Comstice Wallboard Enterprise 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.

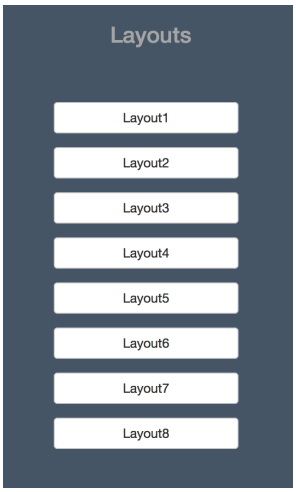


Figure 1: There are eight layout options

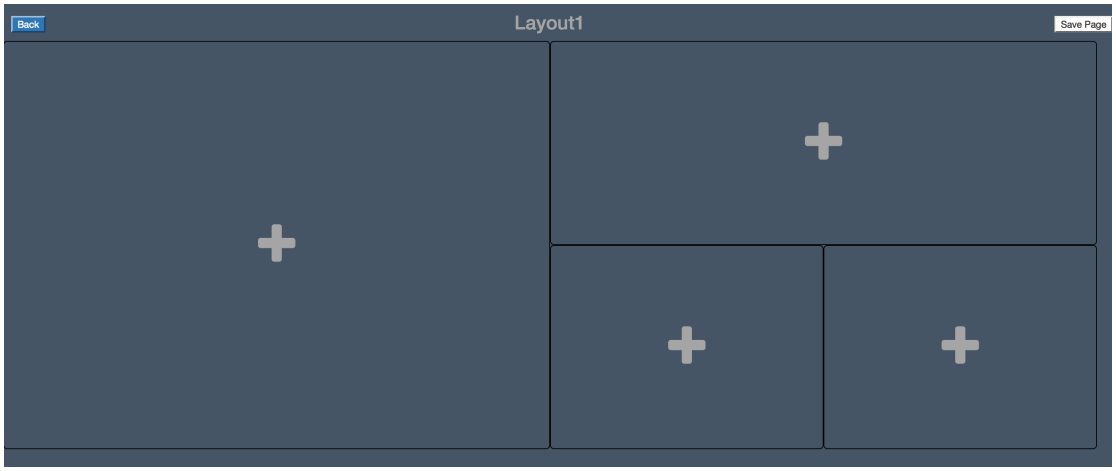
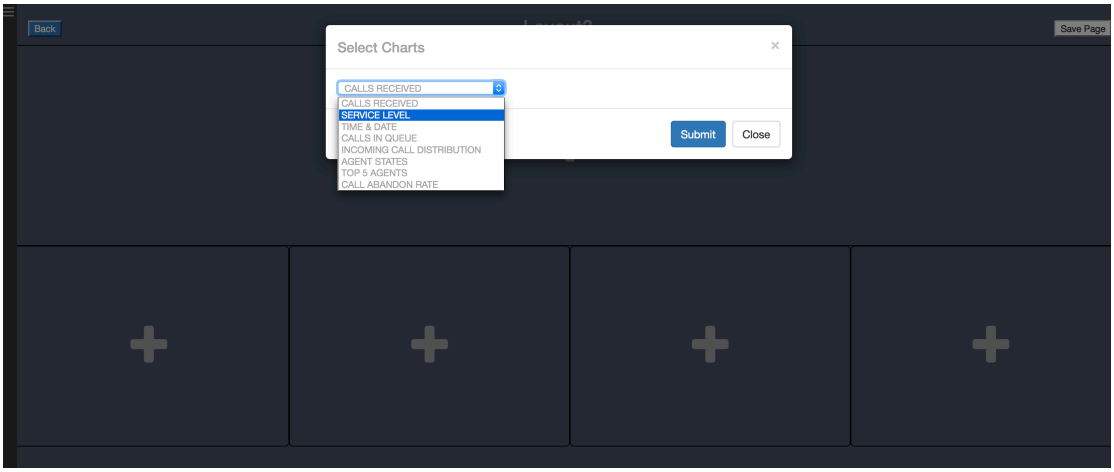


Figure 2: There are 20 widgets that can be selected for the layouts



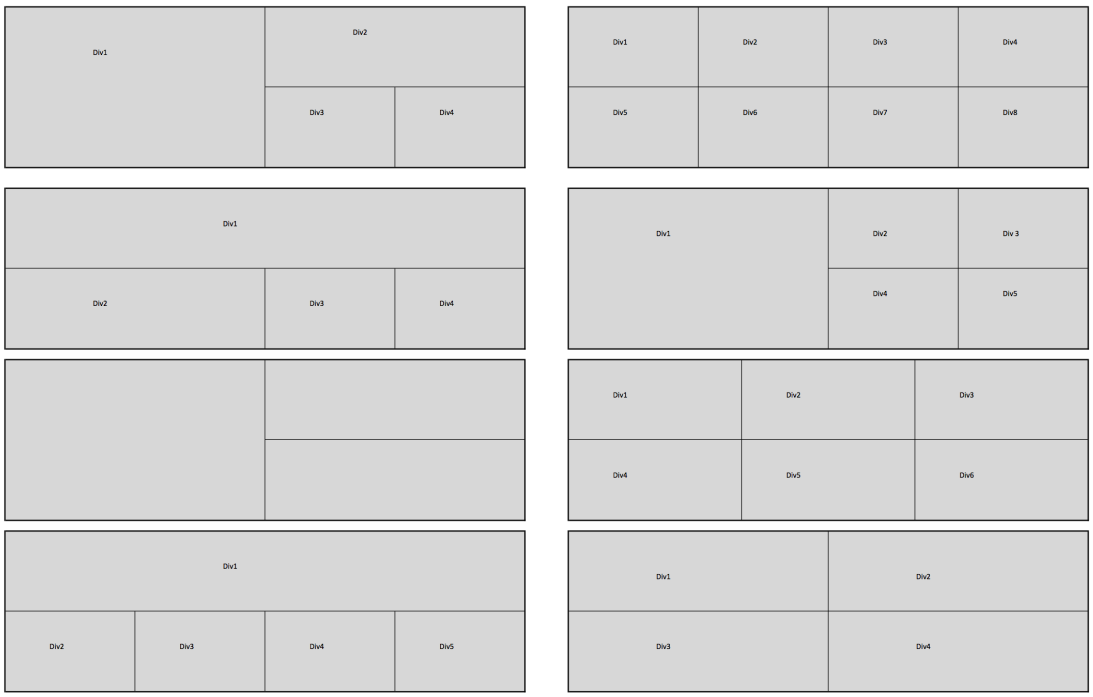
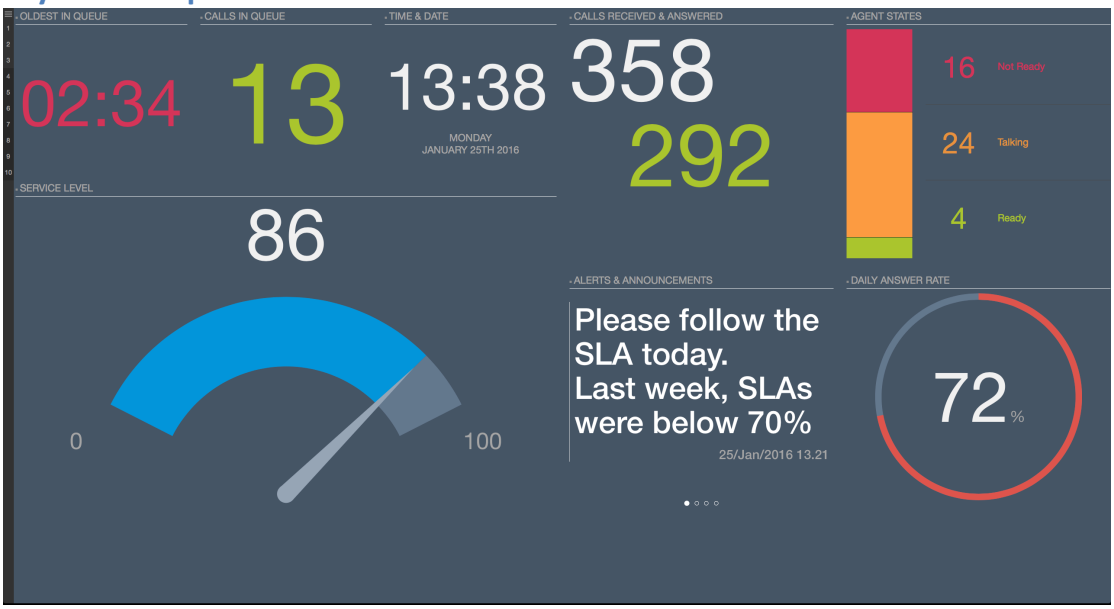
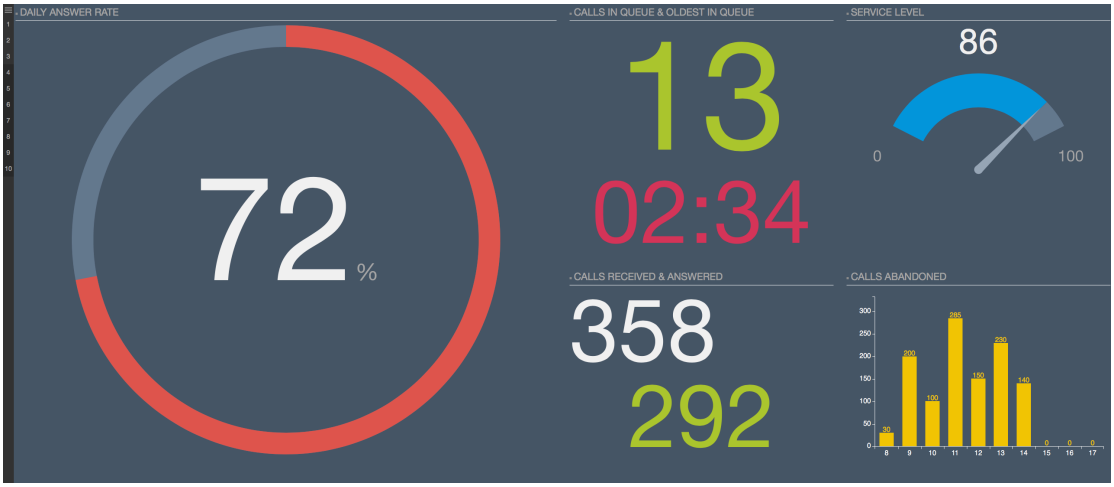
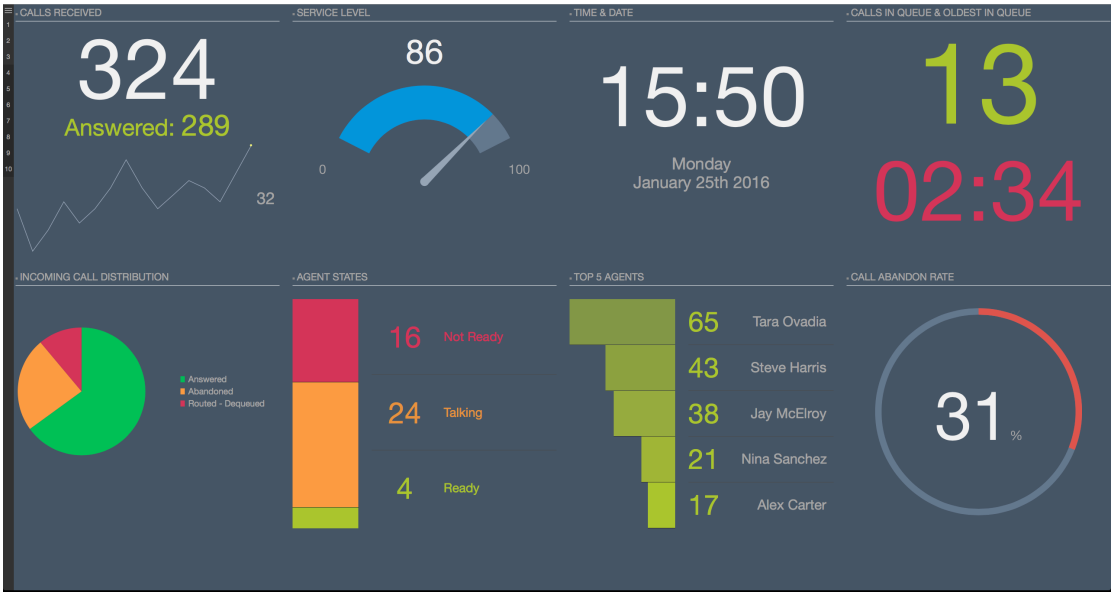


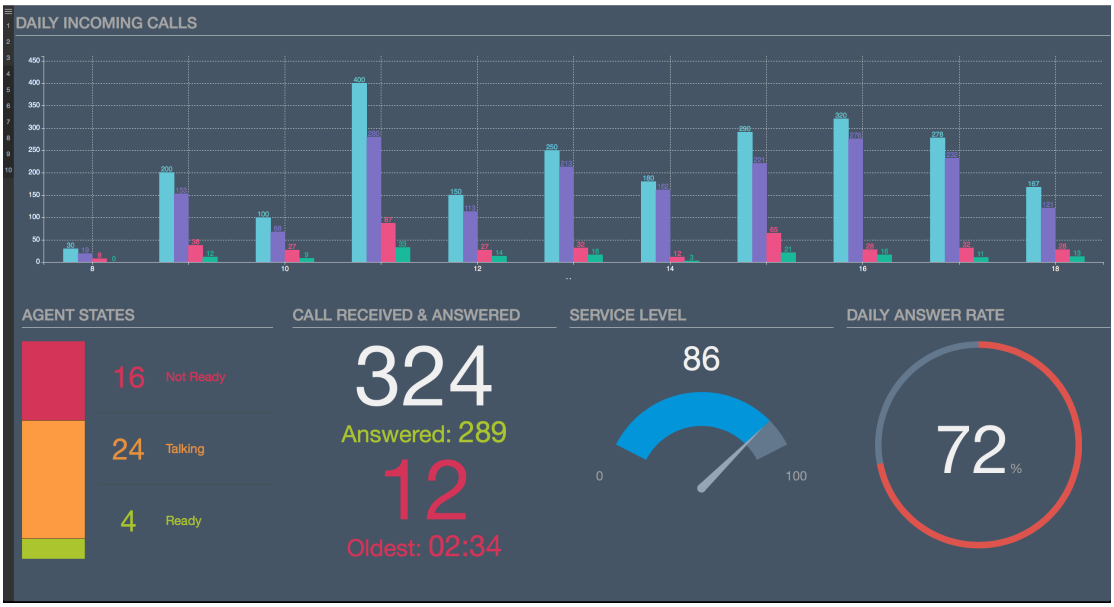
Figure 3: Currently available layouts

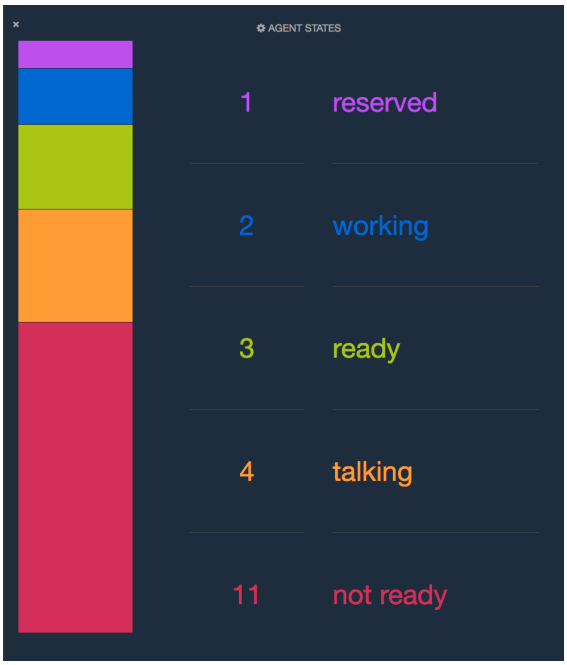
Layout Examples:

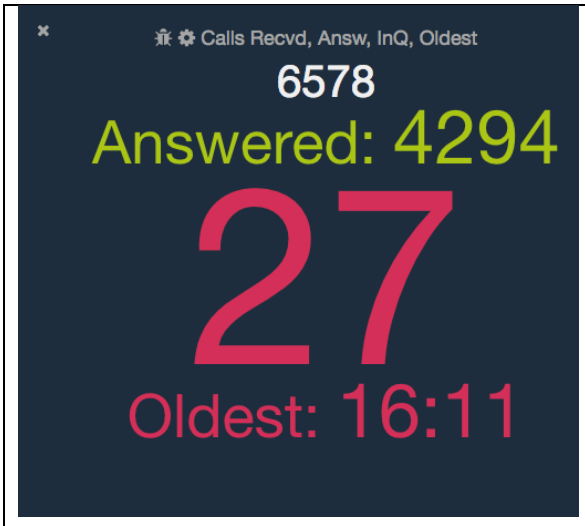


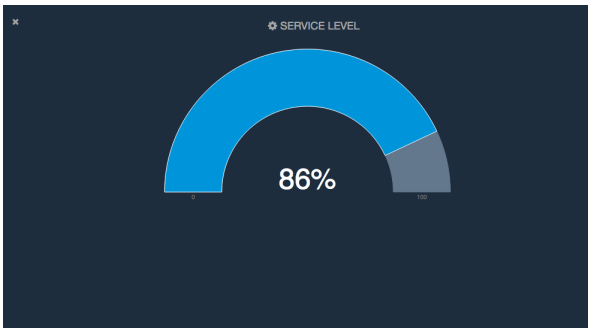


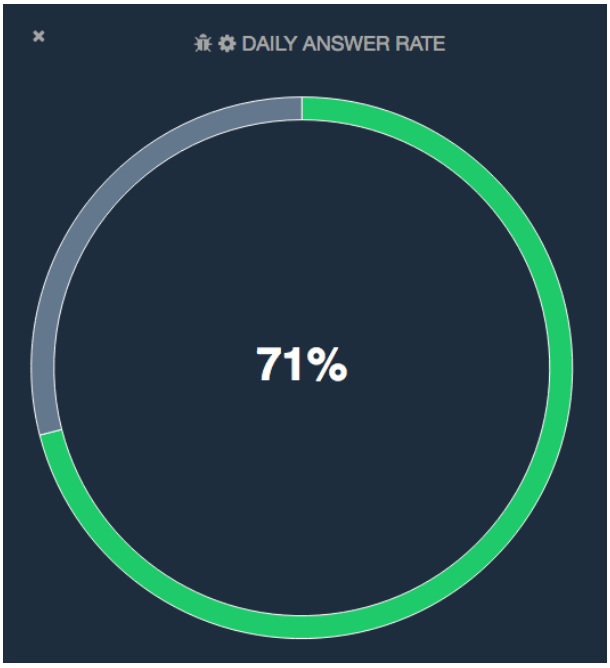

CALLS RECEIVED
324
Answered: 289
32
SERVICE LEVEL
86
0
100
TIME & DATE
15:50
Monday
January 25th 2016
CALLS IN QUEUE & OLDEST IN QUEUE
13
02:34
INCOMING CALL DISTRIBUTION
Answered
Abandoned
Routed - Dequeued
AGENT STATES
16 Not Ready
24 Talking
4 Ready
TOP 5 AGENTS
65 Tara Ovadia
43 Steve Harris
38 Jay McElroy
21 Nina Sanchez
17 Alex Carter
CALL ABANDON RATE
31 %

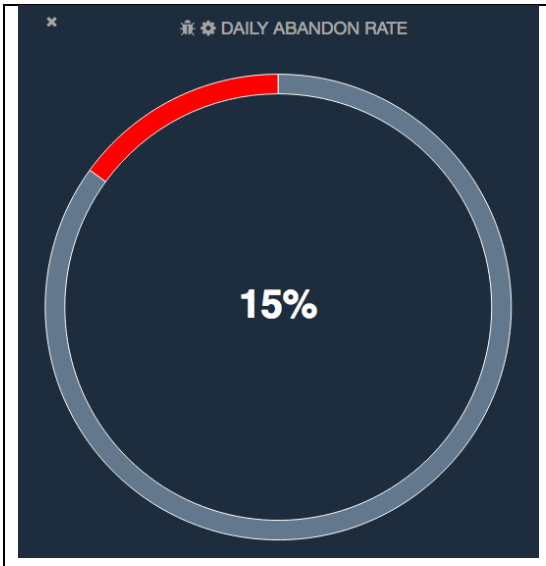

DAILY INCOMING CALLS
AGENT STATES
16 Not Ready
24 Talking
4 Ready
CALL RECEIVED & ANSWERED
324
Answered: 289
12
Oldest: 02:34
SERVICE LEVEL
86
0
100
DAILY ANSWER RATE
72 %

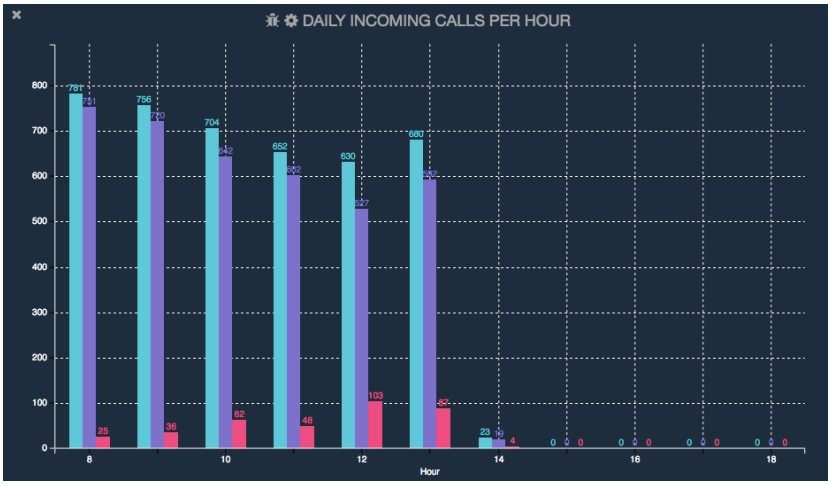

AGENT STATES
1 reserved
2 working
3 ready
4 talking
11 not ready

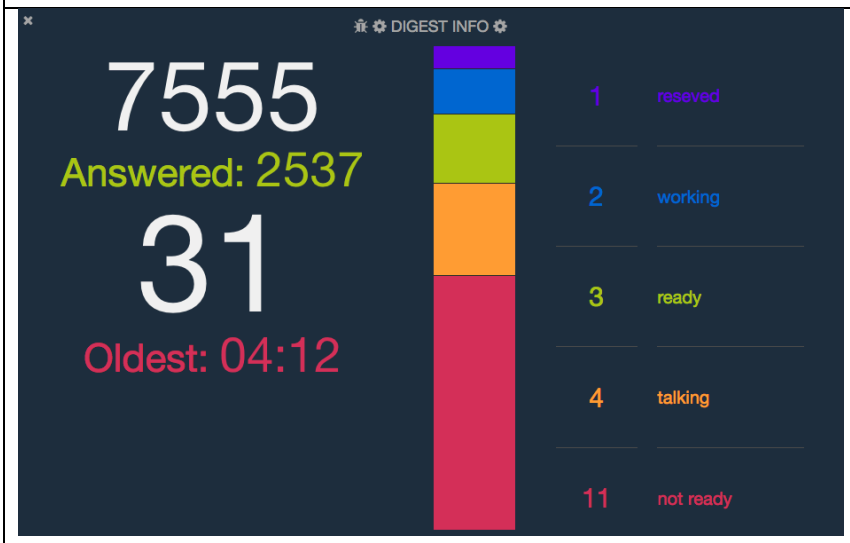

Calls Recvd, Answ, InQ, Oldest
6578
Answered: 4294
27
Oldest: 16:11


SERVICE LEVEL
86%


DAILY ANSWER RATE
71%


DAILY ABANDON RATE
15%


DAILY INCOMING CALLS PER HOUR
800
700
600
500
400
300
200
100
0
781
751
25
756
770
36
704
642
62
652
602
48
630
527
103
680
532
87
23
19
4
0
0
0
0
0
0
0
0
0
0
0
0
8
10
12
14
16
18
Hour


DIGEST INFO
7555
Answered: 2537
31
Oldest: 04:12
1 reseved
2 working
3 ready
4 talking
11 not ready

DATE & TIME

11:01

Thursday
September 1st 2016

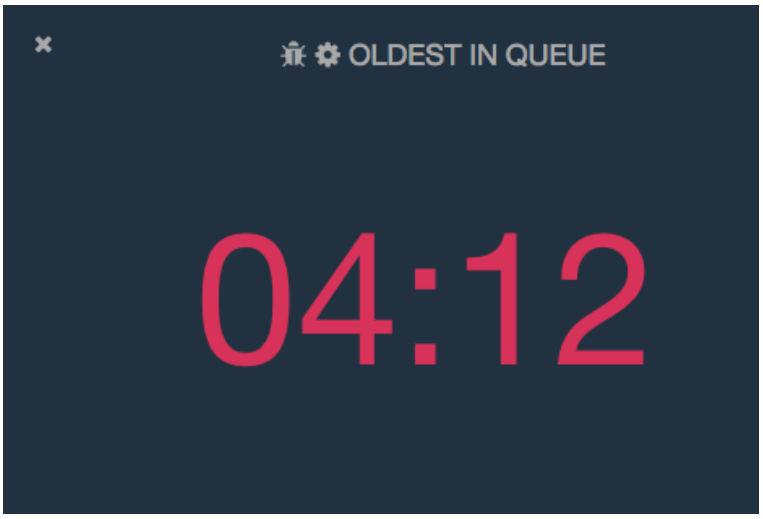
CSQ VIEW

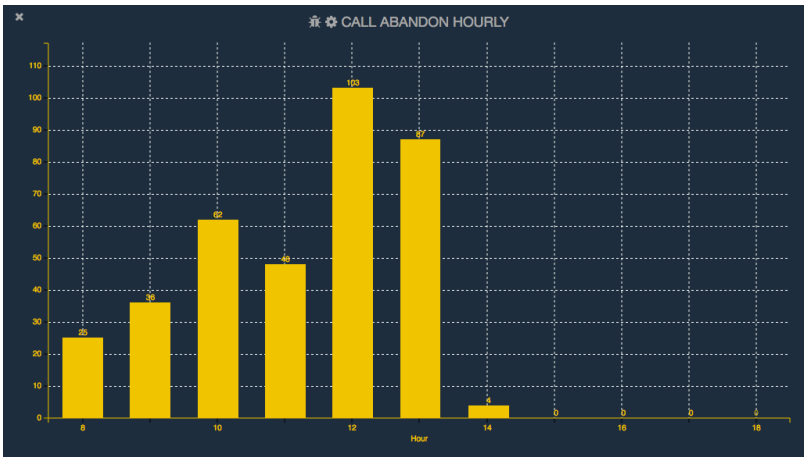
CSQ	Loggedin	Ready	Not Ready	Offered	Handled	Aband	Q Waiting	Q Time
ENG2-CSQ	10	11	1	100	10	10	10	0
Telematics-CSQ	1	1	0	24	16	8	0	0
JOL-CSQ	5	5	0	33	22	1	0	0
TEST_VirginMedia_CSQ	0	0	0	100	50	20	0	0
SALOB-CSQ	0	0	0	10	6	1	0	0
RNWOB-CSQ	0	0	0	0	0	0	0	0
OCDR-CSQ	0	0	0	0	0	0	0	0
ACC-CSQ	0	0	0	0	0	0	0	0
ADMIN-CSQ	0	0	0	0	0	0	0	0
BAD-CSQ	0	0	0	0	0	0	0	0
CLAD-CSQ	0	0	0	0	0	0	0	0

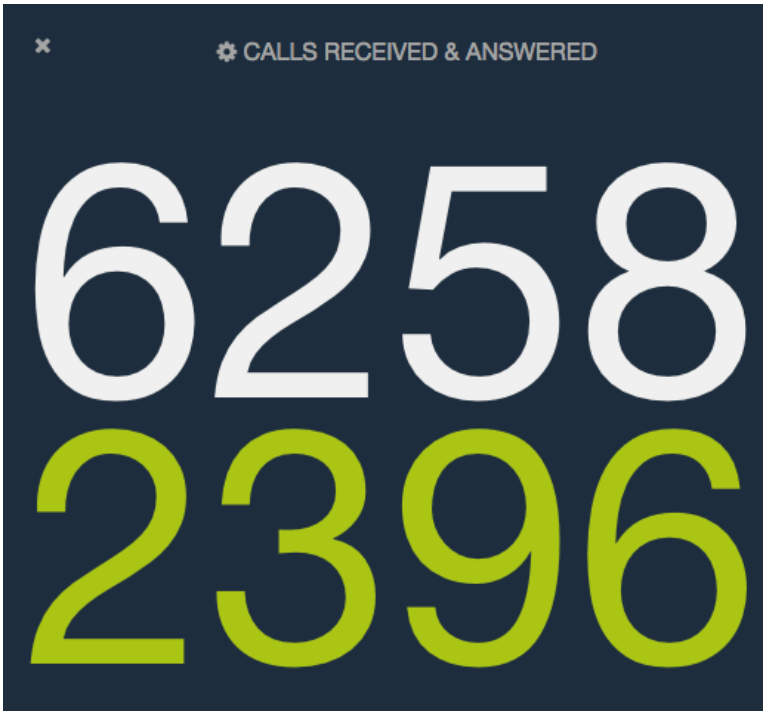
TOP 5 AGENTS

CALLS IN QUEUE

22


OLDEST IN QUEUE
04:12


CALL ABANDON HOURLY
110
100
90
80
70
60
50
40
30
20
10
0
25
36
62
48
103
87
4
0
0
0
0
8
10
12
14
16
18
Hour


CALLS RECEIVED & ANSWERED
6258
2396

CALLS RECEIVED & ANSWERED & ABANDONED

6258

Answered: 2396

Abandoned: 1724

INCOMING CALLS

CSQ	Offered	Handled	Aband	In Q	Q Time
ENG2-CSQ	38	11	8	3	02:08
ACC-CSQ	89	63	14	0	00:00
ADMIN-CSQ	100	30	9	0	00:00
BAD-CSQ	30	11	1	0	00:00
CLAD-CSQ	90	20	50	0	00:00
Telematics-CSQ	33	16	8	1	00:23
JOL-CSQ	35	3	21	0	00:00
TEST_VirginMedia_CSQ	0	0	0	0	00:00
SALOB-CSQ	30	0	1	0	00:00
RNWOB-CSQ	23	4	3	12	00:58
OCDR-CSQ	6	3	0	0	00:00

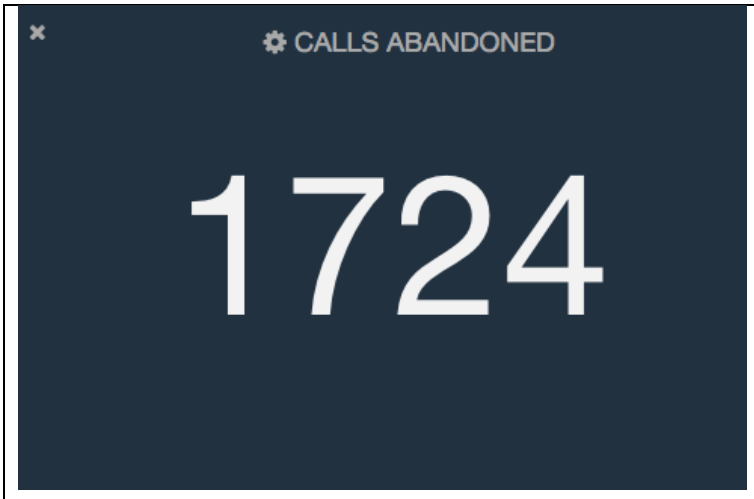
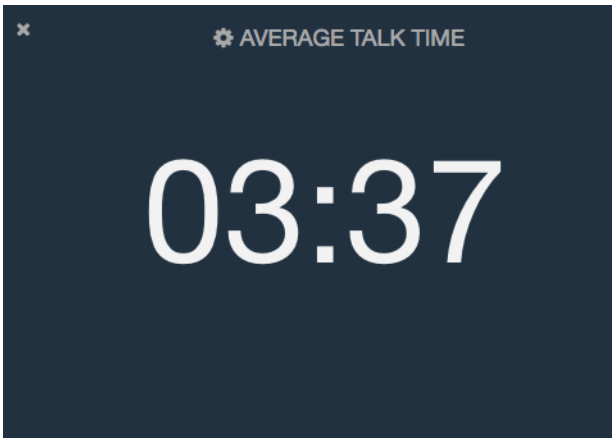
TOTAL CALLS AND CALLS IN Q

6090

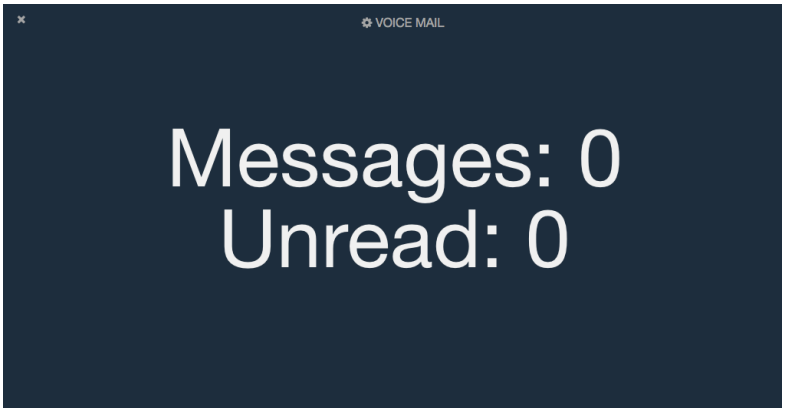
23

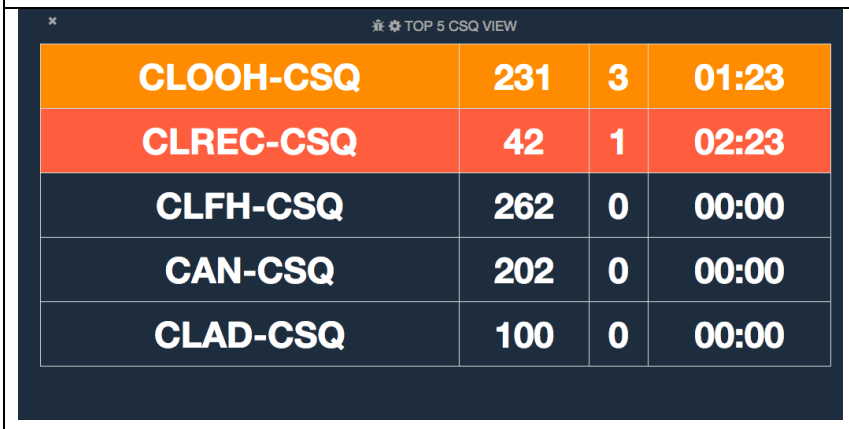
CALLS HANDLED

3439

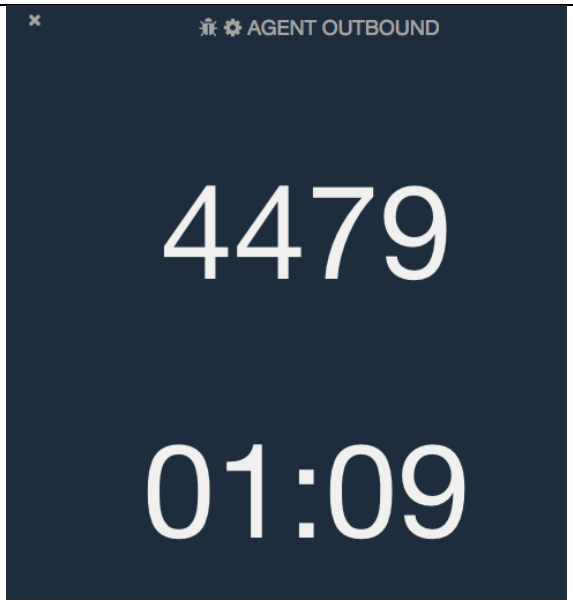
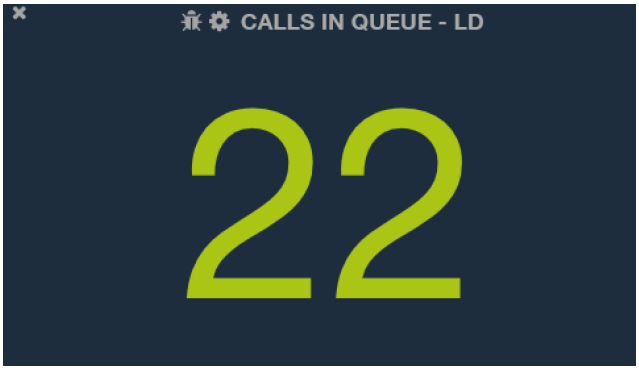
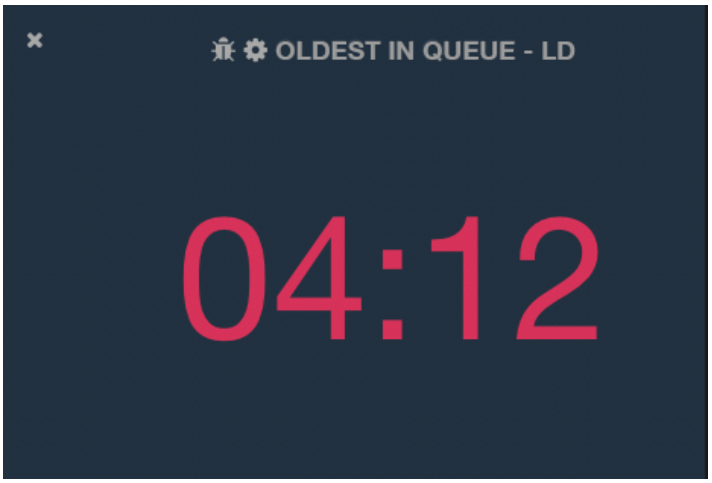
 CALLS ABANDONED 1724	
 AVERAGE TALK TIME 03:37	
AVERAGE WAIT TIME 01:00	
LONGEST TALK DURATION 43:05	

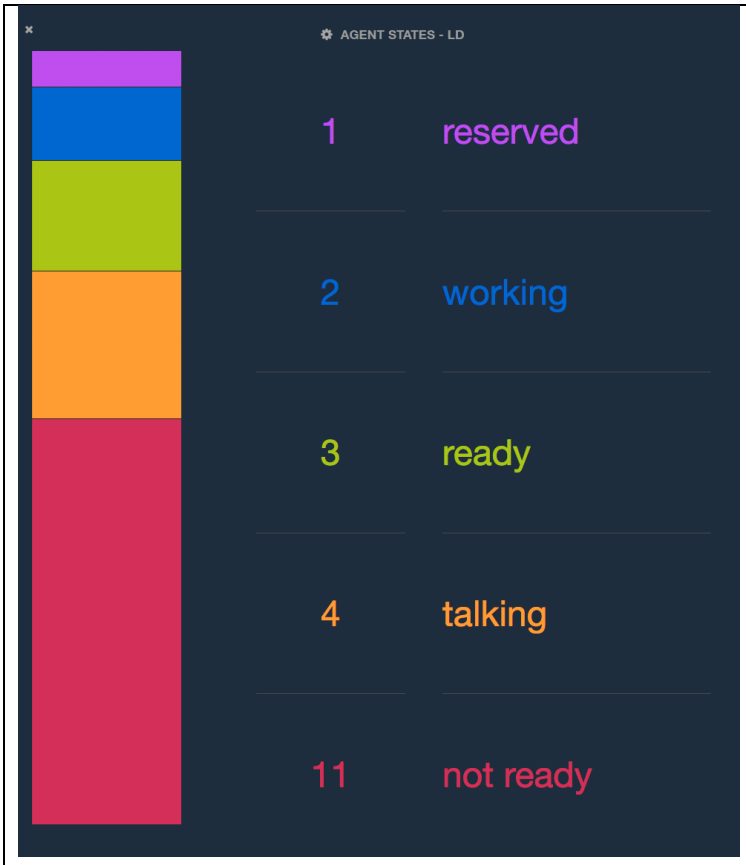
LONGEST WAIT DURATION
13:25

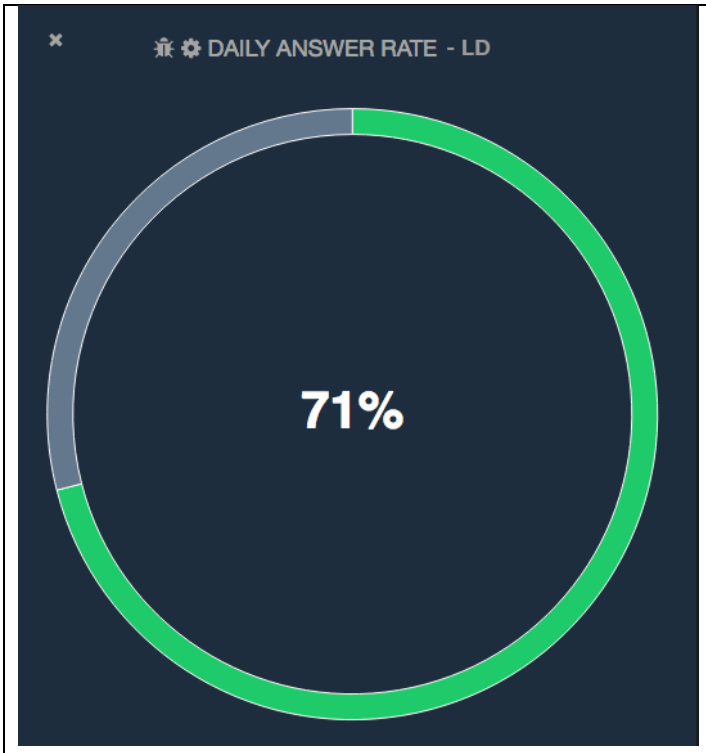
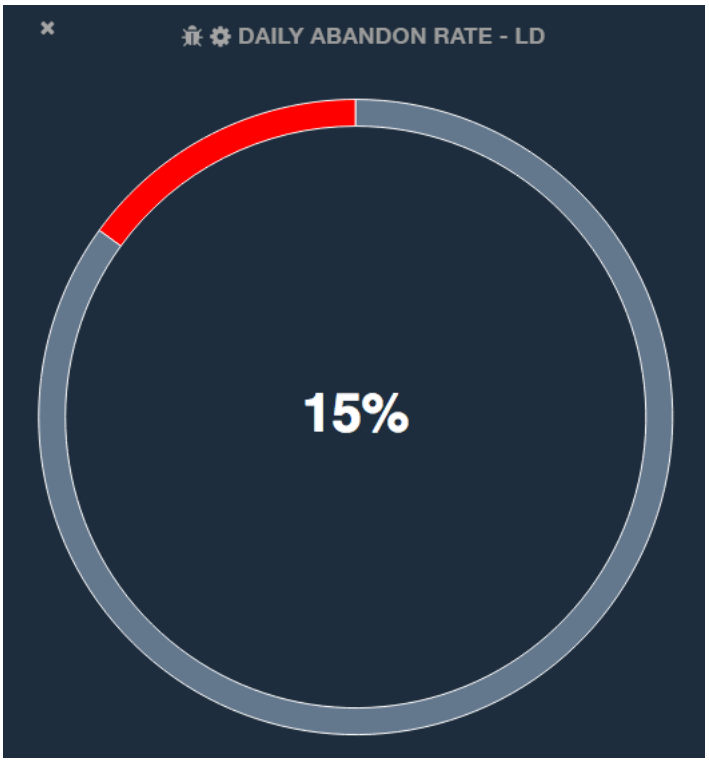
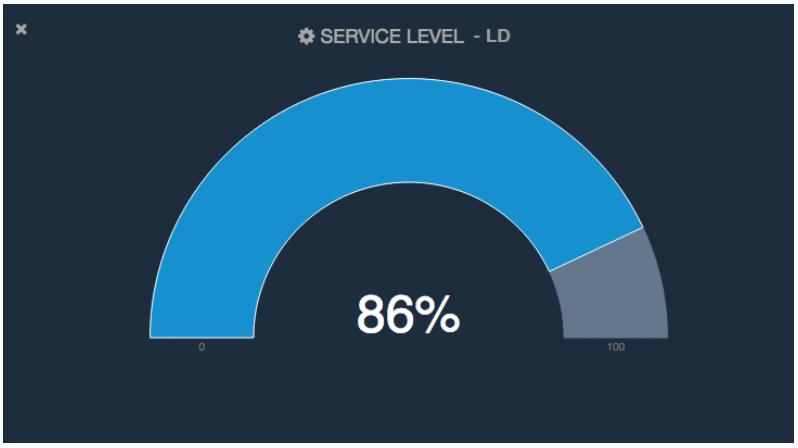

VOICE MAIL
Messages: 0
Unread: 0


TOP 5 CSQ VIEW
CLOOH-CSQ 231 3 01:23
CLREC-CSQ 42 1 02:23
CLFH-CSQ 262 0 00:00
CAN-CSQ 202 0 00:00
CLAD-CSQ 100 0 00:00

TOP 5 OUTBOUND AGENTS
120 Nicholas Stacey
117 Olivia Emery
101 Hebony Tunnah
97 David Copley
89 Scott Cameron

	
	LD: This data field comes from UCCX Live Data feed instead of UCCX real-time database tables
	LD: This data field comes from UCCX Live Data feed instead of UCCX real-time database tables
	LD: This data field comes from UCCX Live Data feed instead of UCCX real-time database tables

	
	LD: This data field comes from UCCX Live Data feed instead of UCCX real-time database tables
	LD: This data field comes from UCCX Live Data feed instead of UCCX real-time database tables

	
	LD: This data field comes from UCCX Live Data feed instead of UCCX real-time database tables
	LD: This data field comes from UCCX Live Data feed instead of UCCX real-time database tables
	LD: This data field comes from UCCX

CSQ VIEW - LD 	Live Data feed instead of UCCX real-time database tables
	LD: This data field comes from UCCX Live Data feed instead of UCCX real-time database tables

CSQ	Loggedin	Ready	Not Ready	Offered	Handled	Aband	Q Waiting	Q Time
ENG2-CSQ	10	11	1	100	10	10	10	0
Telematics-CSQ	1	1	0	24	16	8	0	0
JOL-CSQ	5	5	0	33	22	1	0	0
TEST_VirginMedia_CSQ	0	0	0	100	50	20	0	0
SALOB-CSQ	0	0	0	10	6	1	0	0
RNWOB-CSQ	0	0	0	0	0	0	0	0
OCDR-CSQ	0	0	0	0	0	0	0	0
ACC-CSQ	0	0	0	0	0	0	0	0
ADMIN-CSQ	0	0	0	0	0	0	0	0
BAD-CSQ	0	0	0	0	0	0	0	0
CLAD-CSQ	0	0	0	0	0	0	0	0