

Queue Wallboard

The Queue Wallboard module allows you to easily view real-time information related to queues in the UCP module of FreePBX or PBXact. The queue information available includes:

- the number of active calls in any queue
- the number of calls that have been abandoned
- the SLA percentage (ratio of calls that are handled using pre-defined criteria)
- a complete summary of queue statistics (such as wait time), over a pre-determined period of time
- Agent status for any agent

All of this information can be configured and displayed in a UCP panel with this module! These statistics can be displayed as needed even on a dedicated "wallboard" display for all agents and managers of the call center to see.

Features

- A real-time graphical view of queue statistics

Now, FreePBX and PBXact System Administrators or Call Center Managers can quickly access all the important information about their business queues in real-time at a glance:



- Management of Display via Widget Control

Administrators can configure the widgets displayed at a user or group level. This allows you to easily manage the information displayed about your agents and queues.

- Remote Servers

Administrators now have the ability to compile queue information from several PBX deployments! Queue Wallboard is not limited to processing queue data from the host deployment; instead multiple remote queues can be monitored allowing admins to deliver a single pane view of queues made up of data from local and multiple remote PBX deployments.

How do I Access Queue Wallboard Module?

The module link can be found under the reports section of your admin GUI.

How do I know which widget have the information that I'm looking for?

See the [Widget Definition](#) page.

How do I use Queue Wallboard Module?

See the [Queue Wallboard Module User Guide](#) or [Queue Wallboard Module Admin Guide](#) .