Comstice Wallboard for Avaya CMS

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.
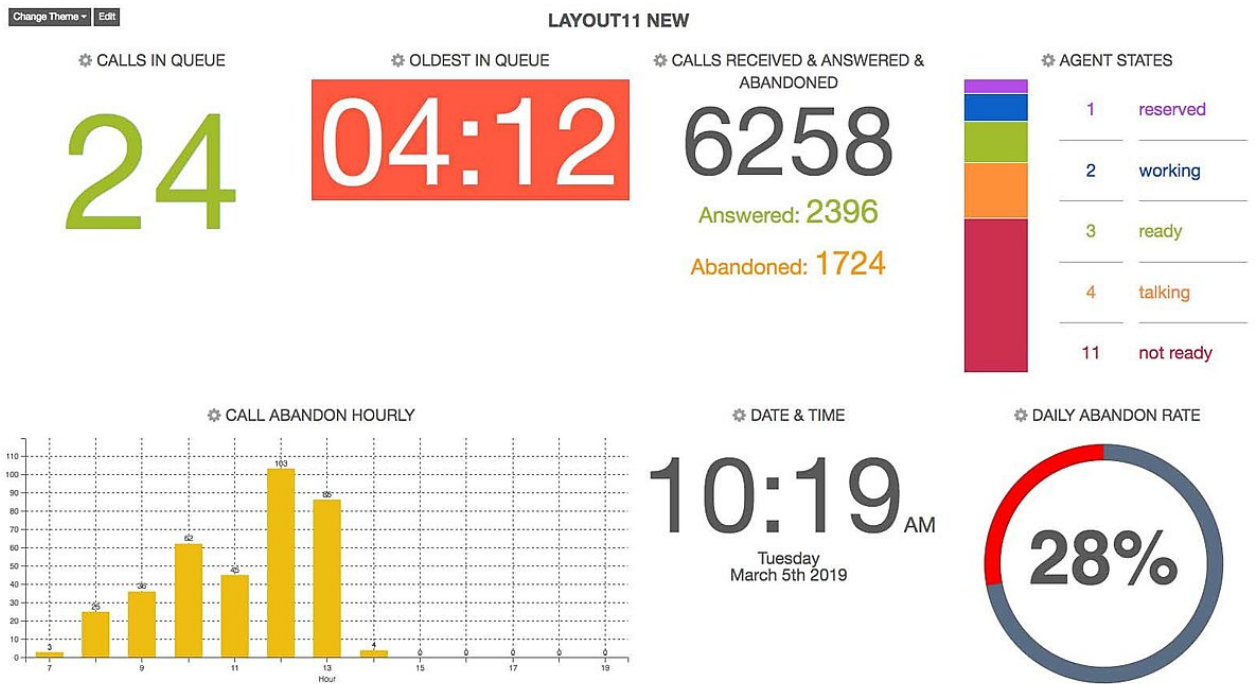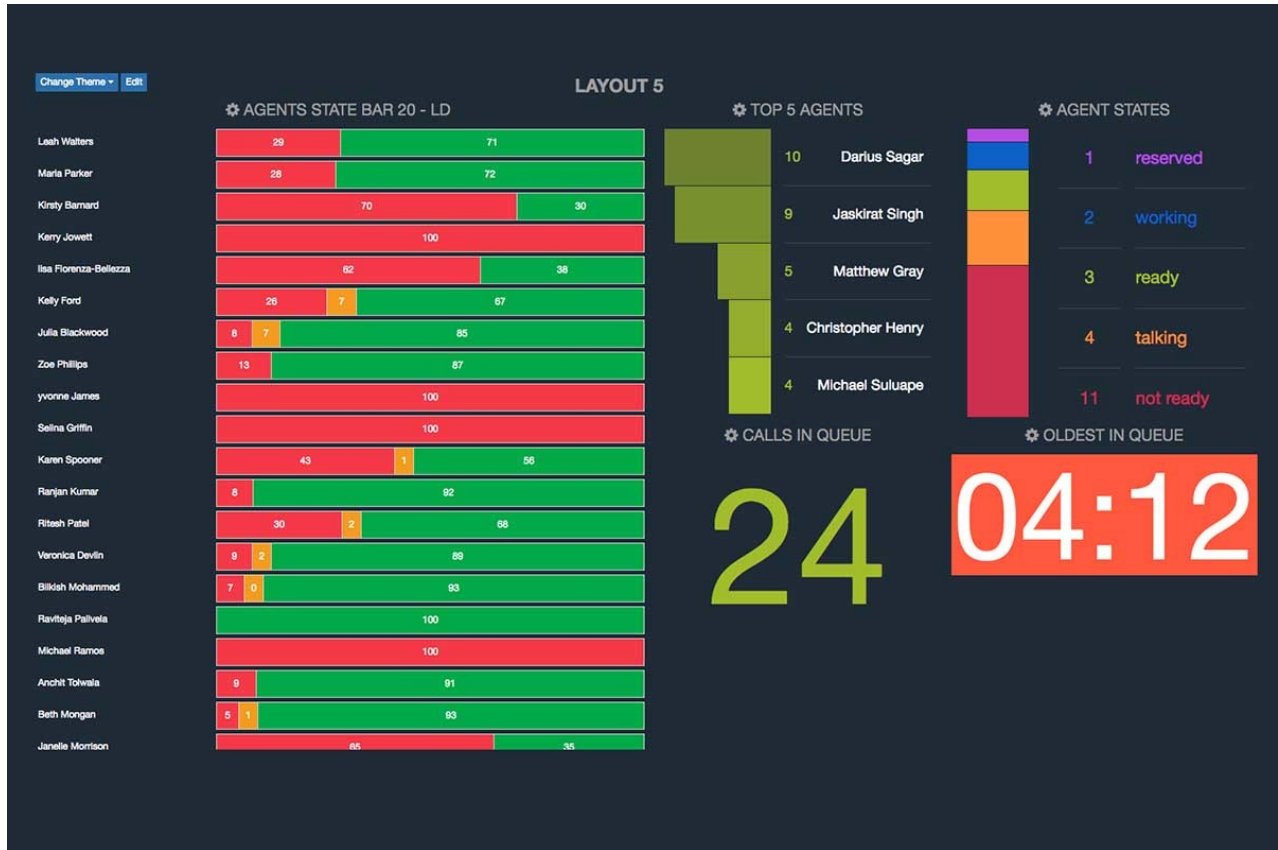
Dynamic Alerts and Notifications

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.
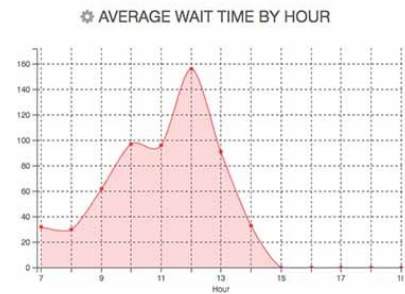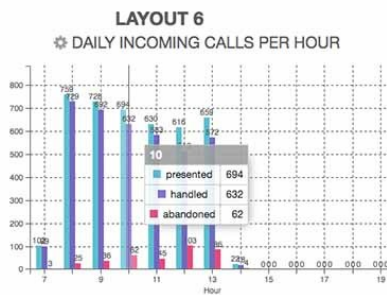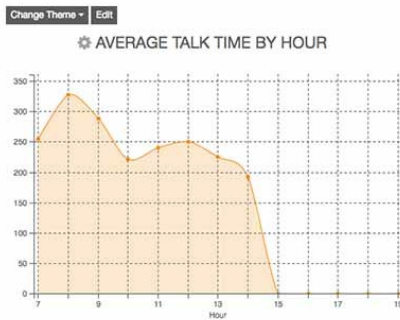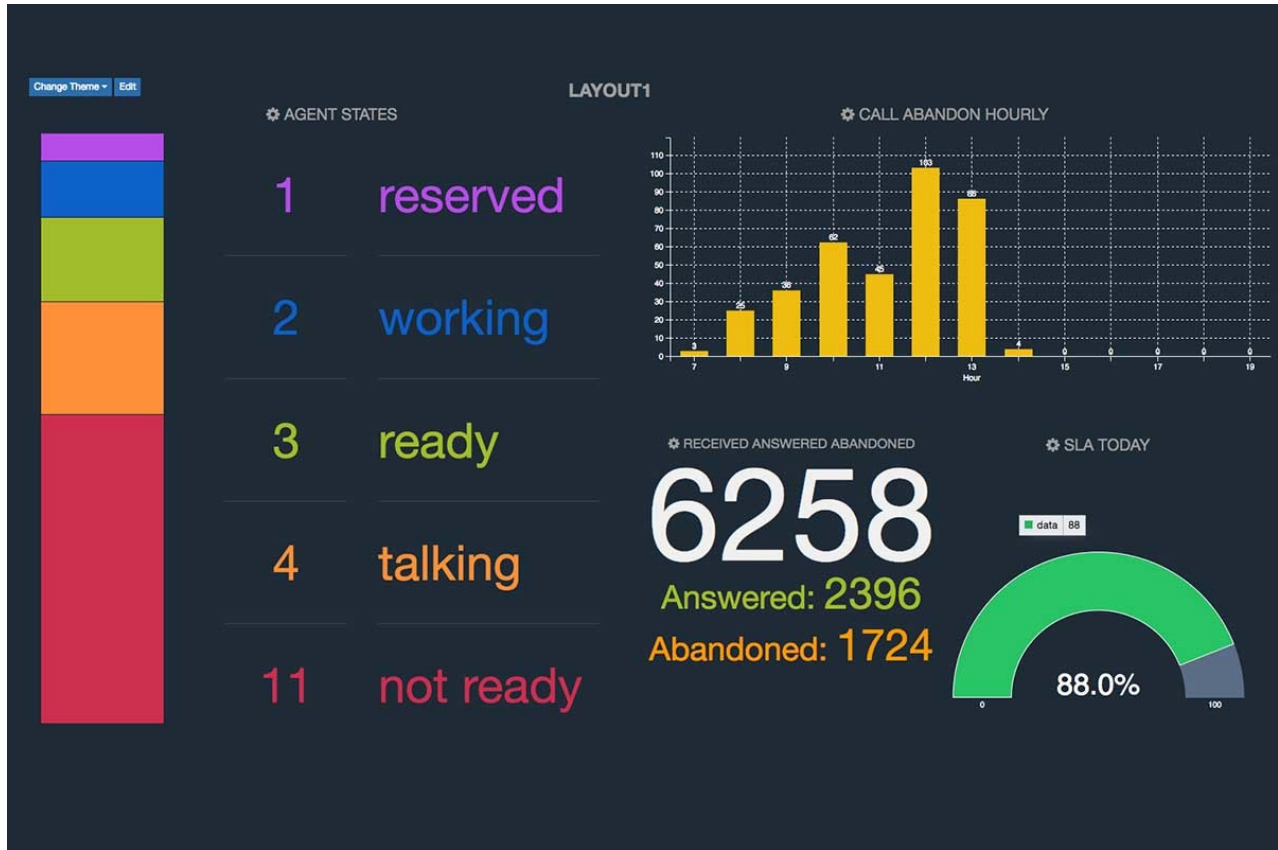
Third Party Integration

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

Wallboard Views

LAYOUT 5

Change Theme ▾ | Edit

⚙ AGENTS STATE BAR 20 - LD

Agent	Red	Mid	Green
Leah Walters	29		71
Maria Parker	28		72
Kirsty Barnard	70		30
Kerry Jowett	100		
Ilsa Florenza-Bellezza	62		38
Kelly Ford	26	7	67
Julia Blackwood	8	7	85
Zoe Phillips	13		87
yvonne James	100		
Selina Griffin	100		
Karen Spooner	43	1	56
Ranjan Kumar	8		92
Ritesh Patel	30	2	68
Veronica Devlin	9	2	89
Bilkish Mohammed	7	0	93
Raviteja Palivela	100		
Michael Ramos	100		
Anchit Tolwala	9		91
Beth Mongan	5	1	93
Janelle Morrison	65		35

⚙ TOP 5 AGENTS

10	Darius Sagar
9	Jaskirat Singh
5	Matthew Gray
4	Christopher Henry
4	Michael Suluape

⚙ AGENT STATES

1	reserved
2	working
3	ready
4	talking
11	not ready

⚙ CALLS IN QUEUE

24

⚙ OLDEST IN QUEUE

04:12

LAYOUT11 NEW

Change Theme ▾ | Edit

⚙ CALLS IN QUEUE

24

⚙ OLDEST IN QUEUE

04:12

⚙ CALLS RECEIVED & ANSWERED & ABANDONED

6258

Answered: **2396**

Abandoned: **1724**

⚙ AGENT STATES

1	reserved
2	working
3	ready
4	talking
11	not ready

⚙ CALL ABANDON HOURLY

⚙ DATE & TIME

10:19 AM

Tuesday
March 5th 2019

⚙ DAILY ABANDON RATE

28%

Wallboard Views

LAYOUT1

⚙ AGENT STATES

1	reserved
2	working
3	ready
4	talking
11	not ready

⚙ CALL ABANDON HOURLY

⚙ RECEIVED ANSWERED ABANDONED

6258

Answered: 2396
Abandoned: 1724

⚙ SLA TODAY

data | 88

88.0%

LAYOUT 6

⚙ AVERAGE TALK TIME BY HOUR

⚙ DAILY INCOMING CALLS PER HOUR

10		
presented	694
handled	632
abandoned	62

⚙ AVERAGE WAIT TIME BY HOUR

⚙ AGENT STATES

1	reserved
2	working
3	ready
4	talking
11	not ready

⚙ CALLS RECEIVED & ANSWERED & ABANDONED

6258

Answered: 2396
Abandoned: 1724

⚙ TOP 5 OUTBOUND AGENTS

51	Jaskirat Singh
34	Michael Suluape
31	Christopher Henry
21	Darius Sagar
15	Paula Taaga

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.
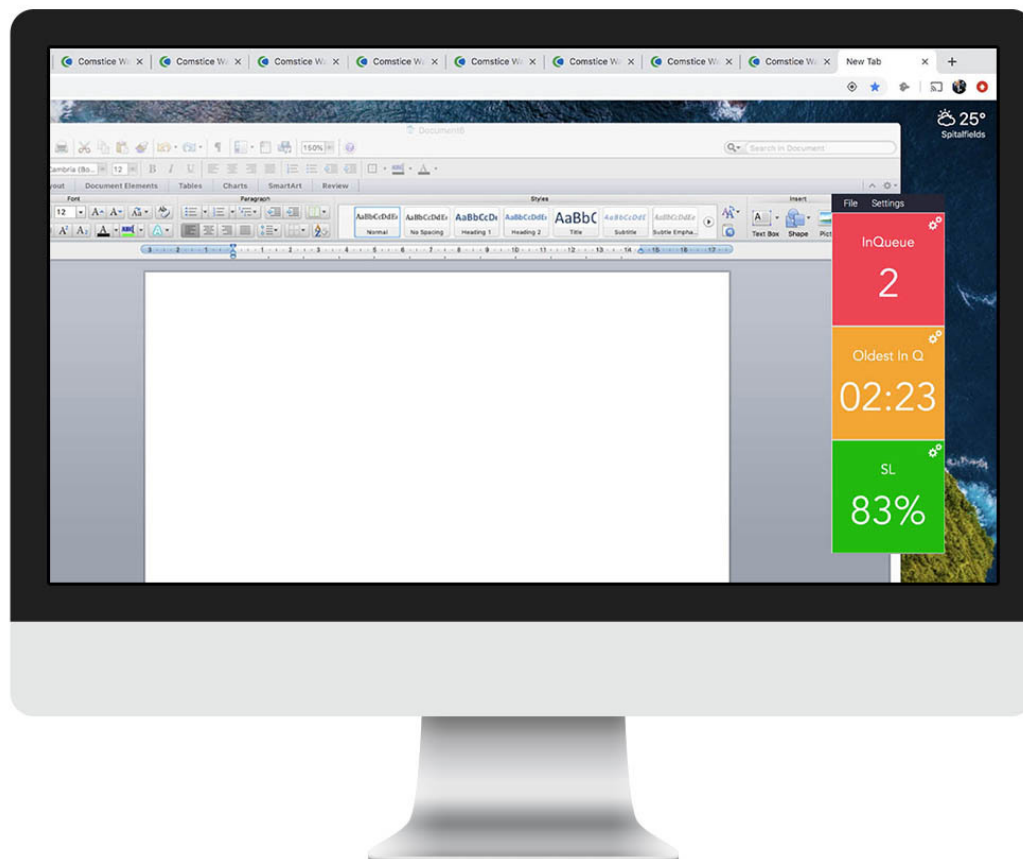
Real-Time Email and SMS Notifications Based on Thresholds

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.

Send Alert Now | Create Dynamic Alert

Create Dynamic Alert

Select Queues:

Available		Selected
Filter	⋯	Filter
➜ ➜		⬅ ⬅
BAD-CSQ		ACC-CSQ
CAN-CSQ		ADMIN-CSQ
CLAD-CSQ		
CLCS-CSQ		
CLFH-CSQ		

Calls in Queue > 5 **AND** Oldest in Queue > 300 seconds **AND** SLA < 70 %

Alert Text (110 chars left):

Please login, we have calls waiting in the queue.

Recipients (Max. 50) : ● Select Recipients ○ Select Groups

| Available	Selected
Filter	Filter
➜ ➜	⬅ ⬅
Yigit Zorlu (07966861732)	

Topology

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

Real-time data is delivered by Avaya CMS using RTSocket and RTAgent connections to each Wallboard Server. The rest of the data is collected from Avaya CMS Informix DB via ODBC connections.

Comstice Agent Ticker   Comstice Wallboard Mobile App   Dashboard Portal
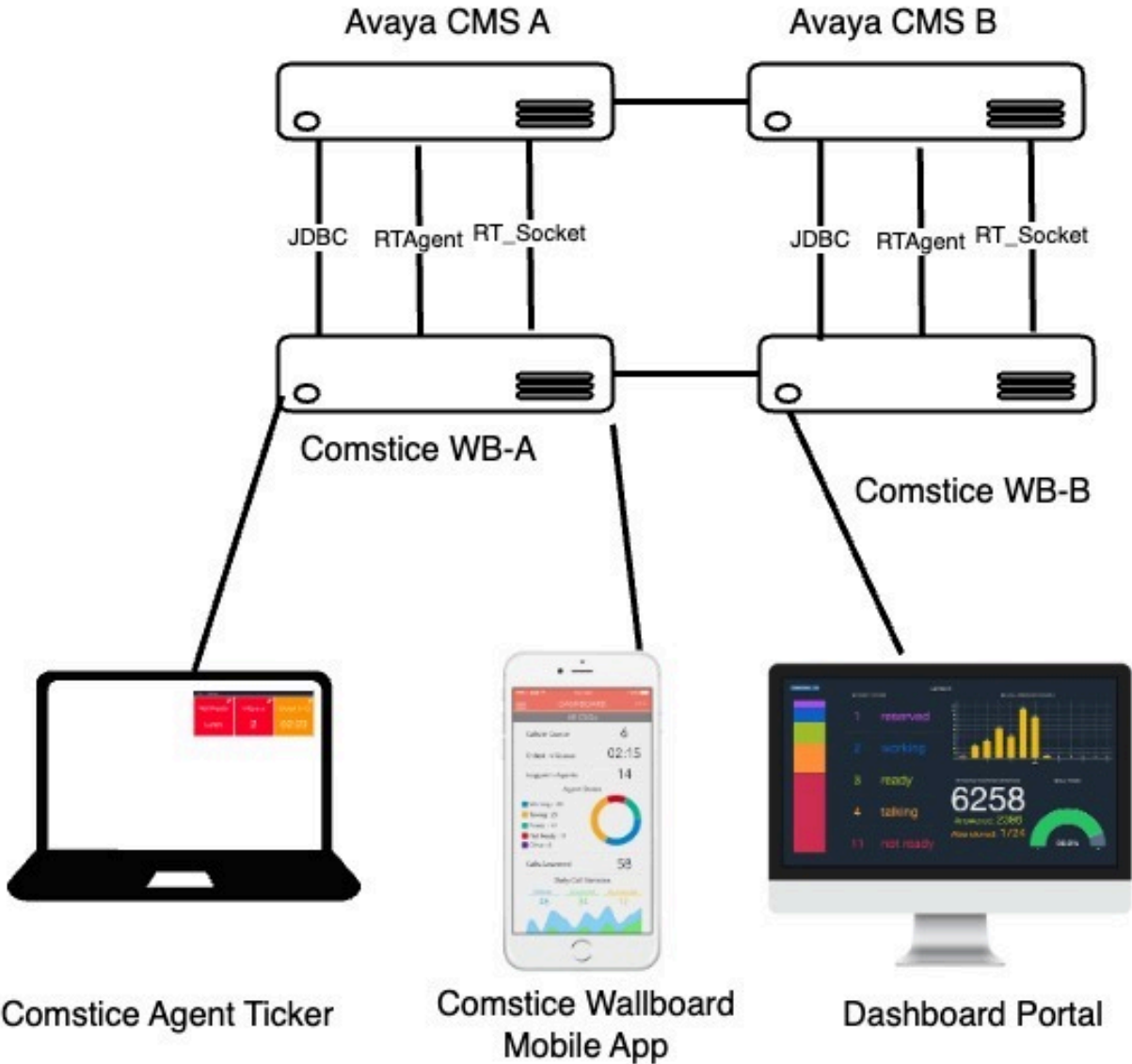
Accessing Data Externally

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.
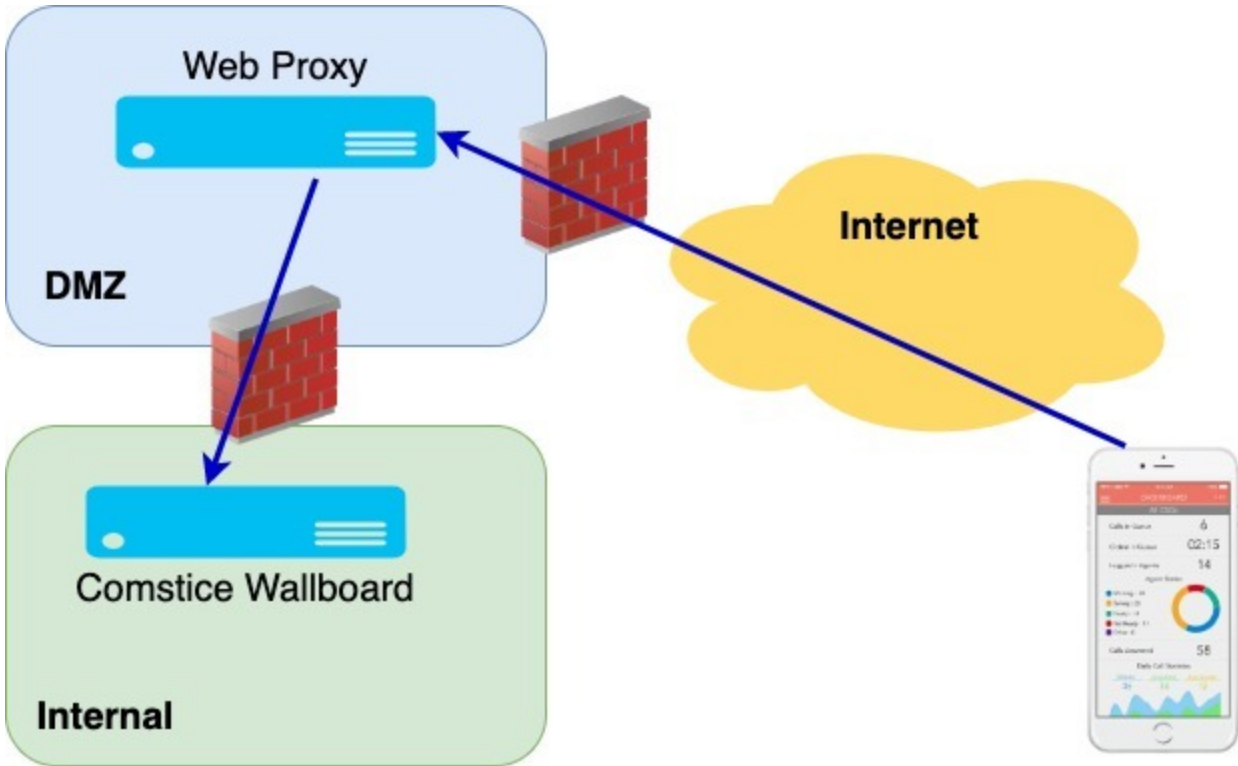
Avaya License and Server Requirements

Below is the Comstice Wallboard server specs and Avaya licenses required

- Wallboard Server min 8GB RAM 4xvCPUs 120GB HDD LinuxOS
- Avaya RTSocket license (1 per Wallboard server)
- Avaya RTAgent license (1 per Wallboard server)
- Avaya Professional Services needed to configure real-time feed
- 2 x ODBC licenses per Wallboard Server

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 CMS Informix DB Read-only User Account

Comstice Wallboard retrieves the configuration data and daily historical data from CMS database. Read-only DB user account will allow Comstice Wallboard to retrieve data from Informix. **Only single ODBC license is required.**

RT_Socket Real-Time Data Feed

RT_Socket real-time feed needs to be configured on CMS for the Comstice Wallboard Server IP address. Parameters for skills feed and VDN feed will be shared with Comstice. **One RT_Socket license required.**

RTA Real-Time Data Feed

RTA (RT Agent) real-time feed needs to be configured on CMS for the Comstice Wallboard Server IP address. Parameters for skills feed and VDN feed will be shared with Comstice. **One RTA license required.**

Comstice Wallboard Traning

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.

What does it cover?

Comstice provides a software maintenance support for the Comstice Wallboard software. It is a break-fix support.

Standard Support is provided on up to 5-hr email or chat response and up to 2 business days fix basis due to all the dependencies around the solution. It is available 24/7.

Priority Support is provided on up to 1-hr response and up to 24 hours fix basis due to all the dependencies around the solution. This is not guaranteed, however we aim to resolve 90% of all support queries within this time frame. Priority support is available 24/7 and requires Wallboard High Availability server.

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.

How to raise a support ticket?

End customer IT personnel or partners can raise a support tickets online from www.comstice.com/support or by calling Comstice Support Desks from +1 713 929 3714, +44 203 051 7796. Alternatively, you can send an email to **support@comstice.com** or use **webchat feature at comstice.com**