MARS Cisco UCCX Wallboard

MARS UCCX Wallboard displays real time info of Cisco UCCX in contact centers.

Monitor your contact center functions and performance in real-time.

User defined screen layout

If configured thresholds are reached, alarms are raised by changing the colors in the screen as configured

If primary UCCX server goes down then application connects automatically to secondary UCCX server
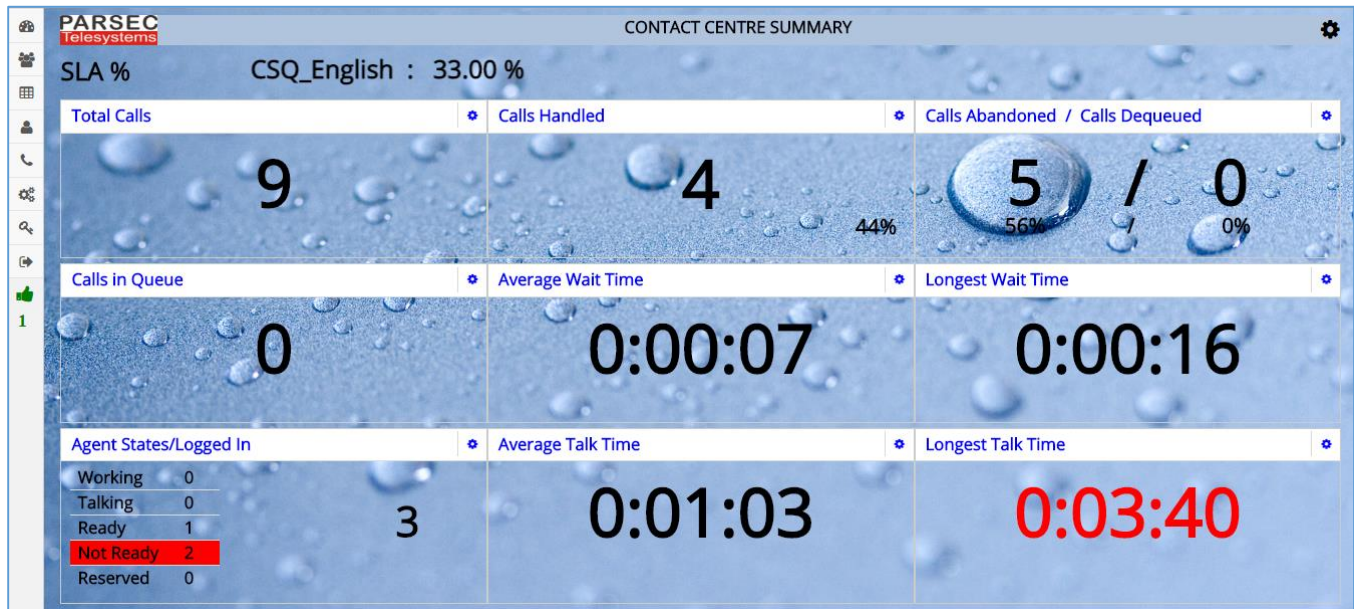
Create groups based on the Queues

Supervisor can view wallboards based on the group selected

Set wallboard backgrounds of your choice

Auto display/rotate the wallboard screens one-after-other at a configured time interval
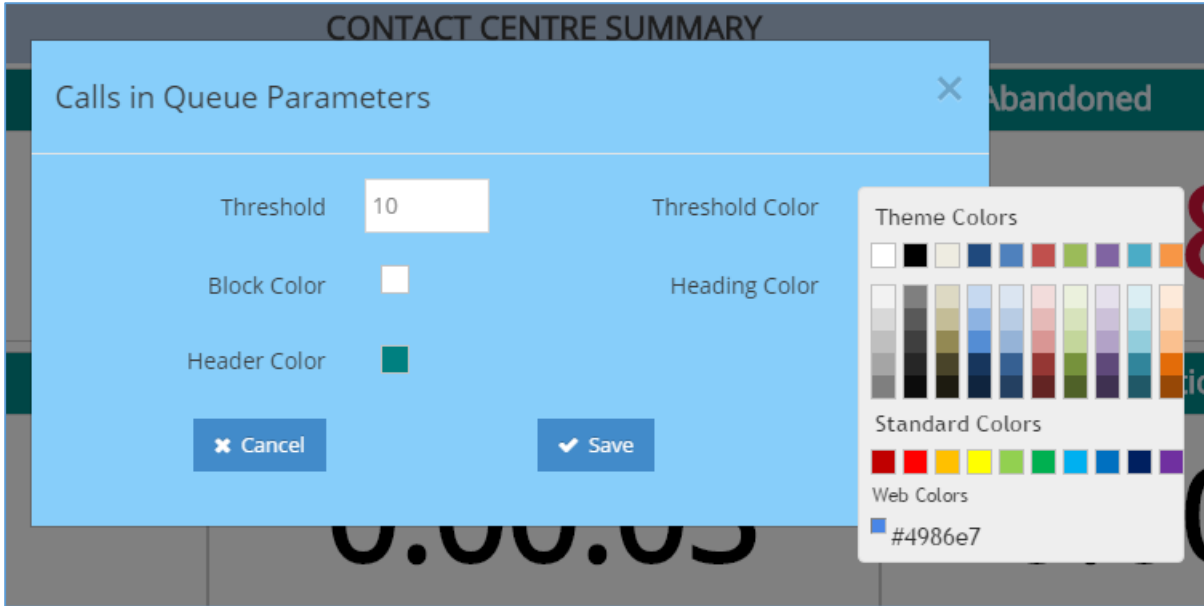
Set thresholds for Agent States

Contact Center Summary

Configure thresholds for Total calls, Calls Abandoned, Calls Handled, Calls In Queue, Average Wait Time, Longest Wait Time, Average Talk Time, Longest Talk Time, Agent States.

If configured thresholds are reached, alarms are raised by changing the colors in the screen as configured

CSQ (Queue) Summary

View CSQ (Queue) Wise SLA

Configure CSQ (Queue) Wise SLA thresholds for alarm generation

Configure thresholds for Calls In Queue, Total Calls, Calls Handled, Calls Abandoned, Average Wait Time, Longest Wait Time

If configured thresholds are reached, alarms are raised by changing the colors in the screen

The application enables you to view data of a selected single CSQ (queue) or multiple CSQs (queues)

SLA : 100.00% CSQ_English								
Logged In Agents	Available Agents	Talking Agents	Calls in Queue	Calls Handled	Total Calls	Calls Abandoned	Average Wait Time	Longest Wait Time
5	3	0	0	4	4	0	0:00:02	0:00:05

Loggedin Agents

rahul	pranjol	piyush	sunil	abhi
3009	3017	3015	3011	3010
READY	NOT READY	READY	READY	NOT READY
🟢	🔴	🟢	🟢	🔴

Available Agents

rahul	piyush	sunil
3009	3015	3011
READY	READY	READY
🟢	🟢	🟢

PARSEC Telesystems — CSQ SUMMARY TABLE VIEW : PranjolGRP2 ⚙

CSQ NAME	LOGGED IN AGENTS	AVAILABLE AGENTS	TALKING AGENTS	CALLS IN Q	TOTAL CALLS	CALLS HANDLED		CALLS ABANDONED		CALLS DEQUEUED		AVG WAIT TIME	LONG. WAIT TIME	SLA%
CSQ_English	3	2	0	0	0	0	0%	0	0%	0	0%	0:00:00	0:00:00	N/A
CSQ Bengali	3	2	0	0	0	0	0%	0	0%	0	0%	0:00:00	0:00:00	N/A
CSQ Hindi	3	2	0	0	6	1	17%	5	83%	0	0%	0:00:49	0:01:27	17.00%
CSQ Gujrati	3	2	0	0	9	3	33%	6	67%	0	0%	0:00:26	0:01:02	17.00%
CSQ Kannad	0	0	0	0	0	0	0%	0	0%	0	0%	0:00:00	0:00:00	N/A
CSQ Marathi	0	0	0	0	0	0	0%	0	0%	0	0%	0:00:00	0:00:00	N/A
CSQ Punjabi	0	0	0	0	0	0	0%	0	0%	0	0%	0:00:00	0:00:00	N/A
CSQ Telugu	0	0	0	0	0	0	0%	0	0%	0	0%	0:00:00	0:00:00	N/A
CSQ German	3	2	0	0	0	0	0%	0	0%	0	0%	0:00:00	0:00:00	N/A
CSQ Russian	0	0	0	0	0	0	0%	0	0%	0	0%	0:00:00	0:00:00	N/A

CSQ (Queue) Group Summary

Create your own groups for a set of CSQs and view data CSQ Group wise

Example:

CSQ Group1 (CSQ1, CSQ2, CSQ6, CSQ12)

CSQ Group2 (CSQ1, CSQ10, CSQ12, CSQ43)

Agent Summary

Active Call Details Summary

Queue Name	Called Number	Calling Number	Connected To	Call Status
CSQ Gujrati	5005	2001	2010	Call Connected
CSQ Hindi	5004	2034	5004	Call Started
CSQ Gujrati	5000	2000	5000	Call Started

Auto display/rotate the wallboard screens

User can set wallboard auto display / auto rotate parameters. Auto rotate activated wallboards are displayed one after the other automatically.

🔔 **Wallboard Rotation Parameters**

Contact Centre Summary(secs)	30	✓ ON
CSQS Summary(secs)	10	✗ OFF
CSQS Summary Table View(secs)	25	✓ ON
Group Summary(secs)	10	✓ ON
Agents Summary(secs)	60	✓ ON
Call Details Summary(secs)	10	✗ OFF