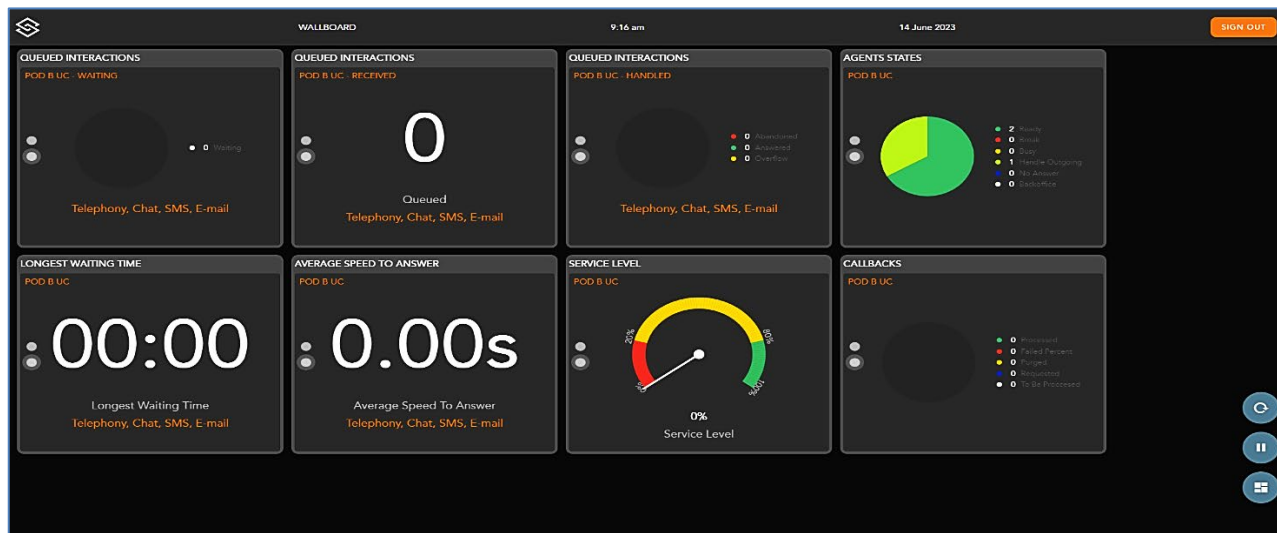
### Key Performance Indicators

Key Performance Indicators are specified cards that display an agent's performance statistics.

#### EX. 1 - POD A



## Ex. 2 - POD B



### Queued Interactions

Queued Interactions are the contact's state indicators:

- Waiting - indicates the calls waiting in queue.
- Received - indicates the calls received.
- Handled - a chart showing the stats of the agent's handled call queue.
- Abandoned
- Answered
- Overflow

### Agent States

This indicator shows the current state of the agent.

- Ready
- Break
- Busy
- Handle Outgoing
- No Answer
- Backoffice

### **Longest Wait Time**

Indicates the longest wait time of a support request.

### **Average Speed To Answer**

Indicates the speed that the agent responds to a support request.

### **Service Level**

The overall weighted % of inbound interactions that entered this BP, queued (across any channel), and achieved the intended service goal (\*\* excludes any calls or chats that meet the Short Abandon threshold \*\*)

### **Callbacks**

Indicates in a chart the statistics of the agent's callback queue.

- Processed - number of support requests processed.
- Failed Percent - the percentage of callback attempts that did not connect.
- Purged - number of purged support requests.
- Requested - number of support requests.
- To Be Processed - number of support requests waiting to be processed.

### **KPI Warnings & Alerts**

When a KPI has a warning or alert activated on the Setup App, the color of the value will change to orange or red respectively.

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