

## *ipView* WallBoard



The *ipView* WallBoard is the only WallBoard approved by Nortel for use with the Call Centre Reporting application on the Business Communications Manager (BCM) and CallPilot 100/150. *ipView* WallBoards have an integrated 10/100 BaseT NIC and can be installed in minutes. Simply apply power and input a unique IP address.

### Architecture Overview

#### Features & Benefits

- Integrated Network Interface Card (NIC)
- User Definable IP Address
- Integrated Auto Sensing 110 / 220 v PSU
- Available in two sizes
- Supports Audible Alarms
- Physical Installation
- Configuration
- Display Parameters
- Display of Titles and Messages
- Hi Intensity LED's
- Minimal Network traffic
- Competitively Priced

#### Technical Information

- ipView* WallBoard Compatibility
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## Architecture Overview

The *ipView* Wall**Board** is a compact, high intensity tri-colour (red, green, yellow) display device. It possesses an integral NIC and has been specifically designed to operate with the *ipView* **BoardServer**.

The *ipView* **BoardServer** gathers information on the real time and historical activity of a Call Centre. Information is passed via TCP/IP (over the customers LAN or WAN), using a secure proprietary format, to either an *ipView* Soft**Board** or an *ipView* Wall**Board**.

## Features & Benefits

### Integrated Network Interface Card (NIC)

The *ipView* Wall**Board** has an integrated on board NIC, which uses the universal RJ45 connector as its interface to a customer's IT Network. This means that there are no distance limitations or special serial cabling required with the installation of the *ipView* Wall**Board**.

### User Definable IP Address

The *ipView* Wall**Board** is shipped with a default IP Address and a software utility, which enables the IP address to be changed to one specified by the end user. This enables the *ipView* Wall**Board** to conform to the IP addressing policies of individual companies.

## **Integrated Auto Sensing 110 / 220 v PSU**

The *ipView* Wall**Board** is a Global product. It has an integrated auto sensing 110 / 220V Power Supply Unit which ensures that it is compatible with all the major Global Markets. There are no switches to select, no mistakes to be made. The PSU automatically detects the local Voltage and configures itself accordingly.

## **Available in two sizes**

*ipView* Wall**Boards** are available in two sizes, each displaying 2 Rows of 16 Characters:

- Standard 647mm x 188mm x 66mm 40mm Character Height
- Large 838cm x 283cm x 93cm 80mm Character Height

98% of applications will be satisfied by the Standard version of the product. However, if after installing the Standard Wall**Board** you wish to upgrade to the Large version a full credit (less carriage) will be offered if the upgrade request is notified to ITEL within 10 days of delivery.

## **Supports Audible Alarms**

On occasions it is necessary to bring to the attention of Call Centre agents the status of Alarming / Unacceptable parameters or the presence of an important message. To facilitate this the *ipView* Wall**Board** can emit an audible alarm, which will be heard above even the noisiest of Call Centres!

## Physical Installation

All **ipView WallBoards** are shipped with brackets, which can support both ceiling and wall mounting installations. In addition to providing the mounting brackets an installation template and both Power (NA, UK, Euro) and RJ45 data cables. A complete installation kit is included in every box, just discard those items that are not required.

## Configuration

**ipView WallBoards** require no on site configuration, other than to input an alternative IP address to the systems default (if required). The choice of what to display is made in the **ipView BoardServer** or in the case of BCM and CallPilot 100/150, in the Call Centre Reporting software. In the majority of cases it is Customer installable!

## Display Parameters

Up to 6 separate real time Call Centre parameters can be displayed on an **ipView WallBoard**. The choice of parameters varies depending upon what the **ipView BoardServer** is connected to. The list of Parameters detailed below reflects the options available on BCM 2.5 and CallPilot 100/150

Symbol    Description

ID	Number of Incoming calls received in the current Day
IH	Number of Incoming calls received in the current Hour
AD	Number of Abandoned calls in the current Day
AH	Number of Abandoned calls in the current Hour
OD	Number of Outgoing calls made in the current Day

OH	Number of Outgoing calls made in the current Hour
SH	Grade of Service offered in the current Hour (%)
SD	Grade of Service offered in the current Day (%)
AO	Number of Agents on Outgoing calls
AI	Number of Agents on Incoming calls
AA	Number of Agents Available to receive calls
AN	Number of Agents in the Not Ready state
AL	Number of Agents Logged in
QL	Current Queue Length - number of calls in the call queue for this Skillset
QT	Current Queue Time for the longest waiting call in the Skillset (secs.)

Symbols are displayed in Green

Parameters are normally displayed in Amber

Parameters exceeding their alarm threshold are displayed in Flashing Red

### **Display of Titles and Messages**

Static Titles and Scrolling Text Messages can be displayed on the **ipView WallBoard**. Titles appear on the top line of the **ipView WallBoard** and reduce the number of Parameters displayed to 3. Messages can be up to 64 characters long and scroll horizontally across the **ipView WallBoard**. During the period when a message scrolls no Parameters are displayed. Messages will cycle 3 times ensuring that Scrolling Messages can be:

- Manual Message - Entered and sent manually

- Library Message - Selected from a message library and sent manually
- Scheduled Message - Selected from a message library and sent automatically at defined times of the day, days of the week
- Alarm Message - Selected from the message library and sent automatically when selected parameters exceed their alarm thresholds. Alarm messages can have the real time values of a parameter embedded into the alarm message.
- Automatic Message - Generated automatically from the Hourly and Daily summaries and sent at the end on each Hour / Day

### **Hi Intensity LED's**

These special LED's enable the information being displayed on the **ipView WallBoard** to be clearly seen from distances in excess of 50 Metres. Unlike normal LED's the ones used in the **ipView WallBoard** provide a viewing arc of >150°.

### **Minimal Network traffic**

Each **ipView WallBoard** generates a maximum of 0.32Kb/s and a mean of 0.16Kb/s of data traffic. This enables the WallBoards to be reliably used across LANs and WANs without impacting the performance of a Network. Ideal for agents working from home.

### **Competitively Priced**

IP enabled WallBoards have major advantages over traditional serial WallBoards in that no special cabling or signal boosters are required. IP WallBoards are standard Network Devices which connect directly to a LAN / WAN. This means that the WallBoard can be connected anywhere in your business for the same cost.

The cost of implementing IP WallBoards can be broken down as follows.

- Data collection and distribution software (Server software)
- Installation and Systems Integration of the Server software
- Installation of the WallBoard, including cabling.
- Capital cost of IP WallBoard
- Maintenance of the Data Collection Software and IP WallBoard

Due to our unique integration with various telephone systems the total cost of implementing **ipView WallBoards** is significantly less than any other supplier. Call us at (800) 339-6741 for more information.

## Technical Information

### **ipView WallBoard Compatibility**

The **ipView WallBoard** is fully compatible with BCM 2.5 & CallPilot 100/150 Call Centre Reporting software. It is also fully compatible with all versions of the **ipView BoardServer**.

In addition, the **ipView WallBoard** is also compatible (without the need of a separate **ipView BoardServer**) with some legacy Norstar systems (using its on board Serial Interface) as illustrated in the following table.

Item	Platform Description	IP I/F	Serial I/F
1	ACD for Norstar	No	Yes
2	ACD Lite for Norstar	No	Yes
3	Norstar Call Centre	No	Yes
4	Norstar Flash ACD MIS	No	Yes

5	Business Communications Manager 1.0	No	Yes
6	Business Communications Manager 2.0	No	Yes
7	Business Communications Manager 2.5	Yes	No
8	Call Pilot 100	Yes	No
9	Call Pilot 150	Yes	No
10	<b>ipView BoardServer</b>	Yes	No

### Capacity

The maximum number of **ipView WallBoards** supported without the need of any echoing devices (**ipView SoftBoard**) is illustrated below.

Item	Platform Description	Max No. of <b>ipView WallBoards</b>
1	ACD for Norstar	16
2	ACD Lite for Norstar	16
3	Norstar Call Centre	16
4	Norstar Flash ACD MIS	16
5	Business Communications Manager 1.0	16
6	Business Communications Manager 2.0	16
7	Business Communications Manager 2.5	16
8	Call Pilot 100	16
9	Call Pilot 150	16
10	<b>ipView BoardServer</b>	Unlimited

## **Network Bandwidth Requirements**

The Average Message Length is 140 bytes, the Maximum Message Length is 180 bytes. However, all messages can be considered to be the same, because IP packages them into four packets of 100 bytes, totalling 400 bytes per message, or 0.39Kbytes. Usually these messages are sent once every 2 seconds, but they can be sent every second.

There are 400 x 8 bits in each message, giving 3200 bits. A 10base T network can transmit 10,000,000 bits per second. Thus it should take approximately 0.00032 seconds for each message to be transmitted.

Therefore the maximum load each *ipView* WallBoard places on a network is 0.32 Kbits/S, but that load is a short-term transient one, it isn't constant across the whole second. The average load is half that, 0.16Kbits/S.

## **Approval / Certification**

Nortel Approved Product (Compatibility Tested)



The *ipView* WallBoard is the only WallBoard approved by Nortel for use with the Call Centre Reporting application on the Business Communications Manager (BCM) and CallPilot 100/150.

## Safety

Complies with EN60950 and UL1950

## EMC

FCC 47CRF Part 15	Radiated Emissions	Class A
EN55022	Radiated Emissions	Class A
	Conducted Emissions	Class A
EN50082-1	Immunity	