


Nmonitoring – HOW TO PUBLISH A PUBLIC WALLBOARD

From Home Page select 'Users'

And 'edit' robot

<input type="checkbox"/>	keyupdater	Key Updater		No	No	ROBOTS	KEYUPDATE	
<input type="checkbox"/>	robot	Ro Bot		Yes	No	ROBOTS		
<input type="checkbox"/>	webqloader	Web-based Qloaderd		Yes	No	WQLOADER		

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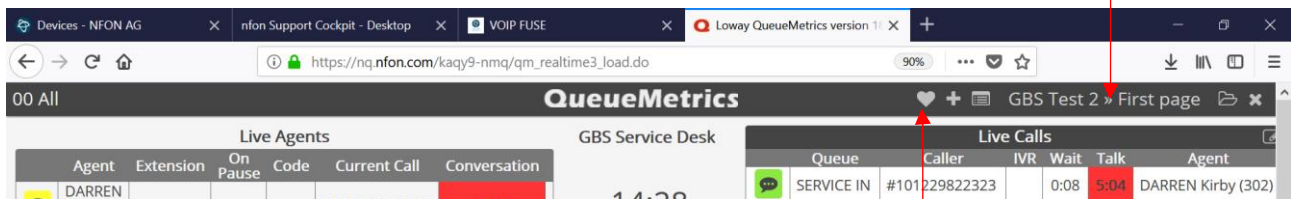
Change the Password to something simple i.e. like 1234

SAVE and BACK

Return to Wallboard to check configuration by left clicking

This will open the Wallboard Configuration, check that 'Public' is selected,

SAVE and CLOSE



The screenshot shows the QueueMetrics web interface. At the top, there are several tabs: 'Devices - Nfon AG', 'nfon Support Cockpit - Desktop', 'VOIP FUSE', and 'Loway QueueMetrics version 1:'. The browser address bar shows 'https://nq.nfon.com/kaqy9-nmq/qm_realtime3_load.do'. The main interface has a dark header with 'QueueMetrics' and a heart icon. Below the header, there are three sections: 'Live Agents' (showing agent DARREN), 'GBS Service Desk' (showing 14:29), and 'Live Calls' (showing a call from SERVICE IN #101229822323 with a wait time of 0:08 and talk time of 5:04). A red arrow points from the text above to the heart icon in the top right corner of the QueueMetrics header.

Return to Wallboard and select

...the heart shaped icon. This will copy the wallboard URL.

On a clipboard paste the URL and replace the *** within the URL with the new password. This is the 'new' URL to paste into your web browser.