

# Comstice Wallboard for Avaya AACC

## Data Sheet



# Comstice Board Features

Comstice Board is specifically designed for contact center data visualisation, therefore it has many useful features out of the box;

## **Easy to build and share dashboards**

Comstice Board offers out of the box performance indicators and layouts. Users can create and share multiple dashboards, run them as a slideshow on a large screen and send them to team members.

## **Access through web, mobile app and desktop ticker**

Comstice Board is browser-based, so no installation required. It also offers access to data through mobile app for IOS and Android as well as desktop ticker app which is a click and run app and sits on top of any active window and helps agents to monitor the queue easily.

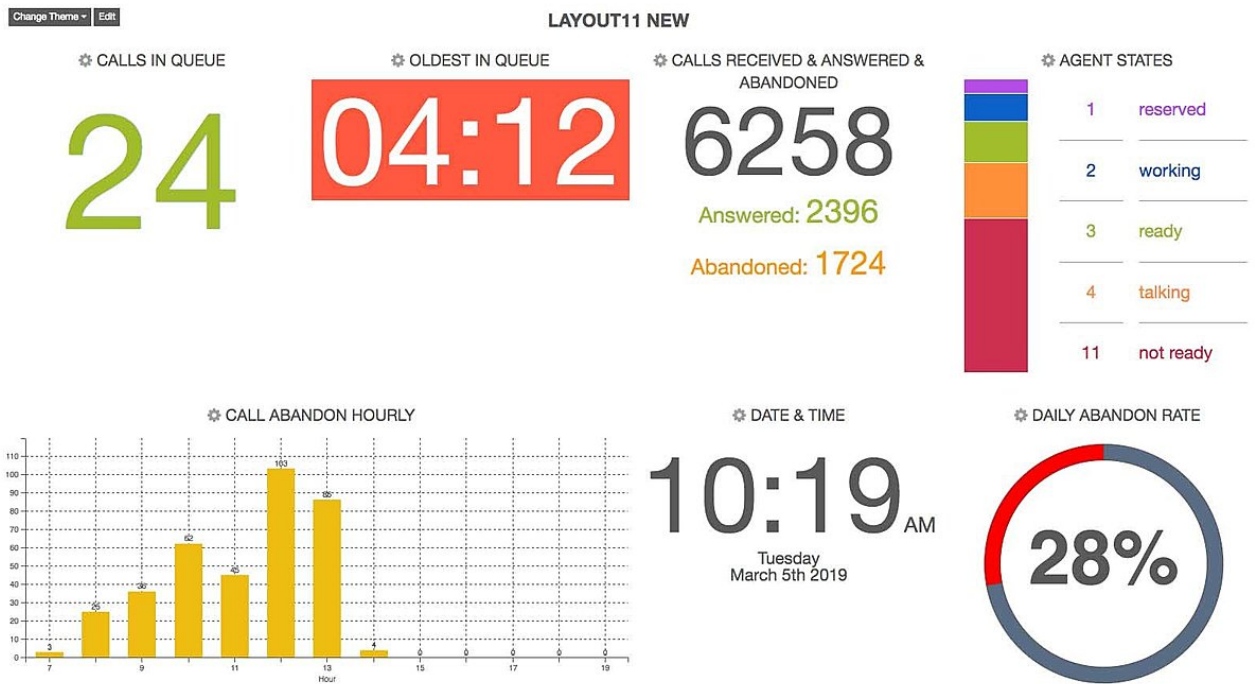
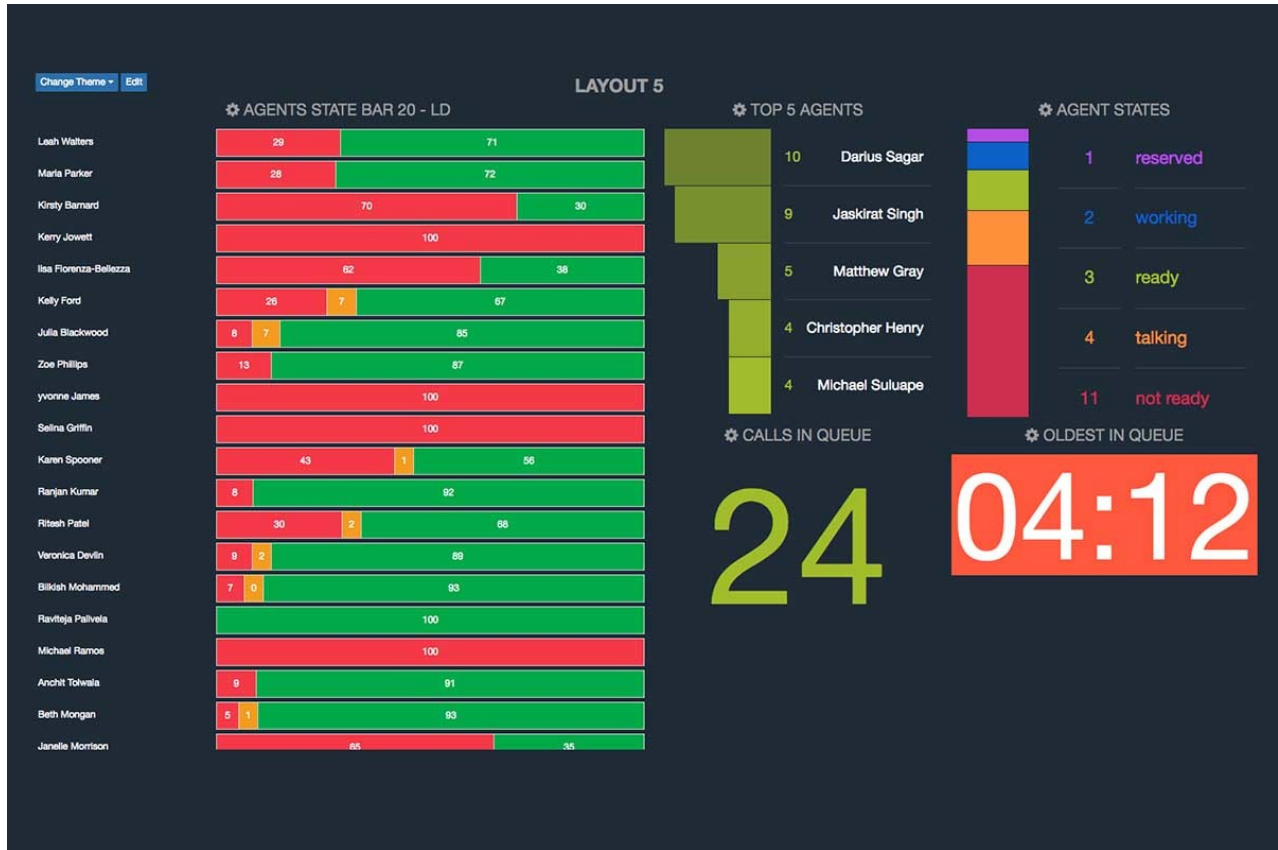
## **Dynamic Alerts and Notifications**

Comstice Board offers visual and audio alerts, SMS and email notifications with dynamic content. Alerts can trigger when the thresholds are reached or predefined conditions occur. This helps to notify the business stakeholders when there is unexpected activity in contact centers. It also offers scrolling team messages to broadcast information to team members through web and mobile.

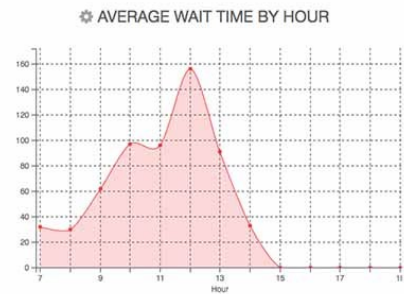
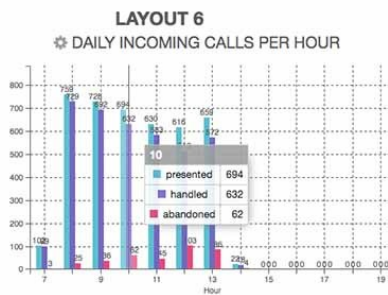
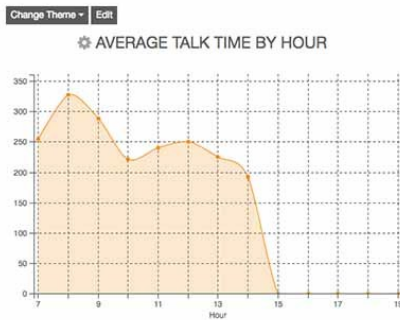
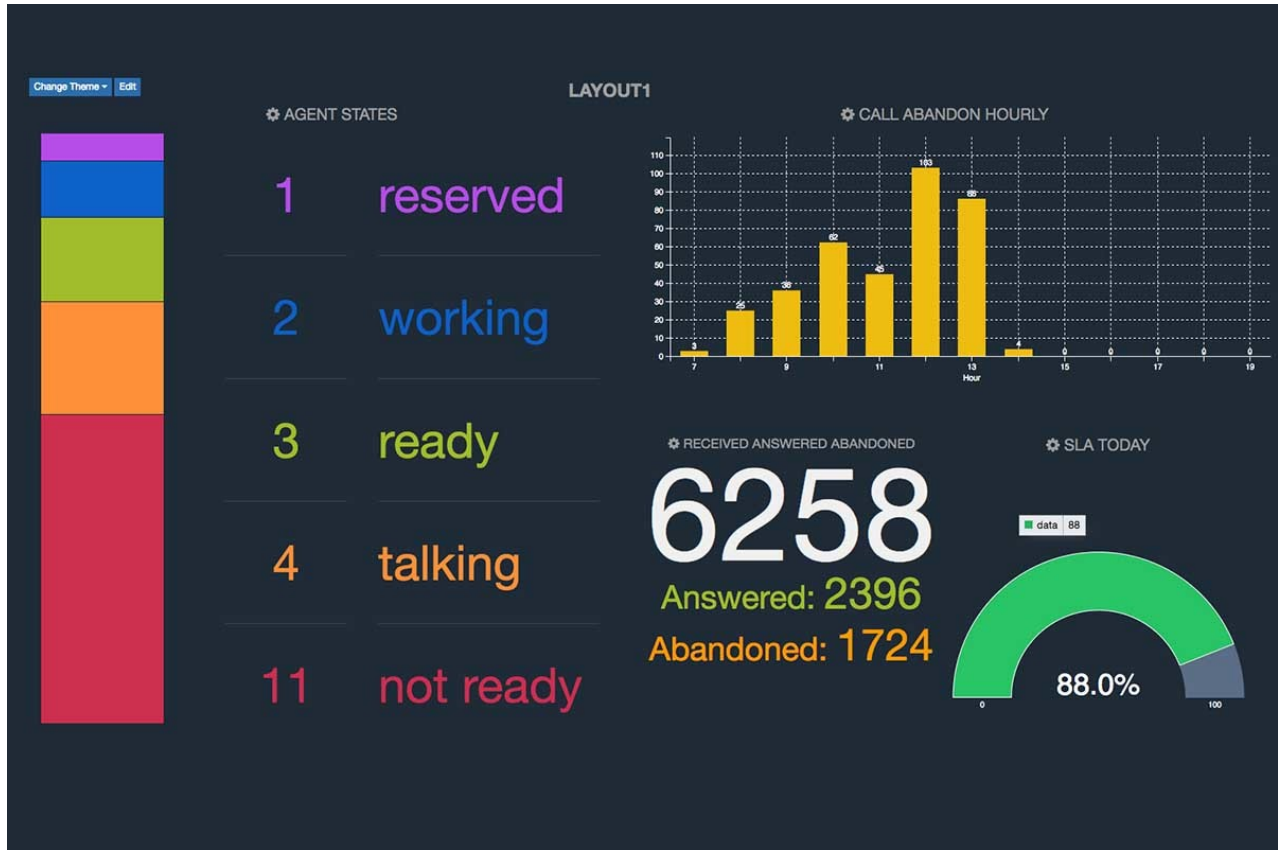
## **Third Party Integration**

Comstice Board also integrates with third party backoffice services such as ServiceNow, Zendesk etc. and presents data through widgets.

# Wallboard Views



# Wallboard Views



# Comstice Wallboard Mobile App

Comstice Wallboard Mobile app and desktop ticker helps business stakeholders (executives, team leaders, agents) to access real-time and historical data from alternative channels.

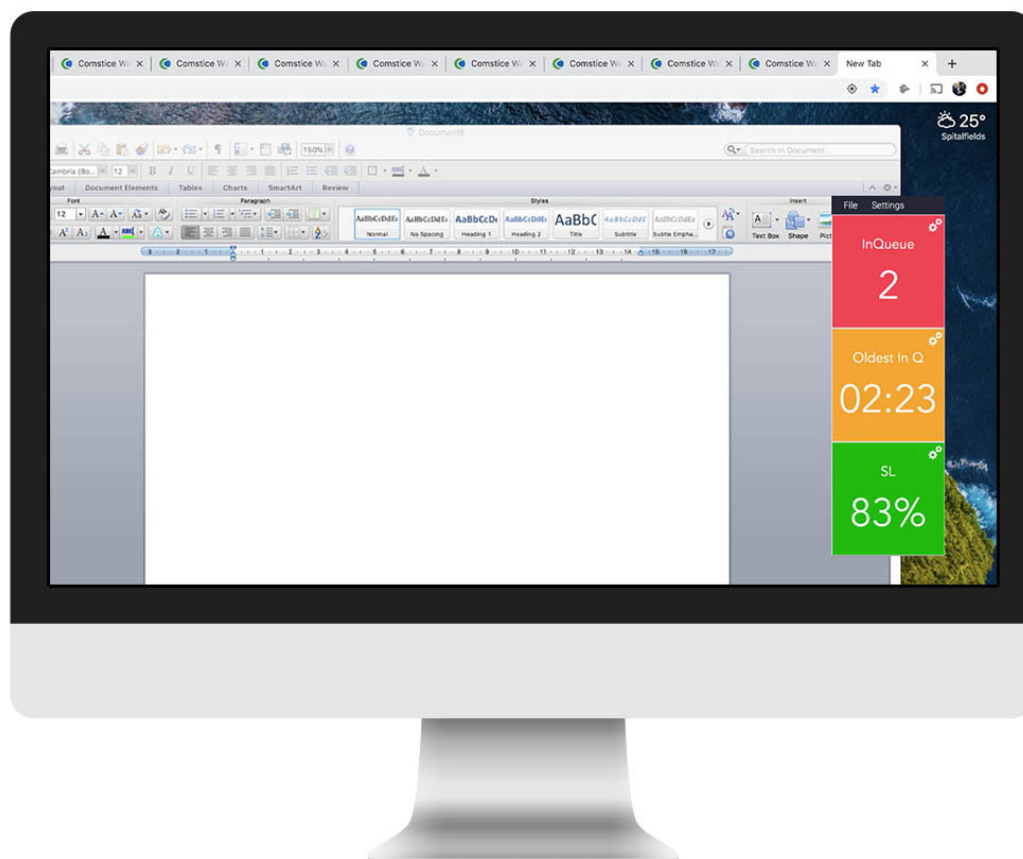
Wallboard Mobile App is freely available in AppStore and Google Play. Users can download and run it in their network or public Internet. Wallboard mobile app communicates with the Wallboard server on your network, refreshes the real-time data on-demand while the app is active on the screen by pulling the screen down. Therefore it avoids any battery usage while in the background. Wallboard users are blocked by default and will be permitted by your Wallboard admins. Admins can assign profiles, a selection of agents and queues user is permitted to see.



# Comstice Desktop Ticker App

Comstice Wallboard Desktop Ticker app helps businesses to offer constant visibility on agent PCs. Especially when web-based Finesse is used, agents may lose sight of the queue activity. Desktop ticker is a click and run application which sits on top of any active window. It shows fundamental indicators such as calls in queue, oldest in queue etc. Agent can pick and choose the indicators and move the app in the corner of her screen to keep an eye on the queue.

Desktop Ticker does not require installation and it does not have any Java dependency. It is a click and run application which supports Win, Mac, Linux OS.



# Real-Time Email and SMS Notifications Based on Thresholds

Team leaders can set thresholds for the skillsets and agent state durations. Comstice will check the thresholds every 5 seconds and send email and/or SMS notifications to the recipients.

### Create Dynamic Alert


Select Queues:

Available	Selected
<input type="text" value="Filter"/>	<input type="text" value="Filter"/>
<input type="button" value="→→"/>	<input type="button" value="←←"/>
BAD-CSQ	ACC-CSQ
CAN-CSQ	ADMIN-CSQ
CLAD-CSQ	
CLCS-CSQ	
CLFH-CSQ	

Calls in Queue >  **AND** Oldest in Queue >  seconds **AND** SLA <  %

Alert Text (110 chars left):

Please login, we have calls waiting in the queue.



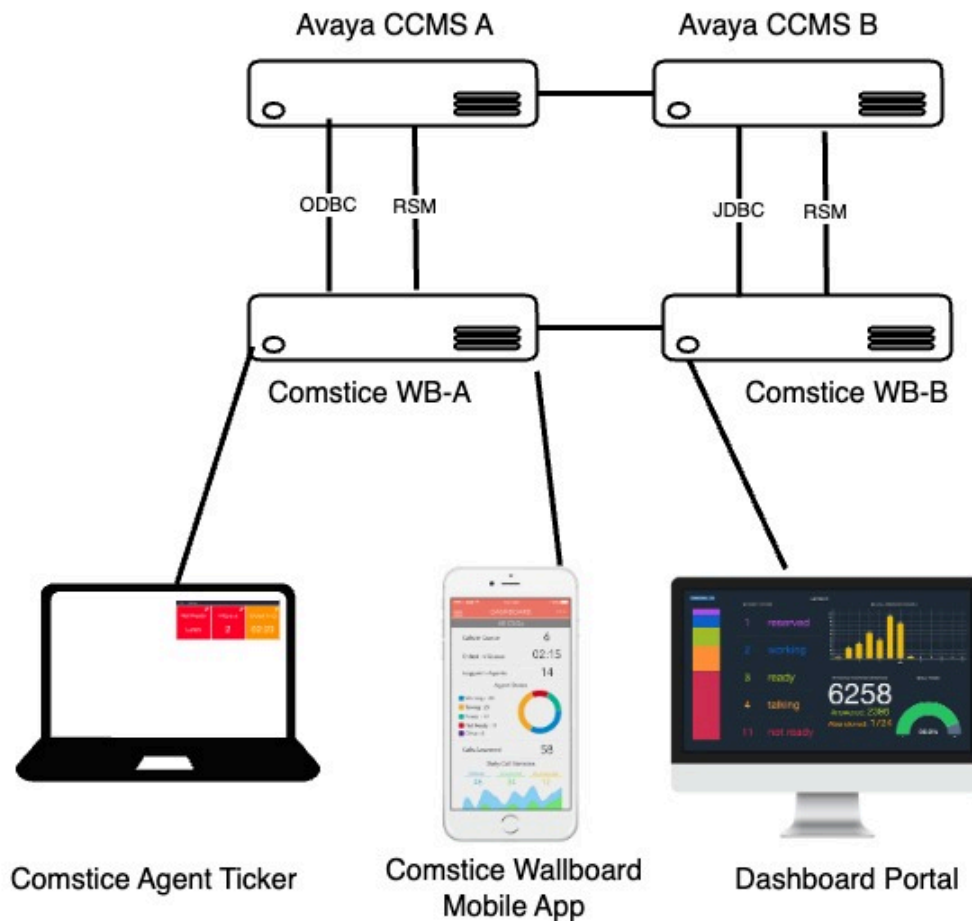
Recipients (Max. 50):  Select Recipients  Select Groups

Available	Selected
<input type="text" value="Filter"/>	<input type="text" value="Filter"/>
<input type="button" value="→→"/>	<input type="button" value="←←"/>
Yigit Zorlu (07966861732)	

# Topology

Comstice Wallboard communicates with Avaya AACC to retrieve the real-time and the historical data.

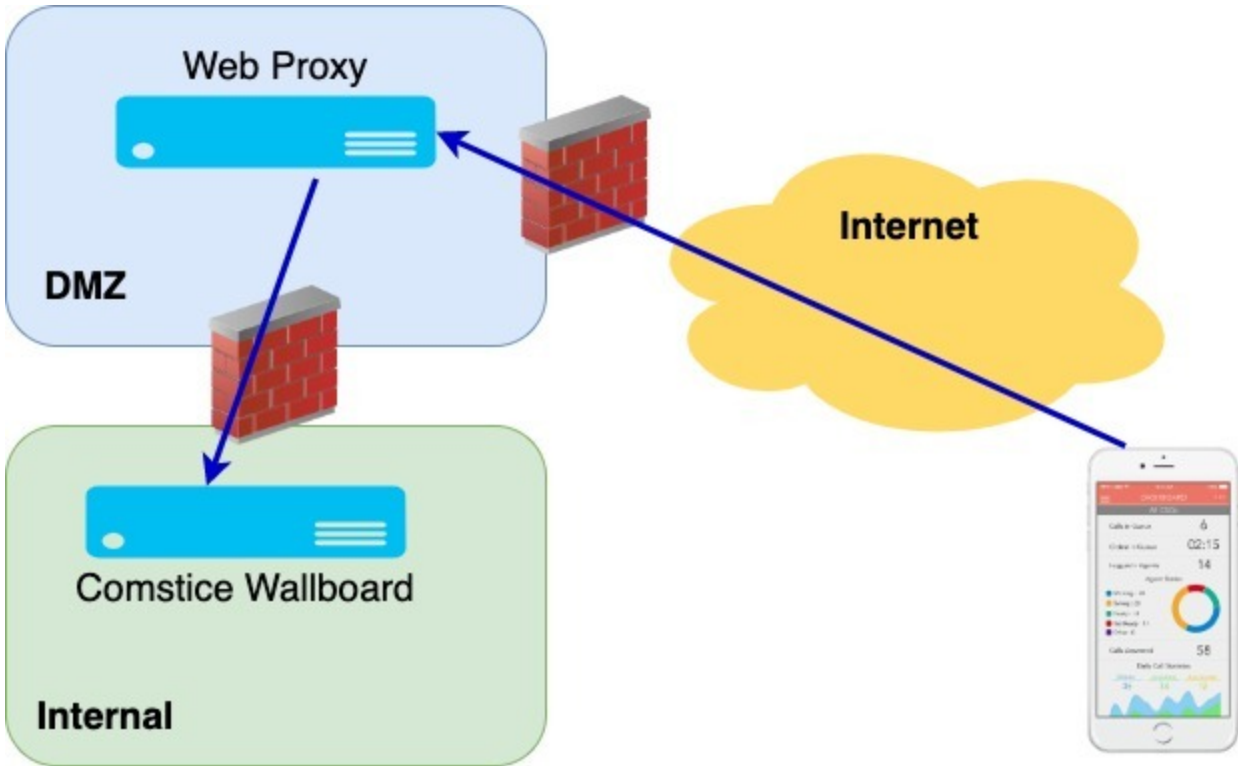
Real-time data is delivered by Avaya CCMS using RSM feed to each Wallboard Server. The rest of the data is collected from Avaya AACC Intersystems CacheDB via ODBC connections.





# Accessing Data Externally

Comstice Wallboard data can be accessible from the public Internet securely. Web Proxy at DMZ can help to securely access data without exposing Comstice Wallboard servers to the public Internet. Data is HTTPS-based and will be encrypted.



# Avaya License and Server Requirements

Below is the Comstice Wallboard server specs and Avaya licenses required

- Wallboard Server min 8GB RAM 4xvCPUs 120GB HDD LinuxOS
- **No Avaya licenses required**

# Information Required

There will be two Comstice Wallboard Servers for high availability. For each server, we will need;

IP Address	
Subnet Mask	
Default Gateway	
DNS Servers	

## Avaya CCMS Cache DB sysadmin password

Comstice Wallboard retrieves the configuration and daily historical data from CCMS database. CCMS DB has built-in **sysadmin** account which is the only account available. Comstice will use this account to access CCMS DB.

## RSM Real-Time Data Feed

Real-time feed will be retrieved using RSM Multicast feed. There is no need to enable multicast on your network. Comstice can retrieve multicast feed locally without any network configuration needed.

# Roles and Responsibilities

Below are the tasks and the ownership for each action;

<b>Task</b>	<b>Owner</b>
Share Comstice Wallboard Avaya OVA download link	Comstice
Download and import Comstice Wallboard pre-built virtual server OVA file	Customer/Partner
Provide Avaya CCMS CacheDB sysadmin password to Comstice	Customer/Partner
Create an Avaya RSM data feed for skills and individual agents	Customer/Partner
Schedule a webex and configure Comstice Wallboard Server	Comstice
Collect business requirements, any performance indicators business would like to follow and share with Comstice	Customer/Partner
Schedule a webex for power user training (1-hr per session)	Customer/Partner
Schedule a webex for admin training (1-hr)	Customer/Partner
Finalise testing and handover to the Managed Services	Comstice

# Comstice Wallboard Training

Comstice Wallboard is a real-time and daily historical data visualisation platform. It helps team leaders to create dashboards using the available key performance indicators and share with the team members. It also allows team leaders to create thresholds, alerts and notifications for automatically alerting the relevant users (agents, executives and other stakeholders)

Comstice Wallboard offers three main interfaces;

- Web-based dashboards
- Comstice Wallboard Mobile app
- Comstice Desktop Ticker (click and run app for the agents)

## Power User Training

Power user training aims to introduce wallboard features to team leaders and managers so they can create and update their own dashboards, create alerts and notifications for their teams. Each session is done over the webex and interactively introduces wallboard capabilities to the business stakeholders.

## Wallboard Admin Training

Comstice Wallboard Admin training introduces basic admin and troubleshooting steps to the administrators, graceful shutdown, data availability and delivery features. There is no ongoing administration required however, Wallboard features often used by a large group of business users therefore quick troubleshooting steps are useful to pinpoint the root cause of any real-time data issues.

# Hardware and Software Resources

There will be two Comstice Wallboard Servers for high availability. For each server, we will need;

## **Comstice Wallboard Server**

Comstice Wallboard runs on a LinuxOS as a virtual server in VMWare ESXi. Comstice provides a pre-built and pre-installed VM running Ubuntu OS. If customer prefers to use RedHat OS, then they will provide a licensed and installed instance and Comstice can install Wallboard Server on this media. There will be two Wallboard servers for high availability.

Minimum resource requirements:

8GB RAM, 80GB HDD and 2xvCPUs

## **Comstice Wallboard Screens**

Comstice Wallboard runs on modern browsers. Monitors which are attached to miniPCs or PC on a stick solutions that run Windows10 can be used