



Enhancements to Wallboards

Setup and User Guide for the Evonex Portal and Web
Wallboards – a guide for **CUSTOMER ADMINS**

Document Version Control

[illegible]

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Introduction

As part of a platform update in October 2024, we enhanced wallboards in the following two ways:

1. Wallboards now correctly display data in relation to Universal licence users.
2. A new Wallboard tile 'Time to Answer SLA' has been added for 'Overview' and 'Inbound' wallboard types.

The latest update in April 2025 has further enhanced our wallboard product in three key areas:

1. Three new wallboards (two of which update their data in real-time).
2. Increased wallboard security through the addition of a 'use-by-date' for each URL link.
3. Allow the display of all users on the Calls Overview, Inbound Calls, Queued Calls, and Outbound Calls wallboards whether they have been active so far today or not

Wallboards and Universal Licence Users

With the October 2024 update, we ensured that presented wallboard statistics are accurate with respect to calls answered by users who are holders of a Universal licence. The functionality is now in line with Standard licence types.

To enable this functionality, 'Agent Mode' will need to be enabled for your account. Please contact your support team for assistance.

A General Note Regarding Wallboards

Wallboards calculate their statistics based on 'call legs'. For example, a single call inbound to a user's DDI is not usually required to ring multiple phones and therefore this constitutes a single call leg, and the wallboard reports that accordingly.

However, when an inbound calls routes via a virtual number, for example, this could be required to ring a group of phones. The call therefore needs to be 'forked' to multiple numbers, and this creates multiple call legs. The wallboard will count all legs and report on each one accordingly. This is why a wallboard could show more inbound and missed calls than have actually occurred – because a single call can constitute multiple call legs.

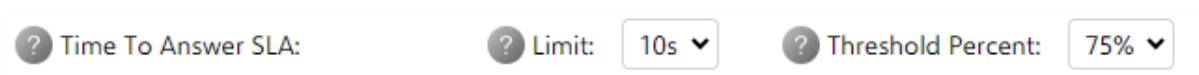
This is intended functionality.

Time To Answer SLA

We have added a new (optional) wallboard tile called Time To Answer SLA (TTA SLA). There is also a companion TTA SLA column that is shown for each number being reported on, below the main tiles.

This tile/column shows the percentage of incoming calls answered within a time specified by the administrator. It also shows whether these calls are within a percentage threshold, also specified by the administrator, therefore displaying the SLA percentage.

The TTA SLA tile/columns has two settings that can be adjusted in the **'Reports > KPI Wallboards'** menu in portal.



The screenshot shows a configuration bar for the 'Time To Answer SLA' feature. It includes a question mark icon, the label 'Time To Answer SLA:', another question mark icon, the label 'Limit:', a dropdown menu currently showing '10s', a third question mark icon, the label 'Threshold Percent:', and a second dropdown menu currently showing '75%'.

- **'Limit'** – The time in seconds (e.g. 10 seconds) that a call must be answered within to be considered as meeting or exceeding the SLA.
- **'Threshold Percent'** – The point at which the tile changes colour and starts to flash (e.g. 75%). The tile will be green for above the threshold or flashing purple for equal to or below the threshold.

Points To Note Regarding TTA SLA:

- The TTA SLA tile only applies to the **'Inbound Calls'** and **'Calls overview'** wallboards.
- The specified TTA SLA time limit and threshold percentage are account-wide settings and will affect all applicable wallboards running for this customer account, even if they are already running.
- The TTA SLA drop down list has an 'Off' setting. This means the TTA SLA tile and column will not appear for all applicable wallboards running on the account.
- The TTA SLA tile and column can also be turned off on a per-wallboard basis by appending **&TS=0** to the end of the URL.
- The statistics are calculated on answered calls only, not total calls in. Therefore, missed (AKA unanswered, lost or rang-out) calls do not affect the TTA SLA tile.
- Available TTA time limit selections are between 10 and 90 seconds.
- Available percentage threshold selections are between 10% and 95%.
- The wallboard refresh rate has been improved as part of this update.
- Call data gathered is over the course of the working day, and the wallboard data resets at midnight.
- The reporting group that a wallboard is being run on may contain multiple subscriptions/phones of the same type (physical/virtual). For example, it may contain three virtual numbers, or it may contain 10 IP Phone and Universal numbers.
- Reporting groups should not contain a mixture of physical and virtual numbers. If you wish to view wallboard data that shows stats for virtual numbers and a breakdown by user, it will be necessary to run two wallboards; one for each reporting group. You may then view each wallboard in separate tabs in the same browser window and use a third-party browser extension to cycle between the tabs.

- If a reporting group contains multiple numbers, the TTA SLA column shown below the main tiles will be the relevant TTA SLA for each number.
- If a reporting group contains multiple numbers, the TTA SLA tile will show an average TTA SLA calculated based on all numbers in the reporting group.

Setup

A company administrator should log in to their Evonex Account at <https://www.telephony-cloud.com> and navigate to **'Reports > KPI Wallboards'**

They should select a **'Calls Overview'** or **'Inbound Calls'** report and select a Reporting Group containing user numbers or virtual numbers only. They should also set the **'TTA SLA Limit'** and **'Threshold percent'** to values of their choice, 10s and 75% respectively in the below example:

Todays KPIs

Report Type:

Calls Overview

Reporting Group:

Wallboard Standard Users

Show numbers:

Yes

Time To Answer SLA:

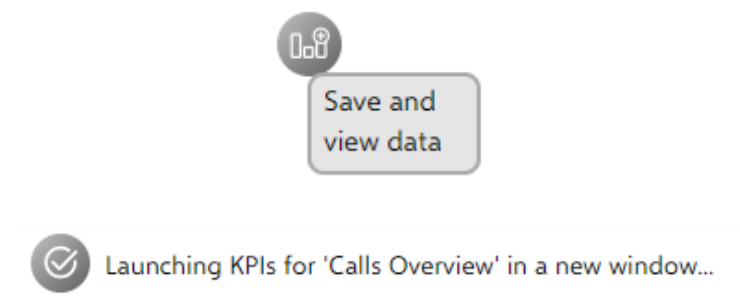
Limit:

10s

Threshold Percent:

75%

When they click the **'Save and view data'** button, the Wallboard will open in a new browser window and a confirmation message will be displayed.



Example 1

This is an example of a **'Calls Overview'** wallboard. All calls in the below example are DDI calls direct to each of the two users shown.

The wallboard shows a TTA SLA tile with the limit value in brackets (10s). The average percentage of calls answered by members of the selected reporting group is also shown (84%). The fact that the tile is green and not flashing indicates the percentage value is above the threshold value (75%).

The corresponding TTA SLA column for individual phone members of the reporting group, shown below the main tiles, shows their individual percentage of calls answered within SLA.

Cloud Telephony Demo (Wallboard Standard Users) - Calls Overview										Mon Sep 30 2024 14:45:37	
Total In		Total Ans	TTA SLA (10s)	Total Lost	Total Out	Avg Duration		Queued Calls			
8		5	84%	3	1	02:23		0			
Pos	Name	Total Calls	Total Duration	Avg Duration	Total In	Total Ans	TTA SLA	Total Lost	Total Out		
1	Matt Franks 01256832028	7	00:07:35	01:31	6	4	67%	2	1		
2	Matt Franks Teams 01256832032	2	00:06:43	06:43	2	1	100%	1	0		

The wallboard example below is the same wallboard shown later in the day. By now, one of the users in the reporting group has failed to answer some calls within the SLA. Therefore, the average percentage of calls answered by members of the selected reporting group is now shown as 72%. The colour of the tile has changed to purple, and it is flashing indicating the percentage value is equal to or below the threshold value (75%).

The corresponding TTA SLA column for the individual users has also changed colour accordingly.

Cloud Telephony Demo (Wallboard Standard Users) - Calls Overview								Mon Sep 30 2024 18:03:12	
Total In		Total Ans	TTA SLA (10s)	Total Lost	Total Out	Avg Duration		Queued Calls	
12		9	72%	3	1	01:27		0	
Pos	Name	Total Calls	Total Duration	Avg Duration	Total In	Total Ans	TTA SLA	Total Lost	Total Out
1	Matt Franks 01256832028	11	00:07:47	00:52	10	8	43%	2	1
2	Matt Franks Teams 01256832032	2	00:06:43	06:43	2	1	100%	1	0

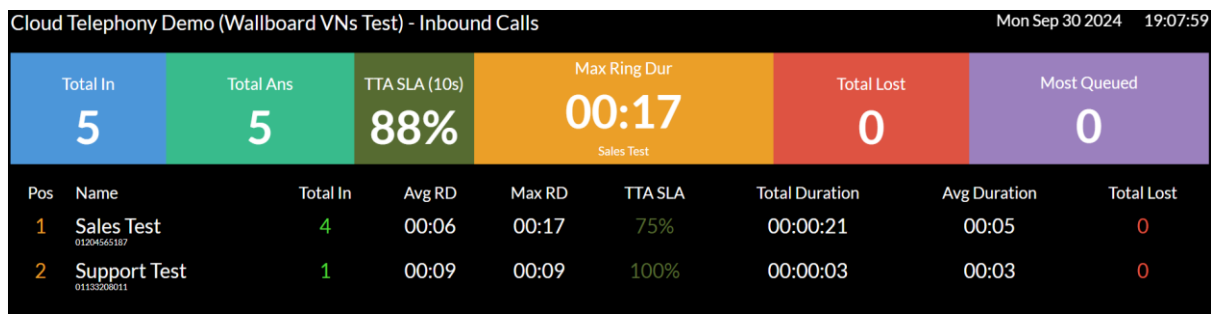
Example 2

This is an example of an **'Inbound Calls'** wallboard. All calls in the below example are calls received via one of two virtual numbers, both of which are members of the selected reporting group.

The wallboard shows a TTA SLA tile with the limit value in brackets (10s). The average percentage of calls answered for calls to members of the selected reporting group is also shown (88%). The fact that the tile is green and not flashing indicates the percentage value is above the threshold value (75%).

The corresponding TTA SLA column for individual phone members of the reporting group, shown below the main tiles, shows their individual percentage of calls answered within SLA.

The wallboard shows us that a total of five calls were received and answered, and this is broken down by 4 calls to ‘Sales Test’ and 1 call to ‘Support Test’. Of the 4 calls that came in via ‘Sales Test’, 75% were answered within 10 seconds. The average percentage of calls answered within the 10 second SLA is 88%.



Missed Unreturned Wallboard

Description

A wallboard that shows a tabular view of unreturned missed calls over a rolling 24-hour period. The wallboard data only shows external calls – internal calls are not shown. This wallboard refreshes its data every 30 seconds (new data is displayed or changes at this interval).

The wallboard can be run for a reporting group containing one or more users or phones. That means that the data shown can be for more than one called number if necessary. The wallboard can also be run for 'All Company Phones'. That means that the data shown can be for all phones/users on the account without needing to create and specify a reporting group.

The definition of an unreturned call is as follows: An incoming call to one of the numbers in the reporting group that has not been answered (the caller hung up before the call was answered). Also, the caller has not been called back, or they have not subsequently called back to **any** number and been answered. Only the last unreturned call from that caller to **any** of the numbers in the reporting group is shown.

The wallboard column headings and order are fixed as described below, except for those columns that can selectively be removed:

- Column 1 – Date & Time
- Column 2 – Caller's number (and their name if saved as a Shared contact – name is larger text than number in this case)
- Column 3 – Called number (and name – group name for example – name is larger text than number in this case)
 - Option to remove this column by appending '&CN=0' to the URL
- Column 4 – Handled at (date/time – the time the call was either returned by a user or the caller called back and was answered by a user)
- Column 5 – Handled by (Username and extn/DDI if 'Show numbers' is selected. Also shows (Answered) if this was an inbound answered call or (Returned) if this was a returned call – name is larger than number in this case)
 - Option to remove this column by appending '&HB=0' to the URL

A call that has routed to voicemail and caller has left a message is counted as answered and therefore not included as missed/counts as 'handled'. However, a call that has routed to voicemail and the caller has not left a message is counted as unanswered and therefore included/does not count as 'handled'. The rows are displayed in ascending chronological order, with the oldest unreturned missed call at the top and most recent unreturned missed call at the bottom.

The background colour is black, as per all other wallboards. An unreturned call would be displayed as a row with red text. The red text changes to green text when the call is 'handled' (caller is called back by a user or when the caller calls back to any number in the reporting group and is answered, including voicemail). The row disappears 30 minutes after the call is answered and the row turns green.

Example Images

All columns shown:

MF Reporting VNs - Missed unreturned Calls					Thu Oct 10 2024	11:58:50
Time	Caller	Called	Handled At	Handled By		
09 Oct 16:00:29	07756882748	Sales Myphones.com 01288255289				
10 Oct 11:57:03	Mary Earps 07977261420	The Rolling Scones Bakers 01452260013	10 Oct 11:58:07	Matt Franks Test 200		

Columns 3 & 5 removed:

Time	Caller	Handled At
19 Nov 14:00:28	01287840989	19 Nov 14:02:16
19 Nov 15:23:33	07947852800	19 Nov 15:25:07
19 Nov 15:49:49	07717421711	19 Nov 15:59:22

Known Limitations

- Once a call has been received from or made to a missed call (turning that row from red to green), then a subsequent call is received from or made to the same number within 30 minutes (before the row has been cleared), the 'Handled at' time will be reset. The row will stay green, and it will remain on the wallboard for a further 30 minutes before being cleared.

Setup

A company administrator should log in to their Evonex Account at <https://www.telephony-cloud.com> and navigate to 'Reports > KPI Wallboards'

They should select 'Missed Unreturned Calls' from the 'Report Type' drop-down list. They may then optionally select a reporting group from the 'Reporting Group' drop-down list or select 'All Company Phones' to run it on all users/phones on the account:

Today's KPIs

Report Type:

Missed Unreturned Calls ▼

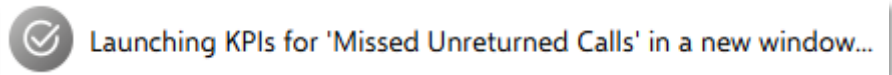
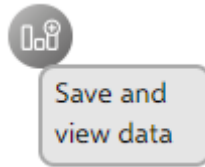
Reporting Group:

All Company Phones ▼

Show numbers:

Yes ▼

When they click the **'Save and view data'** button, the Wallboard will open in a new browser window and a confirmation message will be displayed.



Active Calls Wallboard

Description

A wallboard that shows a tabular view of currently active calls across an account, or reporting group, in real-time. The wallboard table contains a row per active call including incoming, outgoing, external and internal calls. The calls shown are all active calls pertaining to members of the selected reporting group. There is another option of 'All Company Phones' which shows all active calls on the entire account.

The oldest call is at the top of the list - that is the one with the earliest start time. Calls are then listed below in ascending chronological order. There is an inherent time limit on the data shown – maximum call length is 4 hours after which calls are automatically terminated. The wallboard displays updates to this data in real-time. This provides instantaneous updates when a call's state changes. Currently this is except for calls connected to AA or VM which could have up to a 10s delay before updating.

The wallboard background colour is black. Text colours are:

- Green - connected
- Orange – ringing call (no duration for ringing calls)
- Red – queuing call
- Blue – parked call
- Purple – leaving a voice mail
- Pink – in AA

Column headings and order are fixed as described below, except for those columns that can selectively be removed:

- Column 1 - Name.
 - The internal phone/user's name/number in large text.
 - If the caller is matched to an Evonex user, show the name in large text and the number in small text
 - If this is an internal call, the caller's name and DDI are shown. If the account is configured appropriately, the caller's short code is shown in place of their DDI.
- Column 2 - Direction.
 - Incoming
 - Outgoing
- Column 3 - Status
 - Connected (green)
 - Ringing (orange)

- Queued (red)
- Parked (blue)
- In Voice mail (purple)
- In AA (pink)
- Column 4 - Other party.
 - The number of the party that answered the call
 - If the caller is matched to an Evonex contact, show the name in large text and the number in small text
 - If this is an internal call, the caller's name and DDI are shown. If the account is appropriately configured, the caller's short code is shown in place of their DDI.
- Column 5 - Call via.
 - The number the caller originally dialed in large text, if different to the Connected caller.
 - If the called number is matched to an Evonex user, show the name in large text and the number in small text
 - Option to remove this column by appending '&CV=0' to the URL
- Column 6 - Call txfr by
 - If the call was previously answered by another user and transferred, show who answered here.
 - Show the name of the user in large text and number in small
 - Short code in place of DDI if the account is appropriately configured.
 - Just show 'AA' if transferred by an Auto Attendant/IVR (Number or owning CLI will be shown in another column)
 - Option to remove this column by appending '&CT=0' to the URL
- Column 7 - Since
 - The time the call started
- Column 8 - Duration
 - The duration of this leg of the call (except for the 'Ringing' state)

Note, the 'Name' column is always the name/number of the user involved in the call. The 'Other party' column could therefore be another username/number (if internal) or the source name/number (if incoming external) or destination name/number (if outgoing external).

Example Image

All Company Phones - Active Calls					Thu Feb 20 2025 13:03:45		
Name	Direction	Status	Other party	Call via	Call bfr by	Since	Duration
Vil [REDACTED]	Inbound	Connected	07 [REDACTED] 49			12:57:51	05:56
Vil [REDACTED]	Outbound	Connected	Jul [REDACTED] n			13:01:44	02:03
Ju [REDACTED]	Inbound	Connected	Vic [REDACTED] e			13:01:44	02:03
Mi [REDACTED] rty	Inbound	Connected	02 [REDACTED] 28	Service Delivery Department	AA	13:03:10	00:37
Ja [REDACTED] ge	Outbound	Connected	Ma [REDACTED] wyer			13:03:43	00:04
Mi [REDACTED] er	Inbound	In Voice mail	Ja [REDACTED] idge			13:03:43	00:04
Ra [REDACTED]	Outbound	Ringing	07 [REDACTED] 75			13:06:48	
Service Assurance Department	Inbound	Ringing	07 [REDACTED] 05		AA	13:06:55	
Ru [REDACTED] o	Inbound	In AA	07 [REDACTED] 19			13:08:38	00:02
Park Bay 1		Parked	07 [REDACTED] 57			13:10:58	00:12

Setup

A company administrator should log in to their Evonex Account at <https://www.telephony-cloud.com> and navigate to **'Reports > KPI Wallboards'**

They should select **'Active Calls'** from the **'Report Type'** drop-down list. They may then optionally select a reporting group from the **'Reporting Group'** drop-down list or select **'All Company Phones'** to run it on all users/phones on the account:

Todays KPIs

? Report Type:

Active Calls

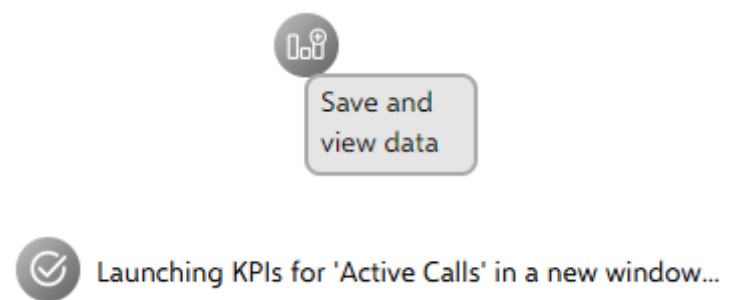
? Reporting Group:

All Company Phones

? Show numbers:

Yes

When they click the **'Save and view data'** button, the Wallboard will open in a new browser window and a confirmation message will be displayed.



User Activity Wallboard

Description

A wallboard that shows a tile-view of the status of each user in real-time. A tile is shown for each phone/user in the reporting group. (Please note, the current reporting group limit of 15 members can be overridden by your support team, if required).

The wallboard can also be run on 'All Company Phones', instead of a reporting group. There will be a practical limit to the number of tiles that can be displayed while the tiles are still of an appropriate size to make them readable. If the wallboard is not readable, consider creating reporting groups.

The reporting group should contain only physical phones/users. Virtual numbers aren't relevant to this wallboard. If a reporting group contains a mix of physical and virtual phones, we will ignore any irrelevant numbers when the wallboard is run. If the wallboard is run on a group that contains exclusively non-physical (virtual) numbers, the wallboard contents will be blank.

The tile shapes are square or rectangular and will resize dynamically to consume as much of the screen real estate as possible. The tiles will group in the most sensible manner in a suitable grid and will dynamically arrange themselves, most likely viewed best on a screen with an aspect ratio of 16:9.

Contained within each tile is the name of the user in large text and their DDI in small text. If the account is appropriately configured, the user's short code is shown in place of their DDI. The tiles are ordered alphabetically starting with the tile in the top left of the wallboard, running left to right across the top row, then down to the row below, continuing in this vein until reaching the tile in the bottom right.

The wallboard will monitor the user's default phone (or default device in the case of a Universal licence holder). If no default phone is set, the tile will not update when the user's state changes. Please note, if a user only has one phone, that will automatically be their default phone.

The wallboard background is black. The tiles will change colour depending on the state of the user (and be annotated with the name of the state):

- Green – available (this state is calculated based on the absence of any of the states below)
- Red – busy on a call (user-based state)
- Orange – ringing (including calls via virtual numbers, user-based state)
- Blue – DND on (phone-based state)
- Purple – Divert unconditional on (phone-based state)

The tiles show the time since the last state change in hh:mm:ss format. The last state change timer resets for ANY change of state, regardless of the previous state (except 'Ringing'). For example, a user can be in DND or Divert but could still make an outbound call. The 'time in state' counter resets to 00:00 at midnight, as per the data of most other wallboards.

Example Image



Setup

A company administrator should log in to their Evonex Account at <https://www.telephony-cloud.com> and navigate to **'Reports > KPI Wallboards'**

They should select **'User Activity'** from the **'Report Type'** drop-down list. They may then optionally select a reporting group from the **'Reporting Group'** drop-down list or select **'All Company Phones'** to run it on all users/phones on the account:

Today's KPIs

Report Type:

User Activity

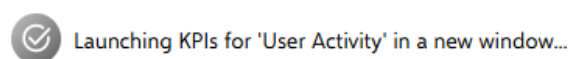
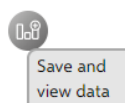
Reporting Group:

All Company Phones

Show numbers:

Yes

When they click the **'Save and view data'** button, the Wallboard will open in a new browser window and a confirmation message will be displayed.



Enhanced Wallboard Security

This section outlines a change we're making which will enhance the security of your customer's wallboards. From early March 2025 each newly launched wallboard URL will have a validity period of 14 days, which means that URL can only be launched and re-launched during that timeframe. Once the wallboard is running, it will continue to run beyond the validity period (and in fact indefinitely) just it does today. However, once the 14-day validity period has expired, any new attempts to launch the wallboard using the same URL will not be successful.

For more details of this change and its impact on your wallboards, please contact your support team. To assist, we've collated some frequently asked questions below:

FAQs

Q What happens if I refresh or relaunch the wallboard browser tab, or copy the URL to another device or session WITHIN the 14-day validity period?

A Operation will be unaffected, and the wallboard will continue to work as normal.

Q What happens if I refresh or relaunch the wallboard browser tab, or copy the URL to another device or session BEYOND the 14-day validity period?

A The wallboard will not function, and an error message will be shown. You will need to log into the portal and generate a new URL for the desired wallboard. The new URL will have a fresh 14-day validity period which can be copied to another PC or browser session before expiry.

A After the 14-day validity period has expired, can I launch a wallboard without logging into the portal?

A No, you must generate a new URL via the portal. Of course, once generated, you can launch that URL in new browsers or PCs for up to 14 days.

Show 'All CLIs'

Allow existing wallboards to show all members of a reporting group whether they have made/received calls so far today or not. With this setting disabled (default), a row in the table is only shown when a call has been made/received by a user in the reporting group. When enabled, all users in the reporting group are shown on the wallboard even if they have yet to make or receive a call today. This applies to the following wallboard types:

- Calls Overview
- Inbound Calls
- Inbound Calls (Agents)
- Queued Calls
- Outbound Calls

The current reporting group limit of 15 members can be increased by logging a support request with your technical team. Consideration should be given to whether all users will fit on the screen.

Users are sorted top to bottom by total calls - most to least.

- Users who have 0 calls are shown at the bottom of the wallboard.
- If users have equal calls, they are sorted alphabetically where possible.

END