

UCCX Agent State Wallboard (UAW)



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

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

Many organisations deploy the Cisco Unified Contact Centre Express (UCCX) platform to fulfill 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 wallboard for UCCX 8.5 and above. The Atea UCCX Agent State Wallboard (UAW) 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 UAW

A multi-threaded architecture that ensures your real time queue information is not delayed by your agent state information, even though they are delivered from separate data sources. The browser based display allows organisations to display a wallboard on one big screen or on a hundred (such as within Cisco 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.

CSQ	Calls	Oldest	Avg Wait	Max Wait	Agents	GOS	Total
Support	0	0:00	0:45	2:10	1 / 6	88.8%	135
Sales	0	0:00	0:42	1:50	3 / 5	85.6%	114
 Darren Maroon 8021 Ready (0:19)	 Kurt Rockhill 8022 Talking (2:56)	 Lonnie Beumer 8023 Not Ready (19:56) [Team Meeting]	 Tameka Hibbert 8024 Talking (4:39)	 Mathew Stogner 8025 Talking (3:47)	 Mathew Beyers 8026 Talking (2:16)	 Allyson Lenig 8027 Not Ready (25:56) [Lunch]	 Noemi Du 8028 Not Ready (0:56) [Logout]
 Hugh Etienne 8029 Ready (1:14)	 Alana Macdo 8030 Ready (1:29)	 Chandra Wey 8031 Ready (0:45)					

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Refresh Interval: 9 sec
Snapshot Time: 10 sec
Queue: 9 sec 2012-08-29 15:12:05
Agent: 10 sec 2012-08-29 15:12:12
Service: 10 sec 2012-08-29 15:12:14

Basic system (UAW-XA) features:

- Supports UCCX version 8.5 and later.
- Display real time queue statistics, agent state and grade of service information
- Configurable queues and columns
- Configurable thresholds with Time of Day and Days of Week scheduling
- Automatic wallboard cycling
- Threshold and scheduled messages
- Threshold sounds and emails
- Finesse Gadgets
- Clone buttons for Services and Wallboards
- Multiple Grade of Service calculations
- Configurable colours
- Per Agent Thresholds
- Integrates into CUIC
- Queue and agent nicknames
- Dynamic sorting of Agents and Queues
- Per wallboard message
- Use the supplied wallboard templates or supply your own layout (requires separate evaluation and integration service)
- Host based security
- Simple historical graphs
- Customer Logos
- Easy for IT to deliver and support by using a virtualized environment (64bit linux, dual core, 8GB RAM, 150GB HDD)
- Simple and effective management interface
- Customer specific reports available on request



A version to suit your environment.

There are two versions of UAW for UCCX.

The basic version, UAW-XA, is an out of the box system which requires minimal integration with business systems, and the full version, UAW, which provides for more complete integration for security, high availability, bespoke templates and more flexible data sources including external databases and .csv file inputs.

Contact Atea Systems to see which version is right for you.

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

CSQ	Calls	Oldest	Avg Wait	Max Wait	Agents	GOS	Total
Support	0	0:00	0:00	0:00	0 / 0	n/a	0
Sales	0	0:00	0:00	0:00	0 / 1	n/a	0
<div><div> Darren Maroon 8021 Ready (209:13)</div><div> Kurt Rockhill 8022 Ready (226:00)</div><div> Dev User501 8013 Not Ready (1819:14) [Logon]</div></div>							

CSQ	Waiting	Oldest	Agents A	Logged In	GOS	Abandoned	Calls Handled
Supp	0	0:00	1	1	50%	2	3
Dev	0	0:00	2	2	100%	0	3
Summary	0	0:00	3	3	75%	2	6

Queue	Sales	Support	Dev	Payroll	Demo	H.R.	Execs	VIP
Log In	1	1	2	1	1	1	1	1
Waiting	0	0	0	0	0	0	0	0
Available	0	1	1	1	0	0	1	1
Oldest Wait	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00
GOS	100%	100%	100%	100%	100%	100%	100%	100%
Abandoned	0	0	0	0	0	0	0	0
Calls Handled	0	0	0	0	0	0	0	0
Talking	0	0	0	0	0	0	0	0
Total Calls	0	0	0	0	0	0	0	0
Handled	0	0	0	0	0	0	0	0
ASA	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00
Longest Wait	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00
Name	State	Reason	Duration	Handled	Direct In/Out	Abandoned		
Routing	Not Ready	Not Reason	00:00	0	00	0		
Queue	Ready		0:00:00	0	00	0		

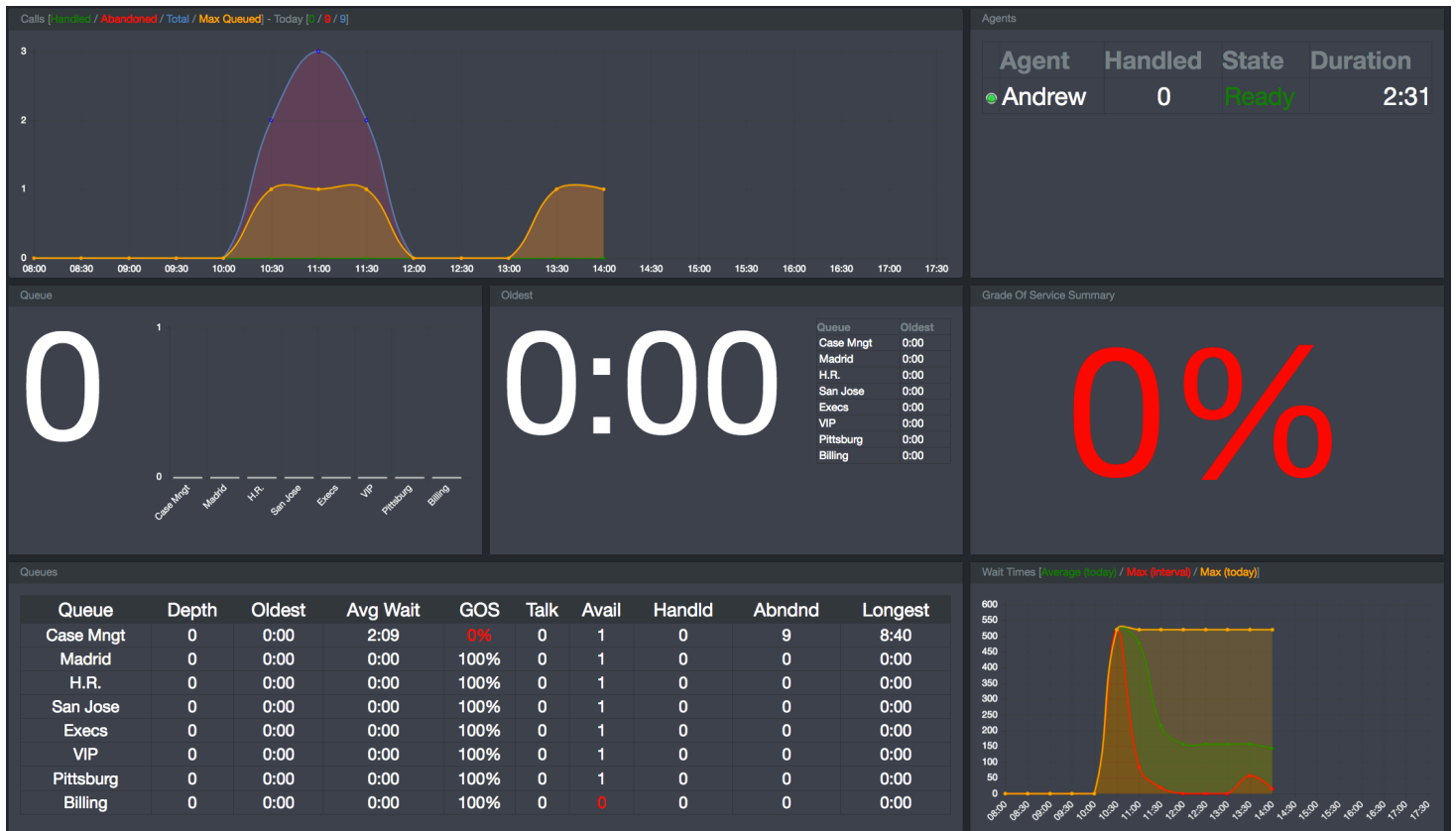
Full system (UAW) features:

- All UAW-XA features plus . .
- Aggregated Queue Display
- Authenticated Security using SSO
- High Availability of UAW
- Multiple concurrent data sources . . UCCX, CUCM native queues, external databases, CSV files

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.

www.ateasystems.com





Easy configuration.

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



wallboard < Back Save

Wallboard Title:

Page Refresh:

Authentication:

threshold action:

Template: ☒ Atea Grid Agent

Primary Sort Column:

Secondary Sort Column:

Message:

Background Colour:

Manage Agent Thresholds

Queues

Idx	Queue
1	Dev
2	Sales
3	Support

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MANAGE

Columns

Idx	Column Header
1	CSQ
2	Waiting
3	Oldest
4	Agents
5	Longest
6	Avg Wait
7	Call
8	GoS

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MANAGE

Formatting

Header Format

Font Type: Size: Colour: BG colour:

Queue Format (Even Rows)

Font Type: Size: Colour: BG colour:

Queue Format (Odd Rows)

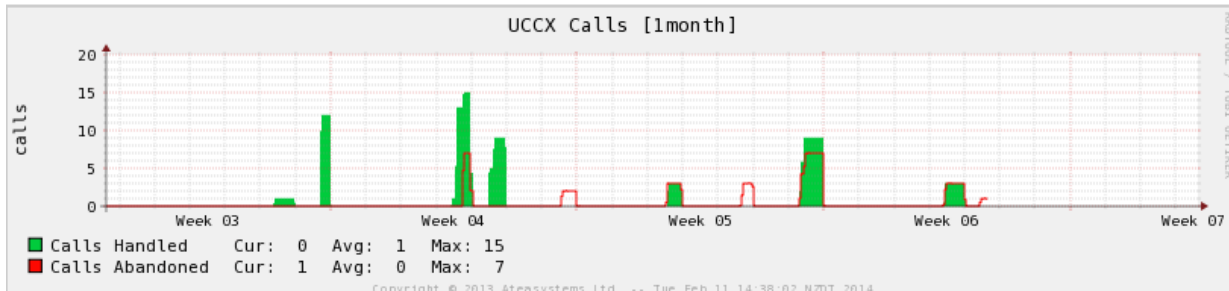
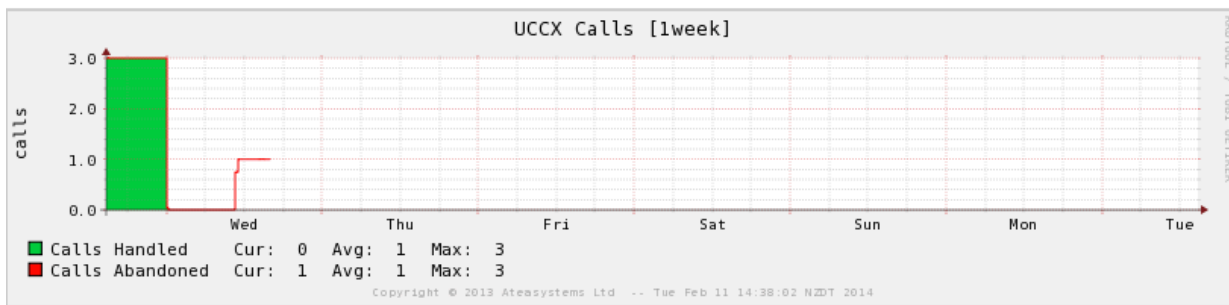
Font Type: Size: Colour: BG colour:

Agent Format

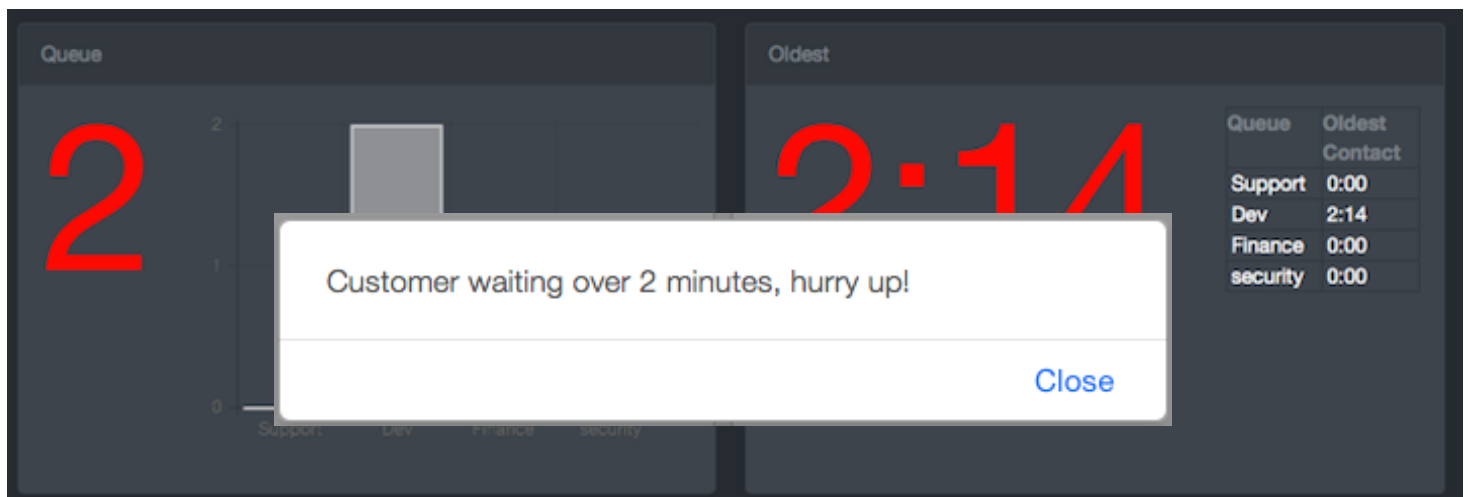
Font Type: Size: Colour: BG colour:

Historical Trend Graphs

Easy to use graphs show Agents, Queues, Wait Durations and Total calls for 1 hour, 2 hour, 4 hour, 8 hour, 1 day, 1 week, 1 month and 1 year.



Finesse Gadgets



Gadgets with screen pops on thresholds help agents stay engaged . .