Group Details

In the **Inbound Status** table in the **Action** column, you can choose **Details** to view **details** for the selected ACD group.

Agents

The tab **Agents** shows two tables.

The top table shows your own status in the ACD group.

Group Name	ACD Group Name
Distribution Algorithm	The distribution algorithm which is currently used by the ACD group.
Status	Your own status in this ACD group.
Action	Here you can login or logout from the ACD group.

In the table of agents you can view information on the agents in the group, in particular their current status according to the status categories :

UID	The UID of the agent
Name	The name of the agent
First Name	The first name of the agent
Agent Number	The agent number of the agent
Agent Status	The current status of the agent
Telephone	The current telephone number under which the agent is logged in
Group Status	The current status of the agent in the ACD group This can be one of the following values: *Logged into group*, *Not logged into group*
Availability	Current Availability The system checks for availability in this order, i.e. the first status in this list is shown if applicable and so on. Orange, caption *Post Call* - the agent is logged in and in post call. Red, caption *Busy* - the agent is logged in and on the phone. Green, caption *Free* - the agent is logged in and not on a break. Grey, caption *Not Available* - the agent is not logged in or is logged in but with a *Pause* status.

Calls

The tab **Calls** shows you details of all calls which were processed in the ACD group. The table shows all calls available to the system. This view is automatically sorted such that the most recent calls are shown first.

Begin	The start of the call
Duration	Duration of the call

Service Number	The dialled service number
Caller	The caller's number
Contact Class	Caller Contact Class
Number	The number of the contact. See also Contacts.
Contact Name	The name of the contact
Group end	This shows what caused the call to leave or finish in the ACD group, for example Agent Call (HUP) after a call to an agent, or after the system has hung up (SHUP) when no agent was reached.
Group action	The action executed following the application of a group rule
UID	The UID of the agent who took the call
Agent end	The status at the end of the call Status (regarding the agent)