

Advanced Wallboard 2

Go to **MC-Dashboard** menu and click on **Advanced Wallboard 2** sub-menu.

Advanced Wallboard 2 provides an over-all view of the total number of:

- Answered Calls
- Lost Calls
- Calls Waiting
- Longest Wait time

As the calls come in, the count keeps changing.

Wallboard	+ Add Queue		Reset	
C4C SG Support	0 Answered Calls	0 Lost Calls	0 Calls Waiting	00:00:00 Longest Wait Time
Secondary	0 Answered Calls	0 Lost Calls	0 Calls Waiting	00:00:00 Longest Wait Time
Cal4care Sdn Bhd	0 Answered Calls	0 Lost Calls	0 Calls Waiting	00:00:00 Longest Wait Time
mani test	0 Answered Calls	0 Lost Calls	0 Calls Waiting	00:00:00 Longest Wait Time
C4C-Tollfree	0 Answered Calls	0 Lost Calls	0 Calls Waiting	00:00:00 Longest Wait Time

How to add Queue?

- Click on **+Add Queue**.
- A page to add Queue will open.
- Select 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 Answered Calls, Lost Calls, Calls Waiting, and Longest Wait time comes to **Zero**.

What can you do with Advanced Wallboard 2?

- Add as many Queues as possible.
- Reset Queues in the order you prefer.
- Apply colour codes for differentiation of Queues/Departments.
- Get to know the total number of Answered Calls, Lost Calls, Call Waiting, and the Longest Wait Time.
- Can also get Personalised wallboard.
- Prioritize your VIP customers.
- Reduce wait time.
- Monitor the Queue System continuously.
- Boost the performance of the Agents.
- Get the minute KPIs.
- Improve the over-all performance.

