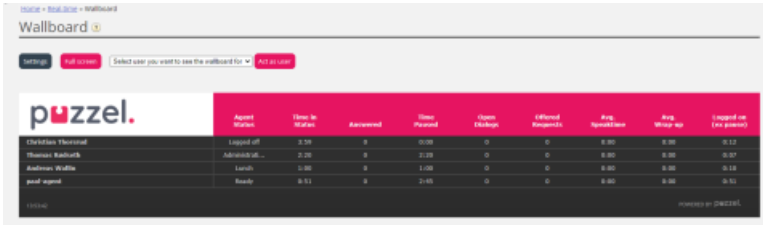


Wallboard

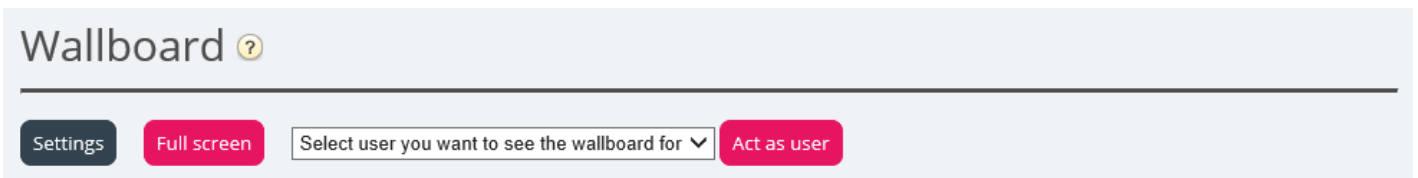
Wallboards are used to show information per display queue and/or agent information on a big screen, so that everyone in a room can have a clear overview. The information in a wallboard is as default updated every 5th second.

We recommend a user group called Wallboard with one user per wallboard you need. Users in this user group should only have access to menu *Real-time Wallboard*, since the ones that know the username/password for wallboard users may not be administrators.



You can sign in with a Wallboard username and configure this users Wallboard by clicking *Settings*.

A user can deploy Wallboard settings on behalf of other users in the Wallboard area, if *Act as another user(wallboard)* is turned on. If you have such access, choose the relevant (Wallboard) user you want to configure a Wallboard for (e.g. Wallboard support), click *Act as user*, and then click *Settings* to configure this user's Wallboard.



To see the wallboard in the full screen mode, just click on the Full screen button.

	In Queue	Max Wait	Logged On	Ready	Offered	Answer %
1. Sales	0	0:00	0	0	5	60%
2. Support	0	0:00	0	0	0	0%
3. Switchboard	0	0:00	0	0	0	0%
Chat Support	0	0:00	0	0	0	0%
Facebook	0	0:00	0	0	0	0%
Email	0	0:00	0	0	2	100%

Queue Wallboard

puzzel.	Agent Status	Time in Status	Answered	AHT	Logged on (ex pause)	Time Paused
Andreas EN	Logged off	1:05:03	4	25:39	2:09:50	0:00
Georgi Kostov	Logged off	13d	0	0:00	0:00	0:00
John Doe	Meeting	0:40	1	0:37	49:01	3:20
Paal Agent	Ready	4:14	1	1:02	44:24	1:33:26
Thomas Rødseth	Logged off	6d	0	0:00	0:00	0:00
Børge Astrup	Logged off	8d	0	0:00	0:00	0:00

14:28:30 powered by puzzel.

Agent Wallboard