A Mettoni Limited Company

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The equipment complies with all the relevant conditions if used in accordance with the manual.
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Section 1: Introduction

Welcome to Arc Call Connect Wallboard user guide. The Wallboard Connect is part of the Arc Connect suite of Call Centre applications. Essentially, it provides an information service for those working within the Call Centre environment.

1.1 The Product

The Wallboard is a Windows application running on a PC and can be displayed on the PC or can be projected onto a screen for the attention of the relevant staff in the Call Centre.

It is fully configurable - the user can set everything up for a particular Queue or User. The information can be changed easily and simply. Also, the details shown for each Queue/User can differ to suit the circumstances.

The Wallboard allows the user to set up Alarm Thresholds, which will alert the user by flashing, or changing colour to indicate that performances are below the standards set in specific areas.

1.2 About the User Guide

The purpose of this document is to outline the role of the Arc Wallboard Connect Application. How it performs in relation to the Arc Connect suite of products and the kind of benefits derived from it.

It is assumed that the users have a working knowledge of Microsoft Windows 2000, XP or NT.

1.3 Feature Management

In a Multi-Tenant environment, the user will only be able to access the application areas the user has been assigned access rights to. Please note that some of the features might be unavailable or inaccessible. This may be due to the following reasons,

1. User does not have the appropriate access rights.
2. User does not have the license for the specific features.

In order to enable and explore more features, contact your service provider.
Section 2: Contact Information and Services Available

The Arc Technical Services Centre (Arc TSC) has the ability to provide support to its partners and end-users 24 hours a day, 7 days a week, 365 days a year, subject to the customer having the relevant maintenance contract. A standard Business Hours contract provides access to the Arc TSC from Monday-Friday, 9am-5pm (excluding local public holidays). A 24x7x365 maintenance contract option is also available. All customers or partners must have a valid maintenance contract to raise a case with the Arc TSC.

For further information regarding the Arc Solutions support options, please contact your reseller or your Arc Solutions account manager.

Contact details for the Arc TSC are as follows:

UK & Ireland - +44 (0) 870 220 2205

Europe, Middle East & Africa - +44 (0) 118 943 9205

Americas - +1 877 956 0272

Asia Pacific - 1300 797 724

support@arcsolutions.com
Section 3: Getting Started

3.1 Default Template

Arc Wallboard Application will open the saved template that was in use when the application was last closed. If there was no template open at the time of exit or the Wallboard Application is run for the first time then a default template will appear. The default template shows information for all the Queues in all the modules available for the logged in user. The template can be updated and saved.

The information displayed can be for one or any number of Queues/Users. The Queues/Users may be arranged vertically or horizontally.

The User may choose any combination of statistics from the Queue/User properties list.

<table>
<thead>
<tr>
<th>Queue Statistics</th>
<th>User Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls waiting</td>
<td>Queue Calls</td>
</tr>
<tr>
<td>Users logged in</td>
<td>Queue Talk Time</td>
</tr>
<tr>
<td>Longest Ringing Time</td>
<td>Call Offering Time</td>
</tr>
<tr>
<td>Number of Free Users</td>
<td>User Inbound Calls</td>
</tr>
<tr>
<td>Number of Calls in Progress</td>
<td>User Inbound Time</td>
</tr>
<tr>
<td>Answered Calls</td>
<td>Non Arc Inbound Calls</td>
</tr>
<tr>
<td>Abandoned calls</td>
<td>Non Arc Inbound Time</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>Outbound Calls</td>
</tr>
<tr>
<td>Average Talk Time</td>
<td>Outbound Talk Time</td>
</tr>
<tr>
<td>Longest Wait Time</td>
<td>Transferred In Calls</td>
</tr>
<tr>
<td>Longest Talk Time</td>
<td>Transferred Out Calls</td>
</tr>
<tr>
<td></td>
<td>Current Alerting Time</td>
</tr>
<tr>
<td></td>
<td>Total Talk Time</td>
</tr>
<tr>
<td></td>
<td>Average Talk Time</td>
</tr>
<tr>
<td></td>
<td>Longest Talk Time</td>
</tr>
<tr>
<td></td>
<td>No Activity Time</td>
</tr>
<tr>
<td></td>
<td>Wrap-up Time</td>
</tr>
<tr>
<td></td>
<td>Not ready Time</td>
</tr>
</tbody>
</table>

Table 3 - 1: Statistics available for selection from Queue/User list
Section 4: Overview of Arc Wallboard

4.1 New-Queue/User

To select new Queues and Users for the Wallboard application, select the Queue/User > New > Queue or User in the menu bar. The users can select All Queues or each Queue separately.

4.1.1 New-Queue

On selecting the Queue option, the Queue Selection window opens.

![Queue Selection Window]

Figure 4-1: Select Queue

The window has two sections, Queue Type and Select Queue. The Queue Type is an option list that contains the options:

- All Queues
- ACD Queues
- Auto Attendant Queues
- Console Queues
- Web Queues

When the user selects the All Queues option, the Select Queue section shows all the collective Queues given as options. The list that displays for the All Queues is:

- Entire System
- All ACD Queues
- All Console Queues
- All Voice Sessions
- All Web Queues

If Entire System is selected, the Wallboard will display the data windows for all the existing Queues i.e. AD, Console, Voice and Web. The Entire System is active for the user who is an administrator and is assigned all the modules. It is not visible to the Wallboard Users who are specifically assigned to certain modules.
To view the data windows of a specific Queue, select the other options in the list.

**To select All Queues.**
1. Select **New** option and then the **Queue**.
2. A **Queue Selection** window will open.
3. Select **All Queues** option in the **Queue Type**.
4. Select an option from the **Select Queue**.
5. Click **OK**
6. A window will open, **Properties**. Select the check boxes that fulfil the requirements.
7. All the information in the Console Queues will collectively show in the data window for the **All ACD Queues**.

**To select specific Queues.**
1. Select **New** option and then the **Queue**.
2. A **Queue Selection** window will open.
3. Select **Console Queues** option in the **Queue Type**.
4. Select an option from the **Select Queue**. Click **OK**
5. A window will open, **Properties**. Select the check boxes that fulfil the requirements.
6. All the information in the Queue will display in the data window for the selected Queues.

![Figure 4 - 2: Add a Queue](image)

4.1.2 New-User

This option opens the **User Selection** window. The users can select the type of Users that are required to be display on the Wallboard. The window has two sections, **User Type** and **Select User**.

The options that appear in the **User Type** are:-

- ACD Agents
- Console Operators
- Web Connect Agents
Figure 4-3: User Selection

On selecting the type from the User Type options, the Select User displays the list of Users assigned in it.

To select a User:
1. Select New option and then the User.
2. A User Selection window will open.
3. Select ACD Agents option in the User Type.
4. Select an option from the Select User.
5. Click OK.
6. A window will open, Properties. Select the check boxes that fulfill the requirement.
7. All the information for the User will display in the data window for the ACD Agents.
Section 5: Setting Up Arc Wallboard

Arc Wallboard is easily configurable at any time according to the requirements in a Call Centre. Different Settings can be set up for different scenarios. Changes can be saved within templates, and the user can use these templates in the future at any time.

5.1 Creating a New Template

To create a new Template, use the menu bar option File > New Template.

This would be a blank template to begin with. The user can then add Data Windows for Queues/Users as required.

5.1.1 Adding New Queue(s) in the Template

New Queue(s) can be added in the template by following these simple steps:

1. To add new Queue(s) in the template use file menu option Queue/User > New > Queue.
2. Select the required group of Queues from the drop down box Queue Type. The choices are:
   - All Queues: All Call Queues and Voice sessions
   - ACD Queues: Call Connect Queues
   - Auto Attendant Queues: Voice sessions
   - Console Queues: Console Connect Queues
   - Web Connect Queues

3. Select the Queue(s) and click on the OK button. Cancel will abort the process of adding the Queue(s).
4. In the next window the user will need to set the background and Font colours for the tiles in Data.
window(s) for the selected Queue(s).

5. Select the Background colour, Font type and Font colour. By default the background colour would be grey and Font colour would be black.

6. Select the Alarm Colours Tab. Select the Background and Font colour for Alarm Threshold. By default the background colour will be red and the font colour black. The choice of background and font colours selected here in this step will apply to all the Queue(s) selected. Click the OK button to proceed further.

7. In the next window the Properties (Data Statistics) for each Queue are set separately. The window shown in the following figure will appear for each Queue selected.
8. Following properties are shown and set in this window.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>Name of the Queue (for information, Read Only)</td>
</tr>
<tr>
<td><strong>Display Statistics Title As</strong></td>
<td>The title of each tile can be depicted as an abbreviation or the full description. For example Calls waiting abbreviated would become CW. This is mainly for convenience, where many tiles are being used.</td>
</tr>
<tr>
<td><strong>Current Queue Statistics</strong></td>
<td>This section contains items that will give the user a snapshot of what is happening on the Queue at any point in time. So for example, the user can check the Wallboard to see how many calls are waiting in the Queue.</td>
</tr>
<tr>
<td><strong>Ongoing Queue Statistics</strong></td>
<td>This section gives the user a choice of items that will record a cumulative or running total. So if the user wanted to see the number of abandoned calls for the session, by clicking this option in the dialog box, the selected data item would be displayed on the Wallboard.</td>
</tr>
<tr>
<td><strong>SLA and GoS Statistics</strong></td>
<td>The user can select different options to view the following statistics for each Queue.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Calls Breached Service Level</strong>: Displays the total number of calls that breached the Service Level.</td>
</tr>
<tr>
<td></td>
<td>- <strong>%Abs Calls Answered at GoS1</strong>: Displays the percentage of absolute calls answered at Level 1 of Grade of Service</td>
</tr>
<tr>
<td></td>
<td>- <strong>% Rtv Calls Answered at GoS1</strong>: Displays the percentage of relative calls answered at Level 1 of Grade of Service</td>
</tr>
<tr>
<td></td>
<td>- <strong>%Abs Calls Answered at GoS2</strong>: Displays the percentage of absolute calls answered at Level 2 of Grade of Service</td>
</tr>
<tr>
<td></td>
<td>- <strong>% Rtv Calls Answered at GoS2</strong>: Displays the percentage of relative calls answered at Level 2 of Grade of Service</td>
</tr>
</tbody>
</table>

For information on these statistics, see Glossary

9. By Clicking **OK** on this window, Queue(s) will be added in the template.
5.1.2 Adding New User(s) in the Template

New User(s) can be added in the template by following these simple steps.

To add new User(s) in the template use file menu option, *Queue/User > New > User*:

1. Select the required group of Users(s) from the drop down box *User Type*. The available choices are:
   - ACD Agents
   - Console Operators
   - Web Connect Agents

![Select User type](image)

*Figure 5 - 4: Select User type*

2. Select the User(s) and click on the **OK** button. **Cancel** will abort the process of adding the User(s).

3. In the next window the user will set the background and font colours for the tiles in the Data Window(s) for selected User(s).
4. Select the **Background Colour**, **Font** and **Font Colour**. By default the background colour will be grey and the font colour black.

5. Select the **Alarm Colours** Tab. Select the **Background Colour** and **Font Colour** for the Alarm Thresholds. By default the background colour would be red and font colour black. The choice of background and font colours selected here in this step will apply to all the Users selected. Click the **OK** button to proceed further.

6. In the next window the user can set the properties (data statistics) for each User separately. The window shown in the following figure will appear for each User selected.

7. Following properties are shown and set in this window.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>Name of the User (Read Only)</td>
</tr>
<tr>
<td><strong>Display Statistics Title As</strong></td>
<td>User can display the title of each tile as the full <strong>Description</strong> or an <strong>Abbreviation</strong>. For example ACD Inbound Calls might be abbreviated to ACDIC. This facility is mainly for convenience, when many tiles are being used.</td>
</tr>
<tr>
<td><strong>User Statistics</strong></td>
<td>There are eighteen statistics that can be seen against a User on the Wallboard. This section gives the user a choice to choose any of the data items. So if the user wanted to see the number of Queue Calls for the session, by clicking this option in the dialog box, the item would be displayed on the Wallboard. By default the three items would be selected for each User. For details of each statistic see the <strong>Glossary</strong>.</td>
</tr>
</tbody>
</table>

8. By Clicking **OK** on this window, User(s) will be added in template.
## Section 6: Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abandoned calls</td>
<td>Number of calls abandoned in a Queue in existing session.</td>
</tr>
<tr>
<td>Absolute Call</td>
<td>The term refers to the call that has entered the contact centre.</td>
</tr>
<tr>
<td>Answered Calls</td>
<td>Number of calls answered in a Queue in existing session.</td>
</tr>
<tr>
<td>Average Talk Time</td>
<td>Average talk time of answered calls in the Queue.</td>
</tr>
<tr>
<td>Average Talk Time</td>
<td>Average talk time for the User.</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>Average wait time for calls in the Queue.</td>
</tr>
<tr>
<td>Call Offering Time</td>
<td>Ringing in time for the call on User’s extension.</td>
</tr>
<tr>
<td>Calls Waiting</td>
<td>Numbers of Calls waiting in a Queue to be answered.</td>
</tr>
<tr>
<td>Current Alerting Time</td>
<td>Time for which User is waiting for the call.</td>
</tr>
<tr>
<td>Grade of Service</td>
<td>Grade of Service is the percentage of calls answered within a given time limit.</td>
</tr>
<tr>
<td>Longest Ringing Time</td>
<td>Longest Ringing time for a call in a Queue.</td>
</tr>
<tr>
<td>Longest Talk Time</td>
<td>Longest talk time for call in the Queue.</td>
</tr>
<tr>
<td>Longest Talk Time</td>
<td>Longest talk time for the User.</td>
</tr>
<tr>
<td>Longest Wait Time</td>
<td>Longest wait time for call in the Queue.</td>
</tr>
<tr>
<td>No Activity Time</td>
<td>Total time for a User without the call.</td>
</tr>
<tr>
<td>Non Arc Inbound Calls</td>
<td>Total time spent on Non Arc calls Inbound by a User.</td>
</tr>
<tr>
<td>Non Arc Inbound Talk Time</td>
<td>Total time spent on Non Arc calls Inbound by a User.</td>
</tr>
<tr>
<td>Not Ready Time</td>
<td>Total time when the User is unavailable but logged in.</td>
</tr>
<tr>
<td>Number of Calls in Progress</td>
<td>Number of calls been answered in a Queue.</td>
</tr>
<tr>
<td>Number of Free Users</td>
<td>Number of Users sitting idle in a Queue.</td>
</tr>
<tr>
<td>Outbound Calls</td>
<td>Total time spent on Outbound calls by a User.</td>
</tr>
<tr>
<td>Outbound Talk Time</td>
<td>Total time spent on Outbound calls by a User.</td>
</tr>
<tr>
<td>Queue Calls</td>
<td>Call received by a User through ICD system.</td>
</tr>
<tr>
<td>Queue Talk Time</td>
<td>Total time spent on ACD calls by a User.</td>
</tr>
<tr>
<td>Relative Call</td>
<td>Refers to the call that has entered in a Queue.</td>
</tr>
<tr>
<td>Service level</td>
<td>Service Level is the time for which the caller has to wait in a Queue before he is connected to a User. Sometimes abbreviated to SLA (Service Level Agreement).</td>
</tr>
<tr>
<td>Template</td>
<td>A template in Arc Wallboard is a set of Queues, Users or both set by the user for viewing of a specific area of information in Call Centre.</td>
</tr>
<tr>
<td>Total Talk Time</td>
<td>Total talk time for User.</td>
</tr>
<tr>
<td>Transferred In Calls</td>
<td>Number of calls transferred to User.</td>
</tr>
<tr>
<td>Transferred Out Calls</td>
<td>Number of calls transferred by the User.</td>
</tr>
<tr>
<td>User Inbound Calls</td>
<td>Total number of inbound calls received by a User.</td>
</tr>
<tr>
<td>Metric</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>User Inbound Time</td>
<td>Time spent by a User on inbound Calls</td>
</tr>
<tr>
<td>Users logged in</td>
<td>Number of Users logged in, in a Queue.</td>
</tr>
<tr>
<td>Wrapup time</td>
<td>This is an allocated period of time from a call ending and a new call arriving. This would be used by Agents to complete any necessary system or paperwork resulting from the call. This is set on the Queue.</td>
</tr>
</tbody>
</table>