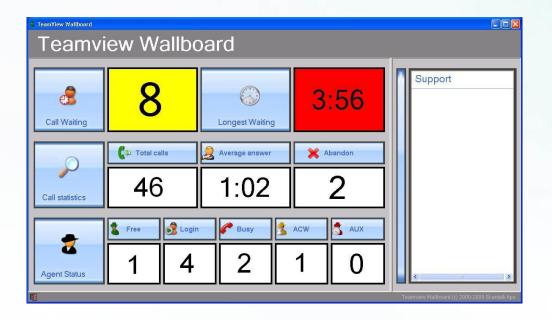


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# TeamView<sup>®</sup> Wallboard

For AVAYA AURA

## TeamView<sup>®</sup> Wallboard



TeamView<sup>®</sup> WallBoard receives all data from TeamView<sup>®</sup> WallBoard Server, which continously retrieves data from the switch. TeamView<sup>®</sup> WallBoard Server also accumulate data for statistics.

TeamView<sup>®</sup> WallBoard provides a snapshot of how the quantity of tasks matched to the currently available resources, and indicate as such constant when agreed limits for service-level is exceeded.

Wallboard Options		
Settings Display Schedule		
Display Cloons shows	Warning and Colors	]
<ul> <li>Talkstate</li> </ul>	Calls waiting	1 2
<ul> <li>Agentstate</li> </ul>	Longest wait time	5 10
	🔽 Average answer time	6 12
	🗹 Abandon	3 4
	Warning Color	
	Alerting Color	
	<u></u>	
	ОК	Cancel
/	ζ	

Teamv	iew Wallb	oard		
Call Waiting	8	Longest Waiting	3:56	Support Peter Auto In Lars ACW Amanda Auto In Paul - Sugan AUX
	📢 Total calls	2 Average anower	X Abandon	Ole Autoin Michael -
Call statistics	15	1:02	8	
2	💲 Free	in 🧨 Busy 🔮	ACW 👌 AUX	
Agent Status	3 9	4	2 1	

There may be added two levels for exceeding respectively queue, longest wait time, average waiting times and lost calls. Exceeding the limits leads to background color change in the respective fields

Colors can be customized.

The statistical module of the TeamView<sup>®</sup> Wallboard (Report Manager) offers two reports.

Report	<		ар	ril 2	010		>
Calls	ma	ti	on	to	fr	ø	SØ
III VDN Calls report	29	30	31	1	2	3	4
iiii von edila iepon	5	6	7	8	9	10	11
Service Level	12	13	14	15	16	17	18
Service Level	19	20	21	22	23	24	25
III VDN Service Level report	26	27	28	29	30	1	2 9
IIII ADIA SEIVICE LEVELIEDOIL	3	4	5	6	7	8	.9
	🔲 I dag: 15-11-2010						
	VDN	Star	t [	1600	1		
	VDN End 1600					-	

#### Calls report

- number of calls

- number of lost calls
- number of answered calls
- avg. waiting time before calls are answered

#### Service level (half-hourly statistics)

- number of calls
- number of lost calls
- number of answered calls
- queue/wait. time divided into 6 levels (15 sec./level).

### Calls

VDN: 1600	Total	Lost	Answered	AvgWait	
29-04-2010 09:00:00	49	7	28	5:33	
29-04-2010 09:30:00	36	12	18	8:55	
29-04-2010 10:00:00	63	28	35	4:52	
29-04-2010 10:30:00	49	7	49	4:29	
29-04-2010 11:00:00	14	0	14	1:37	
29-04-2010 11:30:00	63	28	35	7:26	
29-04-2010 12:00:00	14	7	7	1:42	
29-04-2010 12:30:00	35	7	28	1:13	
29-04-2010 13:00:00	63	0	49	5:39	
29-04-2010 13:30:00	56	14	56	15:32	
29-04-2010 14:00:00	78	18	60	7:46	
29-04-2010 14:30:00	70	21	42	11:5	
29-04-2010 15:00:00	56	14	49	4:4	
29-04-2010 15:30:00	42	0	42	3:20	
29-04-2010 16:00:00	42	21	21	2:56	
29-04-2010 16:30:00	42	7	35	2:4	
29-04-2010 17:00:00	35	21	14	4:38	
29-04-2010 17:30:00	6	0	6	0:17	
29-04-2010 18:00:00	7	0	7	0:19	
29-04-2010 18:30:00	14	7	7	0:22	
29-04-2010 19:00:00	0	0	0	0:00	
29-04-2010 19:30:00	14	0	14	3:09	
29-04-2010 20:00:00	0	0	0	0:00	
29-04-2010 20:30:00	0	0	0	0:00	
29-04-2010 21:00:00	0	0	0	0:00	
29-04-2010 21:30:00	0	0	0	0:00	
29-04-2010 22:00:00	28	7	14	1:46	
29-04-2010 22:30:00	7	0	14	1:03	
29-04-2010 23:00:00	0	0	0	0:00	
29-04-2010 23:30:00	0	0	0	0:00	
VDN: 1600	883	226	644	3:58	

#### Service level

VDN:	1600	Total	Lost	Ans	0 - 15	16 - 30	31 - 45	46 - 60	61 - 75	76 . ??
	30-04-2010 00:00:00	0	0	0	0	0	0	0	0	0
	30-04-2010 00:30:00	0	0	0	0	0	0	0	0	0
	30-04-2010 01:00:00	0	0	0	0	0	0	0	0	0
	30-04-2010 01:30:00	7	0	1	0	7	0	0	0	0
	30-04-2010 02:00:00	0	0	0	0	0	0	0	0	0
	30-04-2010 02:30:00	0	0	0	0	0	0	0	0	0
	30-04-2010 03:00:00	0	0	0	0	0	0	0	0	0
	30-04-2010 03:30:00	0	0	0	0	0	0	0	0	0
	30-04-2010 04:00:00	6	0	1	0	6	0	0	0	0
	30-04-2010 04:30:00	0	0	0	0	0	0	0	0	0
	30-04-2010 05:00:00	0	0	0	0	0	0	0	0	0
	30-04-2010 05:30:00	0	0	0	0	0	0	0	0	0
	30-04-2010 06:00:00	0	0	0	0	0	0	0	0	0
	30-04-2010 06:30:00	7	0	1	0	7	0	0	0	0
	30-04-2010 07:00:00	0	0	0	0	0	0	0	0	0
	30-04-2010 07:30:00	0	0	0	0	0	0	0	0	0
	30-04-2010 08:00:00	14	0	2	0	14	0	0	0	0
	30-04-2010 08:30:00	35	14	3	0	21	0	0	0	0
	30-04-2010 09:00:00	77	7	10	0	49	14	0	0	7
	4000	146	21	125	0	104	14	0	0	7
VDN:	1600	100	14	86	0	83	11	0	0	6