TeamView® Wallboard
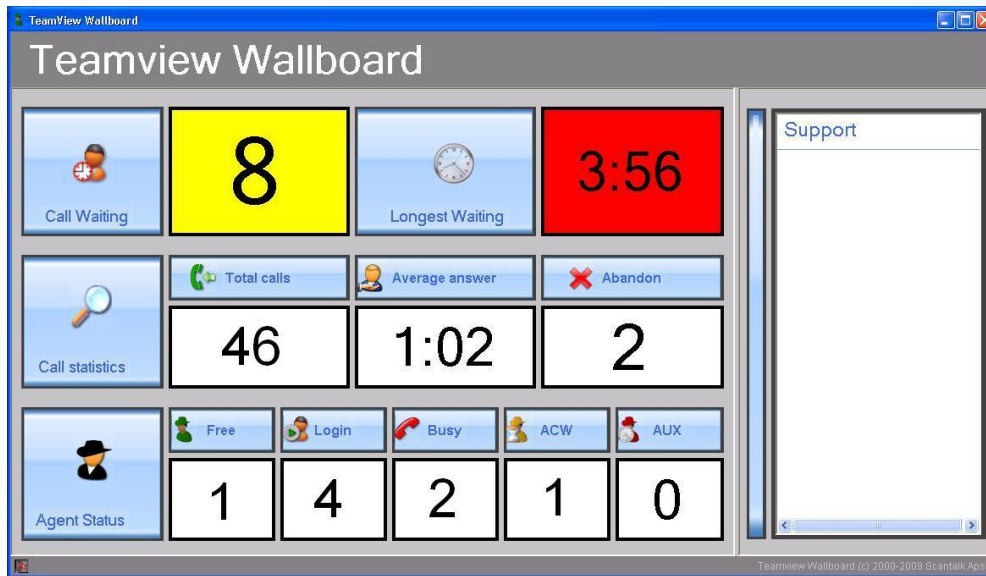
For AVAYA AURA

TeamView® Wallboard


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

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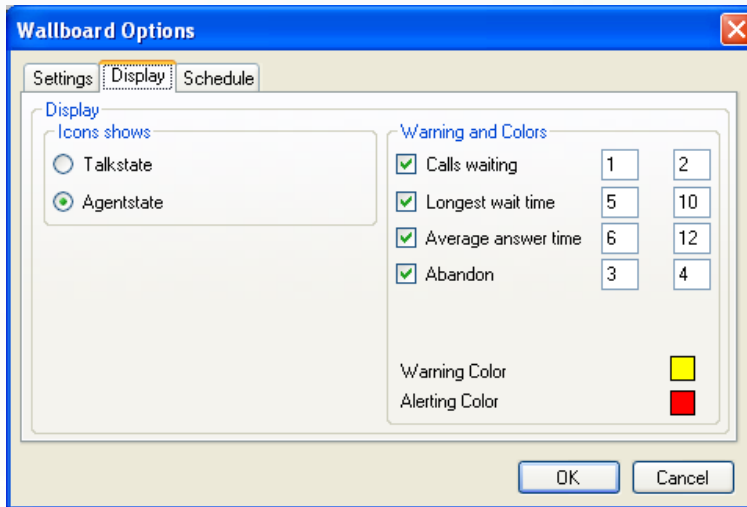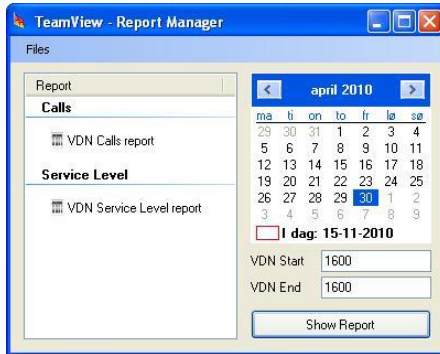
There may be added two levels for exceeding respectively queue, longest wait time, average waiting times and lost calls.
Exceeding the limits leads to background color change in the respective fields

Colors can be customized.
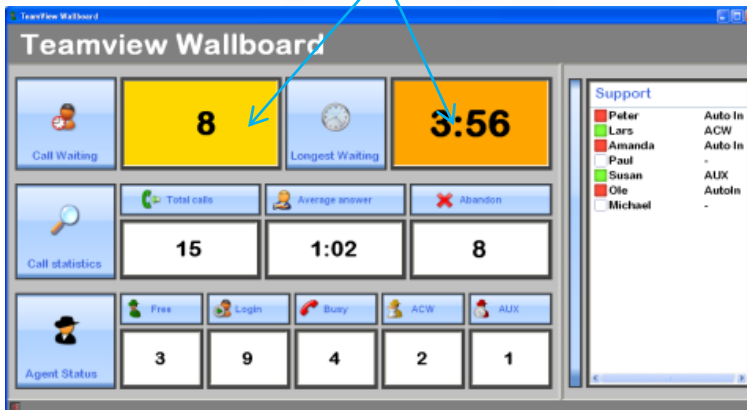
The statistical module of the TeamView® Wallboard (Report Manager) offers two reports.

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	11:58
29-04-2010 15:00:00	56	14	49	4:42
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	2:46
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
	146	21	125	0	104	14	0	0	7
VDN: 1600	100	14	86	0	83	11	0	0	6