

Queue Wallboard Module Admin Guide

Each widget must be initially configured in the Queue Wallboard module - in it you will find two basic tabs:

- UCP Widgets
- Remote Servers
- User Management Control

Queue Wallboard

The screenshot shows the Queue Wallboard admin interface. At the top, there are two tabs: "UCP Widgets" (selected) and "Remote Servers". Below the tabs are two buttons: "Delete Selected" (in red) and "+ Create Widget". To the right of these buttons is a search box labeled "Search" and a view toggle icon. The main area contains a table with the following columns: Name, Widget Type, Server, Parameters, and Actions. The table lists 11 widgets, each with a checkbox in the Name column and edit/delete icons in the Actions column. At the bottom left, it says "Showing 11 to 20 of 22 rows" and "10 rows per page". At the bottom right, there is a pagination control showing pages 1, 2, and 3, with page 2 being the active page.

Name	Widget Type	Server	Parameters	Actions
<input type="checkbox"/> LDQ 4905	Last 24hrs of a Queue	PBXCA	Queue 4905	
<input type="checkbox"/> LWQ 4905	Last Week of a Queue	PBXCA	Queue 4905	
<input type="checkbox"/> LWQ 4905	Last Week of a Queue	PBXCA	Queue 4905	
<input type="checkbox"/> LWT 4444	Longest Wait Time in (Queue)	PBXCA	Queue 4444 (No Longest Wait time Alerting)	
<input type="checkbox"/> LWT 4905	Longest Wait Time in (Queue)	PBXCA	Queue 4905 (No Longest Wait time Alerting)	
<input type="checkbox"/> LWT 4905	Longest Wait Time in (Queue)	PBXCA	Queue 4905 (No Longest Wait time Alerting)	
<input type="checkbox"/> MAC 4444,4901,4905	Multiple Active Calls (Queue)	PBXCA	Queue(s) 4444, 4901, 4905	
<input type="checkbox"/> MAS 4095,4009,4001,1021	Multiple Agent Summary	PBXCA	Agent(s) 1021, 4001, 4009, 4095	
<input type="checkbox"/> MRC 4900, 4905, 4920	Multiple Received Calls (Queue)	PBXCA	Queue(s) 4900, 4905, 4920	
<input type="checkbox"/> QS 4905	Queue Summary (Queue)	PBXCA	Queue 4905	

UCP Widgets

In this tab you will see a list of all configured widgets, and two buttons: **Delete Selected** and **Create Widget**.

The "**Create Widget**" button will allow you to configure a group of widgets with the information that each user will require.

When the process of "Create Widget" began it will show a modal like this:

In which you will observe some options that are always present:

- **Name:**
An optional name that a widget could received if its settled. If not nothing will appear as the title.
Name
- **Server:**
This option is the one that decide from which remote server (if is one or various configured) the queue's data were gotten.
Server
- **Type:**
Type

For additional information about each widget please see [Queue Wallboard Widget Definitions](#)

Remote Servers

Create Widget
✕

Name

Server

▼

Type

▼

Displays the abandoned calls on a single Queue

Queue

▼

Text

Cancel

Save

Queue Wallboard
Remote !

UCP Widgets
Remote !

+Add Server

	Name
<input type="checkbox"/>	PBXCA

Showing 1 to 1 of 1 rows

When you press the "Add Server" button, a modal screen will appear and ask for information about the remote system:

Create New Serv

Connection Name

Host

Asterisk Manager User

Asterisk Manager Password

MySQL Database

MySQL User

MySQL Password

- **Connection Name:** A descriptive name for this connection
- **Host:** The host where the module its going to ask for the data queue.
- **Asterisk Manager User:** A user that is allowed to connect to the remote Asterisk server
- **Asterisk Manager Password:** The password for that user.
- **MySQL Database:** The MySQL Database where the module is going to ask for the data.
- **MySQL User:** A user that is allowed to query stuff in the remote MySQL.
- **MySQL Password:** The password for that user.

User Management Control

The User Management Module controls which Queue Wallboard widgets a user will be able to add as a widget in UCP.

Edit User

Phone Apps VPN UCP Chat

What is UCP

Presence State Queue Wallboard System Admin Voicemail Notifications Voicemail Phone

Enable Queue Wallboard Access Yes No Inherit

Allowed Queue Wallboard Widgets



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Now you will find that in your User Management (per user) appears the "Queue Stats" tab in which you will see two options to set:

Enable Queue Stats Access:

Which help you to enable this option to appear in the UCP panel to add widgets of this type or maintain disable the option for the current user. If this option is "NO" then the next option can not be set and appears like a disabled option.

Enable Queue Wallboard Access ?

Yes

No

Inherit

Allowed Queue Stats Widgets:

In this option you can select which Queue Stats widget will appear in the UCP "Add Widget" dialog.

Allowed Queue Wallboard Widgets ?

All selected (22) ▾