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2Ring Dashboards & Wallboards (DW) – Added Value for Contact Centers

 **2Ring Dashboards & Wallboards offers unparalleled flexibility and usability for both on-premises and cloud-based contact center solutions** 

Self-Hosted Option	2Ring Cloud Option
Supporting all Cisco platforms (UCCX, UCCE, PCCE, WebexCC), SQL DBs, and ServiceNow.	Supporting Amazon Connect, CXone, Five9, Genesys Cloud, WebexCC, and ServiceNow.
To learn more visit: 2Ring.com/DW	Visit: 2Ring.com/WallboardsForTheCloud

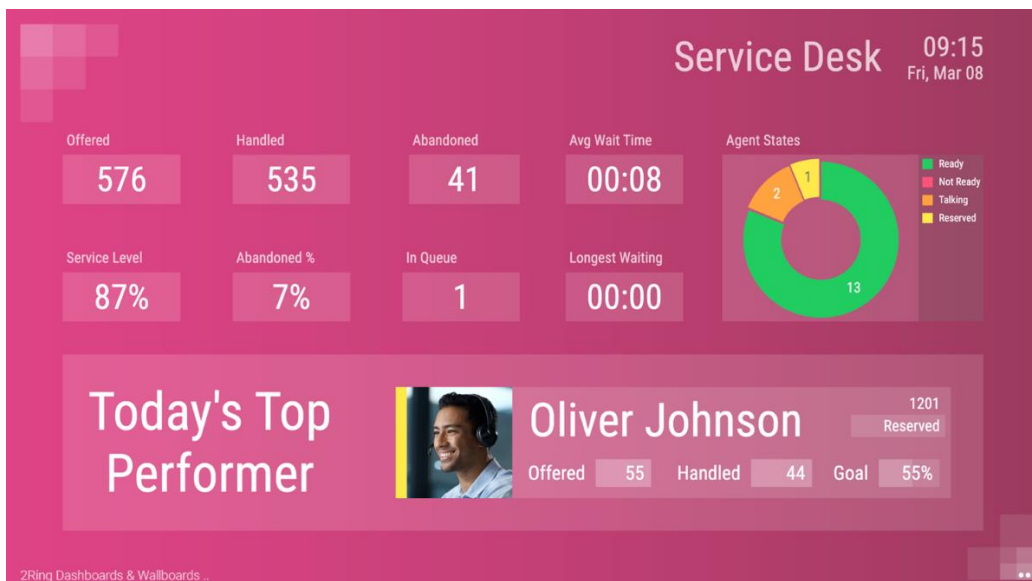
Adaptability Across Environments

Enhance your data visualization and alerting capabilities with the unmatched flexibility of 2Ring Dashboards & Wallboards. Minimizes disruptions and training efforts via our unified and scalable solution that is ready to meet your evolving requirements by supporting many of the major data sources and contact center platforms.

All the supported data sources are listed above in the table, but it is also possible to combine both approaches (Self-Hosted and Cloud). Self-hosting customers can integrate diverse data sources, including internal SQL databases, proprietary contact centers, but they also have the option to add 2Ring Cloud subscription and thus also benefit from cloud-based layouts with data coming from Amazon Connect, Five9, CXone, Genesys Cloud, and Webex Contact Center platforms. 2Ring Dashboards & Wallboards enables organizations to maintain their existing infrastructure while gradually transitioning to cloud-based solutions, making self-hosted DW an ideal choice for the initial migration phase, especially when the entire organization may not yet be ready for a complete transition to the cloud.

Bring Real-time Data Anywhere

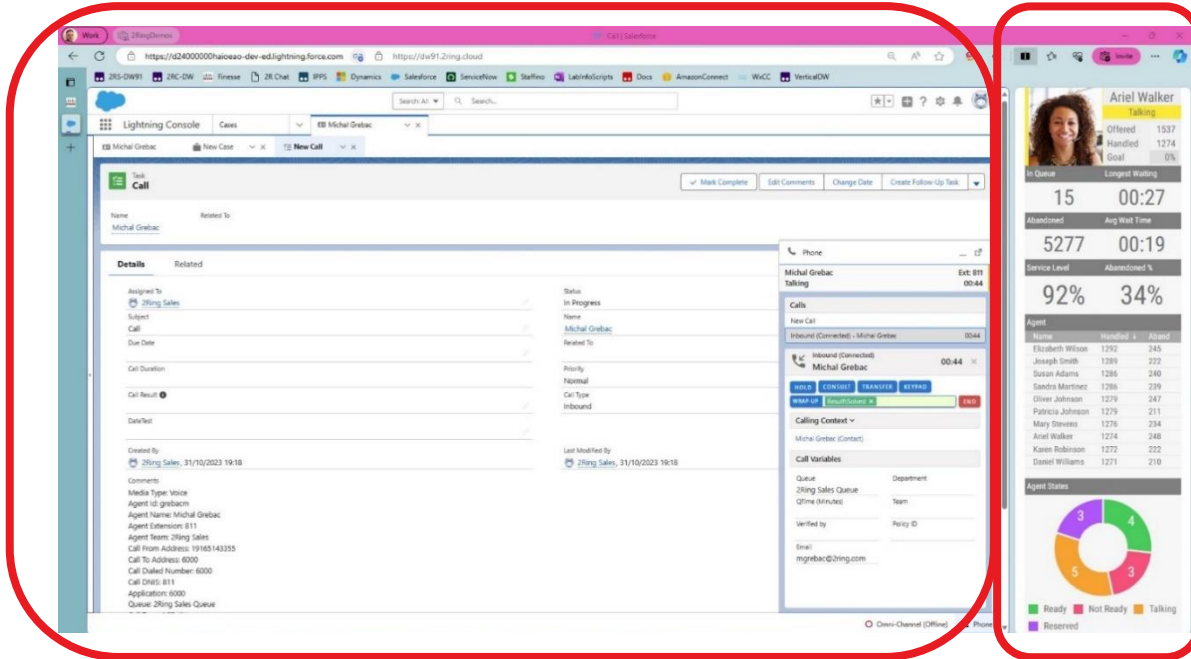
2Ring web-based dashboards effortlessly blend into your workflow, whether showcased on expansive screens, digital signage devices within web-based applications, via the split tab feature in MS Edge, or accessible on mobile and tablet devices. Offering integration possibilities with collaboration tools such as MS Teams and Cisco Webex, accessing vital data has never been more seamless.



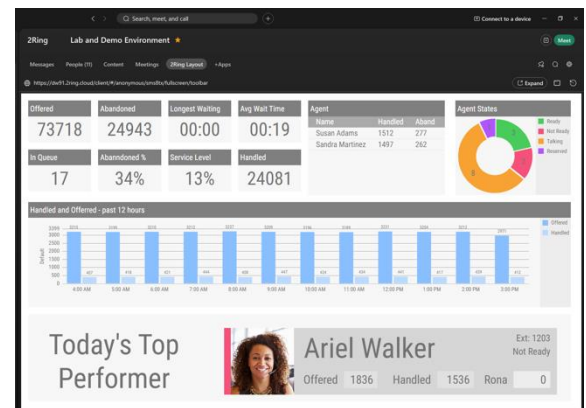
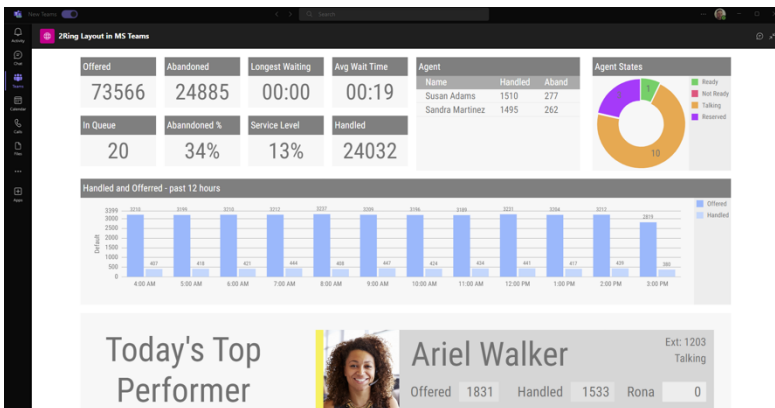
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- **Desktop Integration:** Seamlessly integrate dashboards within the desktop environment of agents and supervisors. Either by embedding layouts inside of Agent and Supervisors desktops, or next to their main application (contact 2Ring for options for your specific contact center platform and browser).



- **Floating Window:** Keep critical information readily accessible to agents and supervisors by utilizing a floating window that stays on top of all applications they use. (Refer to the 2Ring Power Tool section a few pages below to learn more).
- **Collaboration Platform Integration:** Embed dashboards directly within MS Teams channels and Cisco Webex spaces, facilitating easy access and collaboration among team members.



- **Anonymous Access Permalink:** Optionally, dashboards can be accessed and viewed via an anonymous access permalink, restricted to a pre-defined set of IP address ranges.
- **Mobile and Tablet Access:** Access dashboards conveniently from mobile and tablet devices using just a web browser.

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Harness Data from Multiple Sources:

2Ring Dashboards & Wallboards (DW) offers robust data integration capabilities for both on-premises and cloud-based contact center solutions. Regardless of the deployment model, DW seamlessly integrates with various data sources, enabling comprehensive views and insights.

If self-hosted, 2Ring Dashboards & Wallboards supports the following data sources:

- Cisco [UCCX](#), UCCX CTI, [UCCE \(incl. PCCE\)](#).
- Cisco [Finesse API](#) for real-time information on agent states
- Cisco [CUCM/Call Manager](#) for real-time statistics on hunt groups and agent status
- Cisco [Unity](#) for mailbox voicemail count
- Cisco [Webex CC](#)
- Salesforce (limited to displaying dashboards built in Salesforce)
- [ServiceNow](#) with [layout examples](#) available
- [Generic SQL Connector](#) for integrating with home-grown systems or data sources lacking native APIs



In 2Ring Cloud, 2Ring Dashboards & Wallboards seamlessly supports these data sources:

- [Amazon Connect](#)
- [Five9](#)
- [Genesys Cloud](#)
- [Nice CXone](#)
- [ServiceNow](#)
- [Cisco Webex CC](#)

Whether you're managing an on-premises or cloud-based contact center, 2Ring Dashboards & Wallboards ensures operations data from various regions, teams, and organizations is consolidated for comprehensive insights and reporting (and real-time alerts).

Note: In addition to offering access to thousands of pre-configured metric calculations, 2Ring Dashboards & Wallboards enables the creation of custom derived metrics. Users can compose grids consisting of multiple tables, seamlessly combining data from various connectors. This allows for versatile reporting scenarios, such as consolidating statistics from both call center and ticketing systems into a single, comprehensive grid.

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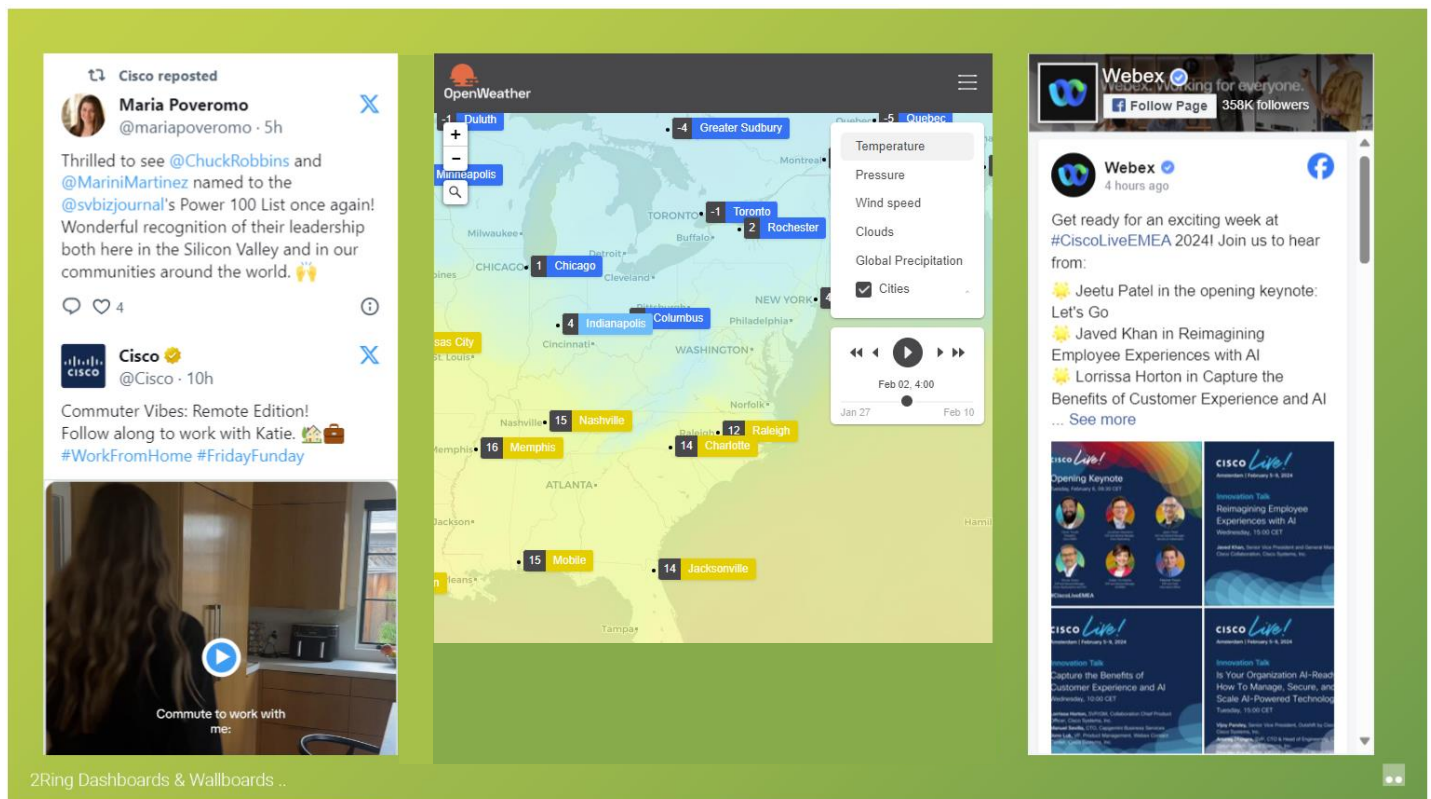
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Engage Users with Rich Content

2Ring Dashboards & Wallboards goes beyond traditional metrics, offering a diverse range of content display options to enrich your dashboard experience. Enhance your dashboards with the following options:

- Static or Scrolling Marquees & Tickers
- Current Time & Date Display
- Gamification Views: Convert values into images to create engaging gamification elements
- Image and Logo Integration
- Support for PowerPoint Slides and PDFs
- Integration with Social Media Feeds (Twitter/X and Facebook)
- Seamless Display of YouTube Videos and Playlists
- Real-Time Weather Updates
- Embedding Web content (your content intended for embedding must already be accessible anonymously, without requiring any login or password – it must supports embedding into iFrames)

With unlimited metrics and layout options, personalize your dashboards to effectively communicate key insights and enhance user engagement.



Enjoy unrestricted access to metrics and layouts, allowing for comprehensive data representation. Benefit from the ability to incorporate numerous segments within a layout without constraints. Utilize advanced features such as embedding layouts within each other and running scrolling sequences of sources for dynamic data presentation – see [example here](#).

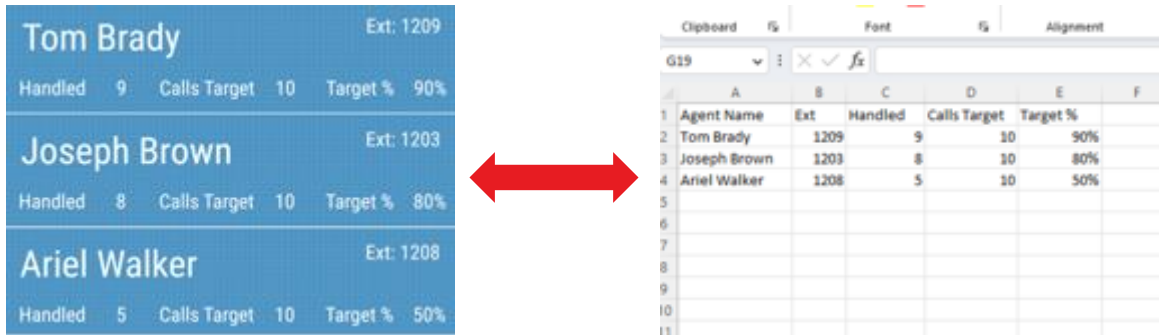
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Customize Data Tables Your Way (using your favorite spreadsheet)

Empower Business Unit Administrators with Custom Data Tables and Real-Time Alerts.

Easily upload custom tables to 2Ring Dashboards & Wallboards using csv files, enabling knowledge workers to tailor data to their needs. Update tables in your preferred spreadsheet application, such as Excel, and seamlessly integrate them back into 2Ring Dashboards & Wallboards.

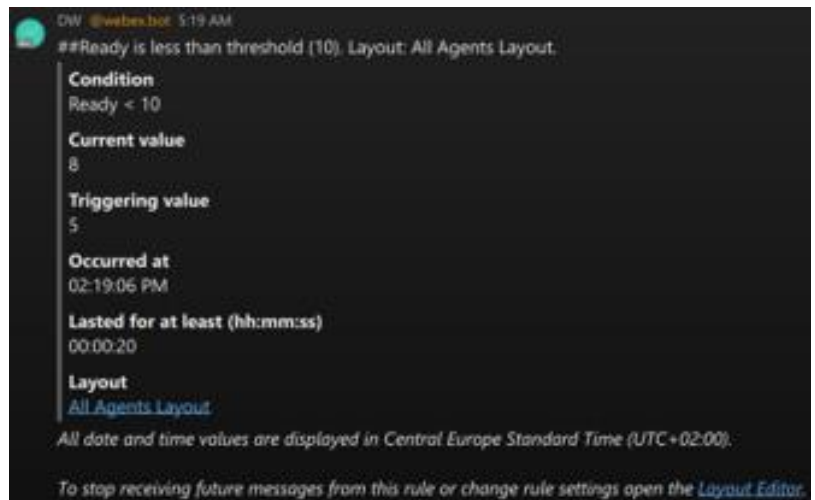


CSV files offer a versatile solution for displaying team or agent goals, as well as adding specific notes, which can be utilized in derived calculations like percentage fulfillment of agent goals.

Agents 2/2								
Name ↑	Team	Queues	Offered	Handled	Goal	Goal Progress	State	Reason
Sandra Martinez	Ideas as Usual	Marketing, Marketin...	0	0	2484	0.0%	Talking	
Susan Adams	The Serve Gremlins	Support, Support C...	0	0	2483	0.0%	Ready	

Thresholds and Real-Time Alerts

Set **thresholds** and **real-time alerts** for key performance indicators (KPIs), allowing for immediate action when metrics meet predefined criteria. Alerts can be customized to change color, blink, play sounds, send emails, IM messages to platforms like Webex, Microsoft Teams, Discord, or Slack, and even send text/SMS notifications (Texting API account required)



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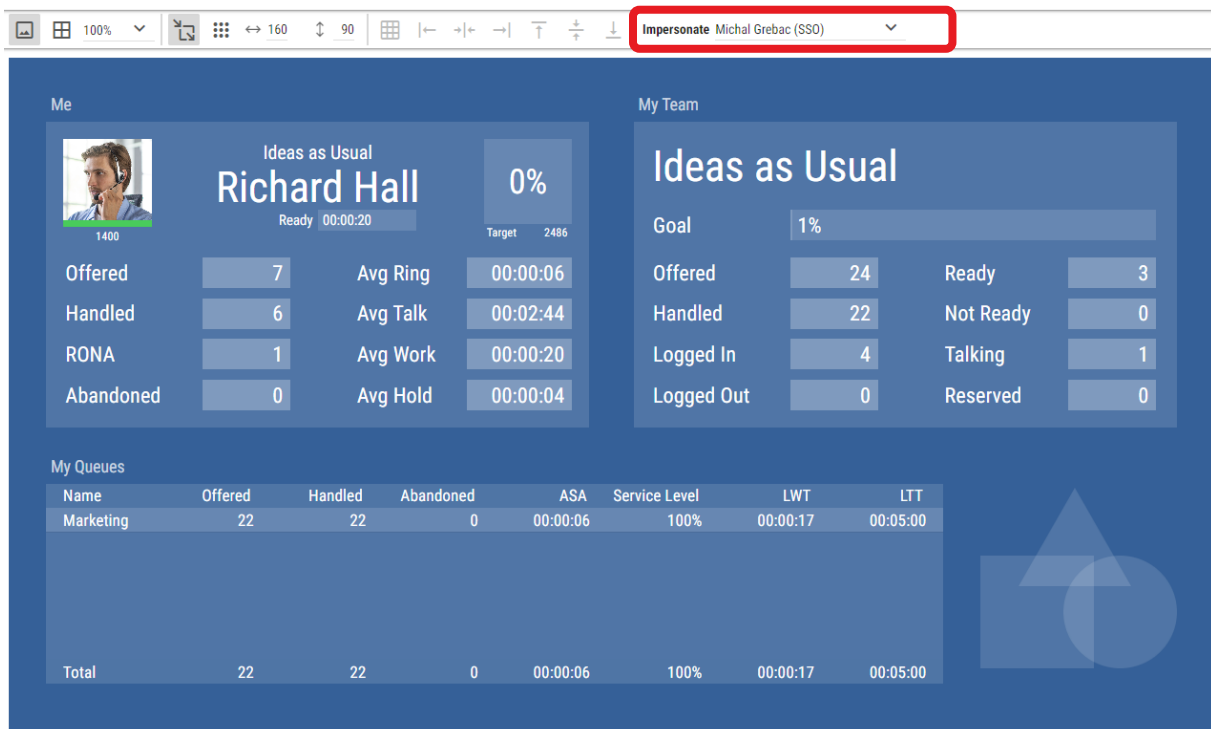
Enhanced User Control and Personalization with Business Units

2Ring Dashboards & Wallboards enhancing data security and ensures user-centric management by implementing the concept of business units. Knowledge workers can be restricted to viewing and managing their own layouts within their designated business units, fostering data security and organization.

Business units function as data silos, enabling business administrators to focus solely on pertinent subsets of contact center data. This allows for streamlined management and enhanced data relevance.

Business unit administrators, comprising contact center managers and knowledge workers, have the capability to create layout templates that automatically personalize data display. Rather than presenting a broad overview of all call center queues, knowledge workers can access metrics specific to their assigned queues.

To further facilitate customization, business unit's administrators can utilize the 'impersonate feature' to preview layouts for specific users, ensuring tailored experiences and optimal data visibility.



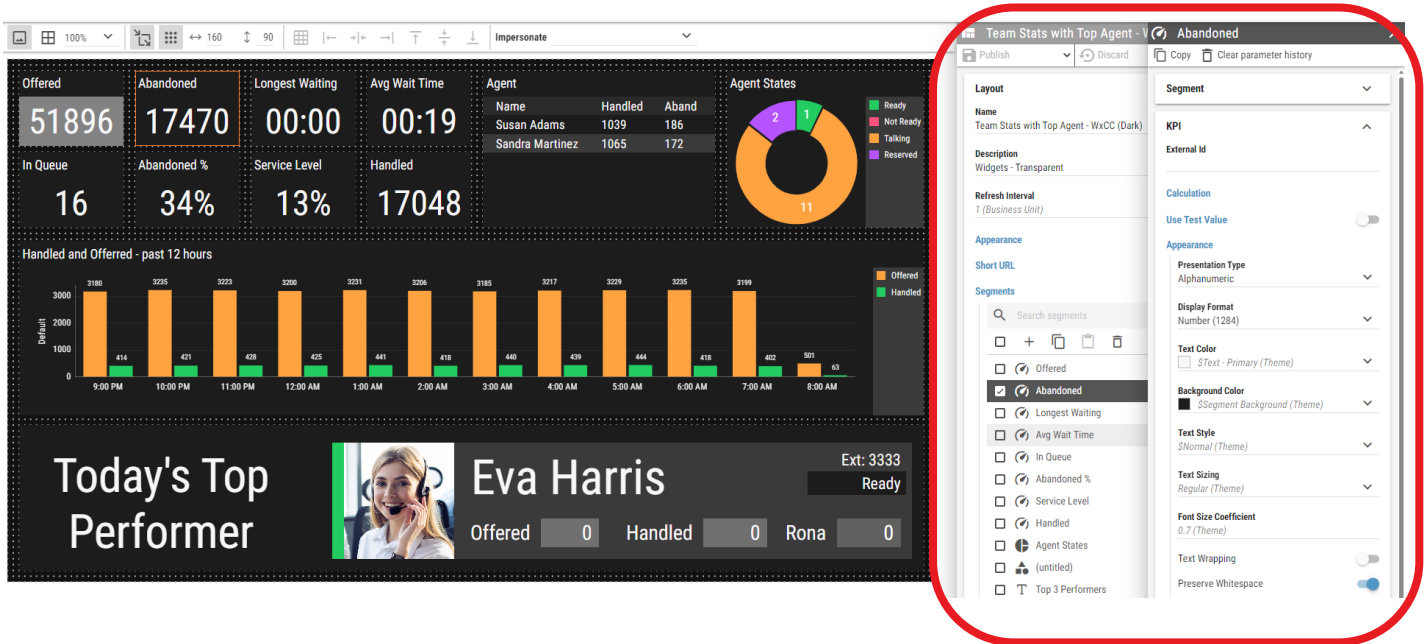
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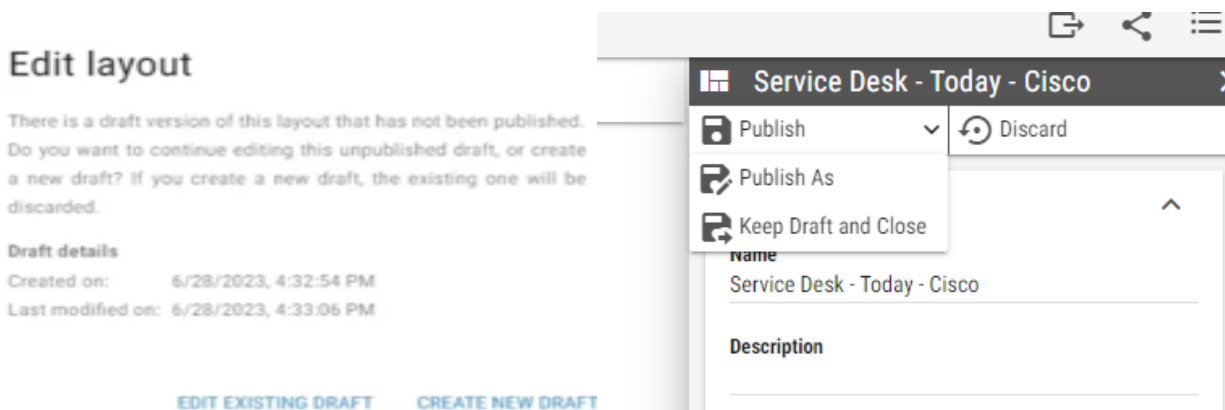
Simplify Layout Creation and Customization with the Web-Based Editor

The web-based layout editor integrated into 2Ring Dashboards & Wallboards enables effortless creation, adjustment, and variation of layouts. Users can easily craft new layouts, modify existing ones in real-time, and generate variations of current designs with ease.

Accessible via a convenient context menu located on the right-hand side, all editing options are intuitively organized for quick navigation. Changes made are instantly reflected in the layout's preview on the left-hand side, allowing users to visualize adjustments in real-time.



With an intuitive layout editor, create, adjust, and preview layouts effortlessly. Save changes without publishing to iterate quickly and maintain consistency.

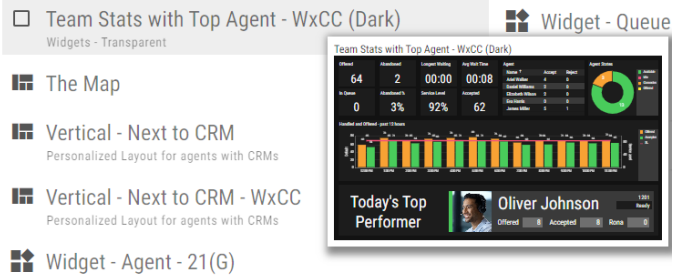


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Comprehensive Layout Overview and Preview

Access a comprehensive list of available layouts within the current business unit, enabling users to preview each layout directly from the list. Hovering over a layout's name triggers continuous data refresh, providing real-time insights without the need for navigation.



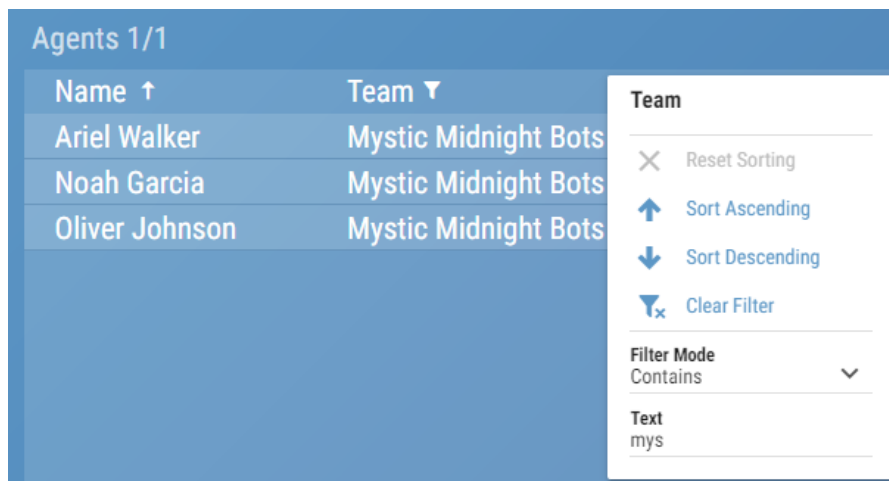
Cross-link layouts for fluid navigation. Begin with a high-level overview layout for a comprehensive perspective.



Navigate to a Detailed Agent/Queue List or Grid from the Overview Layout.

Name	Team	Queues	Offered	Handled	Goal	Goal Progress	State	Reason
Michael Davis	The Service Demons	Help Desk, Help De...	6	6	2490	0.2%	Talking	
Mary Stevens	The Serve Gremlins	Support, Support C...	5	5	2491	0.2%	Talking	
Ariel Walker	Mystic Midnight Bots	Sales, Sales Chat	5	4	2500	0.2%	Talking	
Richard Hall	Ideas as Usual	Marketing, Marketin...	5	4	2486	0.2%	Talking	

Easily **filter** and sort grids **interactively**. Filter settings persist throughout the user's session until manually cleared.



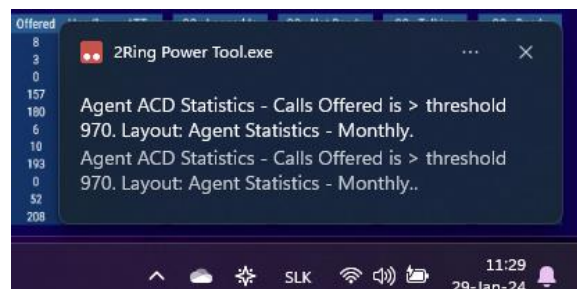
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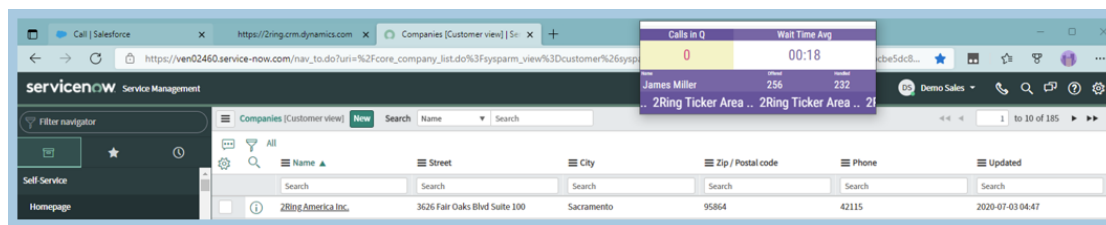
2Ring Power Tool: Enhance Agent Experience

The 2Ring Power Tool, an optional application bundled with 2Ring Dashboards & Wallboards, offers the following functionalities:

- Installation on an agent's Windows PC/station
- Personalized layout display for each agent
- Always-on-top and borderless mode for minimal screen space usage
- Retention of last window size and position settings
- Auto-launch upon agent login to their PC
- Support for all 2Ring Dashboards & Wallboards layout segment types and features, including audible and visual alerts
- With 2Ring Dashboards & Wallboards, you can seamlessly execute PowerShell, Python, or Visual Basic scripts to integrate with AS400 systems, homegrown applications, and various other data sources. This capability allows you to automate processes, retrieve real-time data, and perform custom actions tailored to your specific needs.



Toast alerts displayed on top of all application windows for immediate notification.



Please note: The tool offers the option to remain hidden in the system tray or behind other application windows, solely displaying toast alerts and other notifications. Additionally, it seamlessly integrates with kuando Busy Lights, allowing for color changes and blinking based on thresholds set in a 2Ring Dashboards & Wallboards layout.