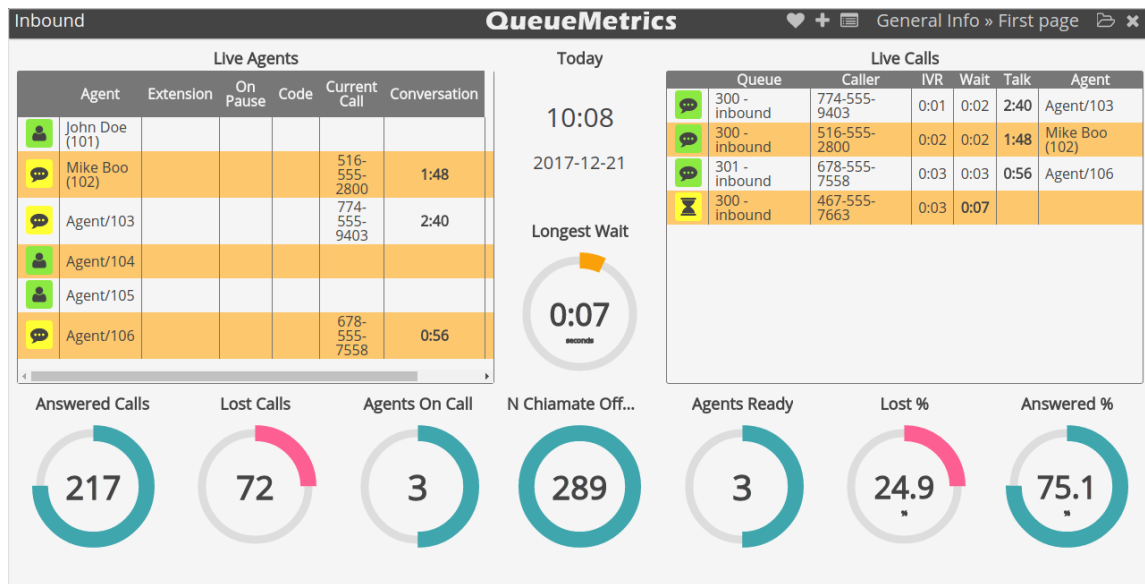


QueueMetrics Wallboard Queue Filtering



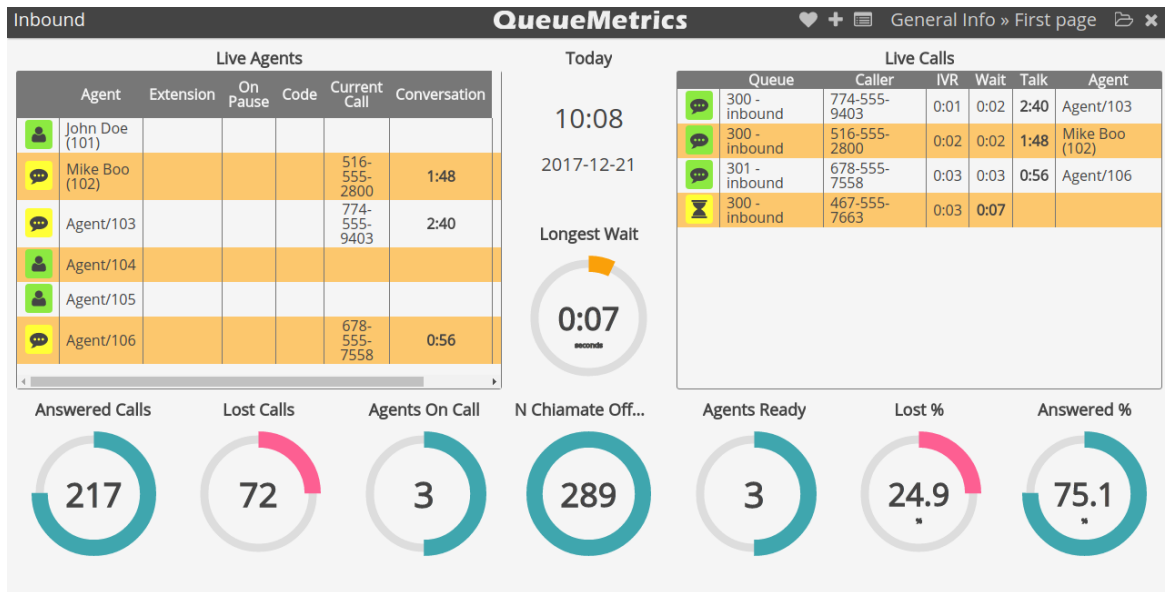
Queue Filtering

Do you ever wish you could create your own custom wallboard to understand at a glance what's going on in your Call Center? Do you need to monitor multiple queues as a single entity, yet maintaining a perception of how the singular queues are doing? If the answer is yes, read on.

QueueMetrics

QueueMetrics is a highly scalable monitoring and reporting suite that addresses the needs of thousands of contact centers worldwide and offers a broad range of integrated benefits like agent productivity monitoring, target measurement, conversion rates tracking, realtime campaign statistics analysis and an easy to use interface. It's available on premise or as a cloud hosted solution service.

QueueMetrics Wallboard



QueueMetrics comes packaged with a customizable wallboard functionality. The wallboard is composed of different widgets that are designed to give you easy to understand information about what's going on in your Call Center. Widgets are draggable, resizable and customizable in color, giving you the possibility of setting custom alarms for certain thresholds.

Queue Filtering

The latest improvement to our wallboard is a very simple yet effective one. When opening a wallboard, you have to specify the queue(s) you want to monitor, by choosing your desired queue in the drop menu at the top of the home page. If you choose a composite queue (a queue composed of two or more queues), the data shown in the wallboard will be an aggregation of data from all the queues that compose the aggregated queue. Now QueueMetrics allows you to filter you widgets by queue, when monitoring an aggregated queue.

Let's say we open the Wallboard selecting the queue "Inbound", which includes the queues 300 and 301.

Queue: 

Report: 

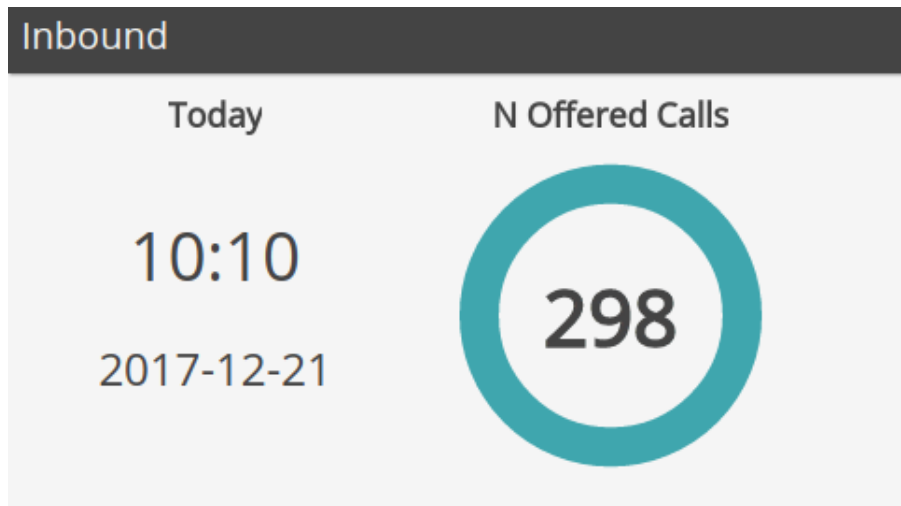
Real-time report

Start realtime monitoring
Start wallboard

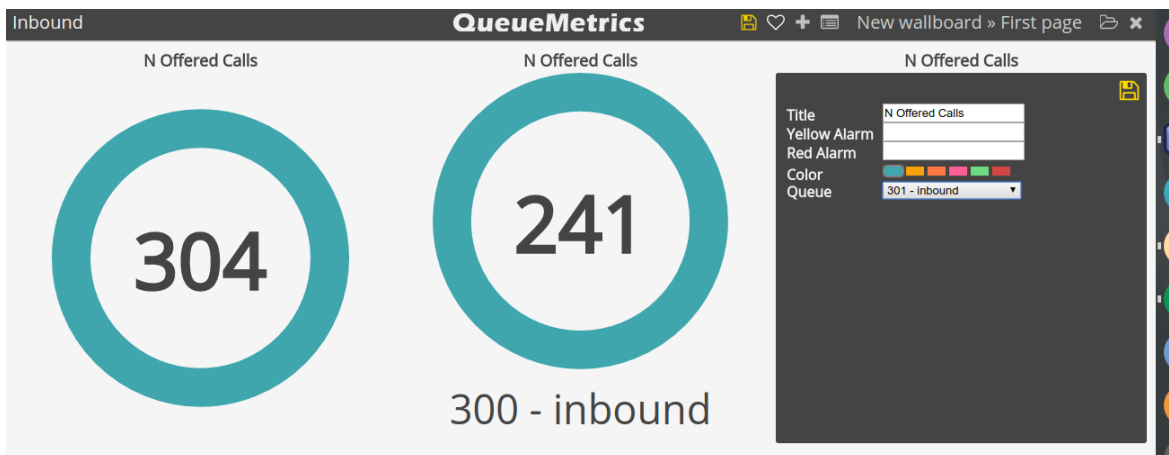
Settings

Reports
Users
Queues

Now we add a new widget, namely one that shows us the total number of offered calls.



As we can see this widget shows us the total number of offered calls on both queue 300 and 301. Now, if I want to also see what's going on on queue 300 and 301 individually I can add another two widgets that are the same as the first one and filter them by queue by changing the "Queue" value in their settings. To open the settings menu of a widget we need to click on the top right icon of a widget.



As we can see is really easy to filter widgets by queue, and it can be very useful in a lot of situations. Almost all widgets can be filtered by queue, including the Live Tables widgets.

The screenshot shows the QueueMetrics dashboard interface. At the top, there's a navigation bar with 'Inbound', 'QueueMetrics', and 'New wallboard » First page'. Below this, the 'Live Agents' section has a control panel with options like 'Pause Yellow Alarm', 'Pause Red Alarm', 'Call Yellow Alarm', 'Call Red Alarm', and 'Queue' (set to '300 - inbound').

The 'Live Calls' section displays a table with columns: Queue, Caller, IVR, Wait, Talk, and Agent.

Queue	Caller	IVR	Wait	Talk	Agent
300 - inbound	613-555-6630	0:03	0:06	2:04	Agent/104
301 - inbound	813-555-2742	0:03	0:03	1:28	Agent/108
301 - inbound	321-555-8120	0:02	0:09		

The 'Live Queues' section displays a table with columns: Direction, Queue, N. Of Agents, Ready, On Pause, Busy, Unknown, Calls Waiting, Agents on Inbound, and Agents on Outbound.

Direction	Queue	N. Of Agents	Ready	On Pause	Busy	Unknown	Calls Waiting	Agents on Inbound	Agents on Outbound
Inbound	Inbound	6	2	0	0	0	1	4	0
Inbound	300 - inbound	4	1	0	0	0	0	3	0
Inbound	301 - inbound	2	1	0	0	0	1	1	0

QueueMetrics References

For more technical information about QueueMetrics call center solution please refer to the [User Manual](#).

Visit www.queuemetrics.com for a 30 days full featured trial.

Attend our [Free Webinars](#) for a live demonstration of QueueMetrics.