

View Call Metrics on Wallboard

As a manager of a queue or multiple queues, you can view call statistics of each queue to measure the queue performance. This topic describes how to view queue call statistics.

Prerequisites

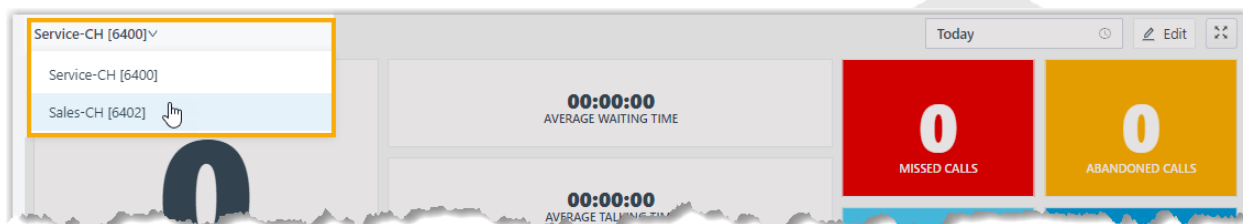
- You are a queue manager.
- You have the permission to access Linkus Web Client, and get username and password from your system administrator.

Procedure

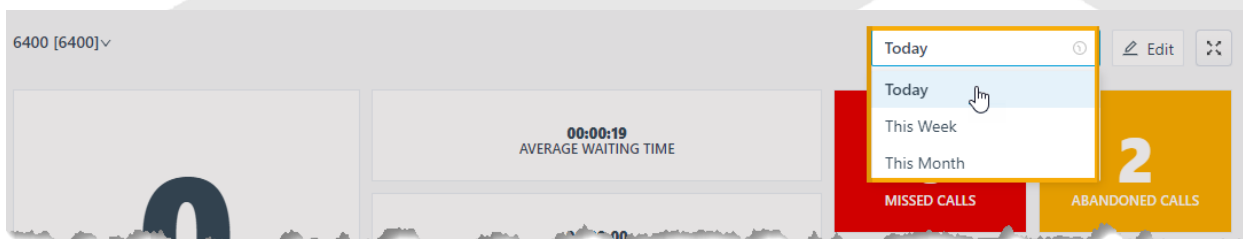
1. Log in to Linkus Web Client.

Tip: If you have received a Linkus welcome email, you can click the login link for Linkus Web Client to quickly log in.

- a. Launch your web browser, enter the domain of Linkus Web Client, press **Enter**.
- b. Enter your username and password, click **LOG IN**.
 - **Username:** Email address.
 - **Password:** Extension User Password.
2. Go to **Call Centre Console > Wallboard**.
3. If you have multiple queues, select a desired queue from the upper left corner of Wallboard.



4. Select a time range from the upper right corner of Wallboard.
 - **Today:** View statistics of today.
 - **This Week:** View statistics of this week.
 - **This Month:** View statistics of this month.



5. **Optional:** Click  to display the Wallboard of each queue independently in a separate browser window.



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For example, display the Wallboard of Service department in a browser window, and show the wallboard to Service agents; display the Wallboard of Sales department in another browser window, and shows the wallboard to Sales agents.