



# Brikerbox Wallboard

Brikerbox Wallboard is a fully web based application, a useful program to monitor call center agents performance and productivity. With real time data display Brikerbox Wallboard will help team leaders to monitor agents status (offline, idle, busy, or pause) and overall will increase business productivity.

Brikerbox Wallboard allows the opportunity for increased awareness, reliability, efficiency, and high productivity so that the call center team can accomplish the goals of the organization. Brikerbox Wallboard is specifically designed for a computer monitor or big screen TV where everyone in the control room will see the business being run in real time.

**itmn** Inbound Group A 14 Dec 2021  
12:23:16

Online Agent <b>1</b>	Total Agent <b>16</b>	Total Call <b>15</b>	Answered <b>12</b>	
Call Waiting <b>0</b>	Agent Idle : 10 Agent Offline : 0	Abandon <b>3</b>	NoAnswer <b>3</b>	

AGENT STATE									
Agent	Number	Answered	NoAnswer	AUX	AVG AUX	AVG Call	SLA	State	Duration
Agent 101	101	1	1	00:00:00	00:00:00	00:00:02	100 %	IDLE	00:07:21
Agent 102	102	2	0	00:00:00	00:00:00	00:00:03	100 %	IDLE	00:09:42
Agent 103	103	0	0	00:00:00	00:00:00	00:00:00	0 %	ACW FOLLOWUP	02:03:40
Agent 104	104	0	0	00:00:00	00:00:00	00:00:00	0 %	AUX BREAK	02:03:19
Agent 106	106	3	0	00:00:00	00:00:00	00:00:03	100 %	IDLE	00:05:00
Agent 108	108	0	0	00:00:00	00:00:00	00:00:00	0 %	IDLE	02:05:37
Agent 109	109	3	1	00:00:00	00:00:00	00:00:17	67 %	ONLINE	00:00:52
Agent 110	110	0	0	00:00:00	00:00:00	00:00:00	0 %	AUX TOILET	02:02:57
Agent 111	111	3	1	00:00:00	00:00:00	00:00:27	33 %	IDLE	00:02:20
Agent 112	112	0	0	00:00:00	00:00:00	00:00:00	0 %	IDLE	02:05:13

EXTERNAL DATA				QUEUE									
CASE	NEW	DONE	ALL	NO	CALL CENTER	QUEUE	TOTAL	AVAIL	BUSY	AUX	COF	ACD	ABD
Unit A	8	123	131	7	1007	0	0	0	0	0	0	0	0
Unit B	15	55	70	8	1008	0	0	0	0	0	0	0	0
Unit C	1	117	118	9	1009	0	0	0	0	0	0	0	0

Running Text Group A

**itmn** Outbound Group A 14 Dec 2021  
12:28:07

OUTBOUND AGENTS										
NO	Agent	Device	Total Call	ACW	AVG ACW	AUX	AVG AUX	AVG Call	State	Duration
1	Agent 101	201	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	IDLE	00:12:12
2	Agent 102	202	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	IDLE	00:14:33
3	Agent 103	203	0	00:00:13	00:00:13	00:00:00	00:00:00	00:00:00	ACW FOLLOWUP	02:08:31
4	Agent 104	204	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	AUX BREAK	02:08:10
5	Agent 105		0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	OFFLINE	00:00:00
6	Agent 106	206	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	IDLE	00:09:51
7	Agent 107		0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	OFFLINE	00:00:00
8	Agent 108	208	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	IDLE	02:10:28
9	Agent 109	209	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	IDLE	00:04:47
10	Agent 110	210	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	AUX TOILET	02:07:48
11	Agent 111	211	4	00:00:00	00:00:00	00:00:00	00:00:00	00:00:24	ONLINE	00:00:51
12	Agent 112	212	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	IDLE	02:10:04
13	Agent 113	213	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	IDLE	02:09:59
14	Agent 114		0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	OFFLINE	12:28:07
15	Agent 115	215	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	AUX MONITORING	02:07:16
16	Agent 116	216	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	IDLE	02:09:44
17	Agent 117	217	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	IDLE	02:09:38
18	Agent 118	218	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	IDLE	02:09:34
19	Agent 119	219	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	AUX ADMISSION	01:55:03
20	Agent 120		0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	OFFLINE	12:28:07

Running Text Group A



## Core Features :

- Web Based Platform
- Designed for Big Screen Monitor or TV
- Light-weight Web Application
- Real Time Data Display
- Display Status Agent
- Display Call Data Agent
- Display Summary Data Call
- Display Data In Chart or Graph
- Display Duration of Status Agent
- Display Information on Running Text
- Customizable Themes
- Multiple Wallboard Inbound & Outbound
- Display Data From Third-party System
- HTTP API for External Application
- Auto-detect Connection Availability



## Inbound Features :

- Call Queues
- Agent Idle
- Agent Busy
- Agent Pause (ACW/AUX)
- Agent Offline
- Answered Call
- Abandon Call
- Agent Ring No Answer
- Total Call
- Total Pause Duration
- Average Answer Call Duration
- Average Pause Duration
- Service Level Agreement (SLA)

## Outbound Features :

- Call Trunks
- Agent Idle
- Agent Busy
- Agent Pause (ACW/AUX)
- Agent Offline
- Answered Call
- No Answer Call
- Total Call
- Total Call Duration
- Total Pause Duration
- Average Call Duration
- Average Pause Duration
- Device Use Information