

2RING®



Cisco Webex
Contact Center

2Ring Dashboards & Wallboards ..

Proactive Real-Time (Intraday) Reporting for WxCC

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Learn More: 2Ring.com/WXCC

Request Full Demo Access: 2Ring.com/DWWebexCCTrial



About 2Ring ..

- Founded in 2001
 - Over **20** years of experience in providing reliable add-ons to contact centers.
- Among **1000** of fastest growing companies in Europe in 2020
- Active customers in **60+** countries
- Currently **680** customers worldwide
- Current Net Promoter Score of 87.5
- **100%** Indirect Sales Strategy
- Available via Cisco Global Price List



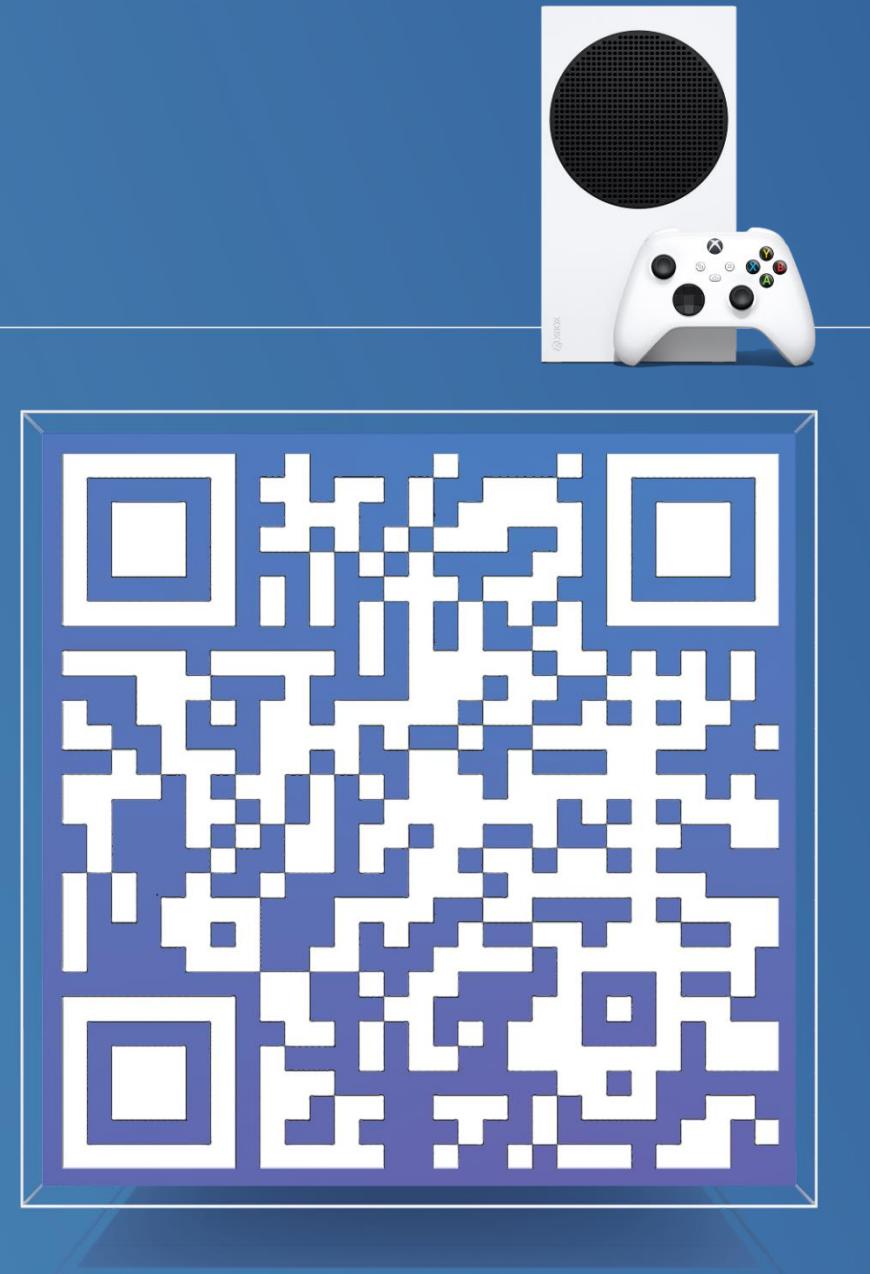
XBOX Giveaway!

Access the 2Ring demo environment,
and experience our solution yourself, or demo
2Ring to your customers & prospects!

When you **submit a Free Trial form**
for our **Dashboards & Wallboards** you'll
also be entered to **win an Xbox!** Visit
2Ring.com/2023AprilTechSummit
or **scan the QR code.**

Deadline to enter is **Apr. 13th, 2023.**

Best of luck!



Note: Xbox can **only** be shipped to a **US address**

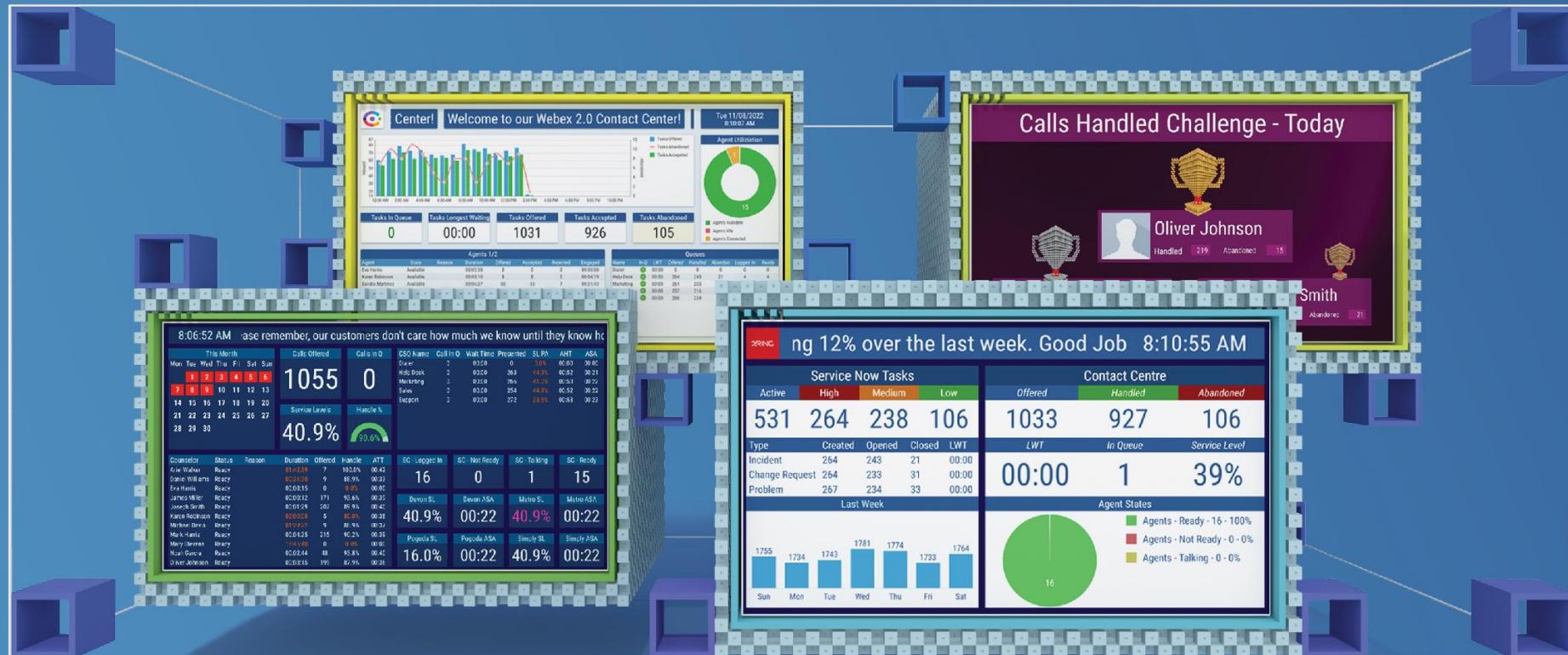


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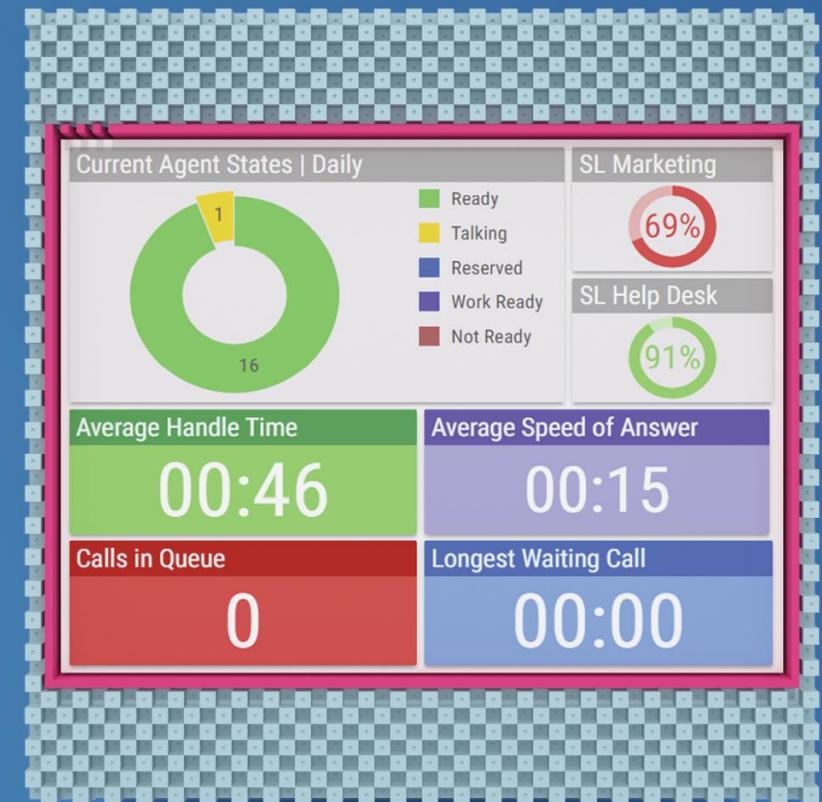
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Sample Layouts are Available at:
www.2Ring.com/TryItWXCC and www.2Ring.com/TryItWXCCgrids



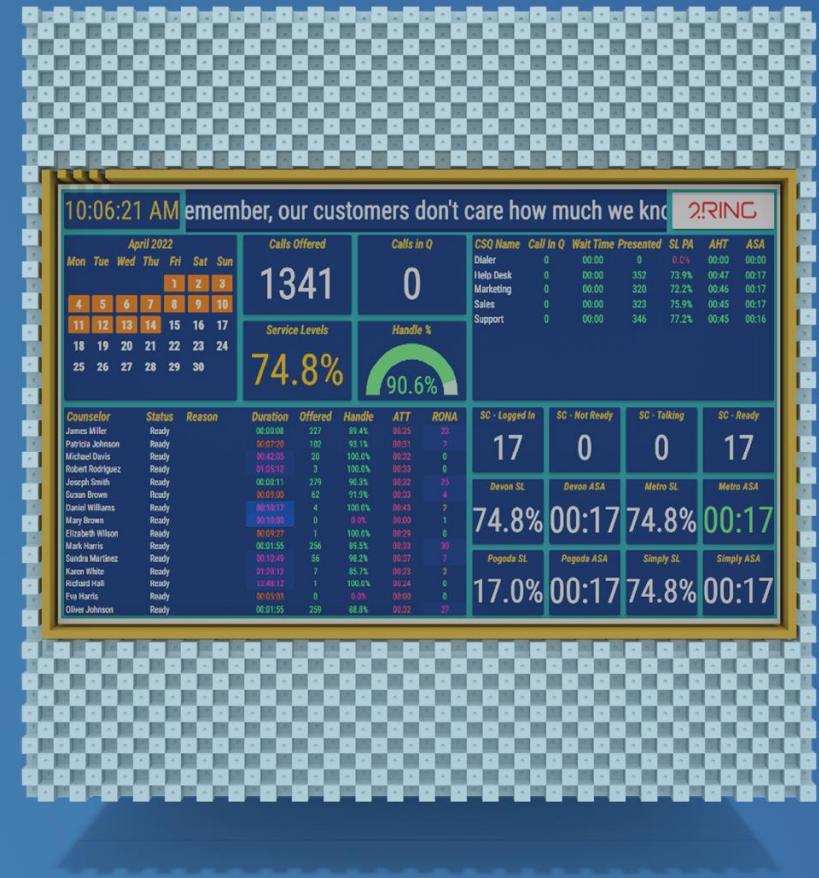
How 2Ring Enhances Webex CC ..

- **2Ring Dashboards & Wallboards**
 - Let business users make any layout truly their own, with full control over every segment and design element.
 - Create and Edit layouts, and Alerts without involving IT staff.



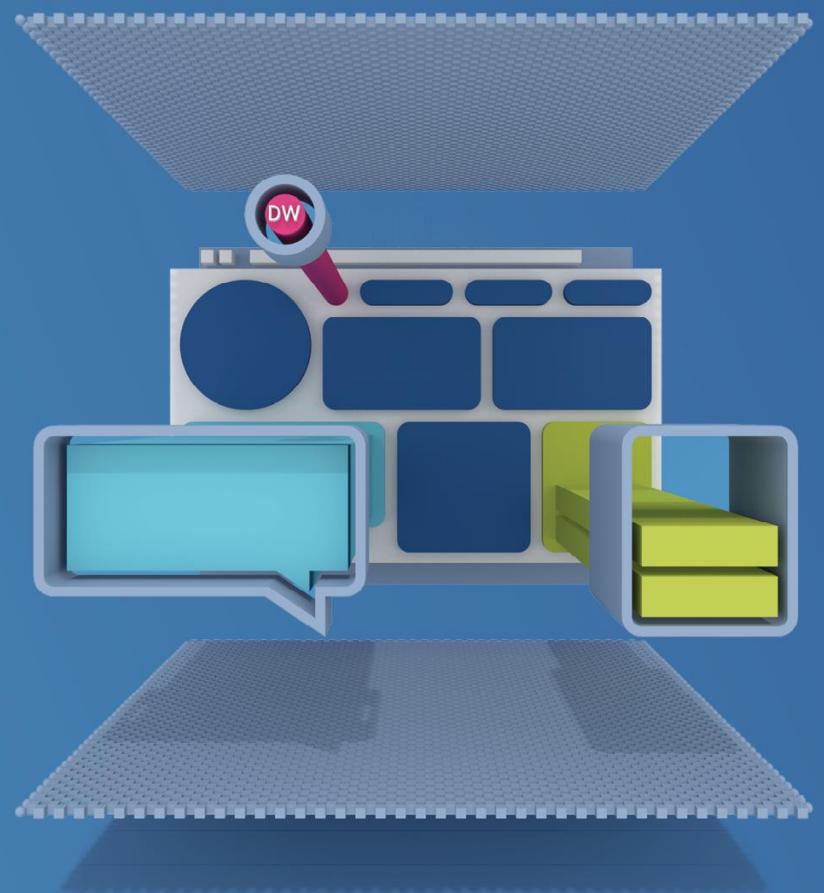
Your Content & Your Style ..

- Create layouts to your specific Enterprise 'design manual and branding'
- Create unique layouts for each specific BU, or Dept.
- Use a background image or a simple solid color
- Drag & drop as many segments as needed, resize each to your liking
- Pick colors, font types, & sizes
- Filter, sort, and auto-page your grids
- Combine multiple values into a single row (merge multiple queues into a single row)
- Include scrolling banners/tickers/marquees
- Sequence segments or entire layouts
- Max threshold lines
- Ad-hoc grid sorting & filtering by users



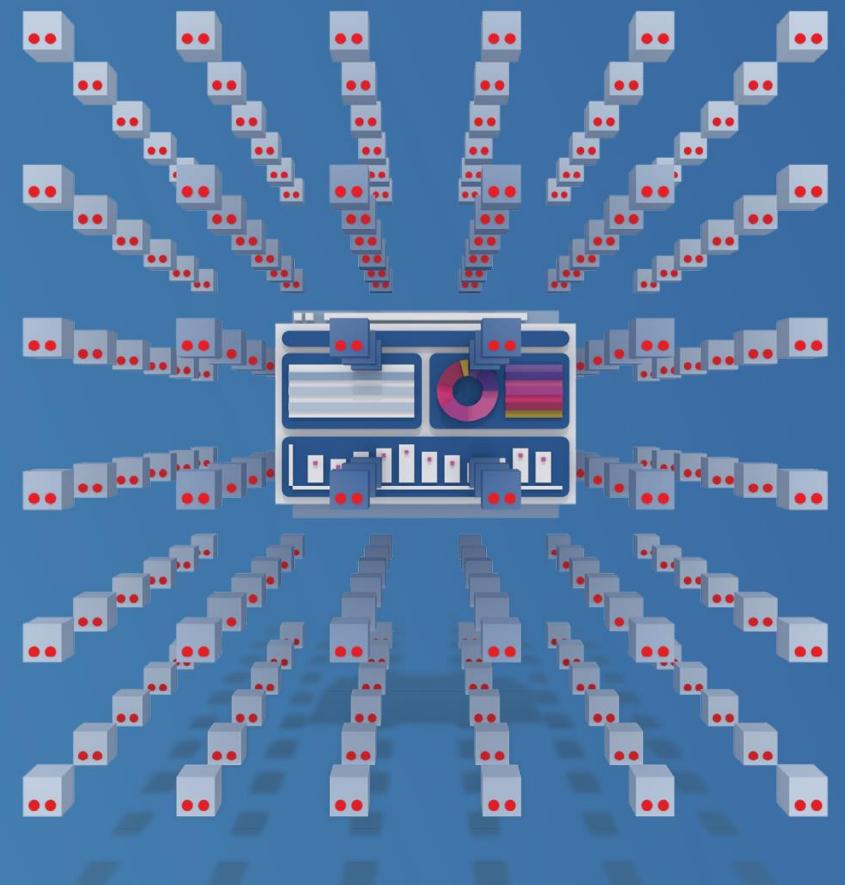
Real-Time Thresholds & Alerts ..

- Pick your metrics
- Define your thresholds
- Display alerts on your layout by
 - **Changing color**
 - **Blinking**
 - **Playing a sound / recording**
- Deliver alerts via email or to IM Clients (**Webex, Microsoft Teams, Discord, Slack, WhatsApp**), and/or via **SMS/texting*** (supports Webex Connect and more)



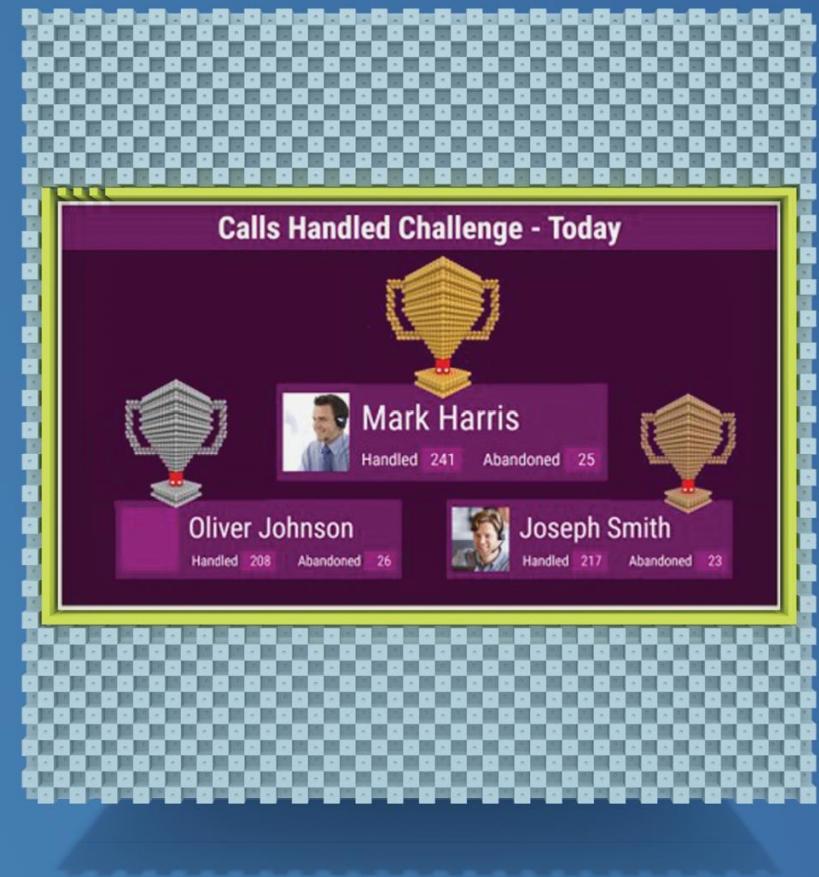
Business Units / Data Silos ..

- **Split users among multiple Bus** (layout or data silos), so everyone can only see and/or change their own boards Define your thresholds
 - You can also assign **themes** for BUs, so all layouts within a given unit have a similar look and feel (default themes can be overridden by a BU's admin).
- **Integrate 2Ring with Microsoft Azure AD** for easy user management & access control (self-hosted only, but support in 2Ring Cloud is on its way)



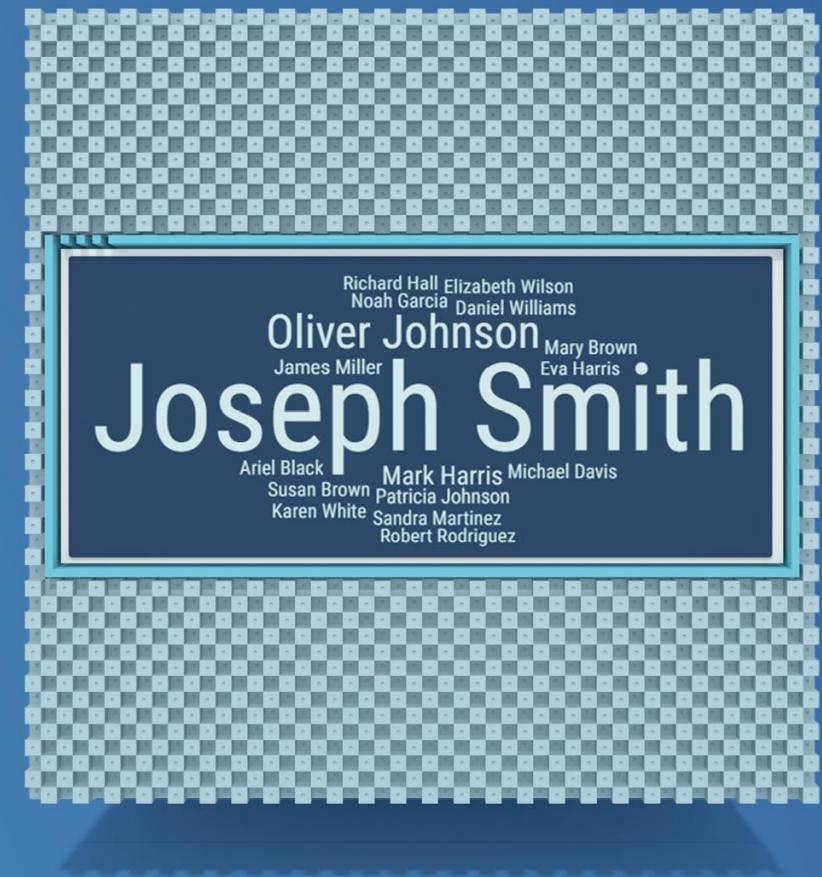
Gamification..

- **Values as Images** can be used to deliver various gamification views
- Custom User Attributes and Personalized Layouts



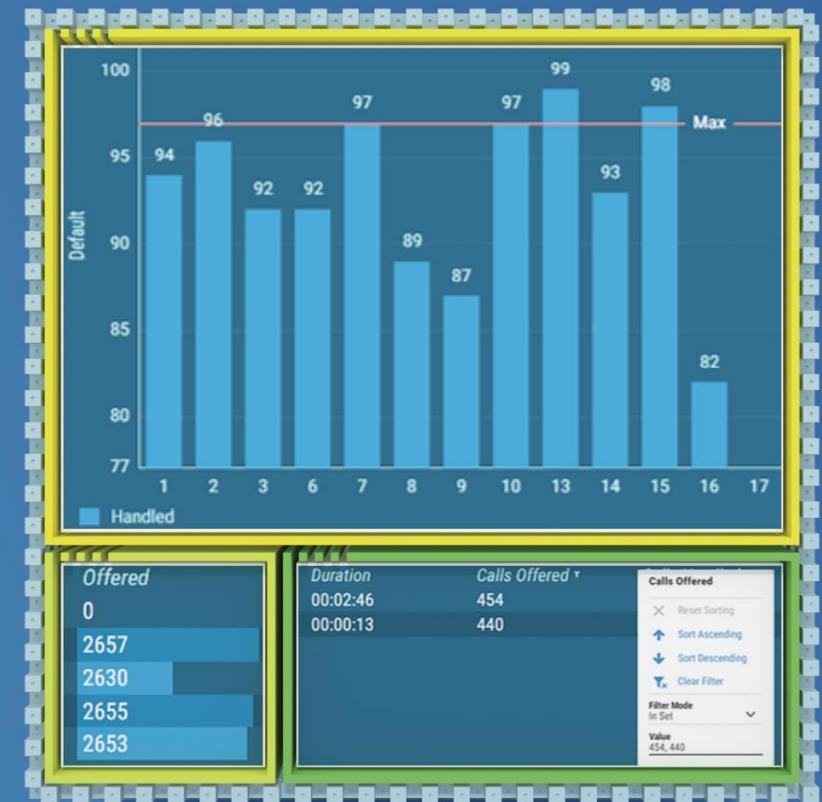
Word Cloud..

- **Highlight trending terms/words using Word Cloud segment**
 - Show the most active agents,
 - the busiest queues/teams/channels,
 - the most often used wrap-up codes, ...



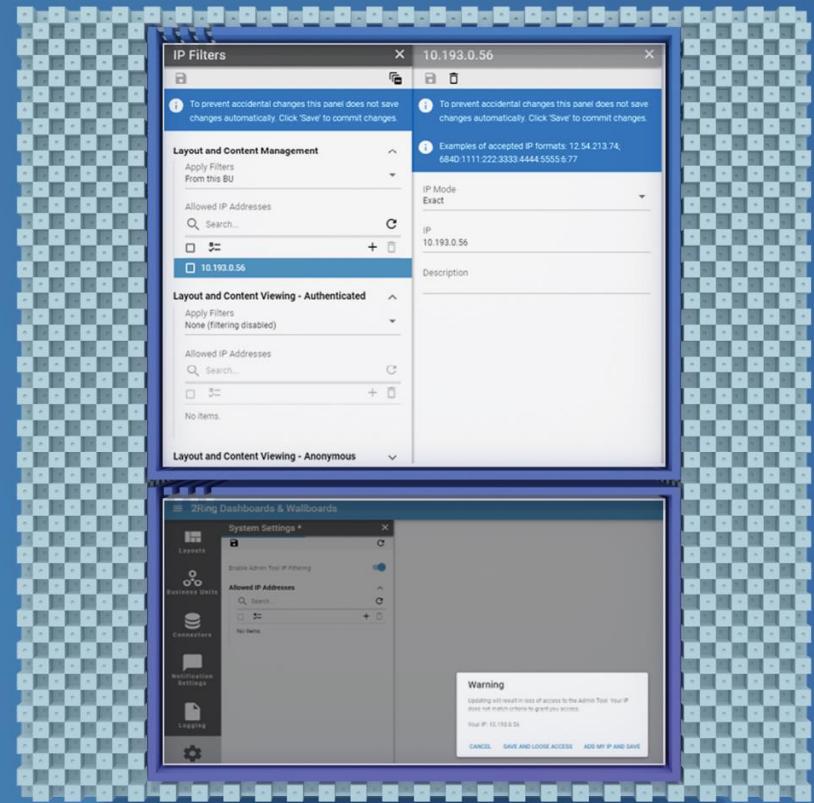
New Powerful Options

- **Ad-hoc Sorting & Filtering in Agent/Queue/Channel/.. Grids**
 - Without having to enter editing mode. This is perfect for supervisors
- **Threshold lines in Charts (MAX)**
 - See chart with calls handled
- **Filling bars in Grids**
 - See queue grid showing calls offered



IP Filtering – Business Unit Level

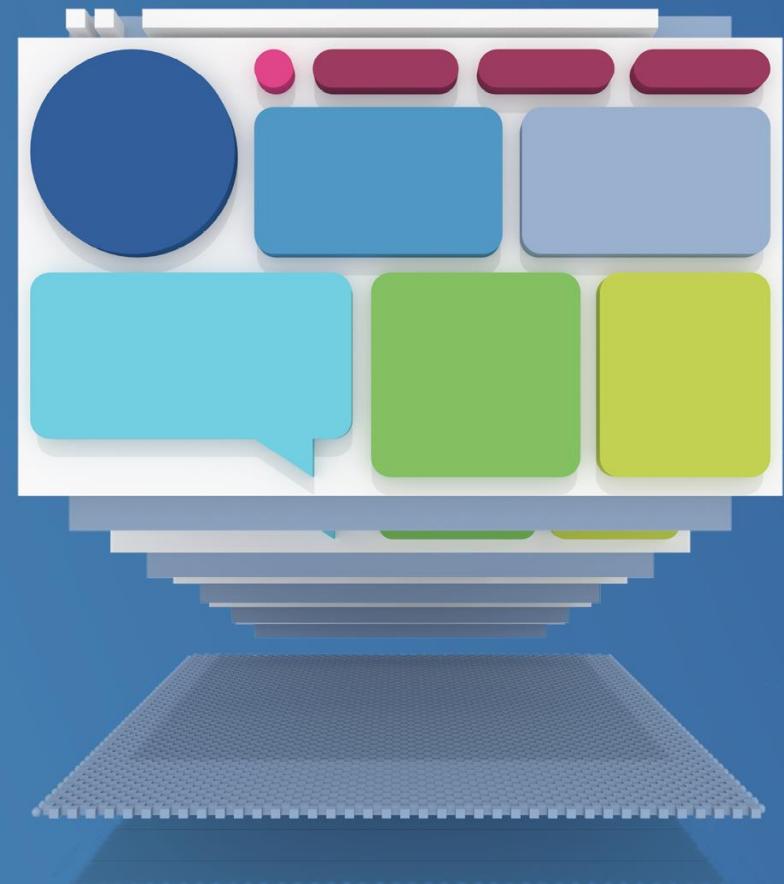
- Enable **Anonymous Access** (permalinks) to a set of boards placed to a specific BU
 - Make it easy to display on boards without authentication
 - Setup **IP Filtering for such BU** to limit access to your boards via permalinks



External Sources & Content ..

Illustrate data from multiple sources and content types at once:

- Images
- Videos
- Web pages
- PPT / PDFs
- Display current time, weather, social media feeds, etc.

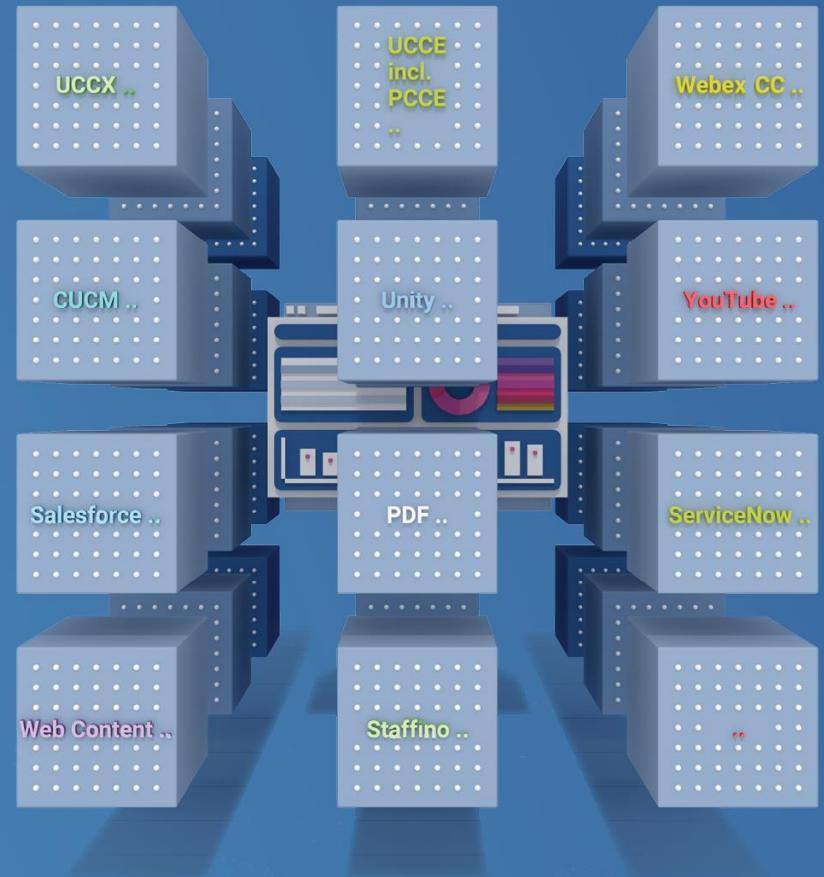


Multiple Data Sources at Once ..

Include additional business relevant information from:

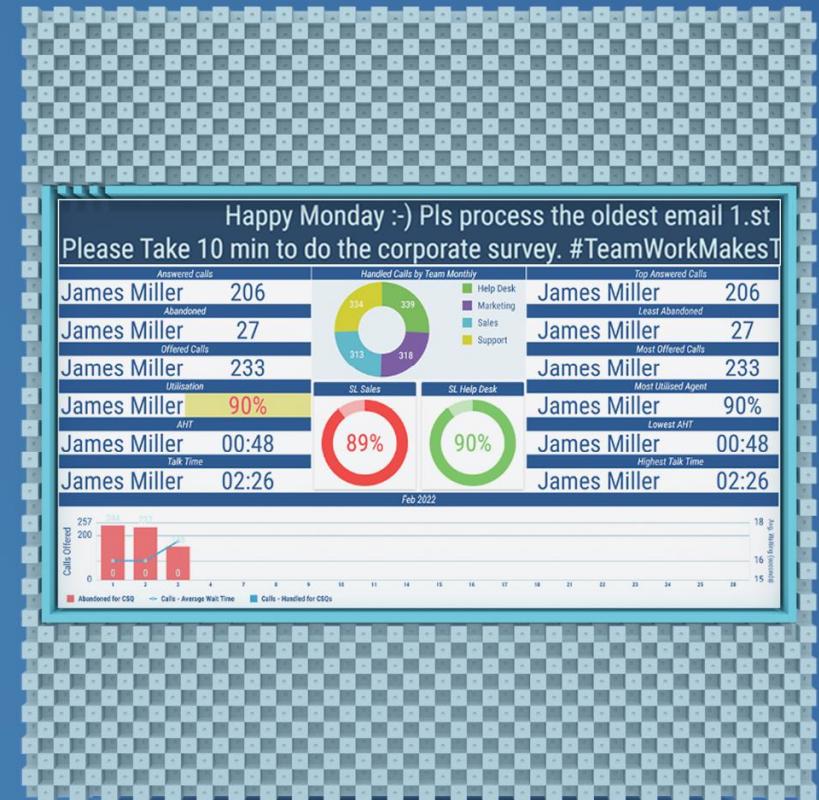
- **ServiceNow**
- **Salesforce**
- **SQL**

Build a special layout for each department – e.g. service desk:
www.2Ring.com/TryItServiceNow



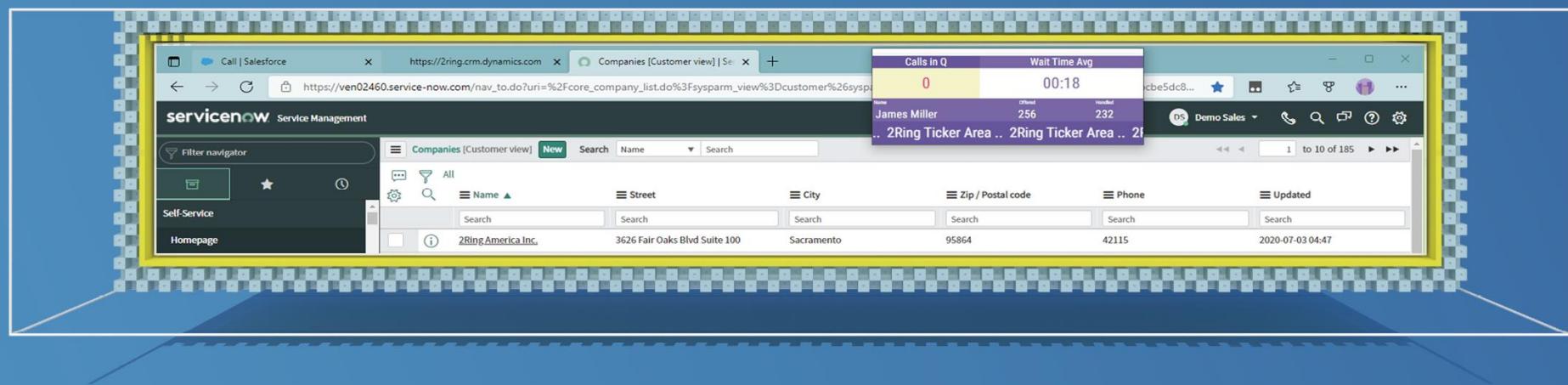
Broadcast Messages to a Scrolling Text Marquee ..

- Send instant messages to a **single board or to multiple boards at once**
- Display messages permanently or for
 - X number of minutes, or
 - A pre-defined date/time



2Ring Power Tool (Personalized Wallboard) ..

- **Personalized grids** – create one layout and every agent sees his/her metrics only
- **Flexible window size** with embedded layout **auto-resizing to the space provided**
- **Metrics can change colors and blink based on thresholds**
- Ability to be always visible **on top of all other windows**
- **Remembers** its position on the screen and its own window size
- Can be set to **auto-launch** once agent logs in to her/his workstation
- Can contain a team-based **message ticker** – scrolling marquee



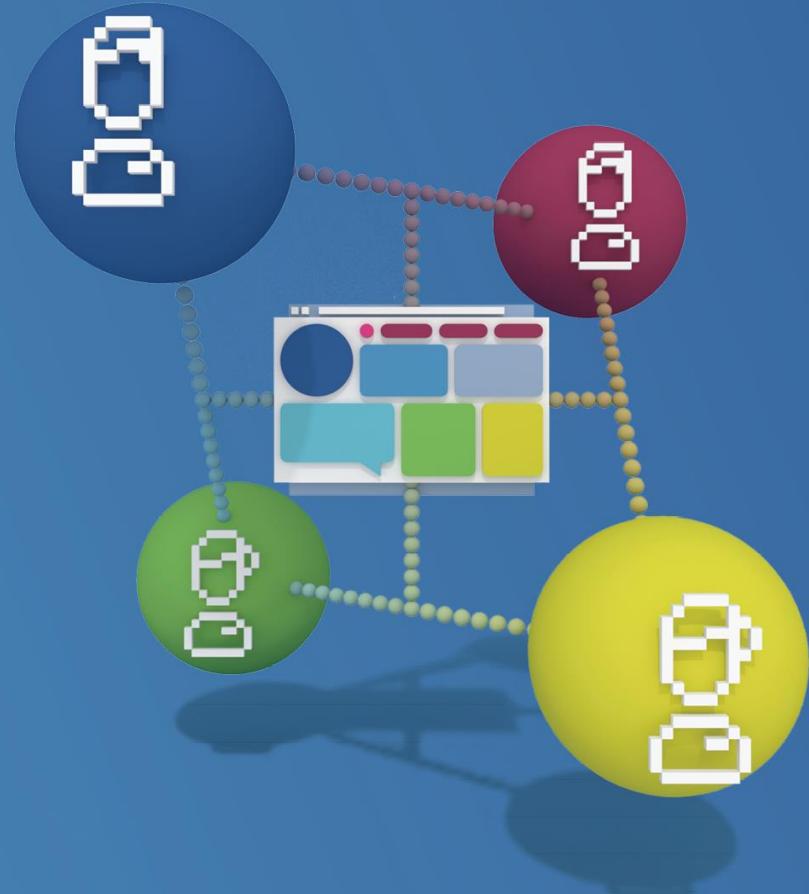
2Ring Gadgets – UCCX/UCCE/PCCE ..

On-Prem Customers: 2Ring keeps adding new features and will add support for the upcoming new Cisco on-prem releases, once available.

- DW Finesse Connector Now Available
- Skilling Audit Log
- Button Sets
- Customer Journey for Team Profiles
- Message Broadcasts
- Agent State Trace
- Export UCCX Chat Transcripts
- Brand New 2Ring Browser Extension
- Multiple Notes per Interaction
- Better Navigation
- HA Cherry Picking
- Robust Security

2Ring Part of Cisco dCloud

- Instant demo of **2Ring for WxCC** is part of **Cisco dCloud**:
 - <https://dcloud2-ion.cisco.com/content/instantdemo/cisco-webex-contact-center-wxcc-v8-instant-demo?returnPathTitleKey=content-view>
 - Select “**2Ring Dashboards & Wallboards v1**” under “**Instant Demos**”
- To reference the accompanying **demo script & resources**:
 - https://dcloud-docs.cisco.com/c/r/dcloud-docs/sites/en_us/collaboration/out_wxcc_v8/b_webex_contact_center_v8.html?dc=rtp





Select Developer



2Ring @ CLUS 23 ..

- **Come see 2Ring in the Collaboration Village at CLUS 23 in Las Vegas (June 4-8).**
 - 2Ring's session will be available in the catalog on April 25th, so don't forget to add it to your agenda 😊
- **Invite your customers to check out our session and for a chance to win an Xbox in our giveaway!**
See you there!

World of Solutions Hours

Monday 10 a.m. - 6 p.m.

Tuesday 10 a.m. - 5 p.m.

Wednesday 10 a.m. - 5 p.m.

Thursday 10 a.m. - 1 p.m.




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2Ring .. Links to Remember

DW Product Site
Request Instant Access to DW (Cloud)
Request a Live Demo
View a Sample Wallboard Layout
System Requirements Simplified

2Ring.com/WXCC..
2Ring.com/DWWebexCCTrial..
2Ring.com/WebEx..
2Ring.com/TryItWXCC..
2Ring.com/SystemRequirements..