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
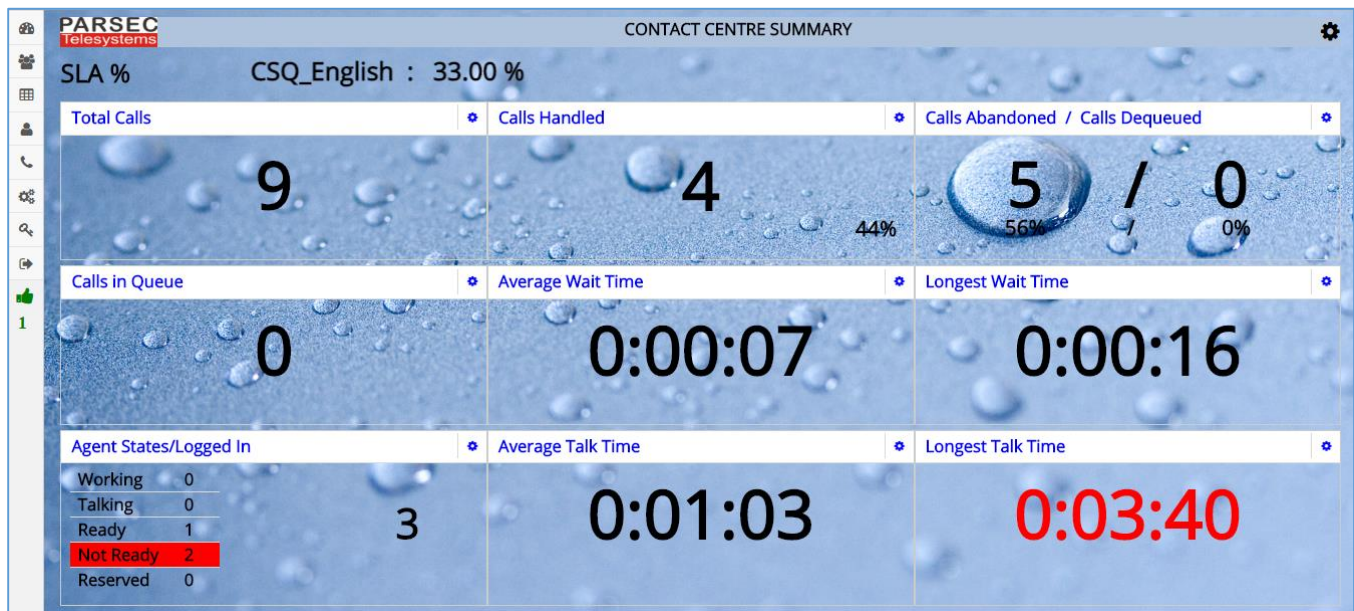
Create groups based on the Queues

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
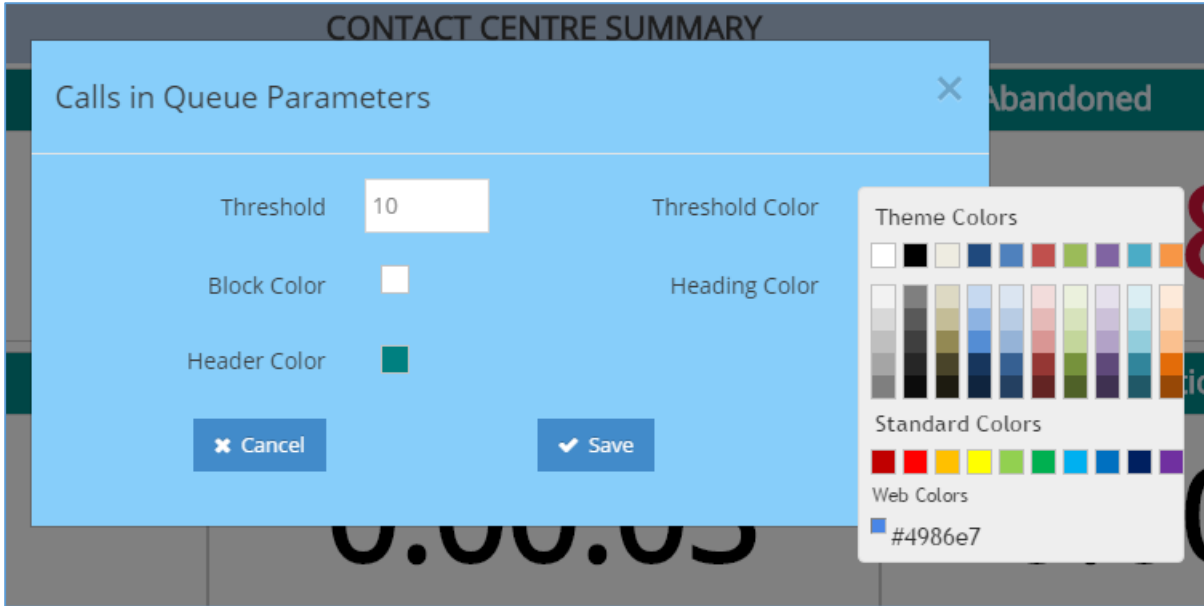
Set thresholds for Agent States

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)

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)

CSQ GROUP SUMMARY

SLA : 17% PranjolGRP1

Logged In Agents	Available Agents	Talking Agents	Calls in Queue	Total Calls	Calls Handled	Abandoned/ Dequeued	Average Wait Time	Longest Wait Time
3	2	0	0	15	4 27%	11/0 73%/0%	00:00:35	00:01:27

SLA : 17% PranjolGRP2

Logged In Agents	Available Agents	Talking Agents	Calls in Queue	Total Calls	Calls Handled	Abandoned/ Dequeued	Average Wait Time	Longest Wait Time
3	2	0	0	15	4 27%	11/0 73%/0%	00:00:35	00:01:27

SLA : 0% PranjolGRP3

Logged In Agents	Available Agents	Talking Agents	Calls in Queue	Total Calls	Calls Handled	Abandoned/ Dequeued	Average Wait Time	Longest Wait Time
0	0	0	0	0	0 0	0/0 0/0	00:00:00	00:00:00

Agent Summary

AGENT SUMMARY : PranjolGRP2

| Logged In | 3 | Ready | 1 | Not Ready | 1 | Talking | 1 | Working | 0 | Reserved | 0 |

ashok	supervisor1	mysup
3042	2010	3015
READY	TALKING	NOT READY Meeting

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
CSQS Summary(secs)	10
CSQS Summary Table View(secs)	25
Group Summary(secs)	10
Agents Summary(secs)	60
Call Details Summary(secs)	10

System Requirements

Hardware Requirements

MARS UCCX Wallboard application with all dependency software will be deployed on an independent system and it will communicate with Cisco UCCX
Following are the application server system specification (To be provided by Client/SI)

- Intel Dual Core Xeon 2.3 +
- RAM : 8 GB+,HDD : 70 GB+
- OS : Windows Server 2012 R2 64 Bit
- VMware supported
- Server IP Address should be static

Software Requirements

Following are the software requirements-

- JAVA JRE 1.8
- Tomcat 8.x
- Cisco UCCX : 10.x / 11.x

Web browsers supported:

- Internet Explorer 11.x
- Chrome 16+
- Firefox Mozilla 5