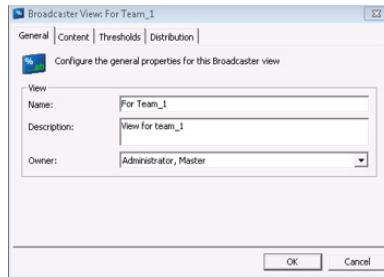


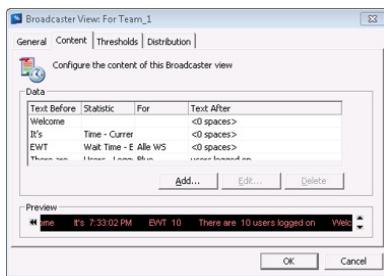
Creating a Broadcaster Message

To create a Broadcaster Message:

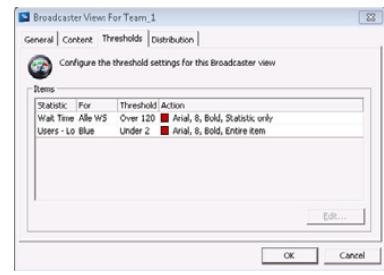
1. Create a new Broadcaster view and define its properties.



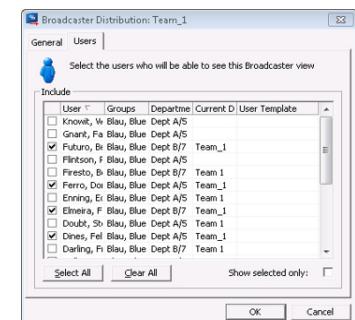
2. Configure the content to display in the Broadcaster view.



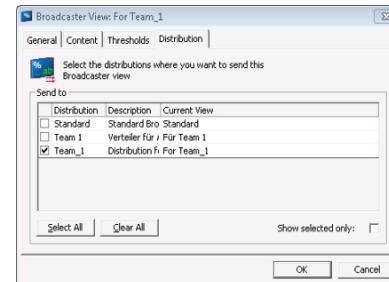
3. Configure the thresholds for the selected Broadcaster view.



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

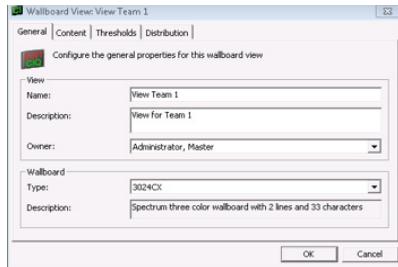


Service Level - Shift
 Wait Time - Answered
 Average Wait Time - Answered
 Average Wait Time - Abandoned
 Average Wait Time - Answered (Shift)
 Average Wait Time - Abandon (Shift)

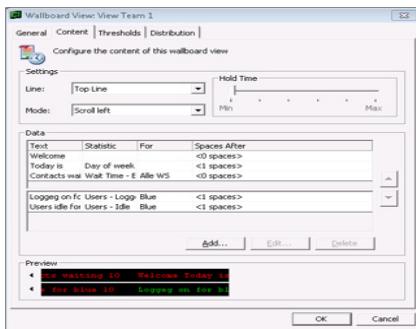
Creating a Wallboard Message

To create a Wallboard Message:

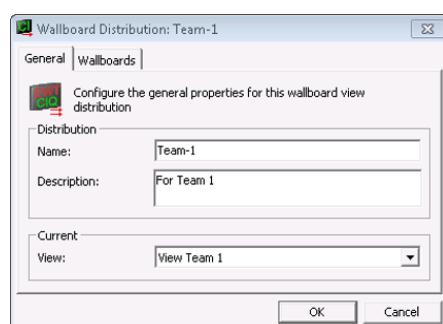
1. Create a Wallboard view and define its properties.



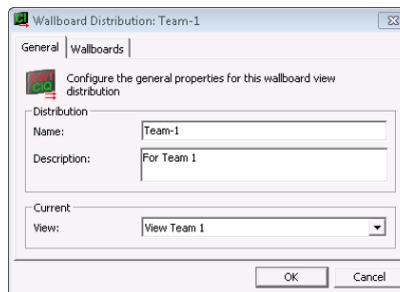
2. Configure the content to display in the Wallboard view.



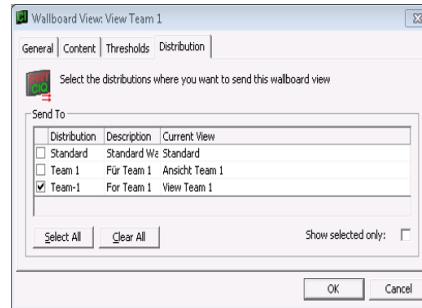
3. Configure the thresholds for the selected Wallboard view



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)