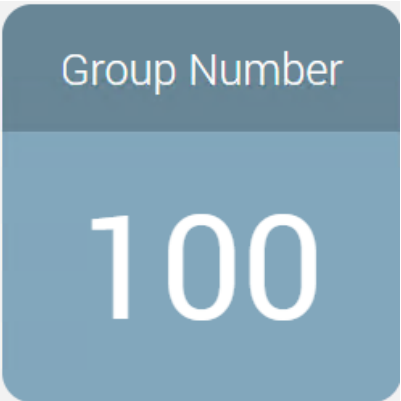


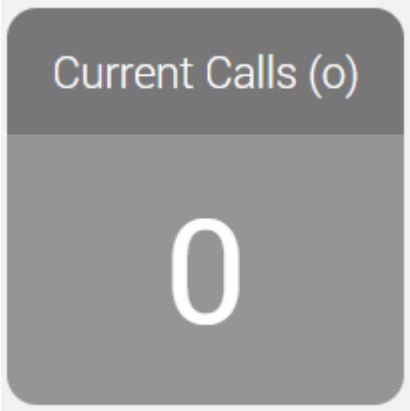
Supervisor - Wallboard per Group

Calls and Agents

Tile	Picture	Reference
Group	 A rectangular tile with a dark blue header containing the word 'Group' and a light blue body containing the word 'Testgruppe'.	Group
Group (small)	 A rectangular tile with a dark blue header containing the word 'Group' and a light blue body containing the word 'Testgruppe' in a larger font.	Group (small)
Group Number	 A rectangular tile with a dark blue header containing the text 'Group Number' and a light blue body containing the number '100' in a large font.	Group Number

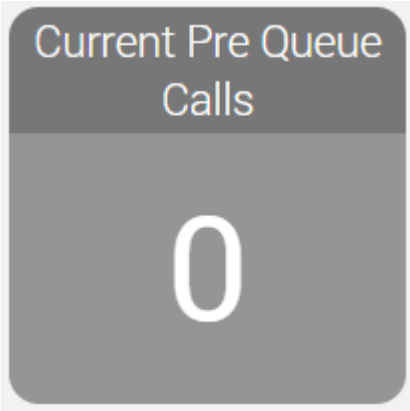
Calls Per Hour	Calls Per Hour 0.0	Calls Per Hour
Current Calls	Current Calls 0	Supervisor - Realtime - Current Calls
Current Calls (*)	Current Calls (*) 0	Supervisor - Realtime - Current Calls with skills

Current Calls (o)



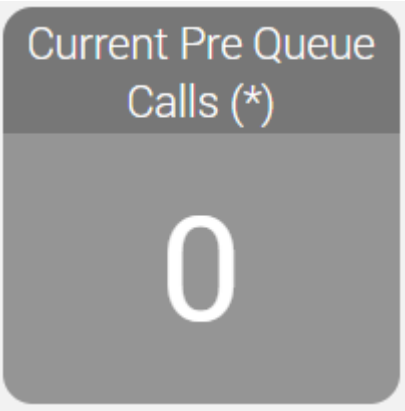
Supervisor - Realtime - Current Calls without skills

Current Pre Queue
Calls



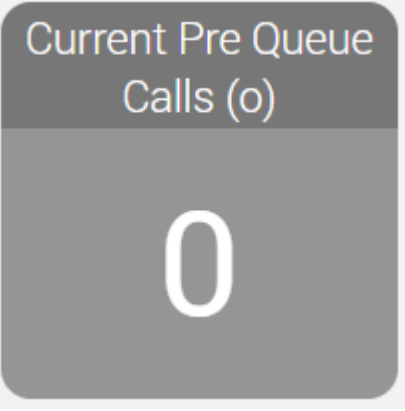
Supervisor - Realtime - Pre Queue calls

Current Pre Queue
Calls (*)



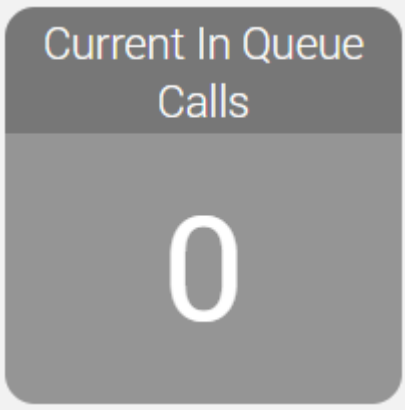
Supervisor - Realtime - Pre Queue calls with skills

Current Pre Queue
Calls (o)



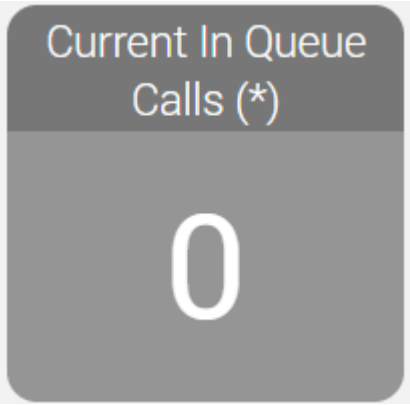
Supervisor - Realtime - Pre Queue calls without skills

Current In Queue Calls



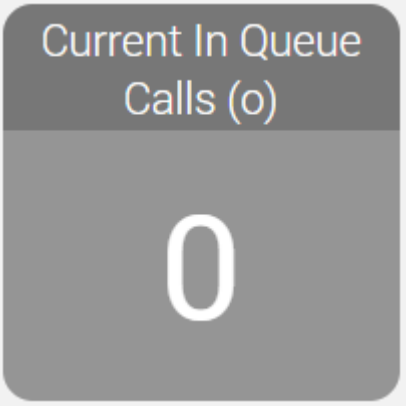
Supervisor - Realtime - In Queue calls

Current In Queue Calls
(*)



Supervisor - Realtime - In Queue calls with skills

Current In Queue Calls
(o)



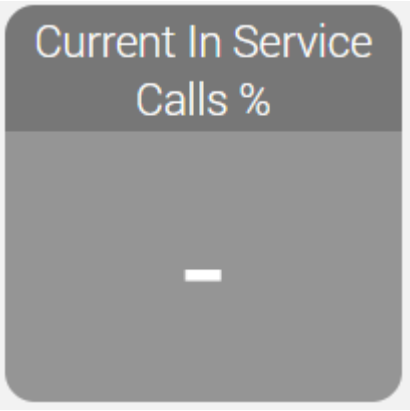
Supervisor - Realtime - In Queue calls without skills

Waiting Callers



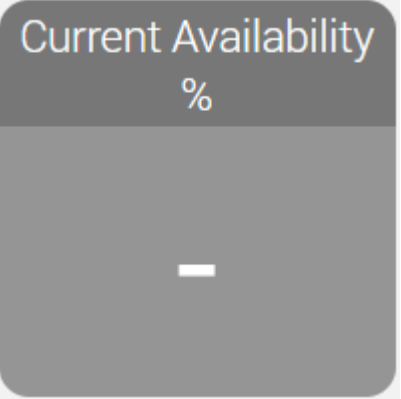
The sum of "Supervisor - Realtime - Pre Queue" and "Supervisor - Realtime - In Queue".

Current In Service
Calls %



Supervisor - Realtime - Servicelevel

Current Availability %



Supervisor - Realtime - Availability

Current Last Agent%



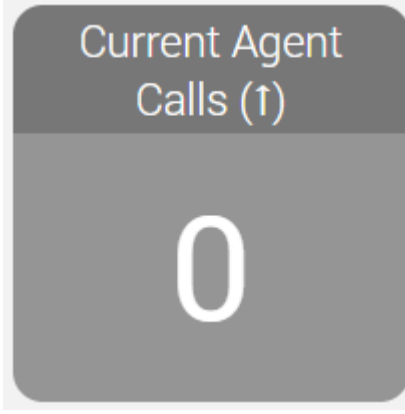
Supervisor - Realtime - Last-Agent %

Current Agent Calls (•)



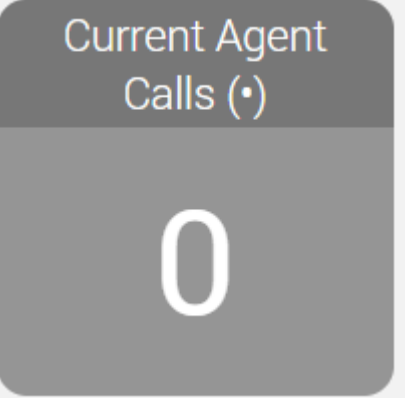
Supervisor - Realtime - Agent Calls same skill

Current Agent Calls ()



Supervisor - Realtime - Agent Calls up skill

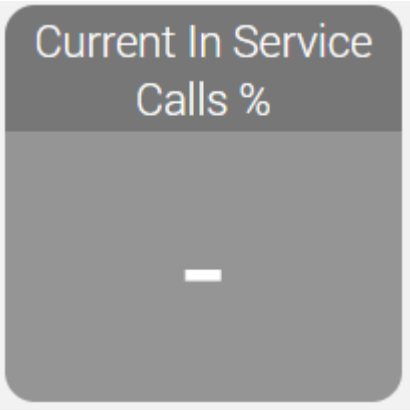
Current Agent Calls (•)



Supervisor - Realtime - Agent Calls with skills

Current Agent Calls ()	Current Agent Calls (↓) 0	Supervisor - Realtime - Agent Calls down skill
Current Agent Calls (*)	Current Agent Calls (*) 0	Supervisor - Realtime - Agent Calls with skills
Current Agent Calls (o)	Current Agent Calls (o) 0	Supervisor - Realtime - Agent Calls without skills

Current In Service Calls

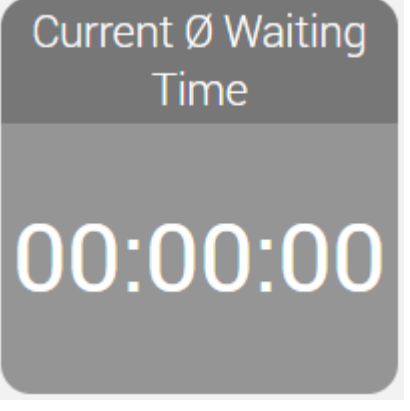


Supervisor- Realtime - In Service Calls

Current Last Agent %



Supervisor - Realtime - Last Agent Calls



Supervisor - Realtime - Average Waiting Time

	Current Waiting Time Max. 00:00:00	Supervisor - Realtime - Max. Wating time
Current Queue Time Max.	Current Queue Time Max. 00:00:00	Supervisor - Realtime - Max. Queue Time
Current Ø Queue Time	Current Ø Queue Time 00:00:00	Supervisor - Realtime - Average Queue Time

Agents Logged In



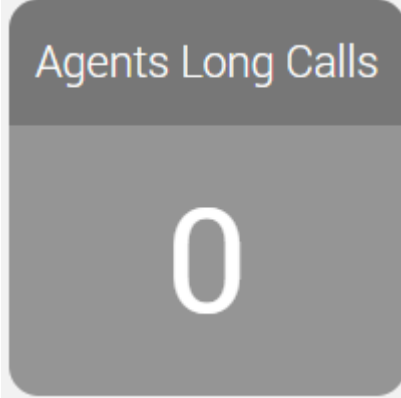
Supervisor - Realtime - Agents - Logged In

Agents Logged In
(Configurable)



Supervisor - Realtime - Agents - Logged In. (this tile is configurable regarding the thresholds for the color change).

Agents Long Calls



Supervisor - Realtime - Agents - Long Calls

Agents Free



Supervisor - Realtime - Agents - Free

Agents Inbound Calls



Supervisor - Realtime - Agents - Inbound Calls

Agents Outbound Calls



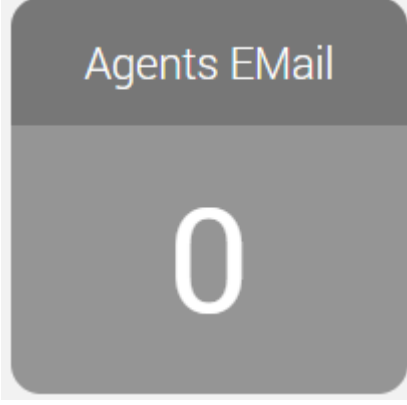
Supervisor - Realtime - Agents - Outbound Calls

Agents Post Call



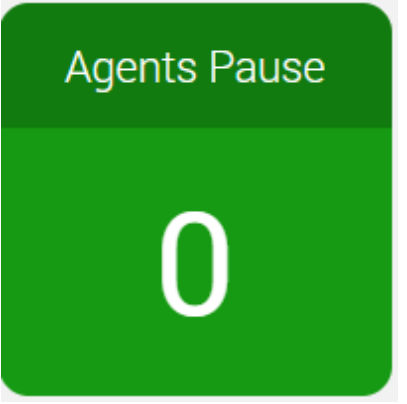
Supervisor - Realtime - Agents - Post Call

Agents EMail



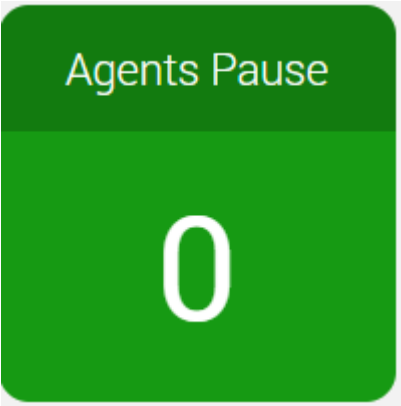
Supervisor - Realtime - Agents - EMail

Agents Pause



Supervisor - Realtime - Agents - Pause

Agents Pause
(statistical colour)



Supervisor - Realtime - Agents - Pause

Work-Break Indicator



Supervisor - Realtime - Agents - Work-Break Indicator

Agents No Answer



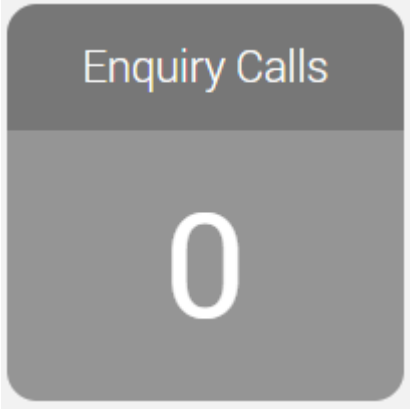
Supervisor - Realtime - Agents - No Answer

Agents Total



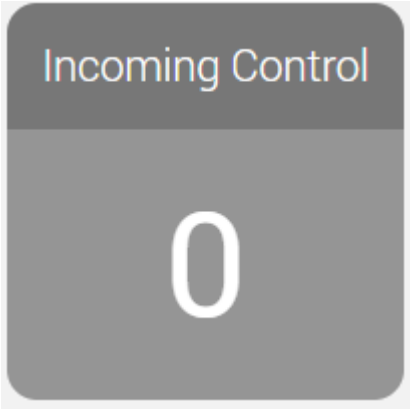
Supervisor - Realtime - Agents - Total

Enquiry Calls



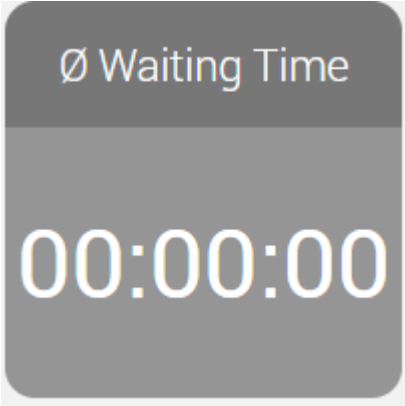
Number of enquiries (Calls in which the agent has spoken to a recipient, but has not forwarded the call).

Incoming Controll



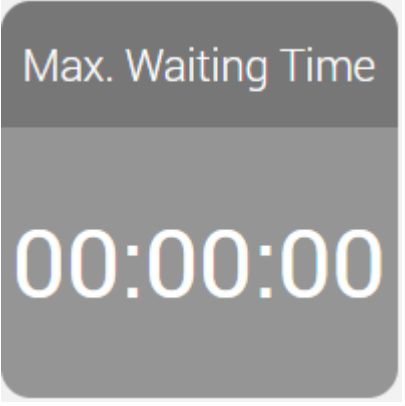
Supervisor - Daily Statistics - Calls - Control

Ø Waiting Time



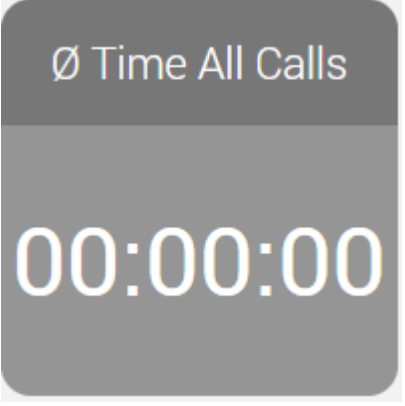
Supervisor - Daily Statistics - Waiting Time Average

Max. Waiting Time



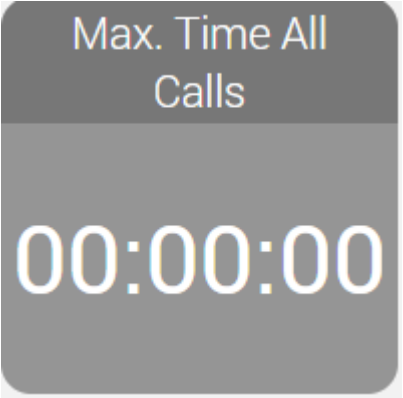
Supervisor - Daily Statistics - Waiting Time Max.

Ø Time All Calls



Supervisor - Daily Statistics - Time (all) Average

Max. Time All Calls



Supervisor - Daily Statistics - Time (all) Max.

Ø Time Agent Calls



Supervisor - Daily Statistics - Time (Agents) Average

Max. Time Agent Calls



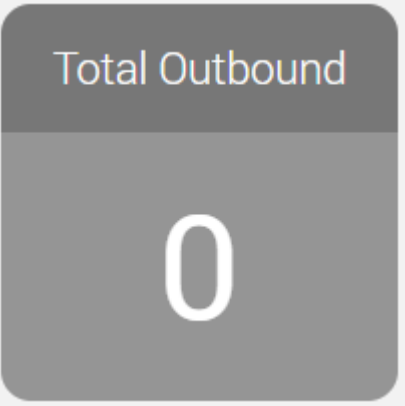
Supervisor - Daily Statistics - Time (Agents) Max.

Total Calls



Supervisor - Daily Statistics - Calls - Total

Total Outbound



Supervisor - Daily Statistics - Outbound Total

Total Calls Agents



Supervisor - Daily Statistics - Calls - Agents

Total Agent Calls (•)	Total Agent Calls (↓•↑) 0	Supervisor - Daily Statistics - Agent Calls
Total Agent Calls ()	Total Agent Calls (↑) 0	Supervisor - Daily Statistics - Agent Calls by Skill - Upskill ()
Total Agent Calls (•)	Total Agent Calls (•) 0	Supervisor - Daily Statistics - Agent Calls by Skill - Same Skill (•)

Total Agent Calls ()



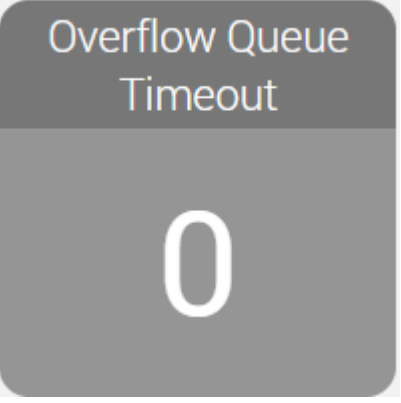
Supervisor - Daily Statistics - Agent Calls by Skill - Downskill ()

Total Calls In Service



Based on the service level seconds set in the ACD group, the number of calls successfully connected to an agent within the service level time is determined, measured from the time of entry into the ACD group.

Overflow Queue
Timeout



Supervisor - Daily Statistics - Overflow - Queue Timeout

Last Agent Calls



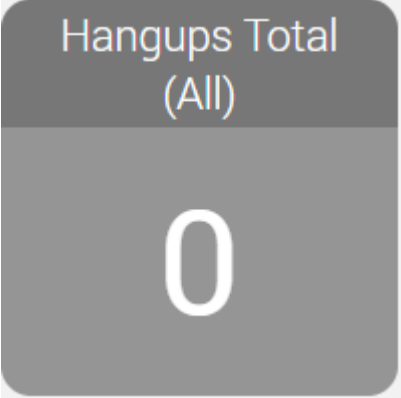
Supervisor - Daily Statistics - Last Agent Calls

Last Agent %



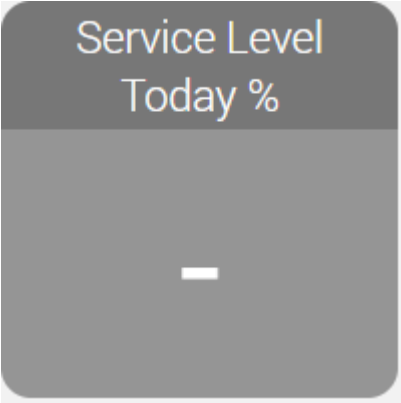
Supervisor - Daily Statistics - Last Agent %

Hangups Total (All)



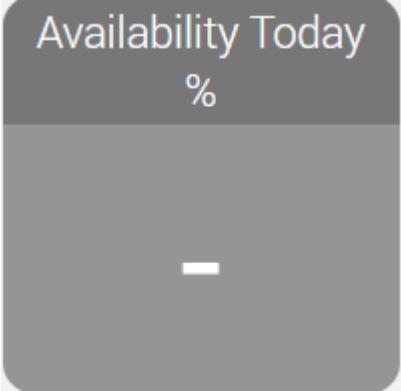
The Sum of ("Supervisor - Daily Statistics - Hangup Announcement") + ("Supervisor - Daily Statistics - Hangup Queue") + ("Supervisor - Daily Statistics - Short Hangups")

Service Level Today %



Supervisor - Daily Statistics - Service Level - Answered in X s

Availability Today %



Supervisor - Daily Statistics - Service Level - Availability

PostCall Duration Ø



The calculation is based on the following formula: Total Post Call time / number of calls answered that Post Call had.

Overflow Queue Calls		This field shows how many calls left the ACD Group queue due to an an overflow because of the following cause codes: • 105 • 107 • 200 • 205 • 207 See also: SIP Responses / ISDN Cause Codes
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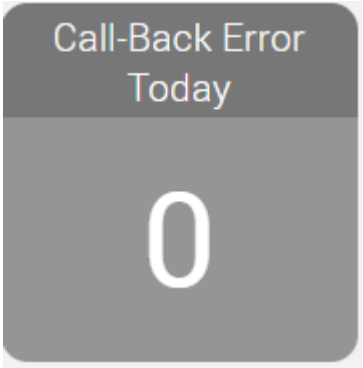
Media Events

Tiles can be displayed per media event type. The images of the tiles were created using the "voice mail" type. However, the documentation of the tiles refers to all types of media events.

Tiles per media type

Kachel	Bild	Verweis
\$MEDIA_TYPE Distribute		Supervisor - Media Events - Counter - Distribute

\$MEDIA_TYPE Error Today



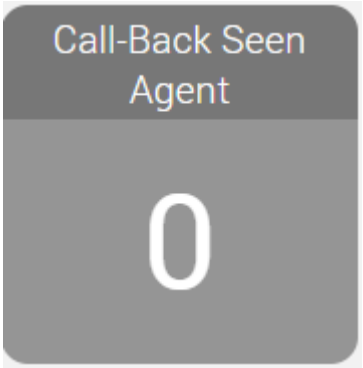
Supervisor - Media Events - Counter - Error

\$MEDIA_TYPE New Agent



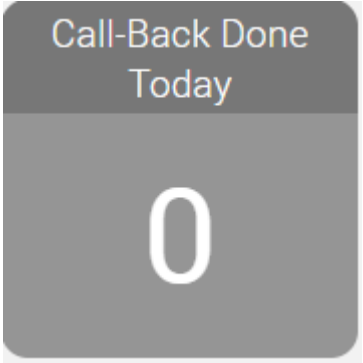
Supervisor - Media Events - Counter - New Agent

\$MEDIA_TYPE Seen Agent



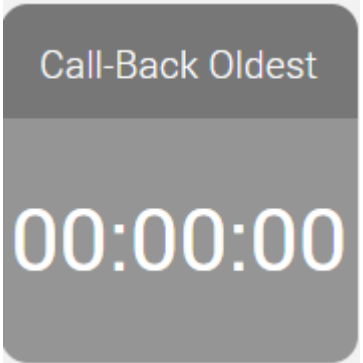
Supervisor - Media Events - Counter - Seen Agent

\$MEDIA_TYPE Done Today



Supervisor - Media Events - Counter - Done

\$MEDIA_TYPE Oldest



Supervisor Media Events - Counter - Oldest