

# 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:



The screenshot shows a web interface for creating a wallboard. At the top, there is a header bar with a house icon and the text 'WALLBOARD'. Below this, the word 'Wallboard' is displayed in blue. Underneath, there is a label 'Type:' followed by a dropdown menu. The dropdown menu currently shows the text '-- Select Type --' and a small downward-pointing arrow on the right side.

## 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.

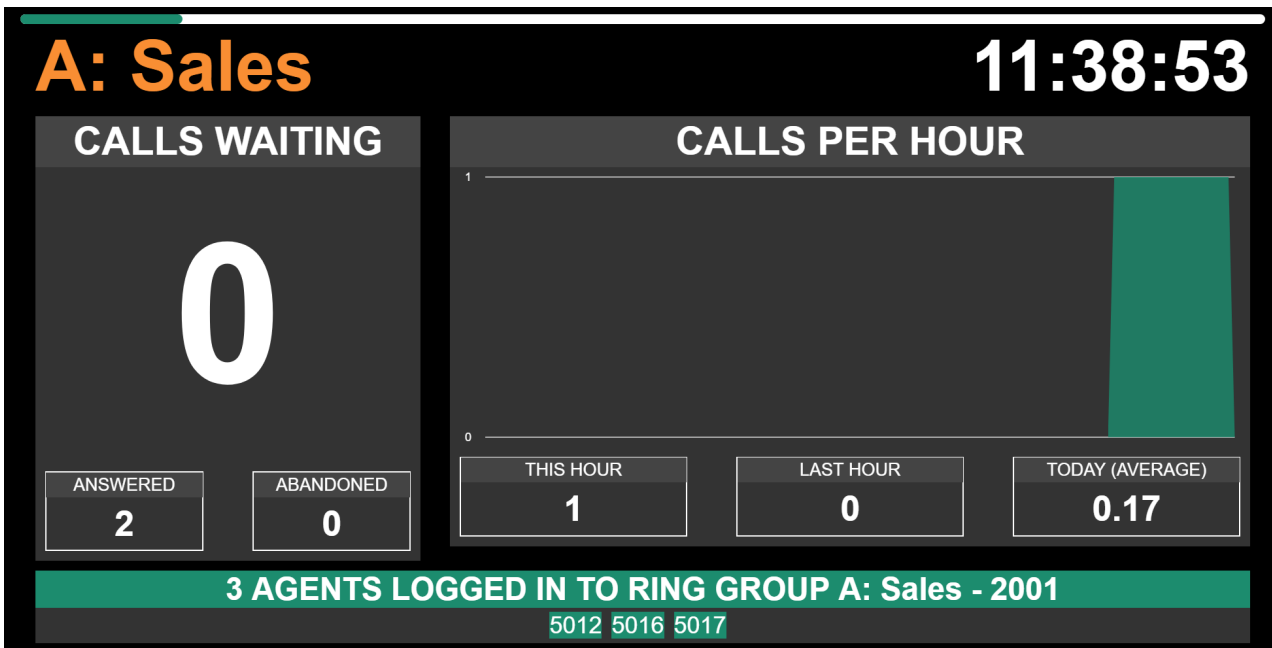
## View Wallboard

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.

Links:

Links to Wallboards	
Rotate Board (CPH+SLA+Hold+Abandoned)	<a href="https://kerauno/wallboard/wallboard?ringgroup=2001&amp;display=rotate">https://kerauno/wallboard/wallboard?ringgroup=2001&amp;display=rotate</a>
CPH Board (Calls Per Hour)	<a href="https://kerauno/wallboard/wallboard?ringgroup=2001&amp;display=cph">https://kerauno/wallboard/wallboard?ringgroup=2001&amp;display=cph</a>
SLA Board (Service Level Agreement)	<a href="https://kerauno/wallboard/wallboard?ringgroup=2001&amp;display=sla">https://kerauno/wallboard/wallboard?ringgroup=2001&amp;display=sla</a>
Hold Times Board	<a href="https://kerauno/wallboard/wallboard?ringgroup=2001&amp;display=hold">https://kerauno/wallboard/wallboard?ringgroup=2001&amp;display=hold</a>
Abandoned Calls Board	<a href="https://kerauno/wallboard/wallboard?ringgroup=2001&amp;display=abandon">https://kerauno/wallboard/wallboard?ringgroup=2001&amp;display=abandon</a>



## 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.

Type:

Global Wallboard

Ring Groups:

Select Ring Group(s): 2001

Get Wallboard

## 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>

**Global Wallboard** 11:28:23

**Longest Hold Time Ring Group**  
A: Sales 2001

**0 :08**

**Agents**

Agent	Ring Group	Last Call
5012 Molly Samuels	2001	11:29:14 AM
5016 George Walls	2001	N/A
5017 Cassie Mercer	2001	N/A

**Summary Metrics:**

- Calls Waiting:** 0
- Maximum Hold:** :08
- CPH:** 0.08
- AVERAGE ABANDONS PER HOUR:** 0.00

Name	Calls Waiting	Max Hold	CPH	Abandoned
A: Sales	0	:08	0.08	0.00

## 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.