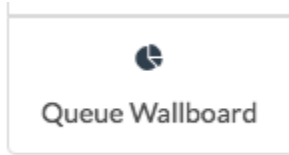


Queue Wallboard Module User Guide

For information on how UCP 14 works please see [User Control Panel \(UCP\) 14+](#)

To add wallboard widgets you must first configure the widgets in [Queue Wallboard Module Admin Guide](#) making sure to add them in User Manager as well

Once you login as a qualified user and click add widget on your dashboard you will see an option for Queue Wallboard in the list



Click this option and you will be presented with a list of widgets you can add for your account to your dashboard

+ ADD WIDGET ×

Dashboard Widgets Side Bar Widgets

- Contacts
- Fax
- RSS Feeds
- Queue Wallboard**

MAC 4444,4901,4905
Displays multiple active calls views of Queues on a single Widget +

MRC 4900, 4905, 4920
Displays the received calls on a single Queue +

AWT 4905
Displays the average wait time over a determined period of time of a single queue. +

LWT 4905
Displays the longest wait time on a single Queue +

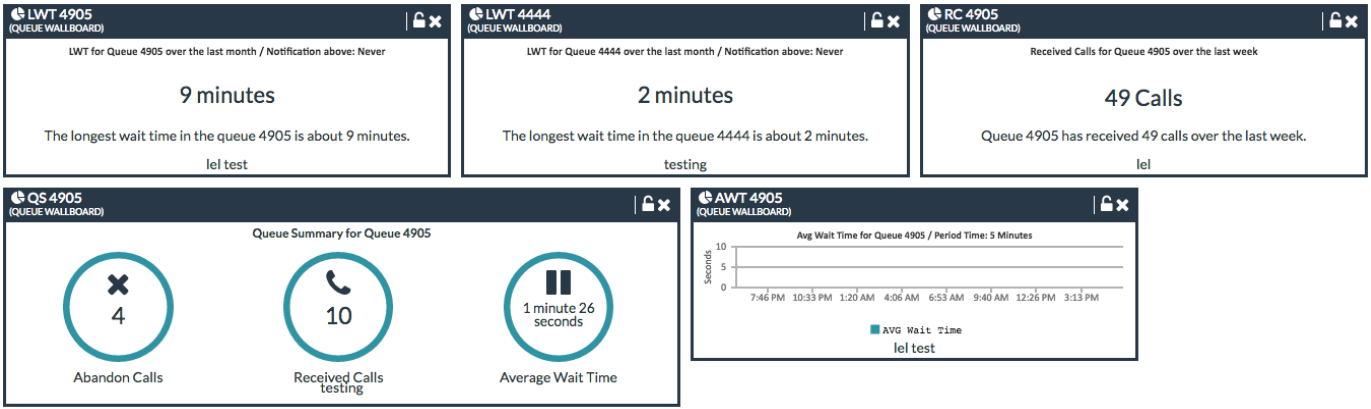
MAS 4095,4009,4001,1021
Allows you to monitor the state of a selection of agents +

QS 4905
Displays a brief summary on a single Queue +

LWT 4444
Displays the longest wait time on a single Queue +

Cancel

You can then position these widgets any way you want.



For a list of widget definitions please see [Queue Wallboard Widget Definitions](#)