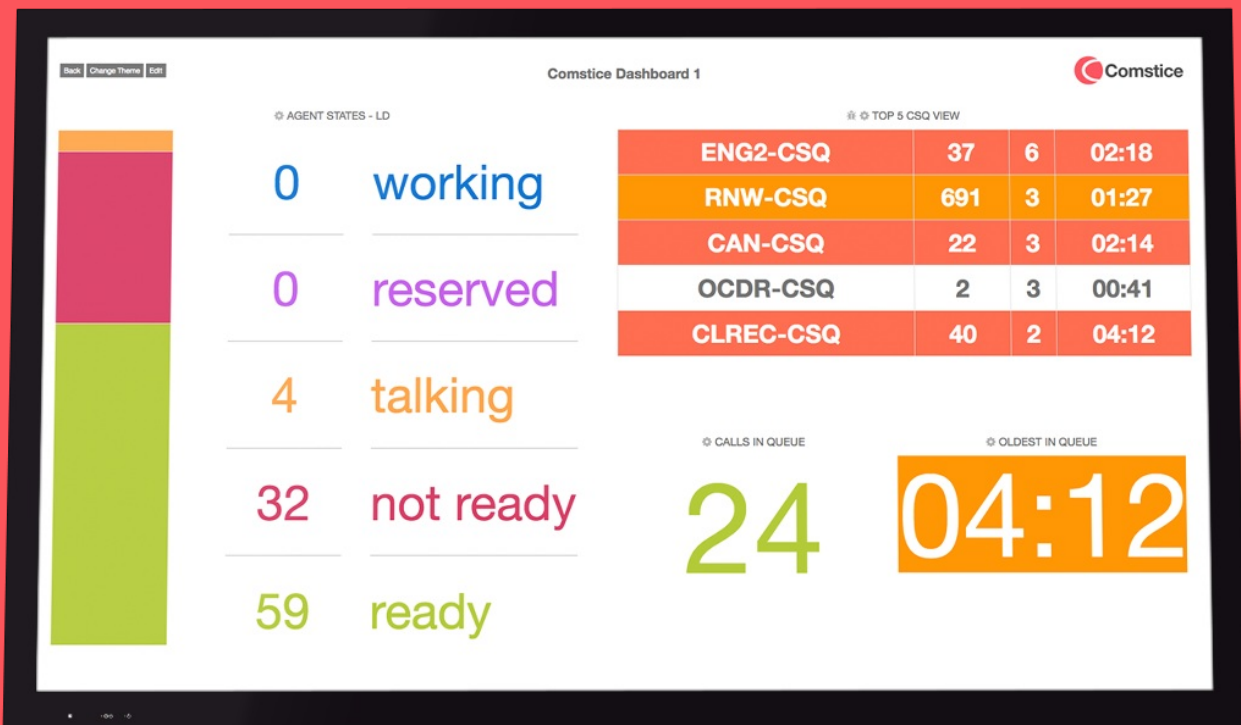# Comstice

Cisco UCCE and UCCX Wallboard Data Sheet

Features, benefits and business advantages of Cisco Wallboards and Business Dashboards by Comstice

Wallboard Benefits

Better Visibility and Alerts

There is a lot of data and key performance indicators to evaluate in a customer service environment. We aim to visualize the real-time data so that it will be easier to see the peaks, thresholds and alerts.

On-Premise Wallboard Server

Comstice Wallboard runs in your private network, therefore maximum data security and privacy is retained. This also helps in real-time updates since they are not affected by the occasional Internet glitches.

Comstice APIs for Cisco Contact Centers

Comstice Wallboard creates its own real-time and daily historical data APIs, therefore offers much wider choice of KPIs than generic dashboards. It also offers features such as voicemail count, scrolling and static messages.

Wallboard Mobile App for Remote Workers

For remote agents, supervisors or executives, Comstice Wallboard Mobile App provides the visibility of their real-time and daily historical data. Wallboard Mobile app also receives team alerts as screen notifications in case there are some important news or calls in the queue. Wallboard Mobile App access can be restricted per user so that each user will only be able to see the agents and the queues they are permitted.

Create, Save and Share

Users can create, save and share the dashboard weblinks with others. Other users can access the same dashboard without any login required. It is also possible to slideshow the multiple dashboard views on a single screen.

Comstice

Comstice Wallboard

Comstice Wallboard offers greater flexibility on the Wallboard design. It offers 20 layouts and up to 50 contact center widgets. Each widget can resize itself automatically for each layout option.

Creating Your Own Dashboard

There are currently twenty layouts available. Each layout contains up to eight boxes to add widgets. You can save multiple layouts and run as a slideshow on a single monitor as well.
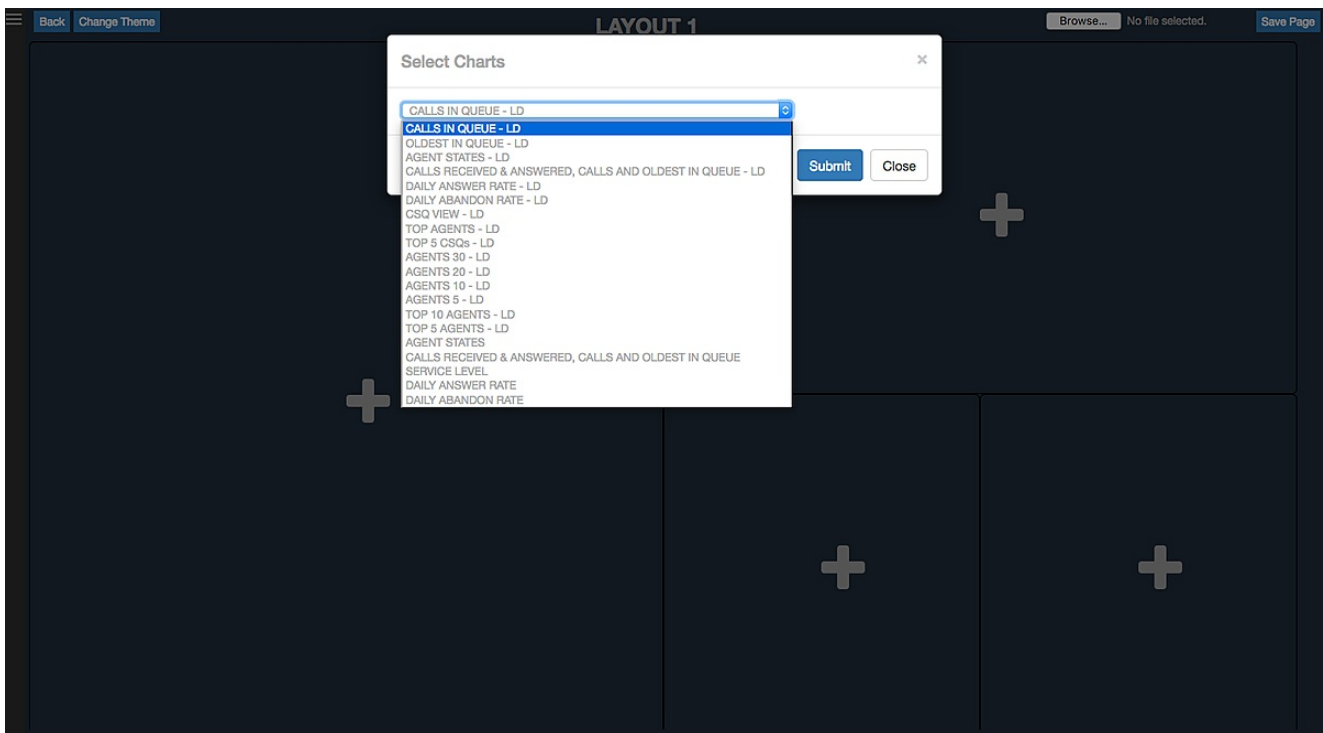

You can add widgets to the boxes at each layout by clicking on the + icon. Then you can adjust the font size, define thresholds, select the agents and the queues from the settings for each widget.

Creating Dashboards

Once a layout is selected, you can add widgets and company logo to the dashboard, save and share the link.
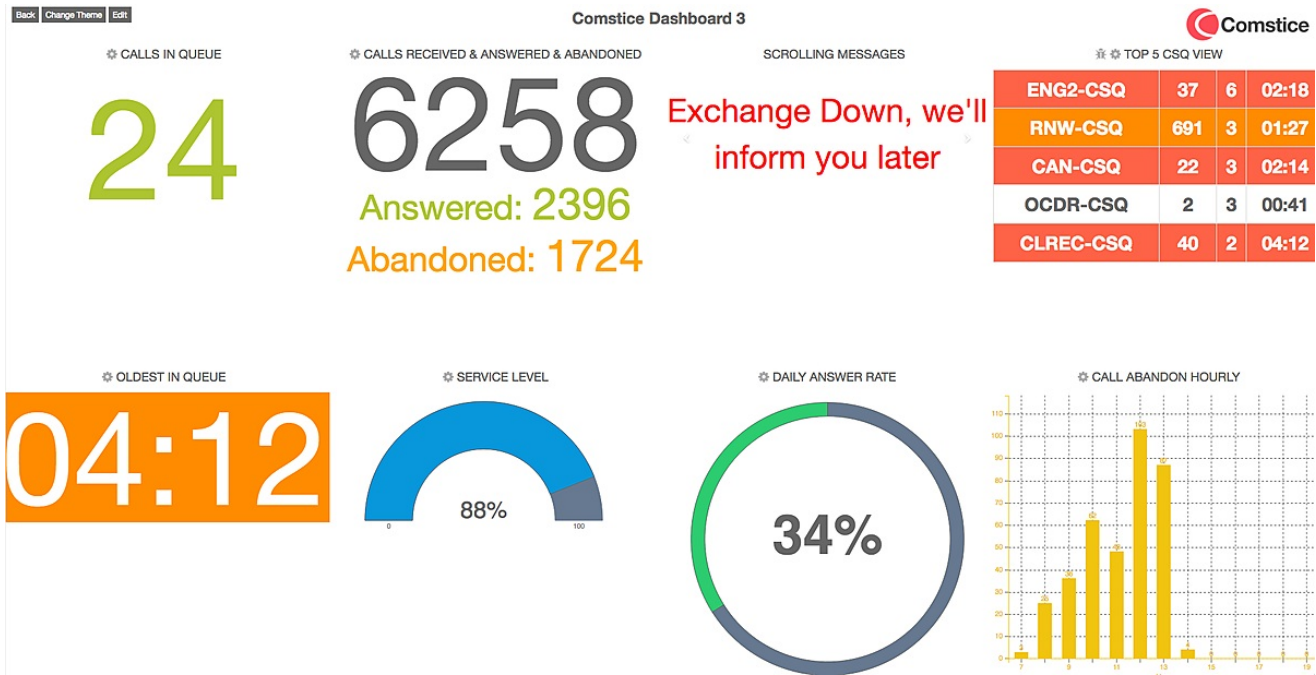
You can add the widget and configure them using the settings icon on each widget title.
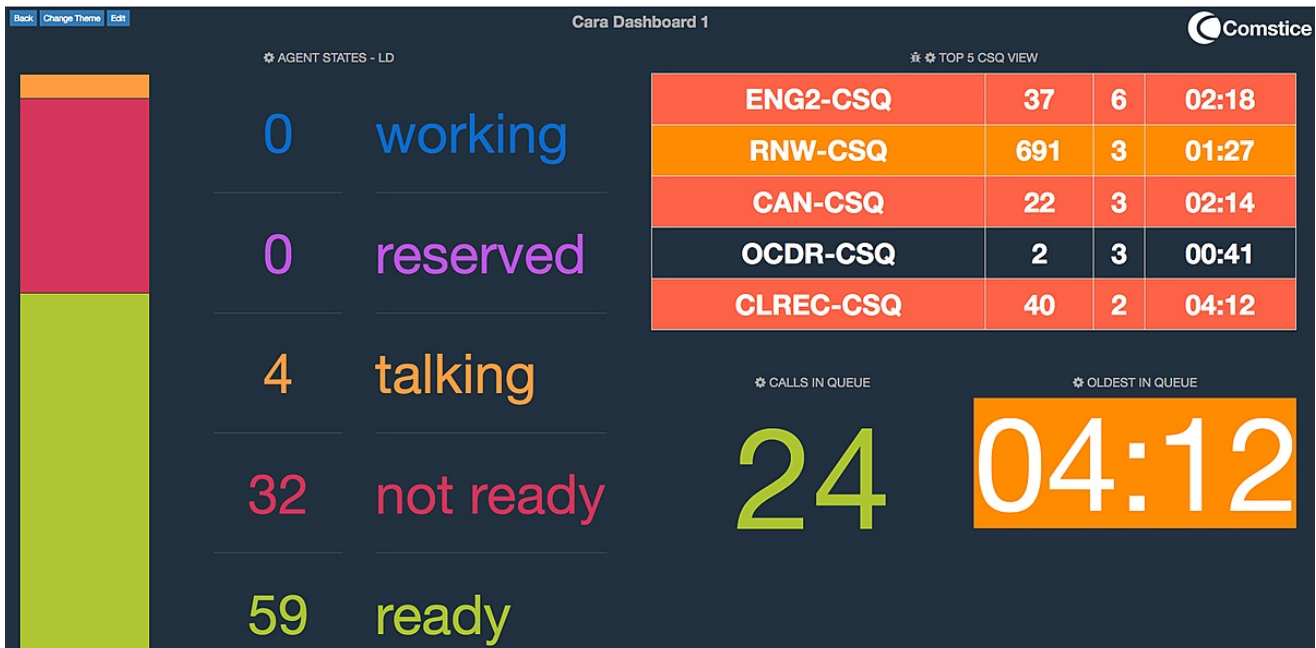
Configuring Widgets

Each widget has a Settings icon on the title and there you can select the agents and the queues of your choice.
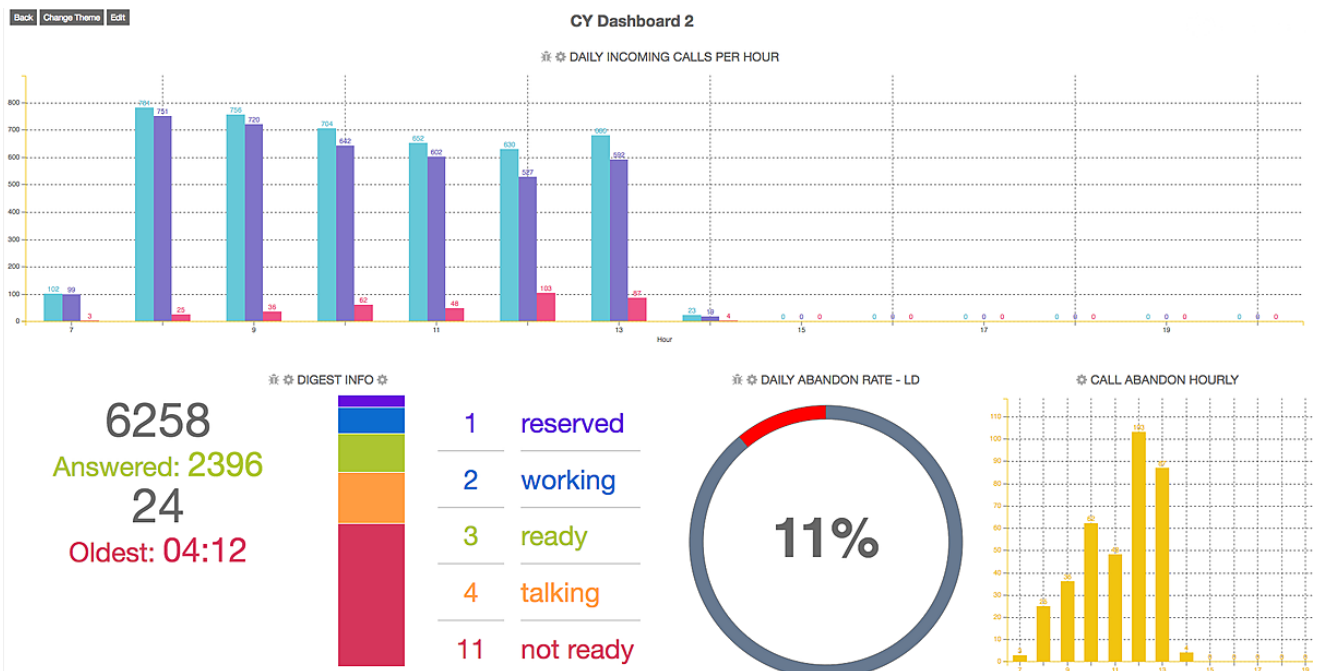

It is also possible to adjust the font size for different screen resolutions by clicking on the widget title. Using the slider, you can adjust the font size and hide the adjuster by clicking the widget title again.
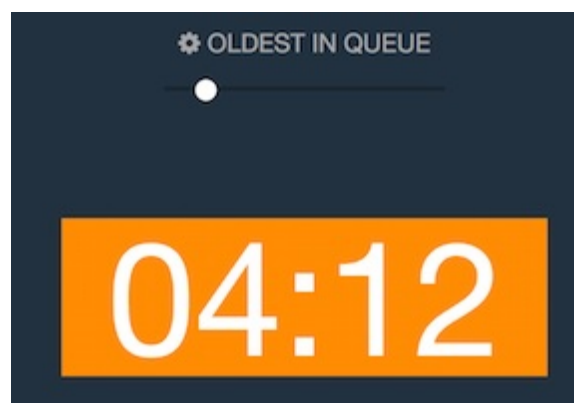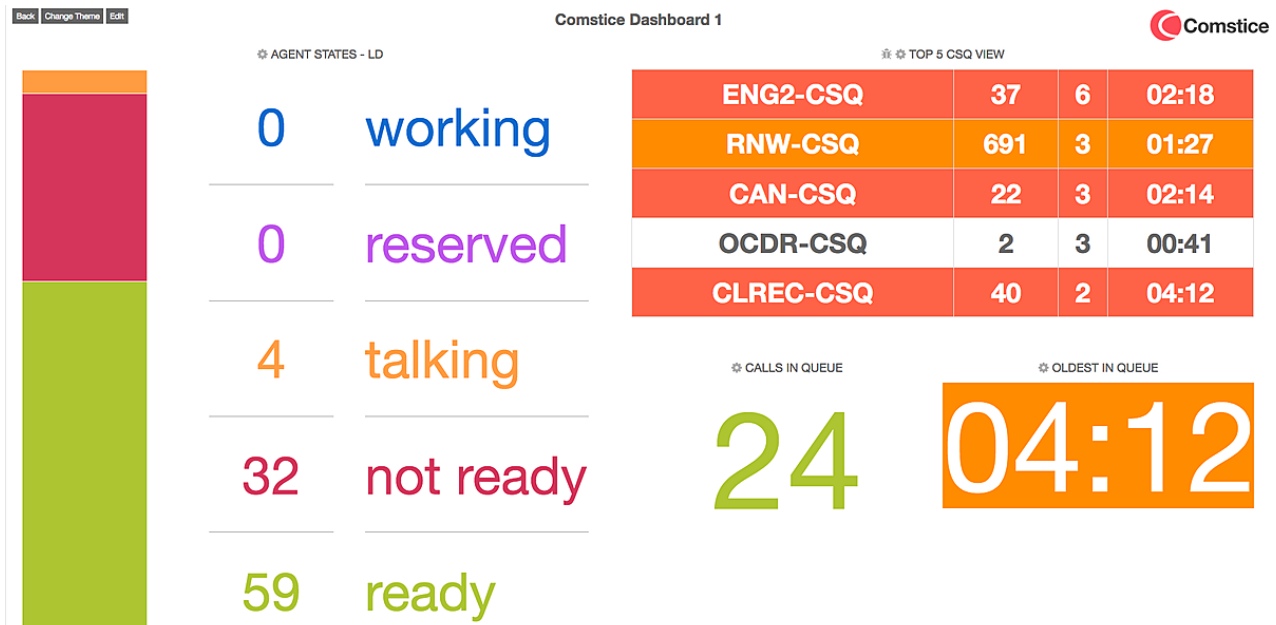
Queue Visibility

Comstice Wallboard provides real-time and daily historical KPIs.

Team Visibility and Alerts

Cara 4					
⚙ AGENTS 30 - LD					
Leah Walters	Ready	01:27:52	Maria Parker	Ready	01:50:39
Kirsty Barnard	Late Lunch	16:43	Kerry Jowett	New Login	11:36:28
lisa Fiorenza-Bellezza	RONA	17:48	Kelly Ford	Ready	01:52
Julia Blackwood	Ready	07:01	Zoe Phillips	Training	25:35
yvonne James	New Login	08:23:45	Selina Griffin	New Login	01:25:27
Karen Spooner	Ready	15:01	Ranjan Kumar	Training	15:46
Ritesh Patel	Ready	01:05:43	Veronica Devlin	Ready	41:34
Bilkish Mohammed	Training	12:35	Raviteja Palivela	Ready	11:36:28
Michael Ramos	New Login	10:32	Anchit Tolwala	Ready	50:39
Beth Mongan	Talking	00:47	Janelle Morrison	Ready	03:07
Keith Fisher	New Login	02:18:44	Santosh Yama	Ready	03:05:29
Timothy Sieber	Talking	10:15	Sruthi Dalmalka	Ready	58:01
Sumalatha Imadabathuni	Late Lunch	24:58	Abhilash Meruva	New Login	32:25
Rohan Subhedar	Ready	01:01:19	Hassan Dixon	Ready	15:48
Shailaja Gogineni	Ready	01:13:52	Holly Christiansen	Ready	16:37

Team leaders can monitor agent states and the reason codes. They can also launch static and team messages.

Comstice Dashboard 1

⚙ AGENT STATES - LD

0 working
0 reserved
4 talking
32 not ready
59 ready

⚙ TOP 5 CSQ VIEW

ENG2-CSQ	37	6	02:18
RNW-CSQ	691	3	01:27
CAN-CSQ	22	3	02:14
OCDR-CSQ	2	3	00:41
CLREC-CSQ	40	2	04:12

⚙ CALLS IN QUEUE

24

⚙ OLDEST IN QUEUE

04:12

Comstice

Comstice Wallboard Mobile App

Comstice Wallboard Mobile App helps team leaders, remote agents and managers to monitor real-time and daily historical contact center data as well as alerts and announcements created by team managers.

Wallboard Mobile App is particularly useful for the remote agents so that they can monitor the queue even when they are not in front of their Desktop PC screen.
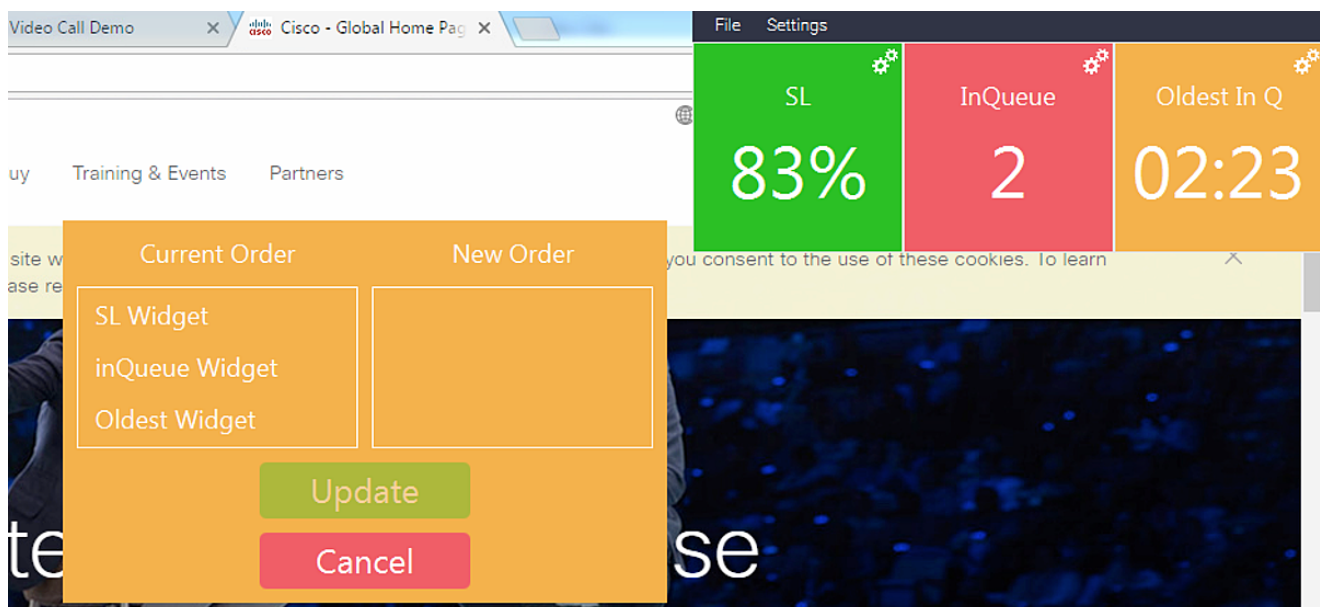
Wallboard Ticker

Comstice Wallboard Ticker is a small application that you can run to see the key figures such as Calls in Queue, Oldest in Queue and Service Level above all the active windows on your PC or Mac.
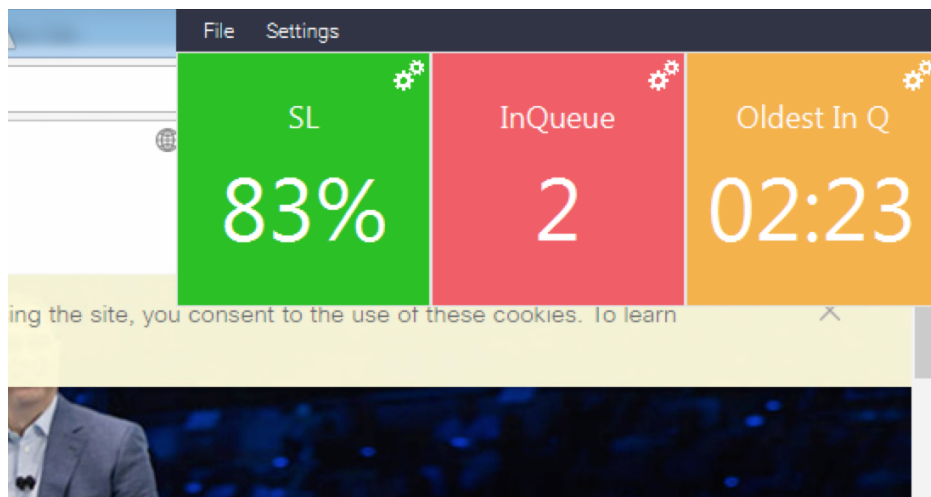
Ticker window always stays on top of any other window currently open. You can run it as vertical or horizontal, enable/disable and change the order of the boxes as well as threshold values for the visual and audible alerts.

Wallboard Ticker Options
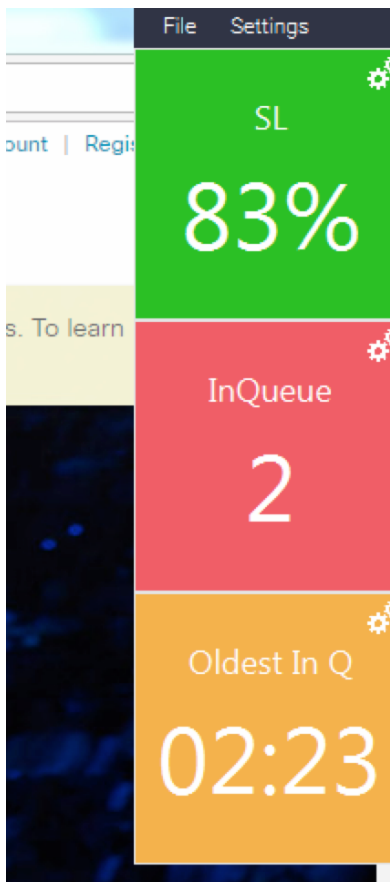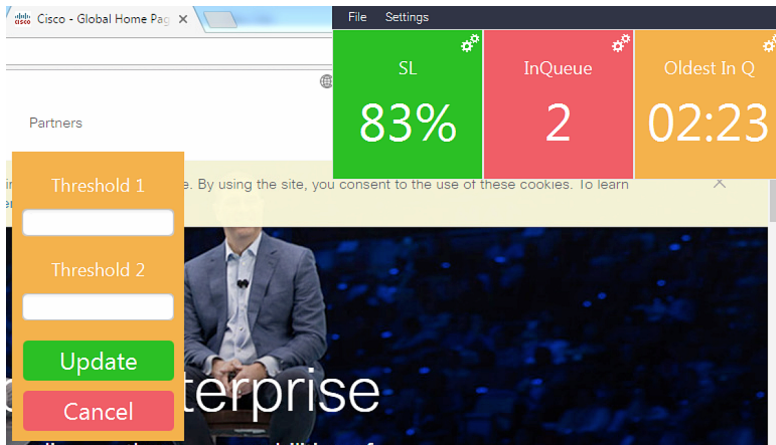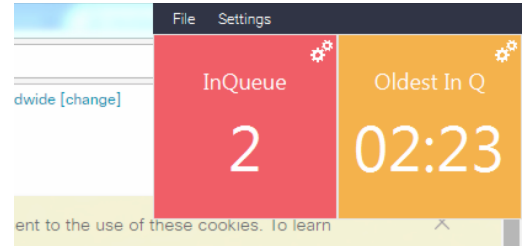
Third Party Integration

Comstice Wallboard can integrate to following third party APIs to retrieve data;

- Cisco CUCM
- Cisco UCCE Portico Diagnostics
- Cisco Social Miner
- Twitter
- Facebook
- Salesforce
- Zendesk
- Google Analytics
- Linkedin
- LivePerson

We can also look at other data sources and integrate Comstice Wallboard.

Technical Information

Compatibility

Comstice Wallboard is compatible with Cisco UCCE/PCCE v7.X onwards and Cisco UCCX v8.X onwards. It also supports Cisco Live Data Feed for UCCE and UCCX where available.

Configuration

Comstice Wallboard runs in a Linux Server and provided as a pre-built and pre-installed virtual machine. It requires minimum 2GB RAM, 10GB HDD and 2xvCPUs.

Software Updates

Software updates are done through a webex session in a maintenance window. If the Wallboard Server has Internet access, latest software can be downloaded through the public internet. Otherwise, it can be provided as a tar file and extract.

High Availability

Comstice Wallboard Server can run in High Availability where multiple servers can be used as active:active mode. There will be a single Database Publisher and multiple subscribers. It only stores user preferences and saved dashboards. No other data is stored.

Comstice

Request Demo

The best way to experience the benefits that Comstice Wallboard offers is to test it in your environment. You can click on the button below and request a demo over a webex session.

CLICK HERE TO REQUEST DEMO