

# Farlon Wall Board (for Cisco UCCX) Installation and Configuration – 2.5

*Farlon Wall Board* (for Cisco UCCX) is a Farlon web site, providing statistic information in a user friendly overview. Farlon Wallboard is special designed to be use on wall screens or in full size user browser views.

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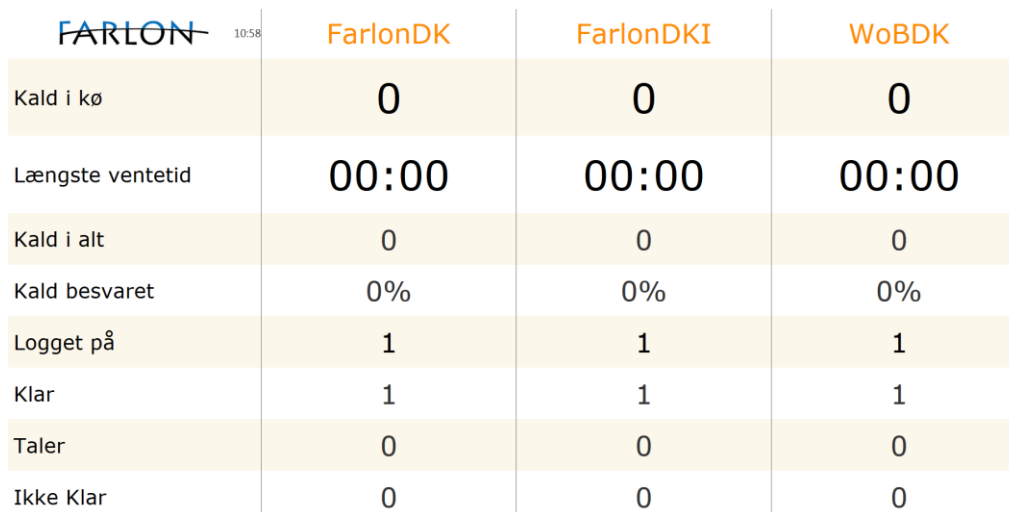
Created by Farlon / Paul Sørensen

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## Farlon Wall Board: Functions

In a standard Farlon OVA installation, *Farlon Wall Board* will be configured to display the 3 standard Farlon queues.

The *Farlon Wall Board* is a web site hosted on the Farlon server and is displayed by using the standard url :  
([http://Farlon\\_server/FarlonWallboard](http://Farlon_server/FarlonWallboard))



|  10:58 | FarlonDK | FarlonDKI | WoBDK |
|-----------------------------------------------------------------------------------------|----------|-----------|-------|
| Kald i kø                                                                               | 0        | 0         | 0     |
| Længste ventetid                                                                        | 00:00    | 00:00     | 00:00 |
| Kald i alt                                                                              | 0        | 0         | 0     |
| Kald besvaret                                                                           | 0%       | 0%        | 0%    |
| Logget på                                                                               | 1        | 1         | 1     |
| Klar                                                                                    | 1        | 1         | 1     |
| Taler                                                                                   | 0        | 0         | 0     |
| Ikke Klar                                                                               | 0        | 0         | 0     |

Figure 1

*Farlon Wall Board* Basic is included in the Farlon Agent Desktop standard installation (OVA) and license (Figure 1)



|  18:14 | Administration | Attendants       | Sales        |
|-------------------------------------------------------------------------------------------|----------------|------------------|--------------|
| Kald i kø                                                                                 | 0              | 0                | 0            |
| Længste ventetid                                                                          | 00:00          | 00:00            | 00:00        |
| Kald besvaret                                                                             | 0% [0/0]       | 0% [0/0]         | 0% [0/0]     |
| <b>Angela Reed</b>                                                                        | <b>Frokost</b> | <b>Ikke klar</b> | <b>00:00</b> |
| Jacob Hansen                                                                              |                | Klar             | 00:00        |

Figure 2

*Farlon Wall Board* Extended enables Agent statistic in the *Farlon Wall Board* (Figure 2)

*Farlon Wall Board* comes with serval layouts that can be manual administrated. Contact Farlon for more information on available layouts.

In the current version of the *Farlon Wall Board*, the statistical data are collected directly from the Cisco UCCX database.

*Farlon Wall Board* also come in a stand-alone solution for customers that do not have a Farlon Agent Desktop solution.

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## Farlon Wall Board: License

*Farlon Wall Board* comes in 3 license models, *Farlon Wall Board Basic*, *Farlon Wall Board Extended* and *Farlon Wall Board Stand-Alone*.

*Farlon Wall Board Basic* are included in the Farlon Attendants option license and gives access to a selection of layouts, without agents statistic, see figure 1.

*Farlon Wall Board Stand-alone* is available for customers not using the Farlon Agent Desktop system. *Farlon Wall Board Stand-alone* is licensed for a specific Cisco UCCX version (10.x, 11.x etc.) *Farlon Wall Board Stand-alone* is delivered as-is and all configuration and support on this the product is done on time and material base.

*Farlon Wall Board Extended* is an add-on to the Farlon Wall Board Basic license and enables the Agent statistic in the views, see figure 2.

## Farlon Wall Board: Connection and communication

*Farlon Wall Board* web site runs on a standard Microsoft IIS and is by default accessed from a Microsoft Internet Explorer on TCP/IP port 80

The Farlon Wall Board web site communication with the Farlon Wall Board MS Sql database, the communication is initialized from the *Farlon Wall Board* web site using standard MS SQL TCP/IP communication on port 1433.

The Farlon Wall Board database communicate with the UCCX Servers Informix database on TCP/IP port 1504 using a Linked Server.

# Farlon Wall Board (for Cisco UCCX)

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### Appendix A: Farlon Agent Desktop basic data structure

The data structure in a standard Farlon Agent Desktop solution is based on the information available in Microsoft's Active Directory.

The data structure allows storage of employee information as well as control information used by the Farlon System.

Farlon Import (Farlon.AgentDesktop.Import) (AD/CSV/DB/CUCM/XML/Notes) can manipulate data during import and create consistent phone book data. During import, data is manipulated and formatted for use in the Farlon Agent Desktop System.

All phone book data that is manually administrated in the Farlon Phone Book Administration application must follow the standard guidelines for data entry. There are important fields that must be entered in the correct format to allow various parts of the system to function correctly:

- AccountName
  - Farlon Agent Desktop: Used in the phone book data to identify logged-in clients.
  - Farlon Phone Book (+Phone): Used as logon user name.
  - Farlon Presence Desktop: Used to identify the logged-in Windows user.
- Company
  - Farlon Import: Used to assign an employee to an organization during AD import.
- PhoneNumber
  - Farlon Agent Desktop: Used for standard phone number dialing.
- EmailAddress
  - Farlon Agent Desktop: For sending email/phone messages.
  - Farlon Import AD: The email address is copied into the *Farlon Presence* calendar device field and enables this device for calendar monitoring. The AD import automatically enables email monitoring for Exchange 2003, 2007 and 2012 (Notes and Google calendars settings are manual administrated).
- MailNickname
  - Farlon Presence for Exchange WebDAV: Combined with EmailAddress to collect appointments.
- MobileNumber
  - Farlon Agent Desktop: Used for dialing and sending SMS messages.
  - Farlon Presence for Mobile TDC/Telenor/Telia: Used as device for device monitoring.
- AltPhoneNumber
  - Farlon Agent Desktop: Used for dialing.
- HomePhoneNumber
  - Farlon Agent Desktop: Used for dialing.
- AltHomePhoneNumber
  - Farlon Agent Desktop: Used for dialing.
- AltMobileNumber
  - Farlon Agent Desktop: Used for dialing.
- IpPhone
  - Farlon Presence for UCM: Device number for collecting phone status and forwarding information.
  - Farlon Forward: Device number used for controlling, forwarding of UCM phone.
  - Farlon Presence Desktop: Used as device name for \*23.
- Notes
  - Farlon Agent Desktop: Shown as expanded text in the search result using Ctrl+↓.
- WebPage
  - Farlon Agent Desktop: Used to open the web page in the web browser tab.

# Farlon Wall Board (for Cisco UCCX) Installation and Configuration – 2.5

Farlon Agent Desktop can be controlled by UC variables. By default the following variables are used:

- user.farlon.TimeZoneId
  - Farlon Agent Desktop: Used to control the time zone shown in the calendar view.
- user.farlon.OrganizationId
  - Farlon Agent Desktop: Used by the Business Center option to control the presentation and search.
- user.farlon.WOBReturnQueue
  - Farlon Agent Desktop: Used by the WoB feature to set return queue/trigger after WoB timeout.