Comstice

Data Sheet

Comstice Wallboard Solution For Cisco UCCE

1. Introduction

This document aims to provide the details of Comstice Wallboard Solution.

The document also covers the wallboard interface features, options and required hardware and software for the solution.

2. Comstice Wallboard – Standard Edition

Comstice creates a wide range of products for enterprise collaboration solutions. Comstice Wallboard is the real-time monitoring and reporting platform that provides real-time and near-real-time data from Cisco Unified Contact Center Express (UCCX) and Cisco Unified Contact Center Enterprise (UCCE) solutions.

There are a limited number of real-time parameters provided by Cisco UCCX and UCCE. The real-time data provided can be classified as;

- Agent State Data: Number of agents at each state per queue
- Call Data: Calls in Queue, handled, abandoned, requeued and durations
- SLA Data: Calls answered within SLA, Longest, average call duration per queue, longest, average wait time per queue

Any other data required such as number of logouts per reason code etc. during the day can be collected near-real-time i.e. by running frequent queries from the historical tables.

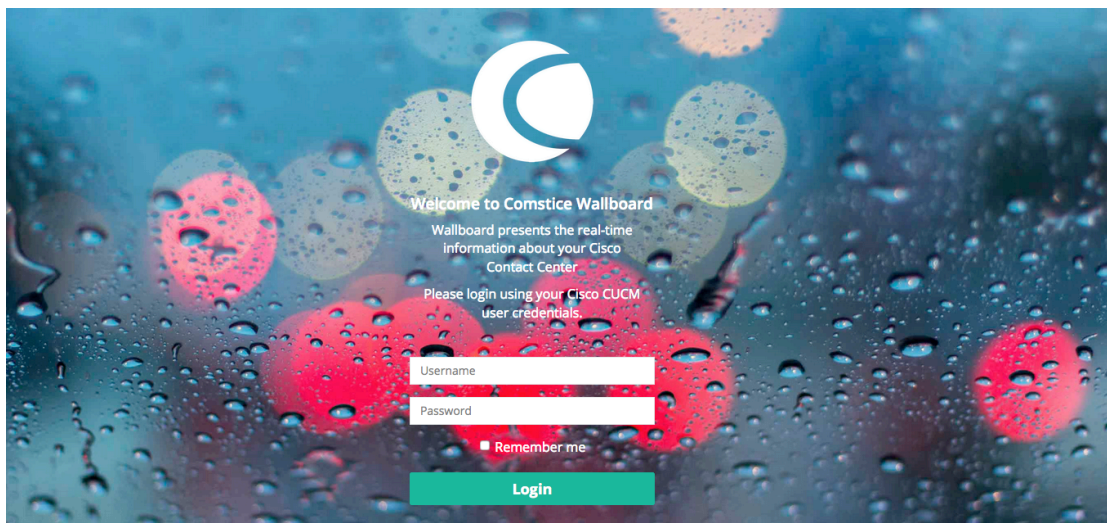Cisco CUCM User authentication is provided for accessing Comstice Wallboard Solution;

Figure 1: Wallboard User Login
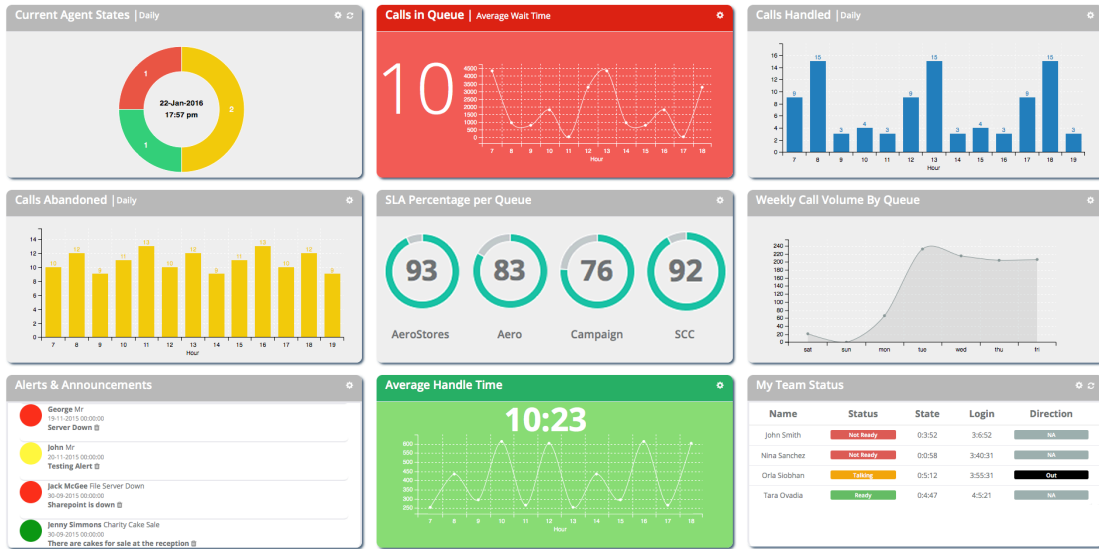
2.1 Box View

Figure 2: Box View

Wallboard Box View displays a graphical representation of the contact center performance at that day. It provides information about the agent states, call volumes and average waiting and handling times of the calls.

Each box has individual settings where user can select the agents, queues and type of the call stats they would like to see (presented, answered, abandoned etc.). For the hourly charts, user can specify the start and end time of the chart time axis. Once saved, user-level settings are stored in local Wallboard database and remembered in the next login.

Figure 3: Box Settings

2.2 Team View

Team View is composed of various chart and table-based views specifically designed for managers and supervisors in mind. Team leader can select the agents and queues they are interested and view the related information;

Figure 3: Team Chart View

Team leader can also see the detailed daily performance of the individual agents

Daily Agent Statistics

Name	Current State	Calls Received	Avg Talk Time	Time LoggedIn	Ready Time	NotReady Time	Ext Calls	Ext Time
Jane Smith	Talking	23	03:29	01:57:32	00:23:41	00:37:31	3	12:27
Doug Jackson	Not Ready	87	04:53	03:56:13	00:12:27	00:43:27	0	00:00
Alan Dales	Not Ready	76	04:53	03:43:23	00:21:36	00:28:16	0	00:00
Edward McElroy	Working	43	02:11	04:02:28	00:12:51	03:52:31	0	00:00
Sergio Sanchez	Ready	18	00:58	03:49:21	00:07:09	02:46:13	4	23:37
Karen Ingle	Not Ready	7	02:34	01:37:41	00:02:14	01:22:51	5	21:32
Keith Pollard	Talking	3	07:11	00:47:13	00:12:51	00:07:08	12	47:41
Vijay Patel	Talking	2	05:23	00:23:45	00:08:56	00:05:21	3	12:45
SUMMARY		359	03:41	02:48:31	00:17:23	00:23:18	27	01:47:25

Figure 4: Team Table View

It is also possible to present the agent details on a large screen;

| Agent Name	Agent Id	Average Talk Time	Hold Time	Calls Received	Total Ext Time	Total Ext Calls	RONA	State
Maria Cook	mcook	09:33	00:00	23	00:00	0	8	Logged Out
Michael Ulmer	mulmer	12:19	10:45	13	00:00	0	0	Logged Out
Angelo Moura	amoura	08:44	00:00	6	00:00	0	0	Logged Out
Ronney Apodaca	rapodaca	05:15	21:36	3	00:00	0	0	Logged Out

Figure 5: Team Table View – Large Screen

In case some of the team members are doing callbacks with or without Outbound Dialer feature, team

Name	Calls	Talk Time	Avg. Talk	Name	Calls	Talk Time	Avg. Talk
Beth Tinkler-Kerry	8	14:40	01:50	Adam Roper	2	00:51	00:25
Laura Paterson	3	00:08	00:02	Ryan Davis	1	00:03	00:03
Luke Hudson	1	00:05	00:05				

Figure 6: Callback Agents – No Outbound Dialer

2.3 Federation View

Comstice Wallboard for Cisco UCCE includes a Federation View, where managers and supervisors can see the real-time performance of each location or team on a summary and individual views.

6
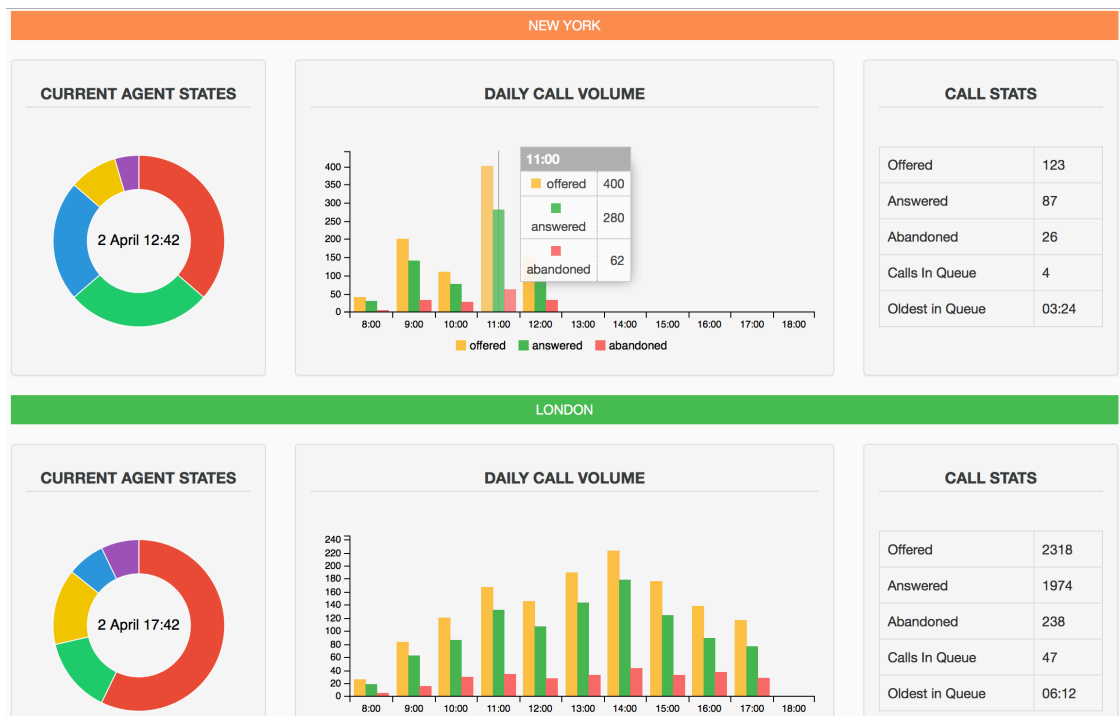
Each team is shown with their time zone information, real-time call stats, agent states and daily historical call volume information. User can hover the mouse over the charts and can see the detailed values of the parameters. The administrators on the server side can set locations or users can create the sites and add agents and call types individually. The settings selected are saved against the CUCM end user account used to login to Wallboard.

2.3 Agent Views

Wallboard offers the detailed view of each agent, including their daily stats and states.

Agent View1

Agent View1 shows one agent on each row with the data including Avg Talk Time, Calls Answered, Calls Abandoned as well as other parameters seen below;

Name	Reason	CAD Skill	CAD State	CAD State Dur	CAD Logon Dur	Call Direction
RAJ PARGARSINGH	Lunch	NA	Not Ready	40:56	05:04:36	NA
OBA CARRERA	NA	NA	Ready	04:24	07:30:18	NA
DAISHA CHANDLER	NA	G-Sales	Hold	02:10	01:09:36	Incoming
NYOKA IFILL	NA	NA	Ready	00:16	01:43:58	NA

Figure 7: Agent View1

Agent View2

Agent View2 can show two agents on each row and offers a compact view of each agent's state and activity. For agents in talking state, it shows the calltype the call is coming from. For agents in Not Ready state, it shows the agent reason code along with red Not Ready color code.

Name	Status	Duration	Queue
Kirsty Cuttell	talking	07:59	Wholesale
Zoe Jacques	work	01:18:06	
Renata Nicol	New Login	01:23:09	
Ryan Gillyean	ready	35:41	
Jack Brailey	Training	36:34	
Andrew Phillips	Training	36:40	
Rachel Padgett	ready	03:39	
Yvonne Ford	New Login	09:02	
Kelly Barnard	talking	08:00	General Sales
Adam Gorska	Training	36:15	
Katie Evans	Training	45:11	
Adam Magee	AGT RNA	37:30	
Charlotte James	Training	35:46	

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Figure 7: Agent View2

2.4 CallType View

CallType View presents the detailed call statistics for each call type on that day, starting from midnight. It also has a feature to define threshold for some columns, as seen below;

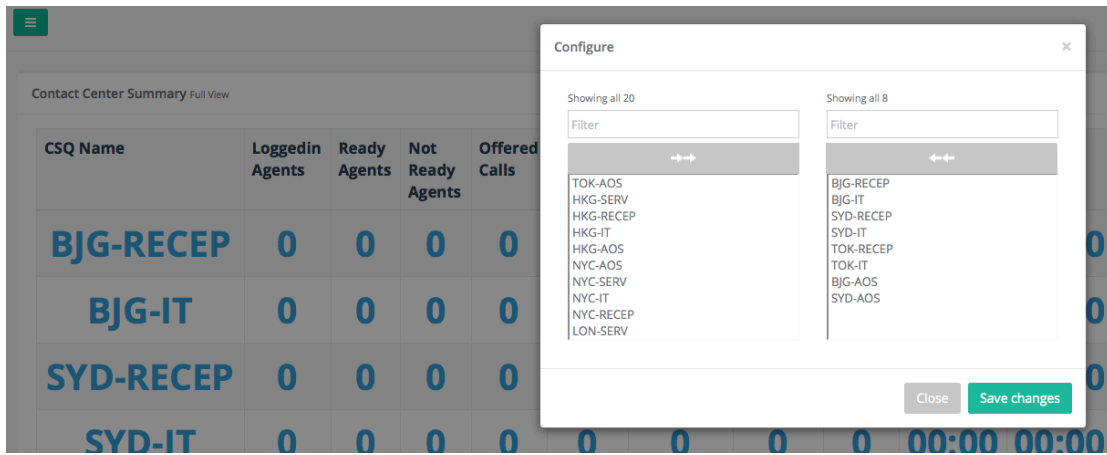| CT Name	Oldest In Q	Calls Waiting	SL Queued	Handled	Offered	SLAbandoned	SLAnswered	Answered	RONA	Abandoned	CallsAtVruNow	CallsAtAgentNow
Debt_Rec	00:07	1	0	127	0	0	0	0	0	0	0	0
CT_Tobago	00:00	0	0	127	390	50	0	0	0	28	0	0
CT_Trinidad	01:42	5	0	127	2278	44	0	0	0	127	0	0
Cancellation	00:56	2	0	127	28	30	20	5	0	23	0	0

Figure 7: Calltype View

Figure 5: Tabular View: Queue add/remove

Figure 6: Tabular View: Column add/remove
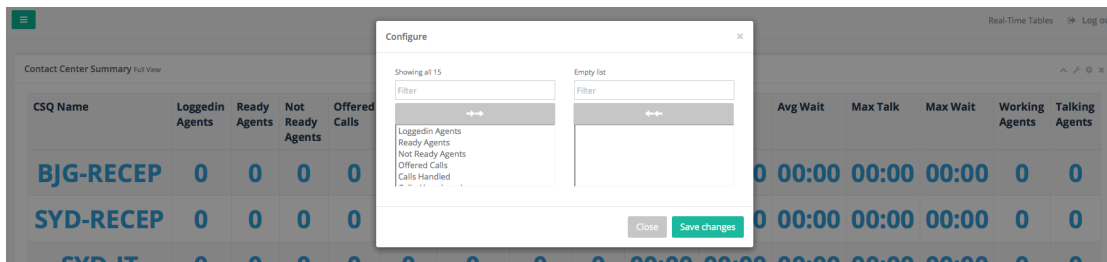
It is also possible to create some threshold values for each column so that when those threshold values are reached, the table cells on that column will change color.
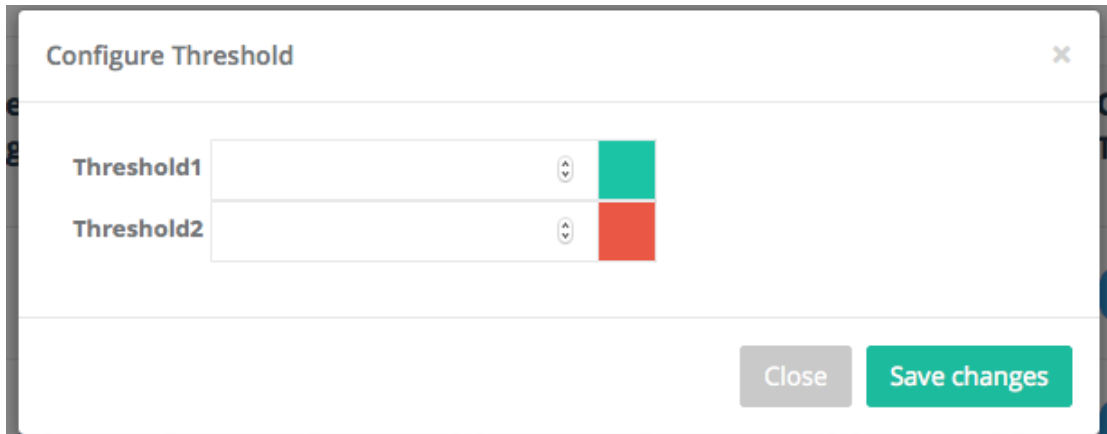

Figure 7: Tabular View: Set thresholds

2.5 Precision Queuing

If your contact center teams use Precision Queuing, then it is possible to monitor precision queue details in the following two views;

Name	appavail	avail	busyother	callsinprog	callsqnow	icmavail	loggedon	longestinq	nready	ready	talkingin	talkingother	worknready	workready
GCCS_A_PQ	0	0	8	0	7	0	28	33:36	12	16	8	0	0	0
GCCS_A1_PQ	0	0	9	0	0	0	17	00:00	8	9	0	0	0	0
GCCS_A3_PQ	0	0	3	0	1	0	8	33:36	5	3	0	0	0	0
GCCS_PartD_PQ	0	0	3	0	0	0	6	00:00	3	3	0	0	0	0
Service_Desk_PQ	0	2	0	0	0	2	6	00:00	4	2	0	0	0	0
AIL_Converv_PQ	0	0	2	0	4	0	18	33:36	7	11	7	0	0	0

Precision Queue Step

Name	stepid	avail	loggedin	avgcallsinqtime	callsinq	calsinqtime	longestinq	nextavail
GCCS_A_PQ	5033	0	28	01:11	7	NaN	33:36	null
GCCS_A1_PQ	5057	0	17	00:00	0	NaN	N/A	null
GCCS_A3_PQ	5059	0	8	05:10	1	NaN	33:36	null
GCCS_PartD_PQ	5032	0	6	00:00	0	NaN	N/A	null
Service_Desk_PQ	5005	2	6	00:00	0	NaN	N/A	Feb 5 2016 3:38PM
AIL_Converv_PQ	5006	0	18	00:54	2	NaN	33:36	null

2.4 Compact View

Compact View shows calltype details as well as the hourly chart for the incoming call distribution for offered, answered and abandoned calls;

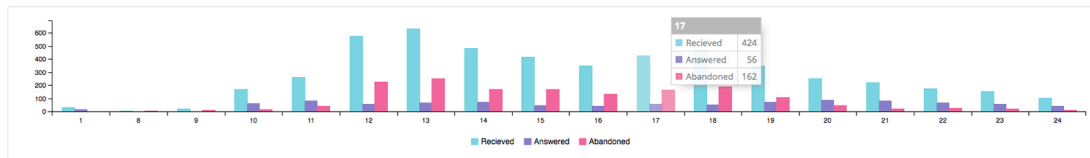| CT Name	Oldest In Q	Calls Waiting	Offered	SLAnswered	Answered	RONA	Abandoned	CallsAtVruNow	CallsAtAgentNow	AvgAbandonTime
Priority	00:00	0	8	0	5	0	3	0	1	00:46
CentralNorth	01:51	1	16	0	12	0	4	1	0	00:57
NorthCentral	01:06	5	21	0	17	0	5	0	0	01:15
NorthEast	00:00	0	12	0	8	0	3	0	0	00:21
Northwest	02:49	2	35	0	26	0	6	3	4	01:37
SouthEast	00:00	0	13	0	7	0	5	1	2	00:35
SouthWest	00:00	0	14	0	5	0	7	0	0	01:04
Recovery	00:00	0	9	0	6	0	2	0	0	00:46

Figure 8: Compact View

CT Name	Oldest In Q	Calls Waiting	Offered	SLAnswered	Answered	RONA	Abandoned	CallsAtVruNow	CallsAtAgentNow	AvgAbandonTime
Priority	00:00	0	8	0	5	0	3	0	1	00:46
CentralNorth	01:51	1	16	0	12	0	4	1	0	00:57
NorthCentral	01:06	5	21	0	17	0	5	0	0	01:15
NorthEast	00:00	0	12	0	8	0	3	0	0	00:21
Northwest	02:49	2	35	0	26	0	6	3	4	01:37
SouthEast	00:00	0	13	0	7	0	5	1	2	00:35
SouthWest	00:00	0	14	0	5	0	7	0	0	01:04
Recovery	00:00	0	9	0	6	0	2	0	0	00:46

Agent Name	State	Reason	Skill	State Dur	Login Dur	Dir	Answ	RONA	Avg Talk Time
OBA CARRERA	Ready		NA	10:56	07:16:20	NA	0	0	00:00
DAISHA CHANDLER	Ready		NA	04:26	55:38	NA	0	0	00:00
NYOKA IFILL	Ready		NA	11:12	01:30:00	NA	0	0	00:00
ALICIA WILLIAMS-PEARCE	Ready		NA	02:20	02:26:08	NA	0	0	00:00
TIWANA FORDE	Ready		NA	03:22	06:38:50	NA	0	0	00:00
IAN TREBOHAN	Talking		G-Sales	05:26	30:30	In	0	0	00:00
RAJ PARGARSINGH	Not Ready	Lunch	NA	26:58	04:50:38	NA	0	0	00:00
CRYSTAL ROBERTS	Not Ready	Training	NA	12:26	06:36:16	NA	0	0	00:00
NIKISHA ROBERTS	Not Ready	CallBack	NA	16:12	07:16:44	NA	0	0	00:00

Figure 8: Combined View

CT Name	Oldest In Q	Calls Waiting	Offered	SLAnswered	Answered	RONA	Abandoned	CallsAtVruNow	CallsAtAgentNow	AvgAbandonTime
Priority	00:00	0	8	0	5	0	3	0	1	00:46
CentralNorth	01:51	1	16	0	12	0	4	1	0	00:57
NorthCentral	01:06	5	21	0	17	0	5	0	0	01:15
NorthEast	00:00	0	12	0	8	0	3	0	0	00:21
Northwest	02:49	2	35	0	26	0	6	3	4	01:37
SouthEast	00:00	0	13	0	7	0	5	1	2	00:35
SouthWest	00:00	0	14	0	5	0	7	0	0	01:04
Recovery	00:00	0	9	0	6	0	2	0	0	00:46

Ready	Not Ready	Talking	Work Ready	Work Not Ready
26	14	21	5	1

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Figure 9: Collect View - 2

Figure 10: Combined View – 3

Combined View – 3 provides some detailed queue information as well as hourly call volume chart that shows received, answered, abandoned and dequeued calls. Finally it displays the agent bubbles with color-codes based on the agent state. Each agent bubble shows calls answered and abandoned (RONA) for the agent.

11

Dialer Views

Campaign View

Campaign	Success	Aband	AnsMachine	AgtClosed	AgtReject	BusyTone	CallBack	Cancelled	Closed	NotHome	NoAnswer
DebtCollect	123	43	26	18	5	14	21	14	7	21	31
Upgrade	135	51	29	21	12	9	17	17	9	26	23
Renewals	107	48	32	15	7	15	24	14	5	23	26
Callbacks	114	36	27	19	10	18	22	11	3	24	34
Business	127	47	29	16	9	12	15	16	8	20	27

Outbound Skill Group View

Name	Calls in Q	Oldest	Offered	Answ	Aband
SG_SouthEast	4	03:40	5	8	4
SG_West-Depot	3	02:46	2	9	3
SG_Debt-Rec	8	06:25	3	12	5
SG_East-Supp	5	04:09	4	10	4
SG_West-Supp	2	00:58	2	6	2

Queue Views

Caller	Called Num	Queue	Wait Time
649 555 2168	3042	Global Sales	06:20
Mr. John Smith	3410	Tech-Support	04:51
705 555 1637	2501	ITSupp-AOS	04:03
Mr. Robert Jacob	2501	NewBuss-AOS	03:47
726 555 2268	3410	GSales-AOS	03:13
Ms. Katty William	3042	Global Sales	02:42
713 555 1346	3410	Global Sales	02:29
682 555 2140	3042	ITSupp-AOS	02:07
734 555 2009	2501	Tech-Support	01:54
728 555 1578	2501	GSales-AOS	01:36
693 555 1893	3042	GSales-AOS	00:52
672 555 1923	2501	Tech-Support	00:23

Callback Queue

Caller	Queue Wait Time	Callback Wait Time	Queue
752 555 1245	07:25	15:21	NewBuss-AOS
656 555 2150	02:32	14:02	GSales-AOS
562 555 2411	04:15	13:47	Global Sales
Mr. Adrian Harvey	02:35	12:08	ITSupp-AOS
Mr. Robert Miller	05:04	09:36	Tech-Support
642 555 2516	01:30	07:25	Global Sales
564 555 2493	01:43	06:52	Tech-Support
Ms. Elliot Renoir	02:32	04:37	ITSupp-AOS
667 555 2168	03:58	04:05	GSales-AOS
725 555 2337	04:15	03:13	NewBuss-AOS
743 555 4457	05:28	02:22	Global Sales
852 555 1453	02:45	01:43	Tech-Support

2. Comstice Wallboard – Premium Edition

Comstice Premium Edition offers greater flexibility on the Wallboard design. It offers 8 layouts and up to 20 widgets. Each widget can resize itself automatically for the layout.

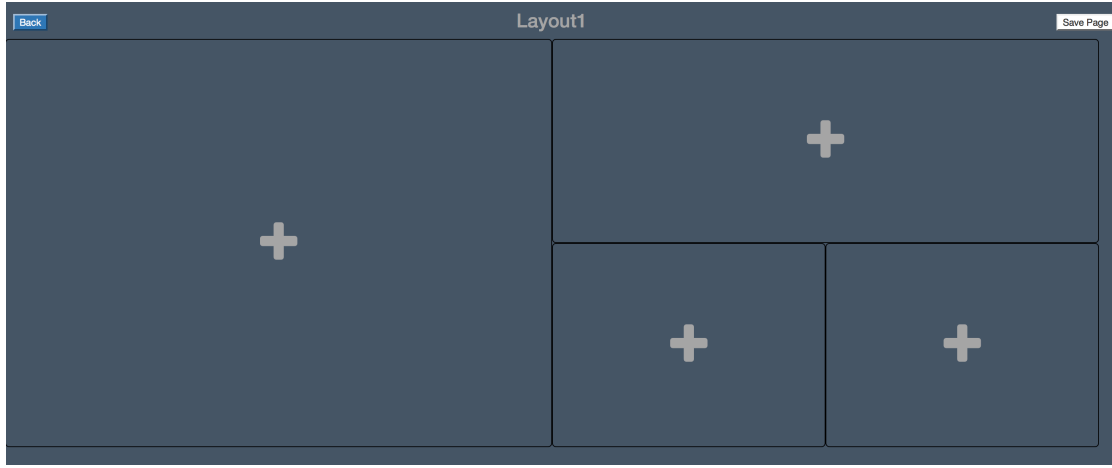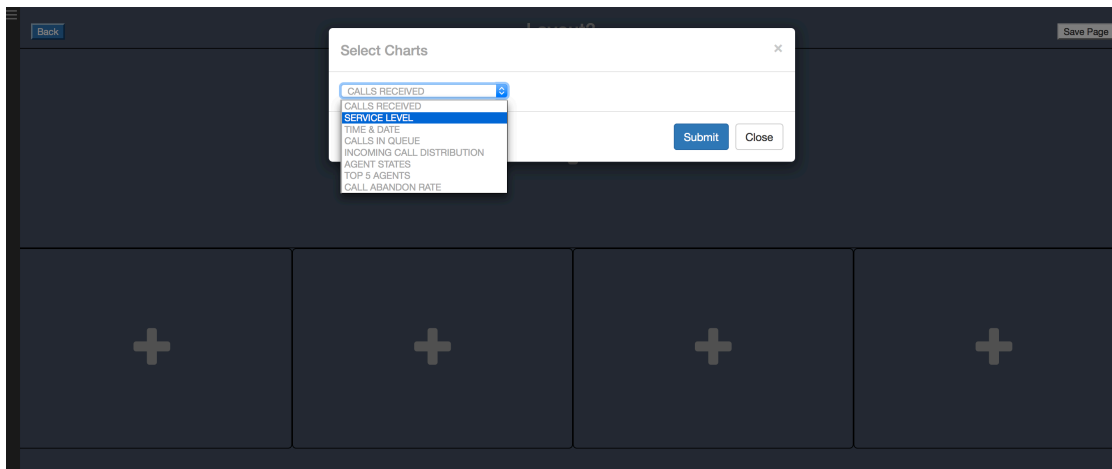Figure 11: There are eight layout options

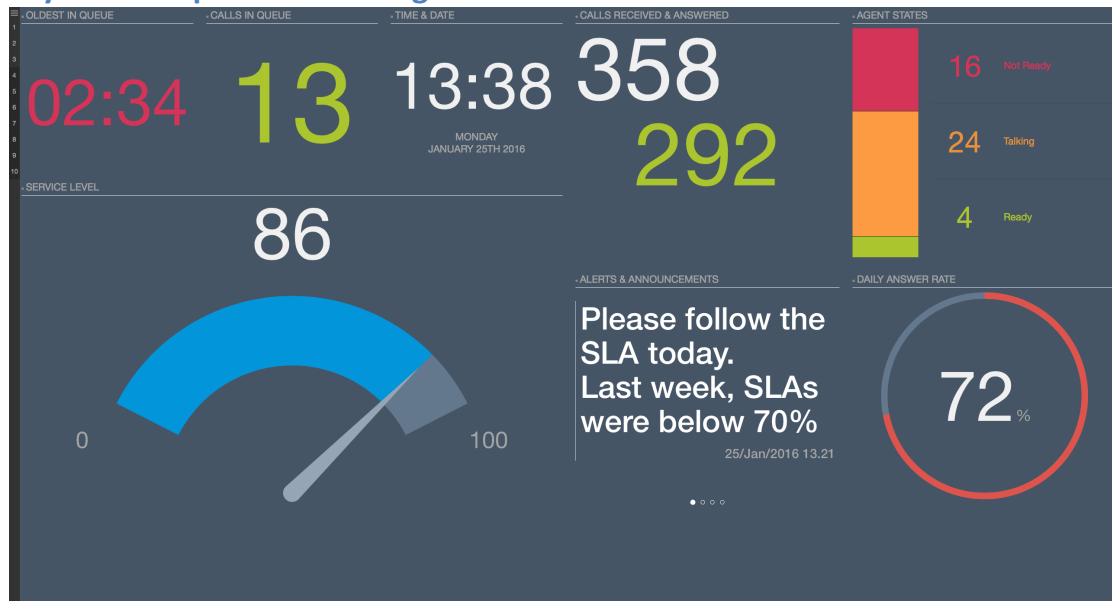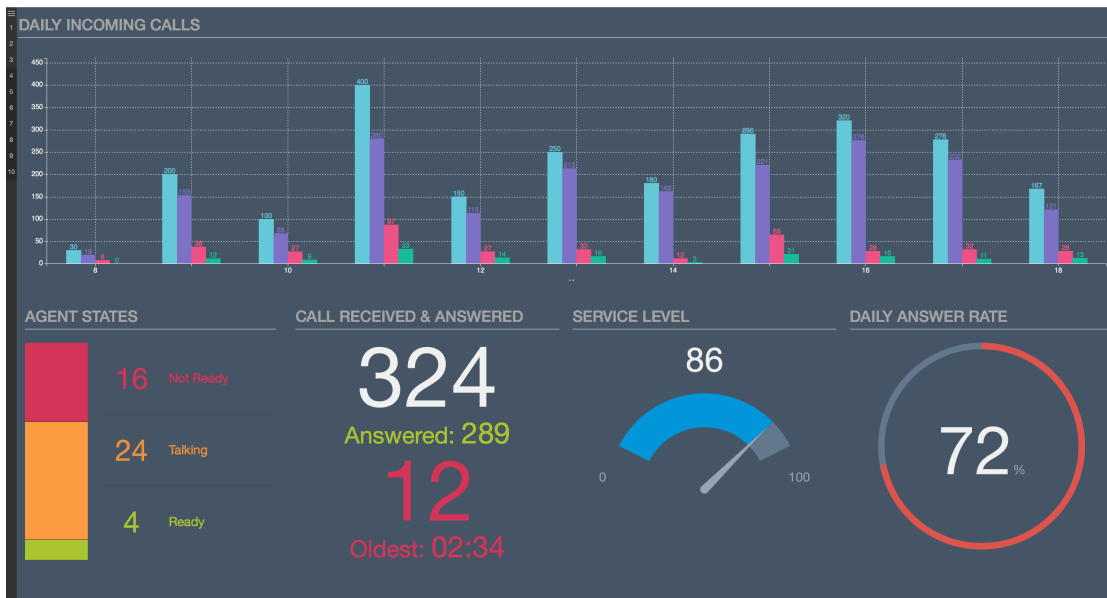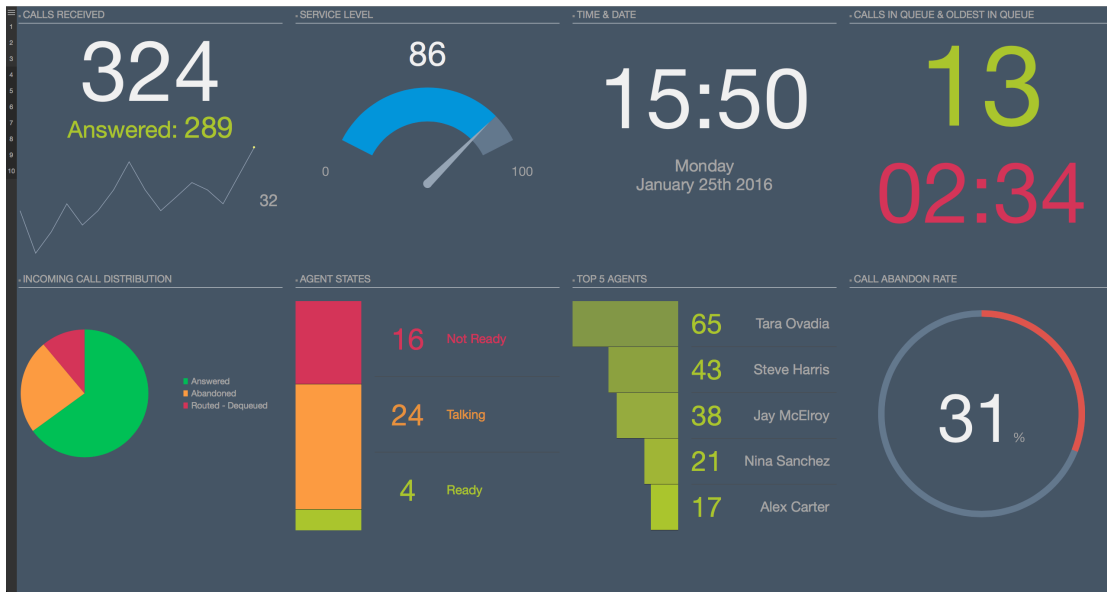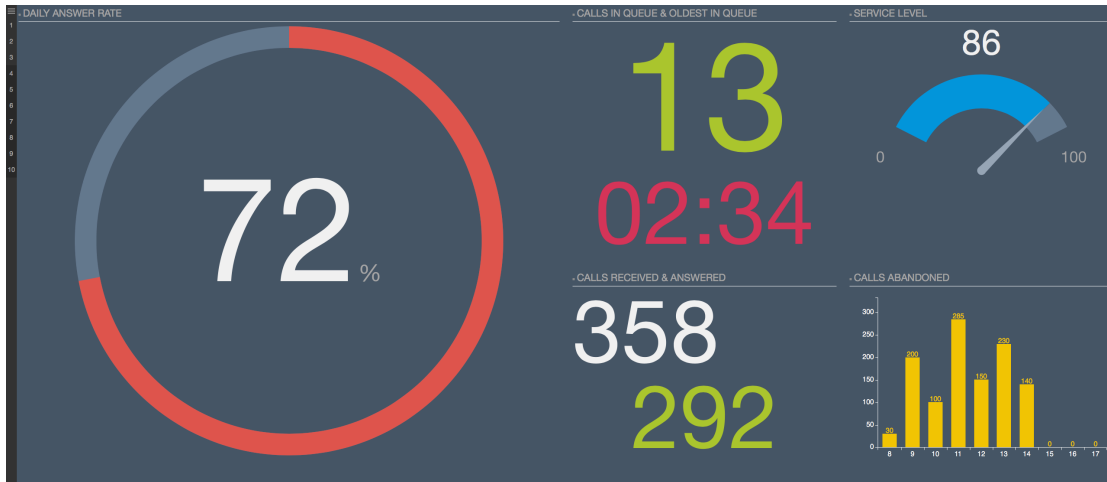**Figure 12: There are 20 widgets that can be selected for the layouts**

Each layout offers dark and light background options;

Figure 13: Currently available layouts

Layout Examples: Dark Background

DAILY ANSWER RATE

72 %

CALLS IN QUEUE & OLDEST IN QUEUE

13
02:34

SERVICE LEVEL

86

0   100

CALLS RECEIVED & ANSWERED

358
292

CALLS ABANDONED

300
250
200
150
100
50
0

30   200   100   285   150   230   140   0   0   0
8   9   10   11   12   13   14   15   16   17

CALLS RECEIVED

324
Answered: 289

32

SERVICE LEVEL

86

0   100

TIME & DATE

15:50

Monday
January 25th 2016

CALLS IN QUEUE & OLDEST IN QUEUE

13
02:34

INCOMING CALL DISTRIBUTION

■ Answered
■ Abandoned
■ Routed - Dequeued

AGENT STATES

16   Not Ready
24   Talking
4   Ready

TOP 5 AGENTS

65   Tara Ovadia
43   Steve Harris
38   Jay McElroy
21   Nina Sanchez
17   Alex Carter

CALL ABANDON RATE

31 %

DAILY INCOMING CALLS

450
400
350
300
250
200
150
100
50
0

8   10   12   14   16   18

AGENT STATES

16   Not Ready
24   Talking
4   Ready

CALL RECEIVED & ANSWERED

324
Answered: 289
12
Oldest: 02:34

SERVICE LEVEL

86

0   100

DAILY ANSWER RATE

72 %

Comstice

Layout Examples : Light Background

INCOMING CALLS

CSQ	Offered	Handled	Aband	In Q	Q Time
SUPPORT	3	4	2	4	02:25
SALES	6	3	5	6	01:52
REL	12	21	32	5	02:31
NEWBUSS	21	32	32	2	02:48
ITSUPP	2	3	4	14	02:21
Sum	134	126	107	73	04:52

CALLS ANSWERED

AGENT STATES

16 Not Ready
24 Talking
4 Ready

TOP 5 AGENTS

65	Tara Ovadia
43	Steve Harris
38	Jay McElroy
21	Nina Sanchez
17	Alex Carter

CALL DISTRIBUTION

CSQ	Loggedin	Ready	Not Ready	Offered	Handled	Aband	VM	Q Waiting	Q Time
Support-RECEP	3	4	1	3	4	2	0	4	1
Sales-RECEP	2	3	5	6	3	5	0	4	5
Rel-AOS	23	32	42	12	21	32	0	23	32
NewBuss-AOS	11	21	21	21	32	32	0	32	32
ITSupp-AOS	12	12	2	2	3	4	0	42	42
GSales-AOS	12	17	16	28	26	21	0	51	32

AGENT STATES

16 Not Ready
24 Talking
4 Ready

CALL RECEIVED & ANSWERED

324
Answered:289
Abandoned:12

CALLS IN QUEUE

320
Oldest:02:34

DAILY ANSWER RATE

72%

CALL RECEIVED

324
Answered: 32

32

ALERTS & ANNOUNCEMENTS

Fire Alarm and Evacuation Test on Friday at 11:00 am

25/Jan/2016 13.04

SERVICE LEVEL

86

DAILY ANSWERED RATE

72%

OLDEST IN QUEUE

02:34

CALLS IN QUEUE

13

AGENT STATES

16 Not Ready
24 Talking
4 Ready

TIME & DATE

7:19 PM
Monday
February 1st 2016

4. User Permissions and Profiling

Comstice Wallboard Premium also offers profiling option so that administrators can restrict the agents and queues each user can see. By creating profiles and assigning usernames to the specified profiles, you can control what information each user can access;

Agents Name List	CSQs Name List
Agent4 agent4	USSales
agent5 agent5	USWholesale
agent11 agent11	USHelpdesk
agent13 agent13	USAccounts
agent12 agent12	USRetailShops
Cat Durham	EURetailShops
agent6 agent6	EUHelpdesk
agent10 agent10	
agent14 agent14	
Bla McElroy	

Profile   Select ⇕   **Add New**

Select
profile1
londonagents

johnsmith

Submit

5. Wallboard Solution Mobile apps: IOS and Android

Comstice Wallboard Solution comes with mobile apps for Android and IOS, which are free to use with Comstice Wallboard Premium. User can use wallboard user login and doesn't require a license to use the apps.
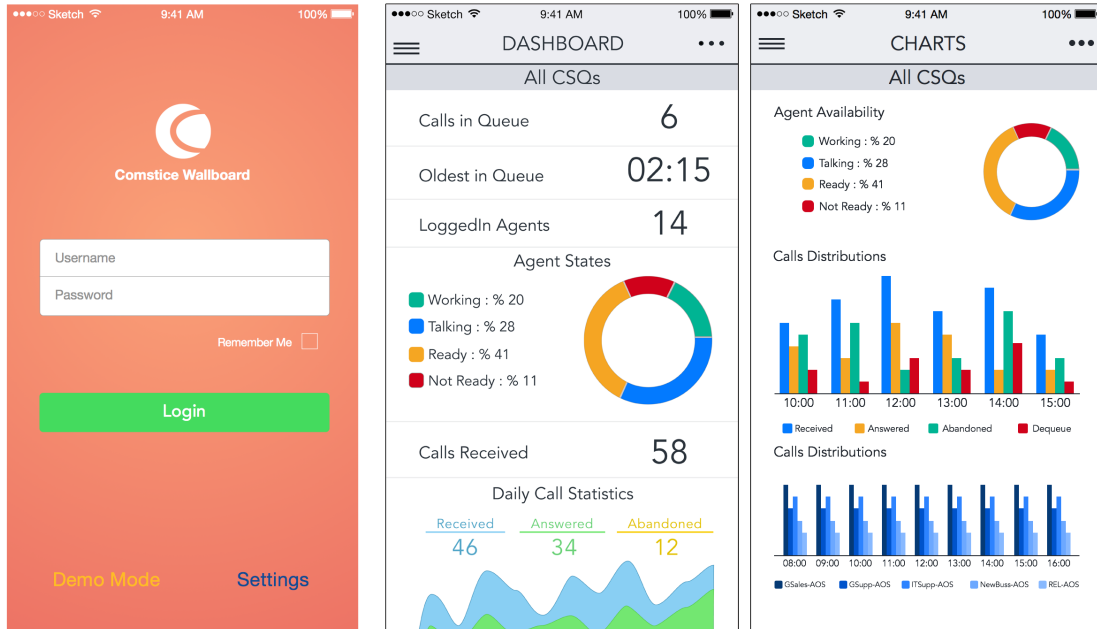

Figure 10: IOS app for Wallboard Solution

Figure 11: Android app for Wallboard Solution

By using the profiling feature, you can control the agent and queue information each username can access to.

4. Technical Architecture

Comstice Wallboard runs on a Linux environment, as a Virtual Machine in VMWare ESXi environment.

Minimum Server Requirements: 2 GB Memory, 10 GB HDD 2 x vCPU
OVA File Size: 3.5 GB

Wallboard Failover
Comstice Wallboard monitors both Cisco UCCX servers and switches the data source automatically in case of a failover on UCCX side.

High Availability and Failover
HA-Server can be used in case of a failure on the primary Wallboard server. Wallboard Primary and Secondary servers run as active/active.

Comstice Wallboard runs a NoSQL database called MongoDB. MongoDB only stores the user preferences but no customer data coming from Cisco UCCX. MongoDB doesn't store any critical data and requires minimum maintenance.

5. Support

What does it cover?
Comstice provides a software maintenance support for the Comstice Wallboard software.

Standard Support is provided on a 48-hr response and up to 7 business days fix basis due to all the dependencies around the solution.

Priority Support is provided on up to 4-hr response and up to 48 hours fix basis due to all the dependencies around the solution.

Support service provided by qualified engineers via email or WebEx. Either by using the VPN account provided to Comstice Support team or via WebEx with customer engineer, troubleshooting steps are performed.

All hardware provided by Comstice for Wallboard solution comes with 1-year guarantee and if found faulty, usually replaced within 7 business days.

5.1 How to raise a support ticket?
End customers or partners can raise a support tickets online from www.comstice.com/support or by calling Comstice Support Desks from +1-713-357-7724.