



# Go Wallboard

Q3 2017



# Content

## Client covered in this presentation

- Go Wallboard

# Go Wallboard

Go Wallboard is a PC client application that displays live CRM data and queue/agent statistics for a BroadWorks Call Centre. It's a lightweight, easy to install and cost effective ACD wallboard for the BroadWorks Call Centre Solution. A range of different wallboard views are available and additional views can be provided on request.

A single browser connection can also be made to the host PC, mirroring the information of the currently active wallboard. This is designed to enable remote viewing of Wallboard statistics from any browser enabled device.

- Makes a direct XSI (HTTP?S) connection to the BroadWorks server
- Client only solution – no server required at either the customer site or in the cloud
- Statistics displayed are a mixture of statistics from the BroadWorks server and those calculated by the application itself
- Automatically show statistics for all the Cal Centres (queues) that the 'Supervisor' account is assigned to
- Requires just three simple pieces of information; XSP server address, BroadWorks username
- Can display live CRM data using Mondago's CRM add-ins

# Go Wallboard *Specifications*

## Minimum Specifications - Wallboard Client

- 1.8 GHz Pentium-class processor
- SVGA display
- 2 GB Memory
- 1 GB free hard drive space
- Network adapter connected to a TCP/IP network
- Keyboard and mouse

## Supported Operating Systems

- Windows 8 & 10 (Desktop Mode)
- Windows 7
- 32 bit and 64 bit

Virtual environments are NOT supported for Go Wallboard

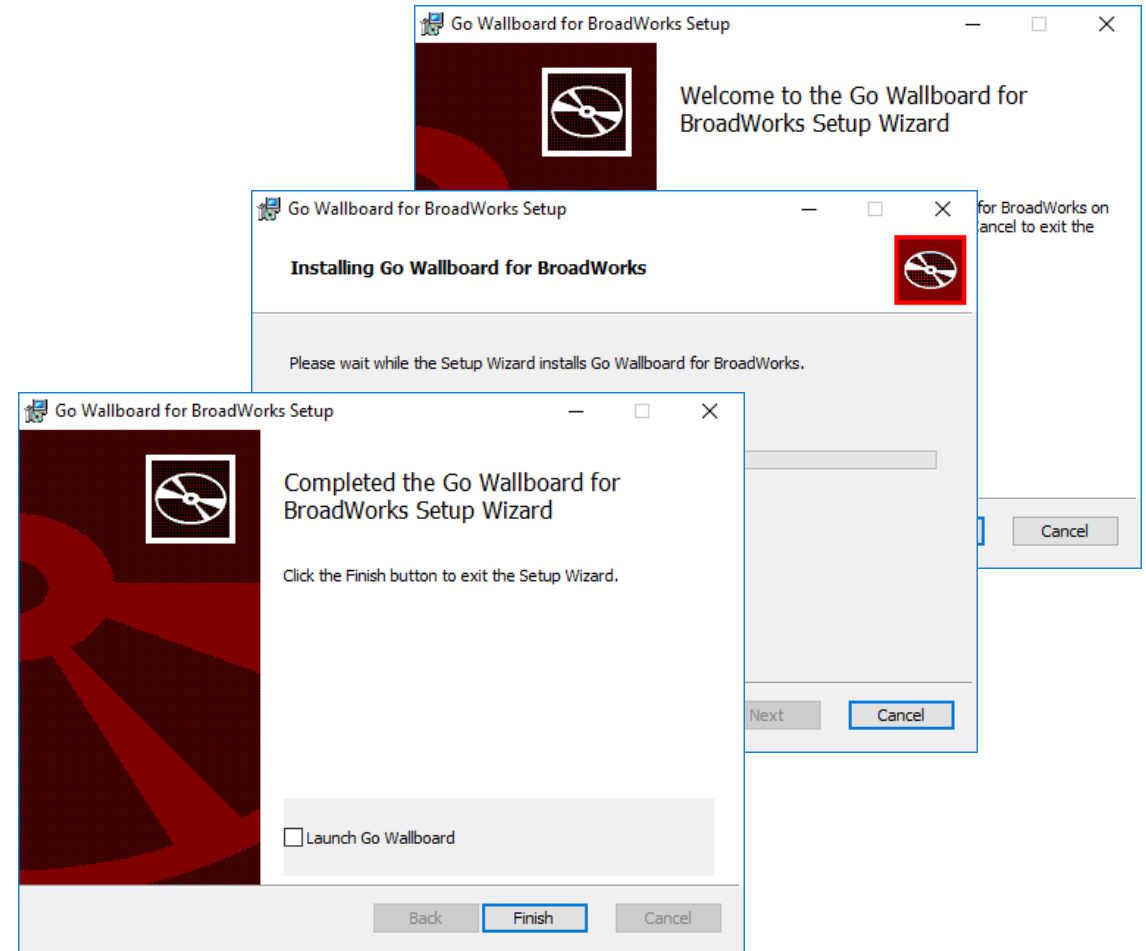
# Go Wallboard *Installation*

## Before you begin:

- Latest version of the Go Wallboard software setup program
- IP address / name of the BroadWorks XSI-HTTP/S Interface (xsp.a4uc.com.au)
- BroadWorks Username and password

# Go Wallboard *Installation Program*

- Double-click to start
- The installer will launch automatically.



# Go Wallboard *Configuration*

- Most settings are the same as the Go Operator client \*
- "The "host" is the configuration associated with an individual wallboard view.
- Select the option to "Add" a new wallboard view host.
- Select preferred wallboard layout and call centre options and save the change.
- Click the "Set Active" button on the configuration window to start the connection.

