

WxCC Agent State Dashboard (WCCD)



Near realtime status wallboard for Agents, Queues and supplied data.

The Atea WxCC Agent State Dashboard provides an easy to use framework for displaying important information for your contact center.

Many organisations deploy the Cisco Webex Contact Center (WxCC) platform to fulfil their call centre requirements. A key challenge is presenting real time and historical queue and agent state information to those in the business who need it.

Atea have developed the next generation of cloud based wallboard for WxCC. The Atea WxCC Agent State Wallboard (WCCD) overcomes the constraints of existing wallboards allowing organisations to concurrently display customer configured real time and historical data to help improve call center performance.

Atea WCCD

The browser based display allows organisations to display a wallboard on one big screen or on a hundred (such as within Agent Desktop). Adding more display devices doesn't affect performance or increase your license costs.

Display the metrics that are most meaningful to you (e.g Grade of Service or Average Wait time) by configuring your own thresholds on your own queue and agent combinations.

Empowering you to make the right decisions with agent state information refresh and snapshot timers.

Flexible Displays:

Many different wallboard configurations can be stored and displayed as required or concurrently. Wallboards can be opened in desktop browsers or on dedicated big screen connected PCs so different people can monitor different statistics.

Users can configure their own settings as to data displayed and thresholds for colour changes.

Easy configuration.

Configuration pages with easy pull down menus and a simple point and click interface makes changing displays a breeze.

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WCCD features:

- Supports Cisco WxCC
- Fully cloud hosted
- Display real time queue statistics, agent state and grade of service information
- Configurable queues and columns
- Configurable colours
- Dynamic sorting of Agents and Queues
- Per Dashboard messages
- Customer Logos
- Customer manage access and security
- Dashboards can be managed by 3 levels of hierarchy allowing management to be decentralised
- Supervisors can send messages to the team
- No information is stored at Atea.
- Either Agent table or grid icon displays
- Every user can adjust the Dashboard to suit themselves
- Public Dashboards can be generated with secure URLs
- Secure URLs can be regenerated at will
- Email and Chat queues are supported
- Layouts are stored locally on the user's browser
- Layouts can be stored as a default for others to use
- Agents can be hidden when in certain states (logged out for example)



- Aggregated Queue Stats
- Authenticated Security using SSO

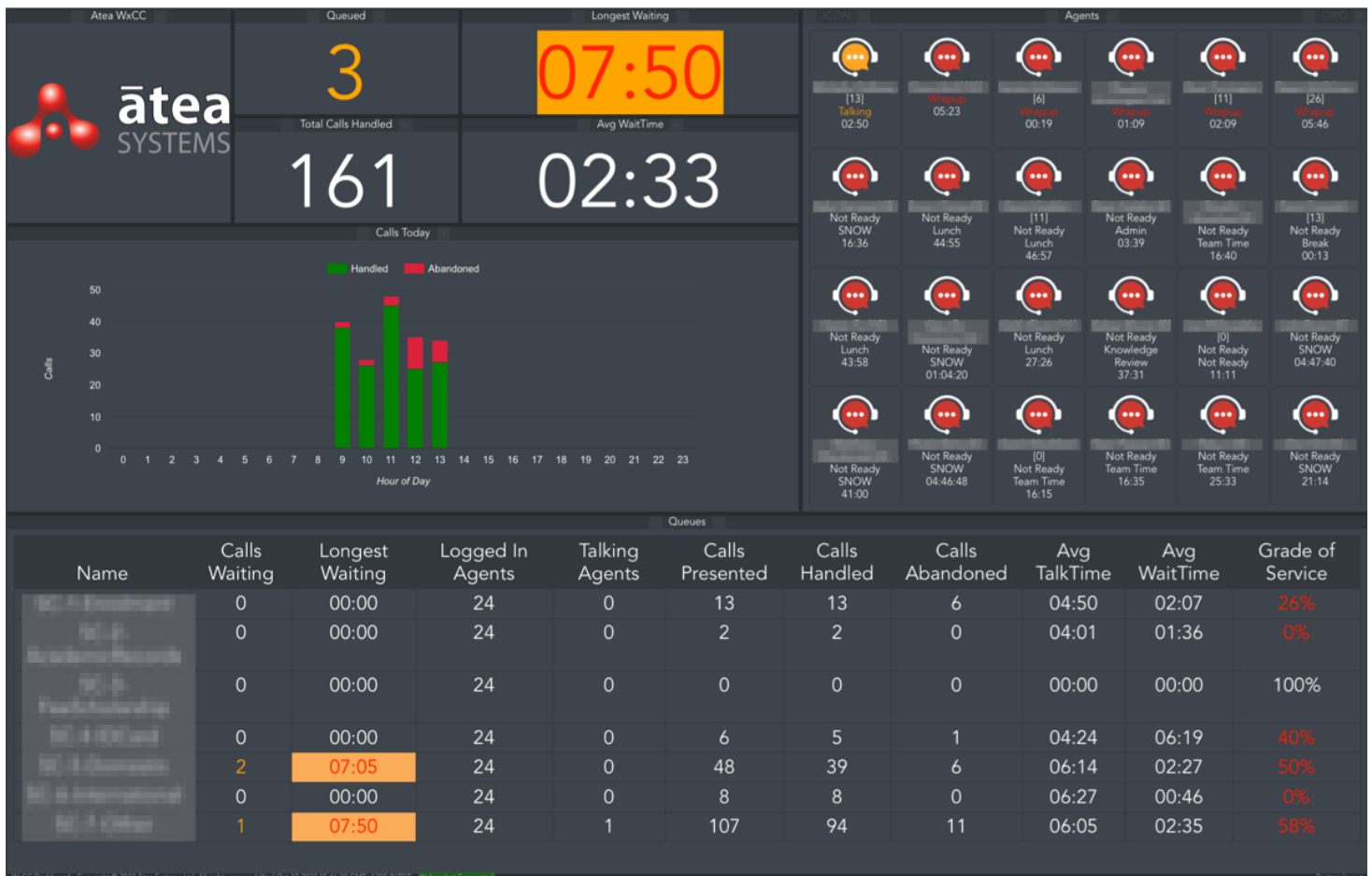
Contact Atea Systems today at sales@ateasystems.com or speak to your local Cisco UC partner to get a demonstration of the Atea UAW to see which version is right for you

Go here to get access and get going

<https://dashboard.wxcc.ateasystems.com/>

isco Live 2022 and our new WxCC cloud based dashboard!

www.ateasystems.com



+ Add Dashboard

id	Name	View	Public Link	Actions			
0	All Queues	View	View	Edit Queues	Edit Layout	Regenerate Public Link	Delete
1	Support	View	View	Edit Queues	Edit Layout	Regenerate Public Link	Delete
2	Sales	View	View	Edit Queues	Edit Layout	Regenerate Public Link	Delete
3	Test - out	View	View	Edit Queues	Edit Layout	Regenerate Public Link	Delete

Save Layout

Selected Widgets

- ☒ Calls Waiting
 ☒ Longest Waiting
 ☐ Total Calls Handled
 ☐ Avg WaitTime
 ☐ Grade Of Service
 ☒ Queues
 ☒ Agents Grid
 ☐ Calls Today (graph)
 ☐ Scrolling Message
 ☐ Agents Table
- Note:** restore layout on the browsers using this dashboard if widgets have changed

Scrolling Message

Scrolling Speed (sec)

Scrolling Message Color

[color names reference](#) (use the name (i.e. AliceBlue) or hex (i.e. #aabbcc) value)

Logo (URL)

Selected Queue Columns

- ☒ Calls Waiting
 ☒ Longest Waiting
 ☒ Logged In Agents
 ☐ Available Agents (only for skills based queue team)
 ☒ Talking Agents
 ☒ Calls Presented
 ☒ Calls Handled
 ☒ Calls Abandoned
 ☒ Avg TalkTime
 ☒ Avg WaitTime
 ☒ Grade of Service

Queue Sort

Queue Sort Direction

Agent Sort

Agent Sort Direction

Show Agent Calls Handled

Hide Agents with NotReady Reason Codes

Allowed Layout Editors

Allowed Supervisors

Note: these users need to be registered on the Atea system and assigned to this Customer