



## **Arc Connect Wallboard User Guide**

Version 4.1



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## Section 1: Introduction

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

### 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 the relevant users.

It is fully configurable – the user can set up everything 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.

Thresholds can be set, so that when performance falls below any of these standards the situation can be highlighted. The Wallboard allows the user to set up *Alarm Thresholds*, which will alert the user by flashing, or changing colour to indicate the problem area.

### About the User Guide

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

Secondly, it will discuss how the Arc Wallboard Connect Application works with the other Arc Connect products. It will explain how the Users and Managers can use these facilities to provide a more flexible and effective way to manage the call activities within their business environment.

### The Audience

The document is intended for the audience who are:

- Involved in the implementation of training for the application users.
- Themselves application users.

It is assumed that the users have a working knowledge of Microsoft Windows 95, 98, 2000, XP or NT.

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## Inside The User Guide

This User Guide contains the following sections:

### Getting Started

This section explains how Arc Wallboard Connect Application works and describes the major features of the product. It also provides instructions on how to run the Arc Wallboard Connect Application and to navigate around it.

### Overview of the Arc Wallboard

This section gives a thorough overview of the Arc Wallboard Connect application. It covers its Interface and menu bar options.

### Setting Up Arc Wallboard

Section 4 deals with the configuration of Wallboard Connect application. It covers topics like Connection with Server, Logon, Working with Tiles and so on.

### Conventions

The conventions used in this User Guide are:

- The figures are captioned.
- Examples, Tips and Notes are given in image forms.
- Topics are numbered following the number of Sections.
- Numbered lists are used for procedures and steps.
- Bulleted lists are used for functionalities.
- Menu paths and specific application names are in *Italics*.
- Menu options and controls are given in **bold**.

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## Section 2: Getting Started

### 2.1 Server Connection and Logon

Arc Wallboard Application automatically connects to the Arc CT Server at start-up, using Server information entered during the installation. If it finds the CT Server Active, then the user is asked to enter a login ID and password to proceed. Users for the Arc Wallboard Connect Application are configured through Admin utility in *Users → Wallboard* section. Only those modules will be available to the users in Arc Wallboard Connect Application that are assigned to them in Configuration utility.

A screenshot of a Windows-style dialog box titled "Login". It has a blue title bar with a question mark icon and a close button. The dialog is divided into a "User Details" section and a bottom section with buttons. In the "User Details" section, there are two text input fields: "Name:" containing "David" and "Password:" containing "\*\*\*\*\*". At the bottom, there are three buttons: "Login", "Cancel", and "Help".

**Figure 2-1:** User name and Password

Give the User name and password (if any) and click **Login** button. **Cancel** will abort the launch of Arc Wallboard Connect Application.

If Arc Wallboard Application does not find the CT Server Active, then the user is asked to enter a login ID and the CT Server Name or IP Address to proceed, in case the Active Server resides on a different machine.

A screenshot of a Windows-style dialog box titled "Login". It has a blue title bar with a question mark icon and a close button. The dialog is divided into two main sections: "User Details" and "ICD Connection". The "User Details" section has "Name:" (David) and "Password:" (\*\*\*\*\*). The "ICD Connection" section has two radio buttons: "Server Address" (unselected) and "Server Name" (selected). Next to "Server Name" is a text input field containing "Arcserver". At the bottom, there are three buttons: "Login", "Cancel", and "Help".

**Figure 2-2:** Enter Server name and User info

Give the User name and password (if any) and the Server I.P. Address or Name.

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Click **Login** button. **Cancel** button will abort the launch of Arc Wallboard Connect Application.

### 2.1.1 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 will be showing 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.

Queue statistics include the following:

1. Calls waiting
2. Users logged in
3. Longest Ringing Time
4. Number of Free Users
5. Number of Calls in Progress
6. Answered Calls
7. Abandoned calls
8. Average Wait Time
9. Average Talk Time
10. Longest Wait Time
11. Longest Talk Time

For a User statistics include the following:

1. Queue Calls
2. Queue Talk Time
3. Call Offering Time
4. Non Arc Inbound Calls
5. Non Arc Inbound Time

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6. Non Arc Outbound Calls
7. Non Arc Outbound Time
8. Transferred In Calls
9. Transferred Out Calls
10. Current Alerting Time
11. Total Talk Time
12. Average Talk Time
13. Longest Talk Time
14. No Activity Time
15. Not ready Time

On each of these items a threshold is set, for example the total number of calls waiting at any time is 5 in a selected Queue. If this threshold is exceeded then a visual alarm, a flashing item on the display, can alert Users and the supervisor about the situation.

The on-screen alarms are in the form of flashing or static colour on the wrong items. In addition the colour of the background can be set to change, if the alarm has been triggered.

The Wallboard also has a *Message Display*, which will automatically include a message about the threshold that has been exceeded, but its main purpose is to display messages from Supervisors. These messages can be personalised for one user or can be the general information for all users, for example notice of special offers or even congratulatory comments.

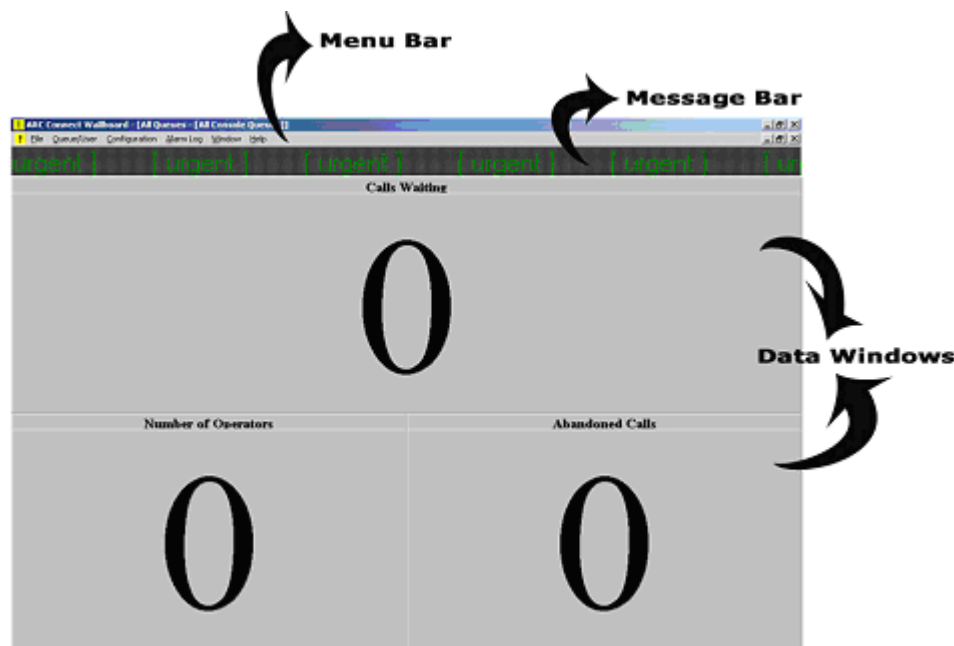
The Wallboard has a Windows interface that makes it easy for users who are familiar with that particular environment.

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## Section 3: Overview of the Arc Wallboard

### 3.1 The Interface

The initial interface of the Wallboard application appears, *see figure 3.1*. All the segments of Arc Wallboard are shown in the figure below. Arc Wallboard is fully configurable in terms of Look & Feel and Information displayed according to the user's needs.



**Figure 3-1:** Arc Wallboard Connect application

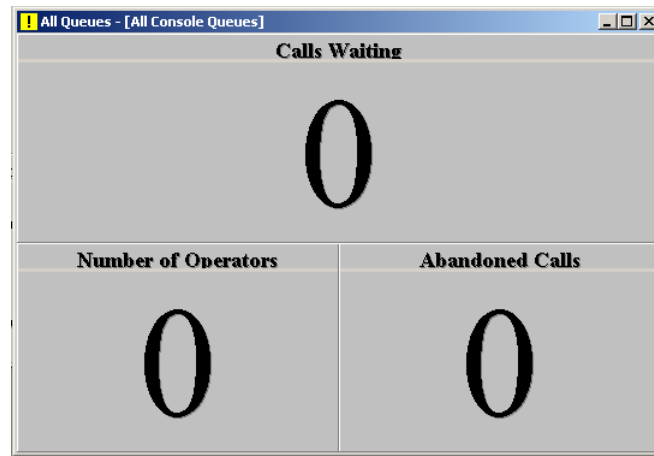
#### 3.1.1 Templates

A template is used to describe the **Data View** on the Wallboard. A template may include one or more **Data Windows** for Queues and Users. All changes made to any template can be saved and reused.

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### 3.1.2 Data Windows

Data Windows make up a template. Each **Data Window** is specific for a Queue or a User. *Figure 3.2* shows a Data Window for a selected Queue. This Data window is showing three statistics for the selected Queue, each tile showing a different **Data Statistic**.



**Figure 3-2:** Data Window in a Template

### 3.1.3 Tiles

A **Data Window** is further divided into tiles. Each tile shows information for a specific statistic in a Queue or User.



**Figure 3-3:** A Tile

*Figure 3.3* shown above displays a tile in a Data Window in the Wallboard. This tile shows the number of Abandoned calls for the selected Queue.

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## 3.2 Using the Menu Bar Options

This section explains the options in the Menu Bar of the Wallboard. There are six menu options in the Wallboard application.

1. File
2. Queue/User
3. Configuration
4. Alarm Log
5. Window
6. Help

### Menu Bar

| Control Name      | Explanation  |
|-------------------|--|
| <b>File</b>       |  |
| New Template      | Click to create a new Template.  |
| Open Template     | Click to open an existing saved Template.  |
| Save Template     | Click to save the Template.<br>Save a new Template.<br>Save changes in an opened Template.                                   |
| Save Template As  | Click to save an existing Template with a different name.  |
| Close Template    | Click to close the open Template.  |
| Exit              | Click to quit the Wallboard application  |
| <b>Queue/User</b> |  |
| New               | Click to add a new Queue or User <b>Data Window</b> in the Template.   |
| Delete            | Click to delete the selected Queue or User in the Template.  |
| Properties        | Click to open the Properties window. It enables the user to view and/or update the properties of the selected Queue or User. |

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|                      |   |
|----------------------|---|
| Layout               | Click to change the layout of the selected Queue or User <b>Data Window</b> instantly. The sub menu items are <ul style="list-style-type: none"> <li>• Tile</li> <li>• Row</li> <li>• Column</li> </ul>   |
| <b>Configuration</b> |   |
| Preferences          | Click to open the Preferences window. It allows the user to set the preferences for Wallboard application   |
| <b>Alarm Log</b>     |   |
| View                 | Click to view the <b>Alarm Log</b> file maintained by the Wallboard application. The <b>Alarm Log</b> file contains list of all the alarms, which are triggered on the Wallboard.   |
| <b>Window</b>        |   |
| Cascade              | This option allows user to arrange all the information in a stack, one after the other. When the user clicks on any part of a hidden Queue, it comes to the front of the stack.   |
| Tile                 | <b>Tile Vertically</b> will arrange all the information on the Wallboard in a vertical fashion - starting from left to right. Similarly, <b>Tile Horizontally</b> will arrange the information in a horizontal fashion - starting from the top down the page or screen.           |
| Row                  | <b>Row Vertically</b> will arrange all the tiles on the Wallboard in the rows in a vertical fashion - starting from left to right. Similarly, <b>Row Horizontally</b> will arrange the tiles in the rows in a horizontal fashion - starting from the top down the page or screen. |
| Column               | <b>Column Vertically</b> will arrange all the tiles on the Wallboard in columns in vertical fashion - starting from left to right. Similarly, <b>Column Horizontally</b> will arrange the tiles in columns in horizontal fashion - starting from the top down the page or screen. |

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|                       |  |
|-----------------------|--|
| Existing Queues/Users | This part of the menu is generic and depends upon the Data windows in the open template. It shows a list of all the Queues/Users, which are open on the Wallboard. The user may click on one of the Queues/Users names to make that one active. The user can also make a Queue/User active by simply clicking anywhere within that Queue/User on the Wallboard. This part of the Menu will only appear if there are any Queues/Users on the Wallboard. |
| <b>Help</b>           |  |
| Contents              | Opens the Help on the selected area of Arc Wallboard Connect Application. This is very similar to help within other Windows applications.  |
| Keyword Search        | User can go to directly to the word search in the help file within the application.  |
| About                 | It simply gives the user information about the version of product.   |

**Table 3-1**



#### **NOTE**

If a new log file is set up in the middle of a session, using the 'Alarm Messages' tab, then only the messages appearing after this action will be recorded in that file. For messages prior to this you would need to open the previous log file.

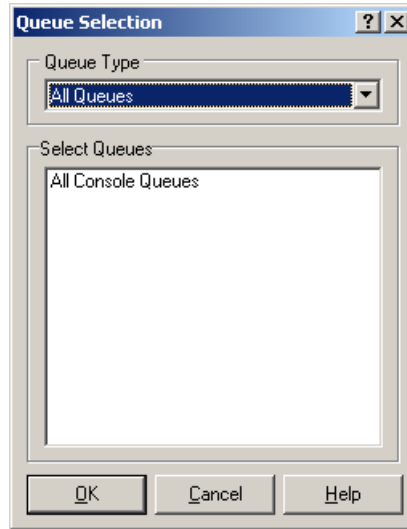
### **3.3 New-Queue/User**

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 call Queues of required or each Queue separately. For selecting a new Queue,

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### 3.3.1 New-Queue

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



**Figure 4:** Queue Selection

The window has two sections, **Queue Type** and **Select Queue**. The **Queue Type** is an option list that contains the options of the All Queues (i.e All queues within the Arc Connect system), plus options for the installed modules of the Arc Connect suite.

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** includes Entire System, and separate selection for all queues within each installed Arc Connect module.

If **Entire System is selected**, the Wallboard will display the data windows for all the existing Queues i.e. Console, Voice. 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** i.e. **All Console Queues**.

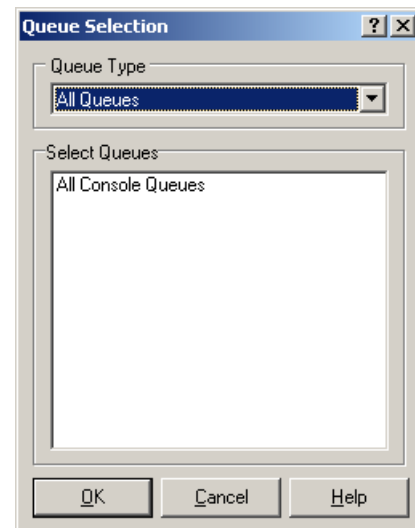
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5. Click **Ok**.
6. A window will open, **Properties**. Select the check boxes that fulfil the requirements.
7. All the information in the Console Queues will collectively show in the data window for the **All Console Queues**.

**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 Queues.

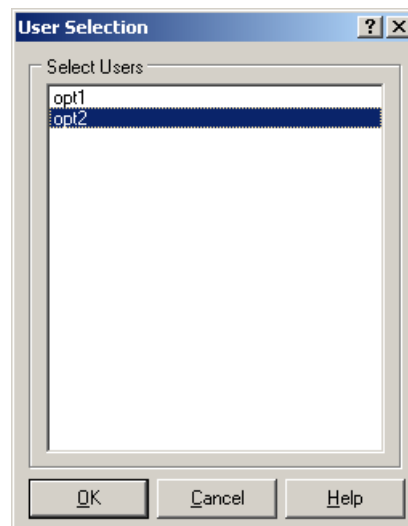


**Figure 5:** Add a Queue

### 3.3.2 New-User

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

The options that appear in the **User Type** are users the installed modules.



**Figure 6:** User Selection

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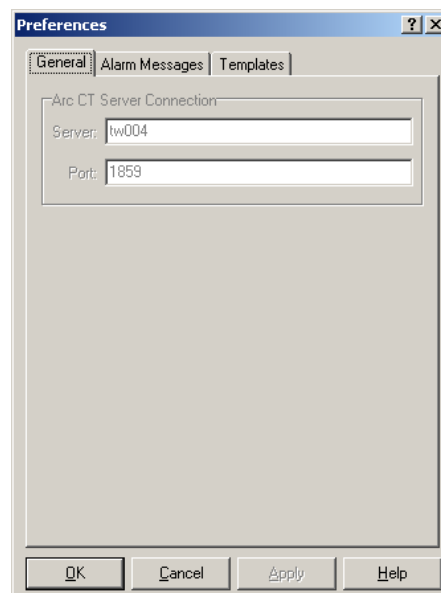
On selecting the type from the **User Type** options, the **Select User** displays the list of Users assigned in it.

**To select a User,**

1. Select **New** option and then the **User**.
2. A **User Selection** window will open.
3. Select an 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 fulfil the requirements.

### 3.4 Preferences

The user can set/change defaults for the Wallboard application. To do this, use the menu bar option *Configuration* → *Preferences*. The following window is displayed:



**Figure 3-7:** Defaults for the Arc CT Server Connection

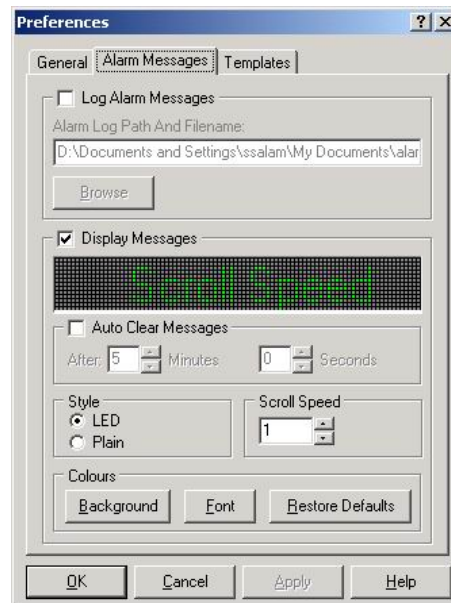
#### 3.4.1 General

The **General** tab under **Preferences** contains information about the **Server Name** or the **IP Address** of the machine where the Arc CT Server is hosted, and the Service **Port Number**. These items are mainly concerned with connection to the Arc CT server.

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### 3.4.2 Alarm Messages

This allows the user to set the alarm messages.



**Figure 3-8:** Defaults for the Alarm Messages

The following are configured here in this tab: -

**Log Messages:** If this option is checked the Wallboard application maintains a log file for the alarm messages that are raised on the Wallboard. After checking this option, the user will have to give the path for the file to be saved on the hard disk. Use the **Browse** button for this purpose. Remember that a new log file is set up in the middle of a session, then only the messages appearing after this action will be recorded in that file. For messages prior to this the user would need to open the previous log file.

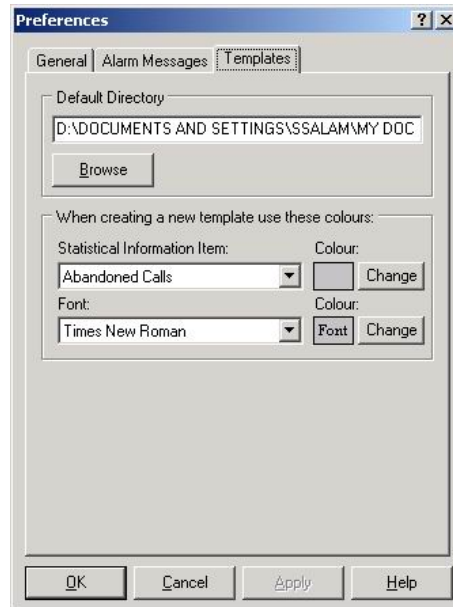
1. **Display Messages:** This box is used for enable or disable the message bar on the application.
2. **Auto Clear Messages:** Ticking this option will delete the messages received by the Wallboard automatically. Set a time for deletion after enabling this option.
3. **Style:** Set the display style of the message bar. This can be either LED or Plain.
4. **Scroll Speed:** This the scroll speed for the messages scrolling on the message bar of the application.

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5. **Colours:** The user can set different colours for the Message bar and the font colour for messages. These can be reset to the defaults at any time by clicking on Restore Defaults button.

### 3.4.3 Templates

On this tab user set the defaults for the Template.



**Figure 3-9:** Defaults for Templates

Options available on this tab are:

1. **Default Directory:** This is the default path for saving the templates.
2. **Fonts and Colours for the template:** The user can set the default colours for the tiles related to the statistics while creating new template. By default font for text is Times New Roman, background colour is Grey and the font colour is Black for all the statistics. To change any of them:
  - a. Select the statistics from the drop down box.
  - b. Change the background colour by clicking on the change button.
  - c. Change the Font type from the drop down box below.
  - d. Change the Font colour from by clicking on the change button.
3. Click **Apply** then **Ok** when all the defaults are set.

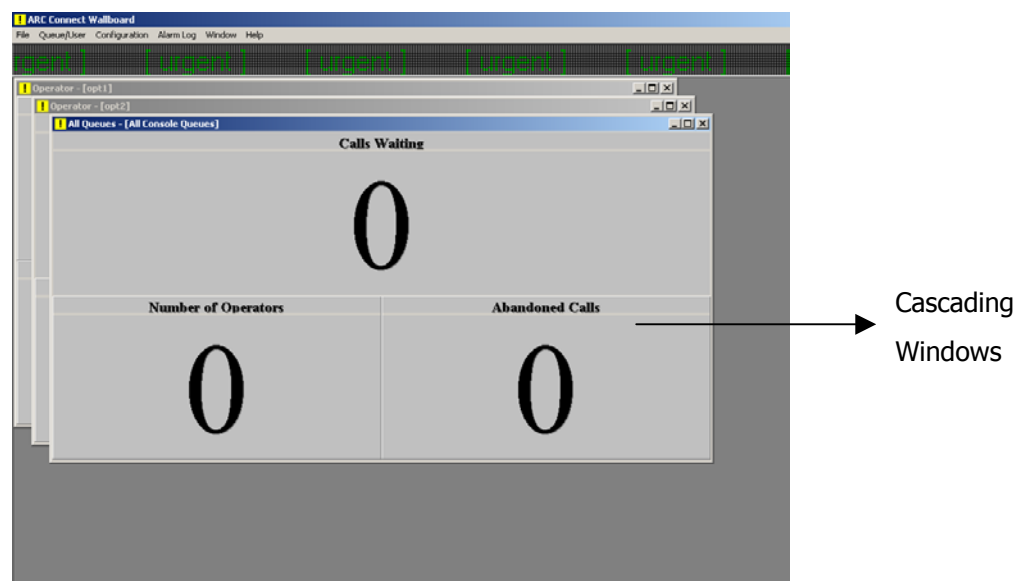
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## 3.5 Window

This option in the Menu bar allows the users to arrange the information and the tiles according to their requirement. The sub-menus of this option have been explained in the previous table. Here you will have the graphical view of all the window settings.

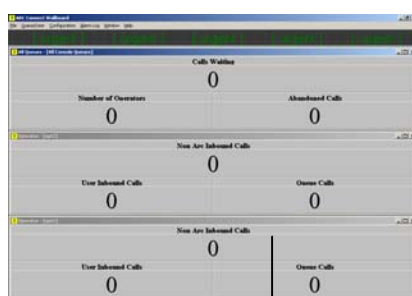
### 3.5.1 Cascade

The information in the Cascade style are arranged as shown in the following figure,

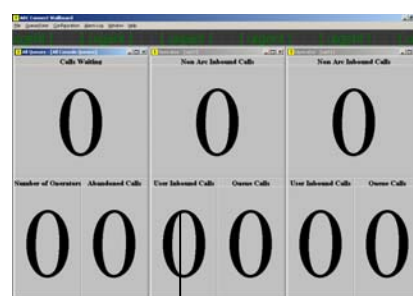


### 3.5.2 Tile

This option has two sun-menu items, **Horizontal** and **Vertical**.



Horizontal Tiles



Vertical Tiles

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### 3.5.3 Row

The two sub-menu items for the Row are **Horizontal** and **Vertical**. The figures are given as below,



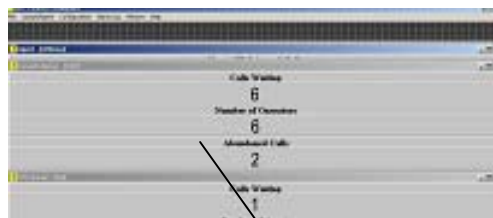
Row-Horizontal  
Arrangement



Row-Vertical  
Arrangement

### 3.5.4 Column

This option also has the two sub-menu items, **Horizontal** and **Vertical**.



Horizontal Arrangement



Vertical  
Arrangement

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## Section 4: Setting Up Arc Wallboard

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

### 4.1 Creating a New Template

To create a new Template, use the menu bar option: *File → New Template*.

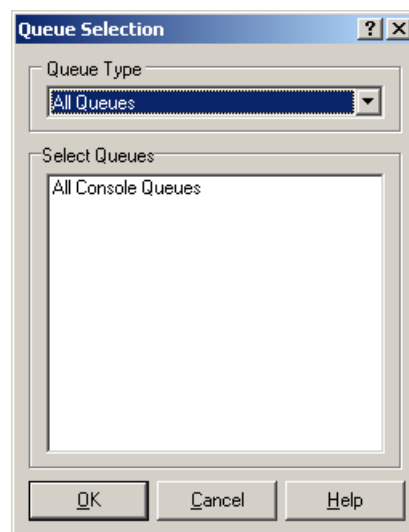
This would be a blank template to begin with. The user can then add Data Windows for Queues/Users as needed.

#### 4.1.1 Adding New Queue(s) in the Template

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

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

Select the required group of Queues from the drop down box Queue Type.

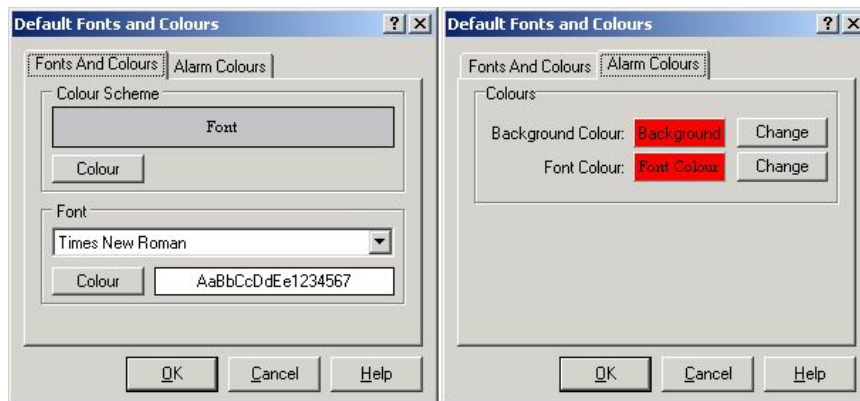


**Figure 4-1:** Select Queue Type

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

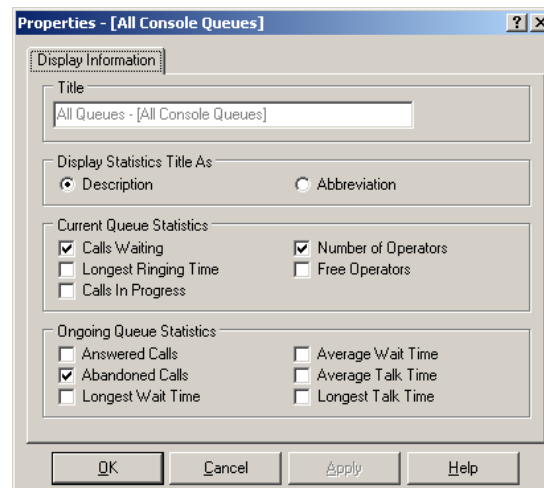
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3. In the next window the user will need to set the background and Font colours for the tiles in Data window(s) for the selected Queue(s).



**Figure 4-2:** Set Fonts, Colours and Alarm Colours for Queue

4. Select the Background colour, Font type and Font colour. By default the background colour would be grey and Font colour would be black.
5. 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.
6. 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.



**Figure 4-3:** Add Statistics for Queue

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

**Title:** Name of the Queue (for information, it cannot be changed)

**Display Statistics Title As:** 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.

**Current Queue Statistics:** 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.

**Ongoing Queue Statistics:** 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.

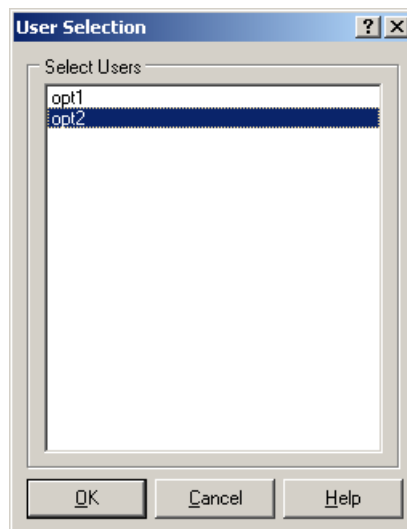
8. By Clicking **Ok** on this window, Queue(s) will be added in the template.

#### 4.1.2 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**.

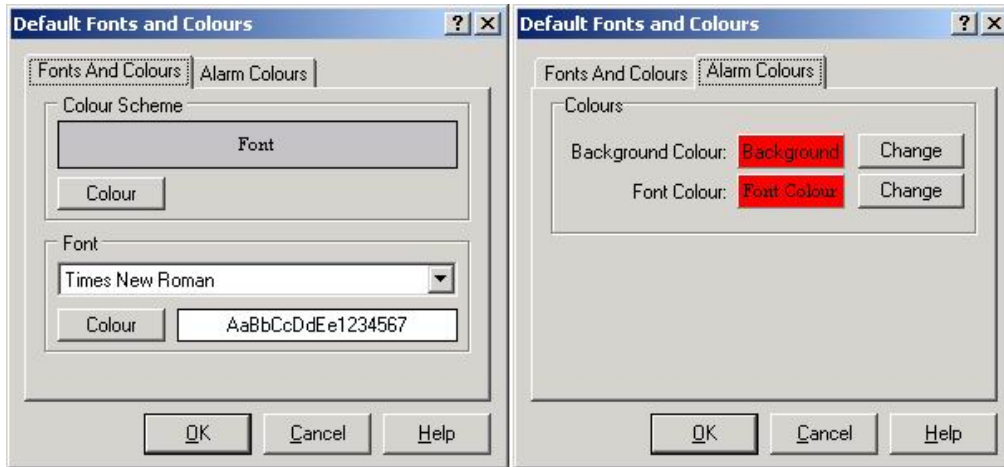


**Figure 4-4:** Select User type

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

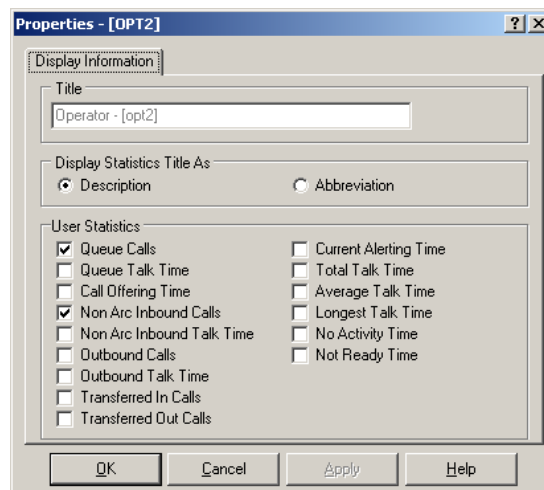
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3. In the next window the user will set the background and font colours for the tiles in the Data Window(s) for selected User(s).



**Figure 4-5:** Set Fonts, Colours and Alarm colours for User

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 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.



**Figure 4-6:** Add Statistics for User

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

**Title:** Name of the User (for information only)

**Display Statistics Title As:** User can display the title of each tile as an abbreviation or the full description.

**User Statistics:** There are sixteen statistics that can be seen against an 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.

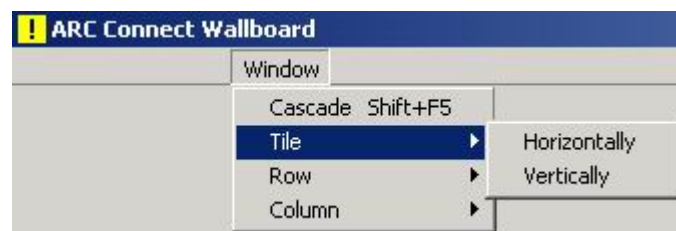
By default the three items would be selected for each User. For details of each statistic see the *Glossary*.

8. By Clicking **Ok** on this window, User(s) will be added in template.

### 4.1.3 Layout

The layout of Data windows in a template can be changed. To change the layout of Data Windows: -

Use the menu bar option *Windows*.



**Figure 4-7:** Options for changing layout of Data windows

The options available for different layouts are discussed in section 3.2 of this Guide.

## 4.2 Working with Data Windows

Data Windows are the main part of any template in Arc Wallboard. Each Data Window represents either a Queue or a User. So when a Queue or User is added in the template, another Data Window is opened.

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#### **4.2.1 Data window for Queue**

A Data Window added for a Queue would be showing the information related to the Queue selected by the user. Generally a Data Window for the Queue has following Properties:

1. Data Windows are comprised of tiles, which are the basic elements used for showing information.
2. Each Data Window can show a maximum of 11 pieces of information.
3. The number of tiles in a Data Window can be increased or decreased through properties of that Data Window.
4. A Data Window is flexible in nature, and can be set to any size within the template.
5. More than one Data Window can be set for the same Queue.

#### **4.2.2 Data windows for User**

A Data Window added for User would be showing the information related to the User selected by the user. Generally a Data Window for the User has following Properties:

1. Data Windows are comprised of tiles, which are the basic elements used for showing information.
2. Each Data Window can show a maximum of 18 pieces of information.
3. The number of tiles in a Data Window can be increased or decreased through properties of that Data Window.
4. A Data Window is flexible in nature, and can be set to any size within the template.
5. More than one Data Window can be set for the same Queue.

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### 4.2.3 Layout

To change the layout of tiles in a Data window:

1. Select the Data window and use the menu bar option *Queue/User → Layout*  
OR  
Right click on any of the tile in a Data window and select the menu item *Layout*.
2. Three option will be shown to the user, which are as following:
  - a. **Tile**: This will fix all the tiles appropriately in a Data window.
  - b. **Row**: This will fix the tiles in a Data window in rows.
  - c. **Column**: This will fix all the tiles in the Data window in columns.

## 4.3 Working with Tiles

Data Windows are made of different tiles. Each tile shows specific information related to the Queue or User. Tiles in a Data Window have following properties: -

1. Each tile is comprised of two sections. Upper is showing the name of the statistic and lower is showing the value for that statistic.
2. Tiles in a Data window are specific to a single piece of information (statistic) for a Queue or User.
3. Tiles can be added or removed in a Data Window.
4. Any change in the size/numbers of tiles will be saved in Template.
5. Tiles cannot be duplicated in a Data Window.
6. Threshold values can be set against the statistic shown by the tile.

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### 4.3.1 Fonts, colours and Thresholds

The fonts, colours and thresholds for all tiles are set up when the Data Windows for the Queue/User is added to the template. However, once the Wallboard is active it is possible to change or put new settings in place by positioning the mouse over a particular tile of a Queue/User and click the right mouse button; a menu will appear. An example of this is given below.

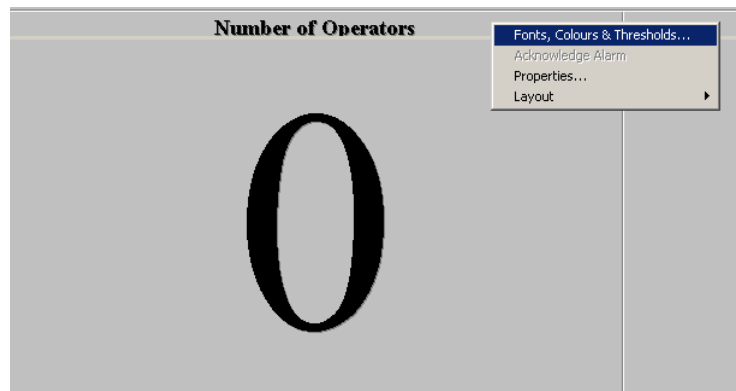


Figure 4-8: Pop-up menu on tile

Click on the first item in the pop-up menu **Fonts, Colours & Thresholds**, the following window with two tabs will be displayed,

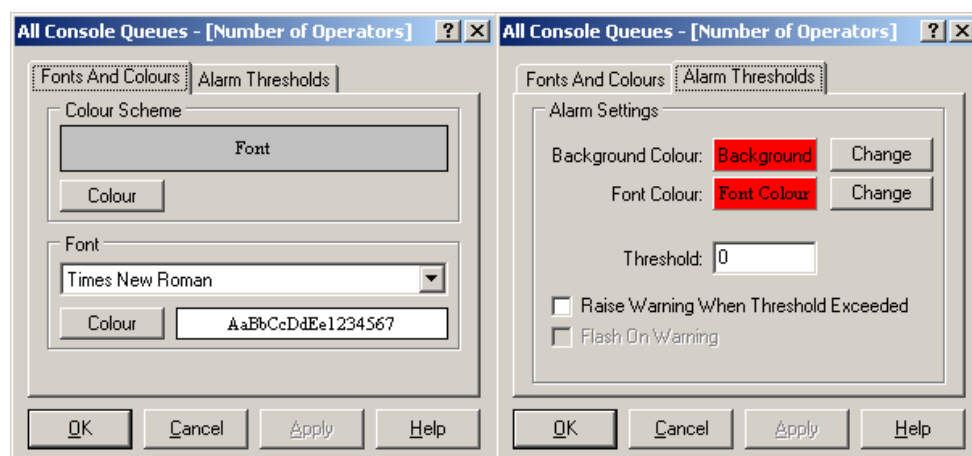


Figure 4-9: Tile properties window

Figure 4-11 shows the properties tabs for a tile showing the statistics **Number of Users** in Queue ConsoleQ1.

The **Fonts and Colours** tab allows the user to set the fonts and colours user wishes to appear on the Wallboard. Within the Colour Scheme section, clicking the colour button will present a colour palette. The user may select the colour of the tile to appear in, on the Wallboard. When a colour has been selected, a sample of it will be displayed on the colour bar in this section.

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To select a different font, click on the drop-down list box. It will show the font currently active. The user may also choose the colour of the font by using the **colour** button, as described in the Fonts and Colour section. Once a font is selected a sample will be displayed on the font display bar in this section.

The **Alarm Threshold** tab allows the user to set a threshold, on the selected tile, and how it should respond, once that threshold has been reached.

The settings of the Alarm Threshold have been described below.

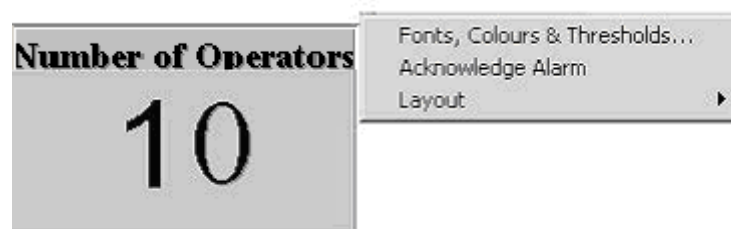
1. **Background Colour:** The background colour of the tile will be displayed in, when the threshold is exceeded.
2. **Font Colour:** The new colour of the text that will be used as the threshold is exceeded.
3. **Threshold Value:** This is the value, which must be broken for the alarm to be triggered.
4. **Raise Warning on alarm:** If this box is checked, this ensures that the alarm is immediately made visible when triggered, using the colour parameters set above.
5. **Flash on Alarm:** When selected, this option not only raises the alarm by highlighting the tile with the pre-set colours, but also causes the colour to flash on that tile. This option is dependant on **Raise warning on Alarm**

#### 4.3.2 Acknowledging Alarms

Tiles in a Data Window will alarm and flash when the threshold value is broken. The main aim of the Alarm system is to let the user know about the status of a particular statistic instantly.

The alarm can be acknowledged through the following procedure: -

1. Right click on the tile in alarm state.
2. A popup menu will be shown.



**Figure 4-10:** Pop-up menu on tile in Alarm state

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3. Select the option **Acknowledge Alarm**. (This option will only be active if the tile has been highlighted - the alarm threshold has been exceeded).
4. The tile will stop showing the Alarm state.
5. With the end of Alarm state, the alarm message will also be deleted on the message bar.

#### 4.3.3 Changing the size

To change the size of any tile, place the mouse on the boarder of tile and drag it in the direction as desired. To change the partition between the label and the value for statistic, place the mouse on the line and drag in the desired direction. The user will see that the font size of the label and the value depend upon the size of the tile in the Data window. All changes made in the size of a tile in Data window will be saved in the Template.

### 4.4 Messages

Another functionality in Arc Wallboard Connect Application is the messaging service. It allows the user logged in as Wallboard to see the message(s) sent by the Supervisor of the Call Centre.

#### 4.4.1 Clearing Messages

Once the user has read the messages, then any or all messages can be deleted from the message bar. To delete the messages from the message bar:

1. Right click on the message bar to see the pop up menu.
2. Two menu items at the top are related to deleting messages.
3. If the user clicks on the **Clear All Messages** then all the messages floating on the message bar will be deleted immediately.
4. To only delete an individual message click on the **Clear Message** sub menu item.
5. A list of all the messages floating at that time will be displayed next to the item as shown in the figure below.
6. Click on the message that is required to be deleted. The message will be deleted and other messages will remain as it is.

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## 4.5 Alarms

For the effective management of the system, it is important that the administrators be informed when something starts going wrong so that measures can be taken in time. This will enhance productivity, and will provide the guidelines for the improvements in the configuration in future.

The Alarm System in Arc Wallboard Connect Application helps the user by showing a changed background colour, font colour and flashing the tile, where a threshold has been broken. Whenever the current value crosses the threshold value, alert message is sent to the Wallboard by the Arc CT Server. This message will be shown floating on the message bar of the Arc Wallboard Connect Application.

### 4.5.1 Setting Thresholds

To set the Alarm Conditions for any Statistic:

1. Right click on any tile on which alarm is required.
2. Select **Fonts, Colours and Thresholds...** from the pop-up menu.
3. Go to Tab **Alarms Thresholds**.
4. Change the background and font colour of the tile for when an alarm is raised.
5. Enter the threshold value that is to be exceeded for activation of alarms.
6. Tick the option **Raise warning when threshold is exceeded**.
7. Tick the option for flashing.
8. Click the **Apply** and **Ok** button.

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## Section 5: Glossary

|                                    |   |
|------------------------------------|---|
| <b>Template</b>                    | 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. |
| <b>Calls Waiting</b>               | Numbers of Calls waiting in a Queue to be answered.   |
| <b>Users logged in</b>             | Number of Users Logged in, in a Queue.  |
| <b>Longest Ringing Time</b>        | Longest Ringing time for a call in a Queue.   |
| <b>Number of Free Users</b>        | Number of Users sitting idle in a Queue.  |
| <b>Number of Calls in Progress</b> | Number of calls been answered in a Queue.   |
| <b>Answered Calls</b>              | Number of calls answered in a Queue in existing session.  |
| <b>Abandoned calls</b>             | Number of calls abandoned in a Queue in existing session.   |
| <b>Average Wait Time</b>           | Average wait time for calls in the Queue.   |
| <b>Average Talk Time</b>           | Average talk time of answered calls in the Queue.   |
| <b>Longest Wait Time</b>           | Longest wait time for call in the Queue.  |
| <b>Longest Talk Time</b>           | Longest talk time for call in the Queue.  |
| <b>Queue Calls</b>                 | Call received by a User.  |
| <b>Queue Talk Time</b>             | Total time spent on Queue calls by a User.  |
| <b>Call Offering Time</b>          | Ringin g in time for the call on User's extension.  |
| <b>Non-Arc Inbound Calls</b>       | Total time spent on Non Arc calls Inbound by a User.  |
| <b>Non-Arc Inbound Time</b>        | Total time spent on Non Arc calls Inbound by a User.  |
| <b>Outbound Calls</b>              | Total time spent on Outbound calls by a User.   |
| <b>Outbound Time</b>               | Total time spent on Outbound calls by a User.   |
| <b>Transferred In Calls</b>        | Number of calls transferred to User.  |
| <b>Transferred Out Calls</b>       | Number of calls Transferred by the User.  |
| <b>Current Alerting Time</b>       | Time for which User is waiting for the call.  |
| <b>Total Talk Time</b>             | Total talk time for User.   |
| <b>Average Talk Time</b>           | Average talk time for the User.   |
| <b>Longest Talk Time</b>           | Longest talk time for the User.   |
| <b>No Activity Time</b>            | Total time for a User without the call.   |

|                       |  |
|-----------------------|--|
| <b>Not ready Time</b> | Total time when the User is unavailable but logged in.           |
| <b>Absolute Call</b>  | The term refers to the call that has entered the contact centre. |
| <b>Relative Call</b>  | It refers to the call that has entered in a Queue.               |

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