

# **Atea Wallboard UAW 19.0.09**

## **Administration Guide**

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## Document History

Date	Author	Version	Summary
24 Sep 2019	Sascha Monteiro	19.0.09	Added T98 informatio Updated System properties
13 May 2016	Murray Lum	2.2.01b	Instructions on how to view team agents
31 Jan 2016	Murray Lum	2.2.01a	Updated to 2.2.01 – revised user interface
16 June 2015	Murray Lum	2.1.31b	Updated to version 2.1.31 and reformatted
18 Feb 2015	Sascha Monteiro	2.1.11	To suit release 2.1

## Related Documents

Document	Description
UAW Technical Reference 1.6a	Planning, design and technical information for Atea Wallboard application (April 2016)

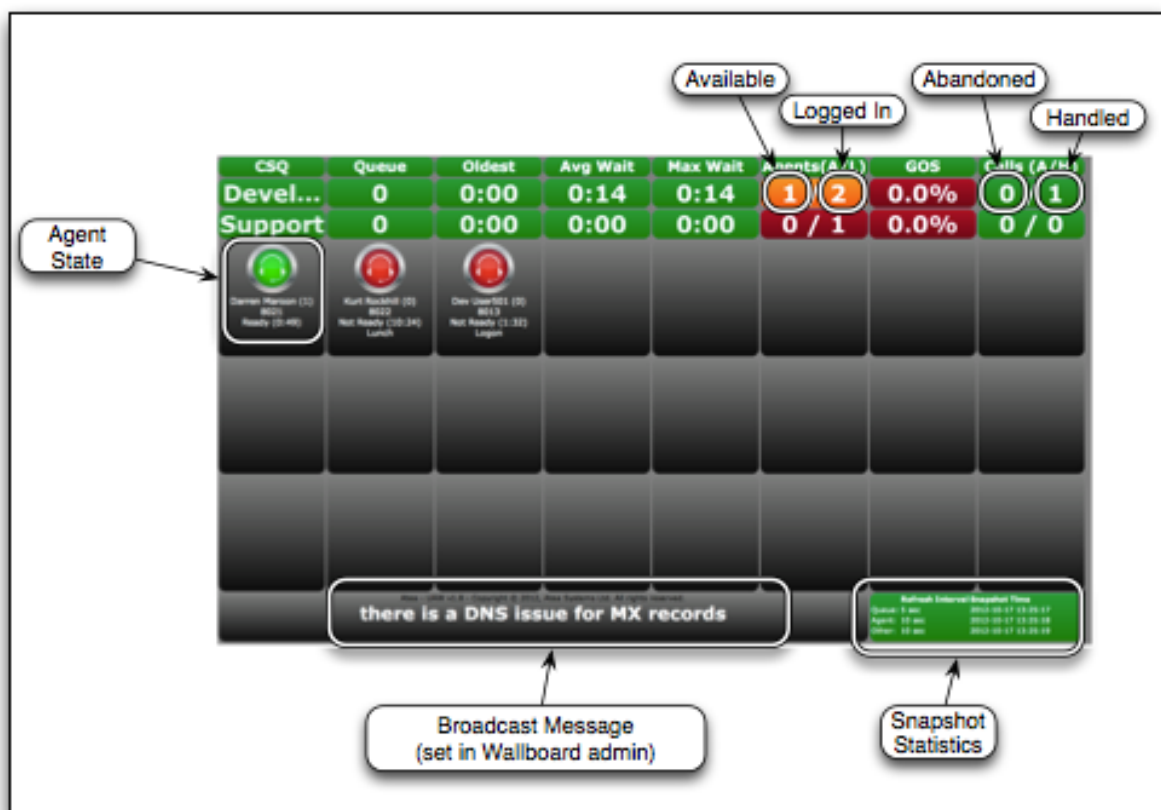
# 1 Wallboard Overview

The Atea UAW Wallboard enables the presentation of a variety of statistics in real time, via a wall mounted screen, or any other device capable of displaying a standard web page. Initially designed for the presentation of Cisco UCCX queue statistics, agent state and grade of service information, the Atea UAW Wallboard has been expanded to access statistical data from other sources too. This includes databases, CSV and Excel spreadsheet files (full version only, not the basic XA version or demo versions).

There are a variety of screen layouts to display the statistics.

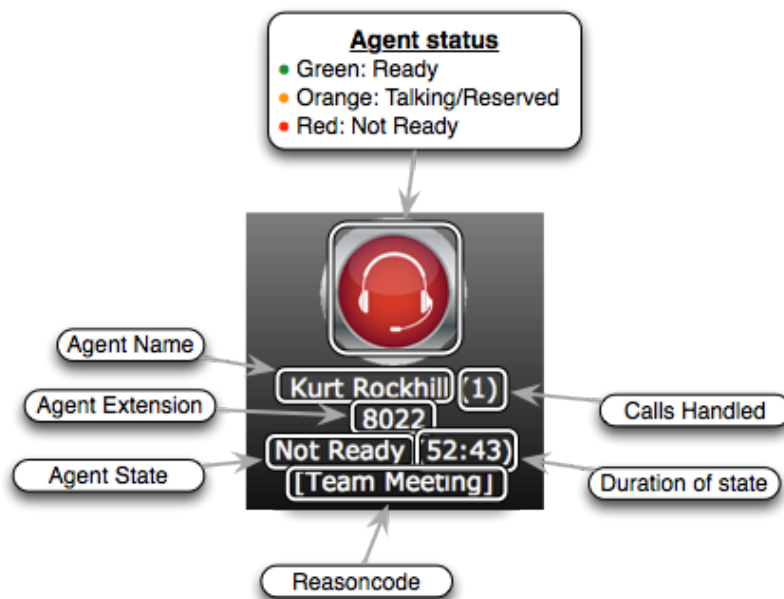
## Wallboard Presentation - General

This wallboard shows both real time queue data and agent status on one page.



## Agent Status - Detail

Here is the on screen information for each agent. Some layouts show only a subset of the information.



Here are the details shown for each agent;

- Coloured Icon (Red, Orange or Green) reflecting the agent's state
- Agent Name and Calls Handled
- Agent Extension (or DN)
- Agent State and the duration of how long they've been in this state
- Reason Code if they are unavailable (this is blank when they are available)

## WallBoard Message - Detail

A broadcast message can be shown on the Wallboards in the bottom left area. This may be either one message for all Wallboards, or individual messages for the configured Wallboards. Messages may be fixed, scheduled or based on threshold.



### WallBoard Snapshot Statistics - Detail

This provides details about the query processes used to get the wallboard data. There are three polling threads (see System Administration).

The Refresh Interval is the time between the last and previous UCCX data read. The snapshot time is when the last data was read.

Refresh Interval Snapshot Time	
Queue: 4 sec	2012-10-16 15:29:32
Agent: 9 sec	2012-10-16 15:29:26
Other: 19 sec	2012-10-16 15:29:27

*Note: If the Snapshot Time turns red (as in this screenshot), the runtime of this Query takes longer than the configured Interval. Either increase the interval, or perhaps improve the response time by purging some data from the UCCX server (consult your UCCX system administrator).*

### Queue Wallboards

An Atea UAW Wallboard is a table of statistical data, displayed via webpage and updated in real time. Each wallboard display has one or more tables. The rows in the table represents a Queue.

- Each **Queue** corresponds to a UCCX queue. The queue information is presented as a row of data cells.

A wallboard definition can consist of both queues and services for queue/service wallboards. For mixed queue and agent state wallboards, only queues can be applied.

The first cell in each row contains the name of the queue. The remaining cells display the data associated with that queue, as configured in the administration section. The cells may also be configured with thresholds, which alter display properties of that cell (and possibly the whole row) depending on the value of the cell.

Some wallboards contain agent status information. The layout is set by the specific wallboard template.

## 2 Wallboard Architecture

The Atea wallboard application resides on a server known as the Atea TSP. Atea provide the TSP as a virtual machine. It comprises of a Linux O/S (Oracle Linux) server complete with:

- An Oracle database and application environment
- A Tomcat web server
- An Open LDAP directory
- An http server for SSL termination and reverse proxy
- Other supporting applications such as the Java run time environment, SFTP and SSH.

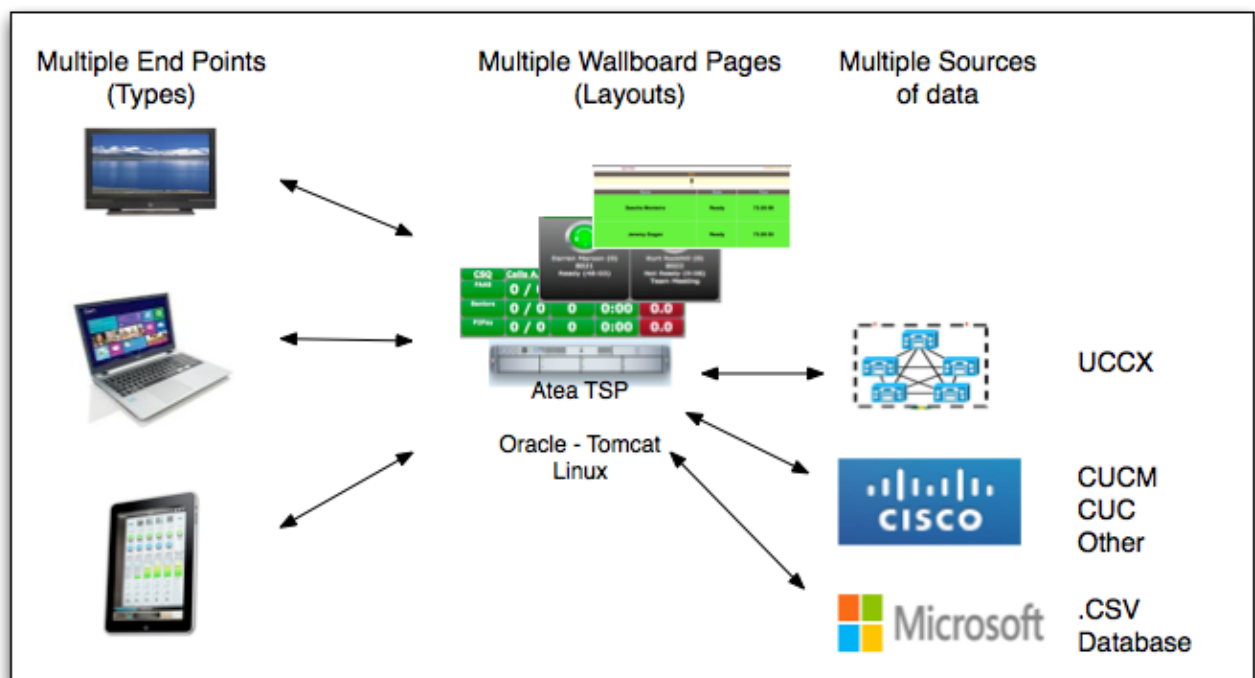
The Atea applications are written in the Java environment.

The wallboard application resides within the Tomcat web server. On one side the application queries data sources (such as UCCX) for statistics. These statistics are then compiled into a series of pages in memory on the server (the wallboards). Devices with a web browser can then connect to the appropriate page URL to display the wallboard. The browser is the only software required on the client desktop.

Each wallboard can be set to require authentication by a user or source IP address. Where a user is authenticated to more than one wallboard, application will automatically cycle the user's screen each of the wallboards.

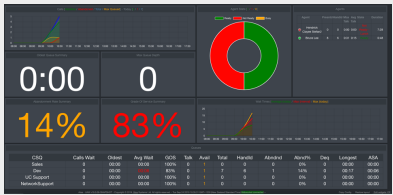


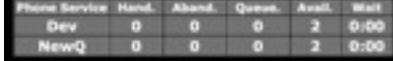


High availability is supported both from a UCCX and UAW perspective.

The general architecture is shown in this diagram below.



### 3 Wallboard Layouts

The wallboard is shipped with several default layouts. You may customise these, or pay Atea to create a custom template. The table below has examples. Each template layout dictates what you need to configure to create your wallboard. For example, a queue statistics wallboard needs configuration for both the queues and the columns. By contrast, a wallboard that only displays agent status, needs configuration for just the queues that the agents belong to (e.g. those that they have skills for).

Layout	Comments	Screenshot
<b>Flex Dashboard (Atea default)</b>	This is a versatile layout where the user can move/add/remove widgets as required	
<b>Grid-Queue (Atea default)</b>	On a Queue only page, up to 8 CSQ's can be presented per Wallboard	
<b>Table-Queue (Atea Default)</b>	Provides information on queues. Displayed on manager's PC and large screens in offices.	
<b>Table-Queue 2 (Atea Default)</b>	Real time wallboard that is displayed on LCD TVs in the contact centre that shows all configured CSQs providing information on service, handled calls, abandoned calls, agents available and maximum wait time.	
<b>Grid-Queue and Agent (Atea default)</b>	This is most common layout, 1 or 2 queues and up to 24 agents can be presented per Wallboard	
<b>Grid-Agent (Atea default)</b>	On an Agent only page, up to 32 Agents can be presented per Wallboard	

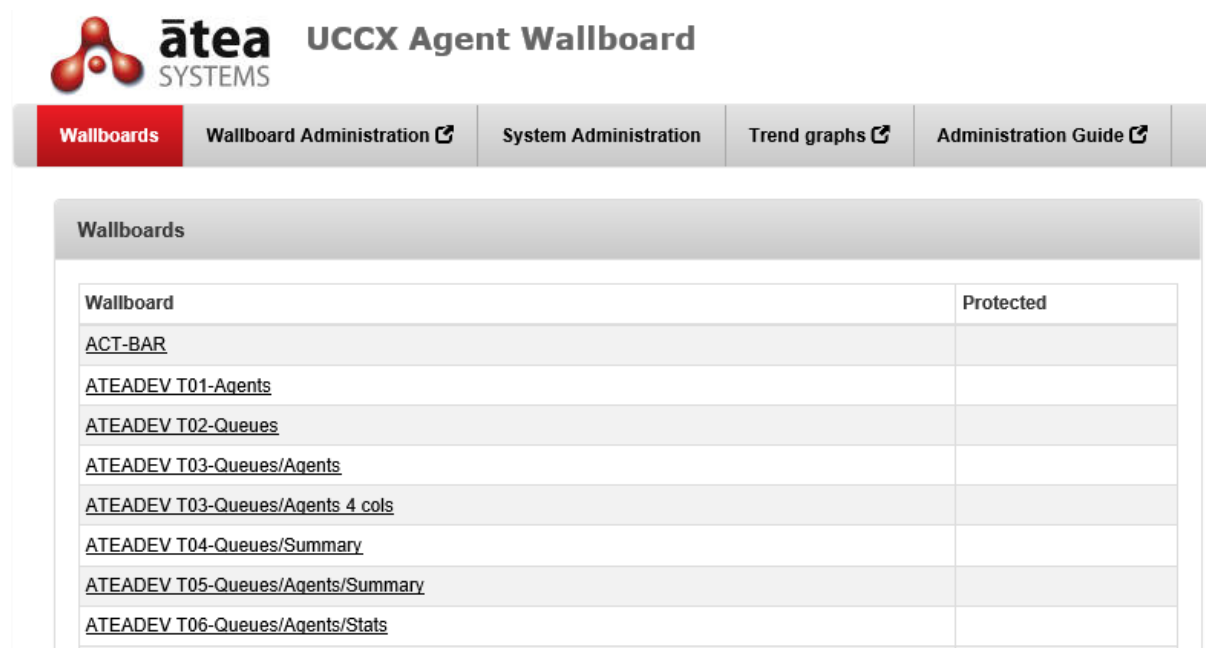


## 4 Administration Options

**Tip:** Remember to check the website for the latest tips and advice on Atea products.

### 4.1 Connecting to the landing page

From a web browser, connect to the Wallboard landing page, which normally looks like <https://wallboardserver/UccxStats/>. Here is an example of the landing page.



Wallboard	Protected
<a href="#">ACT-BAR</a>	
<a href="#">ATEADEV T01-Agents</a>	
<a href="#">ATEADEV T02-Queues</a>	
<a href="#">ATEADEV T03-Queues/Agents</a>	
<a href="#">ATEADEV T03-Queues/Agents 4 cols</a>	
<a href="#">ATEADEV T04-Queues/Summary</a>	
<a href="#">ATEADEV T05-Queues/Agents/Summary</a>	
<a href="#">ATEADEV T06-Queues/Agents/Stats</a>	

The main sections are:

- **Wallboards** – This is the list of the individual wallboards configured, and their protection status. Click on the wallboard link to open it.
- **Wallboard Administration** – Create, modify or delete any of the settings for a wallboard. This includes wallboard security and aliases for queues and agents.
- **System Administration** – This area holds the license file information and settings such as the UCCX IP address(s) and database passwords. You can also check the current software version here.
- **Trend graphs** – These are from the UCCX statistics for each queue or the whole UCCX. There are charts for 15 minute through to one year.
- **Administration Guides** – A link to the online support information.

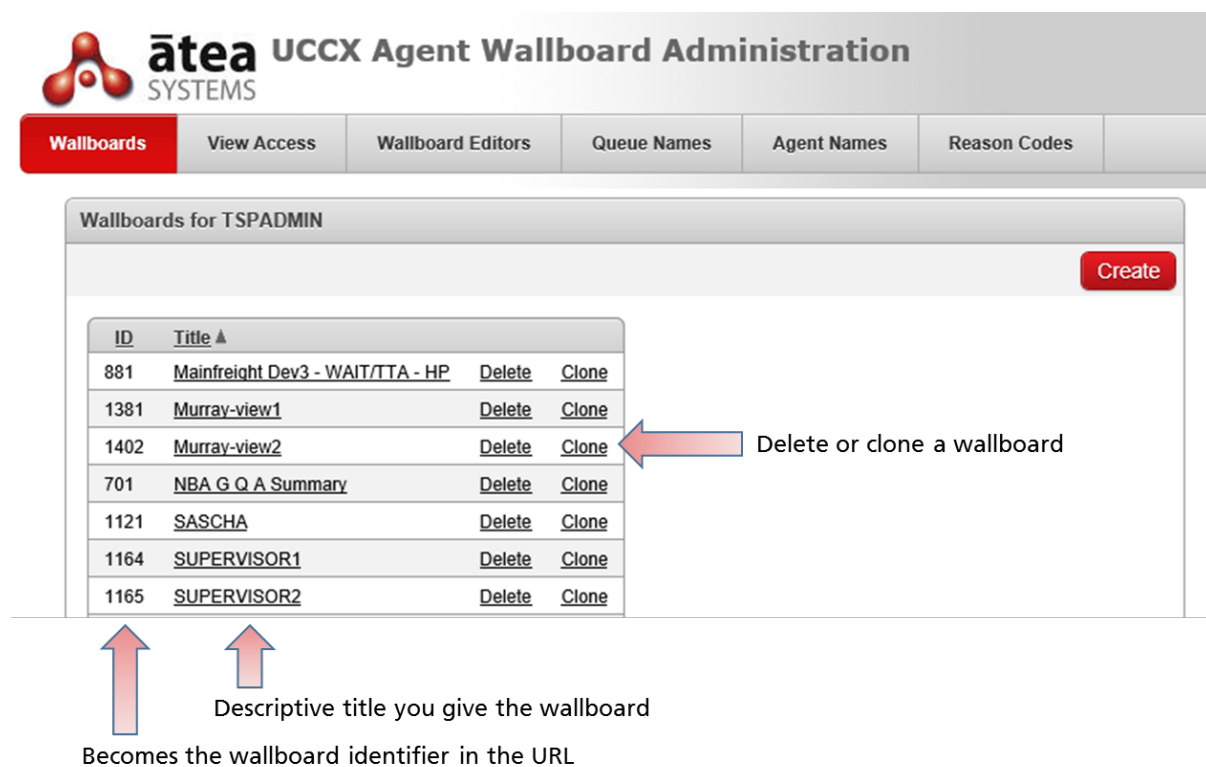
## 5 Wallboard Administration

Use this application to create, edit and delete wallboards. From here, you can also:

- Change the display names of agents and queues retrieved from UCCX
- Assign wallboards to specific users
- Edit agent not ready “Reason Codes”

To configure the wallboards:

1. Login with the provided credentials. The default username is **ursadmin**.
2. Click the link for [Wallboard Administration](#) to go to the “Wallboards” page. The tab in red indicates the administration area you are in.



**ātea SYSTEMS UCCX Agent Wallboard Administration**

Wallboards View Access Wallboard Editors Queue Names Agent Names Reason Codes

Wallboards for TSPADMIN

Create

ID	Title ▲		
881	Mainfreight Dev3 - WAIT/TTA - HP	Delete	Clone
1381	Murray-view1	Delete	Clone
1402	Murray-view2	Delete	Clone
701	NBA G Q A Summary	Delete	Clone
1121	SASCHA	Delete	Clone
1164	SUPERVISOR1	Delete	Clone
1165	SUPERVISOR2	Delete	Clone

Delete or clone a wallboard

Descriptive title you give the wallboard

Becomes the wallboard identifier in the URL

From this page you can:

- Create a new wallboard using the **Create** button. The new wallboard will be blank.
- Clone an existing wallboard using the **Clone** link
- Modify a wallboard by clicking the **title of the wallboard**
- Delete a wallboard using the **Delete** link.

## 5.1 Queue and Agent State Wallboards

This section applies only to queue or agent status wallboards. For Flex Dashboards see the section later in this guide: **5.7 Flex Dashboard**.

**Tip:** *The Atea wallboard application is preconfigured with a sample wallboard called “Change me”. This gives you a wallboard that you can begin to edit. We recommend that you clone this to get started.*

### 5.1.1 Edit or Clone Queue and Agent State Wallboards

To clone a queue or agent state wallboard:

1. Click the ‘Clone’ link on the wallboard administration page. This creates a copy of the wallboard that you can now edit.
2. Click on the cloned wallboard title to edit the specific wallboard.

Wallboard Admin

Preview Wallboard

< Back

Save

Wallboard Title

Demo wallboard

\* Template

T03-Queues/Agents

Click for Examples

Page Refresh

5

Columns

Idx	Column Header		
1	CSQ	▼	▲
2	Waiting	▼	▲
3	Oldest	▼	▲
4	Agents A	▼	▲
5	Logged In	▼	▲
6	GOS	▼	▲
7	Exp Wait	▼	▲
8	Avg Talk	▼	▲
9	Handled	▼	▲

1 - 9

Manage

Queues

Idx	Queue		
1	Dev	▼	▲
2	Sales	▼	▲

1 - 2

Manage

Advanced Settings

General Settings

Text Format Settings

3. Adjust the settings for the wallboard.

Setting	Comments
---------	----------

Setting	Comments
Wallboard Title	Your descriptive name for the wallboard. You may include special characters.
Template (this field is mandatory)	The template determines the layout of the information on the wallboard screen. Choose from the list of options. Click the link to open a new window with examples of each layout (see below).
Page Refresh	This value is in seconds and sets the browser refresh interval for the wallboard. The information presented may be slightly behind due to the application polling intervals.

Template examples (opens in new window)

### Templates

- [T01-Agents view](#)
- [T02-Queues view](#)
- [T03-Queues/Agents view](#)
- [T04-Queues/Summary view](#)
- [T05-Queues/Agents/Summary view](#)
- [T06-Queues/Agents/Stats view](#)
- [T07-Queues/Summary view](#)
- [T08-Queues view](#)
- [T09-Queues/Agents view](#)
- [T10-Queues view](#)
- [T11-Queues/Agents view](#)
- [T12-Queues view](#)
- [T13-Queues/Summary view](#)
- [T14-Queues/Perm-Agents view](#)
- [T15-Perm-Agents view](#)

### template

Queue	LoggedIn	Talking	Calls Queued	Calls Handled	Current Wait	Abandoned
Queue9	0 / 0	0	0	0	0:00	0
Queue8	0 / 0	0	0	0	0:00	0
Queue7	1 / 1	0	0	0	0:00	0
Queue6	1 / 1	0	0	0	0:00	0
Queue5	1 / 1	0	0	0	0:00	0
Payroll	1 / 1	0	0	0	0:00	0
Sales	1 / 1	0	0	0	0:00	0
Support	1 / 1	0	0	0	0:00	0
Dev	3 / 3	0	0	0	0:00	0

Click the [view](#) link to open an example layout

Milgard - UAW v2.1.24 - Copyright © 2014, Atea Systems Ltd. All rights reserved.

Refresh Snapshot  
 Queue: 5 sec 2014-12-09 15:28:26  
 Agent: 10 sec 2014-12-08 18:28:30  
 Other: 9 sec 2014-12-08 18:28:31

#### 4. Other settings:

- The **preview** button opens a pop-up window with a live version of the wallboard showing your changes.
- Columns** – adjust the order using the up/down arrows. Click **Manage** to choose the columns to display.
- Queues** – adjust the order using the up/down arrows. Click **Manage** to choose the Queues to display
- General Settings** is for authentication, messages, background colours, default settings and Agent Thresholds.
- Text Settings** is for font sizes, colours and custom layout settings.

#### 5. When you are done, click an action button:

- **Save** will save all your settings for this wallboard
- **Back** takes you to the previous page without saving any settings

**Tip:** *This application inserts the page refresh time into the HTML header of each web page, causing the client browsers to initiate the refresh.*

### 5.1.2 Manage Wallboard Queues and Columns

To manage the queues and columns that display on a wallboard click on the respective 'Manage' button. For new wallboards these tables will be empty, so it is usually easier to edit a copy of an existing wallboard.

**Tip:** *Columns are only relevant when displaying queue information. The display of agent status is governed by the template you are using.*

Wallboard Admin

Preview Wallboard

< Back

Save

Wallboard Title

Demo wallboard

\* Template

T03-Queues/Agents

Click for Examples

Page Refresh

5

Columns

Idx	Column Header		
1	CSQ	▼	▲
2	Waiting	▼	▲
3	Oldest	▼	▲
4	Agents A	▼	▲
5	Logged In	▼	▲
6	GOS	▼	▲
7	Exp Wait	▼	▲
8	Avg Talk	▼	▲
9	Handled	▼	▲

1 - 9

Manage

Queues

Idx	Queue		
1	Dev	▼	▲
2	Sales	▼	▲

1 - 2

Manage

Advanced Settings

General Settings

Text Format Settings

To manage the queues for a wallboard, click the queue “Manage” button. A new window will pop-up with two tables:

- **Current Queues** – these display on the wallboard, and
- **Available Queues** – these are the remaining queues that you can choose from.

Manage Queues - click the queue to move it

Current Queues

Queue Name
Dev
Sales

1 - 2

Available Queues

None

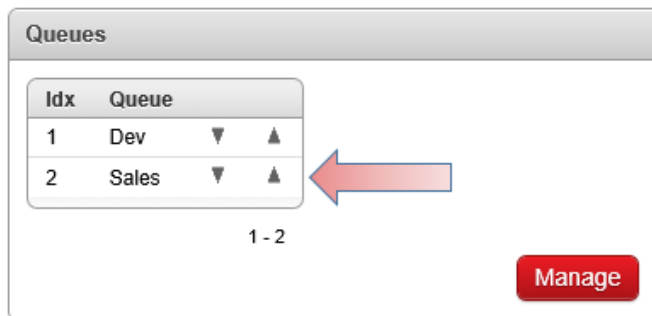
Click on the queue name to move it between the tables. This example shows two queues selected. Make sure you assign at least one queue to a wallboard.

Please note that you cannot edit the actual queues here, just the assignment to the current wallboard.

When you are done, close the pop-up window.

**Tip:** *The wallboard application gets the queues directly from UCCX. The administrator then has the option to give the queue a nickname. The queues you see here are all the queues in UCCX and they may (or may not) have a nickname applied.*

Now you can adjust the order that the queues display on the wallboard. Use the up and down arrows until they are in the order you prefer. When you are done, click **Save**.



To manage the columns for a wallboard, click the column "Manage" button to open the popup window.

Most wallboard templates require between three and eight columns. To add a column to the wallboard, add another row to this table using the '**Add Row**' button.

Wallboard Columns

Delete

Save

<input type="checkbox"/>	Idx	Column Header	Data Source	Threshold Condition	
<input type="checkbox"/>	1	CSQ	CSQ Alias	none	<a href="#">-edit threshold values-</a>
<input type="checkbox"/>	2	Waiting	Calls Waiting	Greater Than	<a href="#">-edit threshold values-</a>
<input type="checkbox"/>	3	Oldest	Oldest Contact	none	<a href="#">-edit threshold values-</a>
<input type="checkbox"/>	4	Agents A	Available Agents	Smaller Than	<a href="#">-edit threshold values-</a>
<input type="checkbox"/>	5	Logged In	Logged In Agents	none	<a href="#">-edit threshold values-</a>
<input type="checkbox"/>	6	GOS	Gos	Smaller Than	<a href="#">-edit threshold values-</a>
<input type="checkbox"/>	7	Exp Wait	Expected Wait Time	none	<a href="#">-edit threshold values-</a>
<input type="checkbox"/>	8	Avg Talk	Average Talk Duration	none	<a href="#">-edit threshold values-</a>
<input type="checkbox"/>	9	Handled	Calls Handled	none	<a href="#">-edit threshold values-</a>

1 - 9

Add Row

Each row requires at least the column header and data source to be filled out.

General Property	Comments
<b>Idx</b>	The index number is the order in which the columns are displayed. You can change the display order in the previous screen (wallboard admin).
<b>Column Header</b>	The heading for a column. Enter the text to display on the wallboard.
<b>Data Source</b>	Use this select list to define the data to display in the column. The data fields in this drop down box are from the real time and historical tables in UCCX.
<b>Threshold Condition</b>	This determines how the column values are compared to the configured thresholds. These are basic comparisons like less-than or greater-than or equal-to.
<b>Edit Threshold Values</b>	The <b>-edit threshold values-</b> link goes to another page where individual values and colour combinations can be edited.

When you are done, click an action button:



- **Delete** – to remove the selected rows; OR
- **Save** – to save the changes to the columns
- **Close** – to close the popup window

**Tip:** *Adding columns is only useful when the template you have chosen displays queue or grade of service statistics.*

### 5.1.3 Manage Wallboard Thresholds

Thresholds are optional and can be set against queue statistics or the status of agents (**only for none Flex Dashboard templates!**). Firstly, set the threshold condition and then apply the value and colour combination.

**Tip:** *A threshold can be applied to either an individual cell or a whole row. Set this in the General Settings area of the wallboard admin.*

#### Queue Thresholds

From the main administration screen for a wallboard, click on the 'Manage' button under column. A screen similar to the one below will be shown.

<input type="checkbox"/>	Idx	Column Header	Data Source	Threshold Condition	
<input type="checkbox"/>	1	CSQ	CSQ Alias	none	<a href="#">-edit threshold values-</a>
<input type="checkbox"/>	2	Waiting	Calls Waiting	Greater Than	<a href="#">-edit threshold values-</a>
<input type="checkbox"/>	3	Oldest	Oldest Contact	none	<a href="#">-edit threshold values-</a>

This wallboard has a condition set on calls waiting. To set a condition, choose from the drop down box and click 'Save'. To add, modify or delete a threshold, click on the '**-edit threshold values-**' link. This takes you to a new page where you can set the threshold value and colour combination for the current wallboard column.

The **Value** field is the threshold trigger value. The colour field is for simple colour strings like blue, red or green or a numeric code generated in the colour picker. In the example below three thresholds are set. This changes the cell/row colour depending on how many calls are queued.

You can set up to five thresholds. To add another threshold, click on the '**Add Row**' button. To delete a row, select the check box on the left and click the '**Delete**' button.

Waiting Thresholds

Delete
Submit

<input type="checkbox"/>	Value	Colour	From Time	To Time	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Message
<input type="checkbox"/>	3	red	00:00	23:59	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	0	green	00:00	23:59	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	1	orange	00:00	23:59	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Add Row

Select Your Colour

Pick Your Colour and Copy to your Threshold

If you want a special colour, enter the numeric code (including the #) from the colour picker. Click the rainbow button to open the colour picker, then choose a colour. Generate the code and enter it against the threshold.

Waiting Thresholds

Delete
Submit

<input type="checkbox"/>	Value	Colour	From Time	To Time	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Message
<input type="checkbox"/>	3	red	00:00	23:59	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	0	green	00:00	23:59	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	1	orange	00:00	23:59	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	2	#ED1DED	00:00	23:59	(null)	(null)	(null)	(null)	(null)	(null)	(null)	

Add Row

Select Your Colour

Pick Your Colour and Copy to your Threshold

2 Choose colour

3 Generate colour code

4 Enter code here

1 Open colour picker

Now set the time threshold time settings and message.

### Threshold time settings

You can set thresholds based on time-of-day and/or days of the week. The times can overlap but as the time is inclusive, avoid overlap if you need thresholds back-to-back. For example, configure 00:00-07:59, 08:00-17:00 and 17:01-23:59 for day/night ranges. Here are two examples.

**Example 1:** Overlapping times. In this case the cell will be green if there are 0 or 1 calls in the queue and red if there are 2 or greater calls in the queue - for the whole day, Monday to Friday.

<input type="checkbox"/>	Value	Colour	From Time	To Time	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Message
<input checked="" type="checkbox"/>	0	Green	00:00	23:59	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	2	cf0808	00:00	23:59	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

1 - 2  
**Add Row**

**Example 2:** Non overlapping times. In this case the cell will change to red if there are less than 10 agents logged in during business hours, 06:00 - 21:00, but only show red if less than 2 agents are logged outside of the main business day.

### Threshold Messages

A message can be shown when a threshold is met. This message takes priority over scheduled messages and the fixed message.

<input type="checkbox"/>	Value	Colour	From Time	To Time	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Message
<input checked="" type="checkbox"/>	10	Red	06:00	21:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Low Agents!
<input checked="" type="checkbox"/>	2	Red	21:01	23:59	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	2	Red	00:00	05:59	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

1 - 3  
**Add Row**

**Tip:** You can add an audible warning by inserting this code into the message box  
 <embed height=1 width=1 src="http://www.ateasystems.com/Notify.wav"></embed>

### Managing Thresholds for Agents

Some wallboards display the status of an agent, i.e. ready, talking or not-ready.

From the 'General Settings' for a wallboard, click on the 'Manage Agent Thresholds' button for the wallboard. This takes you to the Agent Thresholds screen.

<input type="checkbox"/>	Threshold State	Threshold Condition	Reason Code	
<input type="checkbox"/>	Not Ready Duration	Greater Than	Lunch	<a href="#">-edit values-</a>
<input type="checkbox"/>	Not Ready Duration	Greater Than	-any- Unregistered Agent Init Logon Inbound Outbound No Answer Wrap Up Expired Lunch Personal Time Team Meeting After Call Work 10 Minute Break Status Lunch Break Status Personal Break Status	<a href="#">-edit values-</a>

1 - 2

**Add Row**

Here, you can use the select boxes to change threshold states and conditions. For example, when Not Ready Duration is Greater Than a given value, the wallboard will change accordingly. Each line of this table must be unique. A threshold state can also have a reason code associated with it. For example, if an agent is Not Ready - Lunch then the threshold will be met, but all other Not Ready codes will not cause the threshold to be met unless they too have been explicitly configured.

**Tip:** A reason code must match a state. For example, while Not Ready - Lunch is valid (as Lunch is a Not Ready code), Talking - Lunch is invalid as Lunch is not a code associated with the Talking state.

To add a threshold, click on '**Add Row**'. Choose a threshold state and condition then '**Save**' your changes. To set what the conditions will be, click on the '**-edit values-**' link. This link opens a page where you can edit individual value/colour combinations. The value field is measured in seconds.

<input type="checkbox"/>	Value	Colour	From Time	To Time	Mon	Tue	Wed	Thu	Fri
<input type="checkbox"/>	0	orange	00:00	23:59	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Add Row**

Here you may add a new value and colour combination using **Add Row** and edit any existing values or colour. The colour field takes simple strings like blue, red or green or a numeric code

generated in the colour picker. Save changes by clicking the '**Submit**' button. Time of day and day of week options are also available.

To **delete** one or more value/colour combinations, select the check box in the left-most column and click the Delete button.

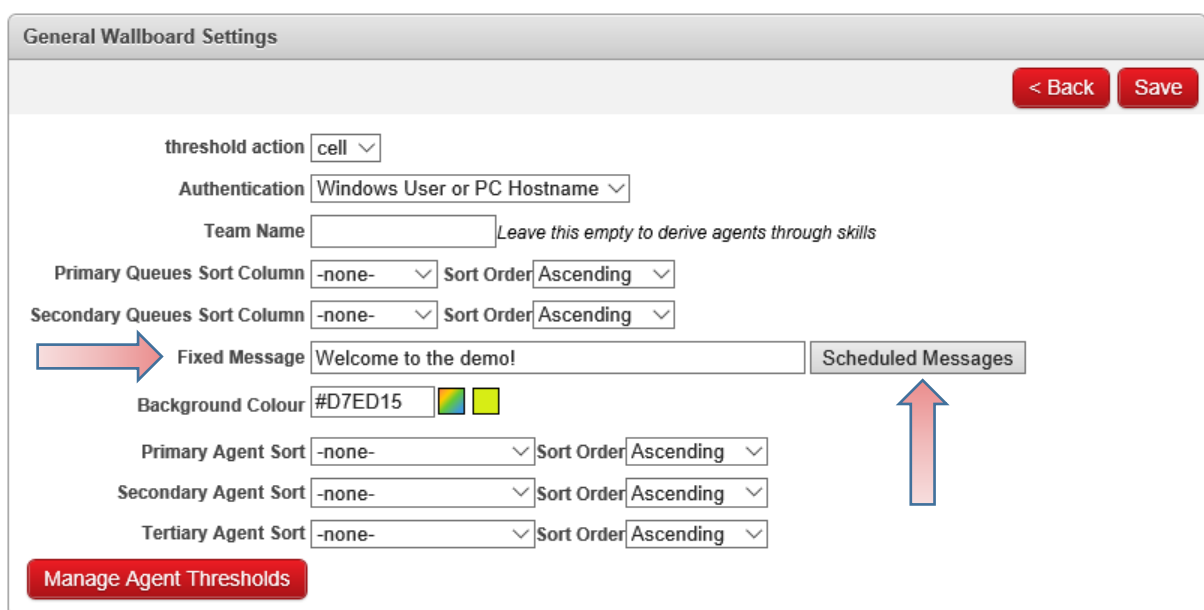
**Tip:** *Clicking Save on this form confirms change but it won't be applied to the live wallboard until the '**Save**' button is clicked on the main administration screen for the wallboard you are editing.*

**Note:** *All threshold conditions must include a value and colour otherwise the wallboard will fail to display.*

#### 5.1.4 General Settings – Wallboard Messages

Some wallboard templates support messages. Messages may be fixed, scheduled or based on threshold.

While threshold messages are set on the individual thresholds (see section above) fixed and scheduled messages are set from the 'General Settings' section of the wallboard administration page.



**General Wallboard Settings**

< Back Save

threshold action


Authentication

Team Name  Leave this empty to derive agents through skills

Primary Queues Sort Column  Sort Order

Secondary Queues Sort Column  Sort Order

Fixed Message  Scheduled Messages

Background Colour  

Primary Agent Sort  Sort Order

Secondary Agent Sort  Sort Order

Tertiary Agent Sort  Sort Order

Manage Agent Thresholds

To set a fixed message just enter the message into the **Fixed Message** box. To schedule a message, click the **Scheduled Messages** button to go to the scheduled messages screen.

Scheduled messages can be set for different times of the day and/or days of the week. The times can overlap but as the time is inclusive, avoid overlap if you need messages back to back. E.g. configure 00:00-07:59, 08:00-17:00 and 17:01-23:59 for day/night ranges. If messages do overlap then both messages will be displayed at the same time.

In the example below a messages are scheduled to appear weekly.

Scheduled Messages										
				<input type="button" value="Delete"/> <input type="button" value="Save"/>						
<input type="checkbox"/>	Message	From Time	To Time	Mon	Tue	Wed	Thu	Fri	Sat	Sun
<input type="checkbox"/>	Web geomap update tonight	17:00	19:00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	System maintenance	22:00	23:59	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	System maintenance	00:00	04:00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1 - 3

### Message Precedence

Threshold messages take priority over scheduled messages. Scheduled messages take priority over fixed messages.

### 5.1.5 General Settings – Dynamic Sorting of Queues and Agents

Once a wallboard has been created and had columns added, the information can be sorted manually or dynamically. To view the settings, click on “General Settings” for the wallboard.

General Wallboard Settings	
<input type="button" value=" &lt; Back"/> <input type="button" value=" Save"/>	
threshold action	cell ▾
Authentication	Windows User or PC Hostname ▾
Team Name	<input type="text"/> <small>Leave this empty to derive agents through skills</small>
Primary Queues Sort Column	-none- ▾ Sort Order Ascending ▾
Secondary Queues Sort Column	-none- ▾ Sort Order Ascending ▾
Fixed Message	Welcome to the demo! <input type="button" value=" Scheduled Messages"/>
Background Colour	#D7ED15 <input type="color"/>
Primary Agent Sort	-none- ▾ Sort Order Ascending ▾
Secondary Agent Sort	-none- ▾ Sort Order Ascending ▾
Tertiary Agent Sort	-none- ▾ Sort Order Ascending ▾
<input type="button" value=" Manage Agent Thresholds"/>	

### Queue Sorting – Static or dynamic

Set the sort column to “none” to use static sorting based on the index number of the queue. Alternatively, choose a value from the drop down boxes for the primary and secondary queue sort columns to use dynamic sorting, based on queue activity.

General Wallboard Settings - view1-clone

threshold action: cell

Authentication: None

Team Name:  Leave this empty to derive agents through skills

Primary Queues Sort Column: -none- Sort Order: Ascending

Secondary Queues Sort Column: -none- Sort Order: Ascending

Fixed Message:  the demo for Murray! This is a test of a rea

Background Colour:

Primary Agent Sort:  Sort Order: Ascending

Secondary Agent Sort:  Sort Order: Ascending

Tertiary Agent Sort:  Sort Order: Ascending

Columns

Idx	Column Header	▼	▲
1	CSQ	▼	▲
2	Waiting	▼	▲
3	Oldest	▼	▲
4	Agents A	▼	▲
5	Logged In	▼	▲
6	GOS	▼	▲
7	Exp Wait	▼	▲
8	Avg Talk	▼	▲
9	Handled	▼	▲

1 - 9

### Agent Sorting – static or dynamic

Three levels of agent sorting are available. In the screenshot below the agents have been sorted by the state they are in and then by the time in the state.

Primary Agent Sort: State Sort Order: Ascending

Secondary Agent Sort: State Duration Sort Order: Ascending

Tertiary Agent Sort: -none- Sort Order: Ascending

The states are set by Cisco as shown below. An administrator cannot currently change this order.

case 1: return "Log In";

case 2: return "Not Ready";

case 3: return "Ready";

case 4: return "Reserved";

case 5: return "Talking";

case 6: return "Work";

case 7: return "Log Out";

**Tip:** Agent state duration is set in seconds.

### 5.1.6 General Settings – Show only team Agents

On wallboards that show queues and agents, you can create a wallboard that shows only the agents for a specific team. This is handy where you have several teams looking after a set of queues, and want to wallboard that is specific to a single team.

You may also want to create a separate wallboard for each team.

1. Go to the **Wallboard Admin** page
2. Click the **General Settings** button
3. Enter the **Team Name** (as listed in the UCCX) and click **Save**.

General Wallboard Settings - Mteam-view1

threshold action

Authentication

Team Name  Leave this empty to derive agents through skills

Primary Queues Sort Column  Sort Order

Secondary Queues Sort Column  Sort Order

Fixed Message

Background Colour

Primary Agent Sort  Sort Order

Secondary Agent Sort  Sort Order

Tertiary Agent Sort  Sort Order

### 5.1.7 Text Format Settings – Fonts and Colours

Click on the Text Format Settings button to access this area. These settings apply only to the current wallboard being edited.

#### Wallboard Formatting - Basic

Here you can manage the display format of the current wallboard including font types and sizes.

<b>Header Format</b>	Font and colour settings for the wallboard title and main background
<b>Queue Format (odd/even)</b>	Font and colour settings for alternating queues for wallboards that have these
<b>Agent Format</b>	Default font and colour settings for the agent cells



Wallboard Text Formatting			
<b>Header Format</b>			
Font Type	Arial	Size	30px
Colour	#FFFFFF	BG colour	#6221C4
<b>Queue Format (Even Rows)</b>			
Font Type	Arial	Size	40px
Colour	white	BG colour	#D6D2D6
<b>Queue Format (Odd Rows)</b>			
Font Type	Arial	Size	40px
Colour	white	BG colour	#808080
<b>Agent Format</b>			
Font Type	Arial	Size	24px
Colour	white	BG colour	#808080

### Wallboard Formatting - Advanced

At the bottom of the Wallboard Text Formatting section are two additional boxes to allow the HTML templates to be changed (using CSS's) and for Javascript to be inserted. Javascript is useful for advanced functions.

Custom Javascript	Custom Style Sheets
<pre>&lt;script&gt; \$('span.agentExtension:contains("101600")').parent().parent().css ('display', 'none'); &lt;/script&gt;</pre>	<pre>.agentIcon img{ width: 80px; height: 80px; } .agentIcon { height: 90px; } /*a{height: 80%;} .q{height: 80%;} */</pre>

**Note:** Atea cannot guarantee the correct operation of the wallboard where custom javascript or CSS's are used. For guides on how to use these correctly refer the articles on the webpage.

<https://www.ateasystems.com/support/how-to/uaw/1>

## 5.2 Queue and Agent Display Names (Aliases)

The wallboard administration allows the administrator to change the name displayed on the wallboard for the queues and agents. Both of these options are accessed using the tabs on the main wallboard administration page.

## Queue Names

To edit the Queue aliases

1. From the wallboard administration screen, click the “**Queues Names**” tab.

Queue	Alias
<input type="checkbox"/> Dev	Dev
<input type="checkbox"/> Sales	Sales

1 - 2

2. Enter the alias for each queue as you want it to appear on the wallboard. You can leave it blank to accept the UCCX queue name. Short names work well.
3. Click “**Save**” to accept the changes.

## Agent Names

Use this to set an Alias for the agent rather than their UserID. The agents are automatically imported from the UCCX server, and appear immediately after they have been setup.

To edit the Agent aliases

1. From the wallboard administration screen, click the “**Agents**” tab.

Userid	Alias
<input type="checkbox"/> agent2	Agent 2
<input type="checkbox"/> scmuser11	Callum
<input type="checkbox"/> agent1	Agent1
<input type="checkbox"/> agent21	Sascha Monteiro
<input type="checkbox"/> agent22	Jeremy Gogan
<input type="checkbox"/> devuser501	Dev User501

2. Enter the alias for each agent as you want it to appear on the wallboard. You can leave it blank to accept the UserID.

3. Click “**Save**” to accept the changes.

### 5.3 Wallboard Editors – allow a user to change wallboard settings

You can create wallboard editor accounts to allow trusted people to edit a specific wallboard without having full administration access to the application. These accounts are independent of your user directory, as they are local to the UAW application.

You can assign any of the wallboards to these accounts, allowing editing of those wallboards. For example, you might create one of these accounts to allow the on-duty supervisor to adjust messages, colours or threshold values.

To manage the wallboard editor accounts:

1. Select the **Wallboard Editors** tab from the administration screen.

Editor ID	reset password	remove
jamie	<a href="#">reset password</a>	<a href="#">remove</a>
jeremy	<a href="#">reset password</a>	<a href="#">remove</a>
murray	<a href="#">reset password</a>	<a href="#">remove</a>
sascha	<a href="#">reset password</a>	<a href="#">remove</a>
tamihana	<a href="#">reset password</a>	<a href="#">remove</a>

1 - 5

Create

2. Make your changes:
  - a. To add a new account, click the “Create” button and fill in the form. Add the account name and password, and click **Save**. Next choose the wallboards to add for this account.
  - b. To reset the password, click the “reset password” link
  - c. To delete an account, click the respective “remove” link
3. To choose the wallboards for a wallboard editor, click the account name link. This opens a new page with two lists – one for the current wallboards for the editor, and one for the wallboards that can be added. Click on the wallboard to move it between the lists. When you are done, click the **Save** button to keep the settings wallboard editor screen.

Wallboards for murray Click to move it.

Back

Title
Murray-view1
Murray-view2

1 - 2

Available Wallboards. Click to move it.

Service Name
test1
test1-clone
uccx10 test

Previous 61 - 63

## 5.4 User Management – Setting who has access to a wallboard

Each wallboard can be restricted to specific users or computers (host IP address). To enable this, the wallboard must be set with authentication on in the general settings.

To set the authentication for the wallboard:

1. Select the wallboard from the list of Wallboards on the Wallboards tab
2. Click the **General Settings** button
3. Set the **authentication** to PC hostname to suit your environment.

4. **Save** your changes. This wallboard can now be restricted to specific users or devices. Go to the **Users** tab to set this.

To manage which users have access to each wallboard:

1. Select the **View Access** tab from Administration screen.

2. Make your changes:
  - a. To **edit** a user or computer, type in the new details and **Save**. You can use a user name, computer name or IP address based on the type of authentication you selected for the wallboard.
  - b. To add a new user or computer, click the “**Add Row**” button to get a blank row to edit. Add the name, and click **Save**.

- c. Click the link **-Choose wallboard-** (see below) to change which wallboards the user or computer has access to.
  - d. To delete a user or computer, select the checkbox next to the UserID/Host and click the **"Delete"** button
3. To choose the wallboards to view, click the **-Choose wallboards-** link. This opens a new page with two lists – one for the current wallboards the user can view, and one for the wallboards that can be made available to the user. Click on the wallboard name to move it between the lists. When you are done, click the **Save** button to keep the settings and return to the User screen.

The screenshot shows a web interface for managing wallboards. It consists of two main panels side-by-side.

**Left Panel: Wallboards for 10.1.1.170 Click wallboard to move it.**

- At the top right are two red buttons: **Back** and **Save**.
- Below the buttons is a list of wallboards. The first item is **Murray-view1**, and the second is **Murray-view2**. Each item has a small upward-pointing triangle icon to its right.
- At the bottom right of the list is the text **1 - 2**.

**Right Panel: Available wallboards**

- At the top is a header **Available wallboards**.
- Below the header is a list of wallboards. The first item is **HSNW \ Central Sydney Region \ Area B**. It has a small upward-pointing triangle icon to its right.
- At the bottom right of the list is the text **1 - 1**.

## 5.5 Reason Codes – Must match UCCX

The UCCX has reason codes to indicate a particular state. Any of these that you want to display on the wallboard, must also be configured in the wallboard application. The code number must match with the entry in the UCCX.

The wallboard application comes pre-configured with some of the standard 32xxx reason codes. Add any others from the UCCX that you also want to see on the wallboard. If you do not add them to the wallboard, they simply won't appear.

To manage the wallboard Reason Codes:

1. Check the reason code is also created on the UCCX.
2. Select the **Reason Codes** tab in the UAW administration screen.

Reason Codes

Cancel Delete Submit

<input type="checkbox"/>	Code ▲	Description
<input type="checkbox"/>	12	10 Minute Break Stat
<input type="checkbox"/>	13	Lunch Break Status
<input type="checkbox"/>	14	After Call Work
<input type="checkbox"/>	17	Personal Break Statu
<input type="checkbox"/>	32758	Wrap Up Expired
<input type="checkbox"/>	32760	Logon
<input type="checkbox"/>	32761	Inbound
<input type="checkbox"/>	32762	Outbound
<input type="checkbox"/>	32763	No Answer
<input type="checkbox"/>	80	Lunch

row(s) 1 - 10 of 14 Next >

Add Row

3. Make your changes:

- To edit a reason code, type in the new details.
- To add a new code, click the “**Add Row**” button to get a blank row to edit
- To delete a code, select the checkbox next to the code and click the “**Delete**” button

4. When you are done click “**Submit**” to save the changes to the wallboard, or click “**Cancel**” to ignore the changes.

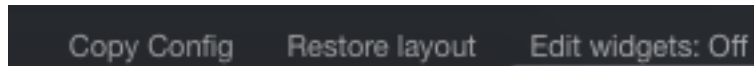
## 5.6 Flex Dashboards – advanced configuration

The Flex Dashboard (aka T98) is based on widgets which can be dragged, resized, removed and added.

If no Custom JavaScript is set in the Admin section, the layout will default to a 12x12 grid with a set of default widgets covering the whole page.

All changes that are applied to the layout and font-sizes will be stored in the browser localStorage for that particular wallboard id (**Note:** this could be removed if you clear browsing data, depending on the settings that are applied..)



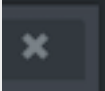
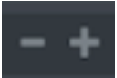

To change the widgets, click on “Edit widgets: Off” in the right-bottom corner




so that it changes to “Edit widgets: On” and the + add widget appears



The widgets can now be dragged, resized and removed.

Widget config items		
<b>Drag</b>	Click on the widget header until you see the crossed arrows, then drag the widget to it's place	
<b>Resize</b>	Click on the right bottom corner until you see an arrow pointing in the same direction, then drag across the grid for the disired size. (Graphs will resize after page reload)	
<b>Remove</b>	Click on the X in the top right corner to remove the widget from the layout	
<b>Resize Font</b>	Click on the – or + to decrease/increase the font size until it has the desired size	
<b>Change widget settings</b>	If the widget supports further settings, click on the cog and a modal window appears (eg to enable/disable certain columns on the Queue Table widget)	



Copy Config	<p>Use this if you want to create a default layout for use on another browser.</p> <p>Click on “Copy Config”, then go to Wallboard Admin and paste the content of the clipboard in the Custom JavaScript section.</p>
+ add widget	You can add widgets (that don’t already appear on the wallboard) but you need to make sure you have space available
Restore layout	This will remove all settings in your browser for this wallboard from the localStorage and set the default layout (system default, or layout configured with “Copy Config”)
Edit widgets: On	<p>When this is On you can drag, resize, remove and add widgets, and also change the Font size for the widgets that support this. Some widgets may show an additional cog to change further settings like which columns to show on the Queue Table widget</p> <p>When you click this again the page will reload and Edit widgets: Off will be set.</p>
	When you click on this you can add Custom JavaScript inside the browser, i.e. if you want to enable a Summary row for the queue table. This will be stored in the browser localStorage like the layout settings

**Tip:** Refer to the T98 documents on the Atea website  
<https://www.ateasystems.com/support/docs-resources/uaw/1>

## 6 System Administration

The system administration page is used to setup the wallboard application to communicate with UCCX and backup UCCX server (if installed).



The sections in this screen are:

- **Latest Query Durations** – this displays query performance information.
- **System Properties** – this has the license file and system settings such as passwords.
- **Last 10 connection state changes** – recent connection statuses for troubleshooting.
- **Logs** – Buttons to elevate the logging levels and save the output to assist with troubleshooting and support.
- **NTP Status** – the status of the Network Time
- **Version** – the current version of the wallboard application, and whether there is an update available.

### 6.1 Latest Query Durations

Latest Query Durations					
Query	Duration	Config (l)	Last Run	Started	
Queue RT Stats (wallboarduser)	10 ms	interval: 5s	2019-09-24 12:55:21	2019-09-19 15:18:27	<a href="#">Reset this Thread</a>
Agent State (hruser - simple query)	16 ms	interval: 2s	2019-09-24 12:55:25	2019-09-19 15:18:32	<a href="#">Reset this Thread</a>
Other (Agent Calls/TalkTime, Queue GOS/ASA/AHT/HT) (hruser - complex queries)	77 ms	delay: 10s	2019-09-24 12:55:07	2019-09-19 15:18:34	<a href="#">Reset this Thread</a>
					<a href="#">Reset all Threads</a>
					<a href="#">Stop all Threads</a>

This displays the statistics for the individual queries which run in separate threads (so they don't hold each other up). The polling interval for each query is set in the system configuration section (see below). You may need to adjust these to suit your system. Longer polling intervals means that the wallboard information becomes slightly less real time.

Query	Comments
-------	----------

Queue RT Stats	This query polls the real-time stats tables from the UCCX with the wallboarduser account. As these only contain a snapshot of queue statistics, this query usually runs fast.
Agent State	This (simple) query polls the current state of all logged in agents and their reason code if applicable with the hruser account. This data comes from historical reporting tables and will keep growing unless purged. As the tables get bigger, this query may take longer to run.
Other (Agent Calls/Talk Time, Queue GOS/ASA/AHT/HT)	This (complex) query polls the call statistics to calculate Queue GOS (Grade Of Service), ASA (Average Speed Answer), AHT (Average Handle Time), HT (Hold Time), Agent Calls Handled and Agent Talk Time. This data comes from historical reporting tables and will keep growing unless purged. As the tables get bigger, this query may take longer to run.

Queue Query 10 ms  
 Agent Query 37 ms  
 Other Query **16,494(!) ms**

Warning: If the duration of a query turns **RED**, there is an issue. This means that the query is taking longer than the polling interval. To resolve this, try increasing the polling interval for that query, or get the UCCX administrator to check the size of the database to see if it can be purged.

## 6.2 System Properties

These are the UAW System Properties and are global for the whole system. They affect all wallboards.

**Warning** Clicking the “**Save System Properties**” button will restart the application. The application will be briefly unavailable. All connected wallboards may experience a connection timeout, and their page may need to be refreshed.

System Properties (v19.0.09)

Server:

Active Uccx Server\*

Primary since: Tue Sep 24 13:06:57 NZST 2019

Last UCCX Realtime Snapshot

2019-09-24 13:06:56

Server Time

Tue Sep 24 13:07:05 NZST 2019

/

13135 MB free of 73 GB

/atea

13135 MB free of 73 GB

/var

13135 MB free of 73 GB

UAW server mac-address

00:0C:29:CB:1E:82

License

NumberOfAgents=3  
MacAddress=00:0C:29:CB:1E:82  
UccxServerName=atea-dev-uccx11  
TomcatContext=UccxStats  
Products=URS  
UccxIp=9.1.1.62  
Licensee=Atea  
EthernetInterface=eth0  
TomcatPort=8088  
Licensor=Atea Systems Ltd  
Expiration=never  
  
Signature=302C0214105EBE2E1C73F5011348AD68EE58D1CE96  
04B676021439DBFE47D22C700C0B1E0190F432F6CD3971E791

Polling:

Polling times (sec)  
Queue RT Interval;AgentState Interval;Other Delay

5;2;10

Queue RT is polled with wallboarduser, AgentState and Other(GOS, ASA, AHT, HT and AgentCalls/TalkTime) are polled with hruser

Poll Agent State  
(hruser - simple query)

true

Poll Queue GOS/ASA/AHT/HT Details  
(hruser - complex queries)

true

Turn this off if this affects the UCCX performance

Poll Agent Call Stats/Talk Time  
(hruser - complex queries)

true

Turn this off if this affects the UCCX performance

WallBoard User Password

.....

HR User Password

.....

Current Logged In Agents

2

**HA/Standby UCCX:**

Enable UCCX HA

Backup UCCX Server IP Address  ✓

Backup UCCX Server Name

Use standby UCCX Server for HR queries

**Other:**

Auto rotate protected wallboards

Use Live Data for Agent State (BETA!)

It is not recommended to enable this

**Save System Properties**

(Refresh this page 10 seconds after you Saved)

System Property	Comments
Active Uccx Server	Whether the primary or secondary UCCX server is active, and the time date that this connection was established.
Last UCCX Realtime Snapshot	This shows when the last Realtime snapshot was written into the UCCX database
Server Time	Date and time of the wallboard server
/	Free disk space in the / directory
/atea	Free disk space in the /atea directory
/var	Free disk space in the /var directory
UAW server mac-address	MAC address of this UAW server
License	<p>This is the license provided by Atea Systems. Copy the complete content of the license file into this field. The values cannot be changed as it's tamper proof. Contact Atea Systems (<a href="mailto:support@ateasystems.com">support@ateasystems.com</a>) if you need assistance. The information you will need to provide Atea so that this license can be created is;</p> <ul style="list-style-type: none"> <li>• MacAddress of UAW server</li> <li>• UccxServerName of node1</li> <li>• UccxIP address of node1</li> </ul>
Polling Interval	<p>There are 2 options for the 3 thread polling intervals;</p> <ol style="list-style-type: none"> <li>1. All 3 threads poll at the same interval, use a single value in seconds (i.e. 10)</li> <li>2. The 3 threads have different intervals, use a semicolon</li> </ol>

	separated list of intervals in seconds (i.e. 5;10;10 for Queue;Agent;Other) <i><b>Note:</b> The minimum poll interval for the Agent and Other queries is 10 seconds, if a lower value is provided, the UAW server will apply a 10 sec interval</i>
Poll Agent State	Set to true if this needs to be polled
Poll Queue GOS/ASA/AHT/HT Details	Set to true if this needs to be polled
Poll Agent Call Stats/Talk Time	Set to true if this needs to be polled
Wallboard User Password	Password of the wallboard user in UCCX, see next chapter for the UCCX configuration
HR User Password	Password of the historical reporting user in UCCX (used for any query other than queue statistics), see next chapter for the UCCX configuration
Current Logged In Agents	How agents are logged in when this page was accessed. This value should be lower than the licensed NumberOfAgents. <i><b>Note:</b> a warning will appear on the wallboard and system administration pages when the licensed number of agents is reached and/or exceeded</i>
Enable UCCX HA	Set to true where the UCCX is setup in HA with an active/backup server.
Backup UCCX Server IP Address	IP Address of the backup UCCX server (node2)
Backup UCCX Server Name	Server Name of the backup UCCX server (node2), where implemented. This name <b>must be correct</b> otherwise the database connection will fail.
Auto rotate protected wallboards	Set to true (default) to allow the wallboard to cycle through several protected wallboards. This only affects wallboard that are set as protected, and where the wallboard is included in the display list for the user (see 5.4 User Management – Setting who has access to a wallboard).
Use Live Data for Agent State (BETA!)	Leave this at false as Cisco discourages this API to be used
Save System Properties	Use this button to save any changes you made to the system properties. Allow about 10 seconds before refreshing the page to see your updates.

### 6.3 Last 10 connection state changes (HA configurations only)

This shows the status of the connection the UCCX, to assist with troubleshooting.

#### Last 10 connection state changes

[Tue Sep 24 13:06:57 NZST 2019] startup connect to Primary

## 6.4 NTP Status

This shows if the NTP is synchronised with the configured NTP server

NTP Status

synchronised to NTP server (9.1.1.8) at stratum 4 time correct to within 87 ms polling server every 1024 s

## 6.5 Log files

Use this section if Atea Support ask you to provide log file information, or you wish to include some logs in a support case.

Logs

Current loglevel: **ERROR**

Enable **DEBUG** loglevel for:

5 minutes

15 minutes

30 minutes

60 minutes

We suggest you download the logfiles soon after the end of the period to avoid logfile rotation. If a log file is large, it is rotated in the last 10 minutes of the hour

Download AteaTSP.log and catalina.out to AteaTSP.zip

Get Logfile update-ATEA\_UAW-2.1.27.log

Get Logfile update-atea\_uaw-2.0.05.log

To create a log file:

1. Click on the button for the required logging interval. This commences a capture of the logs (both AteaTSP.log and catalina.out)
2. After the duration has passed, click the **Download** button and save the ZIP file that contains the logs.

The logfiles for any recent upgrade activity are also displayed.

## 6.6 Version

This is the current version of the software. A link will display if there is an update available. Follow the instructions on the Atea website to update the software.

Version

Current version: v19.0.08 There is an upgrade to 19.0.09 available: [🔗](#)

## 7 UCCX High Availability

The UAW server polls the active UCCX server every thirty seconds with an http request. If a response is not received or the active UCCX server responds that it is not the master, the application will failover to the backup UCCX server (which should now be the master). In the event that the application does failover to the backup UCCX server, a message will be displayed on the wallboards saying “Primary Server NOT Active, Backup Server is now Master!” The polling continues and should the primary UCCX server become the master again, the application will switch back to receiving statistics from that server.



## 8 UCCX Configuration

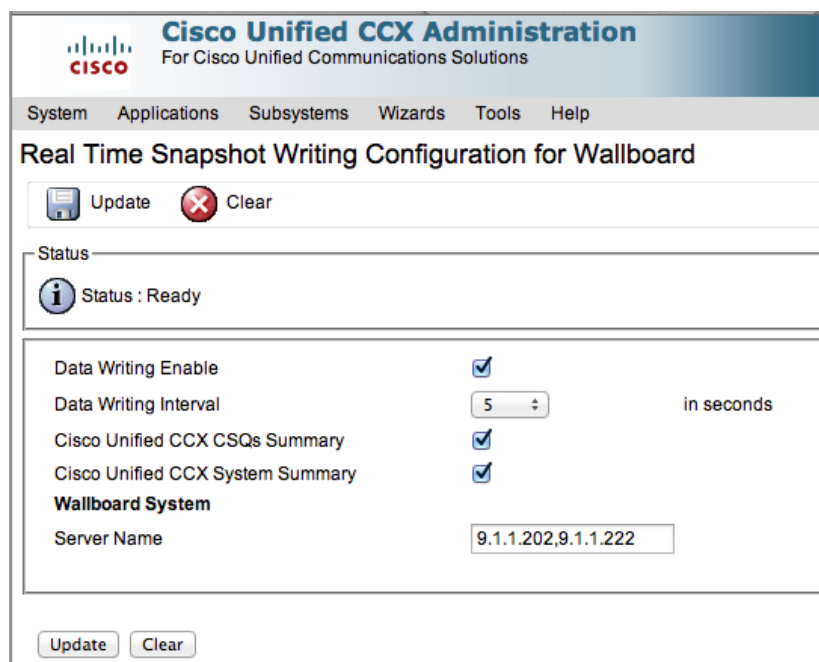
This section is about the settings for the UCCX servers.

### Enable Real Time Snapshot Writing

1. Go to the section Real Time Snapshot Writing Configuration for Wallboard.
2. Set these values

**Data Writing Interval:** Choose a value that suits your business needs

**Server Name:** Add the IP Address(es) of the UAW Server(s), this protects the UCCX database from untrusted connections



The screenshot shows the Cisco Unified CCX Administration web interface. The page title is "Real Time Snapshot Writing Configuration for Wallboard". At the top, there is a navigation bar with links: System, Applications, Subsystems, Wizards, Tools, and Help. Below the navigation bar, there are two buttons: "Update" and "Clear". The main content area is divided into sections. The first section is "Status", which shows "Status : Ready" with an information icon. The second section is "Data Writing Enable", which has a checked checkbox. Below this is "Data Writing Interval", which is set to "5" in a dropdown menu, with the unit "in seconds". The third section is "Cisco Unified CCX CSQs Summary", which has a checked checkbox. The fourth section is "Cisco Unified CCX System Summary", which has a checked checkbox. The fifth section is "Wallboard System", which contains a "Server Name" field with the value "9.1.1.202,9.1.1.222". At the bottom of the page, there are two buttons: "Update" and "Clear".

## Set passwords

1. Go to the section for Password Management and set passwords for these users:

**WallBoard User**

**Historical Reporting User**

2. If a backup server is present, ensure the passwords are set on those servers as well (click “Check Consistency” to verify the passwords are the same)

**Cisco Unified CCX Administration**  
For Cisco Unified Communications Solutions

System Applications Subsystems Wizards Tools Help

### Password Management

Save Clear Check Consistency

Status

**i** Status : Ready

**WallBoard User:**

New Password\*

Confirm Password\*

**Recording SFTP User:**

New Password\*

Confirm Password\*

**WorkForce User:**

New Password\*

Confirm Password\*

**Historical Reporting User:**

New Password\*

Confirm Password\*

**System Call Tracking Tool User:**

New Password\*

Confirm Password\*

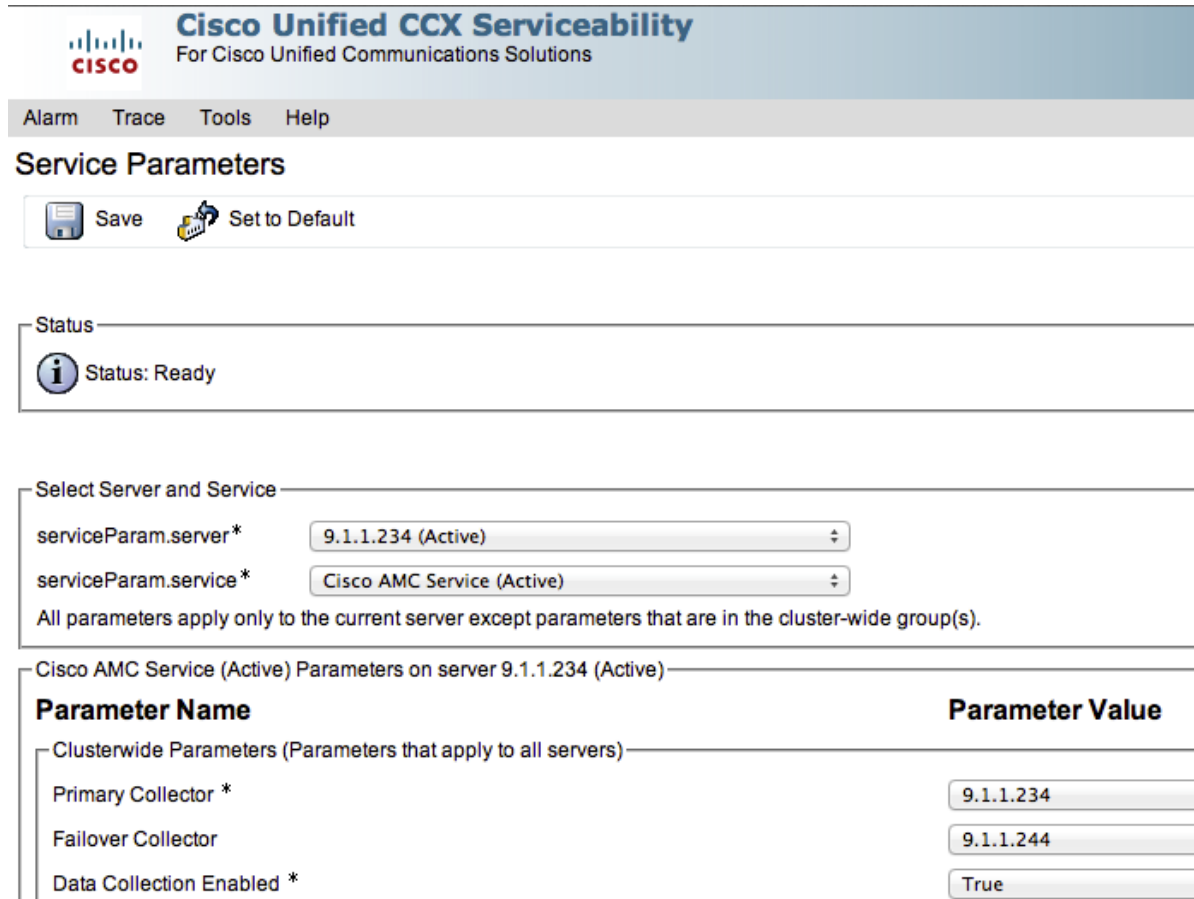
Save Clear Check Consistency

**i** \*- indicates required item

## Set Service Parameters

Where you have a backup UCCX server:

1. Go to UCCX Serviceability. Under “Cisco AMC Service”, ensure the backup UCCX server is configured as the **Failover Collector**



The screenshot shows the Cisco Unified CCX Serviceability web interface. The header includes the Cisco logo and the text "Cisco Unified CCX Serviceability For Cisco Unified Communications Solutions". Below the header is a navigation bar with links for Alarm, Trace, Tools, and Help. The main section is titled "Service Parameters" and contains a "Save" button and a "Set to Default" button. Below this is a "Status" section showing "Status: Ready". The "Select Server and Service" section contains two dropdown menus: "serviceParam.server\*" set to "9.1.1.234 (Active)" and "serviceParam.service\*" set to "Cisco AMC Service (Active)". A note states: "All parameters apply only to the current server except parameters that are in the cluster-wide group(s)." Below this is a section titled "Cisco AMC Service (Active) Parameters on server 9.1.1.234 (Active)". This section contains a table with two columns: "Parameter Name" and "Parameter Value". The table lists three parameters: "Primary Collector \*" with value "9.1.1.234", "Failover Collector" with value "9.1.1.244", and "Data Collection Enabled \*" with value "True".

Parameter Name	Parameter Value
Clusterwide Parameters (Parameters that apply to all servers)	
Primary Collector *	9.1.1.234
Failover Collector	9.1.1.244
Data Collection Enabled *	True

## 9 Troubleshooting

This section outlines how problems can be determined and rectified.

### 9.1 Contacting Atea

Atea supplies a maintenance service that includes fault diagnosis and resolution. Here's the process to contact Atea to open a support case.

- Use the support email - it will get you the best response time
- Support email address is: [support@ateasystems.com](mailto:support@ateasystems.com)
- Otherwise call +64 26 100 231 and provide the details
- Make sure you include the following information;
  - A description of the problem including the user and wallboard you were working with
  - A screenshot where possible
  - The exact time the problem happened
  - The severity of the problem
  - The contact details of the person the Atea needs to work with
  - Any remote access details that may be required on the day
- Standard support hours are 08:30 - 17:00 NZDT

### 9.2 Connecting to the Atea servers for troubleshooting

The main methods to connect to the Atea servers are via either HTTPS or SSH.

The wallboards run in the Tomcat web server and the Admin interface on Oracle APEX, they are both Reverse Proxied in Apache HTTPD.

The path and port to connect to the main landing page is

<https://ip-or-fqdn/UccxStats/>

To connect to the server using SSH on port 22, connect with the username 'thirdparty'. See the application owner for the password.

### 9.3 Ports and Services for correct operation

We recommend that you monitor the following services and ports. Additionally the wallboard status URL will be monitored by the load balancers and the backup Atea server.

Service port	Service name
80	HTTP
443	HTTPS

### 9.4 Log file locations

There are two main log files that Atea may need as part of any support call. These are accessed via SSH and are outlined below.

File	Location	Description
UccxStats.log	/etc/atea/logging/	Full log for all events.

### 9.5 Backup file locations

A process on the TSP provides a back-up the Tomcat and Oracle files to an external location on a regular basis using secure FTP (push).

Attribute	Value
SFTP destination server and path	
Username and password	
Frequency of backup (default value is 11pm daily)	Daily at 11pm

## 9.6 Troubleshooting FAQs

### High Availability

*How do I know if the wallboard application is communicating with the primary or backup UCCX server?*

The System Administration page will show the Active Uccx Server.

A message may be displayed on the wallboards saying “Primary Server NOT Active, Backup Server is now Master!”

### General troubleshooting

*Why can't I see an agent under the Agents tab in admin?*

The agent may not have logged into UCCX before and therefore no record for them exists in the historical table.