Supervisor - Wallboard Graphics

Supervisor - Header Settings

Variable	Wert
$INTERVAL_MINUTES	Graph Interval : 15 ▼ (min)
$SERVICE_LEVEL_SECONDS	Service Level : 20 ▼ (s)
$SHORT_HANGUP_SECONDS	Short Hangups : 5 ▼ (s)

Data for Graphs

Value	Comment
Source	DataCache_AcdGroups_TodaysGraphData.sql
Tables	AcdStatisticsPartB, StatisticsPartB (CACHE)
Restriction	Calls for the respective ACD group in the displayed period, only completed calls.

Wert	Kommentar
Interval	The respective interval in the course of the day from 0 ... 23 (for hours), from 0 ... 47 (for 30 minute intervals) and 0 ...95 (for 15 minute intervals).
IncomingCalls	Number of incoming calls to the ACD group in the respective time interval.
ServicedCalls	Number of calls that were transferred to an agent in the respective time interval.
InServiceCalls	Number of calls transferred to an agent within the set $SERVICE_LEVEL_SECONDS in the respective time interval.
ShortHangupCalls	Number of calls that have hung up in the ACD queue within the set $SHORT_HANGUP_SECONDS in the respective time interval
TransferCalls	Number of calls that were forwarded in the respective time interval.
DownSkillCalls	Number of calls that were transferred to an agent who was assigned a higher skill by a skill correction in the respective time interval.

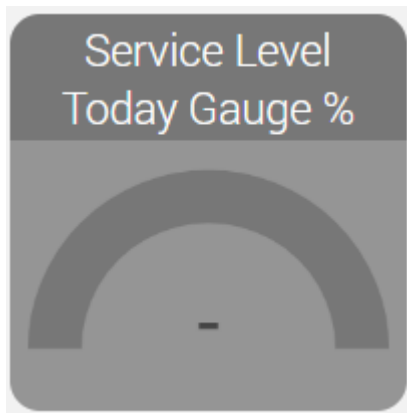| SameSkillCalls	Number of calls that were transferred to an agent who was not assigned a skill correction in the respective time interval.
UpSkillCalls	Number of calls that were transferred to an agent who had been assigned a lower skill by a skill correction in the respective time interval.

Kachel	Bild	Beschreibung
Agents Pie	Agents Pie	Shows a pie chart of agent states with the following colors / data: • Green = "Supervisor - Real-time - Agents - Free". • Red = "Supervisor - Real-time - Agents - In Call". • Yellow = "Supervisor - real-time - agents - pause". • Orange = "Supervisor - real-time - agents - post-processing". • Grey = total number of agents minus all other values.
Agents Polar	Agents Polar	Displays the same data as the agent cake as a polar diagram.
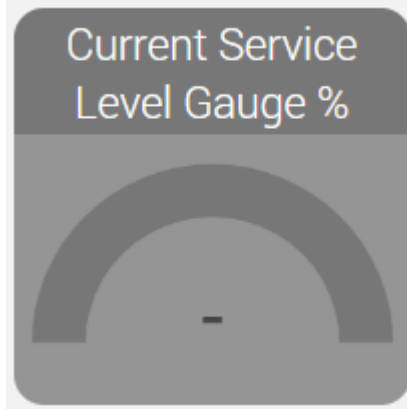
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Current Service Level Gauge %	Current Service Level Gauge %	Displays the value "Supervisor - real-time - service level" as a speedometer.
Service Level Today Gauge %	Service Level Today Gauge %	Displays the value "Supervisor - Daily statistics - Service level - In Service" as a speedometer.
Calls Today Graph	Calls Today Graph	Displays the following data as a line chart: • Yellow: IncomingCalls for the respective period. • Green: ServicedCalls for the respective period.
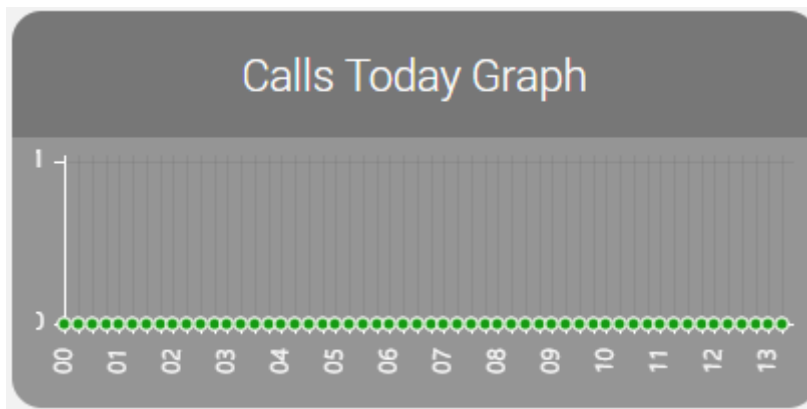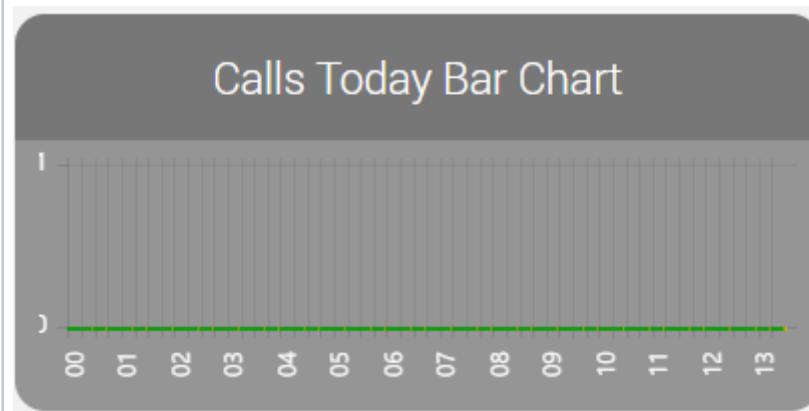
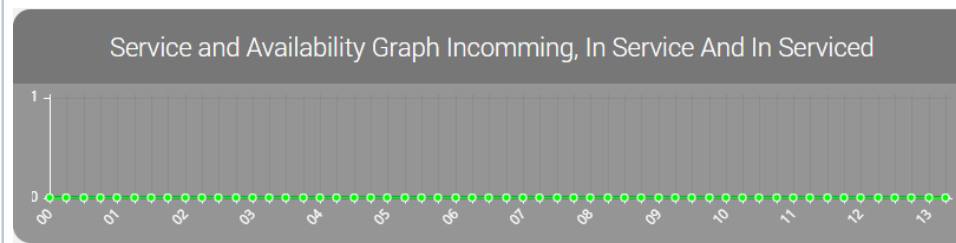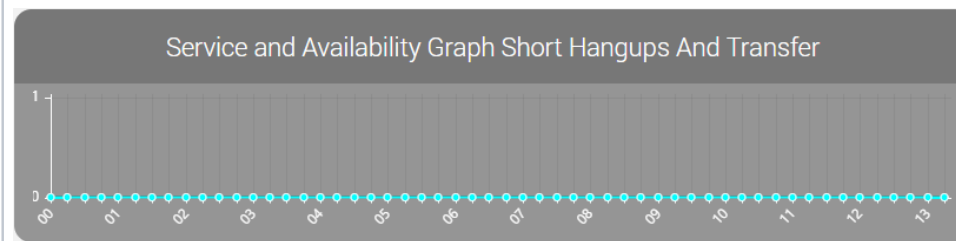|		
Calls Today Bar Chart	Calls Today Bar Chart	Displays the same data as "Calls Today Line Chart" as a bar chart.
Service and Availability Graph	Service and Availability Graph	Displays the following values as a line chart: • Red: IncomingCalls • Blue: ServicedCalls • Green: InServiceCalls • Dark red / brown: ShortHangupCalls • Cyan: TransferCalls
Service and Availability Graph Incomming, In Service And In Serviced	Service and Availability Graph Incomming, In Service And In Serviced	Displays the following values as a line chart: • Red: IncomingCalls • Blue: ServicedCalls • Green: InServiceCalls
Service and Availability Graph Short Hangups And Transfer	Service and Availability Graph Short Hangups And Transfer	Displays the following values as a line chart: • Dark red: ShortHangupCalls • Cyan: TransferCalls
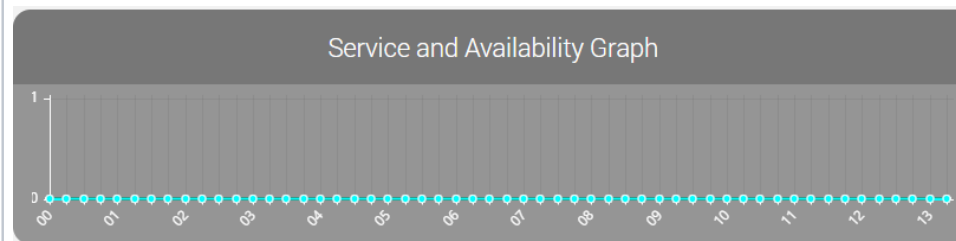
Up- and Down-Skill Agent Calls Graph

Up- and Down-Skill Agent Calls Graph

Displays the following data as a stacked bar graph:

- Red: NotServicedCalls
- Light green: UpSkillCalls
- Medium green: SameSkillCalls
- Dark green: DownSkillCalls