


## Callback Request Messages

When you receive a Callback Request message from the Call Center View, the Callback Request button on the toolbar flashes . Click the button and the Callback Requests screen appears, listing the Callback Request message(s).

You must enter the Digit(s) required for accessing the outside line. This number is configured within the telephone system.

The Callback Request command buttons are:



### Make Callback

Click a callback message and then click **Make Callback** to make the call.



### Callback Succeeded

If the called party is the intended recipient, then during the call, click **Callback Succeeded**. This is for historic report purposes to indicate the callback was successful. Further details are available from the Agent Callback Request Report.



### Callback Failed

If the called party is not the intended recipient, the line was busy or no answer, then during the call, click **Callback Failed**. This is for historic report purposes to indicate the callback was not successful. Further details are available from the Agent Callback Request Report.



### Clear Callback

When you have finished with the call, you must click **Clear Callback** to inform the Contact Center View Supervisor you have responded to the callback message. **Cleared** will be displayed in the Callback Request screen within the Contact Center View application.

The information on the screen is:

Information	Description
CLI	Number to call
Time	Time the callback Request message was sent from CCV
Date	Date the callback Request message was sent from CCV



# Compact Contact Center PC Wallboard Quick Reference Guide

## Starting PC Wallboard

Before starting the PC Wallboard, you MUST ensure that the Wallboard Server is running and that you have logged on to the Telephone system. Consult your system supervisor concerning the Wallboard Server, the name of the PC running the Wallboard Server and your login ID.

### To start the PC Wallboard:

1. Click **Start**, point to **Programs | CCC** and select **PC Wallboard**. You are presented with the log in menu:

Login to PC Wallboard ...

Please enter your login identification ...

Login ID :

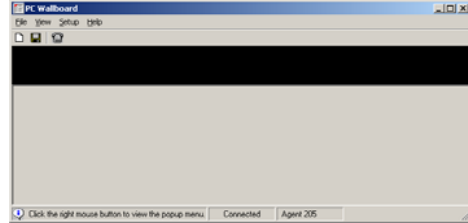
Computer :

2. Type the Login ID and the name of the PC hosting the Wallboard Server. The Login ID can either be:
  - An agent's directory number (e.g. 5001), enabling you to select and monitor agent's variables;
  - An alphanumeric text (e.g. PCW01); enables you to use the PC Wallboard as a display device. In this format, only the Message Display bar will be displayed.
3. Click **Login**. A blank PC Wallboard display panel is shown.

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## Templates


When you first log in, you are presented with an empty display panel.



You can **either**

- Use an available pre-set template
- or**
- Customize the blank display panel and create a new template (see *Customizing a Blank Display Fields* below).

### To open a pre-set template:

1. From File menu select **New** (or click the icon ) on the toolbar.
2. Select from the list of pre-set templates and click **OK**.

### To customize an existing template or create a new template:

1. Right click, within an existing display field, to display the following options.
  - **Properties:**  
You will either be presented with the *Marquee* or *General* properties menus (see below).
  - **Variables:**  
When you choose this option you will be able to select the variables that you want to view on your PC Wallboard. See Display Setup Wizard below.
  - **Remove:** If you select this option, you will remove the selected pane.

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### Marquee Display Properties

Right click anywhere on a text display field and select **Properties** to display the Properties/Marquee menu.

You can change the number of times the message scrolls (if the style is set to Scroll) as well as the pause time between each scroll. You can also change background color and the font of the message.

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### General Display Properties

Right click anywhere on an LED display field and select **Properties** to display the Properties/General menu.

You can change the number of LED digits, the decimal size, the number of decimals as well as the decimal position. You can also select a different on, off and/or background color of the LED digits.

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## Customizing Blank Display Fields.

If you right click in a blank display field, you get the following choices.

- **Split Pane:**
  - **Horizontally** – New pane on Top or Bottom.
  - **Vertically** – New Pane on Left or Right.
- **Remove Pane:** Removes the selected pane.
- **Display Setup Wizard:** This option invokes the wizard to select the agent's variable (see Display Setup Wizard below).

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## Display Setup Wizard

Display Setup Wizard enables you to configure the selected panel to display the variable data for the current logged on directory number. The panel can be configured to display up to 20 variable data fields.

### To configure a blank display field:

1. Click the right hand mouse button on a blank display field and from the available menu options, select Display Setup Wizard.
2. The available field options are:
  - **Marquee:** Displays a horizontally scrolling text message;
  - **LED:** Displays the message in digital layout.Select the required field.
3. Click **Next** to proceed to select the required **Variable**.  
From the pull down list, select one of the variables, e.g. Answered All, Calls Waiting, etc.
4. Select (put a tick in the box) as required from the following options:
  - **Popup if Value Changes:**  
If the PC Wallboard is minimized, when the value of a variable changes, then this will cause the PC Wallboard screen to pop-up (i.e. maximize) with the variable value flashing.
  - **Maximize Message Bar:**  
When the PC Wallboard is running in '*compact mode*,' i.e. with only the Message Bar being displayed, then, when the value of a variable changes, this will cause the PC Wallboard screen to pop-up (i.e. restore) with the variable value flashing.
5. Click **Refresh** to ensure all the available directory numbers are listed. Click **Next** to select the required directory number.
6. Select the position of a label if one is required; modify the label message as required and then click **Finish**.