@COM ACD Wallboard

Real-time web based ACD statistics application

General Information

The @COM ACD Wallboard is a real-time web application that displays the current statistics about the ACD queues: number of waiting calls, current calls, number of logged on agents, Service Level Agreement percentage and total calls for the day. As an ACD Supervisor it is possible to have a quick overview about the health and amount of calls and agents in queues. Based on this information the supervisor can decide to add an extra ACD agent to the queue to decrease the load and achieve a better SLA.

The overview can easily be applied on different queues or all available queues. Simply select the queue using a drop down box and the appropriate queue information will be displayed.

General Features

User Interface
- Real-time queue statistics
- Number of waiting calls
- Longest waiting call
- Number of logged-in agents
- Number of paused agents
- Number of busy agents
- Number of active calls
- SLA percentage
- Total calls for the day
- Total queue overview
- Member status of each agent
- Multiple wallboards on same client

Technical Specifications

Platform
- Webbased application
- Platform independent
- Compatible with Microsoft Internet Explorer 6+
- Compatible with Mozilla Firefox 2+
- HTML / AJAX technology

System Limits

The limits regarding the @COM ACD Wallboard depend on the @COM model. Check the datasheet of the @COM model for all system limits.

@COM ACD Wallboard screenshot