



# Dimensions Wallboard

By Xarios

## Fully Customizable

Choose from 100s of statistics, each with fully customizable filtering, colors & sizing

## Embedded Video/Images

Promote company branding & make wallboards stand out by adding logos & video

## Audible & Visual Alarms

Stay in control of service levels & staff performance using a variety of alarm options

## View Live Call Information

### Key Features



- Monitor live information on call traffic & user status
- Comprehensive filtering enables only relevant information to be displayed
- Use alarms for notifications on possible service level breaches or target achievements
- Create views for different areas of the business and switch between them quickly & easily
- Display Wallboards on an Amazon Fire TV stick or from a compatible web browser

Dimensions Wallboard provides clear visibility of how your call center is performing. Design specifically for large screen deployments, statistics are easy to see across a room; whether displayed on a tile or on the scrolling multi-statistic ticker.

### Customization

Each wallboard view can be customized to show the required information, with 100s of statistics to choose from and comprehensive filtering.

Images & videos can be added to wallboards, providing information to users and promoting corporate branding/messaging.

### Support for Amazon Fire TV

Wallboards can be displayed through any compatible browser or using the dedicated Dimensions Wallboard application for the Amazon Fire TV, reducing the cost of deployment and cost of ownership.

Wallboards are centrally configured, shared between users and can be viewed from multiple locations.

# Statistics & Filtering

## Stay in Control

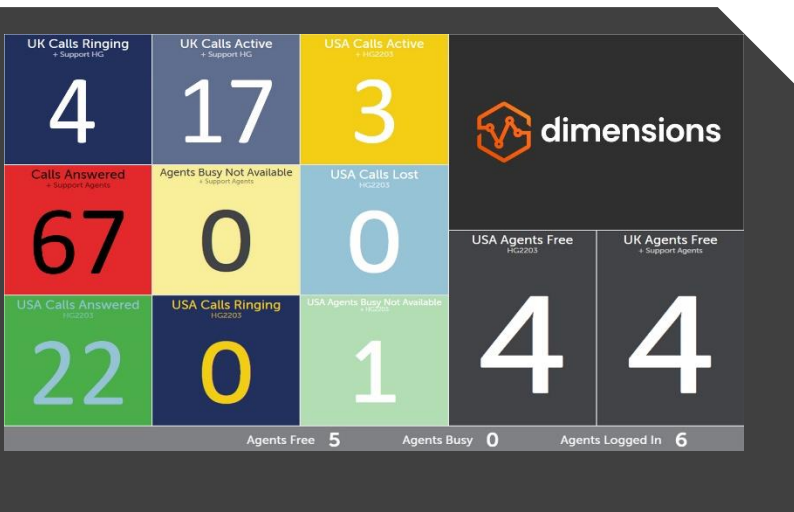
Each wallboard tile can be customized to meet requirements. Each piece of data displayed can be filtered to show exactly what is needed, along with color, sizing and location. Filters allow users to view data for specific users, customers or groups, in addition to removing specific call types they are not interested in. This allows management to target key performance indicators which can be measured and reacted to in real time, allow performance to be improved not just reported on.

## Alarms

### Email, Visual & Audio

All statistic-based tiles have configurable alarms where thresholds can be configured to; flash tiles, change color, play a sound, send an email or make a tile full screen.

Color changing alarms can be used to implement a traffic-light based system where the color of the tile changes as the statistic passes through multiple thresholds. This allows users to focus on areas which need attention.



## Workspaces

### Multiple Views & Security

Each wallboard is linked to a Dimensions Workspace which controls what data can be displayed and which users can access it. Workspaces ensure users only have access to the data they are allowed to see and also controls whether they are allowed to modify, add or delete any of the workspace elements; Filters, Wallboard Views etc.

Workspace linked wallboards can display any wallboard view configured on the workspace. Users can switch between views to see the information they need.

## Wallboard License

- Single Stat & Dual Stat Cycling Tiles
- Multi-Stat Ticker
- Media tiles supporting images and video
- Email, Audible & Visual Alarms
- Add custom messages
- Manually switch between workspace views

*Note: Wallboard licensing is based on concurrent connections to the Dimensions platform*

## General Requirements

- Chrome or Firefox
- Microsoft or Google Authentication Support
- Communications Platforms Supported: Kazoo by 2600Hz
- Wallboards can be configured using a Dimensions Supervisor/Supervisor CC user.

## Amazon Fire TV Requirements

- Fire TV 4K (2018 Model or newer)
- Fire TV OS 6 or higher
- Mains USB Power
- Wi-Fi access is required (or optional FireTV Ethernet Adaptor)
- TV must meet FireTV requirements (HDMI input, 1080 resolution etc.)

### Xarios Technologies US

4801 S Lakeshore Dr  
#201, Tempe  
AZ 85282

(+1) 888 927 4671

### Xarios Technologies UK

7 Digital Park, Pacific Way  
Salford Quays, Manchester  
M50 1DR

+44 161 786 4350

[sales@xarios.com](mailto:sales@xarios.com)