Go Wallboard
by mondago

What is Go Wallboard?

Go Wallboard presents a real-time view for BroadWorks Standard and Premium Call Center agent and queue statistics. For example; calls queueing, agents available, abandoned calls, average queue time, average talk time etc.
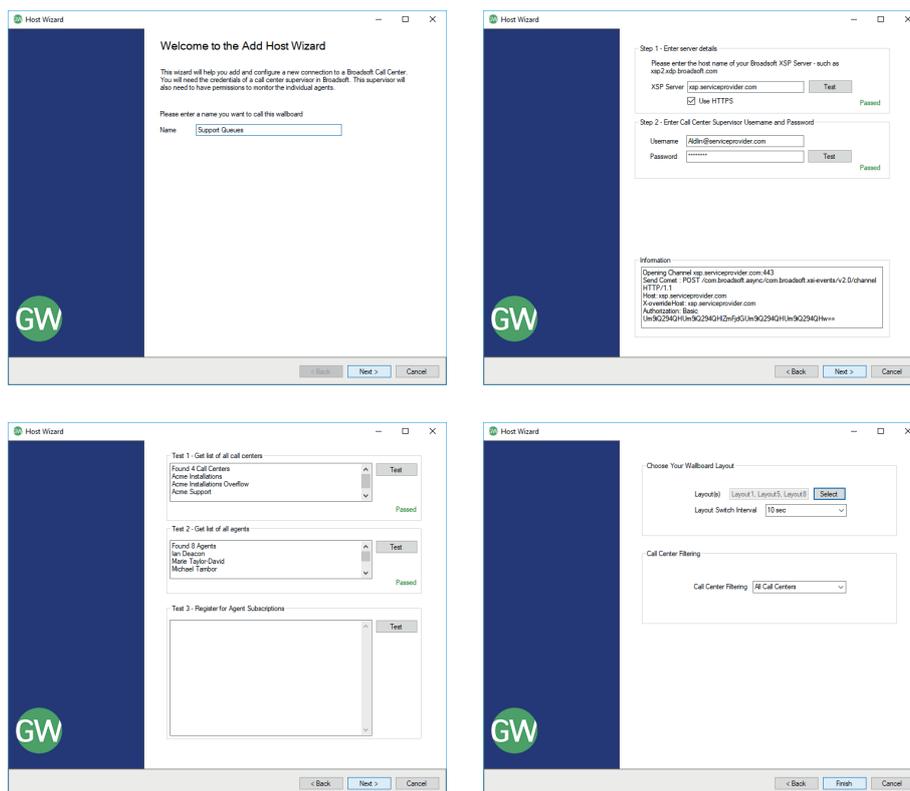
Easy to install

Go Wallboard is installed directly onto a PC and requires no additional infrastructure. It connects directly to the BroadWorks XSP server using Call Center supervisor credentials and will automatically monitor the queues and agents configured for the Supervisor.

New Features

Set up wizard

The set up wizard is designed to help a user add a new Wallboard view. It automatically runs at initial installation and can be run at any other time directly from the Configuration menu. The wizard will first check the BroadWorks settings and then provide intuitive options to select and configure the preferred layouts.

CRM Integration

Version 3.0 utilises the power of Mondago's extensive range of CRM and business application integration libraries to enable the displaying of customer information against agent calls.

Note: No additional licenses are required for this feature.

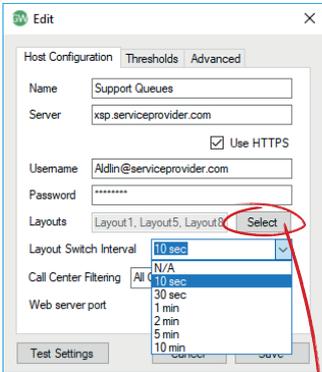| Call Center	CLI	Agent Name	Contact Name	Contact Company	Duration
Record Sales	+447766992184	Ringing	Mr. Chris Huffman	NASA	00:18

www.gointegrator.com

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v3.0 BULLETIN

Go Wallboard v3.0 has been introduced to include user feedback and experiences provided from previous versions plus the significant feature updates herein.
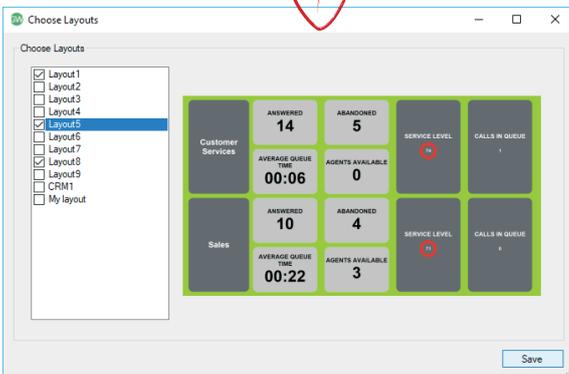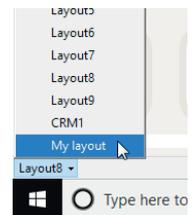
More New Features

Automatic Layout Switching

This option allows the Wallboard view to switch between different layouts at a pre-set interval.

Manual Layout Switching

Introduced in a later version of the previous release but worth mentioning again, this option allows the user to switch a layout without going into the configuration screen.

Layout Selector

The Layout Selector provides a graphical view of each available layout during the configuration stage, making it easier to select the preferred layout(s).
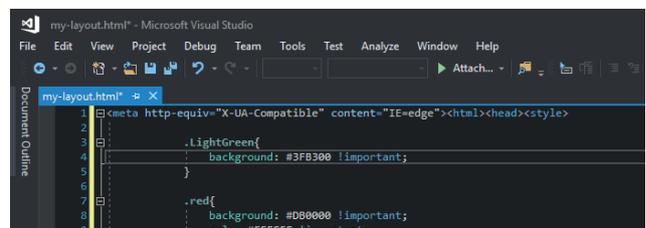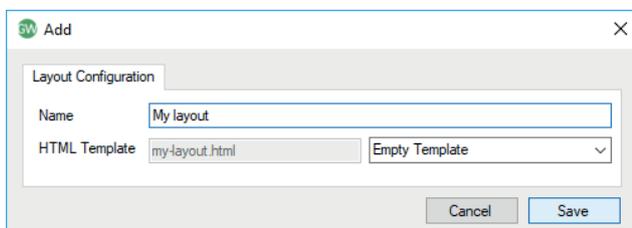
Additional browser connections

The number of simultaneous browser connections allowed to the Wallboard host has been extended from one to five.

x1 **X5**

Customised Layouts

Users familiar with basic HTML programming can now design their own preferred layouts. Sample layouts are provided plus an on-line guide.

Don't forget: we can still write your own preferred layout for a small fee.

New Statistics

Overflow - Total number of calls that have overflowed from a queue.