

# NOETICA WALLBOARD

## Wallboard Inbound View

Inbound Queue	Waiting	Offered	Wait Times		Adherence	Calls				Agents
<b>Total</b>	<b>0</b>	<b>33</b>	Average: 00:00	Current: 00:00	SLA: 78.79%	Answered: 29	Aban. In-Q: 4	Aban. Pre-Q: 2	Busyback: 0	Skilled / Talking: - / 0
QADOTNETCTIV8			Maximum: 01:11	Current: 00:00	Abandoned: 12.12%					Free / Total: 2 / 2
<b>TestManiTest</b>	<b>0</b>	<b>14</b>	Average: 00:09	Current: 00:00	SLA: 57.14%	Answered: 11	Aban. In-Q: 3	Aban. Pre-Q: 1	Busyback: 0	Skilled / Talking: - / 0
QADOTNETCTIV8			Maximum: 01:11	Current: 00:00	Abandoned: 21.43%					Free / Total: 1 / 1
<b>sandra lb route..</b>	<b>0</b>	<b>19</b>	Average: 00:01	Current: 00:00	SLA: 94.74%	Answered: 18	Aban. In-Q: 1	Aban. Pre-Q: 1	Busyback: 0	Skilled / Talking: - / 0
QADOTNETCTIV8			Maximum: 00:10	Current: 00:00	Abandoned: 5.26%					Free / Total: 1 / 1
<b>Call Assist Adv</b>	<b>0</b>	<b>0</b>	Average: 00:00	Current: 00:00	SLA: 100%	Answered: 0	Aban. In-Q: 0	Aban. Pre-Q: 0	Busyback: 0	Skilled / Talking: - / 0
QADOTNETCTIV8			Maximum: 00:00	Current: 00:00	Abandoned: 0%					Free / Total: 0 / 0
<b>Profile Totals</b>	<b>0</b>	<b>33</b>	Average: 00:03	Current: 00:00	SLA: 78.79%	Answered: 29	Aban. In-Q: 4	Aban. Pre-Q: 2	Busyback: 0	Skilled / Talking: - / 0
QADOTNETCTIV8			Maximum: 01:11	Current: 00:00	Abandoned: 12.12%					Free / Total: 2 / 2

Rows: 5 | Size: 5 | Current: 1

## Wallboard Settings Page

### Settings

Global

- Calls Waiting
- Calls Offered
- Wait Times
  - Average
  - Maximum
  - Current
- Adherence
  - SLA
  - Abandoned
- Calls
  - Total
  - Answered
  - In-Q Abandoned
  - Pre-Q Abandoned
  - Busyback
- Agents
  - Skilled/Free
  - Total/Free

#### Global

**Manage Routes:** MANAGE Hide/Show routes

**Refresh Wallboard Every:** 5 seconds.

**Cycle Wallboard Page Every:** 10 seconds.

**Fullscreen page size:** 8 Set the number of rows per page in fullscreen.

**Decimal Precision:** 2 Set the global decimal precision of this value.

**Alert Colouring:**

- Green: Within safe limits.
- Blue: Within acceptable limits (medium risk).
- Red: Outside acceptable limits (high risk).

#### Calls Waiting

**Visibility:**  Controls whether the wallboard should show this column.

**Colour Coding:**  Controls whether colour coded alerts should be applied to this cell.

**Colour Validation**

- Lower safe limit (and colour below this limit).
- Colour of acceptable values between low and high limits.
- Set the colour and lower threshold values.

All rights reserved.

The contents of this documentation, (and other documentation and training materials provided) is the property of Noetica and is strictly confidential. You may not reproduce any part of this document without the prior consent of Noetica.

We believe that the information in our documentation and training materials is reliable, and we have taken much care in its preparation. However, we cannot accept any responsibility, financial or otherwise, for any consequences (including loss of profit, or indirect, special, or consequential damages) arising from the use of this material. There are no warranties that extend beyond the program specification.

You must exercise care to ensure that your use of the software is in full compliance with laws, rules, and regulations of the jurisdictions with respect to which it is used.

The information contained in this document may change. We may issue revisions from time to time to advice of changes or additions. We operate a policy of constantly improving and enhancing our application software. There is a possibility, therefore, that the format of screen display and printed output shown in this documentation may differ slightly from that provided in the software. It is our policy to update this documentation whenever a major release of software takes place.

Noetica Wallboard

Last updated March 2023

Synthesys is a registered trademark of Noetica.

Microsoft is a registered trademark and Windows is a trademark of the Microsoft Corporation in the USA and other countries.

All other trademarks recognised.

© Copyright 2023 Noetica

## CONTENT

Noetica Wallboard .....	4
Launching the Wallboard .....	4
Wallboard Screen .....	5
Wallboard Tollbars .....	5
Wallboard Columns .....	6
Settings Page .....	7
Creating and Managing Profiles .....	8
Switching between Profiles .....	8
Global Settings .....	9
Calls Waiting .....	10
Calls Offered .....	10
Wait Times .....	11
Adherence .....	12
Calls .....	13
Agents .....	14

## NOETICA WALLBOARD

The Noetica Wallboard provides a real-time view of the activity within your contact centre and can be used to monitor all Inbound Routes and the Agents assigned to them.



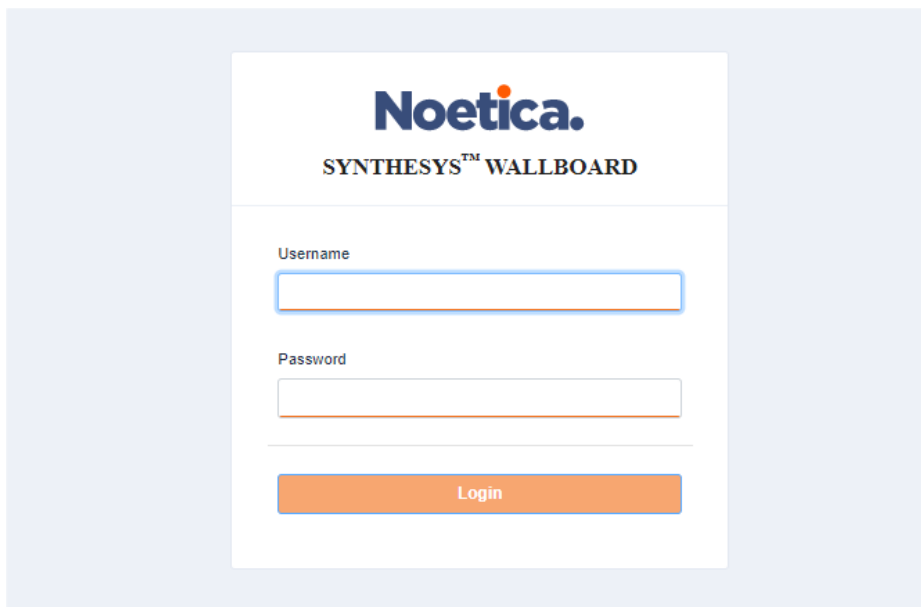
*The wallboard is a component of the Noetica Voice Platform that can be configured for use with multiple platforms, displaying all Inbound ACD Routes across all ACD services available for every configured platform.*

*If more than one voice platform is installed, please contact your account manager for support and guidance in enabling this.*

## Launching the Wallboard

To access the Noetica Wallboard

- Launch the Wallboard via the Noetica Admin Portal, or
- Enter the URL for the Wallboard into the address field of the Web Browser, e.g. <https://<WebserverName>:81/InboundWallboard>
- Next, enter your username and password, as provided by your Synthesys™ administrator.



*Access to the Wallboard and associated permission levels are managed in Synthesys™ User Management <http://<WebserverName>:81/UserManagement>.*

*Please contact your Synthesys™ system administrator for more information.*

## Wallboard Screen

The **Wallboard** displays real-time information related to the contact centre performance.




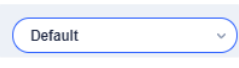



Inbound Queue	Waiting	Offered	Wait Times	Adherence	Calls				Agents
Total	0	33	Average: 00:00 Maximum: 01:11 Current: 00:00	SIA: 78.79% Abandoned: 12.12%	Answered: 29	Aban. In-Q: 4	Aban. Pre-Q: 2	Busyback: 0	Skilled / Talking: - / 0 Free / Total: 2 / 2
sandra lb route..	0	19	Average: 00:01 Maximum: 00:10 Current: 00:00	SIA: 94.74% Abandoned: 5.26%	Answered: 18	Aban. In-Q: 1	Aban. Pre-Q: 1	Busyback: 0	Skilled / Talking: - / 0 Free / Total: 1 / 1
Call Assist Adv	0	0	Average: 00:00 Maximum: 00:00 Current: 00:00	SIA: 100% Abandoned: 0%	Answered: 0	Aban. In-Q: 0	Aban. Pre-Q: 0	Busyback: 0	Skilled / Talking: - / 0 Free / Total: 0 / 0
Profile Totals	0	19	Average: 00:01 Maximum: 00:10 Current: 00:00	SIA: 94.74% Abandoned: 5.26%	Answered: 18	Aban. In-Q: 1	Aban. Pre-Q: 1	Busyback: 0	Skilled / Talking: - / 0 Free / Total: 1 / 1

## Wallboard Toolbars

Using the toolbar at the top of the screen you can switch to Fullscreen mode, turn on or off Auto-Refresh and Auto-Paging and select user Profiles.

The toolbar at the bottom of the screen is used to manually navigate through the different wallboard screens and shows row and page details.

Column	Description
	Switch to <b>Fullscreen/ Large Monitor support</b> (top-right of the wallboard screen). Fullscreen mode can be closed by pressing the ESC key.
	<b>Page Sideshow Interval</b> and <b>Auto Update Interval</b> , used to turn on/ off Auto-Paging, to move through the wallboard pages automatically, and Auto-Refresh, to update the wallboard data displayed automatically.  The current default interval settings for Auto-Refresh and Auto-Paging can be changed in the Settings page of the wallboard, under the Global tab.  Please note that the Auto-Refresh and Auto-Paging interval settings are stored only locally on a machine and are not associated with the selected user profile. The setting is lost when the browser cache is cleared, or the current user is logged out.
	<b>Search</b> , to enable the Filter Wallboard field, to filter the displayed data to a subset of routes which contain the search phrase. This is helpful on sites where there are many routes available.
	<b>User Profiles</b> . Drop down box to switch between account profiles. Users can create their own profile for their account in the Settings page of the wallboard. Selecting a profile on the Wallboard page will change your profile only for the current session. Selecting a profile in the Settings page will effectively change the 'Active Profile' for the logged in user, and therefore will be the profile applied on next login.
Rows: 80   Size: 5   Current: 3	Shows the total number of rows available, the number of routes displayed on a page and the current page number.
	Manual page navigation, to move between pages, with the current page number highlighted.

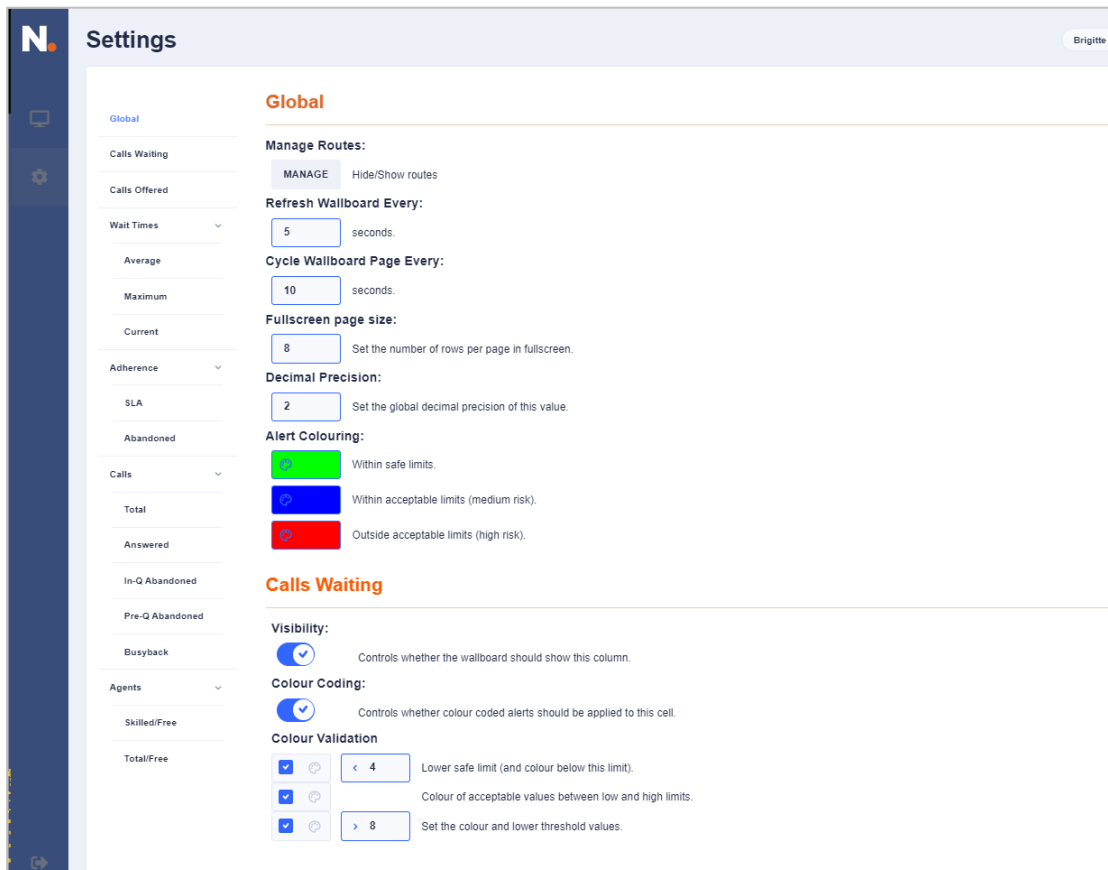
## Wallboard Columns

The table below provides a description of the columns available.

Column	Definition	
Inbound Queue		The name of the route and its platform. The <b>Total</b> shows the total for all routes on this platform. The <b>Profile Total</b> shows the total for the routes selected for the chosen User Profile.
Waiting		Calls that have passed any initial message set on the route and are currently waiting to be answered by an agent. In other words, these are routable calls. Please note that calls that are in an IVR route are not considered routable.
Offered		Offered = Waiting + Answered + Abandoned In-Q.
Wait Times	Average	The average time taken to answer a call. Wait Time divided by Answered.
	Maximum	The longest time that a caller has been waiting for a call to be answered by an agent.
	Current	The longest time that a caller is waiting for a call to be answered by an agent from currently queueing calls.
Adherence	SLA	The percentage of calls Answered by agents within a specified time divided by the number of calls Offered. This is 20 seconds by default.
	Abandoned %	The percentage of Abandoned calls over the number of calls Offered.
Calls	Total	The number of calls that have entered the route during the route's active times.
	Answered	The number of calls answered by agents.
	In-Queue Abandoned	Calls which have been hung up whilst the call is queueing.
	Pre-Queue Abandoned	Calls which have been hung up prior to queueing.
	Busy Back	Number of calls which have been presented a busy signal after the Max Queue size has been reached.
Agents	Skilled / Talking	The number of agents with sufficient skill ability to be permitted to handle calls. The number of agents currently Talking.
	Free / Total	The total number of agents that are waiting to take a call. The total number of logged on agents that are currently assigned to this activity.

## Settings Page

In the Settings page, you can determine which routes to display and how the associated statistics should be presented in the Wallboard, i.e., showing selected columns, along with colour-coding options that can be configured at specified value thresholds.




*If you wish to personalize wallboard settings and retain the changes, you can create new bespoke Profiles in the Settings page, which can be selected and applied whenever you log into the wallboard.*

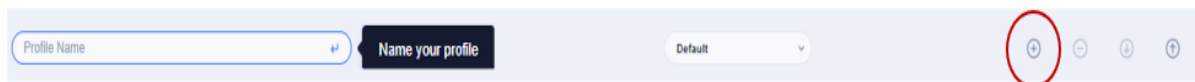
*Any changes made to the Default profile, will not be saved to the database and are therefore only available on the local machine in the current session.*

The next pages will describe how you can create a new Profile


## Creating and Managing Profiles

Creating a new profile allows you to change and customize wallboard settings and cell validations for different accounts, as required.

A new profile will initially duplicate all settings from the selected profile, or the default profile, if no other profiles have been created. The Default profile is included with each installation as a template and cannot be modified.

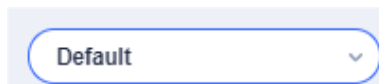


To add a new Profile

- Click the **Plus** icon at the top right of the Settings screen.
- Enter a name for the new profile into the **Profile Name** field now displayed.
- Configure the settings for the new profile, as required.
- To **save** and add the Profile, click the  icon to the right of the Profile Name field.
- To export or download a Profile, use the **Up/ Down** arrow buttons.
- To remove an existing profile, select the Profile and click the **Minus** button.

## Switching between Profiles

You can switch from one account profile to another by selecting the desired profile from the Profile drop down menu, both in the Wallboard and the Settings page.



Selecting a profile on the **Wallboard page** will only change the profile for the current session.

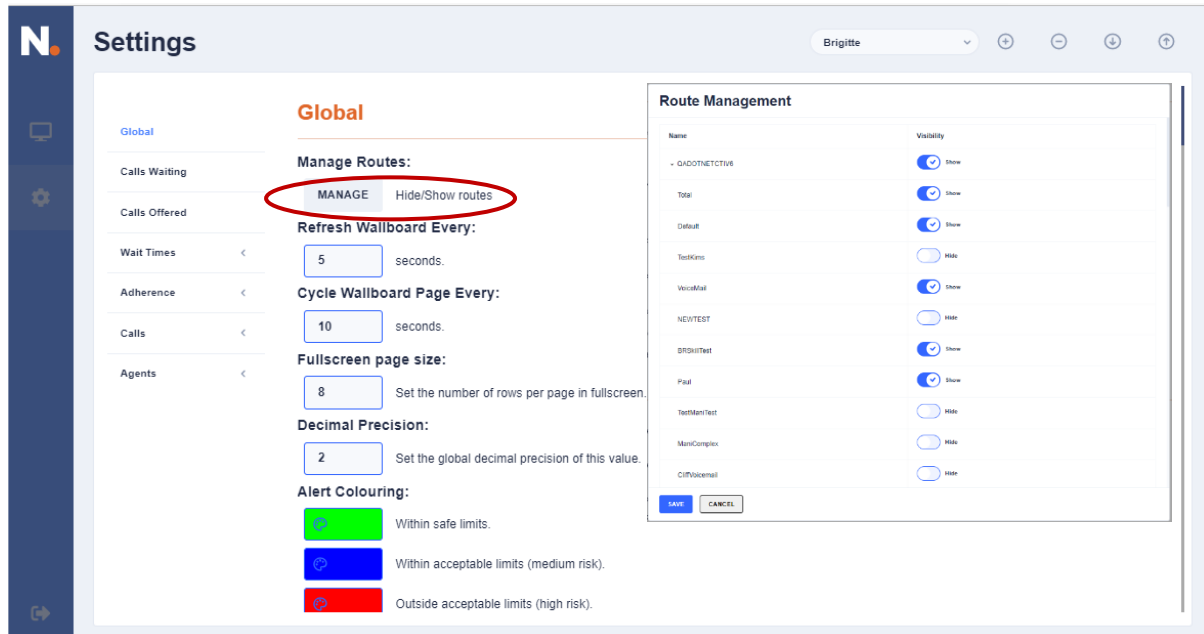
Selecting a profile in the **Settings page** will effectively change the 'Active Profile' for the logged in user, and therefore will be the profile applied on the next login.



## Global Settings

At Global level, in the **Manage Routes** section of the settings page, you can decide, which routes to show/ hide from view, adjust the number of rows to be displayed in full screen, and set the interval for refreshing wallboard data, and cycling through the available Wallboard pages.

Colours can be customized at Global level, to apply to all cells, or independently for the cell, from its colour picker. For each column and cell there is a hide/show setting which can be turned on or off, along with colour-coding options that can be configured at specified value thresholds.



The screenshot shows the 'Settings' page for user 'Brigitte'. The 'Global' section includes settings for 'Manage Routes' (with a red circle around the 'MANAGE' button), 'Refresh Wallboard Every' (5 seconds), 'Cycle Wallboard Page Every' (10 seconds), 'Fullscreen page size' (8 rows), 'Decimal Precision' (2), and 'Alert Colouring' (green for safe, blue for medium risk, red for high risk). The 'Route Management' section shows a table of routes with visibility toggles.

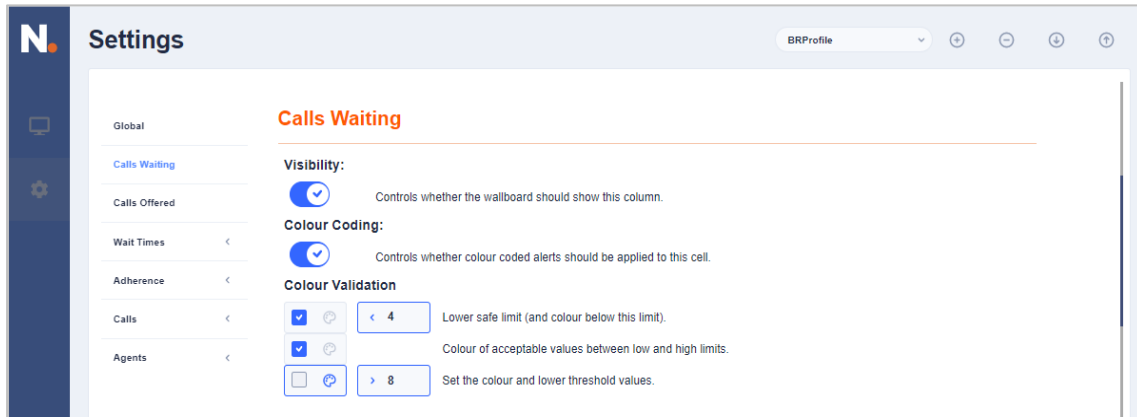
Name	Visibility
- QADOTNETCTIVE	<input checked="" type="checkbox"/> Show
Total	<input checked="" type="checkbox"/> Show
Default	<input checked="" type="checkbox"/> Show
TestKms	<input type="checkbox"/> Hide
VoiceMail	<input checked="" type="checkbox"/> Show
NEWTEST	<input type="checkbox"/> Hide
BRDKitTest	<input checked="" type="checkbox"/> Show
Psat	<input checked="" type="checkbox"/> Show
TestManTest	<input type="checkbox"/> Hide
ManComplex	<input type="checkbox"/> Hide
CtrPocemail	<input type="checkbox"/> Hide

The settings that you can configure at Global level, to apply to all cells, include:

Column	Description
Manage Routes	Hide/Show routes. Clicking the <b>Manage</b> button will open the <b>Route Management</b> page. Here, you can select which routes from which voice platforms you wish to display in the Wallboard. The <b>Total</b> , if selected, will show the total for all routes on this platform. The <b>Profile Total</b> shows the total for selected routes for the chosen User Profile.
Refresh Wallboard Every	In seconds, the interval at which to auto update/ refresh the Wallboard.
Cycle Wallboard Page Every	In seconds, the interval to automatically scroll through the available Wallboard pages.
Fullscreen page size	Set the number of rows to display per page in full screen.
Decimal Precision	Set globally, the number of decimal digits to display.
Alert Colouring	Set a colour to display: <ul style="list-style-type: none"> <li>• Within safe limits.</li> <li>• Within acceptable limits (medium risk).</li> <li>• Outside acceptable limits (high risk).</li> </ul>

## Calls Waiting

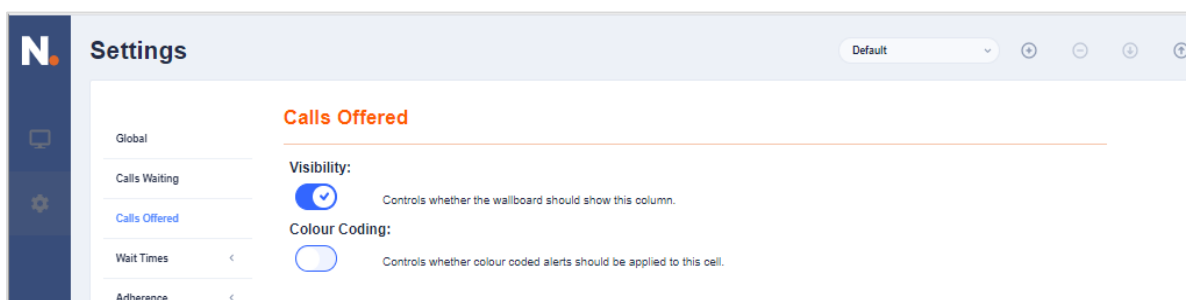
In the section **Call Waiting**, you can customize the settings for calls that are currently waiting to be transferred to an agent, having passed any initial regulatory message set on the route.



Column	Description
Visibility	Select, to display this column in the Wallboard.
Colour Coding	Select, to apply colour coded alerts to this cell.
Colour Validation	Set a colour to display: <ul style="list-style-type: none"> <li>• Lower safe limit, and colour below this limit.</li> <li>• Acceptable values between low and high limits.</li> <li>• Lower threshold values.</li> </ul>

## Calls Offered

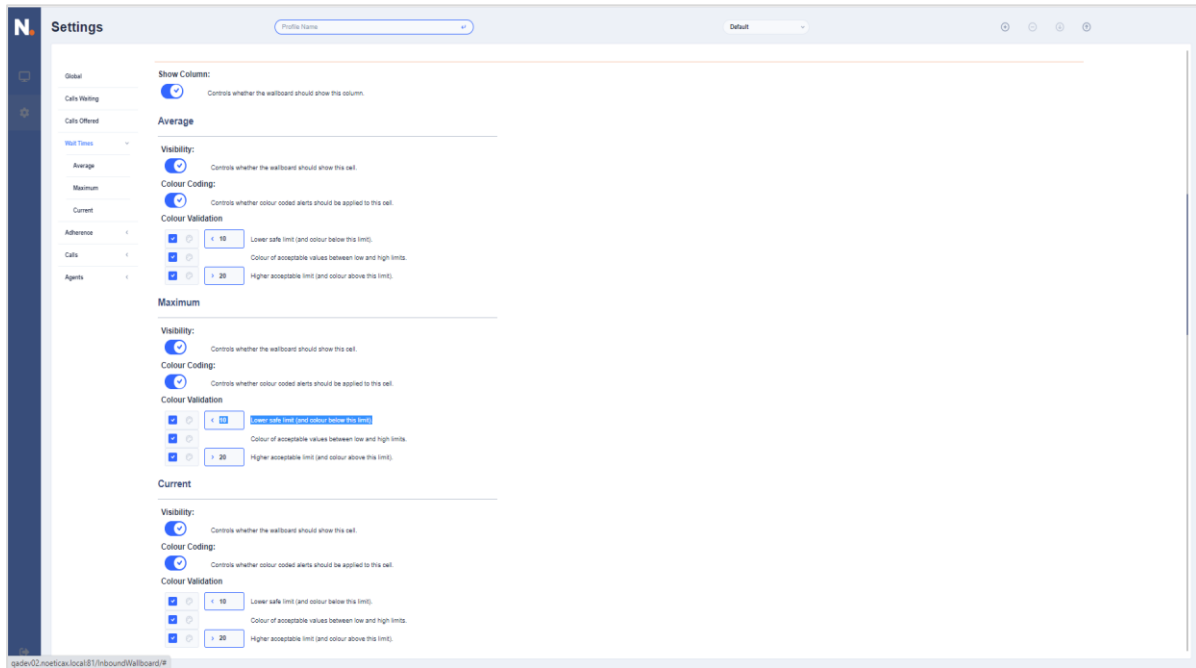
In the **Call Offered** section, you can decide to show or hide this column in the wallboard and apply colour coded alerts to the cell.



Column	Description
Visibility	Select, to display this column in the Wallboard.
Colour Coding	Select, to apply colour coded warnings to this cell.

## Wait Times

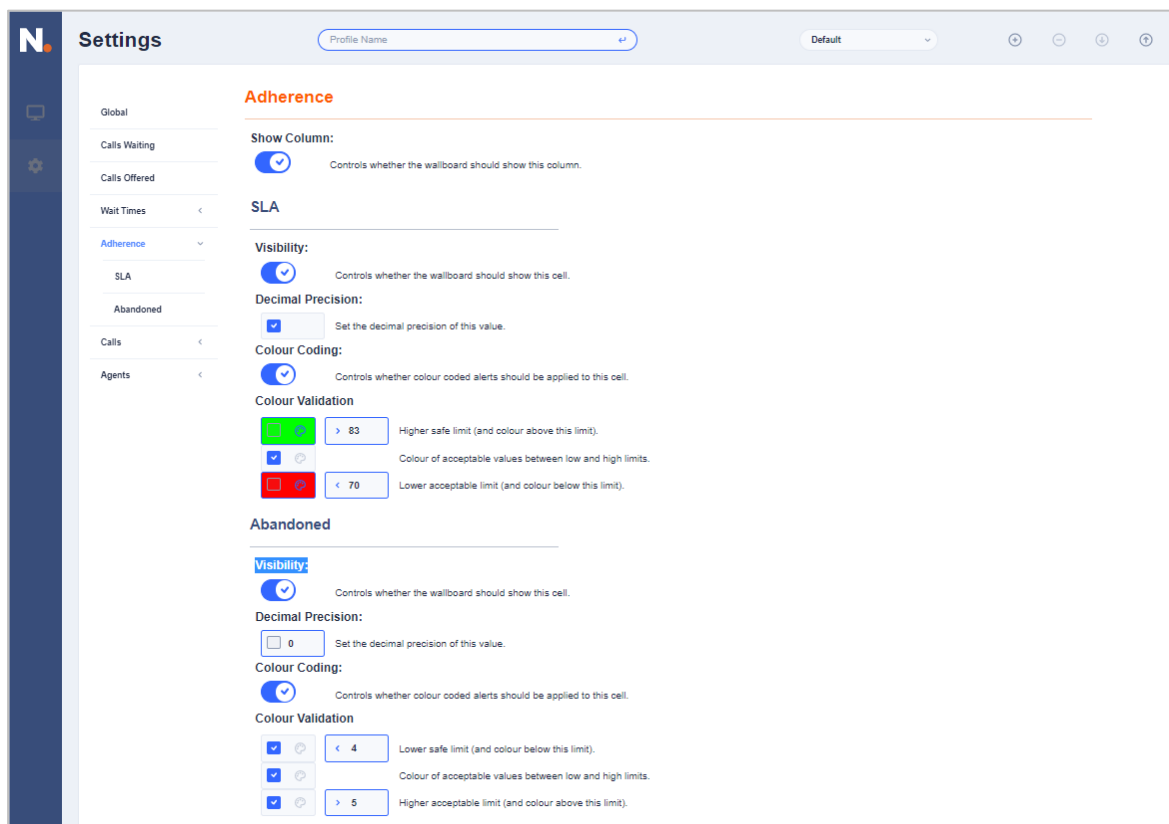
In the **Wait Times** section, you can adjust the settings for column and cell visibility, colour coding, and colour validation associated with average, maximum, and current wait times.



Column	Description	
Show Column		Select, to display this column in the Wallboard.
Average	Visibility	Select, to display this cell in the Wallboard.
	Colour Coding	Select, to apply colour coded alerts to the selected cell.
Maximum	Colour Validation	Set a colour to display: <ul style="list-style-type: none"> <li>Lower safe limit, and the colour below this limit.</li> <li>Acceptable values between low and high limits.</li> <li>Higher acceptable limit, and colour above this limit.</li> </ul>
	Colour Validation	
Current	Colour Validation	
	Colour Validation	

## Adherence

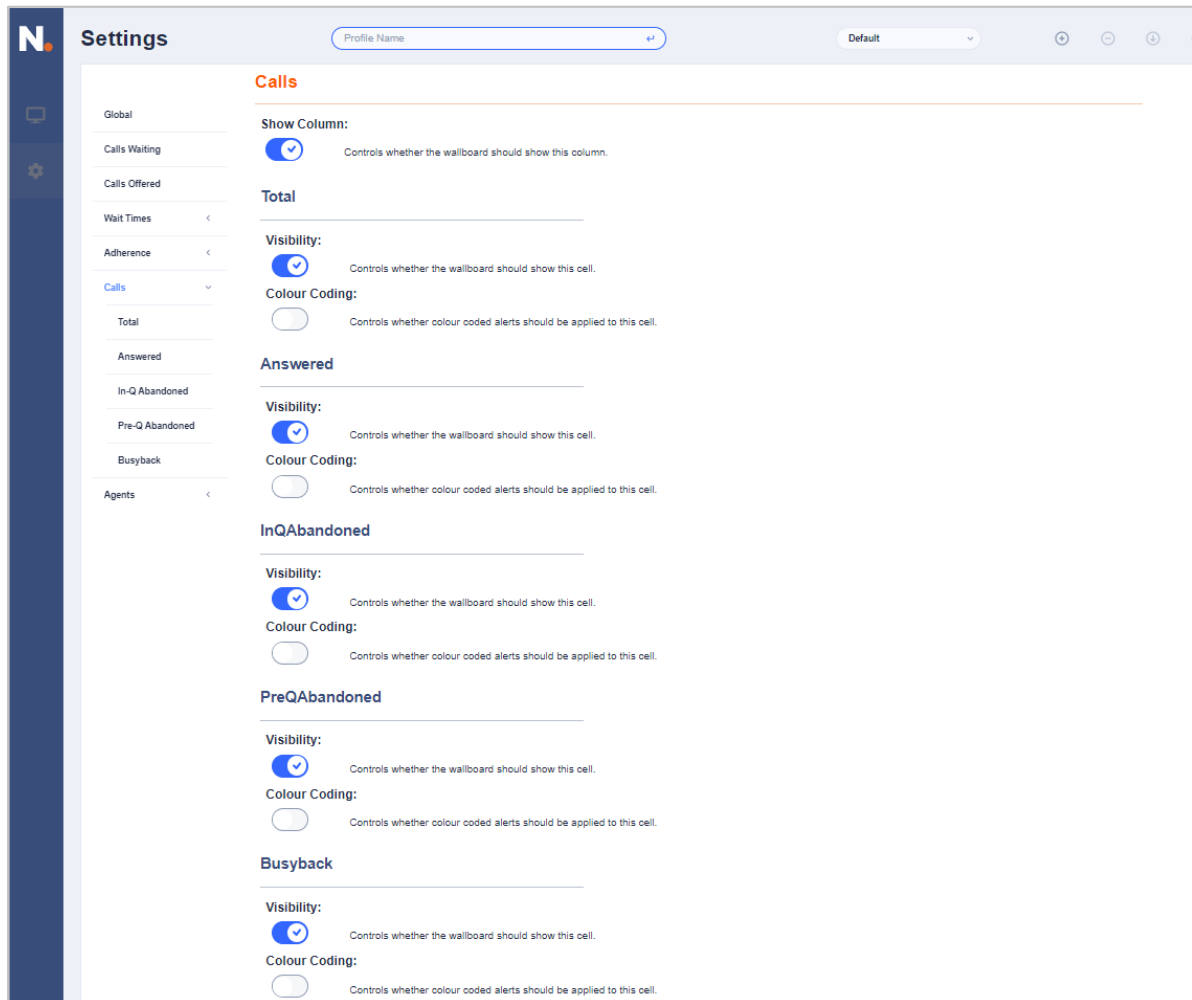
Under the **Adherence** heading in the settings page, you can decide if you want to show the column, and how to display associated statistics for SLA and Abandoned calls in in the Wallboard.



Column	Description	
Show Column		Select, to display this column in the Wallboard.
SLA	Visibility	Select, to display this cell in the Wallboard.
	Decimal Precision	Set the number of decimal digits to be displayed.
	Colour Coding	Select, to apply colour coded alerts to this cell.
	Colour Validation	Set a colour for displaying: <ul style="list-style-type: none"> <li>Higher safe limit, and colour above this limit.</li> <li>Acceptable values between low and high limits.</li> <li>Lower acceptable limit, and the colour below this limit.</li> </ul>
Abandoned	Visibility	Select, to display this cell in the Wallboard.
	Decimal Precision	Set the number of decimal digits to be displayed.
	Colour Coding	Select, to apply colour coded alerts to this cell.
	Colour Validation	Set a colour to display: <ul style="list-style-type: none"> <li>Lower safe limit, and colour below this limit.</li> <li>Acceptable values between low and high limits.</li> <li>Higher acceptable limit, and colour above this limit.</li> </ul>

## Calls

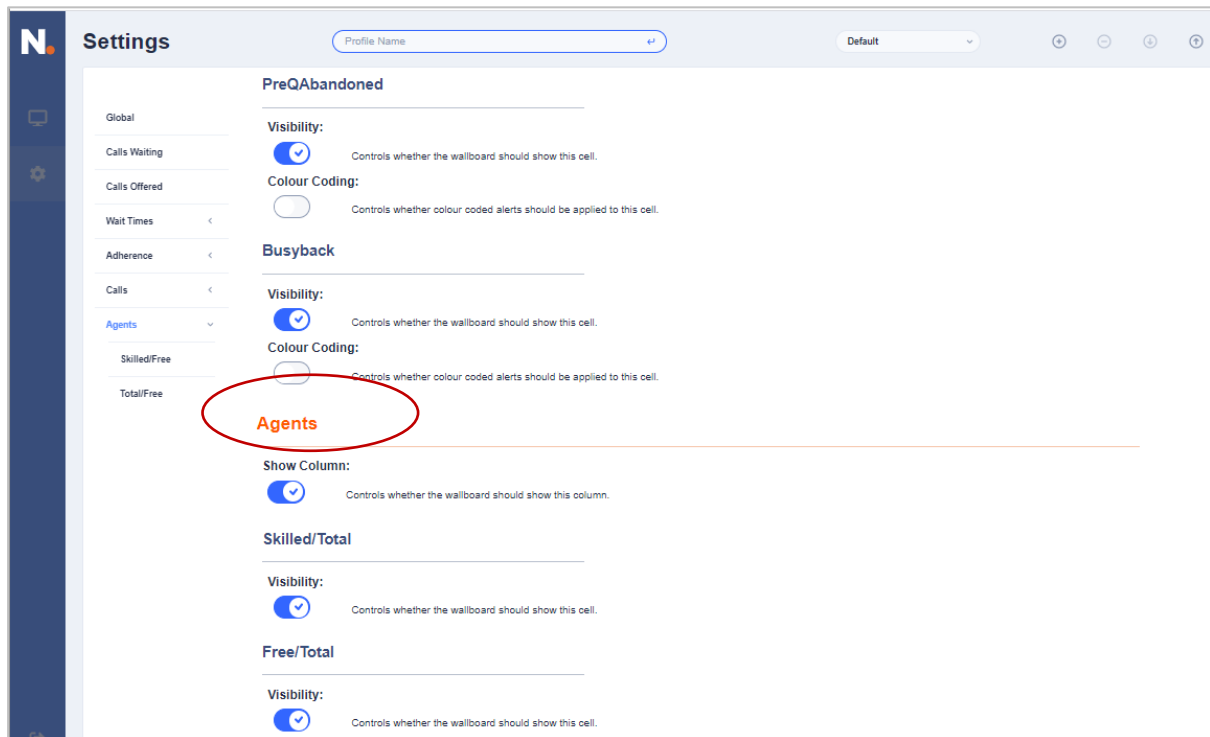
In the **Calls** section of the settings page, you can set visibility, and colour coding for displaying the total number of calls that have entered the route in the route's active times, the number of calls answered by agents and the number of calls abandoned In-Queue or Pre-Queue.



Column	Description	
Show Column		Select to display this column in the Wallboard.
Total	Visibility	Select to display this cell in the Wallboard.
Answered		
In-Q Abandoned	Colour Coding	Select to apply colour coded alerts to the selected cell.
Pre-Q Abandoned		
Busy back		

## Agents

Under the **Agents** heading, you can decide if you want to show this column and statistics associated with Skilled (according to SABRE™) and Free agents in the Wallboard.



Column	Description	
Show Column		Select to display this column in the Wallboard
Skilled/ Total	Visibility	Select to display this cell in the Wallboard.
Free/ Total		