



# Wallboards & Dashboards

A MISTER Call Analytics application



*Discover  
intelligence*



## Discover Intelligence

In today's competitive world, the customer experience is more important than ever. Real time information enables organizations to make immediate decisions to optimize their performance and keep up with today's demanding customer needs.

**Mister Wallboards & Dashboards for Cisco Unified Communication Center Enterprise and Express**, enables contact centers to achieve their business objectives.



### Business Benefits

- Visual presentation of Key Performance Indicators (KPIs)
- Ability to make more informed decisions based on collected business intelligence
- Real time snapshots at-a-glance
- The ability to identify and correct negative trends
- Save time compared to running multiple reports
- Measure efficiencies and inefficiencies
- Ability to generate detailed reports showing trends
- Align strategies and organizational goals with employee performance
- Display important messages with a message bar
- Gain total visibility of all systems instantly
- Get powerful insights into how well the business is running

### Key Features

#### Smart Wallboards

Use available built-in templates to create wallboards. Divide screens to frames, and present to each frame KPIs, agents' data, message banners etc. Display real-time queue, agent state and grade of service information. Aggregate queues, display real-time data graphs, use multiple display screens and multiple layouts rotation, and automate wallboard cycling. Add queue and agent nicknames.

#### Visual Alerts based on thresholds

Configure thresholds, messages, snapshots and CSQ Banners, per agent and/or per wallboard. Create and adjust layout and content sequences, colors per grid, wallboard layouts and assign them to users, groups and screens. Include customer logos, clock displays, define Key Performance Indicators and alerts. Group agents in teams. Schedule screen notifications and alerts to be sent to stakeholders upon surpassing predefined limits.

#### Wallboard Reporting

Improve Agent and Call Center performance and create reports based on KPIs such as call handling per hour, calls abandoned per day, average talking time per day, average waiting time per day, number of calls longer than threshold, agents that exceeded their daily break time etc. Customer specific reports available on request.

#### Secured and Consolidated data

Secured management Interface. Host based security. Agent daily login-logout report. Real-time and historical data reporting tool. Use multiple concurrent data sources. Consolidate view from many CSQs, work with layout and content sequences. Assign wallboards to groups or users.

# Sample Wallboards Screenshots

**Live Wallboard**

### Sales

Calls in Queue	Logged In Agents	Taking Agents	Longest Waiting
22	56	38	00:02:32
Calls Offered	Answered Calls	Abandoned Calls	Abandon Rate
1.607	1.322	285	17%
Avg. Talking Time	Avg. Waiting Time	Longest Talking	Longest Not Ready
1:51	1:15	4:18	57:03

**Live Wallboard**

### Sales

Calls in Queue	Logged In Agents	Taking Agents	Longest Waiting
22	56	38	00:02:32
Service Level	Availability	Coverage	Abandon Rate
82%	32%	122%	17%

**Live Wallboard**

### Sales

Calls in Queue	Logged In Agents	Taking Agents	Longest Waiting
22	56	38	00:02:32

### Support

Calls in Queue	Logged In Agents	Taking Agents	Longest Waiting
67	32	26	00:09:44

**Live Wallboard**

### Sales

Calls in Queue	Logged In Agents	Taking Agents	Longest Waiting
22	56	38	00:02:32

### Support

Calls in Queue	Logged In Agents	Taking Agents	Longest Waiting
67	32	26	00:09:44

### Retention

Calls in Queue	Logged In Agents	Taking Agents	Longest Waiting
12	8	7	00:01:12

**LIVE WALLBOARD**

QUEUE : 3

ACTIVE AGENTS : 7

QUEUE / AGENT : 0.4

ABANDONED CALLS : 13

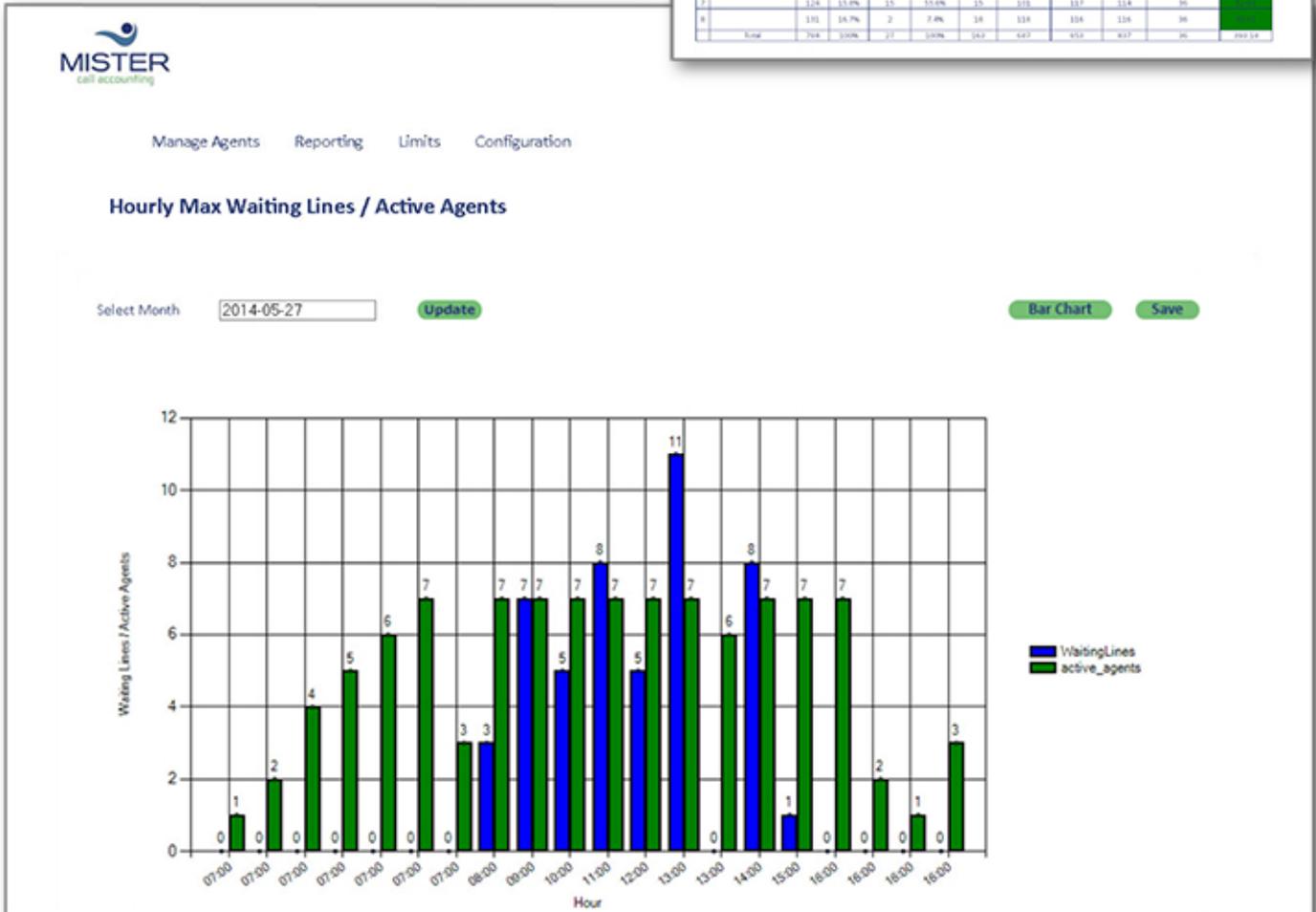
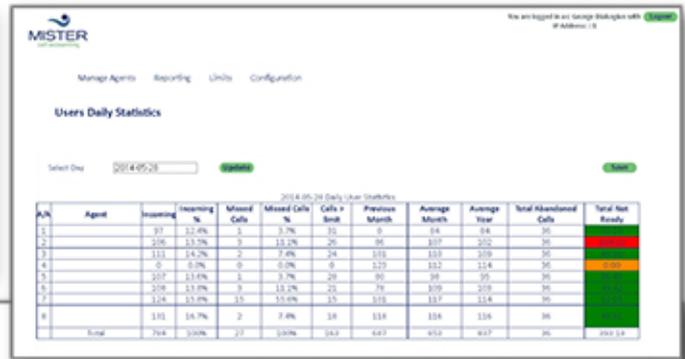
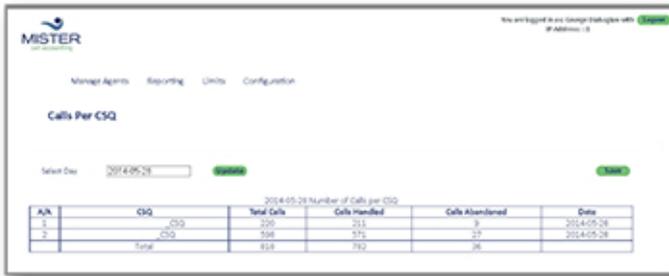
#	Agent	State	State Duration	Incoming	Missed	No. Calls > Limit	Previous Month	Avg Month	Avg Year	Not Ready
1	Diakogiannakis	Logged Out	8319:16	0	0	0	86	0	86	0.00
2	Zagorianos	Talking	2:39	43	0	10	107	112	104	7.06
3	Prwtopapas	Talking	0:41	40	0	9	111	109	109	9.39
4	Gianniou	Ready	0:18	42	0	7	112	112	114	14.37
5	Minetou	Talking	3:27	40	0	10	99	102	97	8.10
6	Fragkiadoulaki	Ready	0:01	41	0	10	109	109	105	10.32
7	Kaloudis	Talking	5:20	46	4	5	118	121	115	9.23
8	Varotsi	Talking	0:26	45	1	10	117	115	117	10.30

AVG TALKING TIME : 2:01

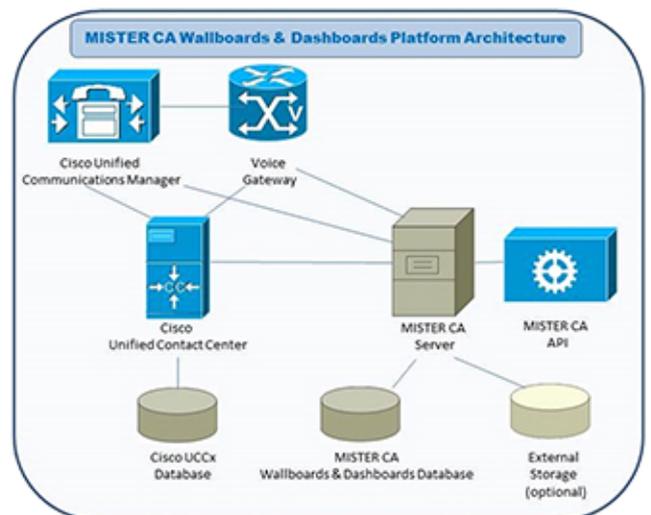
AVG WAITING TIME : 0:19

Agent	Missed Calls	Incoming Calls
Diakogiannakis	0	0
Zagorianos	0	43
Prwtopapas	0	40
Gianniou	0	42
Minetou	0	40
Fragkiadoulaki	0	41
Kaloudis	4	46
Varotsi	1	45

# Sample Dashboards Screenshots



## MISTER CA Wallboards Platform Architecture



## Technical Specifications

Supported Cisco UCC Express versions	8.5 or later
Server Operating System	Microsoft Windows 2008/2012 32-bit/64-bit Microsoft Windows 7/8 32-bit/64-bit
Database Server	SQL Server Express 2008 or later
Application Server	Microsoft IIS 7.0 or later
Storage	150GB
Supported Client Browsers	Internet Explorer 8.0 or later Mozilla Firefox 1.x or later Google Chrome
Supported Language	English, German, Greek

**Mister Call Analytics** is a portfolio of value-added applications for IP based PBXs. It consists of Call Metrics (accounting-billing-cost control etc), Audio and Video Call Recording, Speech Analytics, Wallboards and Dashboards, and real time reporting Apps.

**RTELWorld** is a leading Information and Communication Technologies service provider and software developer in SE Europe. RTELWorld is committed to innovation, product enhancement and customer satisfaction.



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