Dynamic Priority Groups - Supervisor

An example screenshot is shown below:

The following functions are provided:

Function	Comments
Filter	Use the filter to search for a particular group in a large list.
Past	Display past (bygone) planned / actual calls entries.
Current	Display the current planned / actual calls entries.
Future	Display the future planned / actual calls entries.
Not Planned	Display the dynamic priority groups where there are no planned calls entries.
	Choose / configure the displayed columns and order.

The following values are provided per dynamic priority group (i.e. for all service numbers associated with a dynamic priority group) and some are provided as grand totals:

Column	Value
Name	The name of the dynamic priority group. The green / red circle indicates the activation status of the dynamic priority group. It can be activated / deactivated by clicking on the circle.
Static Priority	The current static priority is shown. This can be activated / deactivated by clicking on the circle. To the right functions are provided to increase / decrease and reset the static priority.
Current Priority	The current dynamic priority as calculated and applied by the algorithm.
From - To	The planned calls entry. The green / red circle indicates whether this entry is active or not. Clicking on the circle activates or deactivates the entry.
Planned	The current number of planned calls. This is the figure the algorithm actually uses.
Planned Original	The original number of planned calls. This figure is for informational purposes only.
Status	The status of the planned / actual situation. This can be one of 4 values: ■ On Target (if the algorithm calculates that the target will probably be met) ■ Off Target (if the algorithm calculates that the target will probably not be met) ■ Success (if the target has been met) ■ Failed (if the target was not met)
Offered Today	The number of calls offered today.

Answered Today	The number of calls answered by agents today.
Hangups Today	The number of calls abandoned by callers today. Note, for IN routing scenarios, this could simply be the case the IN took the call back and re-routed to another call center.
Refused Today	The number of calls refused by the call flow in the system today (given busy before answer).
Offered Time Slice	The number of calls offered within the time slice.
Answered Time Slice	The number of calls answered within the time slice by agents.
Delta	Planned - Answered Time Slice.
Hangups Time Slice	The number of calls abandoned by callers in the time slice. Note, for IN routing scenarios, this could simply be the case the IN took the call back and re-routed to another call center.
Refused Time Slice	The number of calls refused by the call flow in the system in the time slice (given busy before answer).
Offered 15 Min	The number of calls offered in the last 15 minutes.
Answered 15 Min	The number of calls answered by agents in the last 15 minutes.
Hangups 15 Min	The number of calls abandoned by callers in the last 15 minutes. Note, for IN routing scenarios, this could simply be the case the IN took the call back and re-routed to another call center.
Refused 15 Min	The number of calls refused by the call flow in the system in the last 15 minutes (given busy before answer).
Estimate Time Slice	The estimate for answered calls for the current timeslice.
Estimate 60 Min	The estimate for answered calls for the next 60 minutes.
Waiting Now	The number of callers waiting now.
Waiting Time Ø 15 Min	The average waiting time per caller for calls in the last 15 minutes.
Waiting Time Max. 15 Min	The maximum waiting time per caller for calls in the last 15 minutes.
Waiting Time Ø Today	The average waiting time per caller for calls today.
Availability % Time Slice	(Answered Timeslice / Offered Timeslice) * 100.0
Availability % Today	(Answered Today / Offered Today) * 100.0
Logged-In	The number of agents logged into all groups associated with the dynamic priority group.
LoggedIn (Calls)	The number of agents logged for calls into all groups associated with the dynamic priority group.
Free	The number of free agents logged in for calls in all groups associated with the dynamic priority group.
Busy	The number of busy agents in all groups associated with the dynamic priority group.
Busy (DPG)	The number of busy agents on a call (including ringing calls) for the particular dynamic priority group in all groups associated with the dynamic priority group.
Busy (DPGnr)	The number of busy agents on a call (not including ringing calls) for the particular dynamic priority group in all groups associated with the dynamic priority group.
PostCall TAC	The number of agents in all groups associated with the dynamic priority group who are in post call or recording a transaction code.
PostCall TAC %	The percentage of agents in all groups associated with the dynamic priority group who are in post call or recording a transaction code.
Other	The number of agents in all groups associated with the dynamic priority group who are in any other not previously associated status.