

Comstice Wallboard Enterprise Edition offers greater flexibility on the Wallboard design. It offers 12 layouts and up to 40 widgets. Each widget can resize itself automatically for the layout.



Figure 1: There are ten layout options

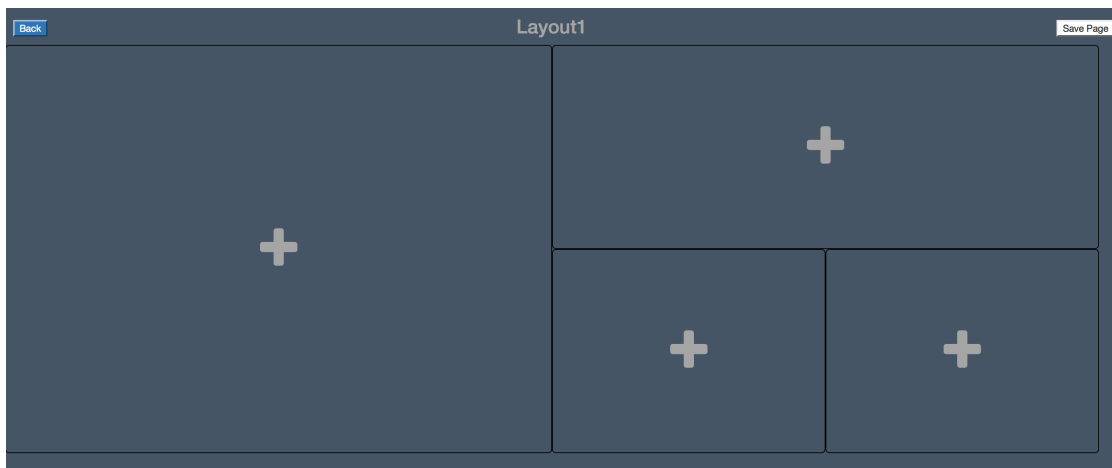
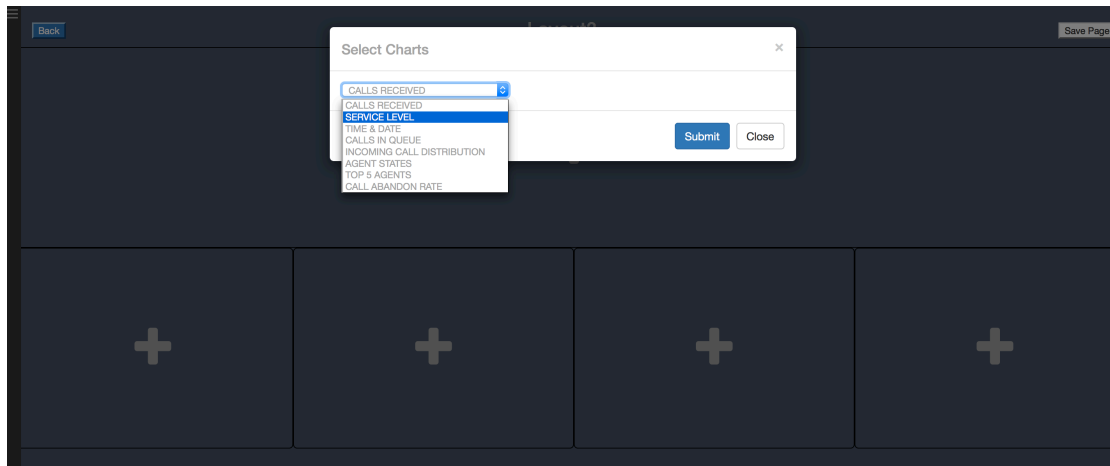


Figure 2: There are up to 40 widgets that can be selected for the layouts



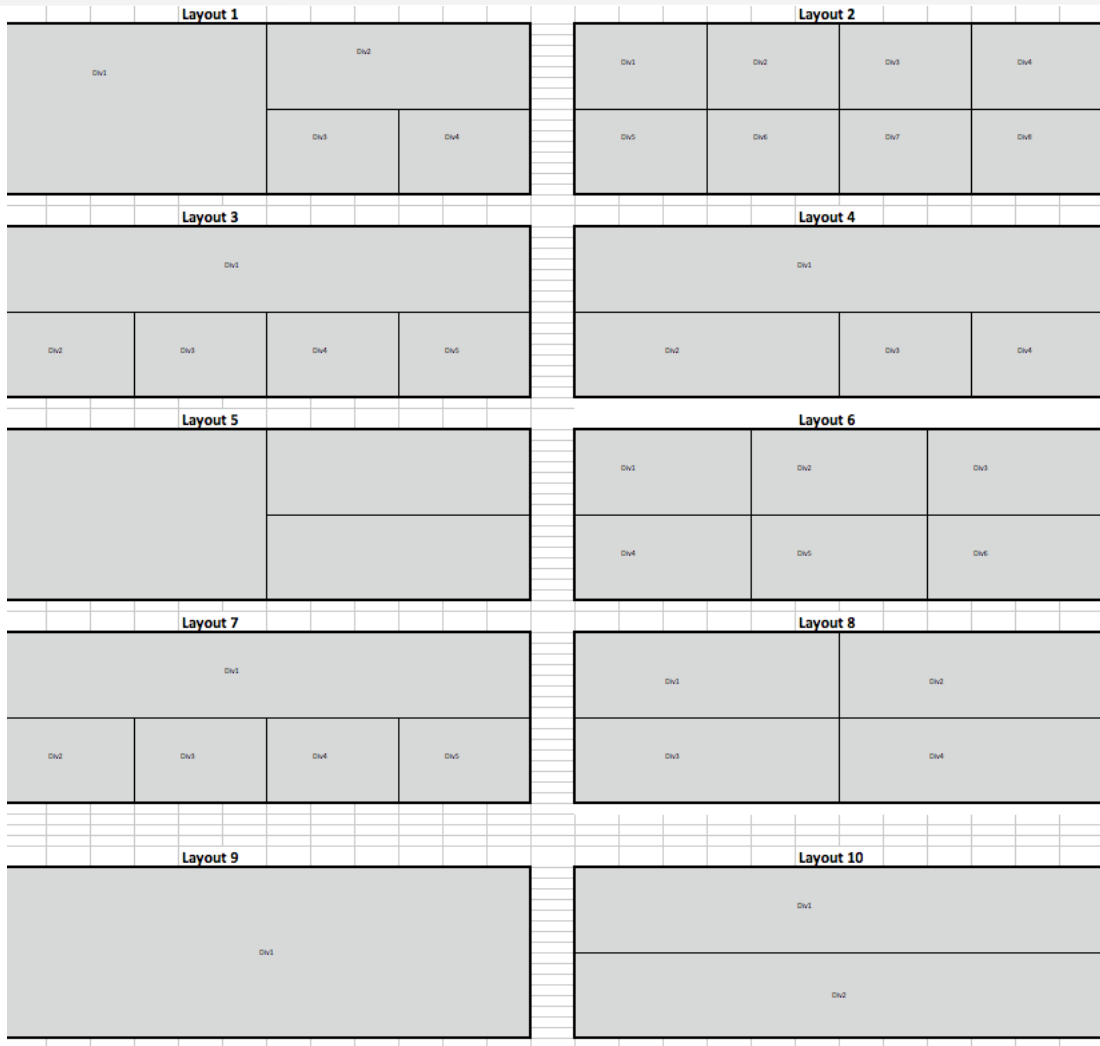
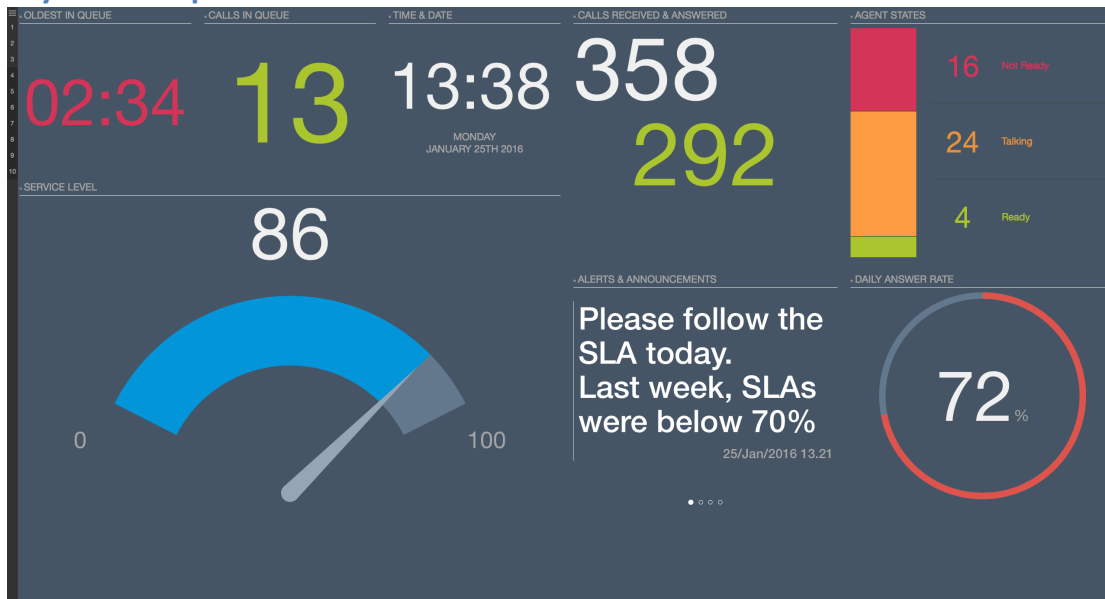
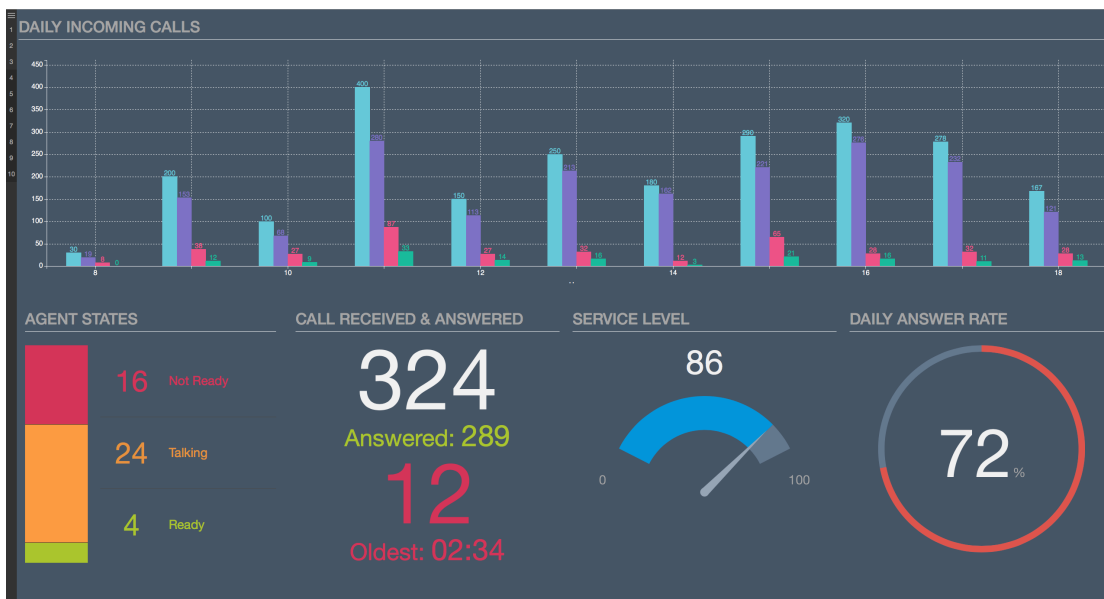
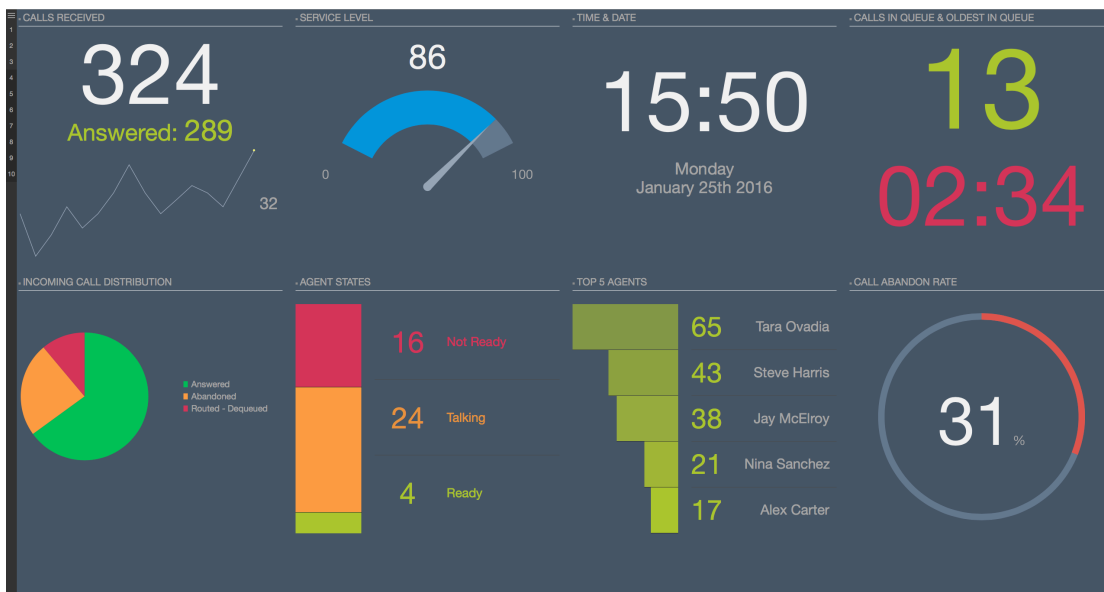
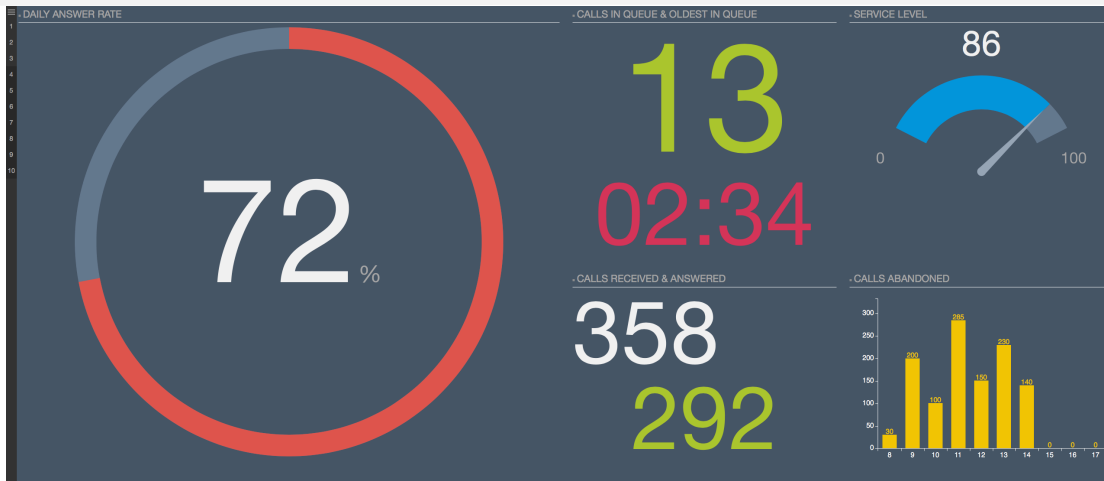
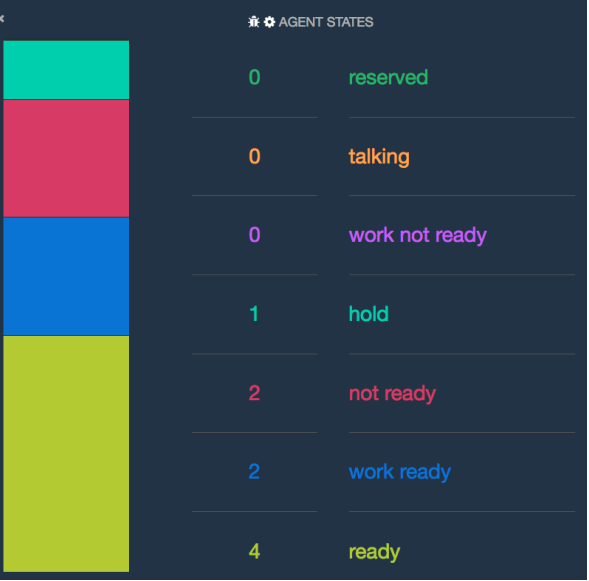
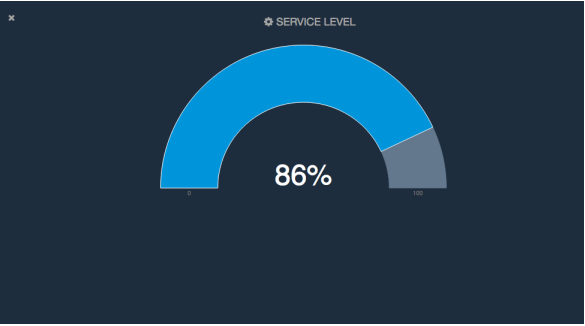


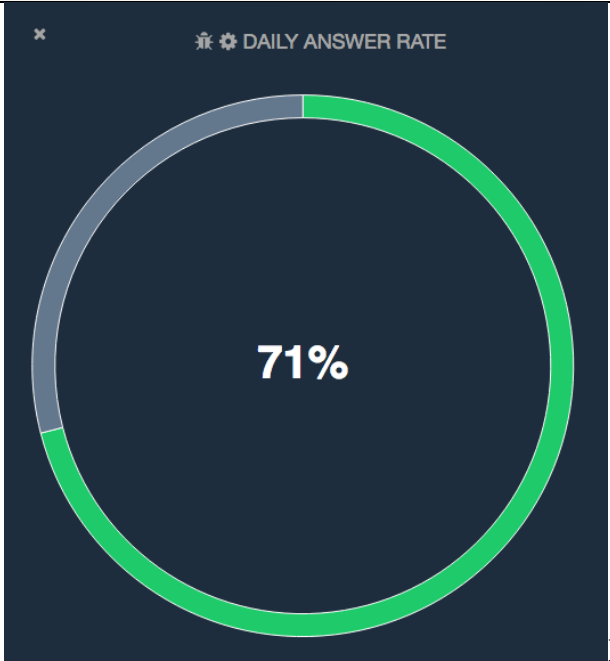
Figure 3: Currently available layouts

Layout Examples:

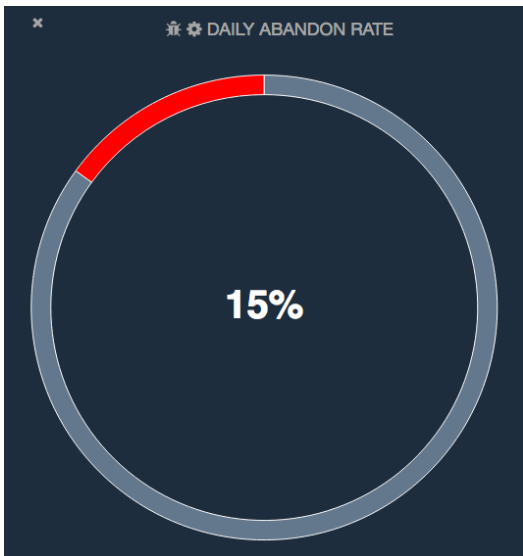




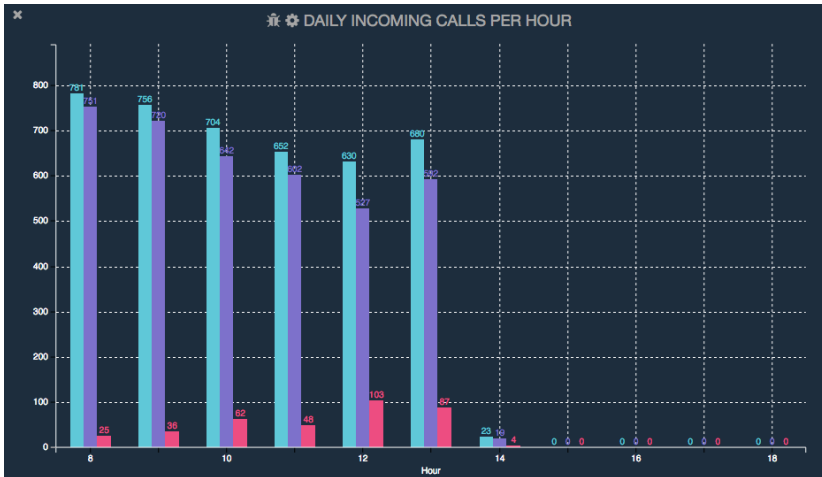
 <p>AGENT STATES</p> <ul style="list-style-type: none"> <li>0 reserved</li> <li>0 talking</li> <li>0 work not ready</li> <li>1 hold</li> <li>2 not ready</li> <li>2 work ready</li> <li>4 ready</li> </ul>	<p>Agent States: Real-time cumulative agent state information</p>
 <p>Calls Recvd, Answ, InQ, Oldest</p> <p>6578</p> <p>Answered: 4294</p> <p>27</p> <p>Oldest: 16:11</p>	<p>Calls Received, Answered, Calls in Queue and Oldest in Queue. For Calltypes</p>
 <p>SERVICE LEVEL</p> <p>86%</p>	<p>Service Level Percentage for CallTypes</p>
	<p>For Calltype queuing</p>



For



For Calltype queuing



Hourly chart derived from historical reports. For Calltype queuing

<p>DIGEST INFO</p> <p>7555 Answered: 2537 31 Oldest: 04:12</p> <p>1 reserved 2 working 3 ready 4 talking 11 not ready</p>	<p>calls received, answered, calls in queue, oldest in queue as well as agent states real-time. For Calltype queuing</p>
<p>DATE &amp; TIME</p> <p>11:01 Thursday September 1st 2016</p>	
<p>CALLS IN QUEUE</p> <p>1</p>	<p>Call Type RealTime Calls in queue (please use PQ Calls in Queue for Precision Queuing)</p>
<p>OLDEST IN QUEUE</p> <p>02:08</p>	<p>Oldest in Queue Call Type Real-Time (please use PQ Calls in Queue for Precision Queuing)</p>

✖ \* TOP 5 AGENTS

[Redacted]	106	Paige Mowatt
[Redacted]	99	Megan Green
[Redacted]	96	Laura Rutherford
[Redacted]	77	Simon Rix
[Redacted]	77	Sophie Kirby

✖ \* CALL TYPE VIEW

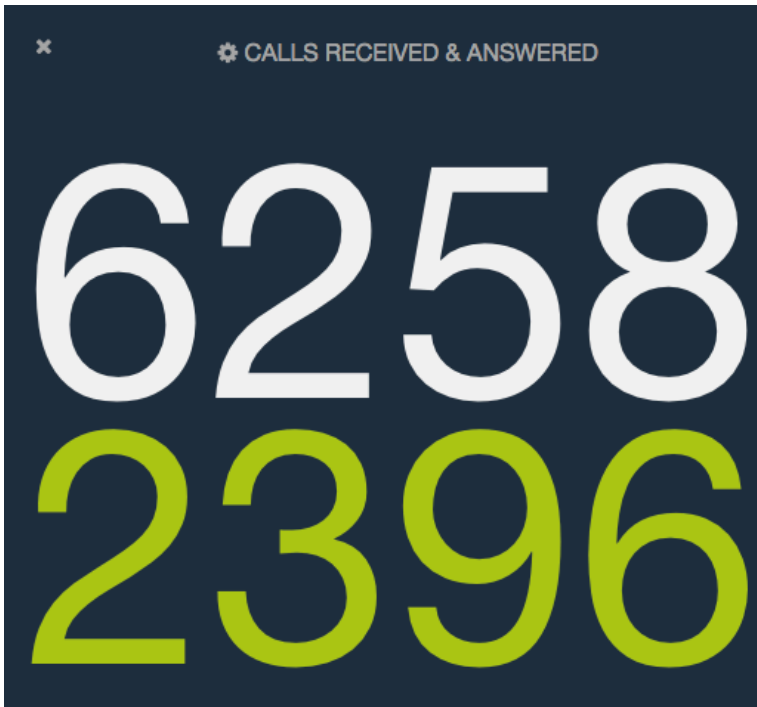
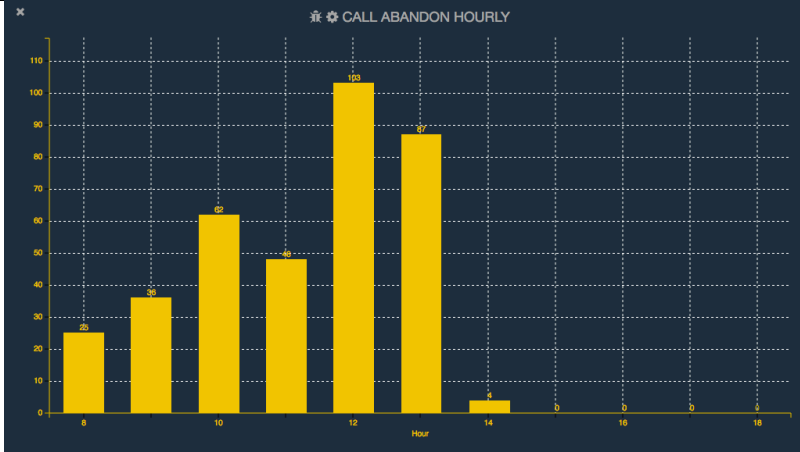
CallType	Offered	Handled	Aband	In Q	Q Time
BuiltIn	0	0	0	3	05:13
CT_Debt_Recovery_CentralNorth	0	0	0	0	00:00
CT_Debt_Recovery_NorthCentral	0	0	0	0	00:00
CT_Debt_Recovery_NorthEast	0	0	0	0	00:00
CT_Debt_Recovery_NorthWest	0	0	0	0	00:00
CT_Debt_Recovery_SouthEast	0	0	0	0	00:00
CT_Debt_Recovery_SouthWest	0	0	0	0	00:00

⚙️ CALLS RECEIVED & ANSWERED & ABANDONED

# 5104

Answered: 971

Abandoned: 1601



CallType	Received
CT_Trinidad	2278
TDAD_Truck	603
TDAD_No_Water	559
CT_Tobago	390
TDAD_Leak	338

For Calltype Queuing

calltype queuing calls answered



<p>✕ ⚙️ CALLS HANDLED</p> <h1>3439</h1>		
<p>✕ ⚙️ CALLS ABANDONED</p> <h1>1724</h1>		calltype queuing calls abandoned
<p>✕ ⚙️ AVERAGE TALK TIME</p> <h1>03:37</h1>		

✕ ⚙️ AVERAGE WAIT TIME

# 01:00

✕ ⚙️ TOP 5 CALLTYPE VIEW

<b>CLOOH-CT</b>	<b>231</b>	<b>3</b>	<b>01:23</b>
<b>CLREC-CT</b>	<b>42</b>	<b>1</b>	<b>02:23</b>
<b>CLFH-CT</b>	<b>262</b>	<b>0</b>	<b>00:00</b>
<b>CAN-CT</b>	<b>202</b>	<b>0</b>	<b>00:00</b>
<b>CLAD-CT</b>	<b>100</b>	<b>0</b>	<b>00:00</b>

✕ ⚙️ VOICE MAIL

Messages: 0  
Unread: 0

✕ ⚙️ PQ - AVERAGE SPEED ANSWER

# 01:42

Number of messages if callers are offered an option to leave a voicemail to a Unity Connection VM Box

PQ : Avg Speed of Answer

<p>🔊 ⚙️ PQ - SERVICE LEVEL ASA</p> <p>01:42</p> <p>87%</p>	<p>PQ: Service Level and Avg Speed of Answer</p>
<p>⚙️ PQ - AVERAGE SPEED ANSWER</p> <p>01:42</p>	
<p>🔊 ⚙️ PQ - CALLS ANSWERED</p> <p>6453</p>	
<p>🔊 ⚙️ PQ - CALLS ABANDONED</p> <p>608</p>	

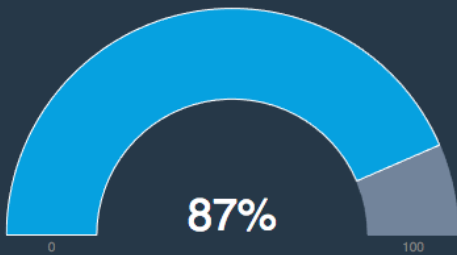
📞 ⚙️ PQ - AVERAGE WAIT TIME

01:16

📞 ⚙️ PQ - MAXIMUM CALLS IN QUEUE

20

📞 ⚙️ PQ - SERVICE LEVEL



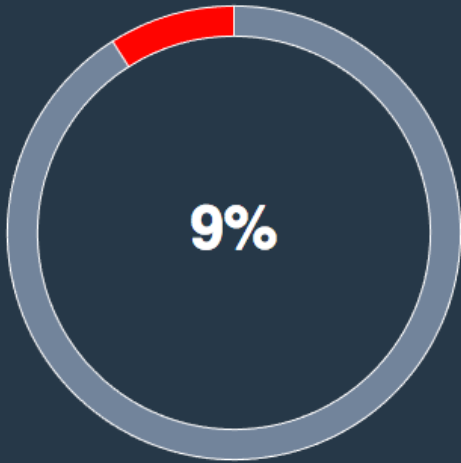
📞 ⚙️ PQ - CALLS RECEIVED & ANSWERED & ABANDONED

7324

Answered: 6453

Abandoned: 608

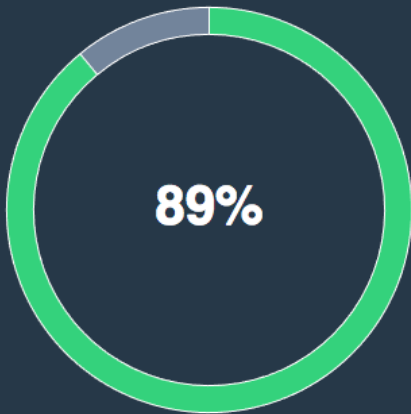
⚙️ PQ - DAILY ABANDON RATE



🔊 ⚙️ PQ - AVERAGE TALK TIME

00:33

✖️ 🔊 ⚙️ PQ - DAILY ANSWER RATE



🔊 ⚙️ CALLS IN PROGRESS - PQ

0

🔧 OLDEST IN QUEUE - PQ

15:54

🔧 PQ - AGENT TABLE 🔧

Name	Oldest in Q	Calls Waiting	Offered	Answered	SLAnswered	Abandoned	AvgAbandonTime
General	00:00	0	0	0	0	0	00:00
Debit Card	00:00	0	0	0	0	0	00:00
Escalations	00:00	0	0	0	0	0	00:00
Credit Cards	00:00	0	538	481	168	41	03:24
Business	04:52	3	82	68	24	11	04:08
Spanish	00:00	0	22	16	5	6	03:17
Transfers	00:00	0	31	28	9	2	01:19
Loan Payments	00:00	0	74	56	49	16	04:44

Ready	Not Ready	Talking	Work Ready	Work Not Ready
4	2	0	2	0

🔧 CALLS IN QUEUE - PQ

16

🔧 SCROLLING MESSAGES 🔧

Exchange Down, please use webtickets

🔧 STATIC MESSAGES RED 🔧

GCC Training Session

🔧 TOP 5 PRECISIONQ VIEW 🔧

CLOOH-PQ	231	3	01:23
CLREC-PQ	42	1	02:23
CLFH-PQ	262	0	00:00
CAN-PQ	202	0	00:00
CLAD-PQ	100	0	00:00

⚙️ PQ - MAXIMUM WAIT TIME

01:42