

Asterisk Call Center Management using QueueMetrics' Wallboard



In this tutorial we will detail in a step to step fashion, how to create a new QueueMetrics' Wallboard. Since QueueMetrics 17.06 the new Wallboard functionality is available, which allows the user to create, save and edit multiple wallboards to customize their call center monitoring. We will take a look at some of the wallboard editing functionalities by creating a new wallboard, this is achieved by using some of the available monitoring widgets.

Step 1) Open the Wallboard Editing Page.

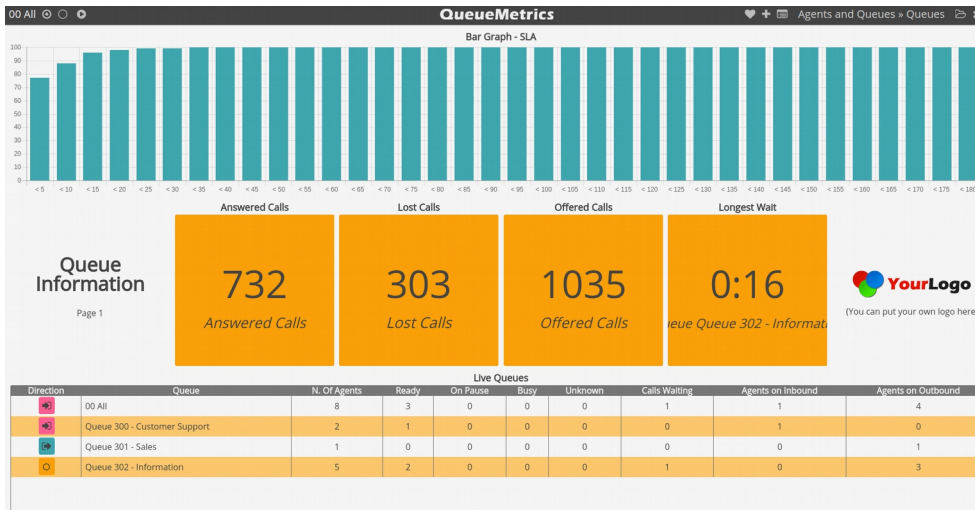
The screenshot shows the QueueMetrics web interface. At the top left is the 'QueueMetrics' logo. To the right is a user profile section with 'YourLogo', 'demoadmin | Administrator', and a set of icons. Below the header is a navigation bar with a 'Home' button. The main content area is divided into several sections:

- Queue:** 00 All
- Report:** Agent_Silver
- Supervision:** No
- Inbound calls:** Show inbound calls for agent demoadmin
- Remote monitoring:** Show current system activity
- Agent report:** Filtered for agent: [dropdown]
- Real-time report:** Start realtime monitoring, Start wallboard
- Quick activity reports:** Today | Yesterday | The day before yesterday | Last day | Last 7 days | Last 30 days | Last 90 days
- Custom report:** Run custom report
- Saved report queries:** test
- Wallboards:** Agents and Queues | General info
- Administrative Tools:** View audit log, Setup Wallboard Data from Asterisk, Sync Asterisk user data from Asterisk MySQL storage information, Agent Awareness manager, Import/Export calls, Edit system parameters, Explore system parameters, System diagnostic tools
- QueueMetrics news:** Lower Tracking of Music-on-Hold, Did you want to keep track of Music-on-Hold in your call-center, but were scared of setting it up? Now you can. Special Deal: Training 50% off. Learn everything about QueueMetrics and get your Certification with a 50% limited time discount. QueueMetrics 16.05 available. QueueMetrics 16.05 now available with new dashboard, improved form page and official Docker image. Introducing WombatQueue 16.06: improved GUI, better performance and easy QueueMetrics integration. Loway awards its Referral Program: You can earn a consistent commission when a referred customer purchases a license or training from Loway.

At the bottom of the page, there is a 'Loway' logo and a small version number '17.06.01 02/16 11:38:51'.

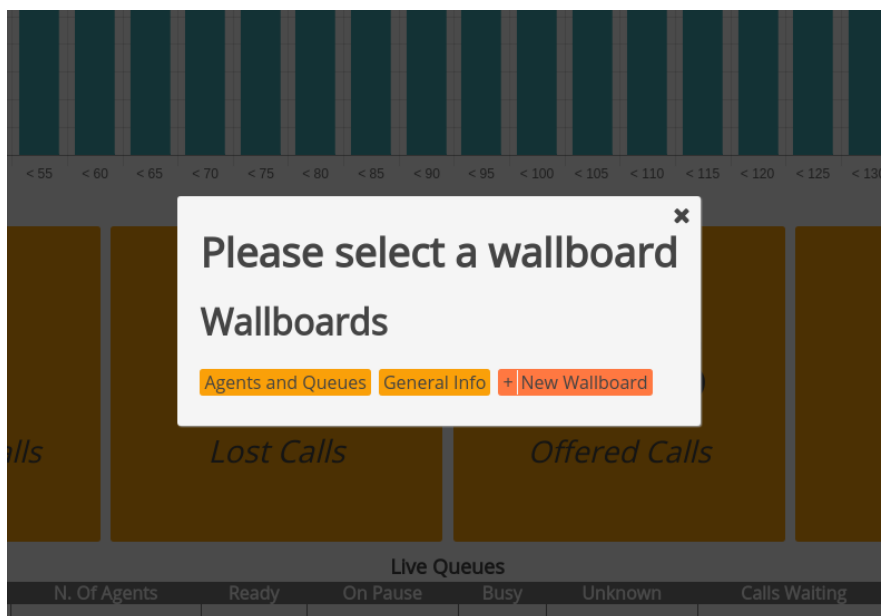
From the QueueMetrics homepage we can see the last section of the second column is named “Wallboards”. There is where the wallboards we create will be saved. In the first section of the second column instead, we can see the “Start Wallboard” button. Let’s click on it.

Step 2) Last Edited Wallboard.



By clicking on “Start Wallboard” we will open the last wallboard we edited. Let’s create a new one from scratch by pressing on the folder icon on the top right.

Step 3) Wallboards Menu



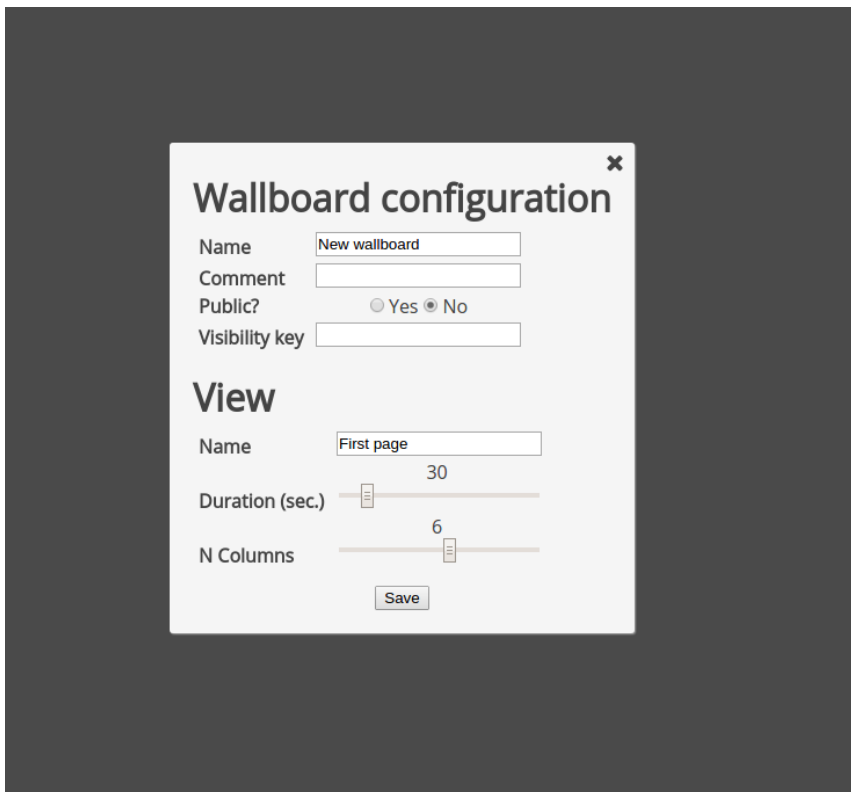
This Icon will open the Wallboards Menu where we can open all the wallboard we created, or create a new one. Let's click on "New Wallboard".

Step 4) Empty Wallboard



When a new Wallboard is created, it contains a single widget, which indicates the current date and time. This is called the Clock widget. Let's check our Wallboard configurations before adding other widgets, to do that click on the Wallboard name in the top right of the screen.

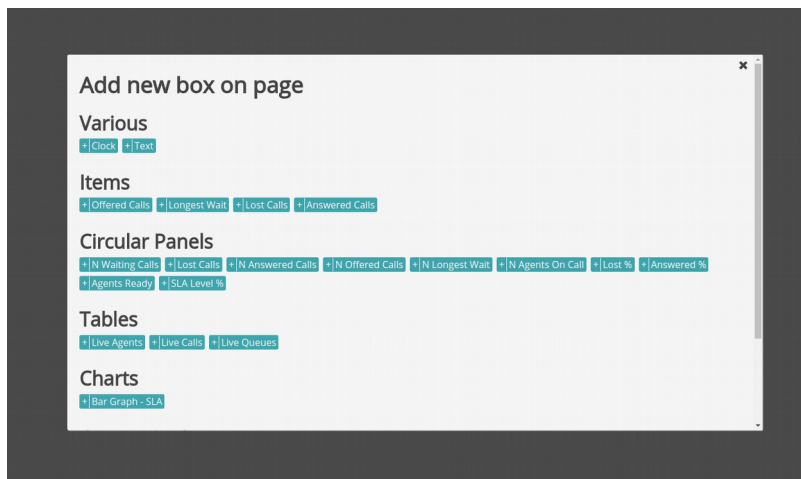
Step 5) Wallboard Configuration



Each Wallboard is composed of different Views. we can think of Views as pages we can sort through. Each Wallboard can be composed of multiple pages and each page can have a duration. If the duration is 20 seconds for example, after 20 seconds the wallboard will switch to the next page and so on. From this menu we can alter the current view's configuration, together with the wallboard's name, visibility key and decide if this wallboard should be public or private.

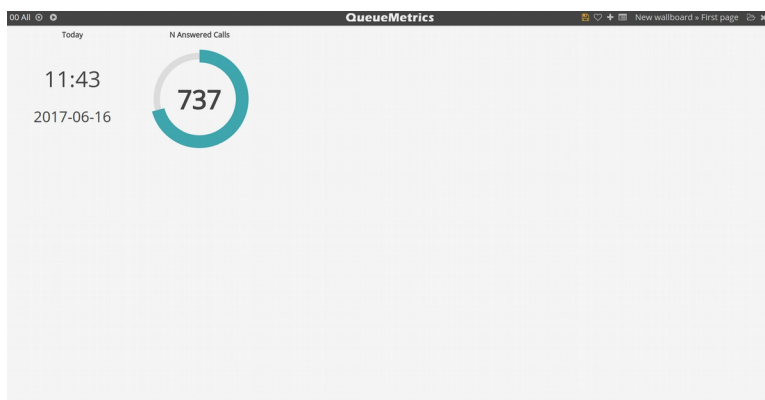
For now let's just return to the empty wallboard and click on the "plus" icon on the top right of the screen.

Step6) Add a new Widget



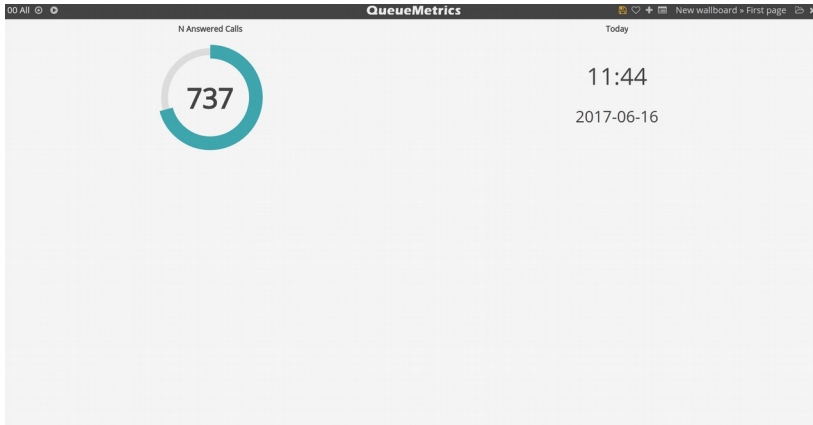
This is the Widget's menu. From here we can choose different widgets to add to our Wallboard. Widgets are divided in categories, based on their appearance. Let's choose "N answered calls" from the "Circular Panel" category.

Step7) Answered Calls



As we can see the widget is now on our Wallboard. This Widget shows the number of Answered calls on the selected queues. the circle is not completely filled because it represents the percentage of answered calls among the total calls that were offered to the queue.

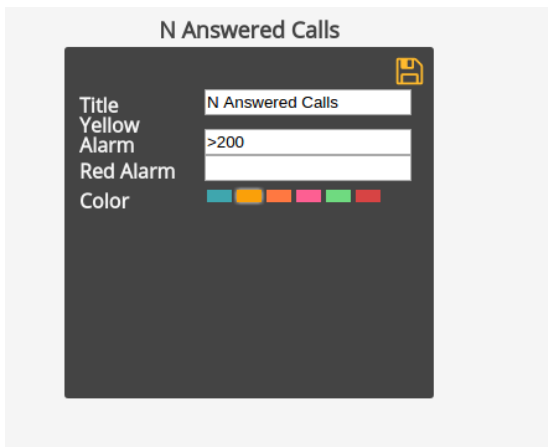
Step8) Save the Wallboard



We can now resize or drag the widget with our mouse. Doing this will trigger the save button on the top right corner of the screen. Click on the save button to save your Wallboard.

Step9) Widget Configuration

If we hover with our mouse on to a widget we can see an icon on the top of right corner of the widget itself. Clicking on that will open the Widget's configuration menu.



From here we can set the widget's title, color and alarms. Alarms are warnings that a widget's value has surpassed a certain threshold. Let's set a yellow alarm for when the widget surpasses 200 answered calls.

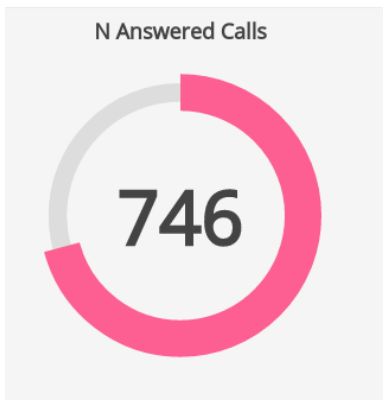
Step 10) Alarms.



As we can see the widget is now yellow, this is because the yellow alarm was triggered by the widget's value surpassing the threshold we set earlier.

Step 11) Change color

From the Widget's configuration menu we can also change the widget's colour, let's set this widget to pink. (Remember to delete any alarms, if an alarm is triggered it overwrites the widget's colour).



Step 12) Add various widgets

Let's now add some other Circular Panels to get comfortable with all the different options.

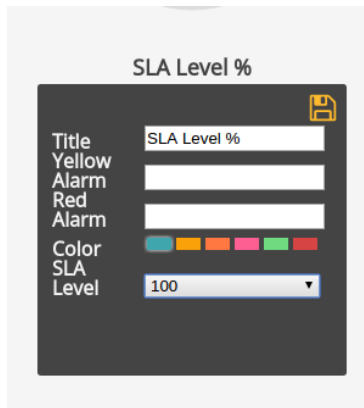


Step 13) Required Configurations



Some widget's will show this big grey icon when they are added to the page. This means that, in order for them to work correctly, they need to be configured first. For example the circular panel "SLA Level %" needs a SLA level to be selected in order to show the correct value. To set the widget open the Widget's Configuration menu.

Step 14) Setting the required Configuration



Once we set the necessary property we can save the widget and it will work.

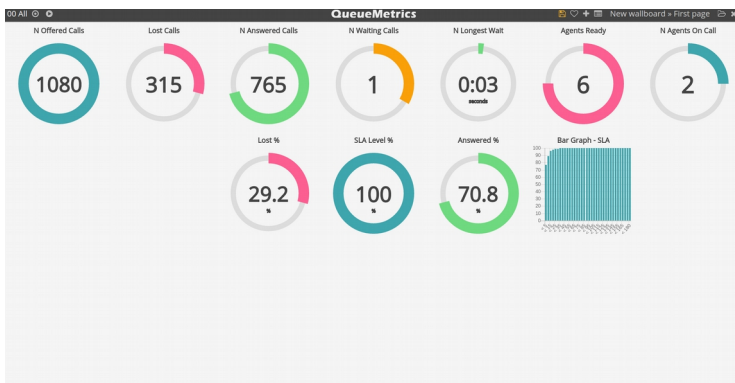
Step 15) Working SLA Level %

Now we can add some more widgets to our wallboard.



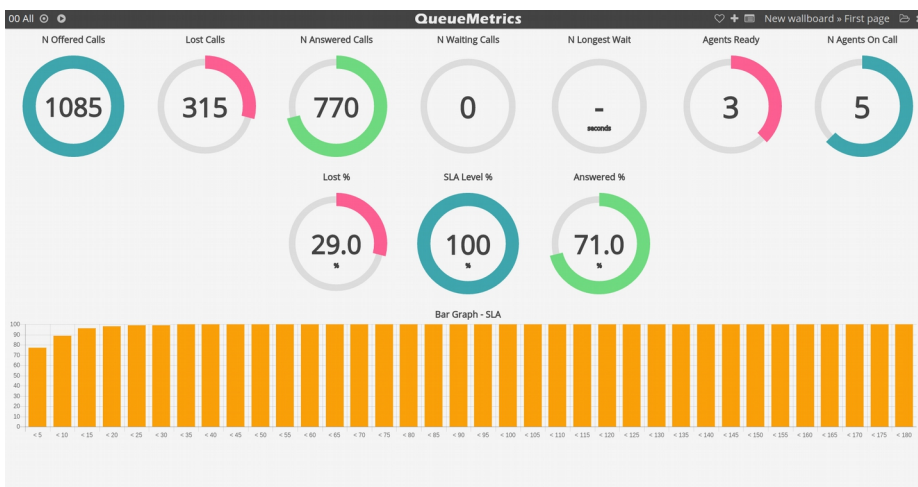
Step 16) Bar Graph - SLA

Let's try adding the "Bar Graph - SLA" widget from the widget's menu.



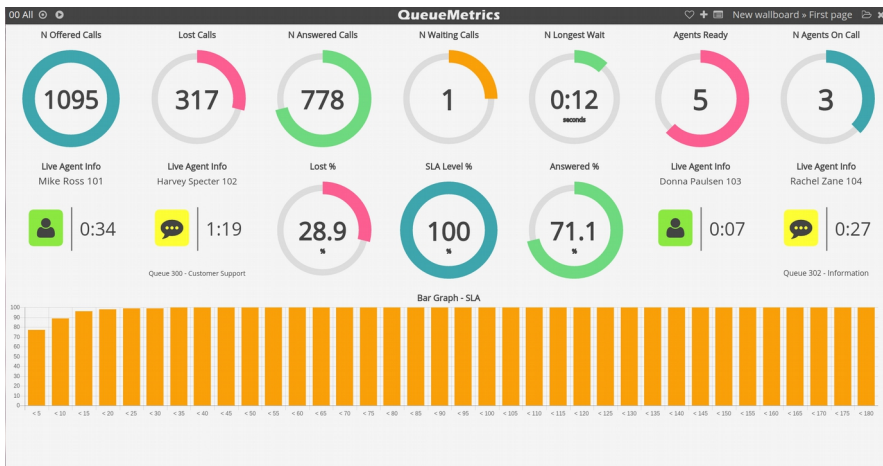
Step 17) Stretching the Graph

We can resize the graph to fully occupy the screen, in order to show all the different bars clearly. We will also change its color to orange.



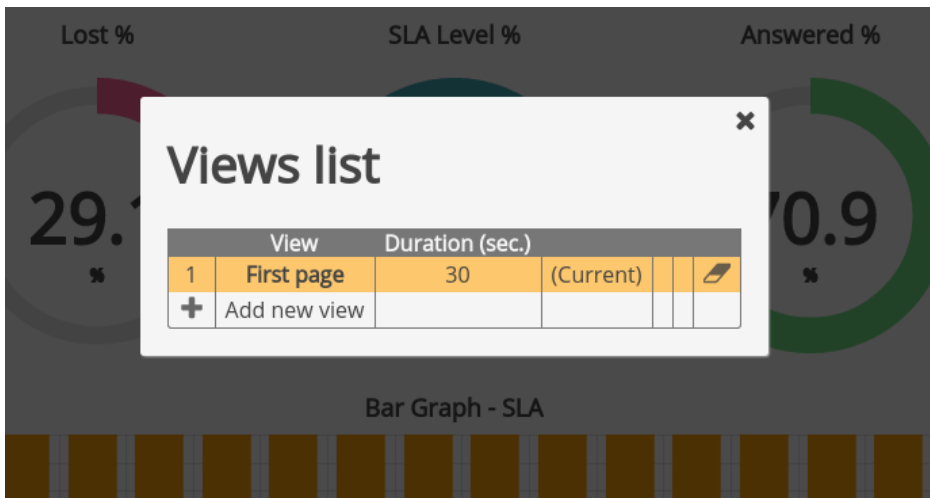
Step 18) Live Agents Info

Now, let's add a new type of widget, the "Live Agent Info" widget from the category "Composite Items". This widget will require manual configuration before working correctly, because it needs an agent to be selected in order to show its status.



Step 19) List Views

Our next step is to add a new view to our Wallboard, in order to be able to cycle between two views in a presentation fashion. To do so, we have to click on the views icon on the top right of the screen, to the right of the Plus Icon.



This will present us with a list of all the views, in this case though it will only show one view.

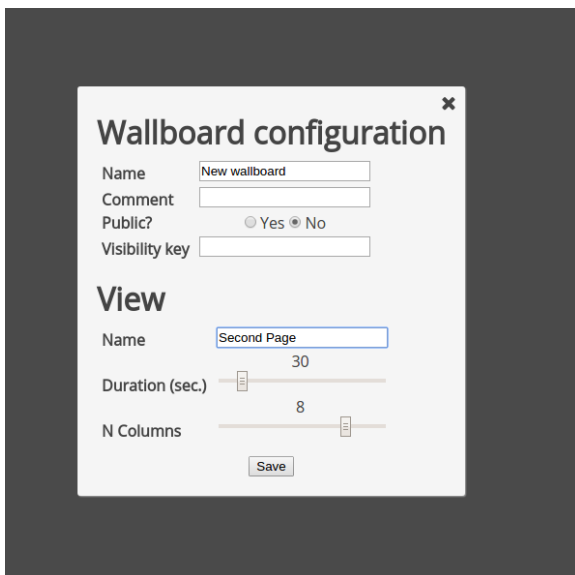
Step 20) Add a new View

If we click on the Plus icon at the bottom of the list we will be presented with a new, empty page of our Wallboard.



Step 21) Change View name

As we said earlier, we can click on the Wallboard's name at the top right of the screen to change the settings of the current view. From here we can change the View's name to "Second Page".



Step 22) Live Calls table

We will now try out the "Table" widgets. Let's go to the widget's menu and select the "Live Calls" widget.

Live Calls						
	Queue	Caller	IVR	Wait	Talk	Agent
	Queue 300 - Customer Support	273-555-5064	0:02	0:03	1:59	Louis Litt 106
	Queue 301 - Sales	462-555-4029	0:02	0:02	1:06	Harold Gunderson 108
	Queue 302 - Information	870-555-3003	0:01	0:05	0:49	Katrina Bennet 107
	Queue 300 - Customer Support	208-555-6121	0:01	0:01	0:52	Mike Ross 101
	Queue 302 - Information	869-555-1496	0:01	0:02	0:39	Rachel Zane 104

This table shows all the ongoing calls on the selected queues. We can see the status of the call as well as other information, such as the Queue, the caller, how much time the call spent in IVR or Waiting, the talk duration and the agent that answered the call.

Step 23) Live Queues Table

Let's go back to the widget's menu and add the "Live Queues" widget.

Live Queues									
Direction	Queue	N. Of Agents	Ready	On Pause	Busy	Unknown	Calls Waiting	Agents on Inbound	Agents on Outbound
	00 All	8	2	0	0	0	0	3	3
	Queue 300 - Customer Support	5	2	0	0	0	0	3	0
	Queue 301 - Sales	1	0	0	0	0	0	0	1
	Queue 302 - Information	2	0	0	0	0	0	0	2

Similarly to the previous widget, this table shows all the information regarding the queues we selected. Only active queues will be shown. We can see information regarding the name of the queues, the number of agents on them, and how many agents are in different statuses.

Step 24) Live Agents Table

The last Table widget is the "Live Agents Table".

As for the previous two tables, this widget shows all the information regarding the various agents logged in on our queues.

Live Agents						
Agent	Extension	On Pause	Code	Current Call	Conversation	Last Completed Call
	Mike Ross 101					11:57:54
	Harvey Specter 102			724-555-3118	0:43	11:56:24
	Donna Paulsen 103			719-555-1497	1:17	11:55:05
	Rachel Zane 104					11:58:15
	Jessica Pearson 105			287-555-4088	1:42	11:56:20
	Louis Litt 106					11:54:35
	Katrina Bennet 107			870-555-3003	1:57	11:54:56
	Harold Gunderson 108			462-555-4029	2:14	11:46:31

From here, we can check the agent status, the extension they are using, their pause codes, the current calls, conversation times and the time of their last completed call.

Step 25) Wallboard Complete

Now our wallboard is complete. Remember that it is composed of two different views and that you can cycle between them automatically by pressing the “Play” button at the top left of the screen. If you want to manually switch between views you can click on the “Circle” icons on the top right of the screen. Each circle represents a view and the full circle is the view you are currently viewing.

Queue							Caller		IVR	Wait	Talk	Agent
Queue 301 - Sales							462-555-4029	0:02	0:02	2:30	Harold Gunderson 108	
Queue 302 - Information							870-555-3003	0:01	0:05	2:13	Katrina Bennet 107	
Queue 300 - Customer Support							287-555-4088	0:02	0:05	1:58	Jessica Pearson 105	
Queue 300 - Customer Support							719-555-1497	0:02	0:03	1:33	Donna Paulsen 103	
Queue 300 - Customer Support							603-555-2166	0:01	0:08	0:22	Louis Litt 106	

Live Queues									
Direction	Queue	N. Of Agents	Ready	On Pause	Busy	Unknown	Calls Waiting	Agents on Inbound	Agents on Outbound
00 All		8	3	0	0	0	2	3	2
Queue 300 - Customer Support		5	2	0	0	0	1	3	0
Queue 301 - Sales		1	0	0	0	0	0	0	1
Queue 302 - Information		2	1	0	0	0	1	0	1

Live Agents						
Agent	Extension	On Pause	Code	Current Call	Conversation	Last Completed Call
Mike Ross 101						11:58:25
Harvey Specter 102						11:58:23
Donna Paulsen 103				719-555-1497	1:33	11:55:05
Rachel Zane 104						11:58:15
Jessica Pearson 105				287-555-4088	1:58	11:56:20
Louis Litt 106				603-555-2166	0:22	11:54:35
Katrina Bennet 107				870-555-3003	2:13	11:54:56
Harold Gunderson 108				462-555-4029	2:30	11:46:31

Try free QueueMetrics and the new Wallboard today. Visit www.queuemetrics.com for a trial.