

Advanced Wallboard 4

Advanced Wallboard 4 is loaded with advanced features like gauge meter, dynamic graph, Charts, Add Queue, Reset, Waiting, Incall, Answered, Abandoned, Call Queue, Idle, Busy, Login and Not Ready.

Go to **MC Dashboard** menu and click on **Advanced Wallboard 4** sub-menu. All the following features will be displayed:

Waiting: See the count of total number of calls that are in waiting.

Incall: Get to know the total number of calls that are landing in.

Answered: The count of the total number of answered calls will be displayed.

Abandoned: Watch the total number of calls that went abandoned.

Call Queue: The number of total Queues will be presented.

Idle: The total number of Agents who are idle will be exhibited.

Busy: The number of Agents who are busy with calls will be shown.

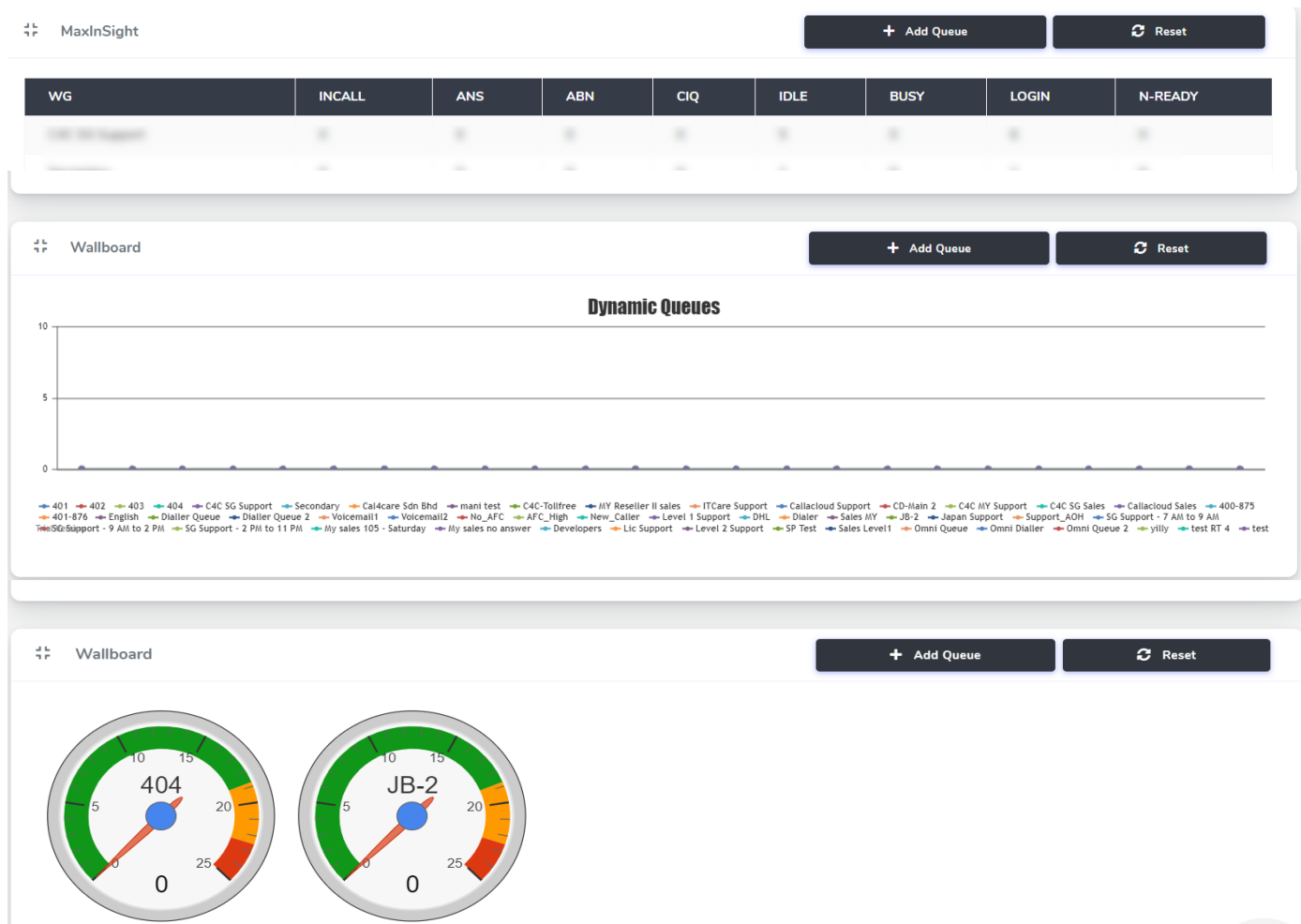
Login: Get to know the login status of all your Agents. This column will display the total number of Agents who are logged in the Queue.

Not Ready: The total number of Agents who are in Not Ready Status will be put on the display.

Gauge-meter: The gauge-meter helps to track the number of answered calls.

Dynamic-graph: Provides a graphical representation of the Queues.

Chart: Automated databased charts.



Add Queue: Add multiple queues to your wallboard. Get a consistent view of what is happening with various Queues.

Reset: Reset the dynamical Queues according to the requirement.

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.

How to Reset Queue?

- Just click on the **Reset** button.
- The values of Waiting, Incall, Answered, Abandoned, Call Queue, Idle, Busy, Login and Not Ready will come to **Zero**.

How does Gauge-meter work?

The Gauge Meter keeps moving ahead when the inbound calls flow in. As the calls get answered by the Agents, the Gauge Meter moves back to the normal position.

How does the dynamic graph help?

The dynamic graph represents the expanse of the total number of calls answered in various queues. This makes it very easy and simple for the manager to know the KPIs.

Your manager can easily identify the Queues that are not moving and send immediate alerts to the appropriate Agents. It also helps in routing calls according to the skill-set.

Graphical representation shows the minute differences and comparisons and so strategies to improvise the Queue management process can be edged.