

Supervisor - All Agents / Active Agents

Introduction

The **All Agents** tab displays a table of all agents belonging to your groups, especially their current status according to the existing status categories.

The **Active Agents** tab displays a table of all agents belonging to your groups that are logged in and their current status according to the existing status categories.



Use the button to select or hide the fields in the view as supervisor.

Areas can be selected using the arrow keys:

Key functions



The marked field(s) of the "Available" column are moved to the right to the "Selected" column and displayed in the "All Agents" tab



All fields of the "Available" column are moved to the right to the "Selected" column and displayed in the "All Agents" tab



All fields in the "Selected" column are moved to the left to the "Available" column and no longer displayed in the "All agents" tab



The marked field(s) of the "Selected" column is moved to the "Available" column and is no longer displayed in the "All Agents" tab



Use this key to move a marked field upwards to another position.





















Use this key to move a marked field down to another position.

Description

The following fields are displayed:

Name	Beschreibung
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
Busy / No Ans.	The current counter for the agent for busy / no answer
Department	The department to which the Agent is assigned
Teams Availability	<p>This column shows the availability in teams. The following availability states are possible:</p> <ul style="list-style-type: none">  Available  Busy  Do not disturb  Away  Offline
Teams Activity	<p>This column displays the activity in teams. The following activity states are possible:</p> <ul style="list-style-type: none">  Available  InACall  Presenting  InAMeeting  Away  Offline
Agent Status	The status of the agent (see Agent Status)
Agent Status Time	Date and time when the agent has assumed the current status.
Agent Status Duration	Shows how long the agent has the current status. It will restart from 0 when a status is changed.
User Profile	Shows the current user profile (see User Profiles)
Phone	The current phone number where the agent is logged in. In addition to the phone number, the current Phone Status is also displayed in color

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 postprocessing: The agent is logged in and in postprocessing.  Color red, text Occupied: The agent is logged on and his phone is busy.  Color green, text Free: The agent is logged in and has no pause.  Color gray, text Not available: The agent is not logged in or is logged in with the status Paused.  Color orange, text foreign: The last time the agent tried to reach the agent, his phone was busy, because he might have been conducting a call past the ACD.  Color blue, text No answer: The last try to reach the agent he did not answer.  Color ochre, text TAC, 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 MC for multi-channel is always displayed here.</p>
Status Since	<p>Different times are displayed here depending on the availability status.</p> <p>If availability free: the time since the last call or the last post-processing</p> <p>If availability postprocessing: the remaining postprocessing time</p> <p>If availability Busy: the previous call duration</p> <p>For all other values: the time since switching to the status.</p>
Group (Current Call)	The group to which the current call was delivered is displayed here.
All Groups	List of groups to which the agent can be logged in.
Logged In group	List of groups to which the agent is currently logged in.
Locations	List of locations to which the agent is assigned
Login Time	Date and time when the agent is first logged in to the ACD and when it is logged out.
Login Duration	Time elapsed since the agent logged into/out the ACD.
Status Change	Here you can quickly change an agent to another status. For an agent status to be available for this, the agent status must be edited accordingly.
Calls (all)	Calls received by the agent through all groups
Calls (hour)	Calls of the agent per hour
Dialler Success	The number of calls marked as successful in the campaign
PC Ø	The average post-processing time over all calls of the agent
PC/h	The average agent post-processing time per hour

Action	<p>The following buttons are available:</p> <ul style="list-style-type: none">• Change Status <p>With this button the supervisor can change the agent status.</p> <ul style="list-style-type: none">• Call Details <p>With this button a supervisor can view the call details of the current call of an agent.</p> <ul style="list-style-type: none">• Login/Logout <p>With this button the supervisor can set the agent on the system to the status Calls and Media and log the agent on.</p>
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