



# Wallboard

CCBox Wallboard is a powerful visual reporting solution for any type of contact centre that empowers agents by keeping them informed of performance levels. The wallboard can display information on a number of devices including large LCD Monitors, tablets and smartphones and next generation Digital TV's. The wallboard is served from a customer provided web server.

CCBox Wallboard is designed to allow users to easily customise the “look and feel” of the wallboard without having to constantly pay for expensive professional services charges. These changes are undertaken using the drag and drop design palette such that it is very easy to change the wallboard templates to match organisational requirements. The web based design of the wallboard ensures that it is extremely easy to install, configure and manage with minimal training. CCBox Wallboard has an extensive feature set including;

- ◆ The ability to retrieve information from multiple data sources
- ◆ An easy to use, drag and drop design palette that supports a fully configurable display
- ◆ The ability to add historical and real-time charts for Cisco contact centre
- ◆ Team messages



## How CCBox **Wallboard** Works...



### **CREATE**

Pre-built integration for contact centres imports your configuration. Simple drag and drop administration allow non-technical resources to build and copy wallboard profiles in seconds.



### **DISTRIBUTE**

Create as many templates and screens as required with no screen-based license limits. Once built, simply provide URLs for display screen browsers. Works on any screen / PC with no proprietary hardware / software requirements.



### **UNDERSTAND**

Clear and simple wallboards, showing core, pre-built contact centre information, in clear resizable widgets. Threshold monitoring alerts, text and gauges provide absolute clarity in the view of the screens.



### EASY INTEGRATION

Compatible with all versions of Cisco UCCX, UCCE, PCCE and WxCC. Pre-defined integration makes use of downloadable configuration to pre-populate the wallboard builder with all required configuration.

### DRAG AND DROP

Pre-defined statistics to meet real time contact centre management requirements. Simply choose the stat required, the configuration item, the colour scheme and graphics, drag into the right place on the screen, and resize to requirements.

### LICENSE SIMPLICITY

CCBox Wallboard supports a simple per agent per month model. There are no limits for the number of wallboards and for on premise CCX/CCE deployments, there are no limits for the number of servers to be deployed. For WxCC the deployment is 100% cloud based.

### MAKE MY DAY

Need a different screen per team or skill, supervisor, location, brand or department? CCBox Wallboard offers as many screen variations as required, with no additional costs. Create and copy wallboard styles to meet all end user requirements.

### FEED ME

Contact centre statistics can be blended with other non contact centre information, allowing for multimedia feed, ticker messages, branding and core information to be presented as drag and drop widgets, to the customer's own design requirements.

### CUSTOMIZE

Appreciating that the world is not a 'one size fits all' place is not a problem, need a custom stat, a custom colour scheme, a custom feature or feed? All options are on the table, talk to us about custom requirements!

#### DATA AVAILABILITY

The standard wallboard has the following fields available to display:

Per Queue Call Statistics	SLA %	Agent Statistics	# agents talking inbound
Call Statistics	# calls offered	# agents logged in	# agents talking internal
# in queue	# calls answered	# agents ready	# agents talking outbound
Longest in queue time	# calls abandoned	# agents not ready	
Other features			
Agent List showing current status (Team)done			

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