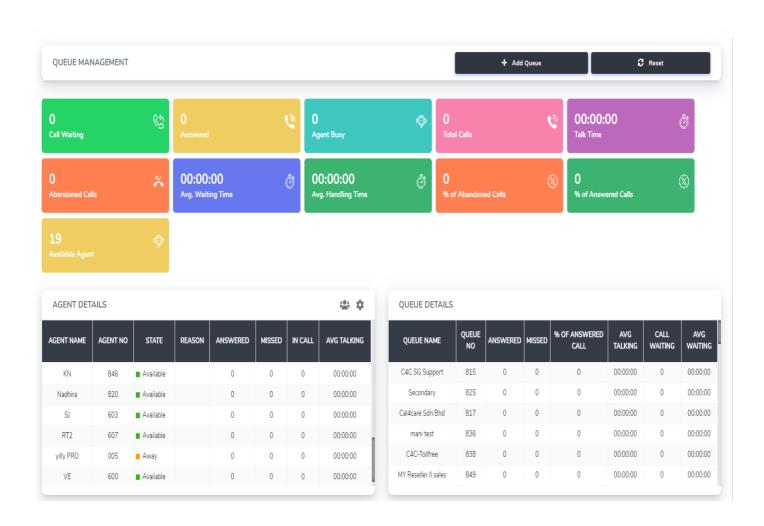


Advanced Wallboard 1

Advanced Wallboard 1 helps in providing an overall view of the Call Waiting, Answered Calls, Agent Busy, Total Calls, Talk Time, Abandoned Calls, Average Waiting Time, Average Handling Time, % of Abandoned Calls, % of Answered Calls and Available Agents.

You can add Queues, Reset Queues and view the Agent Details and Queue Details.



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Queue Management:

You can view the total number of:

- Call Waiting
- Answered Calls
- Agent Busy
- Total Calls
- Talk Time
- Abandoned Calls
- Average Waiting Time
- Average Handling Time
- % of Abandoned Calls
- % of Answered Calls
- Available Agents

+Add Queue:

- This +Add Queue button is used to add Queues. You can add as many Queues as you want.
- Click on +Add Queue button. There will be a pop-up. In this pop-up, add a Queue
 Name and Queue Number. Select the Add Queue and click on Update button. The
 Queue will automatically get added.
- You can also retrieve the Queues that were added in the 3CX (That is, the Queues that were added through clicking on Voice 3CX -→Queue-→+Add Queue-→Queue Name-→Queue Number-→selecting Queue Users-→Submit)

Reset:

 All the values of Call Waiting, Answered Calls, Agent Busy, Total Calls, Talk Time, Abandoned Calls, Average Waiting Time, Average Handling Time, % of Abandoned Calls, % of Answered Calls, Available Agents can be reset to zero using this button.

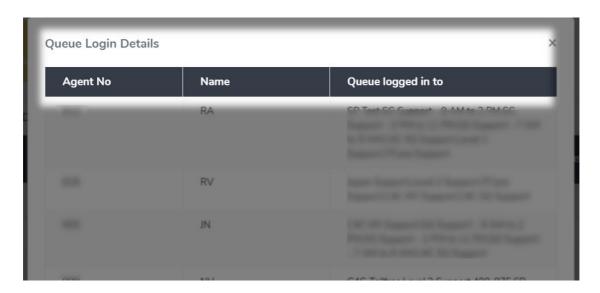
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Agent Details:

This will display all the details about the Agent:

- Agent Name
- Agent Number
- State (Active/Inactive)
- Reason (Lunch, Meeting, etc.,)
- Answered (the total number of answered calls)
- Missed (the total number of missed calls)
- In Call (the total number of inbound calls)
- Average Talking (the average talking time of the specific Agent)

The User Icon:



- You can use this icon to view the Queue Login details.
- The information such as the **Agent Number, Agent Name** and the **Queue that he has logged into** will be displayed.

The **Settings Icon**:

- The Agents can be added here. The Agents who were added through
 Manage→Agents can be retrieved here. You have to:
- Add Agent Name and Agent Number.
- Select Add Agent and click Update.

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Queue Details:

The details about the Queue such as:

- Queue Name
- Queue Number
- Answered (the total number of answered calls)
- Missed (the total number of missed calls)
- % of Answered Call
- Average Talking Time
- Call Waiting (the total number of calls that kept in waiting)

The Queues that were added in 3CX (Voice 3CX→Queue→Add Queue) can be retrieved here.