

Queue Settings

Here you can choose **Display queues** and columns that should be shown in this Wallboard.

First, choose the display queues you want the wallboard to contain in the Select Queues list box. Then, choose which columns to show in the wallboard. Finally, you can move the queues and columns in the order you want (by dragging and dropping) before you save.

If you want to show only the display queues with requests waiting in queue now (amongst the selected queues), then you can tick this option. If you have selected e.g. 20 display queues and selected column “In queue now”, the number of queues shown in your wallboard might vary between 20 and 0 every time it’s refreshed.

Columns to choose from:

	Wallboard (Dashboard) label	Wallboard configuration label	Description
1	Abandon %	Abandoned % so far	Number of callers (chatters) that hung up in queue within the defined SLA time, relative to callers (chatters) offered to queue, so far today
2	Abandon SLA	Abandoned calls within SLA so far	Number of callers (chatters) that hung up in queue within the defined SLA time, so far today

	Wallboard (Dashboard) label	Wallboard configuration label	Description
3	Abandoned	Abandoned Calls so far	Total number of callers (chatters) that hung up in queue, so far today
4	AHT	AHT so far	Average handling time (speak time + wrap up time), so far today
5	Answer %	Answer % so far	Number of Answered requests relative to Offered requests, so far today. Please note that a call (request) still in queue is counted as Offered but yet not as Answered (or Hung up)
6	Answer % SLA	Answer % Within SLA so far	Number of requests Answered within SLA, relative to Offered requests, so far today
7	Answer% SLA ex. abandon	Answer% within SLA excl. abandoned, so far	Number of requests Answered within SLA, relative to (Offered requests - Hang ups), so far today
8	Answer% SLA ex. abandon SLA	Answer% within SLA excl. abandoned within SLA, so far	Number of requests Answered within SLA, relative to (Offered requests - Hang ups within SLA), so far today
9	Answered	Answered so far	Number of Answered requests, so far today
10	Avg. Speak	Avg. Speak Time so far	Avg. agent speak time for the requests that have been answered, so far today

	Wallboard (Dashboard) label	Wallboard configuration label	Description
	Avg. Wait	Avg. Wait Time (answered)	Avg. wait time in queue for the requests that have been answered, so far today
11	Avg. Wait now	Avg. Wait (for those in Q) now	Avg. wait time in queue for the requests currently waiting in queue. Please note that this value usually is around half of what the wait time these requests will have before they are answered, since some requests have just arrived in queue and some have been waiting for a while.
12	Avg. Wrap-up	Avg. Wrap-up so far	Avg. agent wrap-up time for calls, so far today
13	Call-back	Call-back in Q now	Number of call-backs in queue now
14	Connected	Connected now	Number of agents in status Connected now
15	In Pause	In Pause now	Number of agents in status Pause (any Pause reason) now
16	In Queue	In Queue now	Total number of calls (requests) in queue now, including callbacks
17	Logged On	Logged On now	Total number of agents logged on to queue now, including agents in status Pause
18	Logged on ex Pause	Logged on ex Pause	Number of agents logged on to queue now, excluding agents in status Pause

	Wallboard (Dashboard) label	Wallboard configuration label	Description
19	Max Wait	Max Wait Time now	The longest wait time amongst the requests in queue now
20	Offered	Offered so far	Total number of requests Offered to queue, so far today
21	Pref. Calls	Preferred Calls	Number of requests in queue right now that has a reserved/preferred agent
22	Ready	Ready now	Number of agents in status Ready now
23	Silent Call %	Silent Call % so far	Silent calls so far today, relative to (answered Dialler calls + Silent call), so far today. Only relevant for Dialler queues
24	Silent Calls	Silent Calls so far	Number of Dialler contacts that have experienced a Silent call, so far today. Only relevant for Dialler queues
25	SLA Score	SLA Score now	The Display queue's SLA score now (the highest SLA score for requests in the system queue(s) in this Display queue)
26	Survey Score	Avg. Survey Score	Avg. Survey Score, so far today

About Offered, Answered, Answer rate and Abandoned in Wallboard/Ticker vs Statistics

In Ticker, Wallboard and Dashboard a call/written request is counted as **Offered** when it arrives in queue. When a call/request later is answered by agent, it is counted as **Answered**, and if a caller/chatter hangs up while in queue, its counted as **Abandoned**.

The different Answer rate metrics in Wallboard, Ticker and Dashboard are calculated as requests Answered so far divided

by Offered so far, so as long as there are requests in queue, the reported answer rate is usually slightly lower than when no requests are waiting in queue.

Also, please note that there are other queue exits than Abandon (=Hang-up) and Answered by agent, e.g. callback ordered, caller left queue due to pressing x, timeout, caller left queue since queue was full or no agents logged on. There are several columns for such exits available in the statistics report Details per queue.

To compare values in Ticker queue at a given point during the day (e.g. at 1400) with values in the Details per queue statistics for this day from 0000 to 1400 will not give the same result, since in statistics we report an inbound call (as offered and answered) in the time period the call ended.

In addition, callback in queue complicates since the agent answers but not always the customer that ordered callback, and it might take a long time from callback was ordered until the (last) callback call is done.