# **IPFX Integrator for Excel**

Product version 4.3 SP5



# Introduction

*IPFX Integrator for Excel* is a system tray application that displays full-screen IPFX queue statistics in real time.

## How does it work?

The application populates a special worksheetthe <u>DATA worksheet</u>in a designated Excel workbook with live queue data from an IPFX Server. Using Excel's inbuilt functionality, you may create customised charts, graphs and tables from this raw data in other worksheetsthe <u>display</u> <u>worksheets</u>. The display worksheets are then converted to full-screen images, which are updated in real time.



## **Pre-requisites**

### System requirements

- Microsoft Excel: version 2000 or later
- IPFX Server: version 4.3 SP2 or later, 5.0 or later
- Disk Space requirements: 200MB
- Operating system: Windows 2000 or later
- RAM: 256MB minimum
- CPU: 1.4GHz minimum

### **User requirements**

- You must have access to the password for an IPFX extension of your organisation's IPFX Server.
- You must be familiar with creating charts and tables in Microsoft Excel.

### See Also

**Introduction** 

How does it work?

# **Installing IPFX Integrator for Excel**

#### To install IPFX Integrator for Excel

- 1. Double-click on IPFX Integrator for Excel Install.exe.
- 2. The Installshield Wizard Welcome screen appears:



Click Next.

3. The License Agreement screen appears:

IPFX Integrator for Excel - InstallShield Wizard	×
IPFX Limited Software Licence Agreement	
Please read the following licence agreement. Use the scroll bar to view the rest of this agreement.	
IPFX LIMITED END USER LICENCE AGREEMENT Terms and Conditions By clicking on the "YES" button, installing, copying or otherwise using the Software, you agree to be bound by the terms of this Licence Agreement. IF YOU DO NOT AGREE TO THE TERMS OF THIS LICENCE AGREEMENT, CLICK ON THE "NO" BUTTON AND/OR DO NOT INSTALL THE SOFTWARE.	
InstallShield <u>Kack Yes No</u>	]

Click **Yes** to accept the terms of the license agreement and continue installing the software.

4. The Choose Destination Location screen appears:

IPFX Integrator for Excel - InstallShield Wizard	
Choose Destination Location Select folder where setup will install files.	
Setup will install IPFX Integrator for Excel in the fo	llowing folder.
To install to this folder, click Next. To install to a d another folder.	ifferent folder, click Browse and select
Destination Folder C:\Program Files\Performance Solutions\	B <u>r</u> owse
InstallShield	< <u>B</u> ack <u>Next&gt;</u> Cancel

Click the **Browse** button and select the directory where you wish to install IPFX Integrator for Excel. Click **Next**.

5. The **CT Server Connection** screen appears:

IPFX Integrator for Excel - InstallShield Wizard	×
CT Server Connection Please enter the following information	
Computer Name of the CT Server	
DEMOSERVER	
TCP/IP Address of the CT Server 192.168.11.1	
TCP/IP Port of the CT Server 100	I
InstallShield <u>&lt; B</u> ack <u>Next</u> > Cancel	

Enter the following information:

- **Computer Name of the CT Server:** The Windows computer name of the machine running the IPFX Server.
- TCP/IP Address of the CT Server: The IP address of the machine running the IPFX Server.
- TCP/IP Port of the CT Server: The port number used by the IPFX Server. A standard IPFX Server uses port 100.
- 6. The following screen appears:



The Installshield Wizard is now ready to install IPFX Integrator for Excel. Click **Install** to continue.

7. After a few moments, the following screen appears:

IPFX Integrator for Excel -	IPFX Integrator for Excel - InstallShield Wizard				
	InstallShield Wizard Complete Setup has finished installing IPFX Integrator for Excel on your computer.				
	< Back Finish Cancel				

Click **Finish** to complete the installation.

# **Starting IPFX Integrator for Excel**

To start IPFX Integrator for Excel:

1. Click Start > Programs > IPFX > Integrator for Excel

The *IPFX Integrator for Excel* splash screen briefly appears as the application connects to the IPFX Server:



2. The Password Verification screen appears:

Password Verification 🛛 🛛				
Please enter a v	alid password.			
Extension:	2918			
Password:				
Save Password				
QK				

Enter the IPFX password for your extension.

**Tip:** To prevent the password prompt from appearing when *IPFX Integrator for Excel* is run subsequently, select **Save Password** (recommended for live displays).

- 3. Click OK.
- 4. If you are running *IPFX Integrator for Excel* for the first time, you will be prompted to <u>select a workbook as a basis for your IPFX Integrator</u>

for Excel display.

5. The *IPFX Integrator for Excel* Icon appears in system tray:

window:

	great Icols Data Winds			1.000			Type a question for help
	7 21 8 20 20 - 31	ウ・ペー! 徳 Σ・	· 24 31 100%	- to a Arial	• 10 • B I	U = = = 3	s s + sd @ ⊞ - <u>△</u> - <u>⊿</u>
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Grade or	Service		Agents Logged In		Calls Waitin	g	
90		5					
80 70							
50							
			0 0				
~	Calls	Longest	Agents	Calls	Abandoned	Grade of	
Queue	Queueing	Waiting	Logged In	Answered	Calls	Service	
	0	0	0	0	0	0	
	0	0	0	0	0	0	
	0	0	0	0	0	0	
	-	-	-	-	-	_	
	0	0	0	0	0	0	
•	- <u>-</u>						
•							
		Sample	display f	or 3 queu	les		

You are now ready to <u>select the queues and fields that you want to</u> <u>appear in the IPFX Integrator for Excel display</u>.

**Note:** While the *IPFX Integrator for Excel* application is running, you will not be able to close the selected spreadsheet. See <u>Closing IPFX</u> <u>Integrator for Excel</u>.

# Selecting a workbook

To select workbook for use with IPFX Integrator for Excel:

1. Right-click on the IPFX Integrator for Excel icon in the system tray:



2. Select Change Workbook:



3. Choose an Excel workbook to use as the basis for your display. A number of sample workbooks are provided for your use:

Select Excel Fil	le To Use				? 🔀
Look <u>i</u> n:	Wallboard		•	⊨ 🗈 📸 📰 -	
My Recent Documents Desktop My Documents My Computer	IPFX SAMPLE 1 IPFX SAMPLE 2 IPFX SAMPLE 3	xls			
My Network	File <u>n</u> ame:	NEW.XLS		•	<u>O</u> pen
Places	Files of <u>t</u> ype:	Microsoft Excel (*.xls)		•	Cancel

- Choose New.xls to create a <u>custom workbook</u>, or
- Choose a sample spreadsheet from one of the following designs:

#### **IPFX Sample1.xls**

Thermometer style, suitable for a single queue

#### IPFX Sample2.xls

Table style, suitable for two queues



**Tip:** To create a new workbook based on a sample, locate the sample workbook (in C:\Program Files\Performance Solutions\Integrator for Excel by default) copy it, and select your copy in the dialog above.

4. The selected spreadsheet opens in an Excel window:

Bie Edit Yew		nest Icols Data Wind						Type a qu	estion for help 🛛 📼 🕳
🗃 🖬 强 💮 I	347	11 × 2 × 3	の - に - 1巻 王	· 24 21 1 1 10 100%	z 🗤 👷 🖓 Arial	- 10 - B I	U = = = 33	8 % + %	1 <u>.</u> . <u>.</u>
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A B	C	0 E	F	G H I		K L M	N	0 P	Q R
000 900 900 900 900 900 900 900 900 900	Grade of S	ervice		Agents Logged In		Calls Waiting	9		
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80									
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		Calls	Longest	Agents	Calls	Abandoned	Grade of		
Queue		Queueing	Waiting	Logged In	Answered	Calls	Service		
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<b>D D</b>			Cample	diaplay	ar 2 aug	100			
► H\Display /	$\cup$		Sample	display f	or 3 que	les			

If this is the first time you have selected the workbook, you will need to <u>select the queues and fields that you want to appear in the IPFX</u> <u>Integrator for Excel display</u>.

# **Selecting Queues and Fields**

You must select which of your IPFX Server's queues are linked to your workbook. Only statistics from the selected queues and fields can be displayed by IPFX Integrator for Excel.

# **Selecting Queues**

#### To select queues for a workbook:

1. Right-click on the *IPFX Integrator for Excel* system tray icon, and choose the menu option **Select Queues**:



2. A list of the currently-selected queues (if any) is displayed:

	The Row	th Queues to Display ID in this list is the same a in the Excel worksheet	
Row	Queue	Description	
1	N/A	FIELD ID	
2	N/A	FIELD DESCRIPTION	
			•
		Add / Remove Queues	
		<u>O</u> k <u>C</u> anc	el

**Note:** The first two rows of the <u>DATA worksheet</u> are reserved for IPFX-specific field information.

3. Click the **Add / Remove Queues** button to select the queues that you wish to include in your display:

Select the Queues to Displation of the Queues you want to display	
Available Queues 4052 Priority Support 4053 International Enquiries	<ul> <li>Selected Queues</li> <li>4001 Operator Queue</li> <li>4050 Sales</li> <li>4051 Support</li> <li>&lt;</li> </ul>
·	OK Cancel

Select a queue from the **Available Queues** panel by clicking on it, then click the > button to move the queue into the **Selected Queues** panel. Repeat until all the queues you wish to use are shown in the **Selected Queues** panel.

To remove a queue from the Selected Queues panel, click on the name of the queue and click the < button.

When you are satisfied with your selection, click **OK**.

4. A summary of your selected queues is displayed.

🛍 Se	🛍 Select Which Queues to Display 🛛 🛛 🔀				
NOTE:		ID in this list is the same e in the Excel worksheet			
Row	Queue	Description			
1	N/A	FIELD ID			
2	N/A	FIELD DESCRIPTION			
3	4001	Operator Queue			
4	4050	Sales			
5	4051	Support			
		( Add / Remove Queues )			
		<u>Ok</u> ancel			

Use the up and down arrows to change the order in which your queues will appear in the spreadsheet.

5. Click Ok.

The selected queues are now linked to the **DATA** worksheet of your selected workbook.



# **Selecting Fields**

#### To select fields for a workbook:

1. Click on the IPFX Integrator for Excel system tray icon, and choose the menu option **Select Fields**:



2. A list of the currently-selected fields (if any) is displayed:

Select Which Fields to Display     NOTE: The Column ID in this list is the same				
NUTE.		e in the Excel worksheet		
Colum	Stat Key	Description		
A	N/A	QUEUE NUMBER		
В	Stat-02	Description		
C	Stat-13	Queueing Calls Count		
D	Stat-16	Queueing Time (Formatted)		
E	Stat-17	Logged In Agents		
F	Stat-27	Total Answered Count		
G	Stat-28	Total Abandoned Count		
н	Stat-25	Service Level (GOS%)		
1	Stat-09	Is In Warning State		
J	Stat-12	Is In Alert State		
		Add / Remove Fields		
		<u> </u>		

3. Click the **Add / Remove Fields** button to select the fields that you wish to include in your display:



4. Choose the <u>fields</u> that you want to be able to include in your display. Select a field from the Available Fields panel by clicking on it, then click the > button to move the field into the Selected Fields panel. Repeat until all the fields you wish to use are shown in the Selected Fields panel.

To remove a field from the **Selected Fields** panel, click on the name of the field and click the < button.

When you are satisfied with your selection, click **OK**.

5. A summary of your selected fields is displayed.

	Which Fields to Display         Image: Constraint of the second seco
Stat-02 Stat-06 Stat-09 Stat-12 Stat-13 Stat-16 Stat-17 Stat-23 Stat-25 Stat-27 Stat-28	Description Is Open Is In Warning State Is In Alert State Queueing Calls Count Queueing Time (Formatted) Logged In Agents Maximum Queued Count Service Level (GOS%) Total Answered Count Total Abandoned Count
	( <u>A</u> dd / Remove Fields
	<u>O</u> k <u>C</u> ancel

Use the up and down arrows to change the order in which your queues will appear in the spreadsheet.

6. Click Ok.

The selected fields are now linked to the **DATA** worksheet of your selected workbook.



### **Field definitions**

Field	Definition			
Real-time statistics				
Directory Number	The internal directory number of the queue.			
Description	The name of the queue.			
Total Agents	The number of agents belonging to the queue (whether enabled or not).			
	A number representing the Queue's open/closed state:			
Is Open	<ul> <li>0 (for a closed queue)</li> </ul>			
	<ul><li>1 (for an open queue)</li></ul>			
	A number indicating whether the Queue is in a warning state:			
Is In Warning State	<ul> <li>0 (for a Queue not in warning state)</li> </ul>			
	<ul> <li>1 (for a Queue in warning state)</li> </ul>			
	A number indicating whether the Queue is in an alert state:			
Is In Alert State	<ul> <li>0 (for a Queue not in alert state)</li> </ul>			
	<ul> <li>1 (for a Queue in alert state)</li> </ul>			
Queuing Calls Count	The current number of calls waiting in the queue.			
Queuing Time (In Seconds)	The current longest call waiting time, in seconds.			
	The current longest call waiting time, in the following format:			
	<ul> <li>ss (for wait time less than 60 seconds)</li> </ul>			
Queuing Time (Formatted)	<ul> <li>mm:ss (for wait time between 60 seconds and 1 hour)</li> </ul>			
	<ul> <li><i>hh:mm:ss</i> (for wait time of 1 hour and greater)</li> </ul>			
Logged In Agents	The sum of the number of queue agents currently in the Queue Presence state + the number of queue agents currently in Work Time.			
Normal Voicemail Messages	The number of voicemail messages of normal priority in the Queue's voicemail inbox.			
Urgent Voicemail Messages	The number of voicemail messages of urgent priority in the Queue's voicemail inbox.			
Total Voicemail Messages	The sum of the number of urgent and normal voicemail messages in the Queue's voicemail inbox.			
Service Level (GOS%)	The current percentage Grade of Service, as defined by the Queue's <b>Properties &gt; Priority/GOS</b> tab. For			

	information about configuring queue properties, see the <i>IPFX Administrator Manual</i> .
Agent State On A Call	The number of Logged In Agents ( <i>q.v.</i> ) currently on any call.
Agent State On a Break	The sum of the number of agents currently in the default (i.e. no break code) <i>Break</i> Presence state + the number of agents in <i>Break Code</i> Presence states that are defined as <u>AGENT_STATE_ON_A_BREAK</u> .
Agent State In Office	The sum of the number of agents in the <i>Office</i> Presence state + the number of agents in <i>Break Code</i> Presence states defined as <u>AGENT_STATE_IN_OFFICE</u> .
Agent State Unavailable	The sum of the number of agents currently in the Meeting, Do not Disturb, Gone Out, Gone for the Day, Sick Leave, On Holiday, Away on Business Presence states or Break Code Presence states defined as AGENT_STATE_UNAVAILABLE.
Agent State Wrapping Up	The number of agents currently in WrapUp or Work Time.
Daily Statistics	Daily statistics are reset at midnight
Total Talk Time	The total number of seconds that agents have spent taking calls.
Total Answer Time	The total number of seconds that calls have spent in the Queue before being answered.
Maximum Queued Count	The maximum number of simultaneous calls that have been waiting in the Queue, since midnight.
Maximum Queued Time	The longest time (in seconds) that any call has waited in the queue before being answered, since midnight.
Total Answered Count	The total number of calls that have been answered since midnight.
Total Abandoned Count	The total number of calls that have been abandoned since midnight.
Total Other Count	That total number of calls that have been handled by means other than agents (for example, voicemail, auto-attendant etc.) since midnight.

# **Displaying Queue statistics**

To display queue statistics in full-screen mode

1. Right-click on the **IPFX Integrator for Excel** system tray icon and select **Run Display**:



2. The workbook's display worksheet expands to full-screen size and becomes populated with live queue statistics.

**Note:** If a workbook contains multiple worksheets, only the leftmost worksheet is displayed.

# **Displaying worksheets as a slideshow**

If a workbook contains multiple display worksheets, the worksheets can be presented on the display in a cycle.

#### To display worksheets in a cycle

1. Right-click on the IPFX Integrator for Excel system tray icon and select **Cycle Worksheets**:



2. When the display is next run, each display worksheet will appear for 10 seconds before being replaced by the next display worksheet. The **DATA** worksheet is never displayed. When the last worksheet has been displayed, the sequence will start over from the beginning.

#### See Also

**Displaying Queue statistics** 

Beep on Alert/Alarm

Using a screensaver

# **Beep on Alert/Alarm**

IPFX Integrator for Excel can cause the PC speaker to "beep" if a selected queue enters an warning or alert state.

#### To turn on audible warnings/alerts

1. Right-click on the IPFX Integrator for Excel system tray icon and select **Beep on Warning** or **Beep on Alert** (both options may be selected independently):



2. The PC running *IPFX Integrator for Excel* will issue an audible "beep" when a queue enters an warning and/or alert state respectively.

### See Also

**Displaying Queue statistics** 

Displaying worksheets as a slideshow

Using a screensaver

### Using a screensaver

To reduce screen burn-out, *IPFX Integrator for Excel* can be set to use the Windows screensaver when none of the selected Queues are open.

To use a screensaver:

- 1. Set up a Windows screensaver: **Start > Control Panel > Display > Screensaver**.
- 2. Right-click on the *IPFX Integrator for Excel* icon in the system tray and choose the menu option **Use Screen Saver**.



When all selected Queues are closed, *IPFX Integrator for Excel* initiates the selected Windows Screensaver. The screensaver will appear after the wait time configured in the Windows *Display properties* screen. If a Queue becomes open while the screensaver is active, the screensaver will be interrupted and the display will return to normal.

# **Closing IPFX Integrator for Excel**

To shut down the application, right-click on the IPFX Integrator for Excel system tray icon, and select **Close**:



The *IPFX Integrator for Excel* application will save the current workbook, then close Excel and itself.

# **Advanced procedures**

This section describes advanced or less commonly used procedures.

# **Changing workbooks**

To change the workbook associated with IPFX Integrator for Excel:

1. Right-click on the *IPFX Integrator for Excel* system tray icon, and select **Change Workbook**:



2. Select a new workbook from the list:

Select Excel Fi	le To Use				? 🗙
Look jn:	Wallboard		•	+ 🗈 💣 🎟 -	
My Recent Documents Desktop	IPFX SAMPLE 1 IPFX SAMPLE 2 IPFX SAMPLE 3 IPFX SAMPLE 3	2.xls			
My Documents My Computer					
My Network	File <u>n</u> ame:	NEW.XLS		•	<u>O</u> pen
Places	– Files of <u>typ</u> e:	Microsoft Excel (*.xls)			Cancel

3. Click Open.

See Also	
Advanced procedures	
Creating additional workbooks	
Creating a custom display	
Defining break codes	
Clearing password	

## **Creating additional workbooks**

To create additional workbooks:

- 1. Open Microsoft Excel and create a new Excel workbook. Name one of the worksheets DATA; the remaining worksheets may have any name.
- 2. Save the new workbook in a location of your choice on the hard disk.

### See Also

Advanced procedures

Changing workbooks

Creating a custom display

Defining break codes

**Clearing password** 

## **Creating a custom display**

To create a custom display:

- 1. <u>Create a new workbook</u> (or use the provided **New.xls** template).
- 2. Run IPFX Integrator for Excel (if not already running).
- 3. <u>Select your new workbook</u>.
- 4. <u>Select the Queues that you want to include in your display</u>.
- 5. <u>Select the Fields that you want to use in your display</u>.
- 6. The workbook's <u>DATA worksheet cells</u> will be populated with the the appropriate statistics from the selected Queues and Fields. While *IPFX Integrator for Excel* is in edit mode, these cells will show default values; when the display is run the cells are populated with live values from the IPFX Server.
- 7. Design your display(s) in the workbook's remaining worksheet(s): create charts and tables by linking to the information in **DATA** worksheet.
- 8. To test your display, right-click on the *IPFX Integrator for Excel* icon in the system tray and select **Run Display**. To return to editing your display worksheet, right-click on the *IPFX Integrator for Excel* icon in the system tray and select **Edit Display**.
- 9. When you are satisfied with your display, save the Excel workbook.

See Also

	00071100
	Advanced procedures
In This Section	Changing workbooks
The DATA worksheet	Creating additional
The Display worksheets	workbooks
	Defining break codes
	Clearing password

### The DATA worksheet

**Warning:** Do not edit this worksheet! The <u>DATA worksheet</u> is **entirely** cleared and rebuilt every time you <u>select queues and fields</u> for the display. Create your charts and custom formulas in the <u>Display sheet(s)</u>.

When you <u>run the display</u> the **DATA** worksheet is populated with live queue statistics from your IPFX Server. If you wish to change the queues and fields shown here, follow the procedure described in <u>Selecting</u> <u>Queues and Fields</u>.

	licro	soft E	xcel - IPF)	( SAMPLE )	3.xls											
3	File	Edit	⊻iew Ins	ert F <u>o</u> rma	it <u>T</u> ools (	<u>)</u> ata <u>W</u> indo	ow <u>H</u> el	þ					Type a qu	uestion for he	elp	
	1		816	Q 49 1	1 X D	🖺 • 🟈	¥) +	( <sup>31</sup> +	🧕 Σ		🏨 🦓 100°	% 🔹 🕜 💂	Arial		- 1	
_	F7		•	fx												
		A	В	C	D	E	F		G	H		J	K	L		Field IDs and
1													S_IN_ALER	T STATE	1	
2			Description	Queueing	Queueing	Logged In	Total /	Ansv	Total Aba	n Service Li	e Is In Warn	ils In Alert	State			Descriptions
3		4050	Sales	1	7	2	1		1	50	Ō	1	0	0		
4		4051	Support	Ó	Ď	2	1		1	46	Ó	1	0	0		
5		4052	Priority Su	Ď	Ó	Ó	Ő		Ó	100	Ó	1	0	0		
6																
7										2						
8																
9																
10	_															
	Que	eues					Liv	e D	)ata							

Column A (containing the the selected Queue numbers) and Rows 1 and 2 (containing the selected Field identifiers and descriptions) are hidden by default. The remaining cells will be populated with live queue data when the display is run.

#### See Also

Creating a custom display

The Display worksheets

### The Display worksheets

Construct the charts, tables and graphs that you want to display in separate worksheets inside the selected workbook. Link cells and charts to the live statistics in the <u>DATA worksheet</u>.

You may create as many as display worksheets as you wish. Only the leftmost worksheet will be displayed unless you select the <u>Slideshow</u> option.

See Also	
Creating a custom display	
The DATA worksheet	

# **Defining break codes**

If your organisation uses Break Codes to categorise its agents availability, you may wish to define how *IPFX Integrator for Excel* interprets each Break Code for the purposes of agent availability. The Break Code settings described in this section affect the Agent State (Break, Office or Unavailable) to which an agent in a Break Code presence state is assigned. Agent States are described in the section <u>Field definitions</u>.

#### To define a break code:

1. Right-click on the *IPFX Integrator for Excel* system tray icon and select **Set Break Codes**:



2. The Break Code Cross Reference window appears:

🖲 Break Cod	e Cross Reference								
Please select how each Break Code is to be interpreted									
Break Code	Interpret As								
Personal Time	AGENT_STATE_ON_A_BF								
Lunch	AGENT_STATE_ON_A_BF	IEAK 🔻							
Coffee	AGENT_STATE_ON_A_BF	REAK -							
Errand	AGENT_STATE_ON_A_BF	ieak 🔽							
OK Cancel									
<u> </u>									

- 3. Use the drop-down arrow to assign each of your organisation's Break Codes to one of the following categories:
  - AGENT\_STATE\_ON\_A\_BREAK
  - AGENT\_STATE\_IN\_OFFICE
  - AGENT\_STATE\_UNAVAILABLE
- 4. Click OK.

### See Also

Advanced procedures

Changing workbooks

Creating additional workbooks

Creating a custom display

Clearing password

# **Clearing password**

If you have chosen to save your extension password, you may clear it by selecting **Clear Password**:



### See Also

Advanced procedures Changing workbooks Creating additional workbooks Creating a custom display Defining break codes **Technical details** 

# **Key files**

 Sample IPFX Integrator for Excel workbooks: C:\Program Files\Performance Solutions\Integrator for Excel (by default).

### See Also

**Technical details** 

**Processes and Applications** 

Registry entries

Logging

# **Processes and Applications**

- Application: IPFXIntegrator
- Process: Wallboard.exe

### See Also

**Technical details** 

Key files

**Registry entries** 

Logging

### **Registry entries**

*IPFX Integrator for Excel* creates the following registry entries under:

HKEY\_CURRENT\_USER > Software > Performance Solutions > Settings > PSCTI.INI > Wallboard\_Info.

Кеу	Value(s)
BeepOnWarning	"0" (off) "1" (on)
BeepOnAlert	"0" (off) "1" (on)
CycleSeconds	(number of seconds to display each worksheet in Cycle Worksheet mode)
CycleWorksheets	"0" (off) "1" (on)
ExcelFile	(path to currently selected Excel workbook)
	"0" (off) "1" (on)
Screensaver	"0" (off) "1" (on)
See Also	

<u>Technical details</u>	
<u>Key files</u>	
Processes and Applications	
Logging	

# Logging

Log file: %TEMP%\Performance Solutions\IPFX Integrator for Excel\*yyymmdd\_*WBD.LOG

See Also	
Technical details	
Key files	
Processes and Applications	
Registry entries	

# **Glossary of Terms**

### **DATA worksheet**

A worksheet in the selected Excel workbook, whose cells *IPFX Integrator for Excel* populates with live queue data. A workbook may have only one <u>DATA worksheet</u>. The Data worksheet may appear in any order with respect to the display worksheets, but must be named **DATA**.

Do not manually edit the values in DATA worksheet. To configure the types of data that appear in DATA worksheet, see <u>Selecting Queues and Fields</u>.

### **Display worksheet**

A worksheet in the selected Excel workbook, in which you design the display for your queue data. Queue data is obtained by referencing values in the workbook's <u>DATA worksheet</u>.

You may create any number of display worksheets, and they may appear in any order in your workbook. Display worksheets may have any name *except* **DATA**.