

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.

QUEUE MANAGEMENT

+ Add Queue

Reset

0
Call Waiting

0
Answered

0
Agent Busy

0
Total Calls

00:00:00
Talk Time

0
Abandoned Calls

00:00:00
Avg. Waiting Time

00:00:00
Avg. Handling Time

0
% of Abandoned Calls

0
% of Answered Calls

19
Available Agent

AGENT DETAILS

AGENT NAME	AGENT NO	STATE	REASON	ANSWERED	MISSED	IN CALL	AVG TALKING
KN	846	Available		0	0	0	00:00:00
Nadhira	820	Available		0	0	0	00:00:00
SJ	603	Available		0	0	0	00:00:00
RT2	607	Available		0	0	0	00:00:00
yilly PRO	005	Away		0	0	0	00:00:00
VE	600	Available		0	0	0	00:00:00

QUEUE DETAILS

QUEUE NAME	QUEUE NO	ANSWERED	MISSED	% OF ANSWERED CALL	AVG TALKING	CALL WAITING	AVG WAITING
C4C SG Support	815	0	0	0	00:00:00	0	00:00:00
Secondary	825	0	0	0	00:00:00	0	00:00:00
Cal4care Sdn Bhd	817	0	0	0	00:00:00	0	00:00:00
mani test	836	0	0	0	00:00:00	0	00:00:00
C4C-Tollfree	838	0	0	0	00:00:00	0	00:00:00
MY Reseller II sales	849	0	0	0	00:00:00	0	00:00:00

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.

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:

Queue Login Details			X	
Agent No	Name	Queue logged in to		
1001	RA	CD Test CC Support - 9 AM to 3 PM CC Support - 4 PM to 11 PM Support - 7 AM to 11 PM (MT, W) Support Level 1 Support Office Support		
1002	RV	Agent Support Level 1 Support Office Support (MT, W) Support (MT, W) Support		
1003	JN	CD MT Support (MT Support - 9 AM to 3 PM) Office Support - 4 PM to 11 PM Support - 7 AM to 11 PM (MT, W) Support		
1004	DA	CD Support - 9 AM to 3 PM Support - 4 PM to 11 PM Support		

- 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**.

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.