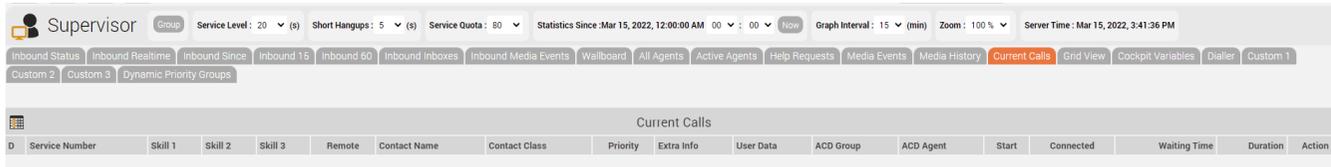


Supervisor - Current Calls

The tab Current Calls shows an overview of the currently active calls.



Description

The following fields are displayed:

Name	Description
D	The direction of the call. <ul style="list-style-type: none">▪ Inbound ▪ Outbound 
Servicenumber	Name of the service number dialled by the caller. (Name2=ServiceNumbers.Name2)
Skill 1-3	The skill that is parameterised on the service number or is given to the call in the IVR. (Value of the skill on the call)
ACD-Group	The ACD group in which the caller is located.
Remote	The phone number of the caller
Contact Name	The name of the contact (if available)
Contact Class	The name of the contact class (if available)
Additional Info	Additional information from the call. See object " Save additional info "
User Data	User data from the call list See object " Save additional info " or if it is a Dialler contact, then from the contacts.
Priority	The priority of the call on hold
ACD Agent	The name of the agent who answered the call
Start	The time when the call arrived in the system

Connected	The time of connection to the agent
Waiting Time	The waiting time of the caller
Duration	The duration of the call
Action	Possibility to display the call details for the current call

Call details

By clicking on Call Details, you can obtain additional information about the call and use the **Monitoring** and **Silent Monitoring** functions

Supervisor Detail View - Agent "Admin, Skill 10" - Current Call
Close

Agent Details

UID	Name	First Name	Agent Number	Agent Status	Login Time	Phone	Availability
admin	Admin	Skill 10		● Calls and Media	2020-09-15 11:03:19	● 49894614950704	● Busy

Agent Current Call

Start	Duration	Service Number	Group Name	Caller	Extra Info	Waiting Time	Contact Class	Contact Number	Contact Name	Action
2020-10-09 17:20:24	00:02:23	49894614950665	Group 1 - BigShoes	49894614950701	Kirk 701	00:00:43				Monitoring Silent Monitoring

Fields

The following fields are divided into "**Agent Details**" and "**Agent Current Call**":

Name	Description
UID	The UID of the agent
Name	The name of the agent
First Name	The first name of the agent
Agent Number	The number of the agent
Agent Status	The status of the agent (see: Agent Status)
Login Time	The time of registration of the agent in the ACD

Telephone	The current phone number by which the agent is logged on to the system. In addition to the phone number, the current phone status is also displayed in color. (see: Telephone Status)
Availability	<p>This column shows the availability of the agent. The colors shown here correspond to the default configuration.</p> <ul style="list-style-type: none"> •  Color dark yellow, text <i>postprocessing</i>: The agent is logged in and in postprocessing. •  Color red, text <i>Occupied</i>: The agent is logged on and his phone is busy. •  Color green, text <i>Free</i>: The agent is logged in and is not in break. •  Color gray, text <i>Not available</i>: The agent is not logged in or is logged in with the status Break. •  Color Orange, text <i>foreign busy</i>: During the last attempt to reach the agent, his phone was busy, because he might have made a call past the ACD. •  Color blue, text <i>No answer</i>: Last try to reach the agent failed. •  Color ochre, text <i>TAC</i>, The agent is in call classification status and has the transaction codes displayed on the client <p>For multi-channel agents a bar with counter shows the number of occupied channels in red and the number of free channels in green. The size of the respective bar corresponds approximately to the proportional size of the respective counter. As status text <i>MC</i> for multi-channel is always displayed here.</p>
Start	The time when the call arrived in the system
Duration	The duration of the call
Service Number	The selected service number
Group name	The ACD group in which the caller is located
Caller	The phone number of the caller
Additional Info	Display of additional information (if available)
Queue Time	The time of the call since the first group entry and the first connection with the agent
Contact Class	The name of the contact class (if available)
Contact Number	The number of the contact (if available)
Contact Name	The name of the contact (if available)

Action	<p>Depending on the Monitoring YES/No configuration within the group, the following buttons appear:</p> <ul style="list-style-type: none"><li data-bbox="246 183 369 207">• Monitoring <p>The supervisor can connect to the current call. Both caller and agent are informed about this with an announcement and the agent sees a change in his call status in the Agent Home.</p> <ul style="list-style-type: none"><li data-bbox="246 279 425 303">• Silent Monitoring <p>The supervisor can connect to the call unnoticed by the agent and the caller, provided that the Call Monitoring function is activated for the ACD group and the "portal.Acd.AcdSupervisor.Monitoring.Silently" resource is not deactivated by the system. The supervisor is routed directly to Agent Home after activating either monitoring variant. As a supervisor, you have the option of switching the call to loud after it has been successfully connected, which establishes a 3-way conference between the caller, the agent and you (supervisor). Further options are Take over or Take over and Log out agent for the conversation between agent and caller.</p>
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