

# 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' interface with two tabs: 'UCP Widgets' and 'Remote Servers'. The 'UCP Widgets' tab is active. At the top, there are buttons for 'Delete Selected' and '+ Create Widget', and a search bar. Below is a table with columns: Name, Widget Type, Server, Parameters, and Actions. The table contains 11 rows of widget configurations. At the bottom, there is a pagination control showing 'Showing 11 to 20 of 22 rows' and a dropdown for '10' rows per page. A page navigation bar at the bottom right shows pages 1, 2, and 3, with page 2 being the current page.

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

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**Name**

**Server**

▼
TEST\_PBX

**Type**

▼
Abandoned Calls (Queue)

Displays the abandoned calls on a single Queue

**Queue**

▼
Test Queue (4999) - 1 Members

**Text**

Cancel

Save

**Queue Wallboard**
Remote !

UCP Widgets
Remote !

+Add Server

<input type="checkbox"/>	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

Submit Reset Delete Submit & Send Email to User



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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) ▾