Dashboards & Wallboards ..

Deliver Personalized Information to Every Screen

Contact Center Solutions **..** **#CCTR**

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Create an unlimited number of views for mobile devices, PCs, and large TV screens to reach both remote and local users. Define impactful alerts and comprehensive views based on multiple data sources, to empower users to take action quickly anytime and anywhere ..

Expansive Support for Variety of Data Sources

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Supported contact center platforms include **Cisco On-Premises** (UCCX, UCCE, PCCE, HCS), **Cisco Webex Contact Center**, **Five9®**, **Genesys Cloud CX™**, **Amazon Connect**, **NICE CXone**, and other data sources such as **Cisco Unity®**, CUCM (Communications Manager/CallManager), **ServiceNow®**, and **Salesforce®**. Go beyond delivering up-to-date information about your contact center by seamlessly incorporating business-relevant data from multiple sources into comprehensive views ..

Alerts and Notifications

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Thresholds can be set for any of the KPIs and grids. Decide what the triggering thresholds should be and have the KPIs change color, blink, play audible alerts (sounds or even custom voice recordings on a user's device or the contact center floor). On top of that, you can also get alerted in real-time using email, SMS*, or Cisco Webex®, Microsoft Teams, Slack, and Discord ..

Business Units

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Create multiple business units, giving every team autonomy to manage its own KPIs, grids, and layouts. Already created resources (including) layouts can be shared with other business units ..

No Limits

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With support for an unlimited # of layouts, create the right set of data for every group of users / viewers. Layouts can also be configured into a sequence, and thus flip from one screen to the next automatically ..

KPIs / Metrics

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Build layouts using any of the available metrics. If a KPI (Key Performance Indicator) is not on the list, you can create derived calculations to mix & match different KPI metrics to build the desired formula. For each KPI, it is also possible to define unlimited number of value ranges. Each range can be then used to deliver alerts and notifications ..

Grids / Tables

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Grids provide real-time data in a tabular format. These types of views are ideal for displaying statistics for a list of agents, queues, or campaigns. Agent grids show the current agent state for handling calls, emails, and chats as well as many individual performance metrics. Queue grids provide CSQ/PQ/Skill group statistics such as Calls Waiting, Calls Handled, Calls Abandoned, Service Level, and many more. Campaign grids deliver up-to-date information on campaigns' progress: Calls Attempted, Calls with No Answer, Callback Count, etc. All grids can be filtered and sorted by any of the columns (even by those that are not displayed) to show, for example, the top 10 or bottom 10 performers ..

External Content

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On top of all the real-time and precise data, enrich your wallboards with web-based content, social media feeds (Twitter/X, Facebook), pictures, stock data, weather, PDF files (PowerPoint slides), YouTube videos (including live streams), and much more ..

Drag & Drop to DIY

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Forget about contacting your IT department to modify a wallboard. Simply do it yourself without hassle. Give it a try in our cloud demo environment, and see how user-friendly and convenient our Dashboards & Wallboards are. Request access at **2Ring.com/DWCloudDemo** ..

Power Tool for the Home Office

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Keep your agents in the know even when they are working from home. The Power Tool is a small application that floats atop of other application windows and thus it always stays visible. Agent can resize it to whatever size and move it around the screen as needed. Just like a wallboard in the office, it can show metrics relevant for the team, but since it runs on an agent's PC, it can also be set to only show personalized metrics. KPIs can change color, blink, and even trigger audible alerts. If you include a marquee, sending out timely reminders to your agents is very easy and intuitive (and you will have the peace of mind that the message was immediately seen by your agents). Show that you are serious about hybrid work. Bring the comfort of large wallboards to agents' home offices. Visit **2Ring.com/PowerTool** to view a brief demo video ..

Available from the 2Ring Cloud & Mobile Friendly

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The most convenient way is to go with the 2Ring Cloud subscription. No need for servers, and on the client side, all you need is a browser. There's also no need to install a device specific app. 2Ring supports default browsers on all major mobile devices: iOS, Android, and Windows. Notifications can be sent to your preferred IM client like Microsoft Teams. All and all, one less app to keep updated and manage on your devices. This literally allows you to take your wallboards with you anywhere and have them at your disposal at any time ..

Amazon Connect ..
Cisco On-Premise CC ..
Five9® ..
Genesys Cloud CX™ ..
NICE CXone ..
ServiceNow® ..
Webex CC ..
2Ring.com/WallboardsForTheCloud