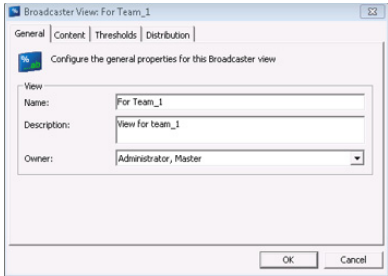


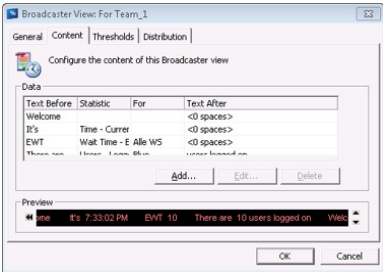
# Creating a Broadcaster Message

To create a Broadcaster Message:

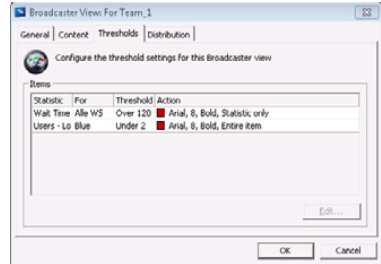
- 1. Create a new Broadcaster view and define its properties.



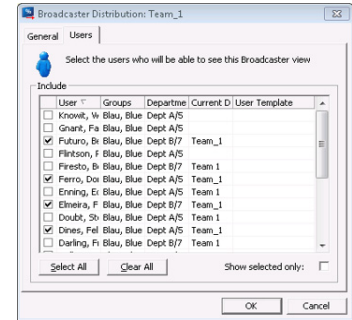
- 2. Configure the content to display in the Broadcaster view.



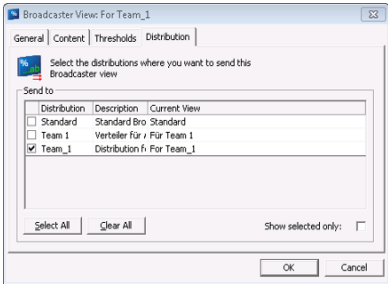
- 3. Configure the thresholds for the selected Broadcaster view.



- 4. Create Distributions for your view.



- 5. Assign the Broadcaster view to one or more Distributions.



## Possible Statistics to choose from the Broadcaster View Content tab

**Text Only**  
**Date/Time Variable**  
Time - Current  
Date - Current

Contact Variable  
Source  
Destination  
Calling Extension  
Queue Name  
Wait Time  
Description

**Group, Virtual Group**  
**Variable**  
Waiting Contacts - All  
Waiting Contacts - Primary  
Waiting Contacts - Overflow  
Users - Logged On  
Users - Idle  
Users - Away  
Users - Busy  
Users - Handling Routed  
Users - Handling Direct

**Queue or Aggregate**  
**Variable**  
Wait Time - Estimated Answer  
Contacts - Queued  
Abandon Rate - Current  
Abandon Rate - Shift  
Answer Rate - Current  
Answer Rate - Shift  
Contacts - Overflowed  
Contacts - Received (Shift)  
Contacts - Received Networked In (Shift)  
Contacts - Received Networked Out (Shift)  
Contacts - Redirected Out of Scope (Shift)  
Contacts - Answered (Shift)  
Contacts - Abandoned (Shift)  
Contacts - Redirected (Shift)  
Service Level - Current  
Service Level - Estimated

# Unify OpenScape Contact Center

## Agent Portal Web Broadcast Center

## Quick Reference Card

A31003-S22B0-U104-01-7619

03/2023

mitel.com



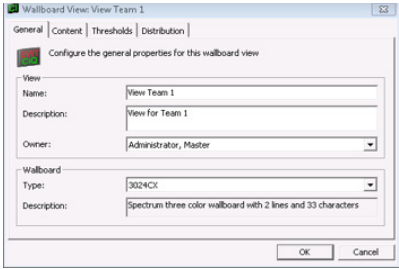
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Service Level - Shift  
Wait Time - Answered  
Average Wait Time - Answered  
Average Wait Time - Abandoned  
Average Wait Time - Answered (Shift)  
Average Wait Time - Abandon (Shift)

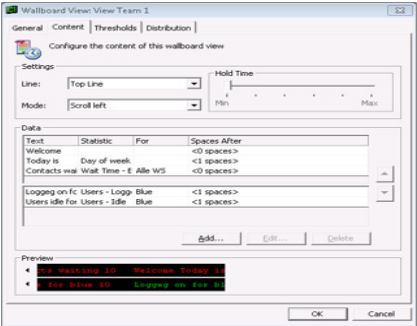
## Creating a Wallboard Message

To create a Wallboard Message:

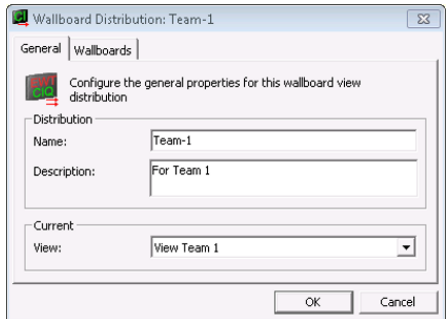
1. Create a Wallboard view and define its properties.



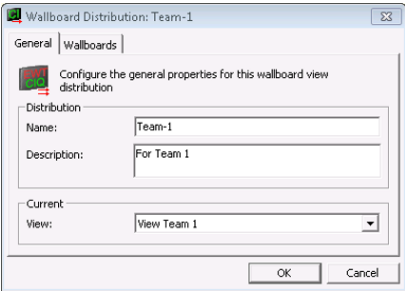
2. Configure the content to display in the Wallboard view.



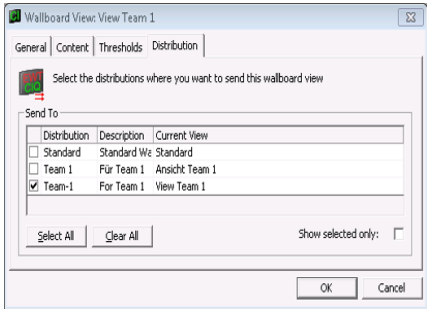
3. Configure the thresholds for the selected Wallboard view



4. Create a Wallboard Distribution for your view.



5. Assign the Wallboard view to one or more Distributions.



## Possible Statistics to choose from in the Wallboard View Content tab

### Text Only

### Date/Time Variable

12 hour format  
24 hour format  
mm/dd/yy  
MMM.DD, YYYY  
Day of week

Group, Virtual Group Variable  
Waiting Contacts - All  
Waiting Contacts - Primary  
Waiting Contacts - Overflow  
Users - Logged On  
Users - Idle  
Users - Away  
Users - Busy  
Users - Handling Routed  
Users - Handling Direct

### Queue or Aggregate Variable

Wait Time - Estimated Answer  
Contacts - Queued  
Abandon Rate - Current  
Abandon Rate - Shift

Answer Rate - Current  
Answer Rate - Shift  
Contacts - Overflowed  
Contacts - Received (Shift)  
Contacts - Received Networked In (Shift)  
Contacts - Received Networked Out (Shift)  
Contacts - Redirected Out of Scope (Shift)  
Contacts - Answered (Shift)  
Contacts - Abandoned (Shift)  
Contacts - Redirected (Shift)  
Service Level - Current  
Service Level - Estimated  
Service Level - Shift  
Wait Time - Answered  
Average Wait Time - Answered  
Average Wait Time - Abandoned  
Average Wait Time - Answered (Shift)  
Average Wait Time - Abandon (Shift)