

Queue Settings

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

Queue Settings ?

Select Queues: 7 selected ☐ Show only queues with >0 In queue now

- # 1. Sales
- # 2. Support
- # 3. Switchboard
- # 5. E-mail
- # 4. Chat
- # STask - Sales
- # STask - Support

Select Queue Columns: 6 selected

- ** In Queue now
- ** Ready now
- ** Connected now
- ** In Pause now
- ** Answered so far
- ** Answer % so far

Save Changes Undo changes

Agent Settings ?

Display Settings ?

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.