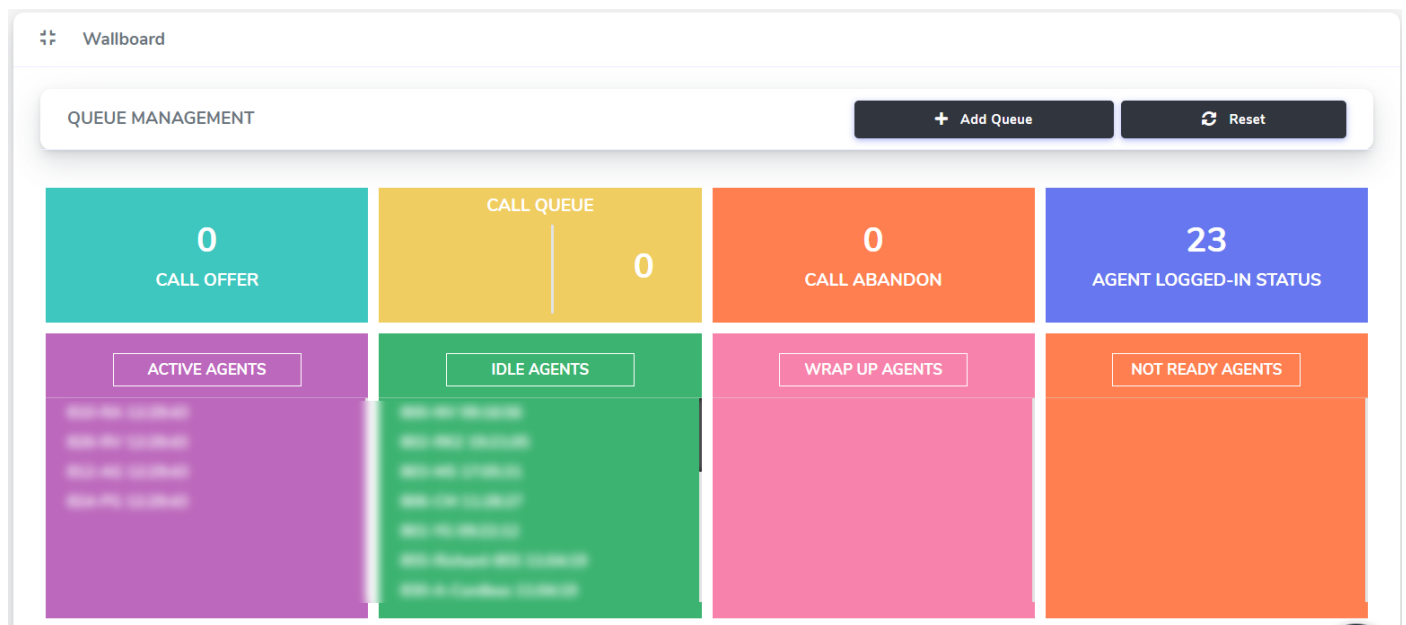# Advanced Wallboard 3

Advanced Wallboard 3 provides all the data about the Queues and the Agents.

Go to **MC Dashboard** menu and click on **Advanced Wallboard 3** sub-menu. It displays the total count of:

- Call Offer
- Call Queue
- Call Abandon
- Agent Logged in Status
- Active Agents
- Idle Agents
- Wrap-up Agents
- Not Ready Agents

## +Add Queue:

- Add any number of Queues as per the requirement of your business.

## How to add Queue?

- Click on **+Add Queue**.
- A page to add Queue will open.
- Add the queue name in **Queue Name** and queue number in **Queue No**.
- Then click on **Update** button.
- The Queue will be added.
- It will be displayed in the Queue List.

## Reset:

- This button helps you to reset the Queues. That is, when you click on the **Reset** button, all the value of **Call Offer, Call Queue, Call Abandon, Agent Logged in Status, Active Agents, Idle Agents, Wrap-up Agents, and Not Ready Agents** comes to **Zero**.

## The uses of the features:

**Call Offer:** Be knowledged about the total number of inbound calls.

**Call Queue:** Know the numbers and manage all the queues efficiently and appropriately.

**Call Abandon:** The total number of abandoned calls will be displayed instantly.

**Agent Logged in Status:** Get to know the total number of Agents who are logged in and logged out of the Queues.

**Active Agents:** The exact number of the Active Agents will be displayed on the screen.

**Idle Agents:** Figure-out the total number of Idle Agents and the time that the call landed.

**Wrap-up Agents:** See the total number of Wrap-up agents immediately on the wallboard.

**Not Ready Agents:** Be aware of the total number of Not Ready Agents.

**Uses of Advanced Wallboard 3:**

- Skill-based routing.
- Easy to see in any type or size of monitor.
- Colourful robust display.
- Cost-effective solution with uncompromised quality.
- Smooth & clear distinction between every event.
- Monitor the Agent's performance.
- Manage Queues efficiently.
- Take instant actions
- Motivate your Agents
- Form strategies to reduce Idle time.