

SCM ACD Wallboard **User's Guide**

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This manual should be read before the installation and operation, and the operator should correctly install and operate the product by using this manual.

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CHAPTER 1. INTRODUCTION

Purpose

This document introduces the SCM ACD Wallboard application and describes how to operate the Wallboard application

Document Content and Organization

This document contains four chapters and an abbreviation.

Chapter 1. Introduction

This chapter introduces the Wallboard application.

Chapter 2. Installation

This chapter describes the Wallboard Installation.

Chapter 3. Wallboard

This chapter describes about Wallboard application.

Chapter 4. Wallboard Operation

This chapter describes about basic feature of Wallboard application.

Chapter 5. Wallboard Field Description

This chapter describes in detail about the parameter used in Wallboard application.

ABBREVIATION

This chapter describes the frequently used acronyms.

Conventions

The following special paragraphs are used to point out information that should be read. This information may be set-off from the surrounding text, but is always preceded by a bold title in capital letters.

	NOTE	Note	Indicates additional information as a reference.
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Console Screen Output

The lined box with 'Courier New' font will be used to distinguish between the main content and console output screen text.

'**Courier New**' font will indicate the value entered by the operator on the console screen.

References

CHAPTER 2. Installation

This section describes an overview of the Wallboard Installation.

Prerequisites

To use the Wallboard, the following requirements are required

Item	Requirements
Operating System	Microsoft Windows 7 Professional x86 / x64 or later version
CPU	Intel 2 GHz CPU or higher(Dual Core or higher CPU recommended)
Memory(RAM)	1 GB Main memory or higher
Hard Disk Capacity	1 GB Free Disk space or higher
Network	100 MB or more

Wallboard Installation

To install the Wallboard,

1. Be sure that you login into Windows System Administrator Privilege.
2. Run the install package by using “Run as administrator”. Install Package will be released with the self installation setup file like the following.
 - SCM ACD Wallboard-V1xxx-YYYYMMDD.exe
3. The Choose the setup language is displayed. Select the language and Click OK. Basically, Two Languages(Korean and English) are supported.
4. After going through the Welcome screen, click Next to continue.
5. The End User License Agreement is displayed. Read the license and click “I accept...” radio button and Next to continue.
6. The Choose Destination Location screen allows the user to choose the directory for the Wallboard software. To install in the default folder, click Next. To install in a different folder, select the folder by clicking on Browser... Click OK in the Choose Folder window.
 - Default Folder : Program Files\Samsung Electronics\SCM ACD Wallboard
7. The Progress Bar of the ACD Wallboard Setup is displayed.
8. Click Finish, to complete the installation of ACD Wallboard in the Setup Complete screen.

CHAPTER 3. Wallboard

This section describes the Wallboard module which is used to monitor the real-time call center.

Starting up the Wallboard

To start the Wallboard,

9. From the **Windows** desktop, click **Start** and choose **Programs » Samsung Electronics » SCM ACD Wallboard » Wallboard**.

OR



10. Click **Wallboard icon**  on the desktop.

11. The **Login** dialog box is displayed.

- **Server IP** — Enter the Server IP Address of the Samsung Communication Manager.
- **Server Port** — Enter the Server Port No of the Samsung Communication Manager. Basically, it should be entered with the valid value according to the User Group Count. The initial port no. is filled with 6001(as the default User Group)
- **Login ID** — Enter the ACD Wallboard user name.



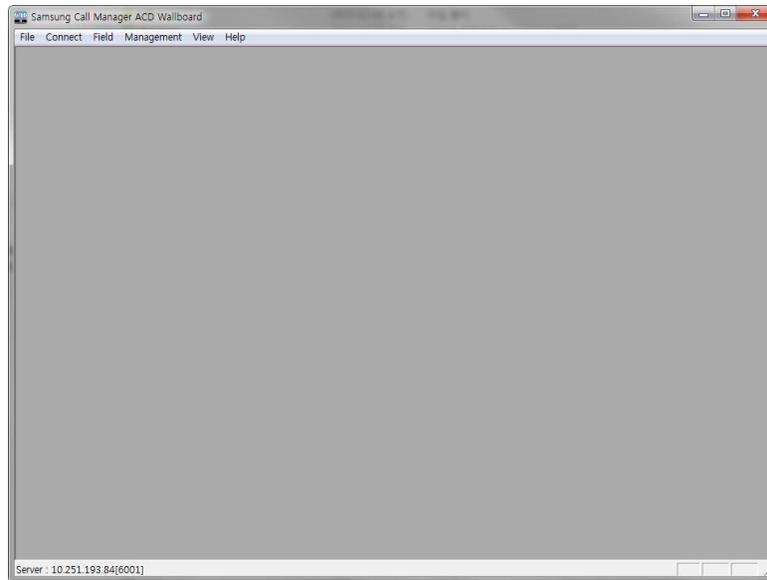
NOTE

Login ID

For Logging ID, ACD Wallboard uses the SCM ACD Wallboard user name and. For more details, refer to the SCM Administrator Guide.

- **Password** — Enter the password.

12. Click **OK** to login to Wallboard Server. The **Wallboard** application is displayed.



Wallboard Menu

The section presents the menu bar options. Detailed descriptions on menu bar operation will be following. The section describes the options available in Wallboard.

Menu	Description
File	This menu allows the user to perform file-related operations like opening or saving a wallboard or exiting the application
Connect	This menu allows the user to connect to the wallboard server(actually SCM Server)
Field	This menu allows the user to set new fields and refresh time
Management	This menu allows the user to run the supervisor management tool
View	This menu allows the user to view or hide the Toolbar, Status Bar, Message Bar and Refresh Bar.
Window	This menu allows the user to cascade the window view and view the recent field window
About	This menu presents the version and copyright information

File Menu

The **[File]** menu allows the user to perform file-related operations like opening or saving a wallboard or exiting the application.

Menu	Shortcut	Description
Open	Ctrl + O	This option allows the user to open an existing Wallboard File.
Save	Ctrl + S	This option allows the user to save the current wallboard description details
Save As	Ctrl + A	This option allows the user to save the current wallboard description with a new file name.
Recent File		This option lists the files the user has most recently opened in this program
Exit		This option allows the user to close the Wallboard application.

Connect Menu

The [**Connect**] menu allows the user to connect to the wallboard server

Menu	Shortcut	Description
Login		The option allows to login to Wallboard Server.
Logout		The option allows to logout from the Wallboard Server.
Language		The option allows to change the default language setting to a different language. At this time, English only supported.

Field Menu

The [**Field**] menu allows the user to set new fields and refresh time.

Menu	Shortcut	Description
New Fields		This option allows to create new fields
Set Refresh Time		This option allows to set refresh time intervals
Clear	Ctrl + R	This option allows to close all fields in the view

Management Menu

The [**Management**] menu allows the user to run the Supervisor Management tool.

Menu	Shortcut	Description
Management		This option allows to run the Supervisor Management Tool. This tool can monitor agents status and change their status.

View Menu

The [**View**] menu allows the user to view or hide the Toolbar, Status Bar, Message Bar and Refresh Bar.

Menu	Shortcut	Description
Status Bar		This option allows to show/hide the Status Bar
List Style		This option allows to change the current window to List Style
Top Window		This option allows to set the wallboard application on top of other application

Window Menu

The [**Window**] menu allows the user to cascade the window view and view the recent field window.

Menu	Shortcut	Description
Cascade		This option allows displaying windows as stacked and cascading from the upper left to the lower right of the screen
Horizontally		This option allows displaying windows as horizontal stack
Vertically		This option allows displaying windows as vertical stack.
Recent Field Window		This option lists the field window that the user has most recently opened in this program. To quickly re-open one of these field windows, click on it.

Help Menu

The [**Help**] menu presents the version and copyright information.

Menu	Shortcut	Description
Help		This option displays the Wallboard version and copyright information.

Pop-up Menu

Right click in the view a pop-up menu is displayed with following options:

Menu	Shortcut	Description
Field Modify		This option allows to modify entire field settings
File Title		This option allows to modify each field settings in Box Style view

List Style		This option allows to change the current window to List Style
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CHAPTER 4. Wallboard Operation

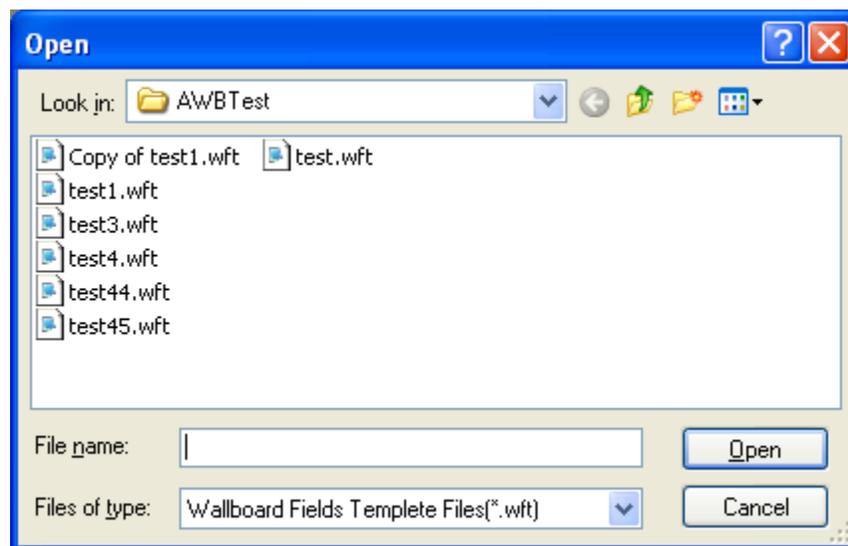
This section describes some of the basic features of Wallboard application.

File Operations

Open

The [**Open**] menu allows the user to open an existing Wallboard File.

1. Click **File** » **Open**, or press **Ctrl + O**.



2. In the **Look in** list, click the drive, folder, or Internet location that contains the file to open.
3. In the **Folder** list, locate and open the folder that contains the file.
4. Select the file, and then click **Open**.

Save

The [**Save**] menu allows the user to save the current wallboard description details.

1. Click **File** » **Save**, or press **Ctrl + S**.
2. The file is saved in **wft** format.



NOTE

POSITION

For the safety of the saved files, the Wallboard installed folder is not recommended. Use the different folder.



NOTE

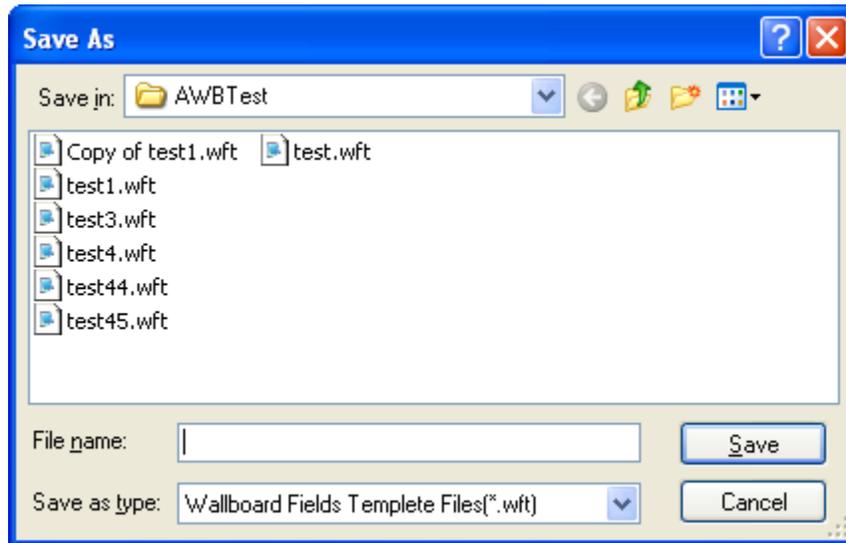
SAVE

This option is not available if field view is not opened.

Save As

The [**Save As**] menu allows the user to save the current wallboard description with a new file name.

1. Click **File** » **Save As**, or press **Ctrl + A**.



2. In the **File Name** field, enter a new name for the file.
3. Click **Save** button . The file is saved in **wft** format.



NOTE

SAVE AS

This option is not available if field view is not opened.

Recent File

The [**Recent File**] menu lists the files that the user has most recently opened in this program. To quickly re-open one of these wallboard files, click on it.



NOTE

RECENT FILE

It is disabled when a wallboard is not connected.

Exit

The [Exit] menu allows the user to close the Wallboard application.

1. Select **File » Exit**.
2. The **Wallboard** application is closed.

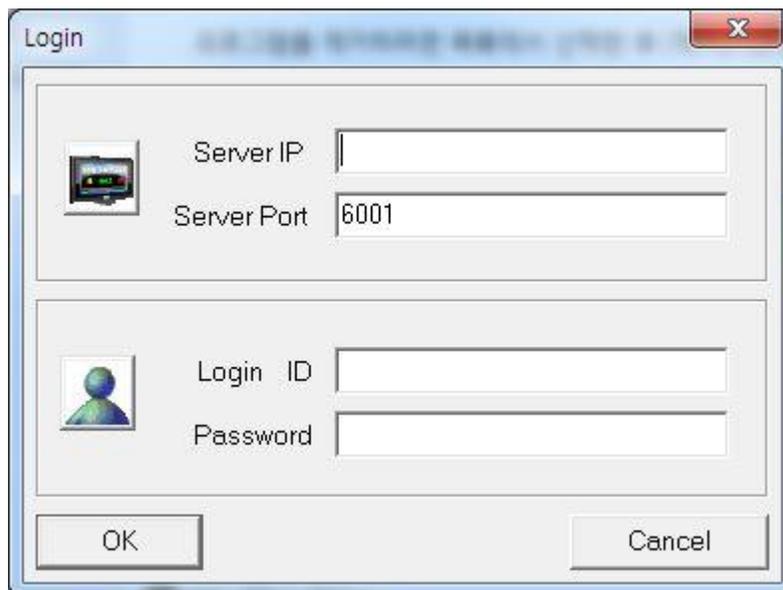
Connect Operations

The [Connect] menu allows the user to connect to the wallboard server.

Login

The [Login] menu allows the user to connect to the Wallboard server.

1. Select **Connect » Login**.
2. The **Login** dialog box is displayed.

A screenshot of a Windows-style dialog box titled "Login". The dialog box has a blue title bar with a close button (X) in the top right corner. It contains two sections for input. The first section has a computer monitor icon and two text boxes: "Server IP" (empty) and "Server Port" (containing "6001"). The second section has a person icon and two text boxes: "Login ID" (empty) and "Password" (empty). At the bottom, there are two buttons: "OK" and "Cancel".

3. **Server IP** — Enter the Wallboard Server IP Address(= SCM System IP Address).
4. **Server Port** — Enter the SCM System Port No for this service. Basically, it will be started from 6001 according to the existing User Groups
5. **Login ID** — Enter the SCM Wallboard user name.
6. **Password** — Enter the password.
7. Click **OK** to login to .

 **NOTE** **Login Failure**
 If a user enters wrong login ID or Password over three times, the program is terminated. If you have any question, contact ACD administrator.

Log Out

The [**Logout**] menu allows the user to disconnect from the Wallboard server.

1. Select **Connect » Logout**.
2. A message, “**Do you want to Logout?**” is displayed. Click **Yes** to disconnect from the Wallboard Server.

Language

The [**Language**] menu allows the user to change the default language setting to a different language.

1. Select **Connect » Language**.
2. The **Language** dialog box is displayed.



3. Select the **Language** from the dropdown list.

4. Click **OK**. The language will be changed once you restart the Wallboard application.



NOTE

Supported Language

At this time, ACD Wallboard Version 1.0.0.0 supports only 1 Language(English).

View Operations

The [View] menu allows the user to show or hide the Status Bar, List Style and Top Window.

Status Bar

The [Status Bar] menu allows the user to show or hide the Status Bar. The Status Bar describes the action to be executed by the selected menu item or depressed toolbar button, and keyboard latch state.

1. Select **View » Status Bar**.
2. The **Status Bar** is at the bottom of the Wallboard window.

3. The left area of the status bar describes actions of menu items as and when the user uses the arrow keys to navigate through menus. This area similarly shows messages that describe the actions of toolbar buttons as the user depresses them, before releasing them.
4. The right area of the status bar indicate which of the following keys are latched down:
 - **CAP** – The Caps Lock key is latched down.
 - **NUM** – The Num Lock key is latched down.
 - **SCRL** – The Scroll Lock key is latched down.

List Style

The [List Style] menu allows the user to change the current window to List Style.



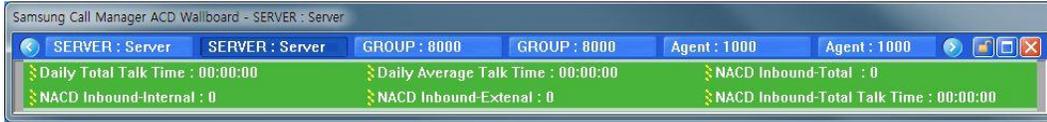
NOTE

List Style

This option is not available if field view is not opened.

1. Select **View » List Style** or right click and select **List Style** from the popup menu.

2. The Wallboard window is changed to **List Style**.



3. **Agent : Agent 1(T...** — shows the description on the corresponding field in the list format.
4.  or  — shows the target field as many fields will be overlapping.
5.  — shows all fields windows description continuously.
6.  — shows the description of the field displayed.
7.  — changes the current window list format to the box window format.
8.  — closes the current window.



NOTE

List Style

List Style value gets refreshed at selected refresh interval.

Top Window

The [**Top Window**] menu allows the user to set the wallboard application on top of other application.

1. Select **View » Top Window**.
2. The Wallboard application will be on the top level of other applications.

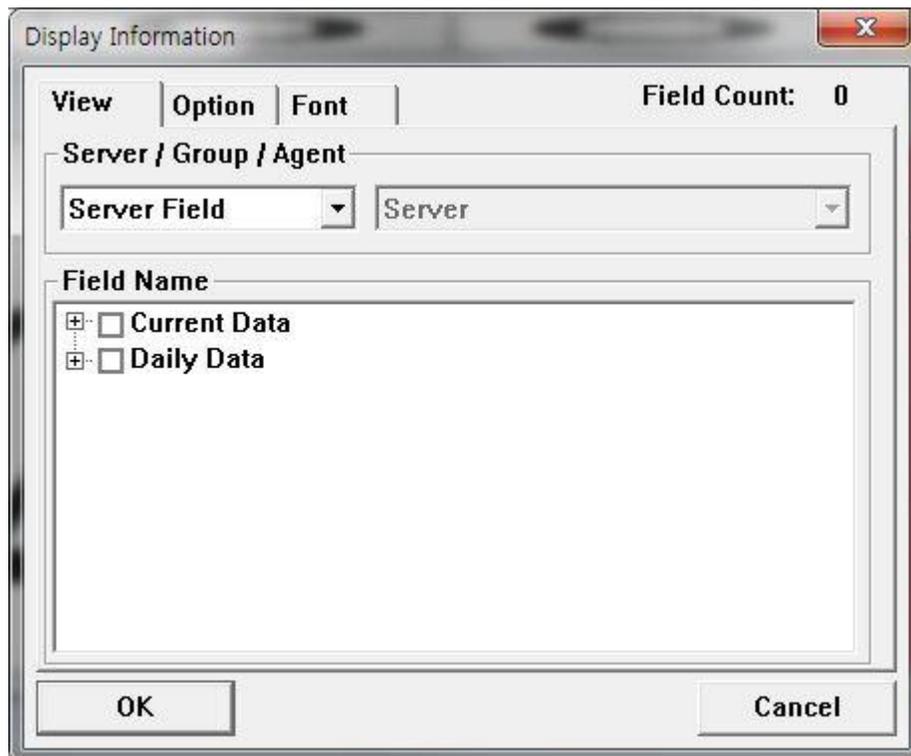
Field Operations

The [Field] menu allows the user to set new fields and refresh time.

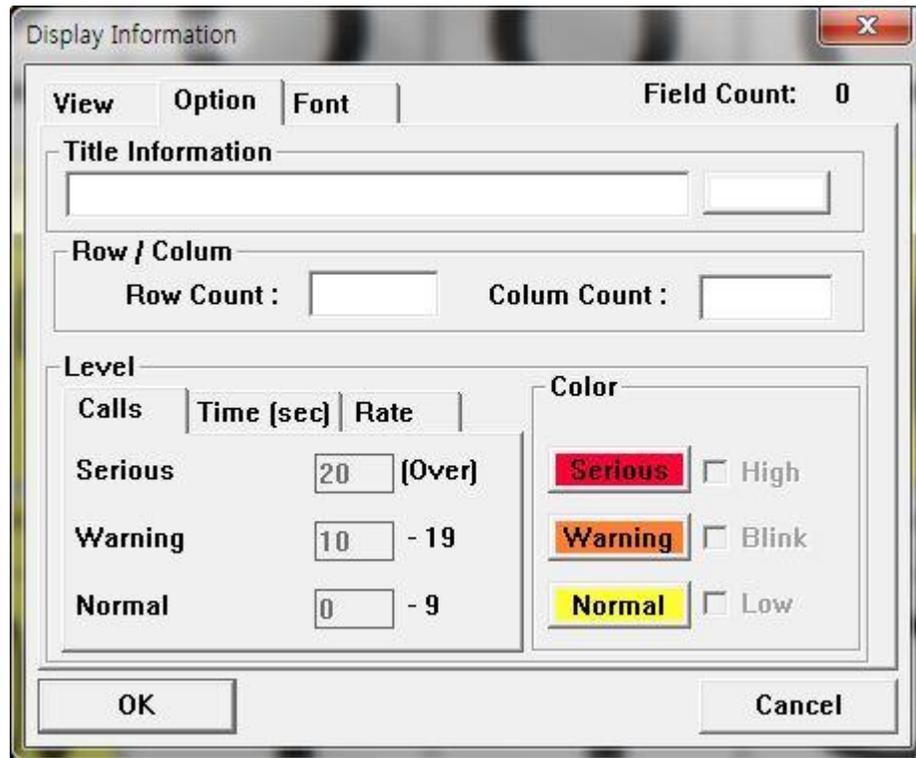
New Fields

The [New Field] option allows the user to create new fields.

1. Select **Field » New Fields** or press **Ctrl + N**.
2. The **Display Information** dialog box is displayed.



3. In **View** Tab,
 - **Server / Group / Agent** — select the field Parameter from the dropdown list.
 - Select the corresponding member of a Server or Split or Font from the dropdown list.
 - **Field Name** — Select the fields by clicking on the checkbox.
 - **Field Count** — shows the number of selected field names.
4. In **Option** Tab,
 - **Title Information** — Enter the Subtitle and color to be displayed in the Title bar of the view.
 - **Row/Column** — Enter the field arrangement for the view.



- **Level** — the level of the field can be set for **Calls**, **Time (Sec)** and **Rate**.
- **Color** —Set the color to identify the data status easily.
 - **High** — this level is enabled when the alarm generated is more than the specified value.
 - **Blink** — this level is enabled when the alarm is generated to blink.
 - **Low** — this level is enabled when the alarm generated is less than the specified value.

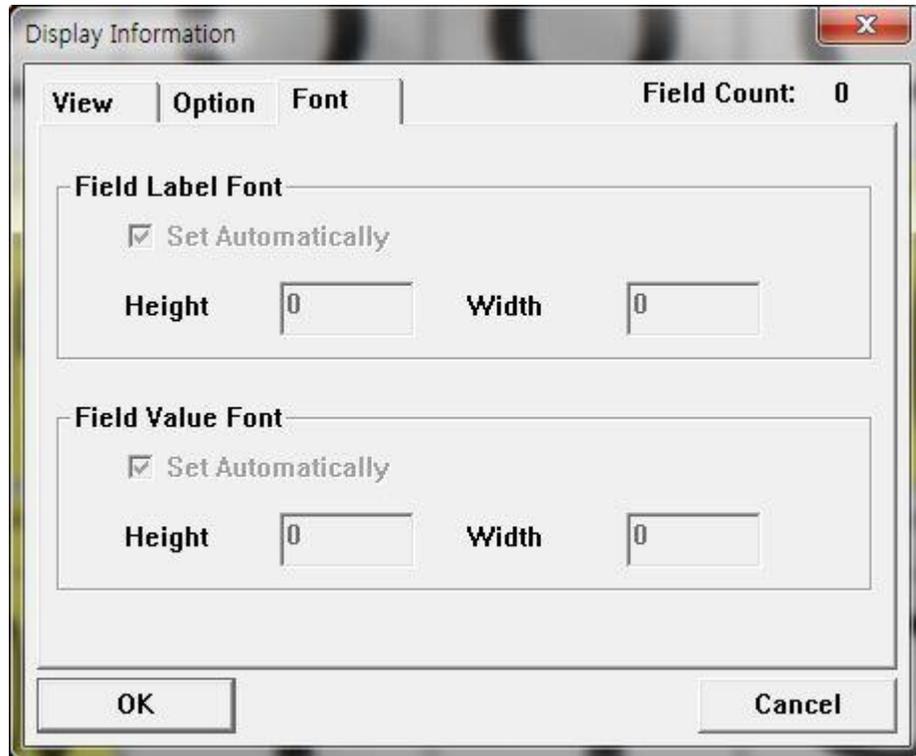


NOTE

Color

High/Low is registered by default value at field creation.

5. In **Font** tab — shows the default settings



6. Click **OK** button to create the new fields in the views.



NOTE

Views, New Fields

Multiples view ... : can be opened with 10 Views within Wallboard Frame at the same time

Each view ... can be opened with 24 field items for displaying each value.

For more information, see **CHAPTER 5**.

Modification of Entire Field Settings

The [**Modify Fields**] option allows the user to modify entire field settings.

1. Right click in the view and select **Modify Fields** from the pop-up menu.
2. The **Display Information** dialog box is displayed.
3. Enter the required changes.
4. Click **OK** to save the modified changes.



NOTE

Field NameRefer to **CHAPTER 55** for more details.

Field Title

The [**Field Title**] option allows the user to show or hide Field Title.

1. Right click in the view and select **Field Title** from the pop-up menu.
2. The Field Title is displayed.



NOTE

Field TitleRefer to **CHAPTER 55** for more details

Changing the Field Location

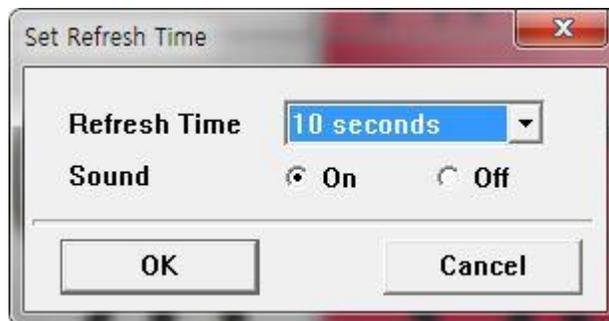
Field Location in the view can be changed.

1. Select the field to be changed.
2. Drag and drop the selected field to the desired place.

Set Refresh Time

The [**Set Refresh Time**] option allows the user to set refresh time intervals.

1. Select **Field » Set Refresh Time**
2. The **Refresh Time** dialog box is displayed.



- Refresh Time : Choose one among 2 / 4 / 6 / 8 / 10 seconds. 10 seconds is the default.

3. Select the **Refresh Time** from the dropdown list.
4. Select **Sound** radio button to beep you of refresh time.

5. Click **OK** to set the time intervals.

Clear

The [**Clear**] option allows the user to close all fields in the view.



NOTE

CLEAR

This menu is disabled when wallboard view is not opened.

1. Select **Field » Clear** or press **Ctrl + R**.
2. A confirmation message, “**Will you save the file?**” is displayed to save the view before closing the view.

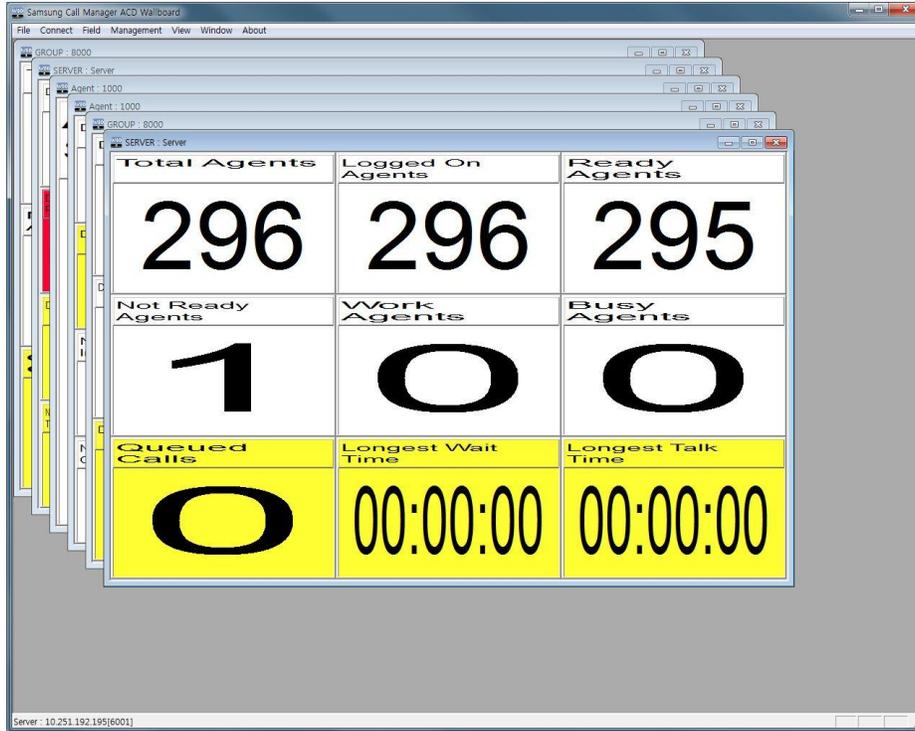
Window Operations

The [**Window**] menu allows the user to cascade the window view and view the recent field window.

Cascade

The [**Cascade**] option allows displaying windows as stacked and cascading from the upper left to the lower right of the screen.

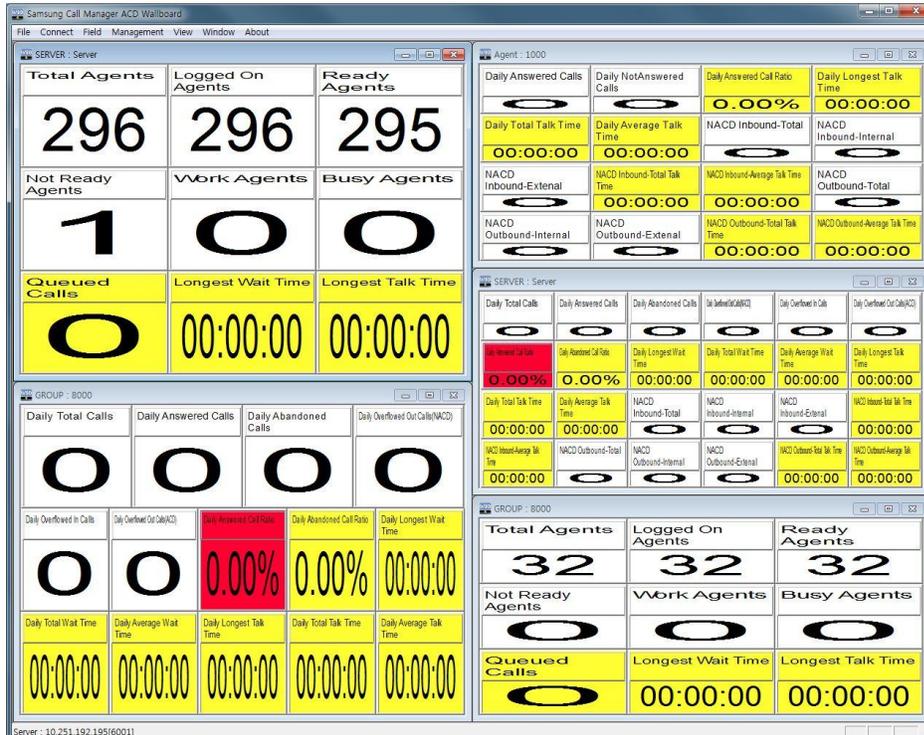
1. Select **Window » Cascade**



Horizontally

The [Horizontally] option allows displaying windows as horizontal stack.

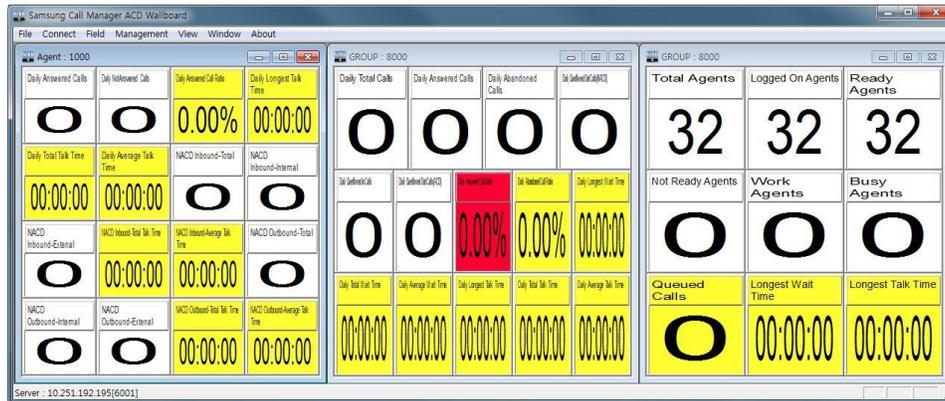
1. Select **Window » Horizontally**



Vertically

The [Vertically] option allows displaying windows as vertical stack.

1. Select **Window » Vertically**



Recent Field Window

The [Recent Field Window] menu lists the field window that the user has most recently opened in this program. To quickly re-open one of these field windows, click on it.

CHAPTER 5. Wallboard Field Description

Server Field

Category	Description
Current Data	Show the server side current working value and status for each field
Daily Data	Show the server side daily accumulated value for each field. Daily Data will be automatically reset at 09:00 AM by SCM System. This reset time can be edited by using SCM System Administrator Tool [System Option -> Miscellaneous -> ACD Daily Accumulation Start Hour]

Category	Subcategory1	Subcategory2	Description
Current Data		Total Agents	Number of agents registered in the server
		Logged On Agents	Number of agents logged in
		Ready Agents	Number of agents with ready status
		Not Ready Agents	Number of agents with not ready status
		Work Agents	Number of agents with work status
		Busy Agents	Number of agents with busy status
		Queued Calls	Number of queued calls
		Longest Wait Time	Longest waiting time
		Longest Talk Time	Longest talking time
Daily Data	ACD Data	Daily Total Calls	Daily Accumulated Number of Total Calls
		Daily Answered Calls	Daily Accumulated Number of Answered Calls
		Daily Abandoned Calls	Daily Accumulated Number of Abandoned Calls
		Daily Overflowed Out Call(NACD)	Daily Accumulated Number of Overflowed Calls(NACD)
		Daily Overflowed	Daily Accumulated Number

		In Calls	of Overflowed In Calls
		Daily Overflowed Out Calls(ACD)	Daily Accumulated Number of Overflowed Out Calls(ACD)
		Daily Answered Call Ratio	Daily Answered Call * 100 / Daily Total Calls
		Daily Abandoned Call Ratio	Daily Abandoned Calls * 100 / Daily Total Calls
		Daily Longest Wait Time	Daily Longest Wait Time
		Daily Total Wait Time	Daily Total Wait Time
		Daily Average Wait Time	Sum of Total Wait Time * 100 / Total Call
		Daily Longest Talk Time	Daily Longest Talk Time
		Daily Total Talk Time	Daily Total Talk Time
		Daily Average Talk Time	Daily Average Talk Time
	NACD Inbound Data	NACD Inbound-Total	Total Number of Inbound calls connected to Non-ACD
		NACD Inbound-Internal	Total Number of internal Inbound calls connected to Non-ACD
		NACD Inbound-External	Total Number of external Inbound calls connected to Non-ACD
		NACD Inbound-Total Talk Time	Total Talk Time of Inbound Non-ACD calls
		NACD Inbound-Average Talk Time	Average Talk Time of Inbound Non-ACD Calls
	NACD Outbound Data	NACD Outbound-Total	Total Number of Outbound calls connected to Non-ACD
		NACD Outbound-Internal	Total Number of Internal Outbound calls connected to Non-ACD
		NACD Outbound-External	Total Number of External outbound calls connected to Non-ACD
		NACD Outbound-Total Talk Time	Total Talk Time of Outbound Non-ACD calls
		NACD Outbound-Average Talk Time	Average Talk Time of Outbound Non-ACD Calls

Group Field

Category	Description
Current Data	Show the ACD group side current working value and status for each field.
Daily Data	Show the ACD group side daily accumulated value for each field. Daily Data will be automatically reset at 09:00 AM by SCM System. This reset time can be edited by using SCM System Administrator Tool [System Option -> Miscellaneous -> ACD Daily Accumulation Start Hour]

Category	Subcategory	Description
Current Data	Total Agents	Number of agents registered in the server
	Logged On Agents	Number of agents logged in
	Ready Agents	Number of agents with ready status
	Not Ready Agents	Number of agents with not ready status
	Work Agents	Number of agents with work status
	Busy Agents	Number of agents with busy status
	Queued Calls	Number of queued calls
	Longest Wait Time	Longest waiting time
	Longest Talk Time	Longest talking time
Daily Data	Daily Total Calls	Daily Accumulated Number of Total Calls
	Daily Answered Calls	Daily Accumulated Number of Answered Calls
	Daily Abandoned Calls	Daily Accumulated Number of Abandoned Calls
	Daily Overflowed Out Calls(NACD)	Daily Accumulated Number of Overflowed Calls(NACD)
	Daily Overflowed In Calls	Daily Accumulated Number of Overflowed In Calls
	Daily Overflowed In Calls	Daily Accumulated Number of Overflowed Out Calls(ACD)
	Daily Overflowed Out Calls(ACD)	Daily Answered Call * 100 / Daily Total Calls
	Daily Answered Call Ratio	Daily Abandoned Calls * 100 / Daily Total Calls
	Daily Abandoned Call Ratio	Daily Longest Wait Time
	Daily Longest Wait Time	Daily Total Wait Time

	Daily Average Wait Time	Sum of Total Wait Time * 100 / Total Call
	Daily Longest Talk Time	Daily Longest Talk Time
	Daily Total Talk Time	Daily Total Talk Time
	Daily Average Talk Time	Daily Average Talk Time

Agent Field

Category	Description
Current Data	Show the ACD agent side current working value and status for each field.
Daily Data	Show the ACD agent side daily accumulated value for each field. Daily Data will be automatically reset at 09:00 AM by SCM System. This reset time can be edited by using SCM System Administrator Tool [System Option -> Miscellaneous -> ACD Daily Accumulation Start Hour]

Category	Subcategory1	Subcategory2	Description
Current Data		Agent Status	Show the current status of agent.
		Agent Status Time	Show the elapsed time of the current status
Daily Data	ACD Data	Daily Total Calls	Daily Accumulated Number of Total Calls by Agent
		Daily Answered Calls	Daily Accumulated Number of Answered Calls by Agent
		Daily Not Answered Calls	Daily Accumulated Number of Not Answered Calls by Agent
		Daily Answered Call Ratio	Ratio of Answered Calls by Agent
		Daily Longest Talk Time	Daily Longest Talk Time of Agent
		Daily Total Talk Time	Daily Accumulated Talk Time of Agent
		Daily Average Talk Time	Daily Average Talk Time
	NACD Inbound Data	NACD Inbound-Total	Total Number of Inbound calls

			connected to Non-ACD(Agent Side)
		NACD Inbound-Internal	Total Number of Internal Inbound calls connected to Non-ACD
		NACD Inbound-External	Total Number of External Inbound calls connected to Non-ACD
		NACD Inbound-Total Talk Time	Total Number of Inbound calls connected to Non-ACD
		NACD Inbound-Average Talk Time	Total Talk Time of Inbound Non-ACD calls
	NACD Outbound Data	NACD Outbound-Total	Total Number of Outbound calls connected to Non-ACD(Agent Side)
		NACD Outbound-Internal	Total Number of Internal Outbound calls connected to Non-ACD
		NACD Outbound-External	Total Number of External Outbound calls connected to Non-ACD
		NACD Outbound-Total Talk Time	Total Number of Outbound calls connected to Non-ACD
		NACD Outbound-Average Talk Time	Total Talk Time of Outbound Non-ACD calls

ABBREVIATION

A

ACD Automatic Call Distribution

C

CIM Customer Interaction Management

CLI Calling Line Identification

D

DID Dialed Number Identification

DND Do Not Disturb

N

NACD Non Automatic Call Distribution

DND Do Not Disturb

S

SCM Samsung Communication Manager

**SCM ACD Wallboard
User's Guide**

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