

# NEC

## inView™ LAN Wallboard



If it's inView™ you're in control.

### LAN Wallboard

The inView™ LAN Wallboard is a Windows-based product which can show two different views and be customized using standard Windows tools such as “click and drag,” toggle buttons and a tool bar. Each time a view is opened, it defaults to the last display and configuration under the login name.

### Status View

The user can view the status of any member of an agent or extension group using the status window. The user selects the agent or extension from one list box and then picks the group to view from the other box. The status of each group member is coded using the standard inDepth colors:

- Gray for logged-off
- Blue for busy
- Green for available
- Yellow for ring and ring on

The toolbar buttons allow the user to toggle between the wallboard status windows and change the properties of the status view. Users may choose to display short names (rather than long names) and to change the font size using the properties button. A help file is available at any time for users to reference. Please note that there are no alarms on this window.



This status window shows all members of the Telesales agent group.

Users press  to toggle to the wallboard window.

Users press  to change the window properties.

## Wallboard View

The user can select any of the large character windows available on the inDepth+ and either call center or personal agent statistics. The background coloring of the labels distinguishes the two. All parameters have automatic labels which can be customized. Labels can be displayed without their associated parameter value.

Toggling from the wallboard view to the status view is provided by two toolbar buttons.

To select different parameters the user must enter the edit mode. Font sizes may be changed by accessing the properties window.



CIQ	LWT	Ans	Abd	Ans	GOS
2	21	70	15	6	90.0

This wallboard window shows four general call center parameters (from a choice of over 200): Calls in Queue, Longest Wait Time, number of calls answered and abandoned. There are two personal call center parameters, distinguished by the background color of the label. This allows agents to see what they are doing compared with the overall call center performance.

## Customizing the Wallboard View

Like inDepth+, the window view can be customized on each PC using the toggle button for the edit mode. Please note that the status window cannot be edited.

The edit mode allows users to add, delete, and edit the display. Each user can save one wallboard on each PC they use but can only open one at any time.

## Message Boxes

As with physical wallboards, supervisors can send messages. The advantage of the PC wallboard is that the message can be sent to every user and not just those within sight of the physical wallboard.

The message box appears as an overlapped window and has a time limit attached to it by the supervisor. If the message is left, it will disappear when the time limit expires. It can also be cleared manually by the sender or the recipient.

If the message appears when one is already displayed, the second message overlaps the first. If the time limit on the first message has not expired when the second message has been dealt with or expired itself, it will reappear.

The message box appears below the wallboard unless there is no room, in which case it appears above the wallboard.

## Other Product Features

### Pop Up Alarms

The wallboard can be minimized and will pop up when the alarm threshold, set by the supervisor, is exceeded.

### Security

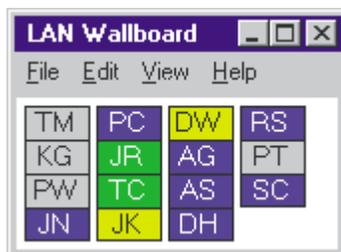
The supervisor controls agents with a logon system. The number of active wallboards is limited by dongling and licensing. InView™ is available to anyone on the LAN, such as the Managing Director. Multiple logins on one PC are supported.

### Always On Top Option

This allows the user to keep the wallboard on top of all other applications.

### Help File

Standard help file access is available at all times.



TM	PC	DW	RS
KG	JR	AG	PT
PW	TC	AS	SC
JN	JK	DH	

### Configuration Tools

Using standard Windows procedures, the wallboard and its border can be re-sized using click and drag. The layout can be sharpened using the snap to grid option which aligns objects with a grid. If the supervisor changes the configuration of the inDepth+, the LAN wallboard display may also be affected.

This status window uses short names for a minimal look. The toolbar has been turned off.

Please note: All screen shots are taken from the prototype product.

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