User Guide for TASKE DisplayCentral Designer

Version: 8.8
Date: 2008-09-30

TASKE TECHNOLOGY

Table of Contents

Chapter 1 Welcome

Using TASKE DisplayCentral Designer, you design the information that you want to appear on display screens in your contact center (plasma, LCD or projector technologies). You can show the real-time status of resources (such as agents or queues) and enhance this content with the date, time, text messages, web pages, and web feeds. Designs you create using TASKE DisplayCentral Designer are referred to as layouts.

When you are satisfied with your layout, run it on the display screen in your contact center using TASKE DisplayCentral. The run-time layout gives people in your contact center convenient access to information that helps them respond to changing conditions, such as an increase in the number of calls waiting.

Designing Layouts

Use DisplayCentral Designer to choose the elements to include and where they will appear on the display screen. Designing a layout can be as simple as creating placeholders and then adding content to them. Many additional options are available, including those to scroll content across the contact center display screen and define alarms to call attention to certain conditions, such as a low number of agents who are logged in.

Customizing Options for Layouts

While designing a layout, you can customize options, such as the labels used to identify resources, as well as the color used to represent agent states. You can also preview the layout to make sure that content appears as intended before you make it available in your contact center.

Chapter 2 Changing Your Password

When you were given access to DisplayCentral Designer, your administrator assigned a password that you must provide when logging on to the applications.

You can change your password at any time. The password requirements are determined by your TASKE administrator. If you need more information about password requirements, contact this administrator.

To change your password:

1. Click **Tools, Change Password**.
2. In the Old password box, type the current password.
3. In the New password box, type the new password.
4. In the Confirm new password box, type the new password.
5. Click **OK**, and then click **OK** again.

Chapter 3 Setting Up a Layout

This chapter describes how to create, open, and save a layout, as well as how to define its properties. This chapter also describes how to access the toolbox, which is used to design a layout.

Creating or Opening a Layout

The first step in setting up a layout is to create it. A good practice is to save the layout as soon as possible.

You can open existing layouts at any time.

To create a layout:

- Click File, New.

To open an existing layout:

1. Click **File, Open**.
2. Double-click the layout file.

   Layout files use the .xml extension.

Saving a Layout

A good practice is to save the layout as soon as possible after creating it and frequently while you work to ensure that you don’t lose changes if there is a problem with your computer. You can save a layout after making at least one change to it.

Layouts are saved as Extensible Markup Language (XML) files, and use the .xml extension.

To save a layout:

1. Click **File, Save**.
2. If this is the first time you’ve saved the layout, type a name for the file, and click the **Save** button.

If you are finished the layout and want to make it available for display using DisplayCentral, ensure you publish the layout.

You can save the current layout using a different name using the **File, Save As** command.

Defining Properties for a Layout

If your contact center uses more than one layout, properties can help you keep track of who created each layout and what its purpose is.

Properties include the:

- location and filename of the layout
- name of the author
- name of your company
- description, such as the purpose of the layout
- comments that provide any additional information that you want to record with the layout

You define all properties, except the location and filename. DisplayCentral Designer automatically fills in the location and filename property, named “File”, when you save the layout for the first time. All other properties are optional.

To define properties:

1. Click **File, Properties**.
2. Type the information into the appropriate boxes and then click **OK**.

Showing or Hiding the Toolbox

The toolbox contains the components and resources that you can add to a layout.

By default, the toolbox is hidden. When you want to add components and resources to your layout, you choose to show the toolbox. When it is open, the toolbox remains on top of your layout. You may want to hide the toolbox when you aren’t using it to make more room to view a layout.

To show or hide the toolbox:

- Click **View, Toolbox**. When the toolbox is open, a checkmark appears beside the Toolbox command.

  Alternatively, click Ctrl+T.

Chapter 4 Designing a Layout

This chapter describes how to design a layout by adding the components and resources you want it to include, and understanding the different types of displays available to you. You can preview the layout as you design it to ensure that it will run as you intend.

Choosing Components and Resources for a Layout

A layout can include any combination of many components and resources (referred to collectively as “elements”). The elements you choose and their organization depends on the information you want to convey using the contact center display screen and the space available on the display screen.

The elements available for layouts are listed in the toolbox. Resources include agents, queues, and queue groups. Components include:

- **current date/time** for adding the date only, the time only, or both the date and time.
- **image** for adding image files with the following extensions: .bmp, .gif, .jpg, and .ico.
- **web feed** for publishing content from a web provider using a web feed.

  For example, you can add a web feed of current headlines supplied by a news provider. When you run the layout, the headlines are published on the display screen and DisplayCentral updates them when the web feed makes new content available.
- **static text** for adding text, such as a message to remind agents of reduced contact center hours for an upcoming statutory holiday.
- **web page** for adding a web page, such as your corporate home page.
- **ticker** or **sequencer** for creating dynamic displays for content.

  Tickers scroll content horizontally across the display screen. Sequencers display the content for one element at a time, showing each element once, and then restarting from the first element. For example, you can use a sequencer to show the current time, followed by the current date, and then restart the sequence with the current time. The content shown by a ticker or sequencer is determined by the elements you add to it.

Every element has a set of properties. For example, if an agent belongs to more than one queue, use agent properties to choose which queue you want to show the agent’s status for. Static text properties let you define the text for display, as well as colors for the text and its background.

Planning Static Versus Dynamic Displays for Content

The run-time layout on the contact center display screen shows real-time content. For example, you can design a layout to show the number of agents currently logged in. As agents log in or log out, DisplayCentral updates the run-time layout to show the current status.

In addition to these real-time updates, content can use a static or a dynamic display. To understand the difference, look at an example where you want to show information about ten agents on the display screen.

For a static display, each agent has its own position in the layout. The benefit of a static display is that the real-time content for all ten agents (for example, the agents’ names, statuses, and so on) remains on the display screen at all times.

For a dynamic display, all agents are added to a single container, which is either a ticker or a sequencer. The container manages the display of content. For example, a ticker scrolls content for the ten agents across the display screen, showing content for the first agent, followed by content for the second agent, and so on. Depending on the width of the display screen, the content for only a few agents will be visible at a given time. The benefit of a dynamic display is that you can conserve space on the display screen while showing the content for the ten agents in a linear sequence. Dynamic displays are also useful for showing information that doesn't change frequently while minimizing the space in the layout required to show the information.

Note: The dynamic displays for tickers or sequencers are not activated until you preview or run the layout.

Creating Placeholders

A new layout doesn't contain any content. For each component or resource (referred to collectively as an “element”) you plan to add to the layout, you must first create a placeholder that represents the element’s position.

You create placeholders using rows, columns, and grids. For example, create three placeholders by splitting the initial layout into two rows and then splitting the top row into two columns.

When adding a row or column (either by inserting one or splitting an existing placeholder), DisplayCentral creates it relative to the currently selected placeholder. For example, you can choose to create a row above or below the current placeholder.

Each cell in a grid is one placeholder. When adding a grid, you choose the number of cells to include and the grid dimensions, such as 3 cells by 3 cells, 6 cells by 2 cells, and so on. Grid cells (or placeholders) have the same size, which is ideal for showing similar types of resources. If a grid is selected and you add a row or column, the new row or column is subdivided into the same number and size of cells as in the selected grid.

To insert a row:

1. Right-click the placeholder and click **Insert**.
2. Click **Row Above** or **Row Below**.

To insert a column:

1. Right-click the placeholder and click **Insert**.
2. Click **Column to the Left** or **Column to the Right**.

To split an area into a grid, two rows, or two columns:

1. Right-click the placeholder and click **Split**.
2. Click **Grid**, **Two Rows**, or **Two Columns**.
3. For a grid, In the template that appears, highlight the squares that represent the number and dimension of the cells, and then click the mouse button.

Adding Agents

You can add agents to placeholders, tickers, and sequencers in the layout.

If an agent belongs to more than one queue, use agent properties to choose which queue you want to show the agent's status for. For example, if an agent belongs to the Support queue and the Training queue, you can choose to show the status for the queue that the agent is currently logged in to. If you want to show the agent's status in more than one queue at a time, you can add one instance of the agent to the layout for each queue the agent belongs to, and then set the properties for each instance to a specific queue.

To add an agent:

1. From the toolbox, click **Agents**.
2. From the Agents list, click the agent and drag it to its location in the layout.

To set the queue for the agent:

1. Right-click the agent and click **Properties.**

   You can also double-click the agent header bar.
2. From the queue list, click the queue, and then click **OK**.

Adding Images

You can add images to placeholders in the layout. Image files can use the following extensions: .bmp, .gif, .jpg, and .ico.

When you add an image, it is sized to fill the placeholder. If the image uses a transparent color, the placeholder's background color shows through the transparent areas of the image. By default, the background color is white. You can change the image properties to revert the image to its original dimensions, as well as to change the background color of the placeholder. If you revert the image to its original dimensions and the image is smaller than the placeholder, the background color appears around the image.

To add an image, do one of the following:

- From the toolbox, click **Components**. From the Components list, click **Image** and drag it to a placeholder.
- Drag an external image file (for example, an image file listed in Explorer) to the placeholder. This action creates the image component and defines its Location property at the same time.
- For Mozilla Firefox, you can paste an image location URL into the blank placeholder or into an existing image component.

To define properties for the image:

1. Do one of the following:
    - If you added the Image component to the layout, right-click the component and click **Properties**. In the Location box, type the location and file name of the file for the image.
    - If you dragged an external image to an empty placeholder, right-click the image component in the layout and click **Properties**. The Location property is already defined.

    You can double-click the image header bar to quickly access the properties.
2. In the Background color box, click the color tile and then click the color for the background.
3. If you don't want the image sized to fit in the placeholder, deselect the Size to placeholder check box.
4. Click **OK**.

Adding Queues and Queue Groups

You can add queues and queue groups to placeholders, tickers, and sequencers in the layout.

For each queue or queue group in the layout, properties define the:

- color of the text
- color of the background
- agent states for display **or** statistics for display and their order
- type of alarms that are enabled for each statistic and the condition that triggers each alarm

Agent States versus Queue Statistics

For queues and queue groups, you can display one of the following:

- one cell for each agent, showing the current state and length of time in the state

  By default, agents in unknown or logged out states are not included in the display, but you can change this default when defining the properties.
- statistics for the queue or queue group and the order of the statistics.

  If you choose to display many statistics, the queue may be best included in a ticker so that the statistics scroll across the display screen.

  You choose to display only one or two queue statistics that are important to you. For example, to show only the number of calls waiting in a queue, turn off all other queue statistics. If you add the queue to a placeholder with a static display, the number of calls waiting will always be on the display screen.

Alarms Types

Two types of alarms are available for all statistics: one alarm provides a warning notification and another alarm provides a critical notification. When an alarm is triggered, the text of the associated statistic and its value changes color. For example, you can define a warning alarm that is triggered when five or fewer agents are logged in and a critical alarm that is triggered when the number of agents who are logged in drops to three or fewer. When the warning alarm occurs, the text for the Agents Logged In statistic and its value changes to the color yellow. When the number of agents logged in drops to three, this text changes to the color red.

Note: When only a single statistic is selected and an alarm occurs, the background color changes to the alarm color, instead of the text color.

To add a queue or queue group:

1. From the toolbox, click the resource type: **Queues** or **Queue Groups**.
2. From the resource list, click a resource and drag it to its location in the layout.

To define properties for the queue or queue group:

1. Right-click the resource and click **Properties.**

   You can also double-click the resource header bar.

2. If you want to use an alternate name for the resource instead of the ID, select the Alias check box and type the name.

   You can save space in the display by selecting the Alias check box and leaving the Alias text box blank. An alias or ID is not displayed.

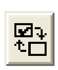
3. If you want to show agent states, click **Agents**.

   To include agents in unknown or logged out states, select the appropriate check box.

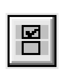
4. If you want to show statistics, click **Statistics** and do the following:

   - From the Text color box, click a color for the component text.
   - From the Background color box, click a color for the component background.
   - Select the statistics to show for this resource, and choose the order in which statistics will be listed.

     You can quickly select or deselect all highlighted check boxes by clicking the **Toggle Selected Item Checkmarks** button.

     You can quickly highlight all check boxes by clicking the **Select All Items** button.

     To change the order of a statistic, click the statistic and use the **Up** arrow or the **Down** arrow to move the statistic to its new position in the list.

5. If you want to set alarms for a statistic, click the statistic in the Statistic area and then select the check boxes for the alarms you want to use. For each selected alarm, type the value that will trigger the alarm. If you use both alarm types, the alarm with the highest value determines the more serious condition, giving you the flexibility to set the severity of a critical or warning alarm relative to each other.

Tip: You can quickly add another queue or queue group with the same properties as an existing one. Press the Control key while dragging the existing resource to a new cell. In the Properties of the copied resource, click the ID of the new resource.

Adding the Current Date or Time

You can add the date, time, or both the date and time to placeholders, tickers, and sequencers in the layout. Properties for this component let you choose the value to display and color settings. The format used for the date and time is the same as the format selected in your Windows settings. For information about these settings, see the Windows documentation.

Note: When you add the current date/time component to a placeholder, the format is shown. The date or time will be displayed when you preview or run the layout.

To add the date or time:

1. From the toolbox, click **Components**.
2. From the Components list, click **Current Date/Time** and drag it to its location in the layout.

To define date or time properties:

1. Right-click the current date/time component in the layout and click **Properties**.

   You can also double-click the current date/time header bar.
2. From the Format list, click the value you want to display: **Date and time**, **Date only**, or **Time only**.
3. From the Text color list, click the color that you want to use for the text.
4. From the Background color list, click the color that you want to use for the date/time background.

Adding Web Feeds

You can add web feeds to placeholders, tickers, and sequencers in the layout. Web feeds let you publish content from a web provider and update the content on a regular basis. Both of the main web feed formats are supported: Really Simple Syndication (RSS) and Atom.

Properties for this component let you define the location of the web feed and how often DisplayCentral will check the web feed for updates.

By default, the web feed uses DisplayCentral’s built in stylesheet to format the content. You can apply a different stylesheet using the component properties. If there is a problem with the stylesheet you choose, such as the file path or name is incorrect, the built in stylesheet will be used. We recommend that only users with advanced knowledge of stylesheets use this property.

Note: When you add a web feed to a placeholder, the location and refresh values are shown. The web page will be displayed when you preview or run the layout.

To add a web feed, do one of the following:

- From the toolbox, click **Components**. From the Components list, click **Web Feed** and drag it to its location in the layout.
- Drag an external web feed file to its location in the layout. This action creates the web feed component and defines its Location property at the same time.
- Copy the link for an external web feed. Right-click in its location in the layout and click **Paste**. This action creates the web feed component and defines its Location property at the same time.

To define properties for the web feed:

1. Do one of the following:
   - If you added the web feed component to the layout, right-click the component and click **Properties**. In the Location box, type the location and name of the .xml file for the web feed.
   - If you dragged an external web feed file or pasted its link in an empty placeholder, right-click the Web Feed component in the layout and click **Properties**. The Location property is already defined.

   You can double-click the web feed header bar to quickly access the properties.
2. If you want to use a different stylesheet than the default stylesheet, in the Stylesheet box, type the location and name of the .xsl file or .xslt file for the stylesheet. Alternatively, you can drag an external stylesheet file to the Web Feed component.
3. From the Refresh list, type the time interval (in minutes) that you want DisplayCentral to check for updates from the web feed, and if updates are available, display them.

Adding Web Pages

You can add web pages (.htm, .html, or .txt files) to placeholders, tickers, and sequencers in the layout. Properties for this component let you define the location of the web page and how often DisplayCentral will update the web page. When defining the location of a web page, you can specify a path to a file on your computer or a web address (for example, **http://taske.com**).

Note: When you add a web page to a placeholder, the location and refresh values are shown. The web page will be displayed when you preview or run the layout.

To add a web page, do one of the following:

- From the toolbox, click **Components**. From the Components list, click **Web Page** and drag it to its location in the layout.
- Drag an external web page file to its location in the layout. This action creates the web page component and defines its Location property at the same time.

To define properties for the web page:

1. Do one of the following:
   - If you added the web page component to the layout, right-click the component and click **Properties**. In the Location box, type the location and file name of the file for the web page.
   - If you dragged an external web page file or pasted its link in an empty placeholder, right-click the web page component in the layout and click **Properties**. The Location property is already defined.

   You can double-click the web page header bar to quickly access the properties.
2. In the Refresh every box, type the time interval (in minute) that you want DisplayCentral to update the web page.

Adding Static Text

You can add static text to placeholders, tickers, and sequencers in the layout. For example, static text is a good way to display reminders about scheduling changes. Properties for this component let you define the text for display and its colors.

To add static text, do one of the following:

- From the toolbox, click **Components**. From the Components list, click **Static Text** and drag it to its location in the layout.
- Drag text from an external application to its location in the layout. This action creates the static text component and defines its Subject Line property at the same time. The text can contain a maximum of 255 characters.
- Copy text from an external application. Right-click in a placeholder, ticker, or sequencer and click **Paste**.

To define properties for the static text:

1. Do one of the following:
   - If you added the static text component to the layout, right-click the component and click **Properties**. In the Subject line box, type the text.

     You can type or drag a maximum of 255 characters.
   - If you dragged text from an external application or pasted text in an empty placeholder, right-click the static text component.

     You can double-click the static text header bar to quickly access the properties.
2. From the Text color box, click the color for the text font.
3. From the Background color box, click the color for the component background.
4. Click **OK**.

Adding Sequencers

You can add sequencers to placeholders in the layout. Sequencers produce dynamic displays by showing the content for one element at a time, and then restarting the display from the first element. Properties for this component let you define the length of time that the content for elements is displayed.

Sequencers are used in combination with other elements. For example, you can add the current time and the current date to a sequencer to alternate the current time with the current date on the display screen. The layout displays elements in the order you add them to the sequencer.

Note: When you add elements to a sequencer, the dynamic action is not activated until you preview or run the layout.

To add a sequencer:

1. From the toolbox, click **Components**.
2. From the Components list, click **Sequencer** and drag it to a placeholder.

To define properties for the sequencer:

1. Right-click the sequencer in the layout and click **Properties**.

   You can double-click the sequencer header bar to quickly access the properties.

2. In the Interval Duration box, type the time interval (in seconds) that you want DisplayCentral to change the content in the sequencer.

To add elements to the sequencer (for example, to change their properties or delete elements):

1. Do one of the following:
   - From the toolbox, select the type of element you want to add, and then drag the element to the sequencer. For example, to add an agent, click **Agents** in the toolbox. From the agent list, click an agent and drag it to the sequencer.
   - Drag elements from another placeholder in the layout to the sequencer. You can also copy elements from another placeholder by pressing the Ctrl key while dragging the element.
2. Right-click the element and click **Properties**. Define the properties and then click **OK**.
3. Repeat Steps 1 and 2 for each element you want in the sequencer.

To access elements after they have been added to the sequencer:

- Click the arrow buttons in the header bar of the sequencer's elements.

Adding Tickers

You can add tickers to placeholders in the layout. Tickers produce dynamic displays by scrolling content horizontally across the display screen. Properties for this component let you define the scrolling speed of the ticker.

Tickers are used in combination with other elements. For example, you can add a queue group to a ticker to scroll the queue group content across the display screen. If you add more than one element to a ticker, the layout displays them in the order you add them to the ticker.

Note: When you add elements to a ticker, the dynamic action is not activated until you preview or run the layout.

To add a ticker:

1. From the toolbox, click **Components**.
2. From the Components list, click **Ticker** and drag it to a placeholder.

To define properties for the ticker:

1. Right-click the ticker in the layout and click **Properties**.

   You can double-click the ticker header bar to quickly access the properties.

2. In the Scrolling speed box, click a value from 1 (slowest) to 5 (fastest).

To add elements to the ticker:

1. Do one of the following:
    - From the toolbox, select the type of element you want to add, and then drag the element to the ticker. For example, to add an agent, click Agents in the toolbox. From the agent list, click an agent and drag it to the ticker.
    - Drag elements from another placeholder in the layout to the ticker. You can also copy elements from another placeholder by pressing the Ctrl key while dragging the element.
2. Double-click the element header bar, define the properties and then click **OK**.
3. Repeat Steps 1 and 2 for each element you want in the ticker.

To access elements after they have been added to the ticker (for example, to change their properties or delete elements):

- Click the arrow buttons in the header bar of the ticker's elements.

To scroll the ticker in the design layout:

- Hold the arrow buttons in the header bar of the ticker's elements.

Moving, Copying, or Resizing Components or Resources

After adding components or resources to the layout, you may want to move or copy them to another placeholder in the layout. For example, copying an existing agent who belongs to more than one queue is a quick way to add multiple instances of the agent to the layout. You can then redefine the properties for each instance to specify the queue that you want to monitor.

You can also resize components or resources in rows or columns. You can't resize components or resources in grids.

To move a component or resource:

- Click the header bar of the component or resource and drag it to the new placeholder.

To copy a component or resource:

- Click the header bar of the component or resource and press the Ctrl key while dragging it to the new placeholder.

To resize a component or resource, except a grid:

- Click the border of the component or resource and drag to the new size.

Removing Placeholders, Components or Resources

You can remove any placeholder (row, column, or grid), component, or resource in the layout. The remaining content in the layout automatically resizes.

You cannot remove individual cells in a grid.

If a placeholder, ticker, or sequencer contains a component or resource, its components or resources are also removed. To remove only the component or resource, ensure it is selected instead of the placeholder, ticker, or sequencer.

To remove a placeholder, component, or resource:

1. Right-click the placeholder, component, or resource, and then click **Remove**.
2. Click the item name.

Previewing a Layout

While you design a layout, you can preview it on your own computer monitor. For example, preview layouts to ensure that any tickers or sequencers function as intended before you run the layout on the contact center display screen. These dynamic displays don’t operate until you preview or run a layout.

When previewing a layout, you may be able to change the aspect ratio to one similar to the type of display that the layout will be shown on. The aspect ratio is maintained if you resize the preview window.

To preview a layout:

- Click Edit, Preview Layout.

To change the aspect ratio:

1. Right-click in the preview window and click **Aspect Ratio.**
2. Click the aspect ratio. For example, choose 16:9 for a widescreen display or 4:3 for a standard television or computer monitor.

To close a preview:

- Click Windows Close button (**x**) in the top, right corner of the preview window.

DisplayCentral Designer will automatically close the preview window after 60 seconds.

Chapter 5 Customizing Options for a Layout

This chapter describes how to customize the resources that you added to the layout. For example, you can change the default colors for agent states and queue alarms.

Choosing Colors for Agent States

The state of an agent in a layout is indicated by its text label and background color. One color is used for each agent state. For example, the background for all agents who are logged out may be light blue and the background for all agents who are on hold may be green. These agent state colors can help you determine at a glance the general status of all agents.

Default colors are defined for all agent states. You can choose different colors to suit your contact center. The new colors will be used for the current layout and any layouts opened or created from now on.

To choose colors for agent states:

1. Click **Edit, Colors**.
2. Click the **Agents** tab.
3. For each agent state, click the color list and click the new color.
4. Click **Apply** to preview the new color.
5. Click **OK**.

Choosing Colors and Display Settings for Queue and Queue Group Alarms

When defining properties for queues or queue groups, you can enable alarms to provide notifications when conditions for individual statistics exist.

You can define that, when an alarm is triggered, the associated text in the run-time layout changes to colors that you choose. You can choose one color for warning alarms and another color for critical alarms.

In some environments, an alarm may require more than a text color change to highlight it. Display settings further highlight alarms. Text colors and backgrounds may be inverted. For example, if the alarm text is blue and the background is pink, then when the alarm is triggered, the text changes to yellow and the background changes to black. If you choose to invert colors, the colors may also be set to alternate. In this case, the pairing of blue text on a pink background alternates with the pairing of yellow text on a black background. Display settings are global options, which mean that they are applied to all alarms.

The new colors and display settings will be used for the current layout and any layouts opened or created from now on.

To choose colors for queue and queue group alarms:

1. Click **Edit, Colors**.
2. Click the **Queues** tab.
3. For each alarm, click the color list and click the new color.
4. Click **Apply** to preview the new color.
5. Click **OK**.

To apply display settings for queue and queue group alarms:

1. Click **Edit, View Options**.
2. Click the **General** tab.
3. Select the check boxes to choose the display options. You can select the **Alternate** check box only if you first select the **Invert colors** check box.
4. Click **OK**.

Choosing View Options for Agents, Queues, and Queue Groups

You can choose the options that you want to show for all agents, queues, and queue groups in the layout.

For agents, queues, and queue groups, you can choose one or more of the following options for labels: ID, Name, and Nickname. For example, if you choose to show all three options for an agent named “John Smith” with the nickname “John S” and an ID of “800”, the label is displayed as:

John Smith (John S) 800

For agents, you can also choose one or more options for additional information about the agent’s current status, such as the current state (for example, idle, hold, or logged out), the telephone number that the agent is working with, and the agent’s extension.

You can change the order of the options. For example, you can rearrange the order of the labels for agents such that the ID appears before the nickname:

John Smith 800 John S

The new view options will be used for the current layout and any layouts opened or created from now on.

To choose view options:

1. Click **Edit, View Options**.
2. Click the **Agents** tab or the **Queues** tab.

   The options you choose from the Queues tab apply to both queues and queue groups.
3. Select the check box for each option you want to show for labels.

   An option is selected when a checkmark is displayed in its check box.
4. For agents only, select the check box for each option you want to show about agents’ statuses.
5. To change the order of the options (such as the labels for agents), click an option and drag it to its new position.
6. Click **Apply** to preview the new view options.
7. Click **OK**.

Choosing Labels for Agent States or Queue Statistics

Agent states, queue agent statistics, and queue call statistics are given a text label in the layout. For example, when an agent in the layout is logged out, the display text states, “Logged Out”. You can change the display text if other text is more suitable for your contact center. The new labels will be used for the current layout and any layouts opened or created from now on.

To change the display text for resource states or statistics:

1. Click **Edit, Display Text**.
2. Click the tab that contains the display text you want to change: **Agent States**, **Queue Agent Statistics**, or **Queue Call Statistics**.
3. For each type of display text you want to change, delete the current display text and type the new text.
4. Click **Apply** to preview the new text.
5. Click **OK**.

Choosing the Time Duration Format

The default time duration format for resources is h:mm:ss. This format shows leading zeros, depending on the length of time represented. For example, forty-five minutes and ten seconds appears as 0:45:10. Additional time duration formats that remove leading zeros are available. For example, using the mm:ss time format, forty-five minutes and ten seconds appears as 45:10.

The correct time appears regardless of the chosen format. For example, if you choose the mm:ss format, the number of hours will still be displayed (for example, 11:55:04). The purpose of the time duration formats is only to remove leading zeros.

To choose the time duration format:

1. Click **Edit, View Options**.
2. Click the format and then click **OK**.

Choosing the Text Font

You can choose the font that is used for all text in the layout and any layouts opened or created from now on.

Depending on the space available on the display screen and the amount of content included in the layout, text in cells for resources may be sized such that the use of white space is not optimal. By default, a fixed font size is applied to resource text. You may find that a dynamic font size optimizes the use of white space in cells. This option is a global setting, which means that the fixed or dynamic option applies to all the text in the layout.

To choose the text font:

1. Click **Edit, Font**.
2. Click the font and then click **OK**.

To choose the resource font size:

1. Click **Edit, View Options**.
2. Click **Fixed** or **Dynamic**, and then click **OK**.

Chapter 6 Publishing a Layout

This chapter describes how to publish a layout and update a published layout if you make changes to it.

Publishing a Layout

After designing a layout, you publish it to make it available for display. Unlike saving a layout, you publish a layout to make it available to the DisplayCentral computer that is connected to the display screen in your contact center.

A layout must be saved at least once before you can publish it.

To publish a layout:

1. Click **File, Publish Layout**.
2. Click the name of the saved layout and click the **OK** button.

Updating a Run-time Layout

You can make changes to a layout and update its run-time version without closing it on the display screen in your contact center. After making changes to a layout and saving them, DisplayCentral automatically updates the run-time layout in a few seconds.

To update a run-time layout:

1. Open the design layout.
2. Make the changes to the design layout.
3. Save the design layout.
4. Publish the design layout.

Appendix A Queue and Queue Group Statistics Reference

Queue Agent Statistics

The following queue agent statistics are available for queue and queue groups.

Agents ACD

The number of agents who are logged in to the queue and connected to an ACD call.

Agents Available

The total number of agents who have the status of Idle, non-ACD, and ACD.

Agents Idle

The number of agents who are logged in to the queue and ready to take a call, and who are not already taking a call.

Agents Logged In

The number of agents who are logged in to the queue.

Agents Logged Out

The number of agents who are logged out of the queue.

Agents Make Busy

The number of agents who are logged in to the queue and in the make busy state. Agents in this state don't receive ACD calls.

Agents Non-ACD

The number of agents who are logged in to the queue and connected to an incoming non-ACD call.

Agents On Outbound

The number of agents who are logged in to the queue and connected to external calls they initiated.

Agents Unavailable

The number of agents who are logged in to the queue, but who are unable to take calls. For example, agents who are logged in and connected to calls are unavailable.

Agents Unknown

The number of agents who belong to the queue and are in a state that is not known.

Do Not Disturb

The definition of the Do Not Disturb state depends on your telephone system. For information about this state, contact your administrator.

Queue Call Statistics

The following queue call statistics are available for queue and queue groups.

Answered Service Factor

The percentage of calls that enter the queue that are answered.

Calls Abandoned

The number of calls in the queue that were terminated before being answered by an agent.

Calls Answered

The number of ACD calls answered.

Calls Interflowed

The number of calls that were moved to another answering point after waiting in a queue for the maximum length of time.

Calls Offered

The number of answered and abandoned calls that entered the queue.

Calls Requeued

The number of calls that were returned to the queue because they were not answered by an available agent.

Calls Waiting

The number of calls in the queue that are waiting to be answered.

Expected Wait Time

The average time (in hours, minutes, and seconds) that calls in the queue wait to be answered. This time is calculated by analyzing the length of time that previous ACD calls for the queue waited to be answered. The most recently answered calls are weighted in the calculation more heavily than older calls.

Longest Waiting Call

The time (in hours, minutes, and seconds) of the call in the queue that has been waiting the longest to be answered.

Telephone Service Factor

The percentage of calls that enter the queue that is answered or abandoned.