



Performance Wallboard

User manual

Index

Introduction.....	4
How to connect / Compatibility	4
Connection / language	5
Side menu	6
Dashboards	7
Dashboard size.....	7
Renaming a dashboard.....	7
Deleting a dashboard.....	8
Sharing a dashboard	8
Adding widgets to dashboard.....	9
Moving a widget.....	10
Opening widget menu settings.....	10
Resizing widget.....	10
Changing widget settings.....	11
Widgets available	12
Available (idle) agents count	12
Available memory (MB).....	13
Call repartition by account code (Top 10)	13
Call repartition by DID (Top 10)	14
Call repartition by number (Top 10).....	15
Call type repartition.....	15
Connected agents count.....	16
CPU Usage (graph).....	17
CPU Usage (text).....	18
Current call count	19
Currently waiting call count in a queue	19
Date and time.....	20
Extension status.....	21
List of last calls (table)	22
Performance of a queue (% of successful call).....	23
Post 'it	23

Queue agents (tables)	24
Queue call repartition	24
Queue wait average.....	25
Session and pause durations per agent (table).....	26
Simultaneous call graph	26
Successful or abandoned call count in a queue.....	27
Web page	28

Introduction

Performance wallboard is a Statexplorer plugin helping call center's supervisor to boost their team performance, reduce queue wait time and increase customer satisfaction.

Performance has been built to be displayed in large screen but can also be used on smaller screen to get instantaneous and real time information.

[How to connect / Compatibility](#)

Use your favorite web browser to connect to Performance by typing the PBX IP address followed by "/performance" in your address bar or use the Single Sign On available in Complete PBX 5.

Performance has been tested and is compatible with

- Firefox
- Chrome
- Opéra
- Vivaldi

Connection / language

When login in Performance, you must provide a username and password. By default, you can use:

- Username: admin
- Password: admin

We recommend you change your password as soon as possible as Performance can provide sensitive information (phone numbers, call details...)

Performance let you choose the language when login in.

You can check the “Connect me automatically” checkbox to be connected automatically next time you open the webpage. This can be convenient if you want to start automatically Performance on some computers.



Language, login and password are saved locally in the browser memory. the information is not stored on the server and are not shared among users.

Side menu

The side menu on the left give user access to multiple functions. The menu contains hidden elements when no dashboard is open, or when using Performance with “Share” feature.

Icon	Function	Displayed
	Create a new dashboard	When connected
	Open an existing dashboard	When connected
	Add a widget to current dashboard	After opening/creating dashboard
	Resize dashboard	After opening/creating dashboard
	Rename dashboard	After opening/creating dashboard
	Save current dashboard	After opening/creating dashboard
	Delete current dashboard	After opening/creating dashboard
	Share this dashboard	After opening/creating dashboard
	Fullscreen	Always
	Change user password	When connected
	Disconnect	Always

Dashboards

You can create a new dashboard by clicking on the “Create a new dashboard” menu item and entering a dashboard name.

A new dashboard does not contain any widget.

Dashboard size

The screen will be divided in an invisible grid. The default size is 4 x 3 (column x lines). You will not be allowed to add more widgets than the dashboard size. Widgets can be resized and will occupy more room if you size them up.

For example, on a 4x3 dashboard, you'll be able to add 12 widgets of size 1, but only 6 widgets of size 2



Example of dashboard: this dashboard is a 5*3 size but contain a « size3 » widget and a « size2 » widget. the maximum of widget is 12.

You can choose between 17 different sizes. Maximum widget count is 42 (7x6 dashboard size).

Renaming a dashboard

You can change the dashboard name by clicking on the “Rename this dashboard” menu item. The name of the dashboard only appears when the side menu is displayed and is only used to help you find the dashboard easily.

After renaming a dashboard, it will be automatically saved.

Deleting a dashboard

You can delete any dashboard after opening it by clicking on the “Delete this dashboard” menu item. After confirming, the dashboard and associated widgets will be permanently deleted.

Users currently using this dashboard can still use it until they close their browser.

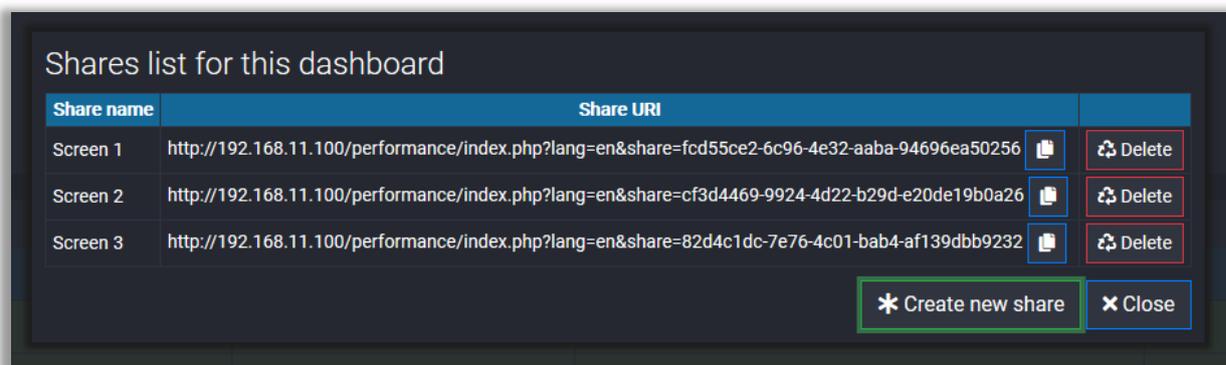
Sharing a dashboard

Performance has been built to be easily used on remote computers.

Typical setup is multiple screens displaying real time information on the walls of call centers. These screens can be connected to 1 server or multiple small computers like Raspberry PI.

Sharing a dashboard let you use a dashboard without the need to be connected to performance, simply by opening a specific URI on the browser.

You can create as many shares as you want. Each share is identified by a unique ID



Share name	Share URI		
Screen 1	http://192.168.11.100/performance/index.php?lang=en&share=fcd55ce2-6c96-4e32-aaba-94696ea50256		
Screen 2	http://192.168.11.100/performance/index.php?lang=en&share=cf3d4469-9924-4d22-b29d-e20de19b0a26		
Screen 3	http://192.168.11.100/performance/index.php?lang=en&share=82d4c1dc-7e76-4c01-bab4-af139dbb9232		

List of shares: 3 screens are using shares. Each share is independent.

You can create a share and use it on multiple screen or create a share per screen.

To open a share, simply copy/paste the share URI in a browser address bar: you'll immediately be connected on performance using « anonymous read only » user.

You cannot save or delete dashboard. Every modification made on dashboard will be lost as soon as you update/close the browser tab.



You should use shares to open dashboards on distant screen. This avoid the need to type the login/password on the connection page. Moreover, by selecting the share URI as homepage, the dashboard will be automatically opened as soon as you open the browser.

Adding widgets to dashboard

You can add widgets by clicking on the “Add a new widget” menu item. Select a widget from the widget list, it will be added after the last widget displayed.

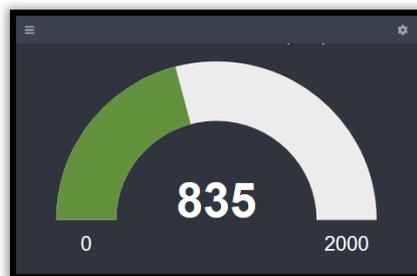


You cannot add more widget than the maximum size of the dashboard

The settings page of the widget will be immediately displayed after addition. You can confirm you want to add the widget by clicking on the “Apply” button, or remove the widget by clicking on the “Delete” button

Example of widget setting pages appearing just after adding the widget. Notice the “Delete” button. This button is replaced by a “Cancel” button if you open the settings later.

Widget are displayed in a square. The top part of the square contains a menu, displayed when the mouse cursor is on the top of the widget



Widget top menu is displayed when the mouse cursor is on the top of the widget.

After adding widgets, don't forget to save your dashboard.

Moving a widget

You can move the widget and change its position on the dashboard by clicking on the  icon.

Opening widget menu settings

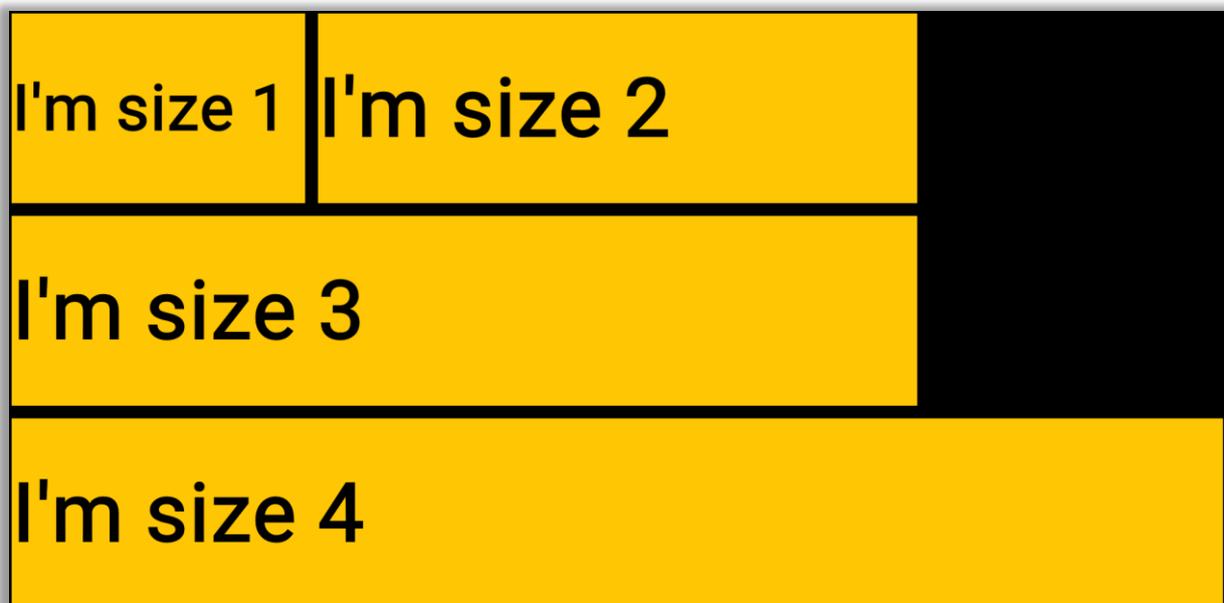
You can open the widget menu settings by clicking on the  icon on the widget menu.

The menu contains 4 elements:

- Size up: resize this widget to take more space horizontally (if possible)
- Size down: resize this widget to take less space horizontally
- Settings: open widget settings
- Delete: remove this widget

Resizing widget

You can resize widget by clicking on the "Size UP" / "Size Down" menu items. The widget will be resized horizontally and will take as much place as possible in the grid



Example of different size of the post 'It widget.

Changing widget settings

Each widget has his own settings. The settings form can be opened by clicking the “Open widget settings” item in the widget menu.

The widget settings can be of these types:

- Text value: let you enter free text
- Number: let you enter numerical value
- Color: let you choose color for text, background, etc.
- Selector
 - o Boolean: select true or false
 - o Queues: select one queue
 - o Agents: select one agent



After editing widget settings, don't forget to save your dashboard.

Widgets available

Widget provide information from Statexplorer & Amiserv software.

Data are updated automatically, either from a timer or when requested by Amiserv.

Available (idle) agents count



This widget shows how many agents are available for a phone call.

Available agents are:

- Idle
- not in pause
- connected to the selected queue.

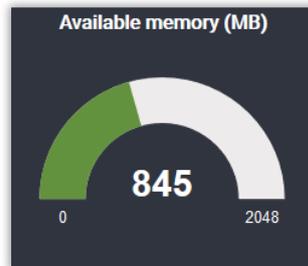
The data is updated in real time.

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Select queue	Select the queue you want data from. You can select only 1 queue. This setting is mandatory
Maximum agents count	Set the maximum number of agents that will be connected to this queue. This setting is mandatory for proper graph display. If you don't know how many agents will be connected, set the minimum agent count (>0).
Danger value	Set the level that will be considered as the danger zone (inclusive). Ex: on a queue with 5 agents, if you consider that less or equal than 2 agents is the minimum, set this value as "2"
Warning value	Set the level that will be considered as the warning zone (inclusive). Ex: on a queue with 5 agents, if you consider that less or equal than 3 agents is the minimum, set this value as 3. This value must be higher than the danger value.

Available memory (MB)



Show available memory on the PBX graphically.

Help you detect when the PBX is overloaded.

The data is updated in real time.

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Installed memory size	Set the installed RAM memory size in the PBX. The value is in MB. Set this value to get proper graphic display.
Danger value	Set the minimum value under which one the graph should display danger color
Warning value	Set the minimum value under which one the graph should display warning color. This value must be upper that danger value.

Call repartition by account code (Top 10)



Show call percentage per account code. Account code are used only for outbound calls.

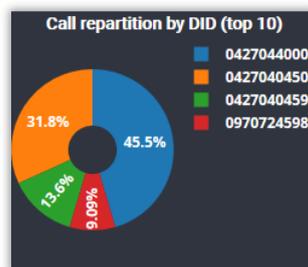
Server data are updated with a delay between 0 to 2 minutes. we recommend you keep refresh rate higher than 60 seconds.

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Load data from latest X hours	This value will be used to calculate the repartition. Set the number of hours you want to load for calculation.
Refresh widget every X second	Set the refresh timer value. Keep this value upper than 60 seconds for better performances. Calculated valued are extracted from Statexplorer. The value in Statexplorer is updates every 60-120 seconds.

Call repartition by DID (Top 10)



Show call percentage between DID. DID are only used for inbound calls.

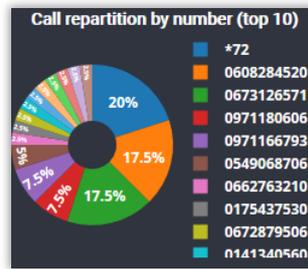
Server data are updated with a delay between 0 to 2 minutes. we recommend you keep refresh rate higher than 60 seconds.

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Load data from latest X hours	This value will be used to calculate the repartition. Set the number of hours you want to load for calculation.
Refresh widget every X second	Set the refresh timer value. Keep this value upper than 60 seconds for better performances. Calculated valued are extracted from Statexplorer. The value in Statexplorer is updates every 60-120 seconds.

Call repartition by number (Top 10)



Show call percentage per contact number.

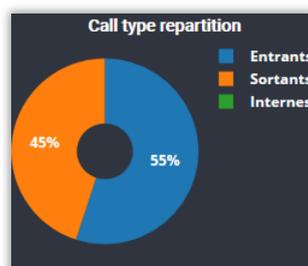
Server data are updated with a delay between 0 to 2 minutes. we recommend you keep refresh rate higher than 60 seconds.

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Load data from latest X hours	This value will be used to calculate the repartition. Set the number of hours you want to load for calculation.
Refresh widget every X second	Set the refresh timer value. Keep this value upper than 60 seconds for better performances. Calculated valued are extracted from Statexplorer. The value in Statexplorer is updates every 60-120 seconds.
Display internal calls	Count internal calls in the repartition. This is disabled by default
Display outbound calls	Count outbound calls in the repartition
Display inbound calls	Count inbound calls in the repartition

Call type repartition



Show call percentage per call type (inbound, outbound, internes).

Server data are updated with a delay between 0 to 2 minutes. we recommend you keep refresh rate higher than 60 seconds.

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Load data from latest X hours	This value will be used to calculate the repartition. Set the number of hours you want to load for calculation.
Refresh widget every X second	Set the refresh timer value. Keep this value upper than 60 seconds for better performances. Calculated valued are extracted from Stateexplorer. The value in Stateexplorer is updates every 60-120 seconds.

Connected agents count



Show how many agents are connected in a queue. Connected agents can be static or dynamics.

Agent in pause are also counted as connected.

The data is updated in real time.

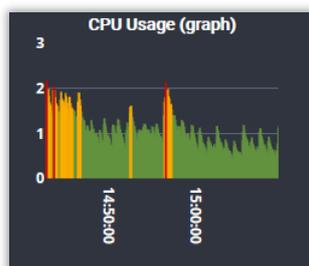
Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Select queue	Choose queue you want to get data from. You must select 1 queue to get this widget working.
Maximum agents count	Set the maximum agents that will be connected in the queue. You must set a value here from proper graphic display. If you are not sure about the maximum agents connected, set the estimated value.
Danger value	Set the minimum connected agents count allowed. Under this level, the graph will use Danger color

Warning value	Set the minimum connected agent count that is considered as warning value. Under this level the graphic will use warning color. This value must be higher than danger value.
---------------	--

CPU Usage (graph)



Show CPU usage with history.

Help you detect when the PBX is overloaded.

Displayed value is expressed as "Load average". Load average can be as high as CPU core count without expressing any problems.

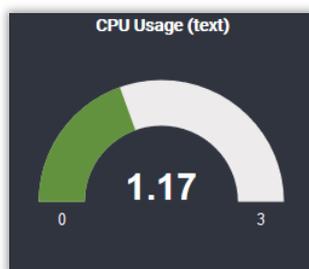
The data is updated in real time.

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Maximum value	Set the number of processor or cores you have in the PBX. (dual core = 2 for example). Here are suggested values for some PBX: <ul style="list-style-type: none"> - Spark: 4 - CXR 1000: 2 - CXR/E 2000: 2 - CXR/E/T 3000: 4 - CXR/E 4000: 8
Danger value	Set the value that will be considered as problematic. We suggest you set: max x 0.9 as value
Warning value	Set the value that will be considered as abnormal value. We suggest you set: max x 0.7 as value
Load data from latest X minutes	Will display graphic for the latest X minutes.

CPU Usage (text)



Show CPU usage without history.

Help you detect when the PBX is overloaded.

Displayed value is expressed as "Load average". Load average can be as high as CPU core count without expressing any problems.

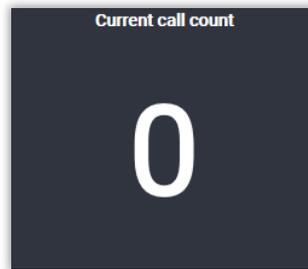
The data is updated in real time.

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Maximum value	Set the number of processor or cores you have in the PBX. (dual core = 2 for example). Here are suggested values for some PBX: <ul style="list-style-type: none">- Spark: 4- CXR 1000: 2- CXR/E 2000: 2- CXR/E/T 3000: 4- CXR/E 4000: 8
Danger value	Set the value that will be considered as problematic. We suggest you set: max x 0.9 as value
Warning value	Set the value that will be considered as abnormal value. We suggest you set: max x 0.7 as value

Current call count



Display current call count.

You can select call type to count (internal only, inbound only, outbound only, or a mix of them)

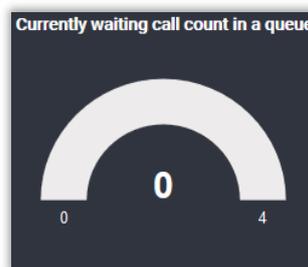
The data is updated in real time.

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Count internal calls	Enable this setting to count internal calls in the total (device to device call). this is disabled by default.
Count outbound calls	Enable this setting to count outbound calls in the total
Count inbound calls	Enable this setting to count inbound calls in the total

Currently waiting call count in a queue



Show how many calls are currently waiting in a queue.

The data is updated in real time.

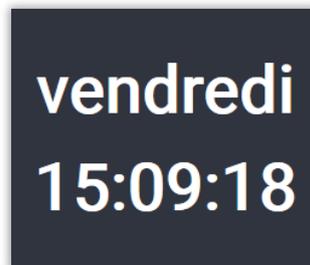
Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
--------------	-------------

Select queue	Select the queue you want data from.
Maximum call count	Set the maximum call count. If you don't know how many call this queue will have, set the estimated value. This setting is important for proper graphic display.
Danger value	Set the number of calls you consider as problematic. The graphic will use danger color
Warning value	Set the number of calls you consider as a warning. The graphic will use warning color. This setting must be lower than danger value.

Date and time



Display date and/or time in specified format.

You can select information to display using "moment.js" format style.

The data is updated in real time.

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Date time format	<p>Define how to display date/time. Authorized values are:</p> <ul style="list-style-type: none"> - M: Month without 0 (1 2 3...) - MM: Month with 0 (01 02 03...) - MMM: Month name short (Jan Feb...) - MMMM: Month name long (January, ...) - Q: Quarter without 0 - D: Day of month without 0 - DD: Day of month with 0 - DDD: Day of year without 0 - DDDD: Day of year with 0 (001 002 003...) - d: Day of week - dd: Day of week shorter name (Su Mo...)

	<ul style="list-style-type: none"> - ddd: Day of week short name (Sun Mon...) - dddd: Day of week long name (Sunday Monday...) - e: Day of week locale (0 1 2 3...) - E: Day of week iso (1 2 3...) - w: Week of year (1 2 3..) - ww: Week of year with leading 0 (01 02 03...) - YY: Year 2 digits - YYYY: Year 4 digits - A: AM/PM - a: am/pm - H: Hour 0 to 23 without leading 0 - HH: Hour 0 to 23 with leading 0 - h: Hour 1 to 0 (1 2 ...) - hh: Hour 1 to 12 with leading 0 (01 02...) - k: Hour 1 to 24 - kk: Hour 1 to 24 with leading 0 - m: Minutes 0 to 59 - mm: Minutes 0 to 59 with leading 0 - s: Seconds 0 to 59 - ss: Seconds 0 to 59 with leading 0 - X: Unix Timestamp - LT: Locale time format - LTS: Locale time format with seconds - L: Local date format - LL: Month name, day, year - LLL: Month name, day, year, time
--	---

Extension status



Display 1 extension status.

Show name and status using icon + color

During a call, display call duration.

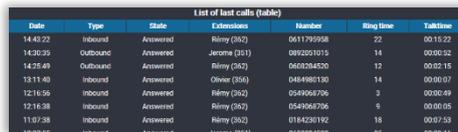
The data is updated in real time.

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Displayed extension	Extension you want to get status.
Font size for extension name	Font size of the extension name. this is always displayed
Font size for extension status	Font size of the extension status icon. This is always displayed
Font size of talk time duration	Font size of talk time duration when the extension is on the phone. This is hidden when the extension is not on the phone.

List of last calls (table)



Date	Type	State	Extension	Number	Ring time	Talktime
14:43:22	Inbound	Answered	Rémy (362)	0611792958	22	00:15:32
14:30:39	Outbound	Answered	Jerome (311)	0992051915	14	00:05:32
14:25:49	Outbound	Answered	Rémy (362)	0669294630	12	00:02:15
13:11:40	Inbound	Answered	Olivier (356)	0484980130	14	00:00:57
12:16:56	Inbound	Answered	Rémy (362)	0549068706	3	00:00:49
12:16:58	Inbound	Answered	Rémy (362)	0549068706	9	00:06:55
11:57:28	Inbound	Answered	Rémy (362)	0184529192	18	00:07:33
10:31:26	Inbound	Answered	Jerome (311)	0992051915	25	00:02:11

Display list of latest calls of the PBX.

Server data are updated with a delay between 0 to 2 minutes. we recommend you keep refresh rate higher than 60 seconds.

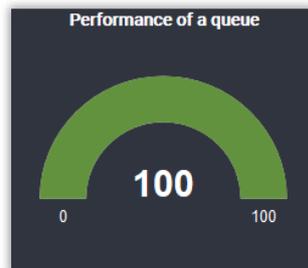
Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Load data from latest X calls	Display the selected number of calls, ordered by call date (desc)
Display inbound calls	If true, will display inbound calls
Display outbound calls	If true, will display outbound calls
Display internal calls	If true, will display internal calls (phone to phone). (default: false)
Show call type	Show call type column. You can remove this column if you only display 1 call type
Show contact name	Show contact name column. You can remove this column if you don't have phonebook.
Show account code	Show account code, you can remove this column if you don't use account code, or if you don't show outbound call
Show ring time	Display call ring time

Show talk time	Display call duration after answer
Show transfers	Display transfer information (number and duration)

Performance of a queue (% of successful call)



Show percentage of successful call in a queue. Help you detect when a queue is overloaded.

The data is updated in real time.

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Select queue	Select the queue you want to get data from.
Danger value	Graphic will display danger color when the value will be under this setting
Warning value	Graphic will display warning color when the value will be under this setting

Post 'it



Display user defined message.

Message is static and should be short.

Data is not updated.

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Content	Set the content of the widget. Size is adjusted automatically

Queue agents (tables)

Agent	Status	Penalty	Call count	Average talk time	Last call
Olivier	Idle	0	2	00:00:09	26/07/2019 10:25:05
Jerome	Idle	0	1	00:02:11	26/07/2019 10:40:41
Alegri Remy	Idle	0	0	00:00:00	No call today

Display agent list in a table.

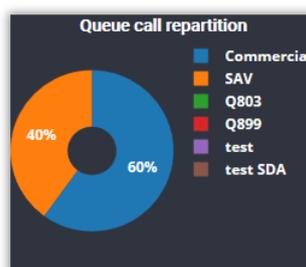
Part of the data is updated in real time; another part is updated from 0 to 2 minutes.

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Select queue	Choose the queue you want to get data from

Queue call repartition



Show call repartition between queues in percentage.

Server data are updated with a delay between 0 to 2 minutes. we recommend you keep refresh rate higher than 60 seconds.

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Load data from latest X hours	Calculate queue call repartition from the latest X hours of data
Refresh widget content every X second	Calculate repartition every X second. Do not set value under 60 seconds to avoid unnecessary request. Raw data are calculated every 1-2 minutes.

Queue wait average



Show current wait time average in the specified queue.

The average time is reinitialized every 24 hours at 00:00

The data is updated in real time.

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Select queue	Choose the queue you want to get data from
Danger value	The text will use danger color when the average wait time will be higher than this value (in seconds)
Warning value	The text will use warning color when the average wait time will be higher than this value. This value must be under Danger value.

Session and pause durations per agent (table)

Session and pause durations per agent (table)				
Agent	Session count	Session duration	Pause count	Pause duration
Lisa	0	00:00:00	0	00:00:00

Show agent session and pause duration in the selected queue.

Session express time connected to the queue, while pause duration is measured each time the user uses the pause function of the queue.

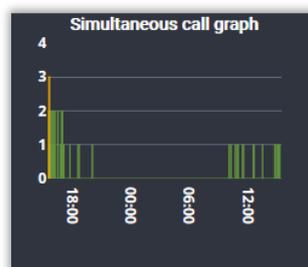
Server data are updated with a delay between 0 to 2 minutes. Widget show data of the current day only

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Select queue	Select the queue you want to get data from
Pause duration warning	Set the pause duration (in seconds) before displaying text with warning color
Pause duration danger	Set the pause duration (in seconds) before displaying text with danger color (mush be higher than warning duration)

Simultaneous call graph



Show simultaneous call count history of the PBX.

Help you detect when the trunk/PBX is overloaded.

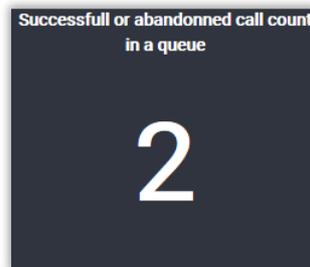
Server data are updated with a delay between 0 to 2 minutes. we recommend you keep refresh rate higher than 60 seconds.

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Load data from latest X hours	Load data of the latest X hours, and display simultaneous call graphic
Warning value	Set the minimum call count value before displaying graphic with the warning color
Danger value	Set the minimum call count value before displaying graphic with the danger color

Successful or abandoned call count in a queue



Show successful or abandoned call count in the selected queue.

The data is updated in real time.

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
Select queue	Choose the queue you want to get data from
Count failed calls	If set to true, the call count will be increased when a call is abandoned in the queue. Call going to another destination after timeout is considered as failed.
Count successful calls	If set to true, the call count will be increased when a call is answered by an agent

Web page



Show a web page. Use this widget to display information from a CRM, a hand-crafted web service or any data you think important.

This widget has several restrictions:

- you cannot display website blocking iframes
- you cannot display website using different protocol security (https vs http).
- Information should be keeps simple and clear.

Data is updated depending of the webpage.

Settings:

(only important settings are displayed here. The others are self-explanatory)

Setting name	Explanation
URL	Set the address of the website to display
Refresh widget content every X second	Reload webpage after defined duration.