

Data Sheet

# Comstice Wallboard Solution For Cisco UCCX

## **1. Introduction**

This document aims to provide the details of Comstice Wallboard Solution.

The document also covers the wallboard interface features, options and required hardware and software for the solution.

## 2. Comstice Wallboard – Standard Edition

Comstice creates a wide range of products for enterprise collaboration solutions. Comstice Wallboard is the real-time monitoring and reporting platform that provides real-time and near-real-time data from Cisco Unified Contact Center Express (UCCX) and Cisco Unified Contact Center Enterprise (UCCE) solutions.

There are a limited number of real-time parameters provided by Cisco UCCX and UCCE. The real-time data provided can be classified as;

- Agent State Data: Number of agents at each state per queue
- Call Data: Calls in Queue, handled, abandoned, requeued and durations
- SLA Data: Calls answered within SLA, Longest, average call duration per queue, longest, average wait time per queue

Any other data required such as number of logouts per reason code etc. during the day can be collected near-real-time i.e. by running frequent queries from the historical tables.

Cisco CUCM User authentication is provided for accessing Comstice Wallboard Solution;

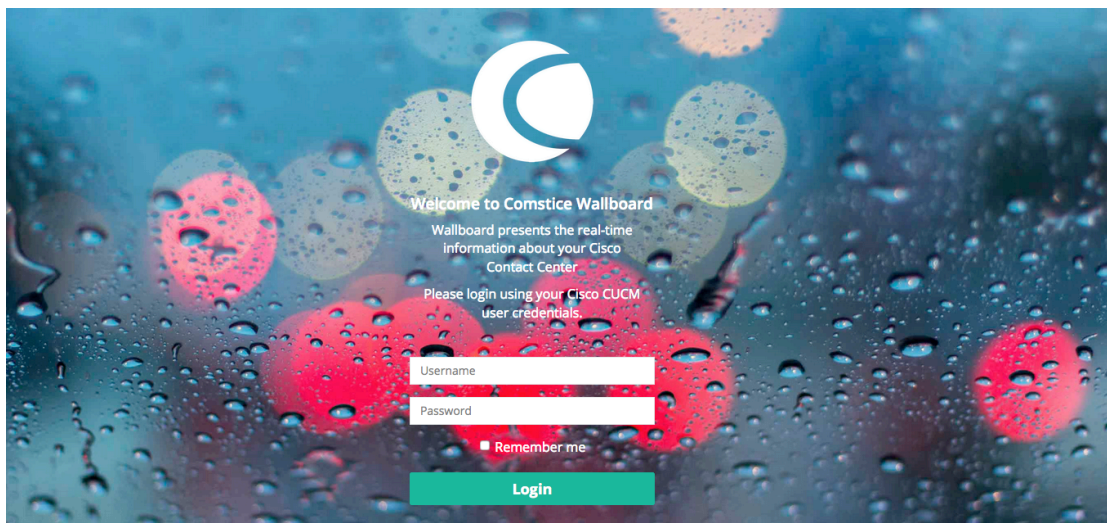


Figure 1: Wallboard User Login

## 2.1 Box View

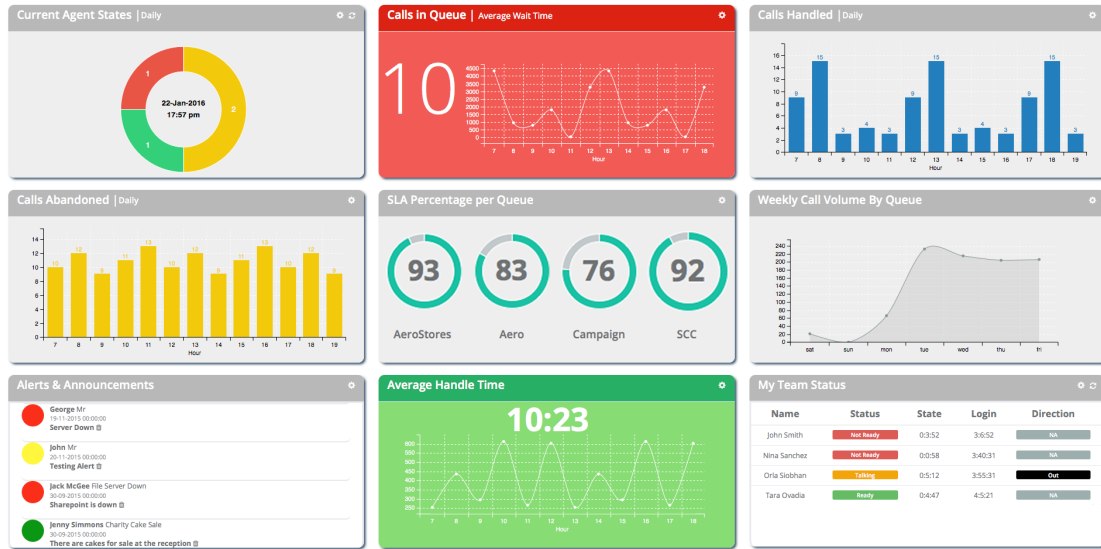


Figure 2: Box View

Wallboard Box View displays a graphical representation of the contact center performance at that day. It provides information about the agent states, call volumes and average waiting and handling times of the calls.

Each box has individual settings where user can select the agents, queues and type of the call stats they would like to see (presented, answered, abandoned etc.). For the hourly charts, user can specify the start and end time of the chart time axis. Once saved, user-level settings are stored in local Wallboard database and remembered in the next login.

Configure ✕

---

Available

Filter

→→

USWholesale

Start Time:

End Time:

Selected

Filter

←←

USSales  
 USHelpdesk  
 USAccounts  
 USRetailShops  
 EURetailShops  
 EUHelpdesk

Close
Save changes

## 2.2 Team View

Team View is composed of various chart and table-based views specifically designed for managers and supervisors in mind. Team leader can select the agents and queues they are interested and view the related information;



Figure 3: Team Chart View

Team leader can also see the detailed daily performance of the individual agents

| Daily Agent Statistics |               |                |               |               |            |               |           |          |
|------------------------|---------------|----------------|---------------|---------------|------------|---------------|-----------|----------|
| Name                   | Current State | Calls Received | Avg Talk Time | Time Loggedin | Ready Time | NotReady Time | Ext Calls | Ext Time |
| Jane Smith             | Talking       | 23             | 03:29         | 01:57:32      | 00:23:41   | 00:37:31      | 3         | 12:27    |
| Doug Jackson           | Not Ready     | 87             | 04:53         | 03:56:13      | 00:12:27   | 00:43:27      | 0         | 00:00    |
| Alan Dales             | Not Ready     | 76             | 04:53         | 03:43:23      | 00:21:36   | 00:28:16      | 0         | 00:00    |
| Edward McElroy         | Working       | 43             | 02:11         | 04:02:28      | 00:12:51   | 03:52:31      | 0         | 00:00    |
| Sergio Sanchez         | Ready         | 18             | 00:58         | 03:49:21      | 00:07:09   | 02:46:13      | 4         | 23:37    |
| Karen Ingle            | Not Ready     | 7              | 02:34         | 01:37:41      | 00:02:14   | 01:22:51      | 5         | 21:32    |
| Keith Pollard          | Talking       | 3              | 07:11         | 00:47:13      | 00:12:51   | 00:07:08      | 12        | 47:41    |
| Vijay Patel            | Talking       | 2              | 05:23         | 00:23:45      | 00:08:56   | 00:05:21      | 3         | 12:45    |
| SUMMARY                |               | 359            | 03:41         | 02:48:31      | 00:17:23   | 00:23:18      | 27        | 01:47:25 |

Figure 4: Team Table View

It is also possible to present the agent details on a large screen;

| Agent Name     | Agent Id | Average Talk Time | Hold Time | Calls Received | Total Ext Time | Total Ext Calls | RONA | State      |
|----------------|----------|-------------------|-----------|----------------|----------------|-----------------|------|------------|
| Maria Cook     | mcook    | 09:33             | 00:00     | 23             | 00:00          | 0               | 8    | Logged Out |
| Michael Ulmer  | mulmer   | 12:19             | 10:45     | 13             | 00:00          | 0               | 0    | Logged Out |
| Angelo Moura   | amoura   | 08:44             | 00:00     | 6              | 00:00          | 0               | 0    | Logged Out |
| Ronney Apodaca | rapodaca | 05:15             | 21:36     | 3              | 00:00          | 0               | 0    | Logged Out |

Figure 5: Team Table View – Large Screen

In case some of the team members are doing callbacks with or without Outbound Dialer feature, team

| Name               | Calls | Talk Time | Avg. Talk | Name       | Calls | Talk Time | Avg. Talk |
|--------------------|-------|-----------|-----------|------------|-------|-----------|-----------|
| Beth Tinkler-Kerry | 8     | 14:40     | 01:50     | Adam Roper | 2     | 00:51     | 00:25     |
| Laura Paterson     | 3     | 00:08     | 00:02     | Ryan Davis | 1     | 00:03     | 00:03     |
| Luke Hudson        | 1     | 00:05     | 00:05     |            |       |           |           |

Figure 6: Callback Agents – No Outbound Dialer

### 2.3 Queue Views

Comstice Wallboard can also show the details of each queue such as incoming calls and the callback queue.

#### Incoming Calls Queue View

| Caller            | Called Num | Queue        | Wait Time |
|-------------------|------------|--------------|-----------|
| 649 555 2168      | 3042       | Global Sales | 06:20     |
| Mr. John Smith    | 3410       | Tech-Support | 04:51     |
| 705 555 1637      | 2501       | ITSupp-AOS   | 04:03     |
| Mr. Robert Jacob  | 2501       | NewBuss-AOS  | 03:47     |
| 726 555 2268      | 3410       | GSales-AOS   | 03:13     |
| Ms. Katty William | 3042       | Global Sales | 02:42     |
| 713 555 1346      | 3410       | Global Sales | 02:29     |
| 682 555 2140      | 3042       | ITSupp-AOS   | 02:07     |
| 734 555 2009      | 2501       | Tech-Support | 01:54     |
| 728 555 1578      | 2501       | GSales-AOS   | 01:36     |
| 693 555 1893      | 3042       | GSales-AOS   | 00:52     |
| 672 555 1923      | 2501       | Tech-Support | 00:23     |

Wallboard can present every single call in the queue with the details such as called number, queue name and wait time. If there is a database integration with

the CustomerDB, we can also display the customer name when calling number has a match in the database. Users can filter this view based on the CSQs they are interested in to see.

### Callback Queue View

If there is a callback option configured on Cisco UCCX to avoid customers to stay on the line while retaining their place in queue, Wallboard can also display the details of the customers waiting to be called back;

| Caller            | Queue Wait Time | Callback Wait Time | Queue        |
|-------------------|-----------------|--------------------|--------------|
| 752 555 1245      | 07:25           | 15:21              | NewBuss-AOS  |
| 656 555 2150      | 02:32           | 14:02              | GSales-AOS   |
| 562 555 2411      | 04:15           | 13:47              | Global Sales |
| Mr. Adrian Harvey | 02:35           | 12:08              | ITSupp-AOS   |
| Mr. Robert Miller | 05:04           | 09:36              | Tech-Support |
| 642 555 2516      | 01:30           | 07:25              | Global Sales |
| 564 555 2493      | 01:43           | 06:52              | Tech-Support |
| Ms. Elliot Renoir | 02:32           | 04:37              | ITSupp-AOS   |
| 667 555 2168      | 03:58           | 04:05              | GSales-AOS   |
| 725 555 2337      | 04:15           | 03:13              | NewBuss-AOS  |
| 743 555 4457      | 05:28           | 02:22              | Global Sales |
| 852 555 1453      | 02:45           | 01:43              | Tech-Support |

### Agent View

Wallboard can also show the details of each agent, including the reason codes when they are in Not Ready state and queue details of the incoming call when they are in Talking state;

| Name            | Status    | Duration | Queue         |
|-----------------|-----------|----------|---------------|
| Kirsty Cuttell  | talking   | 07:59    | Wholesale     |
| Zoe Jacques     | work      | 01:18:06 |               |
| Renata Nicol    | New Login | 01:23:09 |               |
| Ryan Gillyean   | ready     | 35:41    |               |
| Jack Brailey    | Training  | 36:34    |               |
| Andrew Phillips | Training  | 36:40    |               |
| Rachel Padgett  | ready     | 03:39    |               |
| Yvonne Ford     | New Login | 09:02    |               |
| Kelly Barnard   | talking   | 08:00    | General Sales |
| Adam Gorska     | Training  | 36:15    |               |
| Katie Evans     | Training  | 45:11    |               |
| Adam Magee      | AGT RNA   | 37:30    |               |
| Charlotte James | Training  | 35:46    |               |

Hide Top Pane

### Wallboard Tabular Views

Wallboard views provide fully customizable view to the user. Each row and column can be added or removed based on the preference.

Contact Center Summary Full View

| CSQ Name      | Loggedin Agents | Ready Agents | Not Ready Agents | Offered Calls | Calls Handled | Calls Abandoned | Voicemail | Calls Waiting | Queue Time | Avg Talk | Avg Wait |
|---------------|-----------------|--------------|------------------|---------------|---------------|-----------------|-----------|---------------|------------|----------|----------|
| Support-RECEP | 2               | 0            | 2                | 7             | 0             | 7               | 0         | 0             | 00:00      | 00:00    | 05:00    |
| Sales-RECEP   | 2               | 0            | 2                | 2             | 0             | 2               | 0         | 0             | 00:00      | 00:00    | 06:07    |
| Rel-AOS       | 2               | 0            | 2                | 4             | 0             | 4               | 0         | 0             | 00:00      | 00:00    | 00:30    |
| NewBuss-AOS   | 3               | 0            | 3                | 2             | 1             | 1               | 0         | 0             | 00:00      | 03:40    | 00:20    |
| GSupp-AOS     | 3               | 0            | 3                | 0             | 0             | 0               | 0         | 0             | 00:00      | 00:00    | 00:00    |
| ITSupp-AOS    | 3               | 0            | 3                | 0             | 0             | 0               | 0         | 0             | 00:00      | 00:00    | 00:00    |
| GSales-AOS    | 3               | 0            | 3                | 11            | 5             | 4               | 0         | 2             | 06:36      | 05:09    | 01:16    |

Figure 7: Large Wallboard View



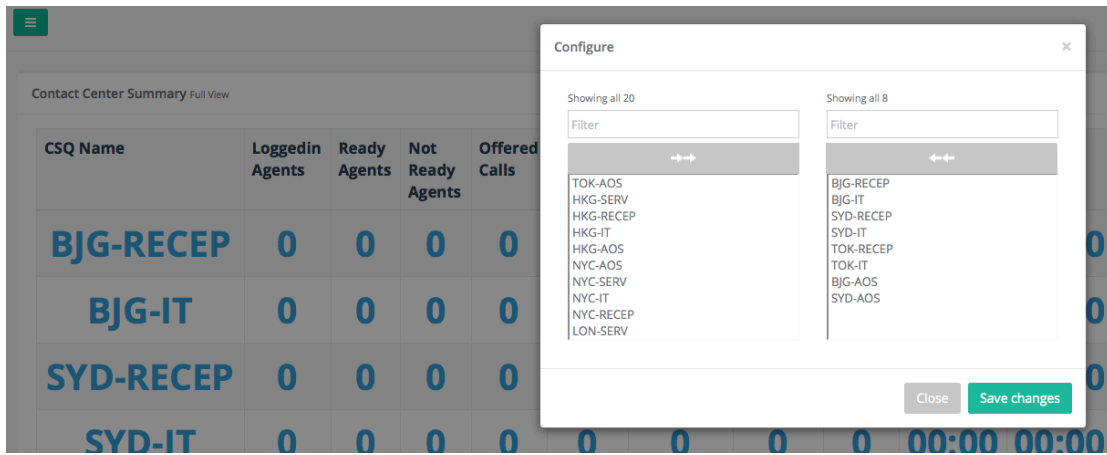


Figure 5: Tabular View: Queue add/remove

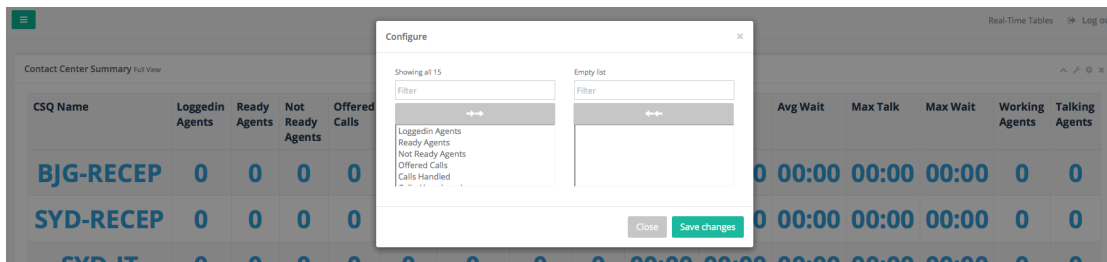


Figure 6: Tabular View: Column add/remove

It is also possible to create some threshold values for each column so that when those threshold values are reached, the table cells on that column will change color.

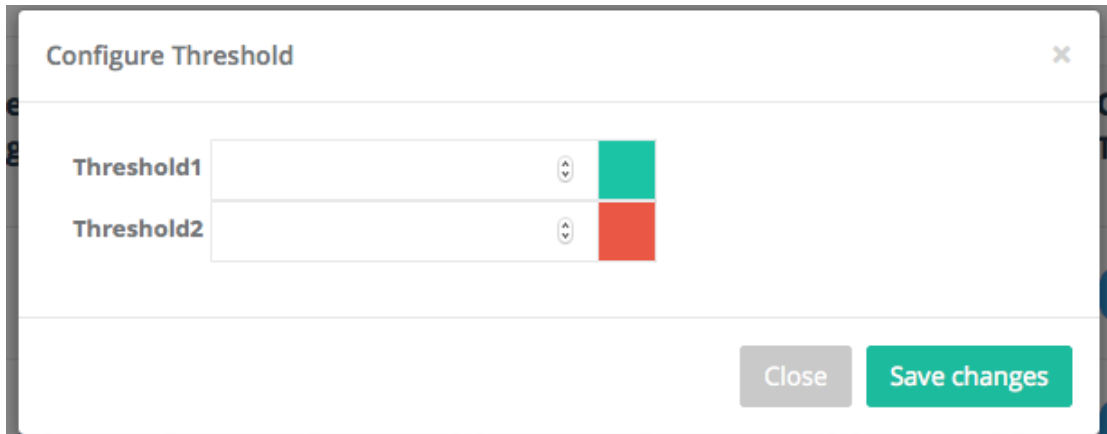


Figure 7: Tabular View: Set thresholds

All these settings are saved and stored on Wallboard database for each user so they will be remembered at each login.

## 2.4 Combined Views

There are some views that combine multiple elements in one full screen view.

Combined View provides the queue information as well as the overall agent state information. It is also report some specific reason codes if agents are in Not Ready state for a specific reason (See "Payments" state below)

| CSQ Name         | Logged in Agents | Ready Agents | Not ready Agents | Offered Calls | Calls Handled | Calls Abandoned | SL | Calls Waiting | Longest Waiting | Working Agents | Talking Agents |
|------------------|------------------|--------------|------------------|---------------|---------------|-----------------|----|---------------|-----------------|----------------|----------------|
| Unitron          | 2                | 2            | 0                | 15            | 15            | 0               | 65 | 1             | 00:14           | 0              | 0              |
| CustomerResponse | 2                | 1            | 1                | 13            | 13            | 0               | 70 | 0             | 00:00           | 0              | 0              |
| CustomerService  | 4                | 2            | 1                | 102           | 95            | 7               | 90 | 3             | 01:05           | 1              | 0              |
| TechSupport      | 3                | 2            | 1                | 21            | 20            | 1               | 80 | 4             | 02:25           | 0              | 0              |
| GSales-AOS       | 7                | 4            | 2                | 42            | 37            | 5               | 60 | 1             | 00:42           | 1              | 0              |
| ITSupp-AOS       | 5                | 2            | 3                | 17            | 17            | 0               | 85 | 2             | 01:27           | 0              | 0              |
| NewBuss-AOS      | 2                | 1            | 1                | 12            | 10            | 2               | 75 | 1             | 00:52           | 0              | 0              |
| GSupp-AOS        | 3                | 1            | 2                | 18            | 15            | 3               | 90 | 0             | 00:00           | 0              | 0              |

| Not Ready | Payments | Talking | Ready | Work | Reserved | Log Out |
|-----------|----------|---------|-------|------|----------|---------|
| 3         | 6        | 4       | 1     | 2    | 0        | 5       |

Figure 8: Combined View - 1

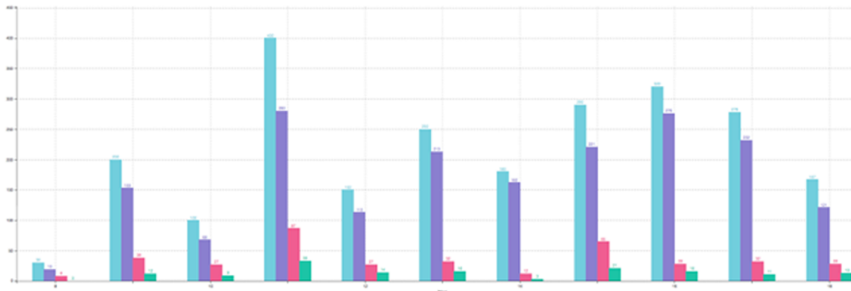
| CSQ Name    | Incoming | Abandoned | Calls In Queue | Longest in Queue | Talking | Ready | Not Ready |
|-------------|----------|-----------|----------------|------------------|---------|-------|-----------|
| Sales - AOS | 132      | 16        | 5              | 03:25            | 6       | 0     | 3         |
| GSupp - AOS | 45       | 14        | 2              | 00:47            | 4       | 0     | 4         |
| Whls-REPL   | 63       | 21        | 0              | 00:00            | 2       | 2     | 1         |
| IT-Helpdesk | 21       | 6         | 0              | 00:00            | 1       | 0     | 1         |
| Returns     | 3        | 1         | 0              | 00:00            | 0       | 0     | 2         |
| Shipping    | 8        | 0         | 0              | 00:00            | 0       | 1     | 0         |
| Accounts    | 12       | 2         | 1              | 02:11            | 2       | 0     | 0         |
| Customs     | 4        | 0         | 0              | 00:00            | 0       | 1     | 0         |

| Outbound External Total | Outbound Internal Total |
|-------------------------|-------------------------|
| 72                      | 13                      |

| Consultant            | Incoming | Outgoing | Abandoned | Ext to Ext | State        | Time in State | Talk Time | Not Talk Time |
|-----------------------|----------|----------|-----------|------------|--------------|---------------|-----------|---------------|
| Mark ADAMS            | 6        | 0        | 0         | 0          | Callback     | 03:28:16      | 01:47:36  | 01:13:45      |
| Rebecca Zoe Zachary   | 27       | 0        | 0         | 0          | Coffee Break | 06:23         | 00:36:32  | 02:47:31      |
| Edward Robert Brandon | 32       | 0        | 1         | 1          | Talking      | 03:27         | 01:23:52  | 00:47:21      |
| Olivia William        | 21       | 1        | 0         | 0          | Talking      | 02:51         | 00:49:38  | 01:41:38      |
| Albert Oscar Jacob    | 18       | 2        | 0         | 0          | Reserved     | 00:06         | 02:23:47  | 01:02:35      |
| Carvell Harrison      | 12       | 0        | 0         | 2          | Ready        | 00:42         | 01:56:13  | 00:23:27      |

Figure 9: Combined View - 2

| NEL CSU          | Average Talk   | Longest Talk   | NEL CSU            | Average Talk   | Longest Talk   |
|------------------|----------------|----------------|--------------------|----------------|----------------|
| <b>Unitron</b>   | <b>0:08:06</b> | <b>0:51:33</b> | <b>Multi Skill</b> | <b>0:09:13</b> | <b>1:02:49</b> |
| Available Agents | Average Wait   | Longest Wait   | Available Agents   | Average Wait   | Longest Wait   |
| <b>1</b>         | <b>0:00:26</b> | <b>0:03:56</b> | <b>0</b>           | <b>0:01:39</b> | <b>0:13:50</b> |
| Talking Agents   | Oldest Contact | Longest Wait   | Talking Agents     | Oldest Contact | Calls Handled  |
| <b>6</b>         | <b>0:00:00</b> | <b>0:03:56</b> | <b>3</b>           | <b>0:03:38</b> | <b>203</b>     |



|                        |                       |                         |                         |                        |                         |                       |                         |
|------------------------|-----------------------|-------------------------|-------------------------|------------------------|-------------------------|-----------------------|-------------------------|
| Mark Adams 23<br>8     | Alice Carter 36<br>12 | Derrick Allison 19<br>4 | Cathia Bernard 26<br>11 | Robert Brandon 22<br>6 | Olivia William 32<br>15 | Addney Durwin 15<br>4 | Zoe McGeor 27<br>13     |
| Carvell Lionel 25<br>6 | Edward Tyler 27<br>9  | Alex Matthew 20<br>8    | David Abbie 19<br>6     | Emma Harrison 21<br>4  | Albert Huxford 24<br>12 | Oscar Jacob 26<br>7   | Rebecca Zachary 15<br>4 |
| Carvell Lionel 25<br>6 | Edward Tyler 27<br>9  | Alex Matthew 20<br>8    | David Abbie 19<br>6     | Emma Harrison 21<br>4  | Albert Huxford 24<br>12 | Oscar Jacob 26<br>7   | Rebecca Zachary 15<br>4 |

Figure 10: Combined View – 3

Combined View – 3 provides some detailed queue information as well as hourly call volume chart that shows received, answered, abandoned and dequeued calls. Finally it displays the agent bubbles with color-codes based on the agent state. Each agent bubble shows calls answered and abandoned (RONA) for the agent.

## 2. Comstice Wallboard – Premium Edition

Comstice Premium 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 11: There are eight layout options

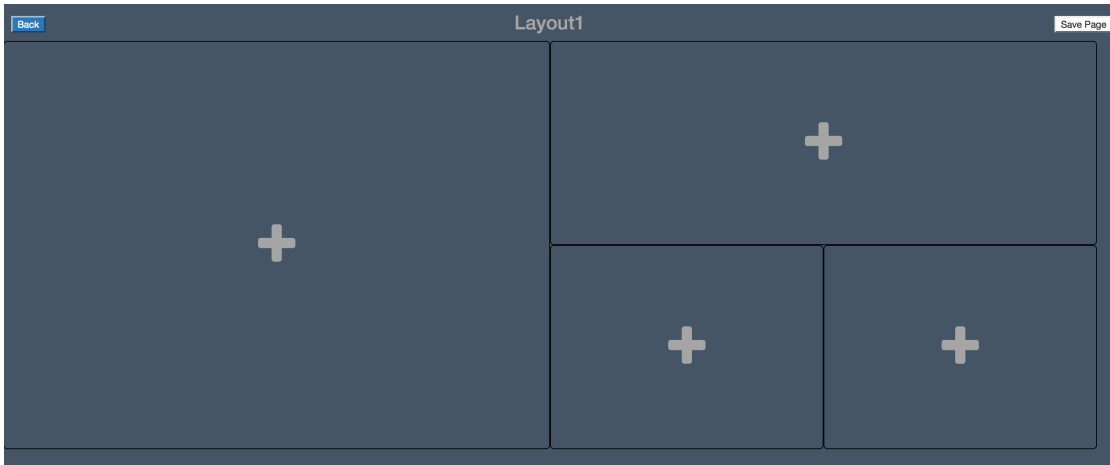
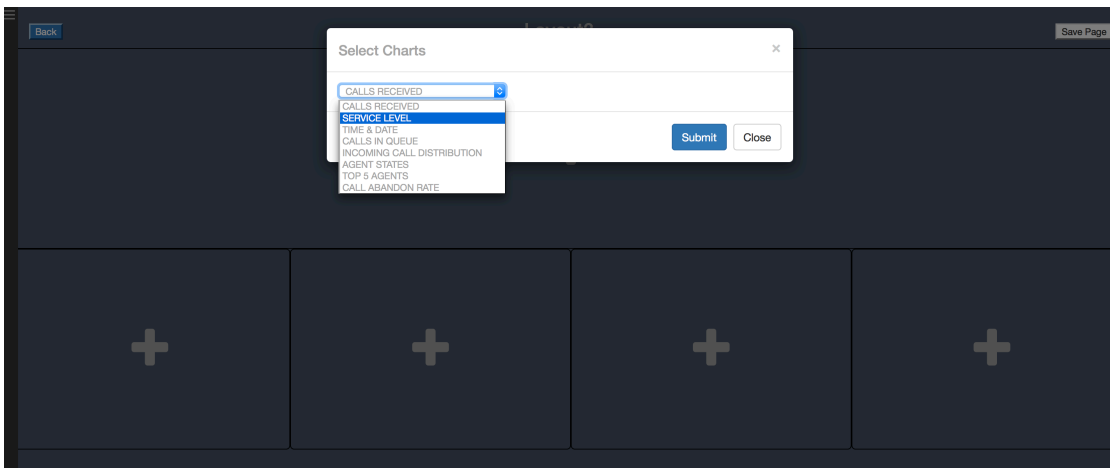


Figure 12: There are 20 widgets that can be selected for the layouts

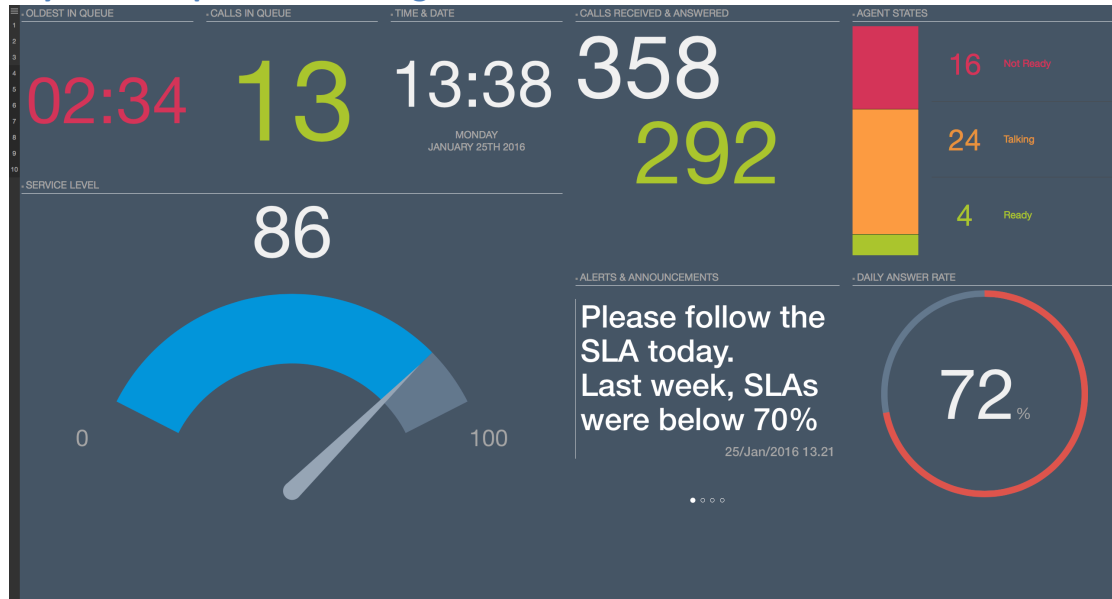


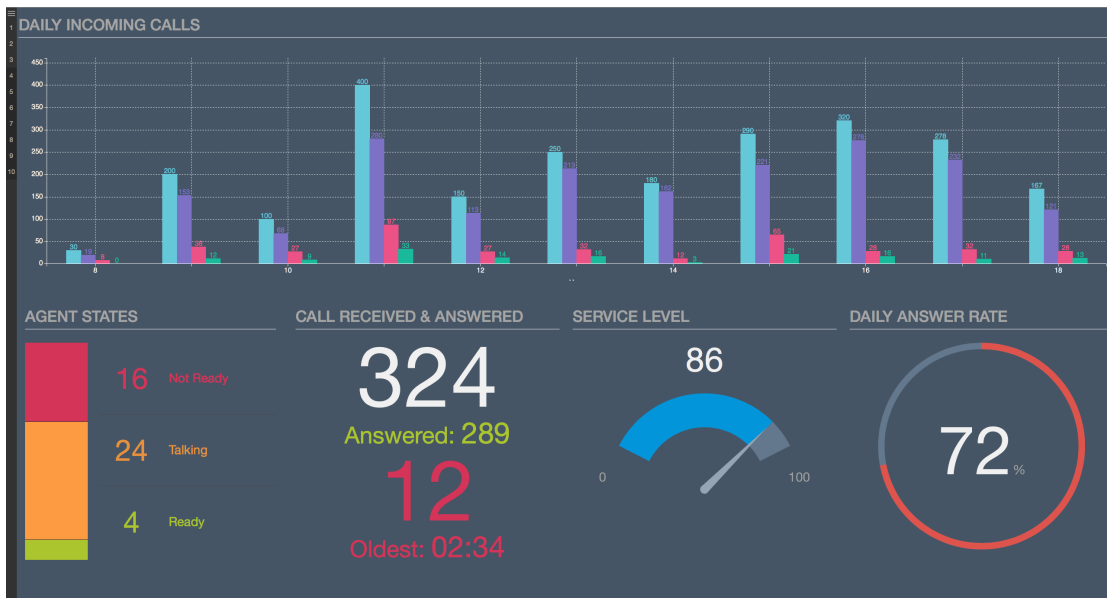
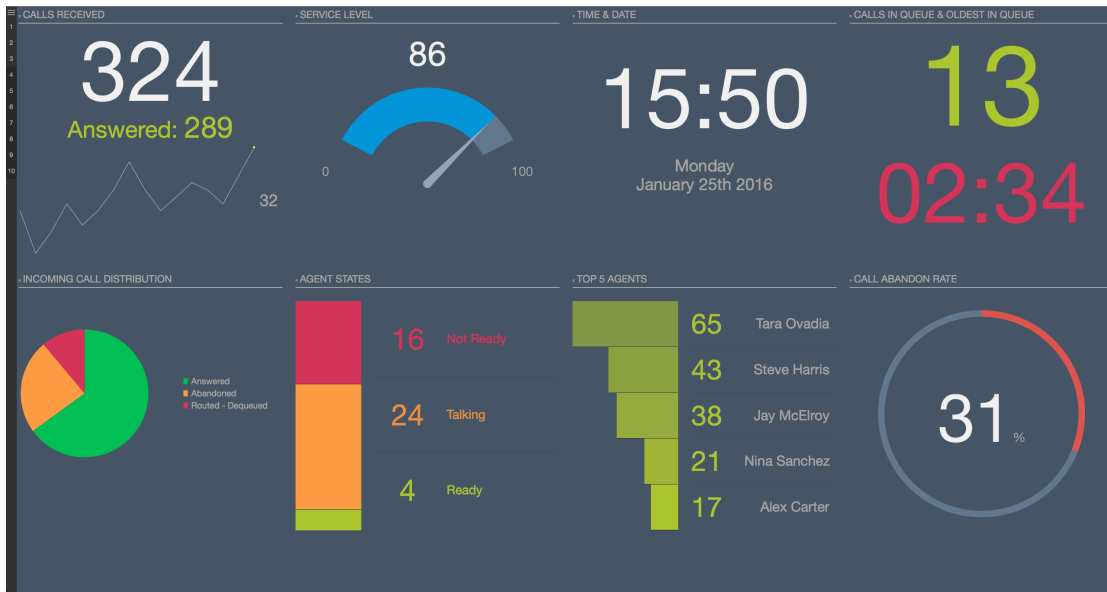
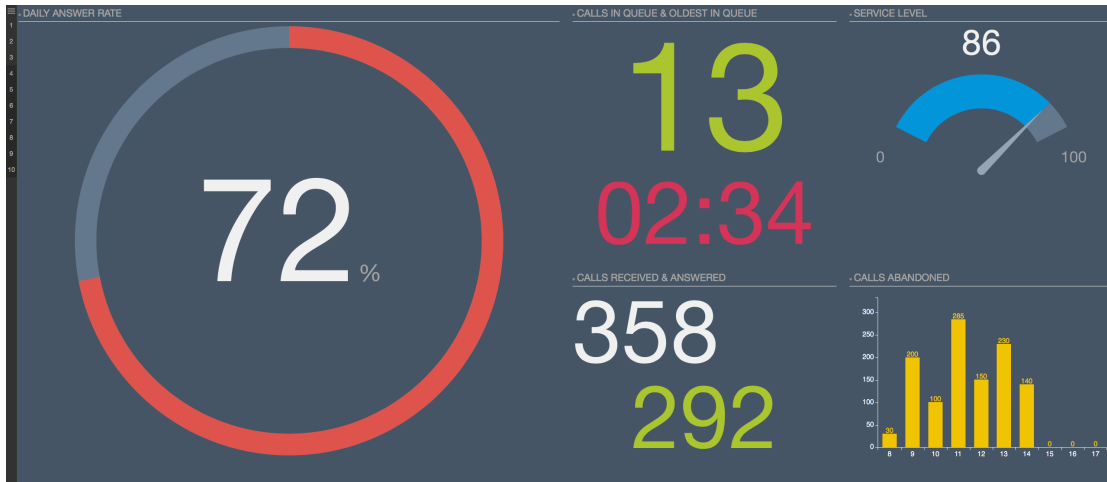
Each layout offers dark and light background options;



Figure 13: Currently available layouts

Layout Examples: Dark Background





## Layout Examples : Light Background

| INCOMING CALLS |         |         |       |      |        |
|----------------|---------|---------|-------|------|--------|
| CSQ            | Offered | Handled | Aband | In Q | Q Time |
| SUPPORT        | 3       | 4       | 2     | 4    | 02:25  |
| SALES          | 6       | 3       | 5     | 6    | 01:52  |
| REL            | 12      | 21      | 32    | 5    | 02:31  |
| NEWBUSS        | 21      | 32      | 32    | 2    | 02:48  |
| ITSUPP         | 2       | 3       | 4     | 14   | 02:21  |
| Sum            | 134     | 126     | 107   | 73   | 04:52  |

**CALLS ANSWERED**

**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 DISTRIBUTION**

| CSQ           | Loggedin | Ready | Not Ready | Offered | Handled | Aband | VM | Q Waiting | Q Time |
|---------------|----------|-------|-----------|---------|---------|-------|----|-----------|--------|
| Support-RECEP | 3        | 4     | 1         | 3       | 4       | 2     | 0  | 4         | 1      |
| Sales-RECEP   | 2        | 3     | 5         | 6       | 3       | 5     | 0  | 4         | 5      |
| Rel-AOS       | 23       | 32    | 42        | 12      | 21      | 32    | 0  | 23        | 32     |
| NewBuss-AOS   | 11       | 21    | 21        | 21      | 32      | 32    | 0  | 32        | 32     |
| ITSupp-AOS    | 12       | 12    | 2         | 2       | 3       | 4     | 0  | 42        | 42     |
| GSales-AOS    | 12       | 17    | 16        | 28      | 26      | 21    | 0  | 51        | 32     |

**AGENT STATES**

- 16 Not Ready
- 24 Talking
- 4 Ready

**CALL RECEIVED & ANSWERED**

**324**

Answered: 289  
Abandoned: 12

**CALLS IN QUEUE**

**320**

Oldest: 02:34

**DAILY ANSWER RATE**

**72%**

**CALL RECEIVED**

**324**

Answered: 32

**ALERTS & ANNOUNCEMENTS**

Fire Alarm and Evacuation Test on Friday at 11:00 am

25/Jan/2016 13:04

**SERVICE LEVEL**

86

**DAILY ANSWERED RATE**

72%

**OLDEST IN QUEUE**

02:34

**CALLS IN QUEUE**

13

**AGENT STATES**

- 16 Not Ready
- 24 Talking
- 4 Ready

**TIME & DATE**

7:19 PM

Monday, February 1st 2016

## 4. User Permissions and Profiling

Comstice Wallboard Premium also offers profiling option so that administrators can restrict the agents and queues each user can see. By creating profiles and assigning usernames to the specified profiles, you can control what information each user can access;

| Agents Name List | CSQs Name List |
|------------------|----------------|
| Agent4 agent4    | USSales        |
| agent5 agent5    | USWholesale    |
| agent11 agent11  | USHelpdesk     |
| agent13 agent13  | USAccounts     |
| agent12 agent12  | USRetailShops  |
| Cat Durham       | EURetailShops  |
| agent6 agent6    | EUHelpdesk     |
| agent10 agent10  |                |
| agent14 agent14  |                |
| Bla McElroy      |                |

|  |  |                         |
|--|--|-------------------------|
| Profile                                | <input type="text" value="Select"/>  | <a href="#">Add New</a> |
| <input type="text" value="johnsmith"/> | <ul style="list-style-type: none"><li>Select</li><li>profile1</li><li>londonagents</li></ul> |                         |
| <input type="submit" value="Submit"/>  |  |                         |



## 5. Wallboard Solution Mobile apps: IOS and Android

Comstice Wallboard Solution comes with mobile apps for Android and IOS, which are free to use with Comstice Wallboard Premium. User can use wallboard user login and doesn't require a license to use the apps.



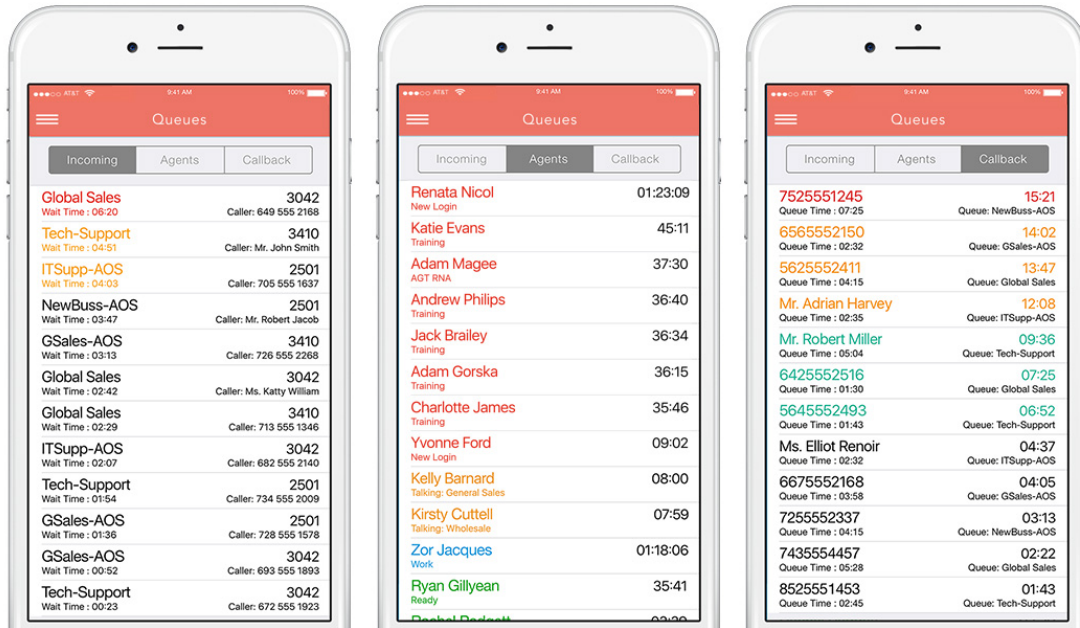
Figure 10: IOS app for Wallboard Solution



Figure 11: Android app for Wallboard Solution

By using the profiling feature, you can control the agent and queue information each username can access to.

Wallboard App also shows the queue information such as incoming call queues, callback queues and agent state details.



## 4. Technical Architecture

Comstice Wallboard runs on a Linux environment, as a Virtual Machine in VMWare ESXi environment.

Minimum Server Requirements: 2 GB Memory, 10 GB HDD 2 x vCPU  
 OVA File Size: 3.5 GB

### Wallboard Failover

Comstice Wallboard monitors both Cisco UCCX servers and switches the data source automatically in case of a failover on UCCX side.

### High Availability and Failover

HA-Server can be used in case of a failure on the primary Wallboard server. Wallboard Primary and Secondary servers run as active/active.

Comstice Wallboard runs a NoSQL database called MongoDB. MongoDB only stores the user preferences but no customer data coming from Cisco UCCX. MongoDB doesn't store any critical data and requires minimum maintenance.

## 5. Support

### What does it cover?

Comstice provides a software maintenance support for the Comstice Wallboard software.

Standard Support is provided on a 48-hr response and up to 7 business days fix basis due to all the dependencies around the solution.

Priority Support is provided on up to 4-hr response and up to 48 hours fix basis due to all the dependencies around the solution.

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.

All hardware provided by Comstice for Wallboard solution comes with 1-year guarantee and if found faulty, usually replaced within 7 business days.

### 5.1 How to raise a support ticket?

End customers or partners can raise a support tickets online from [www.comstice.com/support](http://www.comstice.com/support) or by calling Comstice Support Desks from +1-713-357-7724.

