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Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

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The CE” mark affixed to the equipment means that it conforms to the above Directives.

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For more information on all Avaya Contact Center Express products, refer to the company website (http://www.AvayaContactCenterExpress.com).
Software License Agreement

Definitions

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<th>Definition</th>
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<td>Avaya Inc.</td>
</tr>
<tr>
<td>You, your or licensee</td>
<td>The person or business entity who purchased this license to use this client software or for whom such license was purchased.</td>
</tr>
<tr>
<td>Client software</td>
<td>A software application that operates on a computer system.</td>
</tr>
<tr>
<td>Documentation</td>
<td>The manual and any other printed material provided by Avaya for the client software.</td>
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<tr>
<td>License</td>
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## Document Conventions

<table>
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<th>Convention</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>Initial Capital Letters</td>
<td>Names of windows and dialog boxes. For example, the Add VDN dialog box appears.</td>
</tr>
<tr>
<td>[key] or [button]</td>
<td>The name of a button or keyboard key. For example, click the [Blind] button or press the [F5] key.</td>
</tr>
<tr>
<td>Key+key</td>
<td>Hot key combinations you press down simultaneously to make the computer perform a function. For example, the Ctrl+S hot key combination saves your document.</td>
</tr>
<tr>
<td>Italicized text</td>
<td>Reference documents.</td>
</tr>
<tr>
<td>Click and double-click</td>
<td>The action of pressing the left or right mouse button once or twice. Always click the left button unless the right button is specified.</td>
</tr>
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### Related Documents

For information on the Interaction Data Server, refer to the following documentation on the Avaya Contact Center Express CD:

- *Interaction Data Server User Guide*

For information on the Configuration Server, refer to the following documentation on the Avaya Contact Center Express CD:

- *Configuration Server User Guide*
CHAPTER 2

Introduction

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What is Wallboard? ................................................................. 9
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What is Wallboard?

Wallboard is a Windows-based application that displays real-time and statistical information on VDNs, skills or splits and agents in a marquee window.

Installed on agent PCs, the scroll bar of information allows agents to closely track their personal work performance and the performance of their work group (skill or split).

Statistical information is sent to Wallboard from the Interaction Data Server, which monitors VDNs, splits, skills and agent extensions, and then calculates statistics about all facets of a call.

Statistics can be displayed for short intervals (up to one hour) and/or shifts (any length of time between one and 24 hours). A shift corresponds to a period of on-duty time by a group of agents.

The calculation of interval-based statistics for agents, VDNs and split/skills allows you to analyse work trends throughout the day, while the gathering of shift-based statistics allows you to view accumulated results. Intervals and shifts are configured in the Interaction Data Server.

Wallboard can be used as an Agent extension or a standalone application.

Agent Extension

<table>
<thead>
<tr>
<th>VDN</th>
<th>Customer Services</th>
<th>Calls Waiting</th>
<th>Abandoned Calls</th>
<th>VDN</th>
<th>Sales</th>
<th>Calls Waiting</th>
</tr>
</thead>
<tbody>
<tr>
<td>4567</td>
<td></td>
<td></td>
<td></td>
<td>4570</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>4570</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td>4570</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td>4570</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Standalone Application

<table>
<thead>
<tr>
<th>VDN</th>
<th>Help Desk</th>
<th>Average Talk Time</th>
<th>Average Wait Time</th>
<th>VDN</th>
<th>Marketing</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>4812</td>
<td></td>
<td></td>
<td></td>
<td>6746</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

VDN information includes:

- VDN names and numbers
- The number of calls waiting to be answered for the specified VDN
- The length of time the first call in the queue has been waiting (in seconds)
- The average length of time agents are talking to callers to this VDN (in seconds)
- The average length of time callers to this VDN are waiting before their call is answered (in seconds)
- The number of calls to this VDN that have been abandoned
- The average length of time callers to this VDN are waiting before abandoning their calls (in seconds)

Skill or split information includes:

- Skill or split names and extension numbers
- The number of calls waiting to be answered for the specified skill or split
- The number of agents logged into the skill or split that are available to take calls
- The number of agents logged into the skill or split that are unavailable to take calls
- The average length of time agents logged into the skill or split are talking to callers (in seconds)
- The average length of time callers to this skill or split are waiting before their call is answered (in seconds)
- The number of calls made to the skill or split
- The number of calls to the skill or split that have been abandoned
- The average length of time callers to this skill or split are waiting before abandoning their calls (in seconds)

Agent information includes:
- Agent names, IDs and station numbers
- The current work mode of the specified agent
- The number of calls the agent takes per hour
- The average length of time the agent spends on a call (in seconds)
- The average length of time the agent spends in After Call Work mode (in seconds)
- The average length of time the agent spends in Auxiliary mode (in seconds)
- The agent's pending work mode
- The agent's pending reason code
- The last reason code the agent used
- The skill or split group the agent is logged into

**Thresholds**

Most of the time, Wallboard will appear (color of text and background) and behave (how the text moves) as you configure it in the default properties (see "Wallboard Properties" on page 25).

If, however, you have a few parameters you consider extremely important (for example, service levels or the number of calls waiting) and you want any exceptional statistics to jump out and be noticeable, you can apply a threshold to them. A threshold contains one or more alert values that, when reached, force Wallboard to appear and behave in a different manner from the default properties.

In the following example, the default properties are operating: blue background and white, still text. The agent, named Tracey, has an average talk time of 56 seconds (for the interval specified in the Interaction Data Server), while agents working in the help desk have answered 79 per cent of their calls within the expected service level time. Over the entire shift, help desk staff have answered 129 calls.
Now, let us imagine, a threshold has been applied to the service levels parameter with a lower alert level value of 75. If the service level falls to this value or beyond, the alert's display properties become active. In the following example, service levels fall to 74 so Wallboard displays a yellow background and black, scrolling text. In addition, the device type and number (VDN 8391) and any introduction text (Alerting) precedes the string of information for that device.

Agent Tracey  Average Talk Time 54  Alerting VDN 8391  VDN Help Desk  Service Levels

Weighting

If Wallboard receives statistics from the Interaction Data Server that trigger more than one alert, Wallboard chooses which one to bring to your attention based on the weighting you assign each alert. The alert with the highest weight is triggered.
How does Wallboard Work?

Running under Microsoft Windows 98, NT 4.0, 2000 or XP, Wallboard communicates with the Interaction Data Server to access statistical data. The Interaction Data Server can be receiving information from a single switch or multiple switches.

When Wallboard starts up, it connects to the Interaction Data Server and instructs it to feed back the statistical data at the interval specified in Wallboard's configuration. If Wallboard is working as a standalone application, the configuration data is sourced from Wallboard's configuration file. If it is working as an Agent extension, the data is sourced from the Agent's configuration file.

Agent Extension
Standalone Application

\[\text{Definity/Multivantage/Avaya CM}\]

\[\text{Interaction Data Server}\]

\[\text{Wallboard}\]

\[\text{Wallboard.ini (for example)}\]

**Note:** The version of Agent must be Active Telephony 5.0, Contact Center Express 2.0 or later.
Chapter 3

Installation

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Install Application

For full instructions on how to install this application, refer to the *Contact Center Express Installation Guide* (Contact Center Express Installation Guide.pdf).

In addition to the standard installation steps, this document explains:

- how you can use command line parameters during installation to dictate where configuration information is retrieved.
- how you can change the configuration source from the local .ini file to the Configuration Server if an application has already been installed.
- how to automatically (silently) install an application following a set of pre-defined selection options.

The *Contact Center Express Installation Guide* is on the Contact Center Express CD (Overview and Miscellaneous folder) or can be downloaded from the *Avaya Contact Center Express website* (http://www.AvayaContactCenterExpress.com).
CHAPTER 4

Administration

In This Chapter

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Configuration Overview

To easily configure Wallboard, you should use the application's user-friendly **Setup administration screen** (see "Configure Wallboard via Setup Screen" on page 22). If you are using Wallboard as a standalone application, it automatically adds information to the Wallboard configuration file or the Configuration Server database (depending where the application is sourcing its configuration data). If you are using the Configuration Server, you need to run the AS Wallboard Template Add.sql script to add the Wallboard template to the database.

If you are using Wallboard as an Agent extension, using the Setup administration screen automatically adds information to the Agent configuration file or the Configuration Server database. Note: Wallboard's configuration parameters are automatically added to the ActiveAgent.ini during Wallboard's installation. If, however, you are using the Configuration Server, you will need to run the AS Wallboard Agent Extension Add.sql script to add Wallboard parameters to the Agent template and to update existing Agent user configurations. Running the AS Wallboard Agent Extension Remove.sql script will delete Wallboard parameters from the Agent configuration.

To configure Wallboard using the Setup administration screen, the **AdministratorEnabled** parameter must be set to True in the configuration .ini file.

By default, if the configuration file is not found, Wallboard warns the user and creates a new Wallboard.ini with default values.

If you want to manually set or update information directly into the configuration file, refer to the **configuration parameter definitions** (see "Configurable Parameters" on page 18).

**Using Wallboard as a Standalone Application & Agent Extension**

If you have a contact center environment where you sometimes run Wallboard as a standalone application and other times as an Agent extension, you can tell Wallboard to source its configuration data from the ActiveAgent.ini file, no matter what the scenario. This saves you from maintaining two different sets of configuration data.

This time-saving feature is achieved by redirecting the application's inbuilt Configuration Client via the command line:

For example: "C:\Program Files\Avaya\Contact Center Express\Desktop\Wallboard\ActiveWallboard.exe" /z ActiveWallboard/f C:\Program Files\Avaya\Contact Center Express\Desktop\Agent\ActiveAgent.ini
Configurable Parameters

Note: All the parameters within the one section must have the same number of delimited items. To display more than one item for the same parameter, separate the items using a comma as a delimiter: For example: VDN=1234,1245,1246,1247. Parameters with '0' value, do not display in the .ini file. Default values are either '0' (number) or left blank (string).

[AIDS]

AIDSAddress. The IP address of the Interaction Data Server.

AIDSPort. The IP port the Interaction Data Server uses to connect to Wallboard.

[Wallboard]

wbHeight. The height, in pixels, of Wallboard. The height is automatically saved in the configuration after it is adjusted within the application.

wbWidth. The width, in pixels, of Wallboard. The width is automatically saved in the configuration after it is adjusted within the application.

wbLeft. The distance, in pixels, of Wallboard from the left side of the screen at startup. The distance is automatically saved in the configuration after it is adjusted within the application.

wbTop. The distance, in pixels, of Wallboard from the top of the screen at startup. The distance is automatically saved in the configuration after it is adjusted within the application.

BackgroundColor. The default background color of Wallboard.

AlertOnMessage. If set to True, the user can specify how they want broadcasted messages to display.

UpdateTime. How often, in seconds, you want Interaction Data Server to send statistical information to Wallboard.

AdjustToAA. The positioning of Wallboard when Agent is moved around the screen. True = Wallboard moves with Agent. False = Wallboard separates from Agent.

wbOnTop. The position of Wallboard in relation to other applications. True = always appears on top of other application interfaces. False = disappears behind other application interfaces when they are being used.

AdministratorEnabled. If set to True, a user can change behavioral settings from the Wallboard interface.

MarqueeDelay. The speed at which the text scrolls. The higher the value, the slower the text. Note: The speed may be limited by the performance of your central processing unit (CPU) and the height of the wallboard.
**MarqueeScrollAmount.** The distance, in pixels, the text 'jumps' as it scrolls across the panel. The lower the value, the smoother the movement.

**MarqueeStyle.** The behavior of the text. 0 = still, 1 = scrolling (the text moves constantly in one direction), 2 = sliding (the text moves then stops), 3 = blinking (the text blinks on and off), 4 = bouncing (the text moves constantly and then reverses direction).

**MsgDisplayTime.** The length of time, in seconds, the message displays.

**EnableSendMessage.** If set to True, a user can send messages from Wallboard to the Interaction Data Server.

**SetupFirstPaneWidth.** The width, in pixels, of the first pane in the Setup administration screen. The width is automatically saved in the configuration after it is adjusted within the application.

**SetupHeight.** The height, in pixels, of the Setup administration screen. The height is automatically saved in the configuration after it is adjusted within the application.

**SetupTop.** The distance, in pixels, of the Setup administration screen from the top of the screen. The distance is automatically saved in the configuration after it is adjusted within the application.

**SetupWidth.** The width, in pixels, of the Setup administration screen. The width is automatically saved in the configuration after it is adjusted within the application.

**Help File.** The name of the Help file: English Wallboard Help.chm (HTML Help) or English Wallboard Help.hlp (Win Help).

**Display Info Alerting Device.** A value that determines whether text (introduction text and the device type and number) will display before the alerting device. True = text will display, False = text will not display.

**SetupLeft.** The distance, in pixels, of the Setup administration screen from the left side of the screen. The distance is automatically saved in the configuration after it is adjusted within the application.

**Intro Text Alerting Device.** The text that will appear before the device that is alerting.

**ForeColorNoThreshold.** The default text color of Wallboard.

**[SwitchList]**

**swSwitchNumber.** The ID number of the switch the Interaction Data Server receives information from.

**[AgentList]**

The [AgentList] section of the configuration .ini file is automatically created when you configure Wallboard via the Setup administration screen. For each parameter you select using the Setup screen, there are three types of line items written to the .ini file.

**ParameterName.** The name of the parameter.
**txtParameterName.** The text that prefaces the parameter.

**DispOrderParameterName.** The number that determines the parameter's order in the list. The parameter will not display if the display order is set to 0.

**DisplayCondition.** The value that determines when the device displays on Wallboard. 0=Always displays, 1=Displays only if it is being monitored by the Interaction Data Server, 2=Does not display. The default value is 0.

**[SkillList]**

The [SkillList] section of the configuration .ini file is automatically created when you configure Wallboard via the Setup administration screen. For each parameter you select using the Setup screen, there are three types of line items written to the .ini file.

**ParameterName.** The name of the parameter.

**txtParameterName.** The text that prefaces the parameter.

**DispOrderParameterName.** The number that determines the parameter's order in the list. The parameter will not display if the display order is set to 0.

**DisplayCondition.** The value that determines when the device displays on Wallboard. 0=Always displays, 1=Displays only if it is being monitored by the Interaction Data Server, 2=Does not display. The default value is 0.

**[VDNList]**

The [VDNList] section of the configuration .ini file is automatically created when you configure Wallboard via the Setup administration screen. For each parameter you select using the Setup screen, there are three types of line items written to the .ini file.

**ParameterName.** The name of the parameter.

**txtParameterName.** The text that prefaces the parameter.

**DispOrderParameterName.** The number that determines the parameter's order in the list. The parameter will not display if the display order is set to 0.

**DisplayCondition.** The value that determines when the device displays on Wallboard. 0=Always displays, 1=Displays only if it is being monitored by the Interaction Data Server, 2=Does not display. The default value is 0.

**[Wallboard Error]**

**AlertOnError.** A value that determines whether error text will display. True = error text will display, False = error text will not display.

**ErrDisplayTime.** The number of seconds you want the error to display for.

**ForeColorError.** The color of the error text.
**ErrorLevel.** The level of error detail that will display. 0 = Do not display (no errors are displayed), 1 = Fatal errors (displays fatal errors only), 2 = Major errors (displays fatal and major errors), 3 = Minor errors (displays fatal, major and minor errors).

**MarqueeStyleError.** The behavior of the error text. 0 = still, 1 = scrolling (the text moves constantly in one direction), 2 = sliding (the text moves then stops), 3 = blinking (the text blinks on and off), 4 = bouncing (the text moves constantly and then reverses direction).

**[Threshold x]**

The [Threshold x] section of the configuration .ini file is automatically created when you configure Wallboard via the Setup administration screen.

**Level.** The number that will trigger the alert.

**Weight.** The number assigned to an alert to represent its relative importance to all the other alerts used by Wallboard.

**Back Color.** The color the alert background will turn when the alert level is met.

**Fore Color.** The color the alert text will turn when the alert level is met.

**Marquee Style.** The way the text in the alert will behave when the alert level is met. 0 = still, 1 = scrolling, 2 = sliding, 3 = blinking, 4 = bouncing.
Configure Wallboard via Setup Screen

Wallboard's Setup administration screen provides an easy-to-use graphical interface for .ini file configuration.

1  If you are using Wallboard as a standalone application:
   a) Double-click the icon on the desktop (this only displays if it was selected during installation) or click the [Start] button on the Windows Taskbar and select Programs > Avaya Contact Center Express > Desktop > Wallboard > Wallboard from the pop-up menu.
   b) Right-click on the blank marquee that displays and select Settings from the popup menu.

2  If you are using Wallboard as an Agent extension:
   a) Open Agent Administrator and select the Miscellaneous tab.
   b) If there is a tick in the check box beside Disable all Agent extensions, remove the tick.
   c) Click the drop-down arrow and select Wallboard from the popup menu.
   
   **Note:** Wallboard automatically registers as an extension during installation.
   
   d) Click the [Setup Extension] button.
The Setup screen appears.

3 To connect Wallboard to the Interaction Data Server:
   a) Type the server's IP address and port number in the text boxes. The prescribed port number is 29090.
   b) Right-click and select Refresh from the pop-up menu or press [F5].

Display Errors

4 If you want to display errors:
   a) Click the drop-down arrow beside Display error level and select an option.
   b) Type the number of seconds you want the error to display for in the Display message for (sec) text box.

5 If you want to change the way errors display:
   a) Tick the check box beside Change settings on error.
   b) Click the [Text Color] button and choose a color from the Color dialog box that appears.
   c) Click the drop-down arrow beside Style and select how you want the text to behave:
      - Still
      - Scrolling (the text moves constantly in one direction)
      - Sliding (the text moves then stops)
      - Blinking (the text blinks on and off)
      - Bouncing (the text moves constantly and then reverses direction)
Alerting Device Information

6 If you want text to appear before the device that is alerting, tick the check box beside Display information about alerting device and type the text in the Introduction text field.

7 Expand the tree view structure to display the agents, splits/skills and VDNs that are set up on the switch associated with the server.
Wallboard Properties

1. Click Wallboard Properties.

2. Click the drop-down arrow beside Style and select how you want the marquee text to behave. Options are:
   - Still (the text does not move)
   - Scrolling (the text moves at the same speed in one direction)
   - Sliding (the text moves then stops)
   - Blinking (the text blinks on and off)
   - Bouncing (the text moves and then changes direction)

3. Click the drop-down arrow beside Direction and select the direction you want the text to move in.

4. Type the distance, in pixels, the text 'jumps' as it scrolls in the Scroll amount text box. **Note:** The lower the value, the smoother the movement.

5. Type how often, in seconds, you want Interaction Data Server to send statistical information to Wallboard in the Update time text box.
6 Type the speed at which the text scrolls in the Scroll time text box. The higher the value, the slower the text. **Note:** The speed may be limited by the performance of your computer's processing unit (CPU) and the height of the wallboard.

**Color**

7 Click the [Text Color] button and choose a color for the marquee text.

8 Click the [Background Color] button and select a background color for the marquee.

**Wallboard Position**

9 To ensure Wallboard moves with Agent whenever it is moved around the screen, tick the check box beside Adjust to Agent.

10 To position Wallboard on top of all other open applications, tick the check box beside Always on top.

**Note:** When adjusted to Agent, this is selected by default. It also overrides the Always on top setting if that has been enabled for Agent.

**Receiving Messages**

11 If you want broadcasted messages to change the way text displays on your marquee, tick the check box beside Change settings on receiving message.

12 Click the [Text Color] button and choose what color the text will turn.

13 Click the drop-down arrow beside Style and select how you want the message text to behave.

14 Type the length of time, in seconds, that you want each message to display for.

**Help File**

15 If you want to display a help file:

a) Click the [Select Help File] button.

b) Select either Win Help Files (*.hlp) or HTML Help Files (*.chm) from the Files of Type drop-down list box.

c) Select the help file and click [Open].

16 If you want to broadcast messages to Wallboard, tick the check box beside Allow send broadcast messages.

17 To allow a user to change behavioral settings from the Wallboard interface, ensure a tick appears in the Enable administration from Wallboard check box. To disable this (and therefore ensure administration via the Wallboard.ini file), remove the tick.
Thresholds

1. To add a threshold, right-click the Thresholds node and select Add Threshold from the pop-up menu.

   ![Add Threshold dialog box](image)

   The Add Threshold dialog box appears.

   ![Add Threshold dialog box](image)

2. Type a name for the threshold in the Threshold name text box.

   Note: You may like to give the threshold the same name as the parameter you intend to assign it to. Or, if you intend to assign it to several different parameters, you may like to use a more generic name.

3. Click the [Add] button or press the [Enter] key. The threshold automatically appears under the Thresholds node.

   ![Thresholds node](image)

Add Alerts

4. To add an alert, right-click the threshold bar and select Add Alert from the pop-up menu.
The Add Alert dialog box appears.

![Add Alert dialog box](image)

5 Type the number that will trigger the behavior of your new alert. Click [Add].

<table>
<thead>
<tr>
<th>Alert 0</th>
<th>Alert 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level</td>
<td>3</td>
</tr>
<tr>
<td>Weight</td>
<td>0</td>
</tr>
</tbody>
</table>

6 Use the above steps to add as many alerts as you need. **Note:** A threshold can have a minimum of two alerts.

In this example, a third alert is added:

<table>
<thead>
<tr>
<th>Alert 0</th>
<th>Alert 1</th>
<th>Alert 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>Weight</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

- Alert 0 represents any number below 3.
- Alert 1 represents numbers 3 and above but below 7.
- Alert 2 represents numbers 7 and above.

**Define Alert Behavior**

7 To specify the color you want the alert text to turn when the alert level is met:
   a) Right-click the alert and select Change Text Color from the pop-up menu.
The Color dialog box appears.

8 If you want to use a color from the Basic colors selection, click the color and click the [OK] button.

9 If you want to choose another color:
   
a) Click [Define Custom Colors >>].
   
b) Click a new color in the multi-colored panel and vertically move the triangular slide to select the shade of your chosen color.
   
c) Click the [Add to Custom Colors] button.
   
d) Click [OK].

10 To specify the color you want the alert background to turn when the alert level is met:
   
a) Right-click the alert and select Change Background Color from the pop-up menu.
   
b) Repeat the steps you used to select text color.

11 To specify the way you want the text in the alert to behave when the alert level is met, right-click the alert and select Change Marquee Style and one of the following options:
- Still
- Scrolling (the text moves constantly in one direction)
- Sliding (the text moves then stops)
- Blinking (the text blinks on and off)
- Bouncing (the text moves constantly and then reverses direction)

12 Repeat the above steps for the other two alerts.

13 If you want an alert to adopt the behavior set under the Wallboard Properties node, right-click the alert and select Restore Defaults from the pop-up menu.

Set Alert Weighting

Statistics can alert for only one device (VDN or split/skill) at any given time.

If Wallboard receives an event (a package of information) from the Interaction Data Server and it contains statistics that would trigger more than one alert, Wallboard must choose which one to bring to your attention.

The only way Wallboard knows how to do this is via the weighting you give each alert. The alert with the highest weight will be triggered.
In the following example, if service levels were recorded at 7 and calls waiting were recorded at 16, calls waiting would alert because its alert has the higher weighting.

<table>
<thead>
<tr>
<th>Service levels</th>
<th>Alert 0</th>
<th>Alert 1</th>
<th>Alert 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level</td>
<td>3</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Weight</td>
<td>25</td>
<td>15</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Calls waiting</th>
<th>Alert 0</th>
<th>Alert 1</th>
<th>Alert 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level</td>
<td>8</td>
<td>16</td>
<td></td>
</tr>
<tr>
<td>Weight</td>
<td>0</td>
<td>7</td>
<td>18</td>
</tr>
</tbody>
</table>

When the alert with the highest weight is triggered, the:
- background color of Wallboard turns the same color as the background color of the alert
- text on Wallboard turns the same color as the text of the alert
- behavior of the Wallboard text mirrors the behavior of the alert text
- alerting text you specified when you configured Interaction Data Server appears before the device the threshold has been assigned to.

Because Wallboard uses the alert with the highest weight, it is important that weights are set by someone who has an overview of all thresholds and the level of importance of all used parameters.

There is no limit on the weight number range you can use, but increasing the numbers in larger increments gives you flexibility if you ever need to add alerts and integrate them into your weighting system. Note: Decimal places (e.g. 3.1, 3.2, 3.3 etc) can be used if you have weighted alerts in increments of one and need to integrate new alerts at a later date.

It is recommended you avoid giving two alerts the same weighting even if they belong to different thresholds.
Displayed Devices

1. To display device information from a particular switch, drag and drop the switch icon into Displayed Devices.

   Alternatively, you can right-click Displayed Devices, select Add Switch and fill in the details in the dialog box that appears. For example:

   ![Add Switch](image)

2. To display statistical data for certain devices, drag and drop the device icons into the new switch folder.

   Alternatively, you can right-click the switch, select the device type you want to add and fill in the details in the dialog box that appears. For example:

   ![Add Skill](image)

*Note:* If you want all devices belonging to one device type (e.g., VDNs) to display the same statistical parameters, drag only one device into the switch folder. After configuring its profile, you can set it as a default and any subsequent devices dragged into the folder will inherit those properties.
Agents

3 To configure the information that will display for a particular agent, click the agent's device.

<table>
<thead>
<tr>
<th>Agent</th>
<th>Introduction text</th>
<th>Display order</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent ID</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Agent name</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Agent state</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Average ACW time</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Average AUX time</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Average talk time</td>
<td></td>
<td>6</td>
</tr>
<tr>
<td>Total calls</td>
<td></td>
<td>7</td>
</tr>
<tr>
<td>Pending reason code</td>
<td></td>
<td>8</td>
</tr>
<tr>
<td>Pending work mode</td>
<td></td>
<td>9</td>
</tr>
<tr>
<td>Reason code</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>Split/skill number</td>
<td></td>
<td>11</td>
</tr>
<tr>
<td>Station number</td>
<td></td>
<td>12</td>
</tr>
<tr>
<td>Switch number</td>
<td></td>
<td>13</td>
</tr>
<tr>
<td>Talk state</td>
<td></td>
<td>14</td>
</tr>
<tr>
<td>Work mode</td>
<td></td>
<td>15</td>
</tr>
<tr>
<td>Shift average ACW time</td>
<td></td>
<td>16</td>
</tr>
<tr>
<td>Shift average AUX time</td>
<td></td>
<td>17</td>
</tr>
<tr>
<td>Shift average Available time</td>
<td></td>
<td>18</td>
</tr>
<tr>
<td>Shift average talk time</td>
<td></td>
<td>19</td>
</tr>
<tr>
<td>Shift total calls</td>
<td></td>
<td>20</td>
</tr>
</tbody>
</table>

- Display always
- Display only if monitored by Interaction Data Server
- Do not display
4 Tick the check boxes beside the parameters you want Wallboard to display.

**Note:** The display order is determined by the order you select parameters. Numbers automatically increment by one as each parameter is selected. The parameter will not display if set to 0.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Display order</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent ID</td>
<td>0</td>
</tr>
<tr>
<td>Agent name</td>
<td>0</td>
</tr>
<tr>
<td>Agent state</td>
<td>1</td>
</tr>
<tr>
<td>Average ACW time</td>
<td>2</td>
</tr>
<tr>
<td>Average AUX time</td>
<td>0</td>
</tr>
<tr>
<td>Average talk time</td>
<td>0</td>
</tr>
<tr>
<td>Total calls</td>
<td>3</td>
</tr>
<tr>
<td>Pending reason code</td>
<td>0</td>
</tr>
<tr>
<td>Pending work mode</td>
<td>0</td>
</tr>
<tr>
<td>Reason code</td>
<td>0</td>
</tr>
<tr>
<td>Skill number</td>
<td>0</td>
</tr>
<tr>
<td>Station number</td>
<td>0</td>
</tr>
<tr>
<td>Switch number</td>
<td>0</td>
</tr>
<tr>
<td>Talk state</td>
<td>0</td>
</tr>
<tr>
<td>Work mode</td>
<td>0</td>
</tr>
<tr>
<td>Shift average ACW time</td>
<td>5</td>
</tr>
<tr>
<td>Shift average AUX time</td>
<td>0</td>
</tr>
<tr>
<td>Shift average Available time</td>
<td>0</td>
</tr>
<tr>
<td>Shift average talk time</td>
<td>0</td>
</tr>
<tr>
<td>Shift total calls</td>
<td>0</td>
</tr>
</tbody>
</table>

**Definitions for interval-related parameters:**

- **Agent ID.** The ID code of the agent.

- **Agent name.** The agent's name.

- **Agent state.** The state the agent is in. The state can be Auto in, Manual in, Logged out, AUX or ACW. Note: If the agent is on the phone, Wallboard displays the state as 'On call'.

- **Average ACW time.** The average length of time the agent spends in After Call Work mode (in seconds).

  Average ACW time formula: Total length of time the agent has spent in After Call Work mode for the interval / Total number of calls the agent has completed for the interval (calls answered and then released).

- **Average AUX time.** The average length of time the agent spends in Auxiliary mode (in seconds).

  Average AUX time formula: Total length of time the agent has spent in Auxiliary mode for the interval / Total number of calls the agent has completed for the interval (calls answered and then released).

- **Average talk time.** The average length of time the agent spends on a call (in seconds).

  Average talk time formula: Total length of time the agent has spent on active calls for the interval / Total number of calls the agent has completed for the interval (calls answered and then released).
Total calls. The total number of calls this agent has taken within the interval specified in the switch.

Pending reason code. The agent's pending reason code. Refer to Reason code for enumerations.

Pending work mode. The agent's pending work mode. Refer to Work mode for enumerations.

Reason code. The last reason code the agent used.

Reason code enumeration:

- enReasonCode0 = 0
- enReasonCode1 = 1
- enReasonCode2 = 2
- enReasonCode3 = 3
- enReasonCode4 = 4
- enReasonCode5 = 5
- enReasonCode6 = 6
- enReasonCode7 = 7
- enReasonCode8 = 8
- enReasonCode9 = 9

Split/skill number. The skill or split groups the agent is logged into.

Station number. The agent's station number.

Switch number. The ID number of the switch the agent is set up in.

Talk state. The agent's talk state (whether they are idle or on a call).

Talk state enumeration:

- atOnCall = 0
- atIdle = 1

Work mode. The agent's current work mode.

Work mode enumeration:

- wmNone = -1
- wmAUX = 1
- wmACW = 2
- wmAutoIn = 3
- wmManualIn = 4

Definitions for shift-related parameters:

Shift average ACW time. The average length of time agents in a given shift spend in After Call Work mode (in seconds).

Shift average ACW time formula: Total length of time the agent has spent in After Call Work mode for the shift / Total number of calls the agent has completed for the shift (calls answered and then released).

Shift average AUX time. The average length of time agents in a given shift spend in Auxiliary mode (in seconds).
Shift average AUX time formula: Total length of time the agent has spent in Auxiliary mode for the shift / Total number of calls the agent has completed for the shift (calls answered and then released).

**Shift average Available time.** The average length of time agents in a given shift spend in Available mode (in seconds).

Shift average Available time formula: Total length of time the agent has spent in Available mode for the shift / Total number of calls the agent has completed for the shift (calls answered and then released).

**Shift average talk time.** The average length of time agents in a given shift spend on a call (in seconds).

**Shift total calls.** The total number of calls taken by agents in a given shift.

5 Type the text to preface the selected parameters in the wallboard display. **Note:** You can use the parameter name or some other wording.

<table>
<thead>
<tr>
<th>Agent Information displayed</th>
<th>Introduction text</th>
<th>Display order</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent ID</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Agent name</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Agent state</td>
<td>Agent state</td>
<td>1</td>
</tr>
<tr>
<td>Average ADW time</td>
<td>Avg ADW time</td>
<td>2</td>
</tr>
<tr>
<td>Average AUX time</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Average talk time</td>
<td>Avg talk time</td>
<td>3</td>
</tr>
<tr>
<td>Total calls</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Pending reason code</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Pending work mode</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Reason code</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Split/total number</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Station number</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Switch number</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Talk state</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Work mode</td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>

6 If desired, change the numbers beside selected parameters to determine their order of appearance.
**Note:** If you try to number your parameters in increments other than one (eg. 5, 10, 15 etc), Wallboard will automatically re-number them (while retaining the order) in increments of one (ie. 1, 2, 3 etc). Wallboard will also automatically remove any duplicate numbers.

<table>
<thead>
<tr>
<th>Agent</th>
<th>Information displayed</th>
<th>Introduction text</th>
<th>Display order</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent ID</td>
<td>Agent name</td>
<td>Agent state</td>
<td>5</td>
</tr>
<tr>
<td>Average ACW time</td>
<td>Average ALK time</td>
<td>Avg ACW time</td>
<td>4</td>
</tr>
<tr>
<td>Average talk time</td>
<td>Avg talk time</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Total calls</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Pending reason code</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Pending work mode</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Reason code</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Skill/shift number</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Station number</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Switch number</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Talk state</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Work mode</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Shift average ACW time</td>
<td>Shift avg ACW time</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Shift average ALK time</td>
<td>Shift avg ALK time</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Shift average Available time</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Shift average talk time</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Shift total calls</td>
<td></td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

7 To control under what conditions you want the device to display, click a radio button beside one of the options.

- Display always
- Display only if monitored by Interaction Data Server
- Do not display

8 If you want all other agents in the device list to adopt the same parameter structure, tick the check box beside Set as default. **Note:** If you leave this blank, you need to set up each agent using the above procedure.
Splits/skills

To configure the information that will display for a particular split/skill, click the device.
10 Tick the check boxes beside the parameters you want Wallboard to display.

**Note:** The display order is determined by the order you select parameters. Numbers automatically increment by one as each parameter is selected. The parameter will not display if set to 0.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Introduction Text</th>
<th>Display Order</th>
<th>Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Split/skill number</td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Split/skill name</td>
<td></td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Switch number</td>
<td></td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Abandoned calls</td>
<td></td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Available agents</td>
<td></td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Log-in agents</td>
<td></td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Average abandon time</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average talk time</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average wait time</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calls waiting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service level</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total calls</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift abandoned calls</td>
<td></td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Shift average abandon time</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift average talk time</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift average wait time</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift service level</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift total calls</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Definitions for interval-related parameters:**

**Split/skill number.** The extension number of the skill or split.

**Split/skill name.** The name of the split or skill.

**Switch number.** The ID number of the switch the skill or split is set up in.

**Abandoned calls.** The number of calls to the skill or split that have been abandoned within the interval specified in the switch.

**Available agents.** The number of agents logged into the skill or split that are available to take calls.

**Log-in agents.** The total number of agents (available and unavailable) logged into the skill or split.

**Average abandon time.** The average length of time callers to this skill or split are waiting before abandoning their calls (in seconds).

Average abandon time formula: Total length of time callers to this skill or split waited before abandoning their calls for the interval / Total number of abandoned calls made to this skill or split during the interval.

**Average talk time.** The average length of time agents logged into the skill or split are talking to callers (in seconds).

Average talk time formula: Total length of time agents logged into this skill or split spent on active calls for the interval / Total number of calls made to this skill or split for the interval (calls answered and then released).

**Average wait time.** The average length of time callers to this skill or split are waiting before their call is answered (in seconds).
Average wait time formula: Total length of time callers to this skill or split have waited before their call is answered for the interval / Total number of calls made to this skill or split for the interval (calls answered and then released).

**Calls waiting.** The number of calls waiting to be answered for the specified skill or split.

**Switch number.** The ID number of the switch the skill or split is set up in.

**Service level.** The percentage of calls to this skill or split answered within the service level time specified in the Interaction Data Server.

**Total calls.** The number of calls made to the skill or split within the interval specified in the switch.

*Definitions for shift-related parameters:*

**Shift abandoned calls.** The number of calls to the skill or split (during a given shift) that have been abandoned.

**Shift average abandoned calls.** The average length of time callers to this skill or split (during a given shift) are waiting before abandoning their calls (in seconds).

Shift average abandoned calls formula: Total length of time callers to this skill or split waited before abandoning their calls for the shift / Total number of abandoned calls made to this skill or split during the shift.

**Shift average talk time.** The average length of time agents logged into the skill or split (during a given shift) are talking to callers (in seconds).

Shift average talk time formula: Total length of time agents logged into this skill or split spent on active calls for the shift / Total number of calls made to this skill or split during the shift (calls answered and then released).

**Shift average wait time.** The average length of time callers to this skill or split (during a given shift) are waiting before their call is answered (in seconds).

Shift average wait time formula: Total length of time callers to this skill or split have waited before their call is answered for the shift / Total number of calls made to this skill or split for the shift (calls answered and then released).

**Shift service level.** The percentage of calls to this skill or split answered within the service level time specified in the Interaction Data Server.

**Shift total calls.** The number of calls made to the skill or split during a given shift.
11 Type the text to preface the selected parameters in the Introduction text fields. 
   **Note:** You can use the parameter name or some other wording.

<table>
<thead>
<tr>
<th>Information displayed</th>
<th>Introduction text</th>
<th>Display order</th>
<th>Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Split/skill number</td>
<td>Split/skill number</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Split/skill name</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Switch number</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Abandoned calls</td>
<td>Abandoned calls</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Available agents</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Logged-in agents</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Average abandon time</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Average talk time</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Average wait time</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Calls waiting</td>
<td>Calls waiting</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Service level</td>
<td>Service level</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Total calls</td>
<td></td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

12 If desired, change the numbers beside selected parameters to determine their order of appearance. 
   **Note:** If you try to number your parameters in increments other than one (eg. 5, 10, 15 etc), Wallboard will automatically re-number them (while retaining the order) in increments of one (ie. 1, 2, 3 etc). Wallboard will also automatically remove any duplicate numbers.
13 If you want to assign a threshold to a couple of very important parameters so they alert when their values fall within certain ranges, click the drop-down arrow and assign a threshold. **Note:** If you do not select a threshold, Wallboard uses the default display behavior specified in Wallboard Properties.

14 To control under what conditions you want the device to display, click a radio button beside one of the options.

- **Display always**
- **Display only if monitored by Interaction Data Server**
- **Do not display**

15 If you want all other splits/skills in the device list to adopt the same parameter structure, tick the check box beside Set as default. **Note:** If you leave this blank, you need to set up each split/skill using the above procedure.
### VDNs

<table>
<thead>
<tr>
<th>Display Options</th>
<th>VDN Information</th>
<th>Introduction Text</th>
<th>Display Order</th>
<th>Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Display always</td>
<td>VDN number</td>
<td>☐</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>☐ Display only if monitored by Interaction Data Server</td>
<td>VDN name</td>
<td>☐</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>☐ Do not display</td>
<td>Switch number</td>
<td>☐</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Abandoned calls</td>
<td>☐</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Average abandon time</td>
<td>☐</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Average talk time</td>
<td>☐</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Average wait time</td>
<td>☐</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Calls waiting</td>
<td>☐</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Longest call</td>
<td>☐</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Service level</td>
<td>☐</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Total calls</td>
<td>☐</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>☐ Shift abandoned calls</td>
<td>☐</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Shift average abandon time</td>
<td>☐</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Shift average talk time</td>
<td>☐</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Shift average wait time</td>
<td>☐</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Shift service level</td>
<td>☐</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Shift total calls</td>
<td>☐</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Set as default</td>
<td>☐</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Setup**

- Interaction Data Server
- Wallboard Properties
- Thresholds
- Displayed Devices
- Switch 1
  - Agent 3223
  - Split/Shift 3556
  - VDN 5324
Tick the check boxes beside the parameters you want Wallboard to display. 

**Note:** The display order is determined by the order you select parameters. Numbers automatically increment by one as each parameter is selected. The parameter will not display if set to 0.

<table>
<thead>
<tr>
<th>VDN Information displayed</th>
<th>Introduction text</th>
<th>Display order</th>
<th>Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>VDN number</td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>VDN name</td>
<td></td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Switch number</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Abandoned calls</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Average abandon time</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Average talk time</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Average wait time</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Calls waiting</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Longest call</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Service level</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Total calls</td>
<td></td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

| Shift abandoned calls     |                   | 5             |           |
| Shift average abandon time|                   | 0             |           |
| Shift average talk time   |                   | 0             |           |
| Shift average wait time   |                   | 0             |           |
| Shift service level       |                   | 0             |           |
| Shift total calls         |                   | 6             |           |

**Definitions for interval-related parameters:**

**VDN number.** The extension number of the VDN.

**VDN name.** The name of the VDN.

**Switch number.** The ID number of the switch the VDN is set up in.

**Abandoned calls.** The number of calls to this VDN that have been abandoned within the interval specified in the switch.

**Average abandon time.** The average length of time callers to this VDN are waiting before abandoning their calls (in seconds).

Average abandon time formula: Total length of time callers to this VDN waited before abandoning their calls for the interval / Total number of abandoned calls made to this VDN during the interval.

**Average talk time.** The average length of time agents are talking to callers to this VDN (in seconds).

Average talk time formula: Total length of time agents logged into this VDN spent on active calls for the interval / Total number of calls made to this VDN for the interval (calls answered and then released).

**Average wait time.** The average length of time callers to this VDN are waiting before their call is answered (in seconds).

Average wait time formula: Total length of time callers to this VDN have waited before their call is answered for the interval / Total number of calls made to this VDN for the interval (calls answered and then released).

**Calls waiting.** The number of calls waiting to be answered for the specified VDN.
Longest call. The length of time the first call in the queue has been waiting (in seconds).

Service levels. The percentage of calls to this VDN answered within the service level time specified in the Interaction Data Server.

Total calls. The number of calls made to the VDN within the interval specified in the switch.

Definitions for interval-related parameters:

Shift abandoned calls. The number of calls to the VDN (during a given shift) that have been abandoned.

Shift average abandon calls. The average length of time callers to this VDN (during a given shift) are waiting before abandoning their calls (in seconds).

Shift average abandoned calls formula: Total length of time callers to this VDN waited before abandoning their calls for the shift / Total number of abandoned calls made to this VDN during the shift.

Shift average talk time. The average length of time agents logged into the VDN (during a given shift) are talking to callers (in seconds).

Shift average talk time formula: Total length of time agents logged into this VDN spent on active calls for the shift / Total number of calls made to this VDN during the shift (calls answered and then released).

Shift average wait time. The average length of time callers to this VDN (during a given shift) are waiting before their call is answered (in seconds).

Shift average wait time formula: Total length of time callers to this VDN have waited before their call is answered for the shift/ Total number of calls made to this VDN for the shift (calls answered and then released).

Shift service level. The percentage of calls to this VDN answered within the service level time specified in the Interaction Data Server.

Shift total calls. The number of calls made to the VDN during a given shift.
17 Type the text to preface the selected parameters in the Introduction text field. **Note:** You can use the parameter name or some other wording.

<table>
<thead>
<tr>
<th>VDN</th>
<th>Information displayed</th>
<th>Introduction text</th>
<th>Display order</th>
<th>Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ VDN number</td>
<td>VDN number</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☑ VDN name</td>
<td>VDN name</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☒ Switch number</td>
<td></td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☒ Abandoned calls</td>
<td></td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☒ Average abandon time</td>
<td></td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☒ Average talk time</td>
<td></td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☒ Average wait time</td>
<td></td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☒ Calls waiting</td>
<td>Calls waiting</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☒ Longest call</td>
<td>Longest call</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☒ Service level</td>
<td></td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☒ Total calls</td>
<td></td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Shift abandoned calls | Shift abandoned calls | 5               |              |
| Shift average abandon time | Shift average abandon time | 0               |              |
| Shift average talk time | Shift average talk time | 0               |              |
| Shift average wait time | Shift average wait time | 0               |              |
| Shift service level   | Shift service level   | 0               |              |
| Shift total calls     | Shift total calls     | 5               |              |

18 If you want to assign a threshold to a couple of very important parameters so they alert when their values fall within certain ranges, click the drop-down arrow and assign a threshold. **Note:** If you do not select a threshold, Wallboard uses the default display behavior specified in Wallboard Properties.

<table>
<thead>
<tr>
<th>VDN</th>
<th>Information displayed</th>
<th>Introduction text</th>
<th>Display order</th>
<th>Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ VDN number</td>
<td>VDN number</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☑ VDN name</td>
<td>VDN name</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☒ Switch number</td>
<td></td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☒ Abandoned calls</td>
<td></td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☒ Average abandon time</td>
<td></td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☒ Average talk time</td>
<td></td>
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<td></td>
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<tr>
<td>☒ Average wait time</td>
<td></td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☒ Calls waiting</td>
<td>Calls waiting</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☒ Longest call</td>
<td>Longest call</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☒ Service level</td>
<td></td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☒ Total calls</td>
<td></td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Shift abandoned calls | Shift abandoned calls | 5               |              |
| Shift average abandon time | Shift average abandon time | 0               |              |
| Shift average talk time | Shift average talk time | 0               |              |
| Shift average wait time | Shift average wait time | 0               |              |
| Shift service level   | Shift service level   | 0               |              |
| Shift total calls     | Shift total calls     | 5               |              |

19 If desired, change the numbers beside selected parameters to determine their order of appearance.
Note: If you try to number your parameters in increments other than one (eg. 5, 10, 15 etc), Wallboard will automatically re-number them (while retaining the order) in increments of one (ie. 1, 2, 3 etc). Wallboard will also automatically remove any duplicate numbers.

20 To control under what conditions you want the device to display, click a radio button beside one of the options.

- Display always
- Display only if monitored by Interaction Data Server
- Do not display
- Set as default

21 If you want all other VDNs in the device list to adopt the same parameter structure, tick the check box beside Set as default. Note: If you leave this blank, you need to set up each VDN using the above procedure.
Configure Wallboard via Configuration Server

Follow this procedure if you are using Wallboard as an Agent Extension and Agent is configured via Configuration Server.

1. Open Configuration Manager.

2. Right-click the Applications node and select Import Application from the pop-up menu. The Import Application dialog box appears:

   ![Import Application dialog box]

   - Click the [Browse] button and locate the file named AS Wallboard Agent Extension Add.sql from the Contact Center Express directory (probably C:\Program Files\Avaya\Contact Center Express\Server\Configuration Server\SQL Script).

3. Click the [Browse] button and locate the file named AS Wallboard Agent Extension Add.sql from the Contact Center Express directory (probably C:\Program Files\Avaya\Contact Center Express\Server\Configuration Server\SQL Script).

4. Click the [OK] button. Wallboard's configuration properties are immediately added to the same dialog box that displays Agent's application properties.
Right-click Agent in the Applications tree menu and select Properties from the pop-up menu. The Application Properties dialog box appears:

To display the Wallboard section of properties, scroll to the bottom of the template.

The template contains four columns of pre-written application data:

- **Section**: Sets of related properties. Read-only.
- **Key**: Application properties. Read-only.
- **Value**: Property values.
- **Description**: Property descriptions. Read-only.

Enter configuration data that is common to all users in the Value column. For detailed property information, refer to *Configurable Parameters* (on page 18).

**Note**: There are three types of editable cell: text boxes, drop-down list boxes and buttons that display dialog boxes for more complex data entry. These dialog boxes can be used to enter agent, skill/split, VDN and switch data. For example:
a) Click 🗄️ beside VDNList to display the VDNList dialog box:

![VDNList Dialog Box](image)

b) Click the [Add] button and type the data as appropriate. For detailed property information, refer to *Configurable Parameters* (on page 18).

8 Click the [OK] button to return to the Application Properties dialog box.

9 To save all your application template, click the [OK] button.

**Update User Configuration**

To add user-specific configuration data:

1 Double-click a user's name. The Edit Configuration dialog box appears.

2 Scroll to the bottom of the template and add user-specific data to the Wallboard section.

3 If necessary, edit the default data copied from the template.

4 To save all your changes, click the [OK] button.

**Note:** If you ever want to remove Wallboard's configuration from Agent's template, open Configuration Manager and import the file named AS Wallboard Agent Extension Remove.sql from the Configuration Server directory. Wallboard's configuration properties are immediately removed from the Agent's application properties.
CHAPTER 5

Operation

In This Chapter

Start Wallboard................................................................. 52
Send Message ..................................................................... 54
Close Wallboard ............................................................... 55
Start Wallboard

Agent Extension

To start Wallboard as an Agent extension, either:

- Double-click the Agent icon on the desktop.
- Click the [Start] button on the Windows Taskbar and select Programs > Avaya Contact Center Express > Desktop > Agent > Agent from the pop-up menu.

Standalone Application

To start Wallboard as a standalone application, either:

- Double-click the Wallboard icon on the desktop.
- Click the [Start] button on the Windows Taskbar and select Programs > Avaya Contact Center Express > Desktop > Wallboard > Wallboard from the pop-up menu.

An icon for Wallboard ( ) appears on the right-hand side of the Windows taskbar.

Moving

To move Wallboard, click anywhere on the panel and drag it to another position. Note: Moving the panel this way is an alternative to changing the \textit{wbLeft} and \textit{wbRight} parameters in Wallboard’s configuration.

Resizing

To resize Wallboard while it is working onscreen, position your cursor over either of the horizontal or vertical edges and, when the double-arrow appears, click and drag the edge to another position. Note: This easy method of resizing is an alternative to changing the \textit{wbHeight} and \textit{wbWidth} parameters in Wallboard’s configuration.
Hiding

To hide Wallboard without closing the application, right-click anywhere on the panel and select Minimize from the popup menu. To show Wallboard again, right-click the icon on the Windows taskbar and select Restore from the popup menu.

Accessing On-line Help

To access Wallboard's on-line help, press the [F1] key or right-click the Wallboard panel or icon and select Help from the popup menu.
Send Message

Note: To broadcast messages from Wallboard, the send message feature must be enabled within the Wallboard configuration.

1  Right-click anywhere on the panel and select Send Message from the pop-up menu.

The Send Message dialog box appears.

2  Type the message you want to broadcast.

3  Click the [Send] button.
Close Wallboard

To close Wallboard, right-click the wallboard and select Exit from the popup menu.

Note: If Wallboard is being used as an Agent extension, Agent will also close.
Glossary of Terms

A

ACW mode
See After Call Work mode.

After Call Work (ACW) mode
A work mode that makes an agent unavailable to receive ACD calls. It is used after an ACD call to perform a call-related activity such as filling out a form. Agents who log in using Manual-In and disconnect from an ACD call, automatically enter this mode. Agents who log in using Auto-In need to click the [ACW] button when a call has ended.

Agent
A person who answers calls in an ACD split or skill. An agent is known to the Call Management System by their login ID, which they enter during the logging-in process.

Agent login ID
A one to nine-digit number assigned to an agent in the Definity/MultiVantage/Avaya CM server. The agent enters their login ID when logging in at an ACD extension. Agent login IDs are required for all agents measured by the Call Management System.

Agent mode
An agent work state. The three modes an agent can be in are Auxiliary (AUX), Available (AVL) or After Call Work (ACW).

AI (Auto-In)
See Auto-In.

Alert
A range of numbers with their own defined way of looking and behaving. If statistics on the Wallboard marquee fall within the range, they adopt the look and behavior of that alert.

Alert level
A number, which if met, triggers the look and behavior of that alert.

Auto-In (AI)
An ACD log-in mode that automatically places an agent in Available mode immediately after disconnecting from a call.

AUX mode
See Auxiliary (AUX) mode.

Auxiliary (AUX) mode
A work mode that makes an agent unavailable to receive ACD calls. It is used when an agent wants to perform an activity that is not related to an ACD call, such as taking a break, going to lunch or making an outgoing call.

Available (AVL) mode
A work mode that makes an agent available to receive ACD calls.

Available agent
A logged-in agent with no ringing, active or held call appearances.

Avaya CM
Avaya Communication Manager (Avaya CM) is the telephony software that drives Avaya MultiVantage communications applications. It powers telephony call processing, call control and messaging, and integrates with other value-added applications.

AVL mode
See Available mode.

D

Definity ECS
Definity Enterprise Communications Server. A brand of switch. See PBX.
**Interaction Data Server**

**Interval**

The amount of time, in minutes, between statistic calculations. The interval, which is set in the Interaction Data Server, can be any value between 1 and 60 minutes.

**Manual-In (MI)**

An ACD log-in mode that automatically places an agent in After Call Work mode immediately after disconnecting from a call.

**Manual-In (Manual-In)**

See Manual In.

**Mode**

See Agent Mode.

**MultiVantage**

Software that extends the powerful functionality of the Definity switch.

**PBX**

Private Branch Exchange. The switch located in your building that controls what extension incoming calls are "switched" to. A PBX offers a wide range of features that a company can use to customize its own telephone system.

**Reason codes**

A list of reasons that explain why an agent is logging out or making themselves unavailable to receive ACD calls. When an agent selects Auxiliary or Logout work modes, they are forced to select a reason for doing so. Reason codes are only available with the Expert Agent Selection function.

**Service level**

The amount of time, in seconds, logged-in agents are expected to take to answer calls.

**Shift**

An on-duty period for a group of agents. The shift length, which is set in the Interaction Data Server, can be any value between 1 and 24 hours.

**Skill**

An area of knowledge assigned to an agent, for example, Customer Services, Sales or Accounts. Skills are assigned through an agent's login ID code in the Definity/MultiVantage/Avaya CM server. Agents can be assigned up to 20 skills and each skill is given a skill level between 1 and 16. Calls to a specific skill are routed to the agent with the highest skill level.

**Split**

A group of agents with knowledge of a certain service, eg, Customer Services, Sales, Accounts. Calls to a specific split are automatically distributed among the agents logged into that split. A call to a busy extension re-routes to an idle extension in the group. Agents log into a maximum of four splits.

**Switch**

A private switching system providing voice-only or voice and data communications services (including access to public and private networks) for a group of telephones within a single premises.

**Telephony Server**

The server running Avaya Computer Telephony server software that integrates voice and data between your Definity/MultiVantage/Avaya CM server and your business application environment. Also known as the Avaya CT Server.

**Threshold**

A set of alerts with display and behavioral attributes that, when assigned to a Wallboard parameter, can bring statistics outside the expected range to the user's attention.

**Vector Directory Number (VDN)**

An extension number that receives calls from assigned automatic-in trunk groups, other vectors or extensions connected to the switch, and connects those calls to a vector for processing.
Weight
The number assigned to an alert to represent its relative importance to all the other alerts used by Wallboard.

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