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
- 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 realtime 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

Tech Queues	P Rease Move See Move See See See See See See See See See S
Queue	Cove An Unity Settings Loday Wallboard Aboxt Unity Wallboard Get Remote Assistance Security Connection
	- Arubectoation Call Center Wallboard - Columns - Doply - Statistics
	× ×

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

Settings	
Unity Settings	Specify call center authentication details. All login ids
Update	and passwords are case sensitive and each login id musi-
Startup	include the domain. Statistics will be displayed in the
Security	order listed.
Connection	Call Centers
Network	Nuts Sales
Proxy	Qudo Sales
Call Center Wallboard	Qudo Sales Overflow
Columns	VanilaP Sales
Display	Vanilap Sales Overflow
Statistics	Vanilap Sales Overflow

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

Settings	
Unity Settings Update Startup Security Connection Network Proxy	Specify call center authentication details. All login ids and passwords are case sensitive and each login id mus include the domain. Statistics will be displayed in the order listed. <u>Call Centers</u>
- Columns Columns - Columns - Display - Statistics	Nuts Sales Bolts Sales Qudo Sales Overflow VanilaIp Sales Vanilaip Sales Overflow
	Alert me when a call center login fails

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

Unity Settings 	Spe call	cify the column center name is	s to include in the statistics list. always the first column in the li	The st.	
Authentication Call Center Wallboard Columns Display Statistics		Calls In Queue Longest Wait Answered Calls Missed Calls Average Wait	Time	- - - - -	
			Statistic to display Column heading	Received Calls Staffed Ratio	•
			Alignment	Center	•
				Highlight non-zer	o values

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.

Sales Hits	
Calls In Queue	
Longest Wait	-
Missed Calls	-
Average Wait Time	
	-To-
	0.0

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"

Answered Calls 🔻
Sales Hits
Center 🔻
☑ Highlight non-zero values
Set threshold alert value
to 1 calls

Sales Hits Calls In Oueue	4
Longest Wait	
Average Wait Time	-
	-T.
	de

Unity Wallboard	uno Aab -	and solid and	NOR AND AND
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 Left Center Right 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
S	Missed Calls	Alignment Center ▼
		Set threshold alert value
	3	0
	1	0
	0	0
	3 1 0	C C C C C C C C C

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 Column heading	Missed Calls		
Alignment	Center ▼ ✓ Highlight non-zero values ✓ Set threshold alert value	Calls In Queue	Missed Calls
	to 3 calls	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:	Tech Queues	
Font size:	28	-
Show gridlines:	Both	-

-	Unity Wallboard	
	Tech Queues	
	Queue	

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	6	queues at a time
	Loop o	queues if required
Refresh every	4	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.

Unity Settings Unity Settings Startup Security Connection Network Proxy Authentication Call center valiooard Columns Display Statistics	Specify call center authentication details. All login ids and passwords are case sensitive and each login id mus include the domain. Statistics will be displayed in the order listed. <u>Call Center Login Details</u> ID <u>VanilaIPsales@idrd.co.uk</u> Password: ********* Always show these statistics The call center logged in successfully.