



Using Avaya Desktop Wallboard for Agents and Managers

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Chapter 1: Introduction

Avaya Desktop Wallboard is a reporting solution that keeps agents informed about their contact center work performance levels, messages, and instant notifications from contact center managers. The application displays a scrolling marquee that provides information from multiple sources, including Avaya Call Management System, Oceana, Third Party Provider, and the Desktop Wallboard database. Contact center professionals can view real-time performance data and instant messages directly on their workstations.

Whether agents, supervisors, and contact managers work on-site or remotely, they can view real-time reporting for any metrics their centers utilize. The metrics include average answer and talk time, call in queue, and calls abandoned. These numbers show on the CMS marquee or Oceana marquee based on the data source configured in the Web Admin and dashboard on an agent desktop, and include individual performance measurements, objectives, and personalized motivational messages. This kind of quick feedback gives agents powerful tools to improve the performance and productivity of the contact center.

Avaya Desktop Wallboard can be used for agents, supervisors, and contact center managers as a web client or a desktop client application. For the web client, agents must log in to the application using a web browser. For the desktop client, agents must install and start the application using the desktop shortcut. The contact center managers can only use the web client and not the desktop client.

Purpose

This document describes how to use the Avaya Desktop Wallboard application for agents, supervisors, and contact center managers. The agents, supervisors, and contact center managers who want to view their own and the team's work performance will find this document useful.

This document is divided into two sections for the following users:

- Agents
- Supervisors and Contact center managers

Change history

The following table describes the major changes made in this document for this release:

Issue	Date	Summary of changes
Release 7.2.0.2 Issue 2	January 2024	<ul style="list-style-type: none"> • Add troubleshooting for Data is not visible in widgets/metric/marquee on page 86.
Release 7.2.0.2 Issue 1	October 2022	<ul style="list-style-type: none"> • Added the following new topics: <ul style="list-style-type: none"> - Custom Graphical Widgets - Creating a new external link - Setting up Avaya Desktop Wallboard web client in Avaya Workspaces • Added auto-login support information in Adding web socket certificate to the user trust store • Added table widget on agent, supervisor, and overhead dashboard • Added supercritical threshold support for text widgets • Added scrolling marquee support for web client • Added a note in the 'Table view for Elite and Oceana reports' topic. The note is as follows: <ul style="list-style-type: none"> * Note: Sounds for threshold alerts are not supported in Table View. • Updated a note in the 'Oceana call details panel overview' topic. The note is as follows: <ul style="list-style-type: none"> * Note: Format as date and Duration features are supported only for Oceana timestamp measures. • Deleted Internet Explorer option from the 'Browser Requirements' topic • Deleted Miscellaneous option 'Navigation in the desktop client' topic • Deleted the 'Agent widgets for Call Center Elite descriptions' topic and updated the 'Supervisor widgets for Call Center Elite' topic name as 'Agent or Supervisor widgets for Call Center Elite'
Release 7.2.0.1 Issue 1	April 2022	<ul style="list-style-type: none"> • Structural changes to the layout of the document • Replaced the occurrences of ADW with Avaya Desktop Wallboard • Updated the Agent widgets for CC Elite descriptions topic with Skill/Split Allocation widget description and Incoming Call Distribution by Hour widget image

Table continues...


Issue	Date	Summary of changes
Release 7.2.0.0 Issue 2	January 2022	<ul style="list-style-type: none"> • Changed login screens of the web client • Changed context menu settings screen of the desktop client • Added a note in the 'Desktop Client software requirements' topic. The note is as follows: <ul style="list-style-type: none">  Note: The version of the desktop client must match the Avaya Desktop Wallboard server version.
Release 7.2.0.0 Issue 1	December 2021	<ul style="list-style-type: none"> • Updated release number to 7.2 • Updated details for Password Policy link • Updated details for Security Policy link • Updated details for Sound feature • Added details about 'Avaya Desktop Wallboard Workspace marquee' • Updates details for 'Elite Agent View, Skill View, VDN View, Oceana Agent View, and Oceana Routing Service' • Added 'Miscellaneous' in the 'Navigation in the desktop client' list of options • Updated images • Updated the 'My Team View widgets' table descriptions • Updated the 'Table view for Elite Agent/Skill/VDN/Oceana Agent/Routing Service Report' topic • Updated 'Viewing a marquee in the Web client' topic • Updated 'Oceana call details marquee overview' screenshot • Updated 'My Team view on the client' topic with an additional point • Updated 'Working with widgets' topic • Updated the note in 'Table view for Elite Agent/Skill/VDN/Oceana Agent/Routing Service Report' topic • Updated the following screenshots: <ul style="list-style-type: none"> - Oceana Agent Report in Avaya Desktop Wallboard web client - Oceana Routing Report in the web client - Avaya Desktop Wallboard Workspace Marquee

Table continues...

Issue	Date	Summary of changes
Release 7.1.0.0 Issue1	April 2021	<ul style="list-style-type: none"> • New document after merging agent and supervisor’s guide • Added a topic for SSO • Added My Service Level Widget on agent dashboard • Added new subtopic “Fixing Language issue for desktop client” • Avaya Workspaces with Avaya Desktop Wallboard integration • Added a topic - Widgets for Oceana • Added Text Widget on agent, supervisor, and overhead dashboard • Added a topic - Oceana Call details marquee

Main features of the application

Avaya Desktop Wallboard is supported on a web client and a desktop client. The web client web page that provides the dashboard view in a browser tab. The desktop client is a thick client, installable on a windows system. It can be docked on top or at the bottom of the monitor to take less space and continuously be in front of other applications.

The following are the main features of the Avaya Desktop Wallboard for agents, supervisors, and contact center managers:

Feature	Description
Dashboard	Displays an agent’s data in different graphical formats, such as pie charts, donut charts, or line graphs.
Widgets	Displays data in the form of charts, text, gauges, and graphs. For example, bar graphs, donut charts, pie charts, and semi-circle donut charts.
External Links	Provides links to external websites for quick reference. Only supervisors or contact center managers can edit the external links.
Role Based Access	<p>Provides access to Avaya Desktop Wallboard based on defined roles, such as agent, supervisor, or contact center manager for a given user.</p> <p>An agent can only view the metrics, widgets, other team members status, experts list, agent of the week, and supervisors on the team’s dashboard. Supervisors or contact center managers can manage agent team dashboards, send messages, create agent of the week, edit external links, as well as configure their widgets and settings.</p>

Table continues...

Feature	Description
Web Admin Tool	Configures settings for agents, supervisors, and contact center managers. It is used to add users, roles, groups, and tenants to manage messages, alerts, and user configurations.
My Team View	<p>Contains widgets administered specifically for the user team. The widgets include an agent of the week, a list of experts, the user supervisors, and the time and date.</p> <ul style="list-style-type: none"> • Agent of the week: Displays the best agent in a week, administered by a supervisor. Only supervisors and contact center managers can set the agent of the week. • My Supervisors: Displays the list of supervisors to whom an agent is assigned.
Table view for Elite Agent, Skill, VDN, Oceana Agent and Routing Service	Users can click each icon for Elite agent, skill, and VDN, Oceana agent, and Oceana routing service to display the data as a table view individually.
Marquees	<p>Contact center statistics that are displayed in text format at the top or bottom of the dashboard. These can be configured to view data statically or scrolling.</p> <p>Metric values, calculations, notifications, scrolling messages, 3PP information, and alerts are all displayed on the marquee.</p> <p>In the desktop client, marquees can be displayed at the top or the bottom.</p> <p>In the web client, marquees are always at the top of the web page and cannot be docked (due to browser limitations).</p> <p>In the desktop client, the marquee data can scroll or be static. The scroll direction can be forward or reversed. The speed can also vary from slow, medium, or high based on the option the user selects from the settings window.</p> <p>The configuration for a scrolling marquee is available in the settings window. Hence, each user can customize based on their need.</p> <p>The marquees can be zoomed in or zoomed out as needed to better view the data.</p>

Table continues...

Feature	Description
Messages and Alerts	<p>Displays notifications in the marquee on a new line. Supervisors and contact center managers can send message alerts to an agent or a group of agents.</p> <p>The messages can be displayed as scrolling or fixed content. For scrolling, the direction of the scrolling messages can be changed left to right or right to left based on the group configuration in the admin portal.</p> <p>Alerts are displayed as pop-up message to the agent along with the alert sound. The alert sound can be muted based on the configuration in the Web Admin Portal.</p>
Change Password	<p>This feature allows the end user to change the password for the first time and after login. The password policy is displayed on the change password page.</p>
User Profile	<p>The user profile such as agent id and username is displayed when the user profile icon is clicked in the navigation window.</p>

Environment configuration

Desktop client software requirements

Item	Description
Operating system	<ul style="list-style-type: none"> • Windows 7, x86, or x64 • Windows 8, x86, or x64 • Windows 10, x86, or x64 • Windows 11 x64
Application Framework	Microsoft .NET Framework 4.5
Installation Software	Windows Installer 2.0 or higher
Display Resolution	800x600 minimum. 1024x768 or higher recommended

 **Note:**

1. The version of the desktop client must match the Avaya Desktop Wallboard server version.

2. For users with higher display resolutions above 1024x768, disable the DPI-aware option to display the marquee text correctly. The steps to disable the DPI-aware are as follows:
 - a. Open desktop client installation folder.
 - b. Right-click `DesktopWallboard.exe` and select **Properties**.
 - c. Click the **Compatibility** tab and click **Change high DPI settings**.
 - d. Select **Override high dpi scaling behavior** and select **System (Enhanced)**.
 - e. Apply and save the new changes.

Browser requirements

The latest available versions of the following browsers are supported:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge

Avaya Desktop Wallboard Workspace widget requirements

Avaya Desktop Wallboard widget is available with Avaya Workspace 3.7 and 3.8.

Chapter 2: Navigation

Adding a root CA certificate to the user trust store

About this task

This procedure describes importing of the root CA certificate to the user's trust store. If this procedure is not performed on a local computer, security exceptions must be accepted in browsers when connecting to the Avaya Desktop Wallboard server.

 **Note:**

Perform this procedure before accessing Avaya Desktop Wallboard.

Procedure

1. On a local computer, double-click the root CA file.
The system displays the Certificate dialog box.
2. Click **Install Certificate**.
3. On the Certificate Import Wizard, click **Next**.
4. Choose **Place all certificates in the following store** and click **Browse**.
5. In the **Select Certificate Store** box, choose the **Trusted Root Certification Authorities** folder and click **OK**.
6. Click **Next**.
7. Click **Finish**.

Adding web socket certificate to the user trust store

About this task

This procedure describes importing the web socket certificate to the user's trust store. If this procedure is not performed on a local computer, security exceptions must be accepted in browsers when connecting to the Avaya Desktop Wallboard server.

 **Note:**

Perform this procedure before accessing Avaya Desktop Wallboard.

Procedure

1. Perform the following steps for web client:

- a. If you already have certificates, proceed to step g. Alternatively, type `https://<ADW_FQDN>:5004/adw/websocket` in the Chrome browser.

 **Note:**

5004 is the default web socket port.

- b. Accept the security exception for the Chrome browser on `https://<ADW_FQDN>:5004`.
- c. Click the **Not Secure/Secure** button in URI.
- d. Click the certificate item.
- e. Click the **Details** tab and click **Copy to File**.
- f. Save the certificate on your disk.
You receive a message if the export is successful.
- g. Click **OK**.
- h. Open the certificate saved on the disk.
- i. Click **Install the certificate** and store the certificate in **Trusted Root Certification Authorities**.
- j. Start installing the certificate.
A message is displayed if the import is successful.
- k. Click **OK**.

2. Perform the following steps for desktop client:

- a. Click **Desktop Wallboard** from desktop or under the programs list.
- b. Click **Settings** from Login and ensure that the server and port are correctly configured.

 **Note:**

Server and port are detected from the installation settings.

- c. To skip the login prompt, select the **Auto Login** check box.

 **Note:**

Auto-login is not supported when the **Login using SSO** check box is selected.

- d. Type the **username**, **password**, and click **Login**.

 **Note:**

Install the certificate in the Trusted Root Certification Authorities store. If the certificate is not installed, the client application prompts to install the certificate.

- e. On acceptance, the certificate is installed in the trust store and initiates a connection with the server.

Signing in and out of Avaya Desktop Wallboard for Agent application

Before you begin

Ensure that you have the credentials from your administrator to log in as an agent.

 **Note:**

Without adding the root CA certificate to the user trust store, the agent cannot log in.

Procedure

1. On the Avaya Desktop Wallboard for agent web client, type the following URL format:
`https://<Server_IP_address>`
2. On the top-right of the page, in the **Name** field, type the user name.
3. In the **Password** field, type the password.
4. Click **Login**.

The system displays the agent's Desktop Wallboard home page.

5. To sign out of the application, click the **Logout** icon displayed at the bottom of the left sidebar navigation menu to log out of the application in the web client.

The system logs out the currently signed in agent.

 **Note:**

The first time an agent logs in, they must reset their password in the Web Admin Portal or using the web client. After the agent changes their password, the password cannot be modified again for 24 hours.

If an agent must change their password within 24 hours, they need to contact the Avaya Desktop Wallboard system administrator.

If the agent has not reset their password for the first time and tries to log in using the web client or desktop client, the agent is redirected to the change password page, with the **Password reset required message**.

This is also applicable for agents whose password has expired and when a password reset is required.

Signing in Avaya Desktop Wallboard using SSO

About this task

The agent can log in using their domain credentials through SSO if the federation service is appropriately configured on the admin portal.

Procedure

1. Open the Avaya Desktop Wallboard for supervisor web client using the following URL format: `https://<Server_IP_address>`
2. Enable the Login Using SSO check box.
3. Click **Login**.

The web page redirects to the organization sign-in page or the ADFS sign-in page to enter the user domain account credentials.

4. Authenticate the user on that page.
5. After user authentication is successful, the system allows the user to login and displays the home page based on the user role.

Changing the user password using the Web client

Procedure

1. In the **Web Client login page**, type the newly created user name and password and click **Login**.

The user is redirected to the Change Password page which displays the password policy details.

2. Type in the default or old password in **Enter Old Password** and new password in the **Enter New Password** and **Confirm New Password** fields, and click **Change Password**.

After the password is changed successfully, the user is navigated to the login page with a **Password Changed Successfully** message.

3. Login with the user name and the new password.

Note:

- After changing the password, the user may get an error message such as '**Not a valid user or not assigned to group.**'
- If the user gets this error message, contact the admin or supervisor. Users must be assigned to a valid user group in the Web Admin Portal.
- A password change utility is also provided through the Web Client. Users can change their password after a successful login to the Web Client. Clicking the **User Settings** icon displaying a pop-up menu in the left sidebar-navigator. To change the password, click **Change password**, Avaya Desktop Wallboard displays a dialog box

with the listed password policy. User can change the password after logging in using the dialog box.

- Multiple user sessions in the same browser are not supported in Web Client.

Changing the user password using the Desktop client

About this task

On first login, users are navigated to the Change Password screen. Users must change their password before they can log in to Avaya Desktop Wallboard.

Procedure

1. Type the newly created **Username** and **Password** in the desktop client login window.
2. Type in the **old password**, **new password**, **confirm password**, and click the **change password button**.
3. Click the **Password Policy** link above the **Change Password** button to view the policies and ensure that your new password is valid.

 **Note:**

The password change option is also available in the desktop client after the user has logged in successfully. Perform the following steps to change the password:

- a. Log in with the user credentials.
- b. On the top-right of the screen, click the **Settings** icon.
- c. Type the **old password** and the **new password**.
- d. Confirm the password and click **Change Password**.

If successful, the message **Password had been changed successfully** is displayed.

4. After the password is successfully changed, the user is logged out and redirected to the login window with a message "**Password has been successfully changed**".
5. Type in the **new password** and click **Login**.

 **Note:**

If after changing the password, the user gets an error message such as '**Not a valid user or not assigned to group**', contact the admin or supervisor to add the user to a valid group in the Web Admin Portal.

Changing the user password in the Web Admin Portal

About this task

A user can also change their password using Web Admin Portal.

Procedure

1. Open the **Avaya Desktop Wallboard Admin Portal** using the following URL: `https://<hostname or IP>/admin`
2. On the login page, type the newly created user name and password.
3. Click **Login**.

Users can change their password after a successful login.

4. Click the **User Profile** icon displaying a pop-up menu in the left sidebar-navigator.
5. To change the password, click **Change password**.

Avaya Desktop Wallboard displays a dialog box with the listed password policy.

6. Enter the old and new passwords, click **Change password**.
7. After the password is changed successfully, the message '**Password Successfully changed**' is displayed in the Web Admin Portal.

 **Note:**

If after changing the password, the user gets an error message such as '**Not a valid user or not assigned to group**', contact the admin or supervisor to add the user to a valid group in the Web Admin Portal.

Security policies

Procedure

1. Click the **Security Policy** link on the login page.

The security policies are displayed.

 **Note:**

The security policies can be updated any time after installation.

2. To update the policies, do the following:
 - a. Navigate to the installation folder path.
 - b. Edit the `Disclaimer.txt` file to update the policies.

Chapter 3: Using the agent dashboard

Using Avaya Desktop Wallboard, agents and group managers are provided valuable information on their work performance and the performance of the contact center using CMS or Oceana and optional third-party data.

Agents and supervisors can also analyze performance through widgets on their dashboard. These widgets are configured by supervisors or contact center managers for groups of agents based on their skill set and profile.

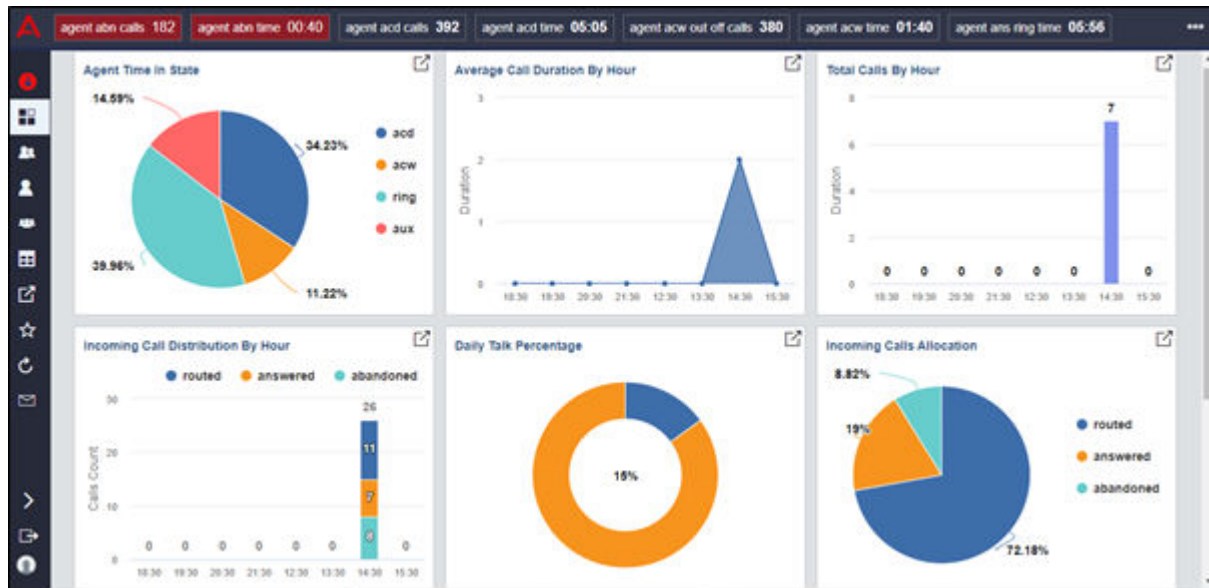


Figure 1: User dashboard with CMS connection

CMS call details panel overview

Users can view CMS metrics and calculations using the CMS call details marquee.

The desktop and web client can present the marquee data in fixed and scrolling mode.

Fixed mode displays all the metrics using multiple lines. Scrolling mode displays one line on the marquee, and the display can be scrolled to fit additional metrics.

Viewing marquee in desktop client

About this task

If both CMS and Oceana data sources are configured, the Oceana marquee is displayed on the second row marquee. If only Oceana data source is configured, the Oceana marquee is displayed on the first row.

Procedure

1. To switch between fixed and scrolling mode, click **Marquee settings**.
2. Choose **Scroll** to view the marquee in scrolling mode.

Note:

The scrolling speed can be modified to **slow**, **medium**, or **fast**. The direction of scrolling can also be reversed using the reverse option. The marquee can be docked or undocked based on the web admin portal configuration. The marquee can be configured at the top or bottom based on the web admin portal configuration. The marquee can be zoomed in or out in both, fixed and scroll mode. The minimum zoom limit is 20% and the maximum zoom limit is 500%. Zoom limit is saved in the registry and it is used for the next login.

Viewing marquee in web client

About this task

You can configure marquee type in the web admin portal as either scrolling or static.

Procedure

Configure CMS and Oceana data sources.

The Oceana marquee is displayed on the second marquee in a web client.

If only Oceana data source is configured, Oceana marquee is displayed on the first row in a web client.

Note:

If **Number of metric items for display** configured under **Marquee Settings** in web admin portal is 0 or greater than **Actual Configured metrics**, then all the configured metrics are displayed on the marquee.

If 0 is configured for supercritical threshold of any metric in the web admin portal, it is not considered as a valid value for supercritical threshold.

Field description

The following tables contain descriptions for every CMS measurement that Avaya Desktop Wallboard supports. The value coming as !! on marquee denotes Avaya Desktop Wallboard receives an unexpected value for that field from CMS.

Table 1: CMS - Agent measurements

Metric name	Does the metric aggregate?	Description	CMS database item
agent_abn_calls	Yes	The number of ACD calls abandoned while ringing the agent's telephone. This takes place after being directed to the agent telephone, but before it is answered.	ABNCALLS
agent_abn_time	Yes	The waiting time of the ACD callers while ringing the agent's telephone before abandoning the call.	ABNTIME
agent_acd_calls	Yes	The number of calls that are queued to skill and answered by an agent in the skill.	ACDCALLS
agent_acd_time	Yes	The talk time of all ACD calls.	ACDTIME
agent_acw_time	Yes	The duration that agents spend in ACW that is associated with ACD calls.	ACWTIME
agent_acw_out_off_calls	Yes	The number of outbound calls placed by the agent while in ACW that go to an external phone number.	ACWOUTOFFCALLS
agent_acw_out_off_time	Yes	The duration spent on outbound extension calls. These calls are placed by the agent while they are in ACW and go to an external phone number.	ACWOUTOFFTIME

Table continues...

Metric name	Does the metric aggregate?	Description	CMS database item
agent_ans_ring_time	Yes	The duration of the ACD calls when the telephone rings before the agent answers.	ANSRINGTIME
agent_aux_in_time	Yes	The talk time of all inbound extension calls that agents receive while they are in AUX or AVAILABLE, or while the agents have an ACD, AUXIN, or AUXOUT call on hold.	AUXINTIME
agent_aux_out_off_calls	Yes	The number of outbound calls placed by the agent while they are in AUX or AVAILABLE, or while the agent has an ACD, AUXIN, or AUXOUT call on hold that goes to an external phone number.	AUXOUTOFFCALLS
agent_aux_out_off_time	Yes	The duration of outbound extension calls placed by the agent while they are in AUX or AVAILABLE, or while the agent has an ACD, AUXIN, or AUXOUT call on hold that goes to an external phone number.	AUXOUTOFFTIME
agent_aux_out_time	Yes	The talk time of all outbound extension calls placed by the agent while the agent is in AUX or AVAILABLE. Or, while the agent has an ACD, AUXIN, or AUXOUT call on hold.	AUXOUTTIME
agent_aux_reason	No	The reason code associated with the agent AUX state.	AUXREASON
agent_aux_time0 through agent_aux_time9	Yes	The duration that the agent spends in AUX with reason codes of 0 through 9.	TI_AUXTIME0 through TI_AUXTIME9

Table continues...

Metric name	Does the metric aggregate?	Description	CMS database item
agent_da_acd_calls	Yes	The number of direct agent ACD calls that the agent answers.	DA_ACDCALLS
agent_da_acd_time	Yes	The duration that agents spend talking on direct agent ACD calls.	DA_ACDDTIME
agent_da_acw_off_calls	Yes	The number of outbound extension calls made by the ACW agent. The ACW agent enters that work mode because of a direct agent call. These calls are placed to an external phone number.	DA_ACWOFFCALLS
agent_da_acw_off_time	Yes	The duration that agents spend talking on all outbound extension calls made by the ACW agent. The agent enters that work mode as a result of a direct agent call that is placed to an external phone number.	DA_ACWOFFTIME
agent_da_acw_time	Yes	The duration spent on all inbound extension calls answered by the ACW agent, who enters that work mode because of a direct agent call.	DA_ACWTIME
agent_direction	No	The direction of the call that the agent handles for any skill.	DIRECTION
agent_duration	No	The duration of the current work mode and direction.	AGDURATION
agent_extension	No	The extension number for which data is collected.	EXTENSION

Table continues...

Metric name	Does the metric aggregate?	Description	CMS database item
agent_ext_call_in	Yes	The total inbound calls received by agents while they are in ACW plus the number of inbound calls received by agents while they are in AUX or Available or while the agents have an ACD, AUXIN, or AUXOUT call on hold.	ACWINCALLS + AUXINCALLS
agent_ext_call_out	Yes	The total outbound calls placed by the agent while in ACW and the number of outbound calls placed by the agent while in AUX or AVAILABLE, or while the agent has an ACD, AUXIN, or AUXOUT call on hold.	ACWOUTCALLS + AUXOUTCALLS
agent_hold_abn_calls	Yes	The number of times that callers abandoned while on hold.	HOLDABNCALLS
agent_hold_calls	Yes	The number of calls that are placed on hold at least once.	HOLDCALLS
agent_hold_time	Yes	The length of time all calls are on hold.	HOLDTIME
agent_iacd_time	Yes	The length of time during the collection interval that the agent talks on ACD call for the skill.	I_ACDTIME
agent_iacw_time	Yes	The length of time during the collection interval that the agent is in ACW.	I_ACWTIME
agent_i_da_acd_time	Yes	The duration during the collection interval that the agent spends talking on direct agent calls.	I_DA_ACDTIME

Table continues...

Metric name	Does the metric aggregate?	Description	CMS database item
agent_no_ans_redirect	Yes	The number of skill and direct agent ACD calls that ring at the agent's telephone and automatically redirected by the Redirection on No Answer feature because they are not answered.	NOANSREDIR
agent_time	No	The time elapsed since the last agent work mode changes for any skill.	AGTIME
agent_ti_aux_time	Yes	The duration during the collection interval that the agent is in the AUX state.	TI_AUXTIME
agent_ti_avail_time	Yes	The duration during the collection interval that the agent is in the available state for skill or direct agent ACD calls in any skill.	TI_AVAILTIME
agent_ti_staff_time	Yes	The duration during the collection interval that the agent is staffed in any skill.	TI_STAFFTIME
agent_work_mode	No	The work mode of the agent that is currently used.	AWORKMODE
agent_work_skill	No	The number of that skills in which the agent currently works.	WORKSKILL

Table 2: CMS - Skill measurements

Metric name	Does the metric aggregate?	Description	CMS database item
skill_abn_calls	Yes	The number of offered calls abandoned while in queue or ringing at an agent extension.	ABNCALLS

Table continues...

Metric name	Does the metric aggregate?	Description	CMS database item
skill_abn_calls_01, skill_abn_calls_02, skill_abn_calls_03	Yes	The number of offered calls that are abandoned during the collection interval in each of the service-level increments PERIOD1 through PERIOD9, as defined on the Call Center Administration: Split/Skill Call Profile window in CMS.	ABNCALLS1, ABNCALLS2, ABNCALLS3
skill_abn_time	Yes	The duration that callers wait in queue and ring at an agent's telephone before abandoning the call.	ABNTIME
skill_acceptable	Yes	The number of ACD calls answered by an agent within the predefined acceptable service level as defined on the Call Center Administration Split/Skill Call Profile window in CMS.	ACCEPTABLE
skill_acd_calls	Yes	The number of offered calls answered by an agent in the skill.	ACDCALLS
skill_acd_calls_01, skill_acd_calls_02, skill_acd_calls_03	Yes	The number of ACD calls during the collection interval that is answered in each of the service level increments PERIOD1 through PERIOD3 as defined on the Call Center Administration: Split/ Skill Call Profile window in CMS.	ACDCALLS1, ACDCALLS2, ACDCALLS3
skill_acd_time	Yes	The talk-time of all ACD calls.	ACDTIME

Table continues...

Metric name	Does the metric aggregate?	Description	CMS database item
skill_ag_in_ring	No	The number of agents that have the skill or direct agent calls currently ringing at their extension.	AGINRING
skill_ans_time	Yes	The duration spent by callers in queue or ringing before an agent answers the call.	ANSTIME
skill_available	No	The number of agents currently available in the skill.	AVAILABLE
skill_calls_offered	Yes	The number of calls that queued to the skill.	CALLSOFFERED
skill_calls_waiting	No	The number of ACD calls that currently wait in queue and the number of ACD calls that currently ring at an agent extension.	INQUEUE + INRING
skill_ewt_high	No	The phone system calculated EWT for calls queued at high priority in this skill. The EWT estimates how long a caller waits in the queue at high priority until being answered.	EWTHIGH
skill_ewt_low	No	The phone system calculated EWT for calls that are queued at low priority in this skill. The EWT estimates how long a caller waits in the queue at low priority until being answered.	EWTLOW
skill_ewt_medium	No	The phone system calculated EWT for calls that queue at medium priority in this skill. The EWT estimates how long a caller waits in the queue at medium priority until being answered.	EWTMEDIUM

Table continues...

Metric name	Does the metric aggregate?	Description	CMS database item
skill_ewt_top	No	The phone system calculated EWT for calls that are queued at top priority in this skill. The EWT estimates how long a caller waits in the queue at top priority until being answered.	EWTTOP
skill_in_acw	No	The number of agents currently in ACW for the skill.	INACW
skill_in_aux	No	The number of agents currently in AUX work for all skills or on AUXIN or AUXOUT calls.	INAUX
skill_oldest_call	No	The time for which the oldest skill ACD call waits in queue or rings.	OLDESTCALL
skill_on_acd	No	The number of agents currently on inbound and outbound ACD calls to the skill.	ONACD
skill_other	No	The number of agents currently doing other work.	OTHER
skill_slvl_abns	Yes	The number of abandoned calls for which the time-to abandon was less than or equal to the administered service level for the skill.	SLVLABNS
skill_staffed	No	The number of agents currently logged in.	STAFFED

Table 3: CMS - VDN Measurements

Metric name	Does the metric aggregate?	Description	CMS database item
vdn_abn_calls	Yes	The number of calls abandoned while in progress for the VDN.	ABNCALLS

Table continues...

Metric name	Does the metric aggregate?	Description	CMS database item
vdn_abn_calls_01, vdn_abn_calls_02, vdn_abn_calls_03	Yes	The number of ACD calls during the collection interval answered in each of the service level increments PERIOD1 through PERIOD9 as defined on the Call Center Administration: VDN Call Profile.	ACDCALLS1, ACDCALLS2, ACDCALLS3
vdn_abn_que_calls	Yes	The number of abandoned calls abandoned while in a skill or direct agent ACD queue.	ABNQUECALLS
vdn_abn_ring_calls	Yes	The number of skill and direct agent abandoned calls abandoned while ringing at an agent.	ABNRINGCALLS
vdn_abn_time	Yes	The waiting time for a caller while the vector steps are executed, the call is queued, and ringing before abandoning.	ABNTIME
vdn_acd_calls	Yes	The number of skill and direct agent ACD calls answered by an agent from “queue to”, “check”, “messaging split/skill”, “route to” split/skill or direct agent, and “adj rout link” to skill or direct agent.	ACDCALLS
vdn_acd_calls_01, vdn_acd_calls_02, vdn_acd_calls_03	Yes	The number of ACD calls during the collection interval that is answered in each of the service level increments PERIOD1 through PERIOD9 as defined on the Call Center Administration: VDN Call Profile.	ACDCALLS1, ACDCALLS2, ACDCALLS3

Table continues...

Metric name	Does the metric aggregate?	Description	CMS database item
vdn_acd_time	Yes	The talk-time of all ACD calls.	ACDTIME
vdn_ans_time	Yes	The duration that skill and direct agent ACD calls wait while vector steps are running, in the queue, and ring before an agent answers the call.	ANSTIME
vdn_busy_calls	Yes	The number of calls given a busy signal by the phone system.	BUSYCALLS
vdn_calls_waiting	No	The number of inbound skill calls currently associated with the VDN currently waiting in queue plus the number of skill calls currently ringing at an agent extension.	INQUEUE + INRING
vdn_discon_calls	Yes	The number of calls disconnected by the “disconnect” or “reply best” vector command.	DISCCALLS
vdn_hold_abn_calls	Yes	The number of times that callers abandoned while on hold.	HOLDABNCALLS
vdn_in_calls	Yes	The number of inbound calls directed to the VDN.	INCALLS
vdn_in_flow_calls	Yes	The number of calls redirected into the VDN by way of a “route to” VDN command or by Redirection on No Answer to this VDN.	INFLOWCALLS
vdn_inter_flow_calls	Yes	The number of outflow calls redirected to a destination outside the phone system.	INTERFLOWCALLS

Table continues...

Metric name	Does the metric aggregate?	Description	CMS database item
vdn_look_attempts	Yes	The number of times that Look-Ahead Interflow or BSR Interflow is attempted for calls in the VDN.	LOOKATTEMPTS
vdn_look_flow_calls	Yes	The number of calls redirected into the VDN by way of a "route to" VDN command or by Redirection on No Answer to this VDN that are redirected by way of the Look-Ahead Interflow or BSR feature.	LOOKFLOWCALLS
vdn_no_ans_redir	Yes	The number of skill and direct agent ACD calls that ring at agent stations and then automatically redirected by the Redirection on No Answer feature because they are not answered.	NOANSREDIR
vdn_oldest_call	No	The number of seconds that the oldest call waits in this VDN.	OLDESTCALL
vdn_out_flow_calls	Yes	The number of inbound calls to the VDN redirected to another VDN or to a destination outside the phone system. This is done by way of a "route to" or "adj rout link" vector command or calls redirected to another VDN by the Redirect on No Answer feature.	OUTFLOWCALLS
vdn_vector	No	The vector number associated with the VDN.	VECTOR

Oceana call details panel overview

Users can view Oceana metrics and calculations using the Oceana marquee.

The desktop and web client can present the marquee data in fixed and scrolling mode.

Fixed mode displays all the metrics using multiple lines. Scrolling mode displays one line on the marquee, and the display can be scrolled to fit additional metrics.

The value coming as !! or empty on marquee denotes Avaya Desktop Wallboard receives unexpected or blank value for that field from Oceana.

 **Note:**

Format as date and **Duration** features are supported only for Oceana timestamp measures.

Related links

[Viewing marquee in desktop client](#) on page 20

[Viewing marquee in web client](#) on page 20

Oceana call details panel field description

The following tables contain descriptions for every Oceana measurement that Avaya Desktop Wallboard supports:

Table 4: Oceana – Agent Measurements

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_agent_abandoned	No	A count of contacts that were abandoned by the customer within the reporting period. After a contact is answered by an agent it is not considered as abandoned if the caller hangs up.	abandoned
ocn_agent_abandoned FromAlerting	No	Count of the routing service engagements that are abandoned while alerting an agent. Count does not increase in the case of conference, consult, or transferred calls.	abandonedFromAlerting

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_agent_active	No	The number of active contacts at an agent. At midnight, the value is cleared.	active
ocn_agent_activeTime Duration	No	The amount of time the agent spends working engagements within the reporting period.	activeTimeDuration
ocn_agent_acw	No	The number of times an agent entered After Call Work within the reporting period.	acw
ocn_agent_acwDuration	No	The duration in seconds that the agent is in an After Call Work following the completion of a contact finishing work on that contact.	aswDuration
ocn_agent_acwExtended	No	The number of times that the agent extends ACW.	acwExtended
ocn_agent_additional Work	No	Count of times an agent in the group entered additional work.	additionalWork
ocn_agent_additional WorkDuration	No	Time after the contact has ended that the agent spends working on the engagement.	additionalWorkDuration
ocn_agent_adHoc	No	A count of outbound email contacts that an agent generates.	adHoc
ocn_agent_adHocDuration	No	The amount of time an agent spends on outbound agent generated emails.	adHocDuration
ocn_agent_agentLogonDuration	No	The duration of time the agent has been logged in. This includes time in all states between when an agent logs in and logs out.	agentLogonDuration
ocn_agent_agentLogoutTimeStamp	No	Agent logout time	agentLogoutTimeStamp

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_agent_agentNotReady	No	Indicates not ready state	agentNotReady
ocn_agent_agentNotReadyTimeDuration	No	The duration in seconds that the agent is in Not Ready state within the reporting period.	agentNotReadyTimeDuration
ocn_agent_agentReady	No	Indicates ready state	agentReady
ocn_agent_state	Yes	Agent state Logged in, Logged out, Ready, Not Ready	State
ocn_agent_agentStateTimeStamp	No	Tracking current time of the agent state, such as LOGGED_OUT, READY, NOT_READY	agentStateTimeStamp
ocn_agent_alertDuration	No	The amount of time the engagements alert the agent.	alertDuration
ocn_agent_answered	No	The count of routed contacts answered within the reporting period. Answered does not increment in the case of conference, consult, or transferred calls. For email engagements, 'Answered' increments when the initial contact offer is answered by an agent. Deferred emails answered by a retrieval or offered and answered after Deferred Time Expiry does not increment Answered.	answered
ocn_agent_bargedIn	No	A count of engagements where the agent or the supervisor barges in on another agent within the reporting period.	bargedIn

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_agent_bargedInDuration	No	The amount of time the agent has an engagement where the agent or supervisor barges into an engagement within the reporting period.	bargedInDuration
ocn_agent_bargedOut	No	A count of engagements where the agent barges out by another agent or supervisor within the reporting period.	bargedOut
ocn_agent_bargedOutDuration	No	The amount of time the agent has an engagement where the agent was barged out of an engagement within the reporting period.	bargedOutDuration
ocn_agent_blendedAlert	No	The count of engagements that are alerted at an agent while that agent also alerts on another engagement. At least two contacts need to be altering at the same time.	blendedAlert
ocn_agent_blendedAlertDuration	No	The amount of time blended engagements alert within the reporting period.	blendedAlertDuration
ocn_agent_blendedActive	No	The count that increments each time the agent is active on an engagement while also active on another engagement.	blendedActive

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_agent_blendedActiveDuration	No	The amount of time an agent spends working on answering contacts simultaneously within the reporting period. The contacts can be of different channel type (accounts) or routed through different routing services.	blendedActiveDuration
ocn_agent_coached	No	A count of engagements where the agent is coached by another agent or supervisor within the reporting period.	coached
ocn_agent_coachedDuration	No	The amount of time the agent had a contact where that agent was being coached by another agent or supervisor within the reporting period.	coachedDuration
ocn_agent_coaching	No	A count of engagements where the agent or supervisor coached another agent within the reporting period.	coaching
ocn_agent_coachingDuration	No	The amount of time the agent had a contact where the supervisor was coaching an agent within the reporting period.	coachingDuration
ocn_agent_completed	No	A count of contacts that completed during the reporting period. Contacts may have been initiated in a previous period but Completed is only pegged in the period they complete in.	completed

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_agent_conferenced	No	A count of conferences initiated or answered within the reporting period.	conferenced
ocn_agent_conferencedAccepted	No	A count of engagements answered by the agent that was a result of a conference within the reporting period. A consult or consult-to-service must be answered by an agent for a conference to occur.	conferencedAccepted
ocn_agent_conferencedInitiated	No	A count of engagements where the agent initiated a consult or consult-to-service that ended in a conference within the reporting period.	conferencedInitiated
ocn_agent_consultDuration	No	The amount of time the agent had an engagement where the agent was consulting with another agent within the reporting period.	consultDuration
ocn_agent_consultedDuration	No	The amount of time the agent had an engagement where the agent was consulted by another agent within the reporting period.	consultedDuration
ocn_agent_consultingDuration	No	The amount of time the agent had an engagement where the agent was initiated the consulting with another agent within the reporting period.	consultingDuration
ocn_agent_consults	No	A count of consults where an agent consulted to another party or was consulted by another party within the reporting.	consults

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_agent_consultsAccepted	No	The count of consults engagements accepted by an agent.	consultsAccepted
ocn_agent_consultsInitiated	No	A count of engagements where the agent initiated a consult within the reporting period.	consultsInitiated
ocn_agent_deferredContacts	No	Count of the email contacts deferred by the agent. Does not included repeated deferrals.	deferredContacts
ocn_agent_disconnectsFromHold	No	A count of engagements in which a party disconnected from the engagement during the on hold state.	disconnectsFromHold
ocn_agent_idleTimeDuration	No	The amount of time the agent was waiting to be offered an engagement within the reporting period. The agent was idle with no active engagement.	idleTimeDuration
ocn_agent_holdDuration	No	The amount of time the agent had an engagement on hold within the reporting period.	holdDuration
ocn_agent_holds	No	The number of times contacts were put on hold within the reporting period.	holds
ocn_agent_lastStateChangeUserTimestamp	No	Last state change in a timestamp format.	lastStateChangeUserTimestamp

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_agent_lastStateReasonUserTimestamp	No	Time stamp of the last change to the not ready reason. For example: Agent X selects Not Ready by ReasonCode1 - measure updates. Agent X selects Not Ready by ReasonCode2 - measures updates. Agent X selects Ready - measure updates. This measure is pegged against user events.	lastStateReasonUserTimestamp
ocn_agent_lastWorkCodeChangeTimestamp	No	Time in activity code tracks the current duration an agent is in a work.	lastWorkCodeChangeTimestamp
ocn_agent_loginTimestamp	No	Agent login time.	loginTimeStamp
ocn_agent_longHolds	No	A count of engagements that the agent held for a duration that exceeded the value defined for this measure. This measure considers hold time in which the agent focus remained on the held engagement and hold time in which the agent focus changed to a different engagement.	longHolds
ocn_agent_longAcw	No	A count of engagements that the agent was in wrap up or ACW for a duration that exceeded the value defined for this measure.	longAcw
ocn_agent_longEngagements	No	A count of engagements that the agent was active on for a duration that exceeded the value defined for this measure.	longEngagements

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_agent_notAnswered	No	Count of offered routed contacts Not Answered by the agent within the reporting period.	notAnswered
ocn_agent_nrReasonCode	No	The reason an agent went not ready.	nrReasonCode
ocn_agent_nrReasonCodeName	No	The reason an agent went not ready.	nrReasonCodeName
ocn_agent_observed	No	A count of engagements where the agent was observed by another agent or supervisor within the reporting period.	observed
ocn_agent_observedDuration	No	The amount of time the agent had an engagement where the agent was observed by another agent or supervisor within the reporting period.	observedDuration
ocn_agent_observing	No	A count of engagements where the agent or supervisor observed another agent within the reporting period.	observing
ocn_agent_observingDuration	No	The amount of time the agent had an engagement where the agent or supervisor was observing another agent within the reporting period.	observingDuration
ocn_agent_offered	No	The count of contacts directed to the agent within the reporting period, by channel. Offered is not incremented for transfers, consults, or conferences.	offered

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_agent_shortAcw	No	A count of engagements that the agent was in wrap up or ACW for a duration that was below the value defined for this measure.	shortAcw
ocn_agent_shortEngagements	No	A count of engagements that the agent was active on for a duration that was below the value defined for this measure.	shortEngagements
ocn_agent_shortNotReady	No	A count of Not Ready occurrences that the agent was in Not Ready for a duration that was below the value defined for this measure.	shortNotReady
ocn_agent_transferred	No	A count of routed contacts handled by an agent that were transferred within the reporting. Transferred includes routed contacts transferred into the agent that were answered and routed contacts that the agent transfers out.	transferred
ocn_agent_transferred Accepted	No	A count of routed contacts that were transferred to an agent that are answered by that agent within the reporting period. The count includes all transfers accepted of routed contacts regardless of origin.	transferredAccepted
ocn_agent_transferred AcceptedFromAgent	No	A count of routed contacts answered by an agent that was a result of a transfer directly to that agent, that is not through a service within the reporting period.	transferredAcceptedFromAgent

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_agent_transferredAcceptedFromService	No	A count of contacts answered by an agent that was a result of a transfer to a service within the reporting period.	transferredAcceptedFromService
ocn_agent_transferredInitiated	No	A count of routed contacts that an agent answered and subsequently transferred within the reporting period.	transferredInitiated
ocn_agent_transferredInitiatedToAgent	No	A count of routed contacts where an agent initiated a transfer directly to an agent within the reporting period.	transferredInitiatedToAgent
ocn_agent_transferredInitiatedToService	No	A count of routed contacts where an agent initiated a transfer to a service within the reporting period.	transferredInitiatedToService
ocn_agent_transferredToAgent	No	A count of routed contacts that were transferred directly to an agent within the reporting period by channel.	transferredToAgent
ocn_agent_transferredToService	No	A count of routed contacts where an agent initiated a transfer to a service within the reporting period.	transferredToService

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_agent_workState	Yes	<p>The following are the available agent Work States:</p> <ol style="list-style-type: none"> 1. IDLE – logged in but not working on any interaction. 2. UNAVAILABLE – <ol style="list-style-type: none"> a. Logged in but not able to work on any interaction (due to being in Not Ready) b. Logged off. 3. AVAILABLE – logged in and available to take an interaction (perhaps have multiplicity and working on less than max number of interactions) 4. BUSY – working on an interaction (in the case of multiplicity, working on max number of interactions). 	workState

Table 5: Oceana – Routing Service Measurements

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_route_abandoned	No	A count of contacts that were abandoned by the customer within the reporting period. After a contact is answered by an agent it is not considered 'Abandoned' if the caller hangs up.	abandoned

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_route_abandonedAfterThreshold	No	Count of the routing service engagements which abandoned before the maximum threshold. Abandoned After Threshold is not incremented in the case of Consults or Conferenced calls between agents which are abandoned while alerting.	abandonedAfterThreshold
ocn_route_abandonedFromAlerting	No	Count of the routing service engagements that abandoned while alerting at an agent. Count does not increment in the case of Conferenced, Consult or Transferred calls.	abandonedFromAlerting
ocn_route_abandonedFromQueue	No	Count of the routing service engagements that abandoned while in queue. This measure will also increment for any contacts that complete while queuing if not offered to an agent. Count does not increment in the case of Conferenced, Consult or Transferred calls.	abandonedFromQueue
ocn_route_abandonTimeDuration	No	The duration in seconds that the agent was actively engaged during the reporting period.	abandonTimeDuration
ocn_route_active	No	The number of active contacts at an agent. At midnight its value is cleared down.	active
ocn_route_activeTimeDuration	No	The duration in seconds that the agent was actively engaged during the reporting period.	activeTimeDuration

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_route_acw	No	The number of times an agent entered After Call Work within the reporting period.	acw
ocn_route_acwDuration	No	The duration in seconds that the agent was in After Call Work following the completion of a contact wrapping up work on that contact.	acwDuration
ocn_route_acwExtended	No	The number of times that the agent extended ACW.	acwExtended
ocn_route_alerting	No	Count of the routing service engagements alerting	alerting
ocn_route_answered	No	The count of routed contacts answered within the reporting period. Answered does not increment in the case of conferenced, consult or transferred calls. For email engagements, Answered increments when the initial contact offer is answered by an agent. Deferred emails answered by a retrieval or offered and answered after Deferred Time Expiry will not increment Answered.	answered
ocn_route_answeredAfterThreshold	No	Count of the routing service engagements answered after the minimum threshold. Answered After Threshold does not increment in the case of conferenced, consult or transferred calls.	answeredAfterThreshold

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_route_available	No	Count of agents available to work on engagements.	available
ocn_route_averageSpeedOfAnswer	No	Average time calls waited in queue before being answered, abandoned or not answered by an agent.	averageSpeedOfAnswer
ocn_route_bargedIn	No	A count of engagements where the agent or supervisor barged in on another agent within the reporting period.	bargedIn
ocn_route_bargedInDuration	No	The amount of time the agent had an engagement where the agent or supervisor barged into an engagement within the reporting period.	bargedInDuration
ocn_route_bargedOut	No	A count of engagements where the agent was barged out by another agent or supervisor within the reporting period.	bargedOut
ocn_route_bargedOutDuration	No	The amount of time the agent had an engagement where the agent was barged out of an engagement within the reporting period.	bargedOutDuration
ocn_route_channel	Yes	Name of the channel.	channel
ocn_route_coached	No	A count of engagements where the agent was coached by another agent or supervisor within the reporting period.	coached

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_route_coachedDuration	No	The amount of time the agent had a contact where that agent was being coached by another agent or supervisor within the reporting period.	coachedDuration
ocn_route_coaching	No	A count of engagements where the agent or supervisor coached another agent within the reporting period.	coaching
ocn_route_coachingDuration		The amount of time the agent had a contact where the supervisor was coaching an agent within the reporting period.	coachingDuration
ocn_route_completed	No	A count of contacts that completed during the reporting period. Contacts may have been initiated in a previous period but completed is only pegged in the period they complete in.	completed
ocn_route_conferenced	No	A count of initiated or answered conferences within the reporting period.	conferenced
ocn_route_conferencedAccepted	No	A count of engagements answered by the agent that was a result of a conference within the reporting period. A consult or consult-to-service must be answered by an agent for a conference to occur.	conferencedAccepted

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_route_conference dInitiated	No	A count of engagements where the agent initiated a consult or consult-to-service that ended in a conference within the reporting period.	conferencedInitiated
ocn_route_consultDur ation	No	The amount of time the agent had an engagement where the agent was consulting with another agent within the reporting period.	consultDuration
ocn_route_consultedD uration	No	The amount of time the agent had an engagement where the agent was consulted by another agent within the reporting period.	consultedDuration
ocn_route_consulting Duration	No	The amount of time the agent had an engagement where the agent was consulted by another agent within the reporting period.	consultingDuration
ocn_route_consults	No	The amount of time the agent had an engagement where the agent initiated the consulting with another agent within the reporting period.	consults
ocn_route_consultsAc cepted	No	A count of engagements answered by the agent that was a result of a consult within the reporting period.	consultsAccepted
ocn_route_contactsAt Agent	No	The number of contacts at an agent. It is an instantaneous measure only available on Real Time reports. At midnight values cleared down.	contactsAtAgent

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_route_consultsInitiated	No	A count of engagements where the agent initiated a consult within the reporting period.	consultsInitiated
ocn_route_contactsWaiting	No	Count of the routing service engagements waiting in queue.	contactsWaiting
ocn_route_expectedWaitTime	No	Expected wait time of the engagements.	expectedWaitTime
ocn_route_heldContacts	No	Count of the routing service engagements currently on hold.	heldContacts
ocn_route_holdDuration	No	The amount of time the agent had an engagement on hold within the reporting period.	holdDuration
ocn_route_holds	No	The number of times contacts were put on hold within the reporting period.	holds
ocn_route_longAcw	No	A count of engagements that the agent was in ACW or wrap up for a duration that exceeded the value defined for this measure.	longAcw
ocn_route_longEngagements	No	A count of engagements that the agent was active on for a duration that exceeded the value defined for this measure.	longEngagements
ocn_route_longHolds	No	A count of engagements that were placed on hold and exceeded the defined Long Holds threshold.	longHolds
ocn_route_notAnswered	No	Count of offered routed contacts not answered by the agent within the reporting period.	notAnswered

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_route_observed	No	A count of engagements where the agent was observed by another agent or supervisor within the reporting period.	observed
ocn_route_observedDuration	No	The amount of time the agent had an engagement where the agent was observed by another agent or supervisor within the reporting period.	observedDuration
ocn_route_observing	No	A count of engagements where the agent or supervisor observed another agent within the reporting period.	observing
ocn_route_observingDuration	No	The amount of time the agent had an engagement where the agent or supervisor was observing another agent within the reporting period.	observingDuration
ocn_route_offered	No	The offered measure represents a count of contacts directed to the agent within the reporting period.	offered
ocn_route_oldestContactWaiting	No	The UTC timestamp (in the format dd:hh:mm:ss) of the oldest queueing engagement.	oldestContactWaiting
ocn_route_oldestContactWaitingDuration	No	Tracking current time of the oldest queueing engagement.	oldestContactWaitingDuration
ocn_route_provider	Yes	ID of the provider system	providerId
ocn_route_ringTimeDuration	No	The time the routing service engagements alerted within the reporting period.	ringTimeDuration
ocn_route_routingAttributeService	Yes	Attributes of the routing service.	routingAttributeService

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_route_routingServiceName	Yes	Name of the routing service.	routingServiceName
ocn_route_serviceDisplayName	Yes	Display name or friendly name of the routing attribute service.	serviceDisplayName
ocn_route_shortAcw	No	A count of engagements that the agent was in ACW / wrap up for a duration that was below the value defined for this measure.	shortAcw
ocn_route_shortEngagements	No	A count of engagements that the agent was active on for a duration that was below the value defined for this measure.	shortEngagements
ocn_route_staffed	No	The number of agents staffed.	staffed
ocn_route_totalDuration	No	The total time of the routing service engagements within the reporting period.	totalDuration
ocn_route_transferred	No	A count of routed contacts handled by an agent that are transferred within the reporting period. Transferred includes routed contacts transferred into the agent that are answered and routed contacts that the agent transfers out.	transferred
ocn_route_transferredAccepted	No	A count of routed contacts that were transferred to an agent that are answered by that agent within the reporting period. The count includes all transfers accepted of routed contacts regardless of origin.	transferredAccepted

Table continues...

Metric name	Is the metric in string format?	Description	Oceana database item
ocn_route_transferredAcceptedFromAgent	No	A count of routed contacts answered by an agent that was a result of a transfer directly to that agent, that is, not through a service, within the reporting period.	transferredAcceptedFromAgent
ocn_route_transferredAcceptedFromService	No	A count of contacts answered by an agent that is a result of a transfer to a service within the reporting period.	transferredAcceptedFromService
ocn_route_transferredInitiated	No	A count of routed contacts that an agent answers and subsequently transfers within the reporting period.	transferredInitiated
ocn_route_transferredInitiatedToAgent	No	A count of routed contacts where an agent initiated a transfer directly to an agent within the reporting period.	transferredInitiatedToAgent
ocn_route_transferredInitiatedToService	No	A count of routed contacts where an agent initiates a transfer to a service within the reporting period.	transferredInitiatedToService
ocn_route_waitTime	No	Wait time, also known as Queue Time or Time in Queue, is the duration in seconds, that contacts queue for on the routing service before the contact is abandoned, starts alerting at an agent or is cancelled by the system within the reporting period.	waitTime

Third party marquee

The third party provider (3PP) is used to display values taken from one or more optional 3PP data sources.

The third-party source is configured in the web admin portal, similar to the CMS data source. The values of those metrics are reflected on a separate marquee of the dashboard.

The values can be zoomed in or zoomed out in the desktop client.

Message marquee

The message marquee displays messages pushed by the agent, supervisor, contact center manager, or administrator. The panel provides a reminder, alert, or announcement from supervisors to agents.

 **Note:**

A supervisor can deactivate the messages anytime from the message history section in the admin portal. The messages are immediately removed from the web or desktop client messages marquee.

The supervisor message can be static or scrolling, based on the configuration in the web admin portal. The messages can be zoomed in or zoomed out in the desktop client by each user.

Navigation in the desktop client

Procedure

Right-click the associated icon in the marquee.

The displayed context menu contains the following options:

- External Links
- Reports
- My Team
- Dashboard
- User Profile
- Info
- Zoom
- Settings
- Exit

- Agent of the week
- Message Receipt

 **Note:**

Supervisors can activate or deactivate the menu options in the admin portal.

Navigation in the web client

Procedure

1. Right click the associated icon in the marquee.

The menu items displayed are the following:

- Dashboard
- My Team
- Agent Report
- Skill Report
- VDN Report
- Oceana Agent Report
- Routing Service Report
- External Link
- Reset

The left panel in the web client is used to navigate between different views.

2. Click the expand or collapse icon to expand or collapse the navigation bar.

 **Note:**

Supervisors can activate or deactivate menu options in the admin portal.

Navigating to the dashboard view

Before you begin

Ensure that you have credentials from your administrator to log in as an agent.

Procedure

1. On the Avaya Desktop Wallboard for agent web client, log in using the following URL format: `https://<Server_IP_address>`

2. Navigate to the sidebar navigator of the page and click **Dashboard**.

The system displays the dashboard page for the logged-in agent.

*** Note:**

The data displayed on the widgets is summarized throughout the day. Use this to run totals.

Web client dashboard

The default home page of the web client is a dashboard. It can be changed to any other view on the web admin portal. Font size and style for widget headers and content of text widgets are configurable in the web admin portal.

The widget details are the following:

- The title of every widget can be modified by configuring the description in the web admin portal for every widget. If no description is provided, the default title is displayed.
- If **Bulk update** is enabled in the web admin portal, the data in the widgets is updated periodically in bulk. Else the data in the widget is updated based on the update received.

The individual widgets can be maximized using the maximize button and minimized using the minimize button. At the maximized state, the selected widget takes the full screen, and other widgets are not visible until the widget is minimized. The widgets can be dragged and dropped to different locations to change their order locally for that user.

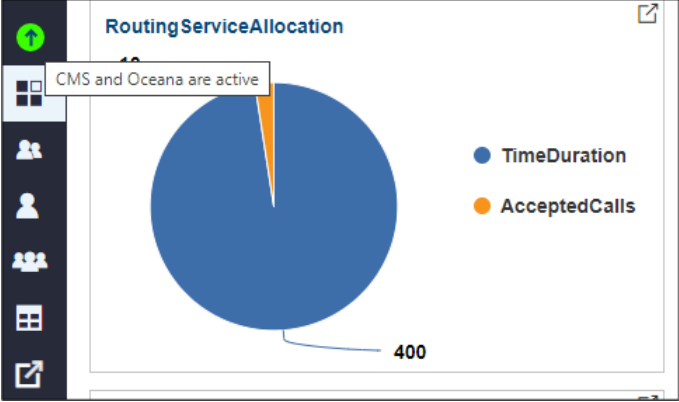
The default layout can again be retrieved using the reset button in the sidebar navigator. The widgets are aligned automatically based on the number of widgets configured in the web admin portal. For example, if only one widget is configured for the dashboard, the widget must take the entire available space. If two widgets are configured, those two widgets must occupy the whole view.

Component	Description
CMS Marquee	Displays text statistics such as service level, calls waiting, calls answered, and calls abandoned. The metrics are displayed in the order in which they are configured in the web admin portal.
Oceana Marquee	Displays text statistics, such as active agent, calls answered and calls abandoned. The metrics are displayed in the order in which they are configured in the web admin portal.
Third Party Marquee (3PP)	Displays the optional third-party metrics located below the marquee data.
Supervisor Scrolling Messages	Displays scrolling text messages from the supervisor, group manager, or contact center manager.

Table continues...

Component	Description
<p>Dashboard</p>	<p>Displays the widgets configured for the logged-in agent.</p> <p>Other agents also view the widgets in the same group. The widget list is displayed in the main dashboard. Individual widgets can be maximized or minimized. Avaya Desktop Wallboard supports the drag and drop feature. The order of the widgets is also saved locally and restored on the next login.</p> <p>The text of the title and the legend of each widget can be modified by providing the associated description in the web admin portal.</p> <p>The foreground, font size, style, and content of the text widget can be modified in the web admin portal.</p> <p>* Note:</p> <p>In the web client, if the browser cache is cleared, the order of the widgets is also cleared.</p>
<p>Table View</p>	<p>In the table view, a user can click each icon for Elite Agent, Skill, VDN, Oceana Agent, and Routing service to display the data in a spreadsheet format.</p>

Table continues...

Component	Description
<p>Sidebar Navigator</p>	<p>The sidebar navigator provides options to toggle the view between My Team, Dashboard View, Elite Agent View, Skill View, VDN View, Oceana Agent View, and Oceana Routing Service view.</p> <p>Clicking on the miscellaneous icon displays the list of options to view Agent of the Week and External links.</p> <p>The arrow shows the provider connectivity status based on the provider(s) configured. The status is displayed as text in the tooltip.</p> <p>Only CMS Configured:</p> <ul style="list-style-type: none"> • Green arrow – if connected • Red arrow – if not connected <p>Only Oceana Configured:</p> <ul style="list-style-type: none"> • Green arrow – if connected • Red arrow – if not connected <p>If both, CMS and Oceana are Configured:</p> <ul style="list-style-type: none"> • Green arrow - if both are connected. • Red arrow – if both are not connected. • Yellow arrow – if one data source is connected and one data source is not connected.  <p>Figure 2: Provider connectivity status - green</p>

*** Note:**

The dashboard view is displayed as the default that is, the supervisor can select the choice of their home page between Dashboard/My Team/Skill View/Agent View /VDN View based on their preference in the admin portal. The supervisor can also display or hide icons based on the configuration in **Advanced Settings** provided in the web admin portal.

Desktop client dashboard

The desktop client has the default launch as the marquee. The marquee provides other views to be navigated on the dashboard. The widget dashboard view has all the facilities and restrictions as mentioned for the web client.

Setting up the desktop client marquee

About this task

You can set the scrolling speed and direction of the marquee. The scrolling speed and direction of the marquee are both managed within the desktop client. Managing the speed and direction permits the contact center agent to fine-tune the marquee so that data is not scrolled too fast or too slow. You can adjust the scrolling properties using this procedure.

Procedure

1. Right click the desktop client.

The application displays the context menu. The menu items are the following:

- **Dashboard**
- **My Team**
- **Reports**
- **External Links**
- **User Profile**
- **Info**
- **Zoom**
- **Settings**
- **Logout**
- **Exit**

2. Select **Settings** from the menu. You can also click the settings icon in the title bar.

The Settings dialog is displayed.

3. Select **Marquee** and **Scroll** mode from **Settings**.

 **Note:**

The available entries on the marquee speed dialog, that is, CMS, Oceana, Third-Party, and Message, are dynamically controlled by the content of the marquee. If the marquee is not configured to display CMS and third party data, then the corresponding entry of the marquee speed dialog is not displayed.

4. Select a speed setting for the specific marquee line, that is, CMS, Oceana, Third-Party, or Message.

The new speed is immediately displayed in the marquee.

5. If you want to change the scrolling direction of a marquee line, select or clear the **Reverse** checkbox. The new direction is immediately displayed in the marquee.
6. Select **Save** to save the new settings or **Cancel** to revert to the prior settings.

*** Note:**

The speed and direction settings for the marquee are saved on a per user basis. If multiple agents use the same computer throughout the day, then the marquee speed and direction can be customized for each agent. The settings configured in the desktop client prioritize scrolling, even if it is configured in the web admin portal.

My Team view feature for CC Elite

Using the My Team View feature, agents can see details such as other agent's states, an agent supervisor, team members, experts with specific skillsets, the agent of the week, and the current date and time of the system. Supervisors can view details such as team members, configured metric values of the team members with threshold updates, list of experts, the agent of the week, current date, and time-based on the configured time zone.

These details are displayed in the form of widgets. Supervisors or contact center managers can change what widgets are displayed on this page.

*** Note:**

This feature is not available for the Oceana data source in this release.

Navigating to My Team view

Before you begin

Ensure that you have the credentials from your administrator to log in as an agent.

Procedure

1. On the Desktop Wallboard agent web client, log in by using the following URL format:
`https://<Server_IP_address>`
2. Navigate to the sidebar navigator of the page and click **My Team**.
The system displays the My Team page for the logged-in agent.
3. In the desktop client, right click the marquee and click **My Team** in the context menu.
You can navigate to the My Team window.

My Team view settings

Avaya Desktop Wallboard provides widgets on the dashboard and on the My Team view. Supervisors can use the statistics provided in the widgets to review the team performance.

The font color, size, and style of the widgets can be modified. The default color is white. If any widgets belong to the CMS provider, all widgets take the same style configured for the CMS. Caution, critical, and supercritical values are displayed in the My Team table metrics. For caution, critical, and supercritical values, the foreground color flashes based on the value configured in the web admin portal.

The title of each widget can be modified by configuring the description in the web admin portal. If no description is provided, the default title is displayed.

*** Note:**

The My Team widget header size must not increase by more than 20 to fit the text correctly. To show only logged in users, select the option **Show only online users** in the web admin portal. Sounds for thresholds are not supported in My Team. The My Team widget is not supported for Oceana measures.

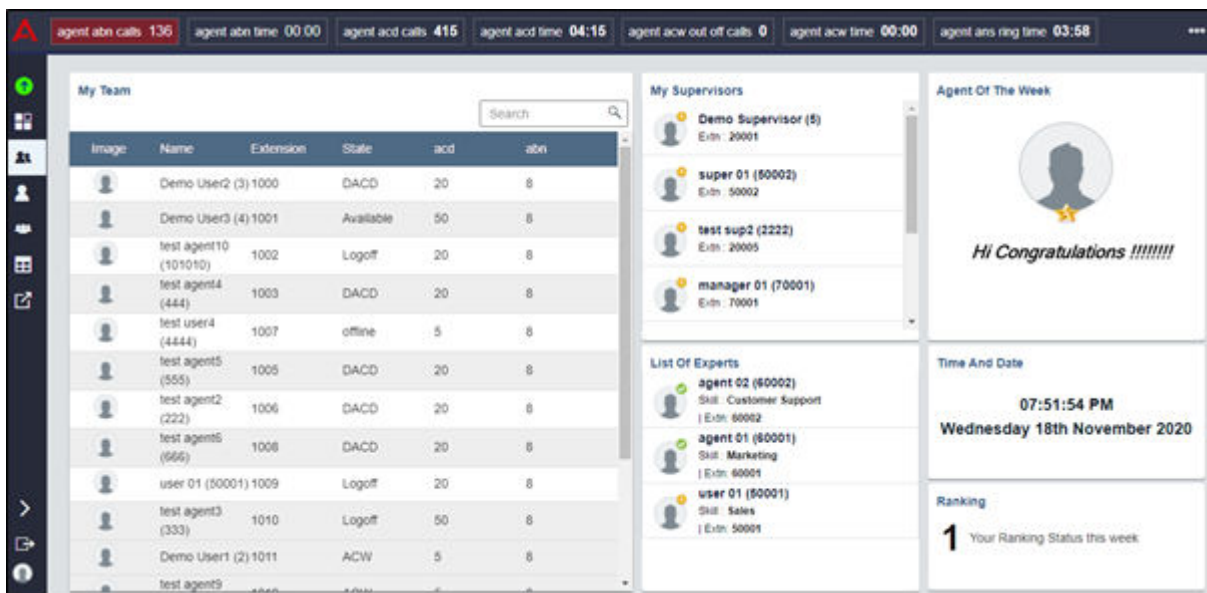


Figure 3: My Team view

Navigating to Agent table

Before you begin

Ensure that you have the credentials from your administrator to log in as an agent.

Procedure

1. On the Avaya Desktop Wallboard for agent web client, log in using the following URL format: `https://<Server_IP_address>`.
2. Navigate to the sidebar navigator of the page and click **Agent Report**.

The system displays the Agent Report page for the logged in agent.

Navigating to Skill table

Before you begin

Ensure that you have the credentials from your administrator to log in as an agent.

Procedure

1. On the Avaya Desktop Wallboard for agent web client, log in using the following URL format: `https://<Server_IP_address>`.
2. Navigate to the sidebar navigator of the page and click **Skill View Report**.
The system displays the Skill View Report page for the logged in agent.

Navigating to the VDN table

Before you begin

Ensure that you have the credentials from your administrator to log in as an agent.

Procedure

1. On the Avaya Desktop Wallboard for agent web client, log in using the following URL format: `https://<Server_IP_address>`.
2. Navigate to the sidebar navigator of the page and click **VDN Report**.
The system displays the VDN Report page for the logged in agent.

Accessing the external links

Before you begin

Ensure that you have the credentials from your administrator to log in as a supervisor.

Procedure

1. On the Avaya Desktop Wallboard for agent web client, log in using the following URL format: `https://<Server_IP_address>`.
2. Navigate to the sidebar navigator of the page and click **Others**.
3. From the displayed menu, click **External Links**.
Avaya Desktop Wallboard displays the External Links page for the logged-in agent.
4. To refer to the details of an external link, click the required link from the list.
Avaya Desktop Wallboard opens the clicked link on a new tab.

5. Click **Close** to close the link page.

Chapter 4: Using the supervisor dashboard

Extended features of supervisor dashboard

A supervisor gets the following features as a privileged user while using the dashboard apart from the common features mentioned for agents and supervisors.

Messaging for My Team view

Sending notifications to agents

Before you begin

Ensure that you have the credentials from your administrator to log in as a supervisor.

 **Note:**

If the supervisor dashboard is not available, the same feature can be used in the admin portal. For more details, see the web admin portal guide.

Procedure

1. On the Avaya Desktop Wallboard for agent web client, log in using the following URL format: `https://<Server_IP_address>`.
2. Navigate to the top right of the page and click **My Team**.
The system displays the My Team page.
3. Select the check box next to the agents whom you want to notify, and click **Notify Agents**.
The system displays a **Desktop Wallboard Messages** dialog box.
4. To change the **Message Type**, select the **Message Type as Overhead Message**.
The system displays the pop-up for the scrolling message type.
5. Type the message and format the text using the following options:
 - **Background Color**
 - **Font Color**
 - **Font**

- **Font Size**
- **Bold**
- **Italic**
- **Underline**

 **Note:**

For messages which do not expire, the **Message Start Time** and **Message End Time** are not required, as the system takes the start date when the message is configured.

6. Select the **Non-Expire** check box.

 **Note:**

If the message is for a specified duration, the **Message Start Time** and **Message End Time** must be configured.

7. Click **Send**.

The system displays the message to the agent recipients.

Viewing the read receipt of pop-up alert

Before you begin

Ensure that you have the credentials from your administrator to log in as a supervisor.

Procedure

1. On the Avaya Desktop Wallboard for agent web client, log in using the following URL format: `https://<Server_IP_address>`.
2. Navigate to the sidebar of the page and click **Pop up alert History**.

The system displays the pop-up alert history dialog.

3. To see the user read receipt, click the read receipt icon.

The pop-up alert history dialog is displayed with each user read receipt status. If a specific user acknowledges the alert message, Avaya Desktop Wallboard displays the tick mark icon. Otherwise, Avaya Desktop Wallboard displays the cross icon.

 **Note:**


The search option is used to search a specific message and user in the respective dialog.

Creating a new agent of the week

Before you begin

Ensure that you have the credentials from your administrator to log in as a supervisor.

Procedure

1. On the Avaya Desktop Wallboard for agent web client, log in using the following URL format: `https://<Server_IP_address>`.
 2. Navigate to the sidebar of the page and click **Others**.
 3. From the displayed menu, click **Agent of the Week**.
Avaya Desktop Wallboard displays the **Agent of the Week** list.
 4. On the Agent of the Week List dialog box, click **Add/Edit**.
 5. From the **Users** menu, select the agent name.
 6. In the **Message** field, type in your message for the week's agent.
 7. Select the text format using the following options:
 - **Background Color**
 - **Font Color**
 - **Font**
 - **Font Size**
 - **Bold**
 - **Italic**
 - **Underline**
 8. Click **Browse** and select a photo of the agent.
-  **Note:**
The image size must not be more than 1MB.
9. Click **Publish**.
 10. The system displays the new agent of the week.

Editing the agent of the week

Before you begin

Ensure that you have the credentials from your administrator to log in as a supervisor.

Procedure

1. On the Avaya Desktop Wallboard for agent web client, log in using the following URL format: `https://<Server_IP_address>`.
2. Navigate to the sidebar of the page and click **Others**.
3. From the displayed menu, click **Agent of the Week**.
4. On the **Agent of the Week** dialog box, click **Edit** next to the current agent.
The system displays a dialog box to edit the agent of the week.

5. Edit the details of the agent as required.
6. Click **Publish**.

The system displays the update.

Creating a new external link

Before you begin

Ensure that you have the credentials from your administrator to log in as a supervisor.

Procedure

1. On Avaya Desktop Wallboard for the agent web client, use the following URL format to log in: `https://<Server_IP_address>`.
2. Navigate to the sidebar of the page and click **Others**.
3. From the menu, click **External Link**.

Avaya Desktop Wallboard displays the External Links page for the logged-in supervisor.

4. Click **Edit**.

Avaya Desktop Wallboard displays the **Edit External Links** dialog box.

5. To create an external link, click **Add new link**.

6. Enter the details in the following fields:

- a. **Text to Display**
- b. **URL**
- c. **Display Order**

 **Note:**

Use **Display Order** to set the display order of the external links on the External Links page.

7. Click **Save**.
8. Click **Apply Changes**.

Avaya Desktop Wallboard adds the external link to the External Links page.

Editing the external links

Before you begin

Ensure that you have the credentials from your administrator to log in as a supervisor.

Procedure

1. On the Avaya Desktop Wallboard for agent web client, log in using the following URL format: `https://<Server_IP_address>`.

2. Navigate to the sidebar of the page and click **Others**.
3. From the displayed menu, click **External Link**.

Avaya Desktop Wallboard displays the External Links page for the logged-in supervisor.

4. Click **Edit**.

The system displays the **Edit External Links** dialog box.

5. Click **Edit**, next to the required link.
6. Modify the details as required.
7. Click **Save**.
8. Click **Apply Changes**.

Chapter 5: Working with widgets

Avaya Desktop Wallboard provides widgets on Agent Dashboards as well as on the My Team View for CC Elite; Skill View, Agent View and VDN View for CC Elite, and Agent and Routing Service view for Oceana. Agents can use the statistics provided in the widgets to review their and the team's overall work performance.

Font sizes and styles for widget headers and content of text widgets are configurable in the Web Admin Portal.

Note:

The font size and style cannot be changed for the graphical widgets.

The header of every widget can be modified by configuring the description. If no description is provided, the default title is displayed.

If the bulk update option is enabled, the data in the widgets is updated periodically in batches. Otherwise, the data in the widgets is updated based on when the updated data is received by the Avaya Desktop Wallboard server.

The text widgets can be configured to display critical, caution, and supercritical threshold colors and sound.

1. Caution, Critical, and Supercritical Colors can be configured with different styles for text and values.
2. Caution and Critical sounds can be individually played based on the Default, Old Default, or Custom sound configured in Web Admin Portal.
3. The sound can be muted, when not needed.

The `formatAsTime` and `formatAsDate` (only for Oceana measures) options are available for all widgets in Web Admin Portal. The administrator must use only one setting where it is applicable.

The individual widgets can be maximized using the maximize button and minimized using the minimize button. The widgets can be dragged and dropped to different locations and can be reset using the reset button in the sidebar-navigator for web client and desktop client in the left panel, to reset the widgets to the initial stage.

Note:

In the web client, for the reset changes to be reflected, the user must logout and login.

Agent or Supervisor widgets for Call Center Elite

Supervisor widgets can be configured in the web admin portal for displaying agent data under the supervisor's group, or agents of a specific skill, or also the data of the supervisor as a participating agent. Check the widget key configuration mentioned in the supervisor guide for more details.

The font size and style can be applied to the text widget metrics content in the dashboard. If the font size and style can be changed in the web admin portal, the changes are displayed immediately in the dashboard UI.

Each supervisor widget can be configured separately in the web admin portal.

Hourly widgets display accumulated data as charts for each hour of the day. They show data from the second hour of a business day after they have summarized the first completed hour.

Text widgets can accommodate more than one metric. Text widgets can display caution and critical value colors. The caution and critical sounds are played if the mute option is disabled in the web admin portal. Supercritical values are not applicable for text widgets.



Name	Description
My Service Level	Displays the service level in a percentage format.
Agent Time in State	Displays the time spent in a different state. It is recommended to use percentages. Without that, the time is presented in seconds only.
Skill/Split Allocation	Displays calls taken for different skills.
Incoming Call Allocation	Displays the number or percent of calls answered, abandoned, and routed.
Daily Talk Percentage	Displays the percentage of time involved in a call.
Average Call Duration by Hour	Displays the average duration of calls taken during each hour of the day. This is an hourly widget.
Average Talk Time	Displays the average talk time. This is a text widget.
Calls In Queue	Displays the duration of the oldest call and the number of calls the queue. This is a text widget.
Total Calls By Hour	Displays the total number of calls per hour based. This is an hourly widget.
Service Level By Queue	Displays the percentage of acceptable calls versus calls offered for this queue.  Note: Tooltips for this widget are not supported.

Table continues...

Name	Description
Abandoned Calls By Hour	Displays the calls abandoned, per hour. This is an hourly widget.
Incoming Call Distribution By Hour	Displays the incoming call distribution: routed, abandoned, or answered calls, per hour. This is an hourly widget.
Average Call Duration By Hour	Displays the average call duration by hour. This is an hourly widget.
Abandoned Rate	Displays the rate of abandoned calls.
Top 5 Agents By Answered Calls	Displays the top 5 agents by answered calls.
Agent Workmode	Displays the number of agents in different states. For the AUX agent state, the name of the AUX reason codes is displayed. For example, if the agent changes the state to AUX and selects Lunch as a reason code, Lunch is displayed on the UI.
Text Widget	A generic widget to display configured metrics. Any CMS metrics can be configured, and any formula can be used.
Table Widget	Call Center Elite supports agent, skill, and VDN views in a tabular format.  Note: Sound and flashing for thresholds are not supported for this widget.

My Team View widgets descriptions

The My Team View widgets show the agent status as online or offline, or the agent state from CMS as avail/acd/acw/aux/etc. This is based on the widget assignment in the web admin portal. In the web admin portal, this can be configured to view only those users who are online.

 **Note:**

My team widget for My Team View is available only for CC Elite.

For each of the below widgets:

- The title text is configurable in the web admin portal as the Widget description.
- If no description is configured in the web admin portal, the default widget name is displayed as the title.
- The color, font size, and style of the title can also be modified.
- If no widget style configurations are done, the title is displayed in white.

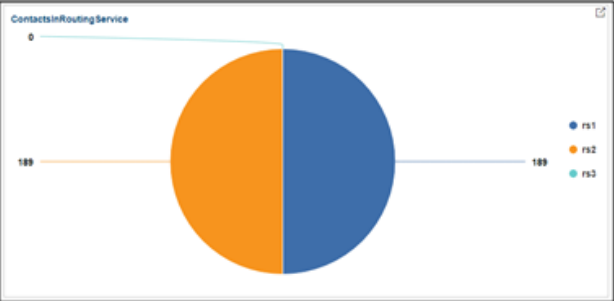
Name	Description
My Team	<ul style="list-style-type: none"> • Displays the list of team members of the logged-in agent. • The fields in this widget are displayed based on the configuration in the web admin portal. • Caution, critical, and super critical values are displayed in the My Team table metrics. • Agents can do the following: <ul style="list-style-type: none"> - Search for members in the team based on the 'Filter by search' text. - Navigate to a different page to view more members of the team. - The fields of the My Team widget can be extended. - Sorting can be done by clicking the columns. - The metric threshold values can be set, and the color of the metric data is changed based on the threshold limit.
My Team for Supervisor View	This is similar to the My Team widget with an extra option for sending messages. My Team for Supervisor View widget is not available for the agents.
Agent of the Week	<ul style="list-style-type: none"> • Displays the agent of the week from the team members of the logged-in agent. • The agent of the week is chosen by the supervisors or the Contact Center Manager (CCM) of the logged-in agent.
My Supervisors	<ul style="list-style-type: none"> • Displays the list of supervisors for the logged-in agent. • Agents can identify the online and offline supervisors. • The extension of the supervisor is always displayed. • This widget is not available on the supervisor's dashboard. It is only applicable to the agents.
Time and Date	<ul style="list-style-type: none"> • Displays the configured time zone date and time. • The time format can be configured as a 12-hour or 24-hour format in the web admin portal. The default format is 12-hour.

Table continues...

Name	Description
List of Experts	<ul style="list-style-type: none"> • Displays the list of experts available for the logged-in agents. • Agents can use this to identify online and offline experts. • The extension of the expert is displayed always.
Ranking In Team	The Ranking in Team widget represents the Agent rank within the team based on the number of ACD calls answered.

Oceana widgets description

The following widgets are applicable for agents, supervisors, and contact center managers:

Name	Description
Contacts In Routing Service	<p>Displays the count of the routing service engagements waiting in a queue.</p>  <p>Figure 4: Contacts in routing service</p>
Routing Service Allocation	Displays the duration during which an agent was actively engaged.
Service Level By Routing Service	Displays the number of answered contacts in percentage format.
Text Widget	A generic widget that displays the configured metrics. Any metrics can be configured, and any formula can be used in a text widget.
Table Widget	<p>Oceana supports agent and routing service reports.</p> <p>* Note:</p> <p>Sound and flashing for thresholds are not supported for this widget.</p>

Custom Graphical Widgets

Avaya Desktop Wallboard administrators use the available metrics and the chart types on the admin portal to configure a custom graphical widget. The custom widgets can be added to the Agent, Supervisor, and Overhead dashboards.

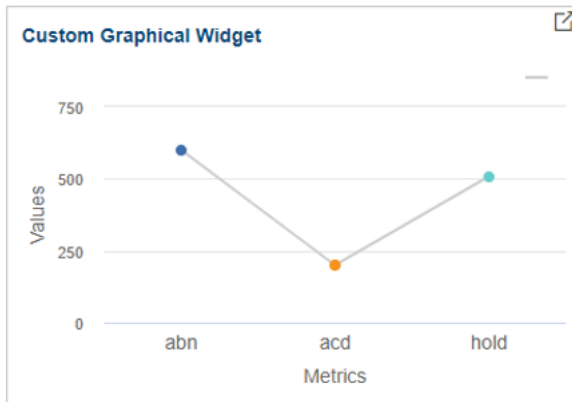


Figure 5: Custom graphical widget

Avaya Desktop Wallboard supports the following graphical views for custom widgets:

- **Pie**
- **Donut**
- **Multi Donut**
- **Line Chart**
- **Horizontal Bar**
- **Vertical Bar**
- **Scatter Plot**

Avaya Desktop Wallboard supports the following distribution types for custom widgets:

- **By Metric:** The data is distributed according to the metrics configured on the Avaya Desktop Wallboard administrator portal.
- **By Key:** The data is distributed according to the keys configured on the Avaya Desktop Wallboard administrator portal.

*** Note:**

The **By Key** distribution type does not support multiple metric configurations for **Pie**, **Donut**, and **Horizontal Bar** chart types.

- **By Hour:** The data is distributed by the hour according to the metrics configured on the Avaya Desktop Wallboard administrator portal.

*** Note:**

The **By Hour** distribution type does not support **Pie**, **Donut**, and **Multi Donut** chart types.

Table view for Elite and Oceana reports

- CC Elite supports agent, skill, and VDN views in a tabular format. Oceana supports agent and routing service reports.
- The user can click any table to view Elite Agent/Skill/VDN/Oceana Agent/Routing Service report icon on the sidebar - navigator panel to view the corresponding configured tables.
- The data of the table view gets aligned to agent name and agent id associated to the metrics. The agent name and ID is configured in the Web Admin Portal.
- The data contains the details of each agent/skill/VDN with the metric configured. Statistics or calculative metrics are available here.
- If **Format As Sum** is checked in Web Admin Portal for the table view, one sum row is displayed at the bottom of the table and has the summation of each column. For each column, whether summation is needed, can be configured in Web Admin Portal as well.
- Caution, critical, and super critical thresholds are also supported. The cell having threshold displays a flashing color if flashing is enabled in the Web Admin Portal configuration. Cell color changes based on the selected color in Web Admin Portal configuration. Clicking the header changes the sorting order on any table view and is maintained throughout the session, even across logouts.
- The skill and VDN name can be displayed if the name exists, otherwise only VDN numbers or Skill IDs are displayed.
- The Routing Service Name or attributes is displayed in a tooltip on the cursor in the first column. The Routing Service Display name is displayed on each row header.

 **Note:**

If no Display Name is configured, The Routing Service Name is displayed. If there are any changes on the Routing Service Display Name, the changes may not be displayed immediately. The user must logout and log in to web client to see the updated display name.

AGENT	ACD Calls	ABN Calls	Not Answered Calls
Leonard Ravenhill (4444)	20	8	11
Kevin Daniel (50001)	20	8	11
Charles Maaziah (80002)	20	8	11
John Daniel (50051)	20	8	11
Brenden Waldo (80005)	20	8	11
Priscilla Solomon (80001)	20	8	11
Nicky Jordan (1010)	20	8	11
Kiran Samson (80004)	20	8	11
Angel Anabel (321)	20	8	11
Solomon Raju (50052)	50	8	211
Daniel Damodhar (50000)	5	8	11
Jonathan Samuel (54321)	20	8	11
Caleb Daniel (80003)	50	8	211
Andrew Newsam (4321)	5	8	11
SUM	310	112	854

Figure 6: Agent view in web client

*** Note:**
 The skill view and VDN view are different in web client.
 The agent view is different for Oceana agents.

Oceana Routing Service	Answer Calls	ABN Calls	Completed Calls	Hold Calls	Alert Call
Collections	230	410	345	23	30
Customer_Support	445	45	12	21	30
Others	23	45	206	23	30
saleservice	89	5	54	85	30
service1	67	45	90	23	30
service2	79	45	90	23	30
service3	430	105	489	85	60
service4	89	45	56	23	30
service5	56	45	45	23	30
service6	45	45	65	23	30
service7	34	45	55	65	30
Tech_Support	21	45	67	23	30
Tert_Support	12	45	33	23	30
Tec2_Support	56	45	23	23	30
SUM					

Figure 7: Routing service view for Oceana

*** Note:**
 Sounds for threshold alerts are not supported in Table View.

Chapter 6: Using overhead dashboards

One or more Contact Center Manager (CCM) dashboard can be configured in web admin portal and the first dashboard is selected as default dashboard.

*** Note:**

Overhead dashboards are not supported in the thick client.

Contact Center Managers can move from one dashboard to another dashboard using the dashboard header title. Also, each dashboard can be configured similar to widget dashboards and agent/skill/VDN table views.

Simple overhead dashboard

Contact center managers can configure simple overhead dashboards which can be presented to an overhead television. All users from the contact center can view the data. Multiple overhead dashboards can be configured in the Web Admin Portal. Each dashboard displays the respective widget dashboard, agent, skill, VDN views in tabs.

The font size and style for widget headers and content of text widgets are configurable in Web Admin Portal.

The widgets are aligned automatically based on the number of widgets configured in the Web Admin Portal.

For example:

- If only one widget is configured for dashboard the widget should be displayed for the whole view.
- If two widgets are configured, those two widgets must occupy the whole view.

*** Note:**

The supervisor message scrolls from right to left by default. Group level configurations are not applicable for overhead dashboards. Widget threshold sounds are not applicable for overhead dashboards.

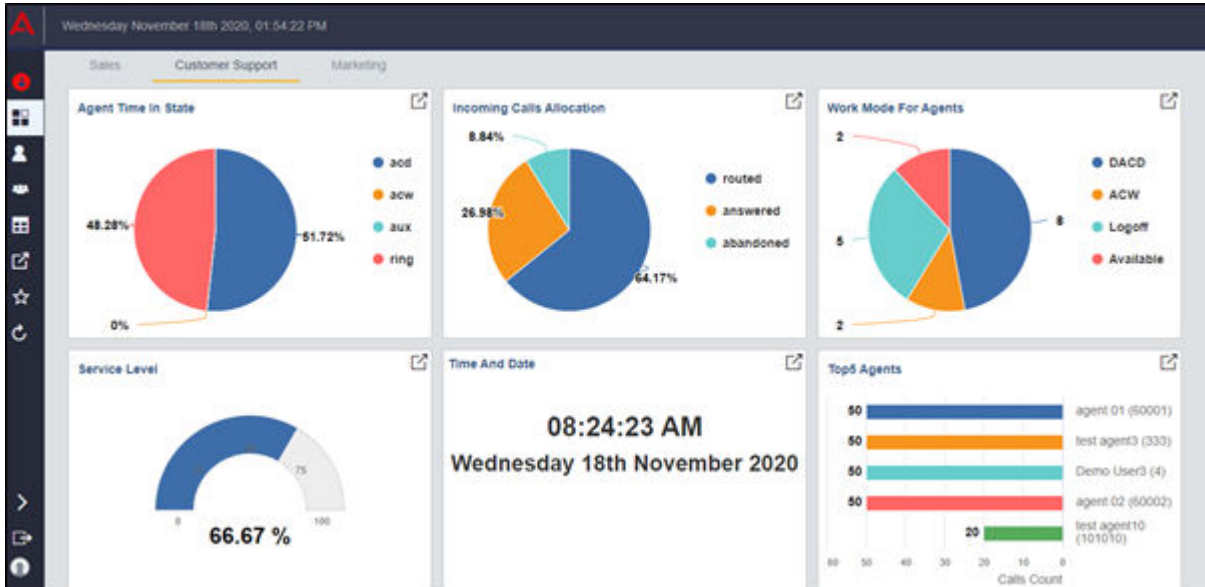


Figure 8: Simple overhead dashboard

One CCM user can access one view of simple overhead dashboard. To display multiple views on different overhead monitors, multiple CCM user accounts need to be created.

Component	Description
Overhead dashboard	<p>Displays only widgets to show the metrics of an entire contact center. This is configured by the administrator or the contact center manager.</p> <p>The dashboard can be used to display on an overhead television or large monitor.</p> <p>Multiple overhead dashboards can be configured in Web Admin Portal and the configured dashboard displayed in web client UI.</p>




*** Note:**

Overhead dashboards can support up to 150% zoom size in browser.

Overhead dashboard widgets

Widgets can be configured in Web Admin Portal for displaying data of the agents of different groups under the tenant or agent of a particular skill. Check the widget key configuration mentioned in the supervisor dashboard section for more details.

The font style can be configured for all the widget headers similar to supervisor dashboards.

Name	Description
My Service Level	Displays the performance quality in a percentage format.
Date and Time	Displays the configured date and time in the web admin portal. The time format can be configured as a 12-hour or 24-hour format in the web admin portal.
Calls in Queue	Displays the time duration of the oldest call in waiting and the number of calls waiting in the queue.  Note: This widget supports multiple metrics.
Agent Time In State	Displays the time spent by agents in a different state.
Top 5 Agents by Answered Calls	Displays agents' ranks based on the calls answered.
Abandoned Rate	Displays the number of unanswered calls out of the total number of calls.
Average Talk Time	Displays the average call duration.  Note: This widget supports multiple metrics.
Incoming Call Allocation	Displays the count of different types of calls.
Agent Workmode	Displays number of agents in different states. For AUX agent state, the number of agents on the actual AUX reason code is displayed instead of AUX state. For example, if the agent changes the state to AUX and selects 'Lunch' as a reason code, 'Lunch' must be displayed on the UI.
Text Widget	Displays the configured metrics. Any CMS metrics can be configured. Any formula can be used.
Table Widget	Call Center Elite supports agent, skill, and VDN views in a tabular format.  Note: Sound and flashing for thresholds are not supported for this widget.

 **Note:**

Only one type of table view is allowed to be displayed on an overhead dashboard at a time. If any contact center is having multiple overhead dashboards configured within a tenant, different table views can be presented on different dashboards.

Chapter 7: Using Avaya Desktop Wallboard on Avaya Workspaces

The Avaya Desktop Wallboard application can be integrated with Avaya Workspaces as a custom widget. Avaya Workspaces displays the Avaya Desktop Wallboard scrolling marquee and dashboards in the work area as a separate Workspaces widget.

The Avaya Desktop Wallboard Workspace marquee can be viewed as a static or a scrolling marquee. Scrolling can be from right to left or left to right. The default scrolling marquee direction is right to left.

The marquee metric styles and thresholds are configured in the web admin portal.

The data source for a marquee can be CMS, Oceana, or both. Each configured data source has a different row of data in the marquee.

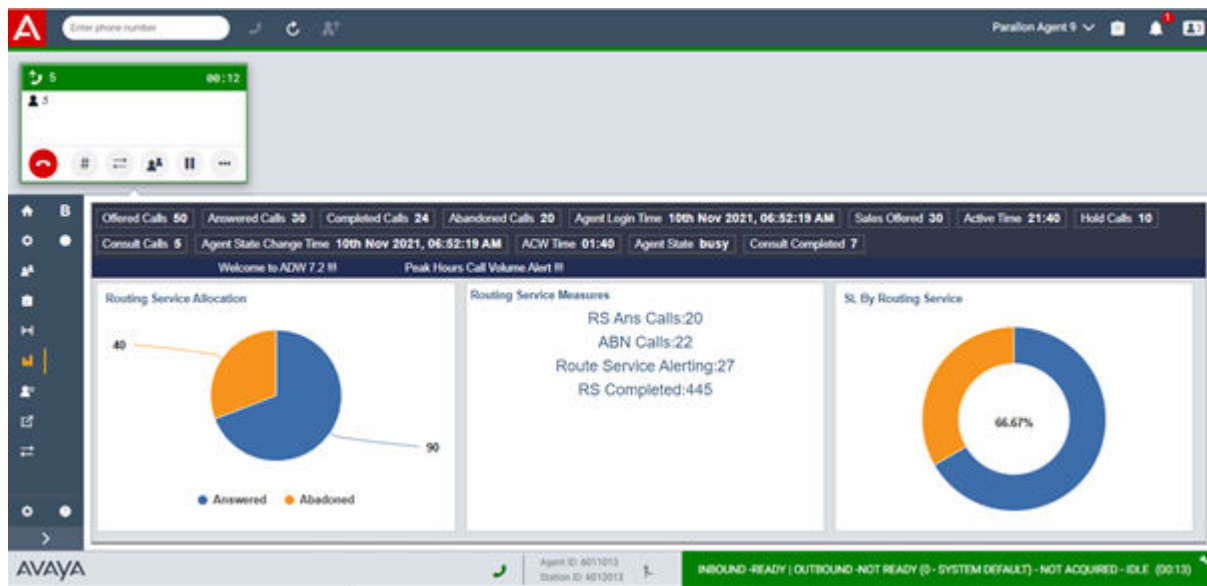


Figure 9: Oceana Call details marquee

Messages are displayed in a static or scrolling mode. The dashboard widgets are displayed in a horizontal layout.

*** Note:**

Avaya Workspaces supports only agent and supervisor user roles.

Setting up Avaya Desktop Wallboard web client in Avaya Workspaces

Procedure

1. Log in to the Workspace custom widget server.
2. Navigate to the **Workspace ADW widget lib** folder.
3. Edit the `adw-config.js` file.
4. Update the following web client application URL:

```
var adwServer = "https://<Server_IP_address>"
```

 **Note:**

If Workspaces uses the Avaya Desktop Wallboard widget instead of the web client application, do not change any configurations for the `adwServer` URL.

Signing in and out of Avaya Desktop Wallboard in Avaya Workspaces

Before you begin

Ensure that you have the Workspaces login credentials from your administrator to log in as an agent or supervisor. The same user ID must be configured in Workspaces and the Web Admin Portal for Avaya Desktop Wallboard. If users are imported from the directory server (LDAP), they must also be imported in the admin portal of Avaya Desktop Wallboard.

Procedure

1. Log in to the Avaya Workspaces application.
2. Click **Activate** for activating the agent session.
3. Go to the side navigation bar and click the Avaya Desktop Wallboard custom widget icon.

 **Note:**

The Avaya Desktop Wallboard client application is displayed as a Workspaces widget using a single widget layout. The Avaya Desktop Wallboard client application receives the user token in the login request from Avaya Workspaces and validates the Avaya Desktop Wallboard user with the same token.

If the Avaya Workspaces user is not configured in the Web Admin Portal, the Avaya Desktop Wallboard server fails to authenticate the user and displays the Avaya Desktop Wallboard login screen. If the authentication fails, contact the Avaya Desktop Wallboard administrator to configure the user credentials in the Web Admin Portal.

4. It is recommended that Avaya Workspaces users log in with the same Avaya Desktop Wallboard user name. If the user name is the same, and the Avaya Desktop Wallboard server can validate the user token, then the automated login process works.
5. During the first manual login, the change password option is displayed for the users.
6. After the Avaya Desktop Wallboard user is authenticated, Avaya Workspaces displays the scrolling marquee with the configured metrics and dashboard.

 **Note:**

If more than three widgets are configured, Avaya Workspaces enables a horizontal scroll bar to view all the widgets on the dashboard.

7. To sign out of the application, click the **Exit** icon of Avaya Workspaces.

Chapter 8: Troubleshooting

Configuring desktop client tracing for agents

About this task

End-user configuration of the web client is performed directly through the web interface. However, the thick client supports a trace logging feature that must be configured through the registry. This feature aids troubleshooting of any problems that may be encountered by the end-user.

Procedure

1. To enable logging, select **Start** → **Run**.
2. In the **Open** field, type **regedit**, and click **OK**.
The Windows Registry Editor is displayed.
3. Navigate to `HKEY_LOCAL_USER\Software\Avaya\ADW`.
4. Double-click **LoggingEnabled** in the right-hand pane.
5. Type **1** in the **Value Data** field.
6. Click **OK**.
7. Exit the Registry Editor.

Trace logging gets enabled for desktop client. Whenever an agent starts an instance of the client, a new file is created in the Desktop Wallboard LogPath directory. The file is titled `<DW Username>.log` (ex "jdoe.log"). The log file contains diagnostic information that can be used for troubleshooting.

Note:

Log files are rolled over periodically so that they do not fill up the file system. To disable logging follow steps 1 to 7, but in step 5 change the value of **LoggingEnabled** to **0**.

By default, the log path is pointed to `%LOCALAPPDATA%\Avaya\Desktop Wallboard\`.

8. To change the log path, do the following steps:
 - a. Select **Start** → **Run**.
 - b. When the **Run** dialog box is displayed, type **regedit**.
 - c. Click **OK**.

The Windows Registry Editor is displayed.

- d. Navigate to HKEY_LOCAL_USER\Software\Avaya\ADW.
- e. Double click **LogPath** in the right pane.
- f. Type **<Custom Path>** in the value box.
- g. Click **OK**.
- h. Exit the Registry Editor.

Error messages

The error messages and error numbers that users may encounter are the following:

Error number	Error message
400	Bad Request
401	Unauthorized
402	Payment Required
403	Forbidden
405	Method Not Allowed
406	Not Acceptable
407	Proxy Authentication Required
408	Request Timeout
409	Conflict
410	Gone
413	Request Entity Too Large
499	Client Closed Request
500	Internal Server Error
501	Not Implemented
503	Service Unavailable
504	Gateway Timeout
505	HTTP Version Not Supported
507	Insufficient Storage
508	Loop Detected
509	Bandwidth Limit Exceeded
510	Not Extended
2000	Unknown Error
2001	Connection Disconnect By Server

Table continues...

Error number	Error message
2002	Pending connection has timed out
2003	Pending connection has reset
2004	Server has stopped
2005	Mismatch in connection table
2006	User ID/ Password is not correct
2007	Not a valid user or not assigned to group.
2008	User name is not specified
2009	Maximum License count has been reached
2011	LDAP user credentials not valid
2012	Not a valid role privilege
2013	Directory Server is not active
2014	Password has been expired
2015	Password policy mismatch
2016	Unknown request type
2017	Unknown command
2018	Not a valid token
2019	Not a valid Agent of the Week
2020	Not a valid External link
2021	Not a valid Widget Type
2022	Not a valid Broadcast Message
2023	Not a valid alert
2024	Not a valid Metric Item
2025	Not permitted
2026	Avaya Desktop Wallboard Server Connection has Failed
2027	Connection Closed by Client
2028	Connection Closed by Administrator
2029	Connection Closed, user logged in on other device
2030	Internal Server Error
2031	Password Reset Required
2032	User password has changed
2033	User policy error. Password already changed during a day.
2034	User policy error. New password matches one of the previous.
2035	User's group is not assigned to tenant or user is invalid.
2037	User policy error. New password too short.
2038	User policy error. New password should contain lower letters.

Table continues...

Error number	Error message
2039	User policy error. New password should contain upper letters.
2040	User policy error. New password should contain digits.
2041	User policy error. New password should contain special characters.
2042	User policy error. New password does not have enough lower letters.
2043	User policy error. New password does not have enough upper letters.
2044	User policy error. New password does not have enough digits.
2045	User policy error. New password does not have enough special characters.
2046	User policy error. New password has sequential characters.
2047	User account has been locked. Password has been entered incorrectly several times. Please try again later or contact the administrator.
2048	User policy error. New password has forbidden character sequence
2049	User account has been locked. User inactivity period has elapsed. Please contact the administrator.
2050	Alert not found
2052	Old password is not right
3000	No Widgets configured

Fixing language issues for desktop client

About this task

If supported languages are not displaying properly on the desktop client specifically using scrolling mode for labels and messages, check the following settings on the local windows system.

Procedure

1. Go to **Windows Settings -> Time & Language**.
2. Select **Region and Language**.
3. If the Language and Country is not set properly, click **Administrative language settings** and set the right language.

Data is not visible in widgets/metric/marquee

Condition

Data is not visible after updating or adding a widget, metric, or marquee.

Solution

For example, if data is not displayed for the Avaya Oceana[®] widgets/marquee for agent or routing service in Avaya Desktop Wallboard, restart the Avaya Oceana[®] service in Avaya Desktop Wallboard using the following command:

```
kubectl rollout restart daemonset oceana
```

Chapter 9: Resources


Documentation

The following table lists the documents related to Avaya Desktop Wallboard. Download the documents from the Avaya Support website at <https://support.avaya.com>.

Title	Use this resource to:	Audience
Maintenance		
<i>Administering Avaya Desktop Wallboard</i>	Use and configure the Avaya Desktop Wallboard admin tool.	Avaya Desktop Wallboard Admin, Group managers or Supervisors, and Contact Center Managers.
<i>Installing and configuring Avaya Desktop Wallboard</i>	Install the Avaya Desktop Wallboard tool.	System Admin, Avaya Desktop Wallboard Admin, Group managers or Supervisors, and Contact Center Managers.

Finding documents on the Avaya Support website

Procedure

1. Go to <https://support.avaya.com>.
2. To log in, click **Sign In** at the top of the screen and then enter your login credentials when prompted.
3. Click **Product Support > Documents**.
4. In **Search Product**, start typing the product name and then select the appropriate product from the list displayed.
5. In **Select Release**, select the appropriate release number.
This field is not available if there is only one release for the product.
6. **(Optional)** In **Enter Keyword**, type keywords for your search.
7. From the **Select Content Type** list, select one or more content types.
For example, if you only want to see user guides, click **User Guides** in the **Select Content Type** list.
8. Click  to display the search results.

Related resources

The following table lists the documents related to Avaya Desktop Wallboard. Download the documents from the Avaya Support website at <http://support.avaya.com>.

Table 6:

Title	Use this resource to	Audience
<i>Administering Avaya Desktop Wallboard</i>	Use and configure the Avaya Desktop Wallboard admin tool.	Avaya Desktop Wallboard Admin, Group Managers or Supervisors, and Contact Center Managers.
<i>Installing and configuring Avaya Desktop Wallboard</i>	Install the Avaya Desktop Wallboard tool.	System Admin, Avaya Desktop Wallboard Admin, Group Managers or Supervisors, and Contact Center Managers.

Support

Go to the Avaya Support website at <https://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <https://support.avaya.com>.
2. At the top of the screen, click **Sign In**.
3. Type your **EMAIL ADDRESS** and click **Next**.
4. Enter your **PASSWORD** and click **Sign On**.

The system displays the Avaya Support page.

5. Click **Support by Product > Product-specific Support**.
6. In **Enter Product Name**, enter the product, and press `Enter`.
7. Select the product from the list, and select a release.
8. Click the **Technical Solutions** tab to see articles.
9. Select **Related Information**.

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