

UNITY WALLBOARD USER GUIDE

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1 ABOUT UNITY WALLBOARD

Unity Wallboard is a Microsoft® Windows® based application designed for use with the BroadSoft Call Center Standard or Premium service. Unity Wallboard is an essential tool in providing real-time visibility of queue conditions across the call center. Suitable for call centers of any size, Wallboard is highly configurable and can display any mix of call centers and statistics, presented in a clear line format. By auto sizing to the dimensions of the host PC, customers can make best use of the Wallboard interface by changing the font size and display to their own requirements.

1.1 Windows PC Requirements

- a. Unity will require approx 20MB of hard drive space on the local machine
- b. By default the install directory is C:\Program Files (x86)\Unity Client
- c. Minimum computer spec: CPU: dual core 3Ghz. Ram: 4GB. Video Card: 256MB onboard RAM. As a general note, the requirements to run Unity Wallboard are considerably less than those required to run Windows
- d. Unity can be rolled out as an MSI file
- e. Unity is only supported on Windows 7, Windows 8.1 and Windows 10
- f. Both 32 and 64-bit versions of Windows are supported. There are no special permissions required to install Unity

1.2 Internet & Firewall

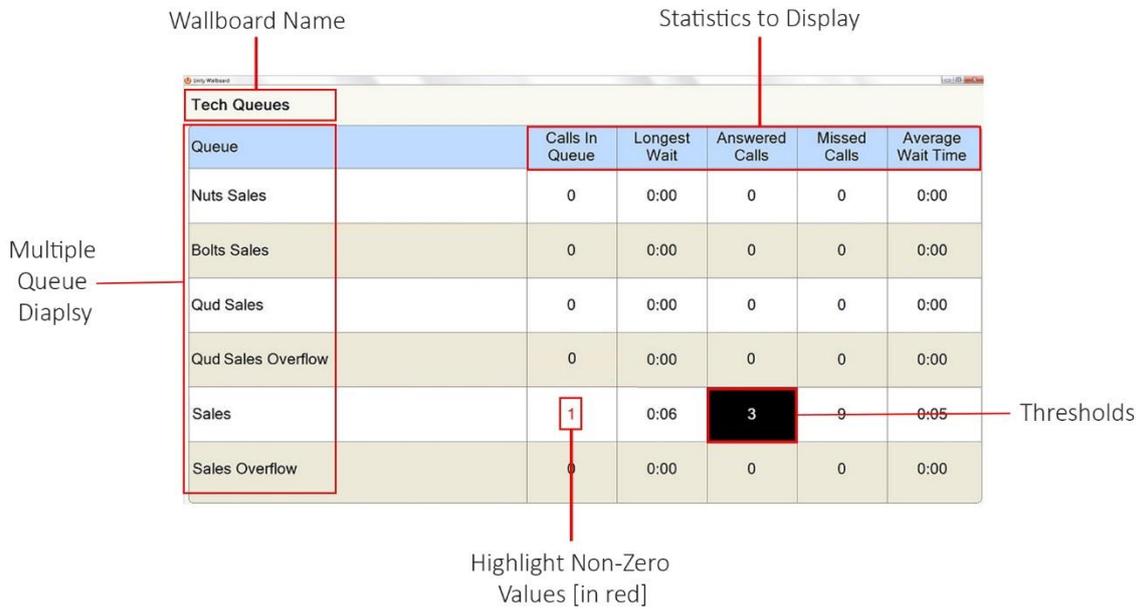
Unity requires high-speed internet connectivity and access to the below locations, which may require firewall rules to be added on the customer premises:

- a. TCP port 2208 to im.unityclient.com
- b. TCP port 2208 to the VoIP platform OCI server
- c. HTTP/HTTPS access to portal.unityclient.com

1.3 BroadWorks Platform Requirements

- a. Unity Wallboard is supported on BWKS R17 SP4 and above

1.4 Unity Wallboard Interface



Unity Wallboard is highly customisable to accommodate different size screens, different font sizes and different customer requirements for stats and queues to be displayed. By default, Wallboard will resize full screen to the dimensions of the host machine.

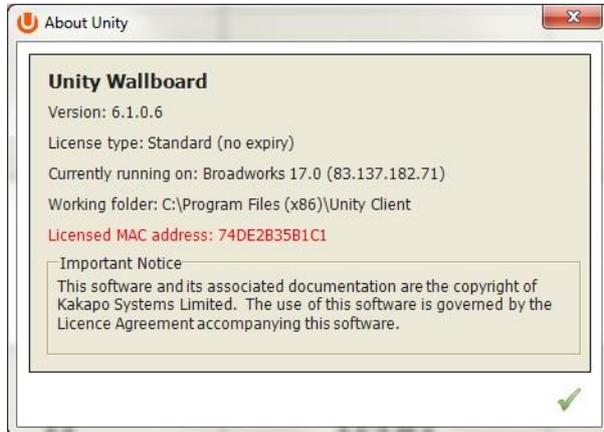
2 STATISTICS REFRESH TIMER

Wallboard is designed to display real-time, daily statistics. All statistics are from midnight the previous day and are automatically reset by Broadworks.

If the Client Call Control service is assigned to the queue in BWKS then the "Calls in Queue" stat will be a real-time stat. All other stats are polled from BWKS on a default 900 second timer. The timer can optionally be configured to a minimum level specified by the Service Provider with the minimum permissible duration being 60 seconds.

3 LICENSING

Unity Wallboard licences against the MAC address of the network adaptor of the host PC. To see which MAC is currently licensed click About Unity Wallboard in Settings



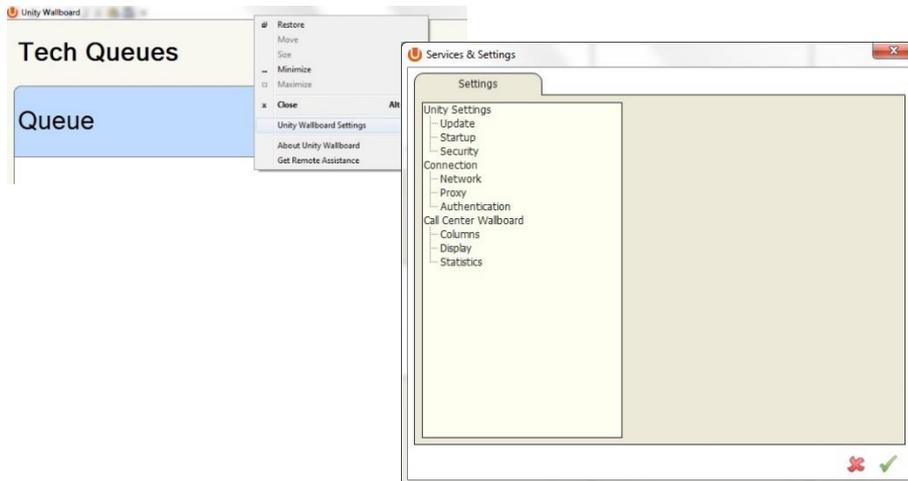
4 AVAILABLE STATISTICS

The following statistics are available;

Statistic	Description
Calls In Queue	Provides a count of calls currently in queue
Longest Wait Time	Wait time, in seconds, of the longest waiting caller into the queue
Average Wait Time	Average wait time, in seconds, for all calls that have been answered
Missed Calls	Abandoned calls
Received Calls	Total calls that were delivered to the queue
Answered Calls	Total calls that were answered by an Agent
Staffed Ratio	The number of Agents available to take calls [Joined to the queue and in Available state] against the total number of Agents assigned to the queue in BWKS

5 ACCESSING WALLBOARD SETTINGS

To enter call center queue IDs and change settings, right click the very top bar in Wallboard > Unity Wallboard Settings



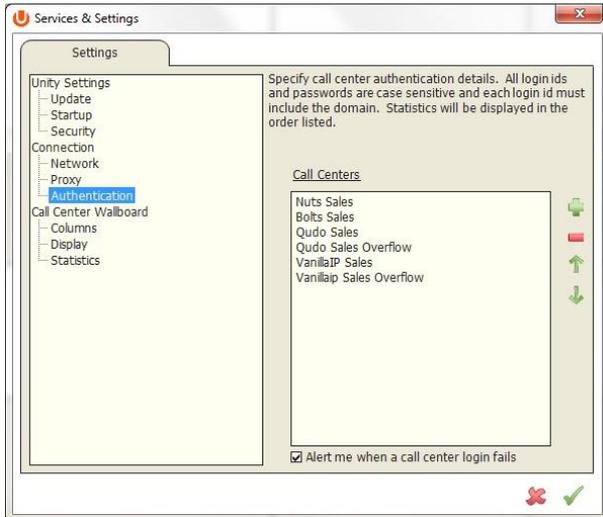
6 CONFIGURATION OPTIONS

After changing settings, click the green tick to OK.

7 ADDING CALL CENTER QUEUES

Configure in: Settings > Authentication

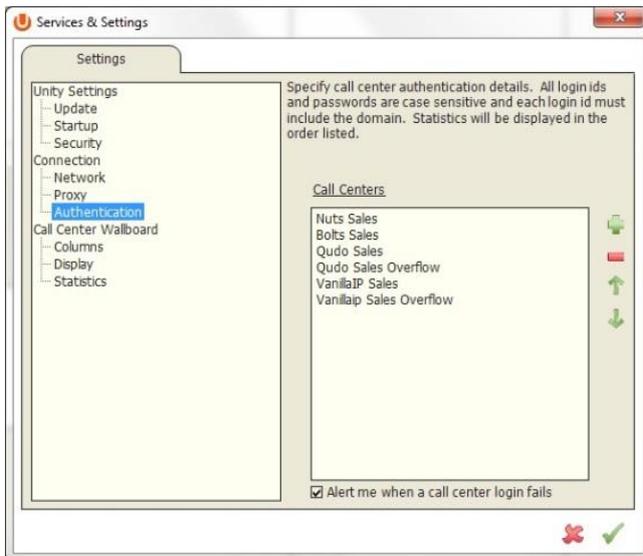
Click the green + and add the call center ID and password from BWKS. Click the red – to remove calls centers



8 CHANGING QUEUE DISPLAY ORDER

Configure in: Settings > Authentication

Click the call center and toggle position up or down with the green arrows on the right

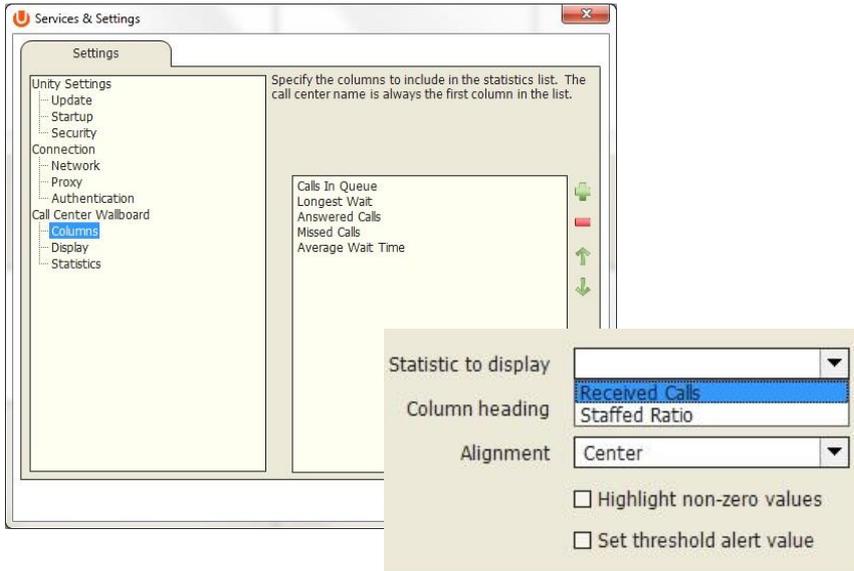


9 ADDING AND REMOVING STATISTICS

Configure in: Settings > Columns

Click the green + - the "Statistic to display" drop list will show available statistics that are not already selected.

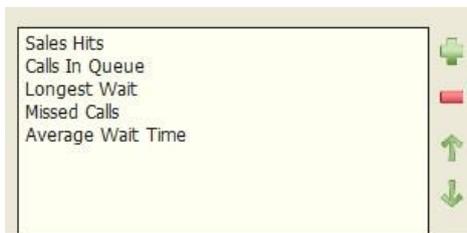
Click a statistic and then the red - to remove it from Wallboard



10 CHANGING STATISTICS ORDER

Configure in: Settings > Columns

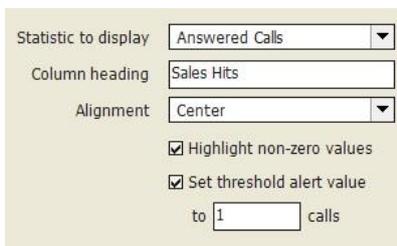
Click the call center to highlight it and then use the green arrows on the right to change the order.

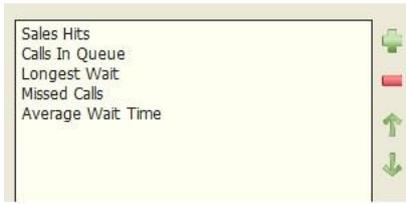


11 RENAMING STATISTICS HEADINGS

Configure in: Settings > Columns

Double click the call center in the Columns list to open the configuration page for the queue. Statistics can be renamed in the “Column Heading” field. In the example below the “Answered Calls” stat has been renamed “Sales Hits”





Unity Wallboard

Tech Queues

Queue	Sales Hits	Calls In Queue	Longest Wait
Nuts Sales	0	0	0:00

12 CHANGING STATISTICS ALIGNMENT

Configure in: Settings > Columns

Double click the call center in the Columns list to open the configuration page for the queue. Choose Left, Center or Right from the “Alignment” drop list.

Statistic to display: Answered Calls

Column heading: Sales Hits

Alignment: Center

Set threshold alert value to 1 calls

13 HIGHLIGHT NON-ZERO VALUES

Configure in: Settings > Columns

Double click the call center in the Columns list to open the configuration page for the queue. Ticking the “Highlight non-zero values” box will make any stat highlighted in red

Statistic to display: Missed Calls

Column heading: Missed Calls

Alignment: Center

Highlight non-zero values

Set threshold alert value

Missed Calls	
0	3
0	1
0	0

14 SETTING THRESHOLDS

Thresholds are a way of visually showing that a preset normal behaviour has been breached. Thresholds are set against a statistic, and when the threshold is breached Wallboard displays the stat in a black box

Configure in: Settings > Columns

Double click the call center in the Columns list to open the configuration page for the queue. Ticking the “Highlight non-zero values” box will make any stat highlighted in red

Statistic to display: Missed Calls

Column heading: Missed Calls

Alignment: Center

Highlight non-zero values

Set threshold alert value to 3 calls

	Calls In Queue	Missed Calls
0	0	3
0	0	1

15 CHANGING FONT, GRIDLINES AND LOGO

Configure in: Settings > Display

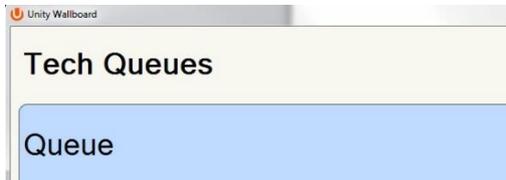
Change the display properties of Wallboard, including the head name and the logo

Logo path: 

Heading text:

Font size: ▼

Show gridlines: ▼



16 CONFIGURING SCROLLING QUEUES

Configure in: Settings > Display

To enable queue scrolling uncheck the “Show all queues at once” box. The scrolling options below will now become configurable. Loop queues will mean that Unity will always display a full list of queues in the Wallboard.

Show all queues at once

Show queues at a time

Loop queues if required

Refresh every seconds.

17 FORCED QUEUE DISPLAY

Configure in: Settings > Authentication

Where scrolling queues are being used, it is possible to always display one or more queues. Double click the queue in Authentication and click “Always show these statistics”. When the queues scroll, this call center will always be shown. Where more than one are always to be shown, their order can be set as in Changing Queue Display Order above.

