

## **GO WALLBOARD V3.1**

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## Introduction to version 3.1

This document provides an overview of feature changes and additions made to Go Wallboard version 3.1.

Go Wallboard version 3.1 has been introduced to include user feedback and experiences provided from previous versions. It includes significant feature updates as detailed in this bulletin.

Planned release date: September 2019

## What is Go Wallboard?

Go Wallboard presents both a real time and (with 3.1) historical view of BroadWorks Standard and Premium Call Center agent and queue statistics. For example; calls queuing, agents available, abandoned calls, average queue time, average talk time etc.

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.

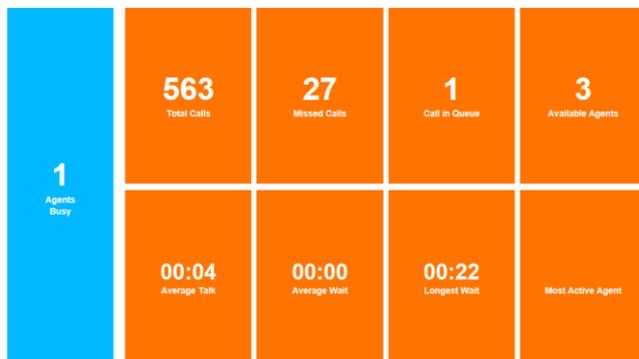


Name	Status	ACD Calls	Outbound	Average ACD Call Time	Average Wrapup
Paul Moxham	Available	93	51	00:00	00:00
Mike Jones	On Call	95	63	00:00	00:00
John Smith	Available	83	60	00:00	00:00
Mike Peters	Available	37	72	00:00	00:00

## New Features

### Historical Stats and Charting

Version 3.1 takes an hourly snapshot of all statistics and writes them to a database that is now shipped with the product. Support for HTML charts has been added which is able to access and chronologically display these stored values. The charts can be embedded into layouts alongside real-time data (see example layouts in this bulletin) and two new example layouts have been added to demonstrate this. More complex layouts can be generated using the new API feature explained below. Seven days of data is stored by default (this is configurable).



AGENT			CALLS		AVERAGE	
NAME	TIME LOGGED IN	STATUS	IN	OUT	AVERAGE CALL TIME	AVERAGE WRAPUP
Toby Moxham		On Call	165	58	00:00	00:00
Mike Smith		Available	156	52	00:00	00:00
John Moxham		Available	161	51	00:00	00:00
Helen Moxham		Available	54	50	00:00	00:00



## Disposition codes statistics

This version also allows call disposition code stats to be displayed. So, for example, the count of codes selected could be displayed by queue and agent. Each Disposition Code is broken down by count of inbound ACD calls, count of outbound ACD Calls and for DNIS number by count of outbound ACD calls.

## HTML layouts

All version 3.1 Layouts are now available in standard HTML. This has the advantage that any layout can be copied and edited by the end user. This is particularly useful if an end customer wants to translate layouts to their preferred language or if a minor modification to the layout or stats displayed is required. Also, if a user has HTML programming skills then completely new layouts can easily be written. Finally, any new custom layout written for an end customer by the Go Wallboard team is easily importable and would not require an upgrade to Go Wallboard.

## Discovery service and Product codes

Version 3.1 introduces Mondago's discovery service and the concept of Product Codes. Product codes are a method of automatically populating certain important information into Go Wallboard (e.g. XSP server address, product name/splash screen for custom branding etc.), making configuration of the product much easier for the end user. When Go Wallboard is first started the user is prompted for a Product Code and, on entry of this, Go Wallboard will query Mondago's cloud-based discovery service and pick up specific pre-defined settings. Typically, this is just the XSP server address meaning the customer only needs to enter the call center supervisor name and password to make a connection. If the user does not have a product code, then a default one is available that exposes the configuration screens just like earlier versions.

## New supported stats

A range of new statistics have been added:

Agent Statistics	
Sign In Time Stamp	Time stamp of when an agent last logged in
Current Call Answer Time Stamp	Time stamp of when an agent's current call was answered
Current Call Time	Duration of an agent's current call
CLI (displayed against agent)	Caller number of an agent's current call
Total ACD Incoming Time	Total duration of an agent's inbound calls
Queue Statistics	
Most Active Agent -All calls	Agent with the most calls made and received (ACD and non ACD)
Abandoned Calls Percent	Percentage of abandoned ACD calls
Disposition Code Description	Disposition code description
Disposition Code	Disposition code (as selected by agent during call or wrap up)
Disposition Code Level	Disposition code level (group or queue)
Disposition Code – Inbound call count	Calls received against disposition code
Disposition Code – Outbound call count	Calls placed against disposition code
Outbound Call Count by DNIS - Name	Name of Call Center DNIS
Outbound Call Count by DNIS – Outbound calls	Count of outbound calls by DNIS
Queue bounced call	Number of bounced calls by queue

## Cloud Support

A username and password are now required before a browser connection can be made to Go Wallboard. This is designed to allow cloud hosting of Go Wallboard.

## Paging between layouts

The F7 and F8 function keys can be used to quickly page between different layouts.

## API and 3<sup>rd</sup> party charting apps

Version 3.1 ships with an API that can be used by third party apps allowing the user to create sophisticated layouts using their preferred tools and applications. This means you could include call center stats in your company dashboard that may also include stats from other systems.

The API is a standard rest API documented using Swagger, making it friendly and easy to use by software developers.

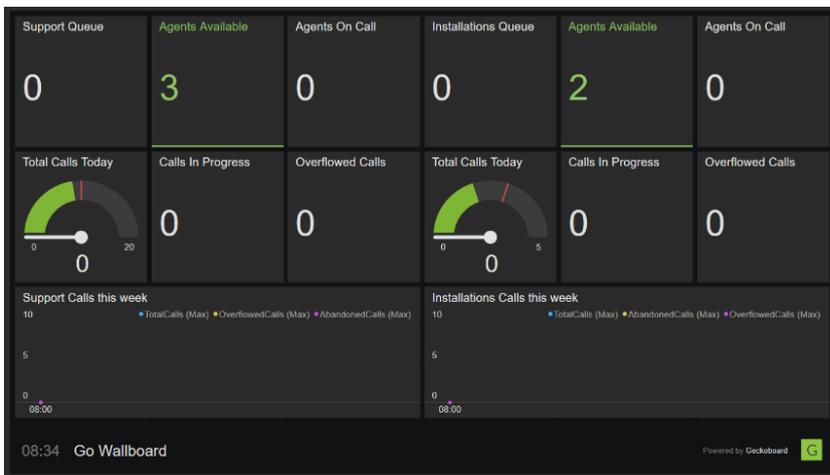
Charting application that can make use of the API include:

Go Wallboard (layouts using the API output can be displayed in Go Wallboard itself)

Chart.js <https://www.chartjs.org/>

GECKOBOARD <https://www.geckoboard.com/>

## Examples with Geckoboard



## Don't forget:

**We can still write your own preferred layout for a small fee**

**You can browse to Go Wallboard from Smart TVs supporting a browser (no need for HDMI cables)**