Wallboard

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Navigate to **Reporting > Wallboard**.

Wallboards allow call center managers to display real-time call center statistics based on selected criteria. Wallboards are commonly used as a dashboard to inform managers and agents of real-time call data. Cumulative statistics shown on a Wallboard are calculated daily and reset at 12:00AM.

Kerauno offers two types of Wallboards, Ring Group and Global. Refer to the appropriate section below to create each type of Wallboard.

Note: Wallboards are not saved within Kerauno. Once a Wallboard is generated, a link is provided. However, to edit the data displayed on a Wallboard, a new Wallboard must be created.

Main Menu:

Create a Ring Group Wallboard

A Ring Group Wallboard provides in-depth metrics and analytics for a single Ring Group. Metrics include:

• Calls waiting in queue (on hold)

• Answered calls

• Agents available and number logged in

- Abandoned calls

- SLA compliance statistics

- Min/max/average calls per hour

- Min/max/average hold times

Click Ring Group from the **Type** drop-down menu. Select the desired **Ring Group** to include and click **OK**. Click **Get Wallboard** once criteria is selected.
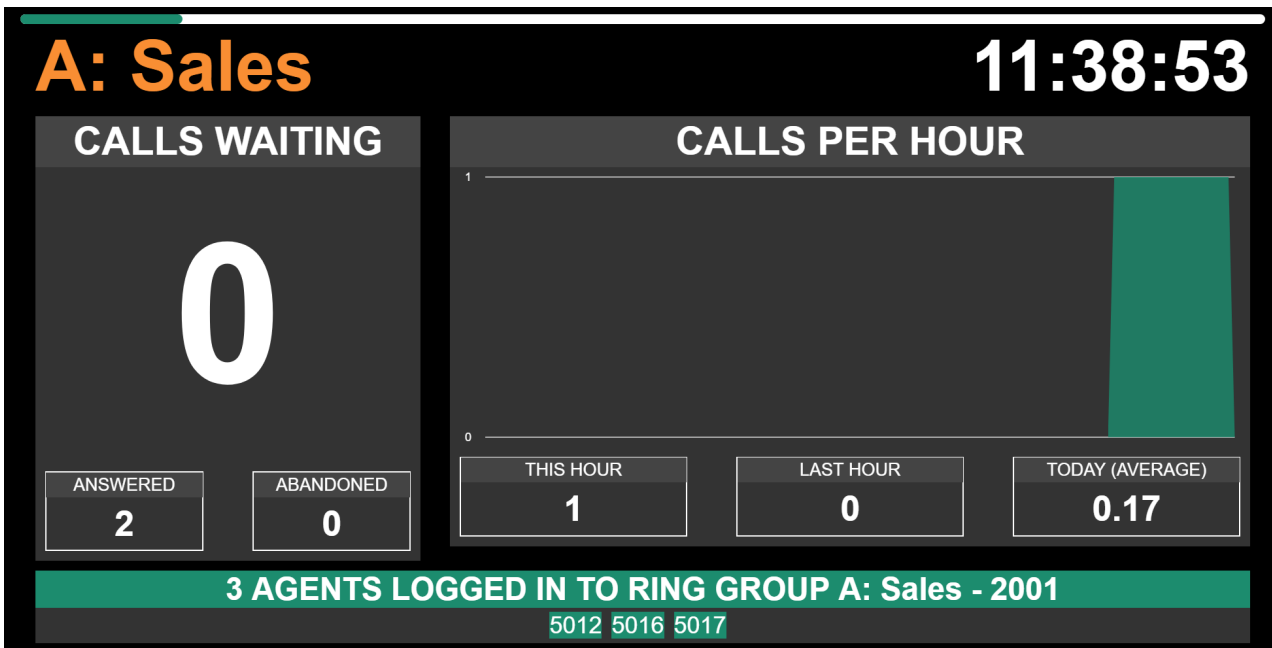

View Wallboard

A list of generated links displays to access the reports individually within the Wallboard. Click any of the provided links to view the specific Wallboard report.

Click the first link labeled **Rotate Board** to view all metrics on a single board that rotates through all four reports every 10 seconds. Bookmark these links for easy access in the future.

Create a Global Wallboard

A Global Wallboard provides a brief overview of multiple Ring Groups across the organization. Metrics include:

- Agent log-in activity and associated Ring Groups

- Date/Time of last call and answering agent

- Calls Waiting to be answered (on hold)

- Max Hold Time

- Average Calls per Hour

- Abandoned Calls

- Ring Group with the highest Hold Time

Click Global Wallboard from the **Type** drop-down menu. Select the desired **Ring Group(s)** to include and click **OK**. Click **Get Wallboards** once criteria is selected.

View Wallboard

A generated link displays to access the Wallboard. Click the link to view the Wallboard. Bookmark the link for easy access in the future.

Links:

Links to Wallboards

| Global Wallboard Link | https://kerauno/wallboard/wallboard/globalwallboard?ringgroup=2001,2002 |

Using Wallboards

Wallboard tabs can be projected or shared to a display in a communal area,

allowing agents and managers to view the data.

Call Center Managers can also keep a Wallboard browser up throughout the day; allowing them to quickly address issues as they occur.