Supervisor - Wallboard per Group

Calls and Agents

Tile	Picture	Reference
Group	Group Testgruppe	Group
Group (small)	Group Testgruppe	Group (small)
Group Number	Group Number 100	Group Number
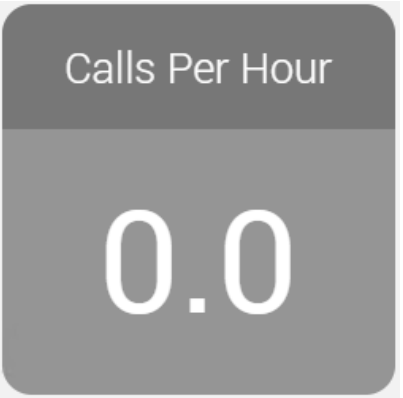
Calls Per Hour	Calls Per Hour 0.0	Calls Per Hour
Current Calls	Current Calls 0	Supervisor - Realtime - Current Calls
Current Calls (*)	Current Calls (*) 0	Supervisor - Realtime - Current Calls with skills
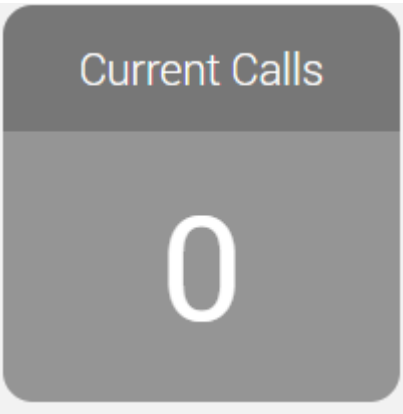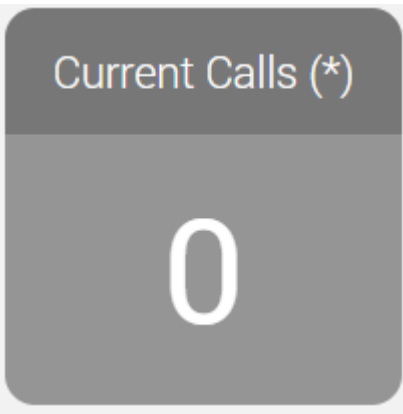
Current Calls (o)	Current Calls (o) 0	Supervisor - Realtime - Current Calls without skills
Current Pre Queue Calls	Current Pre Queue Calls 0	Supervisor - Realtime - Pre Queue calls
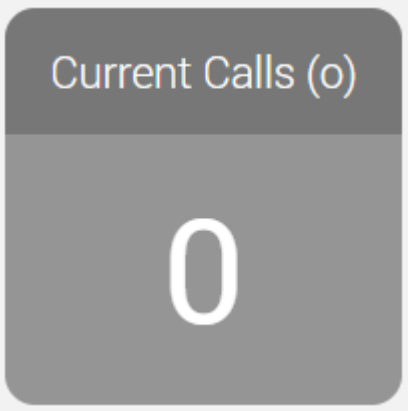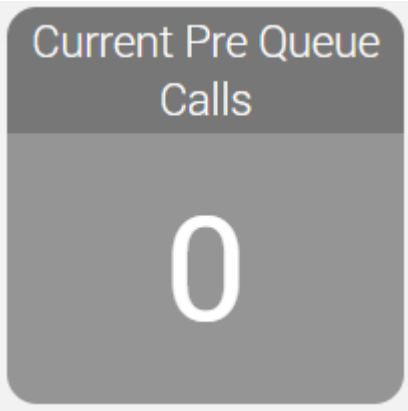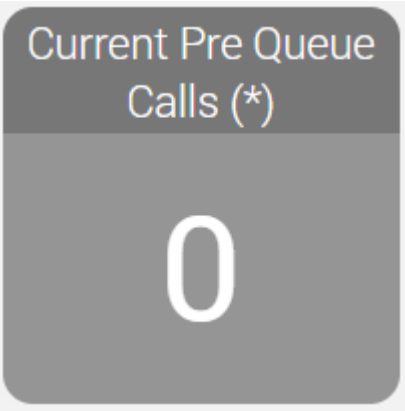
Current Pre Queue Calls (*)	Current Pre Queue Calls (*) 0	Supervisor - Realtime - Pre Queue calls with skills
Current Pre Queue Calls (o)	Current Pre Queue Calls (o) 0	Supervisor - Realtime - Pre Queue calls without skills
Current In Queue Calls	Current In Queue Calls 0	Supervisor - Realtime - In Queue calls

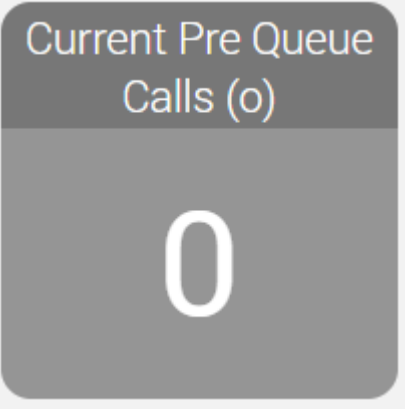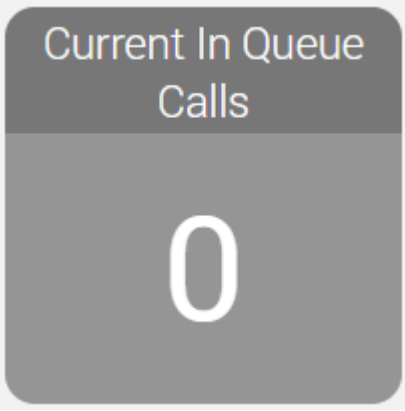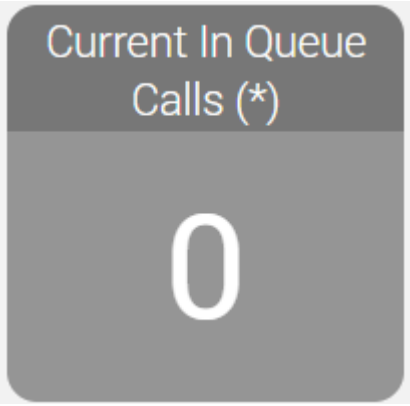|		
Current In Queue Calls (*)	Current In Queue Calls (*) 0	Supervisor - Realtime - In Queue calls with skills
Current In Queue Calls (o)	Current In Queue Calls (o) 0	Supervisor - Realtime - In Queue calls without skills
Waiting Callers	Waiting Callers 0	The sum of "Supervisor - Realtime - Pre Queue" and "Supervisor - Realtime - In Queue".
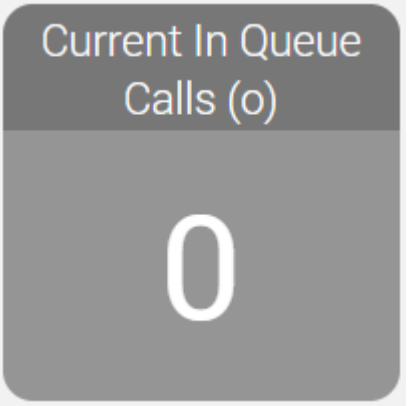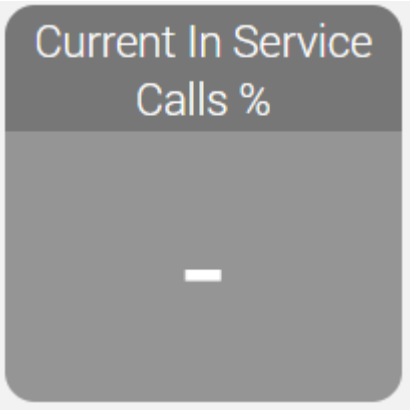
Current In Service Calls %	Current In Service Calls % —	Supervisor - Realtime - Servicelevel
Current Availability %	Current Availability % —	Supervisor - Realtime - Availability
Current Last Agent%	Current Last Agent % 0.0	Supervisor - Realtime - Last-Agent %
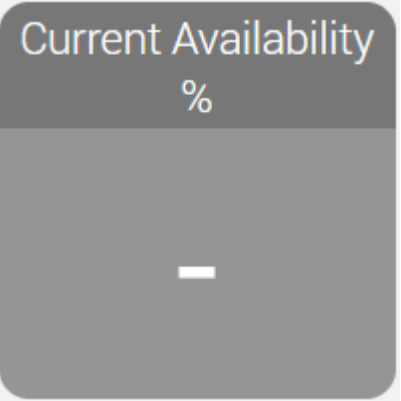
Current Agent Calls (•)	Current Agent Calls (↓•↑) 0	Supervisor - Realtime - Agent Calls same skill
Current Agent Calls ()	Current Agent Calls (↑) 0	Supervisor - Realtime - Agent Calls up skill
Current Agent Calls (•)	Current Agent Calls (•) 0	Supervisor - Realtime - Agent Calls with skills
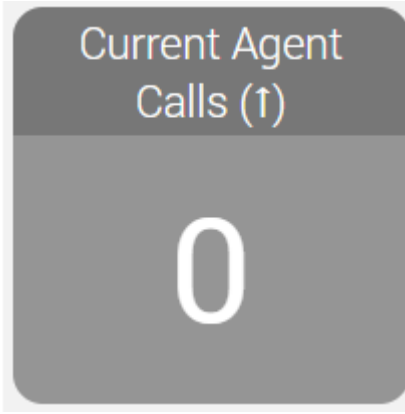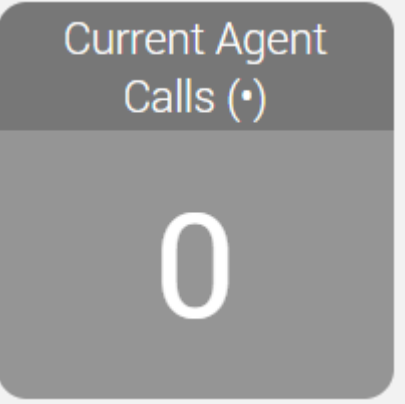
Current Agent Calls ()	Current Agent Calls (↓) 0	Supervisor - Realtime - Agent Calls down skill
Current Agent Calls (*)	Current Agent Calls (*) 0	Supervisor - Realtime - Agent Calls with skills
Current Agent Calls (o)	Current Agent Calls (o) 0	Supervisor - Realtime - Agent Calls without skills
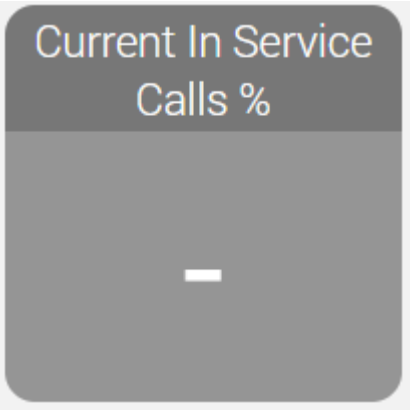
Current In Service Calls	Current In Service Calls % —	Supervisor- Realtime - In Service Calls
Current Last Agent %	Current Last Agent % 0.0	Supervisor - Realtime - Last Agent Calls
	Current Ø Waiting Time 00:00:00	Supervisor - Realtime - Average Waiting TIme
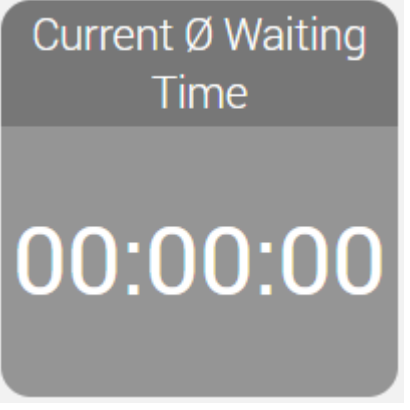
	Current Waiting Time Max. 00:00:00	Supervisor - Realtime - Max. Wating time
Current Queue Time Max.	Current Queue Time Max. 00:00:00	Supervisor - Realtime - Max. Queue Time
Current Ø Queue Time	Current Ø Queue Time 00:00:00	Supervisor - Realtime - Average Queue Time

Agents Logged In	Agents Logged In 3	Supervisor - Realtime - Agents - Logged In
Agents Logged In (Configurable)	Agents Logged In 3	Supervisor - Realtime - Agents - Logged In. (this tile is configurable regarding the thresholds for the color change).
Agents Long Calls	Agents Long Calls 0	Supervisor - Realtime - Agents - Long Calls
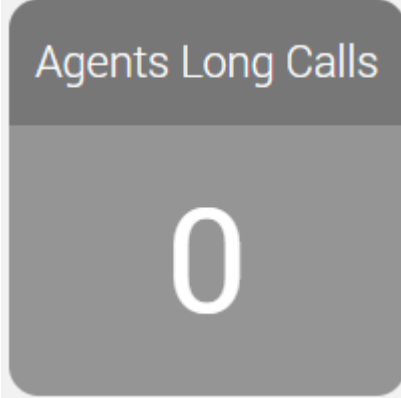
Agents Free	Agents Free 0	Supervisor - Realtime - Agents - Free
Agents Inbound Calls	Agents Inbound Calls 0	Supervisor - Realtime - Agents - Inbound Calls
Agents Outbound Calls	Agents Outbound Calls 0	Supervisor - Realtime - Agents - Outbound Calls

Agents Post Call	Agents Post Call 0	Supervisor - Realtime - Agents - Post Call
Agents EMail	Agents EMail 0	Supervisor - Realtime - Agents - EMail
Agents Pause	Agents Pause 0	Supervisor - Realtime - Agents - Pause
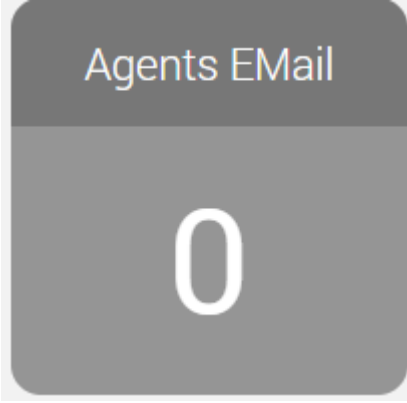
Agents Pause (statistical colour)	Agents Pause 0	Supervisor - Realtime - Agents - Pause
Work-Break Indicator	Work-Break Indicator	Supervisor - Realtime - Agents - Work-Break Indicator
Agents No Answer	Agents No Answer 0	Supervisor - Realtime - Agents - No Answer
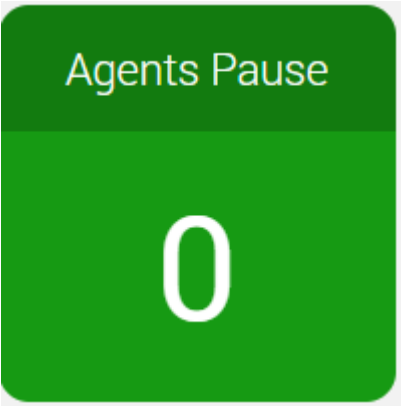
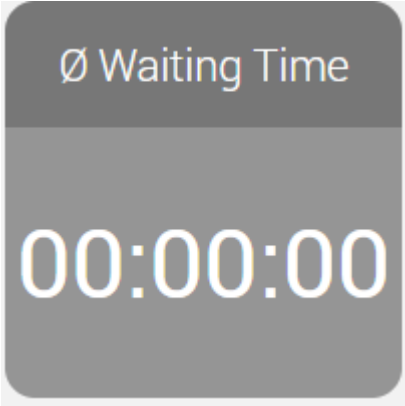| **Agents Total**		Supervisor - Realtime - Agents - Total
Enquiry Calls		Number of enquiries (Calls in which the agent has spoken to a recipient, but has not forwarded the call).
Incoming Controll		Supervisor - Daily Statistics - Calls - Control
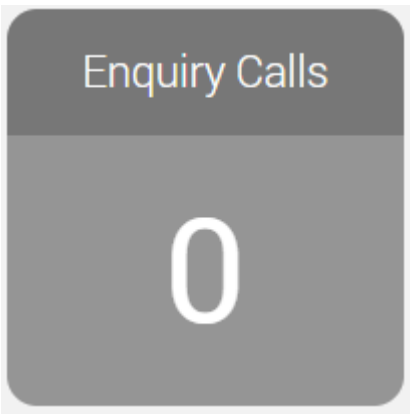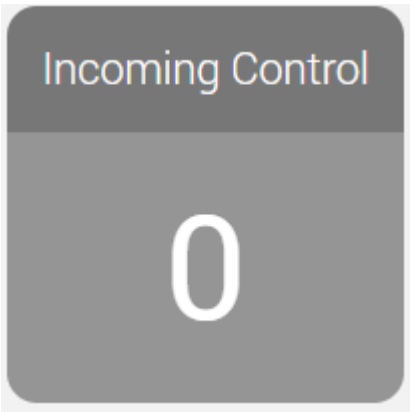
Ø Waiting Time	Ø Waiting Time 00:00:00	Supervisor - Daily Statistics - Waiting Time Average
Max. Waiting Time	Max. Waiting Time 00:00:00	Supervisor - Daily Statistics - Waiting Time Max.
Ø Time All Calls	Ø Time All Calls 00:00:00	Supervisor - Daily Statistics - Time (all) Average
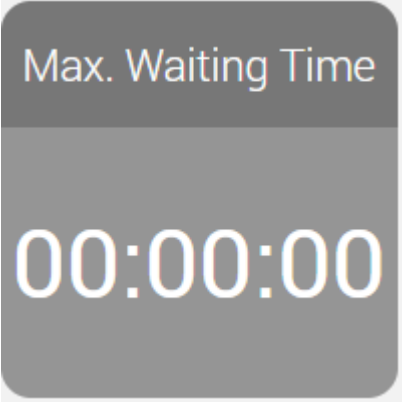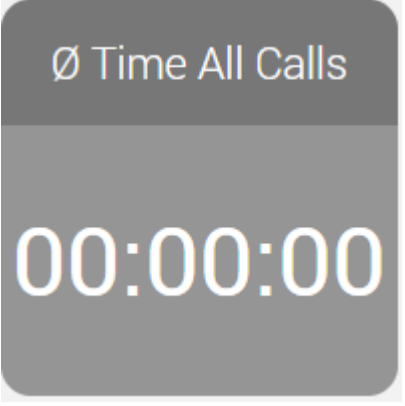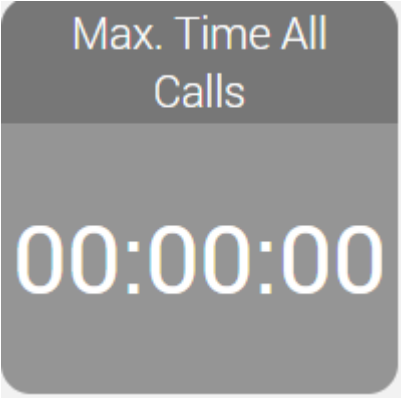
Max. Time All Calls	Max. Time All Calls 00:00:00	Supervisor - Daily Statistics - Time (all) Max.
Ø Time Agent Calls	Ø Time Agent Calls 00:00:00	Supervisor - Daily Statistics - Time (Agents) Average
Max. Time Agent Calls	Max. Time Agent Calls 00:00:00	Supervisor - Daily Statistics - Time (Agents) Max.

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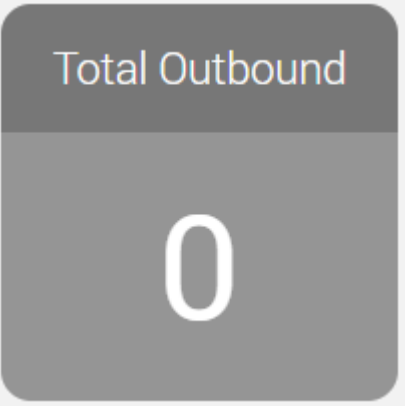
Total Agent Calls (•)	Total Agent Calls (↓•↑) 0	Supervisor - Daily Statistics - Agent Calls
Total Agent Calls ()	Total Agent Calls (↑) 0	Supervisor - Daily Statistics - Agent Calls by Skill - Upskill ()
Total Agent Calls (•)	Total Agent Calls (•) 0	Supervisor - Daily Statistics - Agent Calls by Skill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

Total Agent Calls ()	Total Agent Calls (↓) 0	Supervisor - Daily Statistics - Agent Calls by Skill - Downskill ()
Total Calls In Service	Total Calls In Service 0	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	Overflow Queue Timeout 0	Supervisor - Daily Statistics - Overflow - Queue Timeout
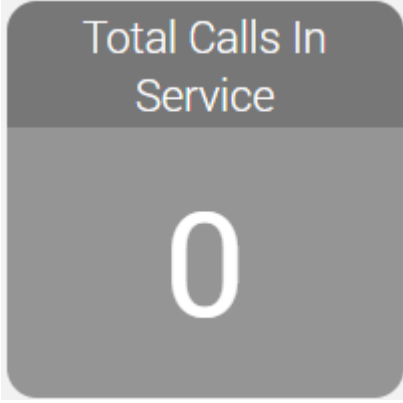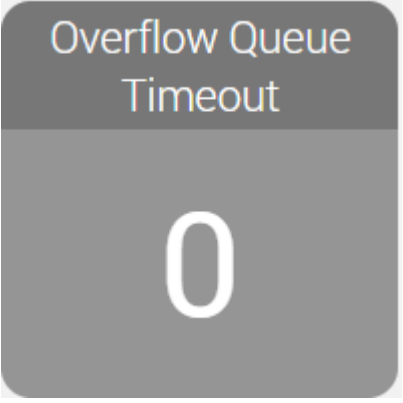
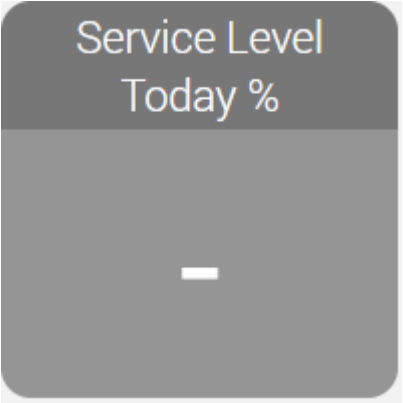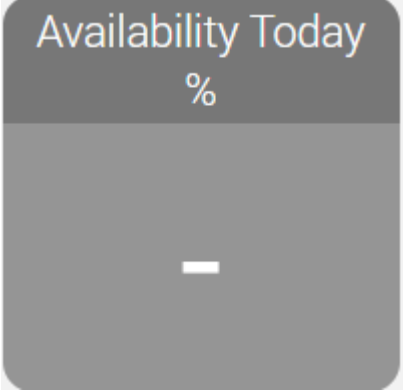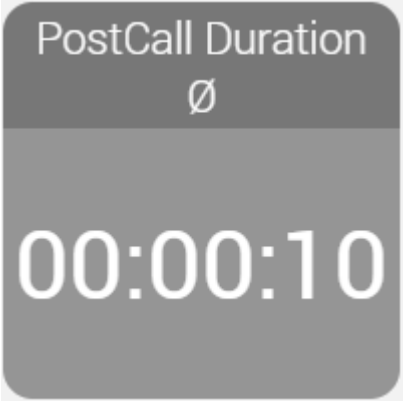| Last Agent Calls		Supervisor - Daily Statistics - Last Agent Calls
	Last Agent Calls 0	
Last Agent %		Supervisor - Daily Statistics - Last Agent %
	Last Agent % 0.0	
Hangups Total (All)		The Sum of ("Supervisor - Daily Statistics - Hangup Announcement") + ("Supervisor - Daily Statistics - Hangup Queue") + ("Supervisor - Daily Statistics - Short Hangups")
	Hangups Total (All) 0	
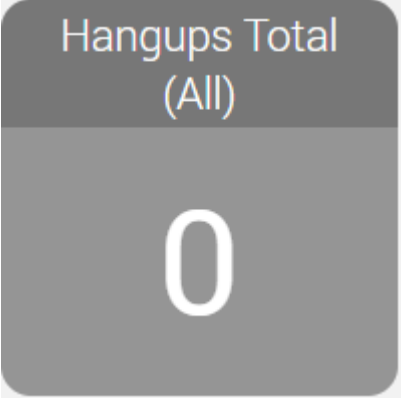
Service Level Today %	Service Level Today % —	Supervisor - Daily Statistics - Service Level - Anwered in X s
Availability Today %	Availability Today % —	Supervisor - Daily Statistics - Service Level - Availability
PostCall Duration Ø	PostCall Duration Ø 00:00:10	The calculation is based on the following formula: Total Post Call time / number of calls answered that Post Call had.

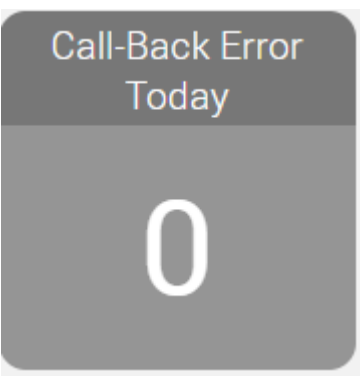| Overflow Queue Calls		This field shows how many calls left the ACD Group queue due to an an overflow because of the following cause codes:
	Overflow Queue Calls 0	• 105 • 107 • 200 • 205 • 207 See also: SIP Responses / ISDN Cause Codes

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	Call-Back Distribute 0	Supervisor - Media Events - Counter - Distribute

$MEDIA_TYPE Error Today	Call-Back Error Today 0	Supervisor - Media Events - Counter - Error
$MEDIA_TYPE New Agent	Call-Back New Agent 0	Supervisor - Media Events - Counter - New Agent
$MEDIA_TYPE Seen Agent	Call-Back Seen Agent 0	Supervisor - Media Events - Counter - Seen Agent
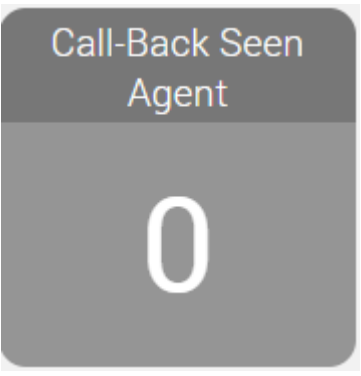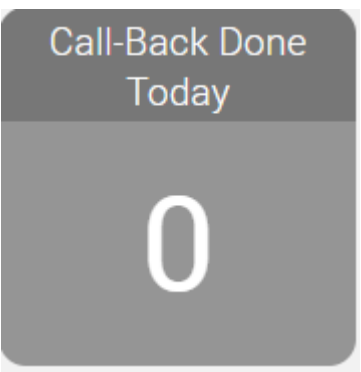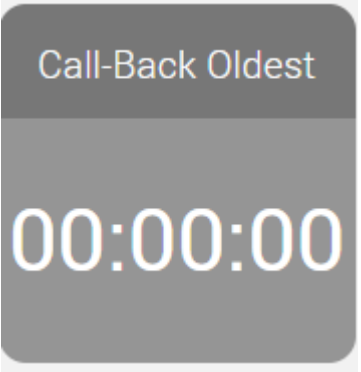
$MEDIA_TYPE Done Today	Call-Back Done Today 0	Supervisor - Media Events - Counter - Done
$MEDIA_TYPE Oldest	Call-Back Oldest 00:00:00	Supervisor Media Events - Counter - Oldest