

2RING

2Ring DASHBOARDS & WALLBOARDS ..

- Q1: July-Aug
- Q2: Oct-Nov
- Q3: Jan-Feb
- Q4: Apr-May

Statements

- <http://intranet/docs/cc/statements/>

Ask Andrew
to collect

Real-time information about your contact center (and much more) available wherever you are and in a form that meets your needs. Access it all from managers' tablets or smart phones, and, of course, have it running 24x7 on plasma screens in your contact center and even on the individual desktops of agents and supervisors.

Deliver Personalized
Information to Every Screen

2Ring DASHBOARDS & WALLBOARDS ..

Wide Content Support

KPIs

A different list of KPIs is part of the box depending on your platform, and a different set of parameters can be applied to every KPI. For example, on UCCX, CSQ and Team parameters can be applied to KPIs from the "agent state group," and on UCCE, the following parameters can be applied: skillgroups, media routing domain, peripherals, and precision queues. Contact us for a full list of the KPIs and parameters that are part of the solution in the latest release.

Grids

Real-time data in a tabular form. Great for providing a complete (or filtered) list of agents with their states, or creating a complete overview of how each queue in the contact center is doing (how many calls are waiting, how many calls have been handled today, how many calls have been abandoned within service level, longest wait time, average wait time, what the service level is, etc.). Data in the grids can be filtered and sorted by any of the grid's columns (even those that are not displayed).

External KPIs

Do you employ your own MS SQL specialist? Then you are free to create/build your own KPIs and even to go beyond delivering up-to-date information about your contact center. Add business-relevant information from your ERP or CRM or even data from your service desk systems. Show every team what helps them do their jobs better and do so without even engaging our team.

External Content

On top of all the real-time and precise data, enrich your wallboards with web - based content, pictures, .PPT slides, videos from you tube, vimeo, live video stream from web - cameras, flash content, ..
 Note: a text some of this content requires the use of 2Ring DESKTOP Client (a thick, but neat .Net framework application).

Ready for this Century

Simple Management

Forget about contacting your IT department, now you can change wallboards by yourself. Go to www.2Ring.com/DWtrial to give it a try in our cloud demo environment.

Mobile

To quickly review how things are going, all you need is a browser - no need to install a device specific app. The solution supports default browsers on all major mobile devices: iOS, Android, and Windows Phones. This literally allows you to take your 2Ring WALLBOARD anywhere with you. And if needed, there is always the DESKTOP Client that provides advanced wallboards features - layout and KPI sequences, always-on-top mode, support of external content including powerpoint slides, and more.

Finesse Ready

Add 2Ring GADGETS for Cisco Finesse, and you will be able to send messages to marquees straight from your supervisor's desktop, create message templates, and your agents will also be able to host any of the wallboard layouts in their desktops and thus have the KPIs available right there.

No Limits

With support for an unlimited # of screens and layouts, create the right set of data for every group by slicing the screen the way you like it, and assigning the right content to every frame.

Alerting

Visual and audible thresholds can be set for any of the KPIs and grids. Decide what the triggering thresholds are and have the KPIs blinking, or use any of the default sounds and once the KPIs enter the red zone, the sound will play automatically.

System Requirements

Made for @CiscoCC

2Ring WALLBOARDS can co-reside on BE6K and BE7K, and out of the box the solution offers the following connectors:

- Express (UCCX): 7.x / 8.x / 9.x / 10.x
- Enterprise (UCCE): 7.x / 8.x / 9.x / 10.x
- Packaged UCCE: 7.x / 8.x / 9.x / 10.x

Virtualization Ready

The back-end of 2Ring DASHBOARDS & WALLBOARDS can be deployed to your existing environment using virtualization (VMware Server - including Cisco UCS, MS HyperV, etc.).

Request a trial at www.2Ring.com/DWtrial ...

Agent States 1/2			
Agent	State	Reason	Duration
Barry Nelson	Reserved		00:02:43
Daniel Craig	Logged O...		00:00:34
David Niven	Talking		00:00:18
George Lazenby	Talking		00:03:28
Lara Croft	Talking		00:03:16
Mark Sutton	Talking		00:01:37
Pierce Brosnan	Logged O...		00:03:34

Absandon Rate	Calls in Queue	Calls Offered	Service Level
9%	1	2355	80%

FAVORITES ..

KPIs ..

Grids ..

External ..

Sequences ..

Screens ..

Layouts ..

WEB Client ..

Send ..

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