# Wallboard Basic

Wallboards provide a bird's eye view of the count of all the Sms chats, WhatsApp chats and Chats in a single screen.

- Get hold of the total number of Email Tickets.
- Find out the number of calls answered.
- Scrutinise as to how many calls went abandoned.
- Catch on the total number of calls made.
- Get to know the exact number of calls waiting.
- Respond instantly.
- Make immediate decisions.
- Motivate the Agents
- Encourage instant actions.
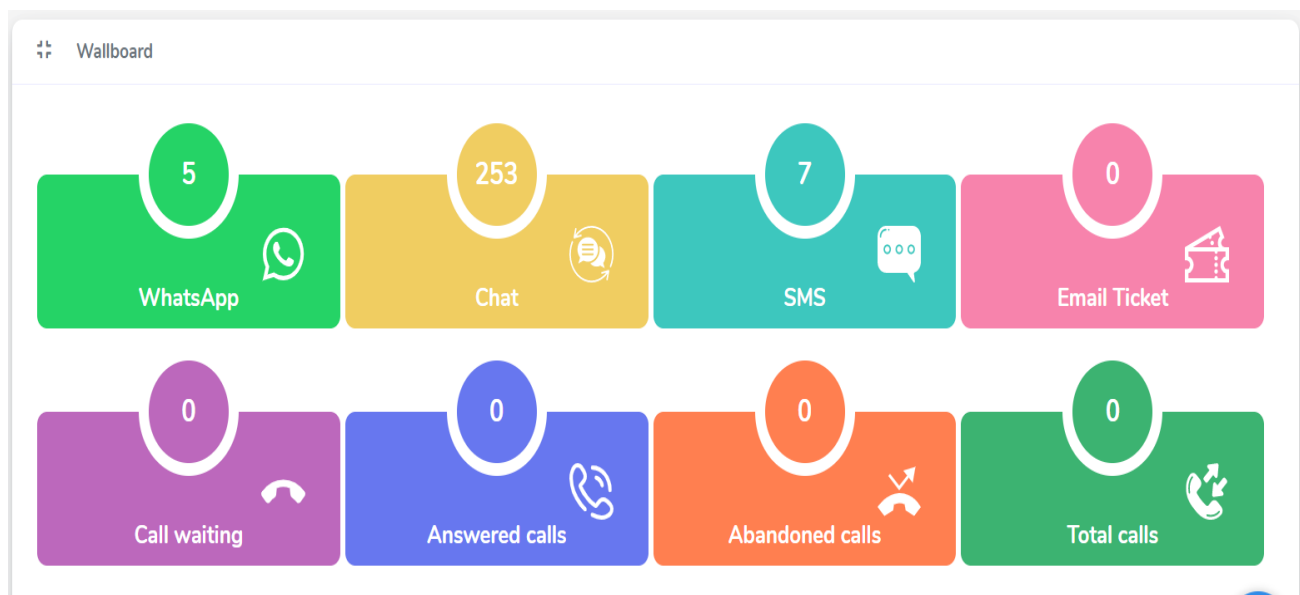
Wallboard provides a holistic view of the total number of:

- WhatsApp messages
- Chats (both internal and external)
- SMS
- Email Ticket
- Call Waiting
- Answered Calls
- Abandoned calls
- Total Calls.

The Manager/Admin can monitor and manage real-time data.

It helps the manager to take quick decisions about Queue management, and encourage instant actions from the agent's end.