

Supervisor - Realtime Values

Supervisor - Header Settings

| Variable | Value |
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| \$SERVICE_LEVEL_SECONDS | Service Level : 20 ▾ (s) |
| \$SHORT_HANGUP_SECONDS | Short Hangups : 5 ▾ (s) |

All other sections in the header settings don't influence the realtime values.

Supervisor - Realtime Statistics

| Value | Comment |
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| Table | varCallData (CACHE) |
| Query | DataCache_AcdGroups_RealtimeVarCallData.sql |
| Restriction | Current ACD group, no outbound calls. |
| Meaning | Real-time calls that are in the respective ACD group. |

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| Current Calls | The number of calls which are currently active in this ACD group, regardless of the Call Status. | The total number of the column "Current Calls" from all displayed data sets. |
| Current Calls (*) | Proportionate number of current calls for which agents with special skills must be available | The total number of the column "Current Calls (*)" from all displayed data series. |
| Current Calls (o) | Proportionate number of current calls for which agents with special skills do not have to be available. | The total number of the column "Current Calls (o)" from all displayed data series. |

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| Pre Queue | <p>All calls, which are in one of the following Call Status:</p> <ul style="list-style-type: none"> • Call Status 0 - Group Start • Call Status 1 - Announcement 1 • Call Status 2 - Routing Application (only backwards compatibility) • Call Status 3 - Announcement 2 • Call Status 9 - Tarif Prompt • Call Status 10 - Call Recording Prompt | The total number in the column "Pre Queue" of all displayed data series. |
| Pre Queue (*) | Proportionate number of current calls pre queue (see definition Pre Queue), for which agents with special skills must be available | The total number of the column " Pre Queue (*)" from all displayed data series. |
| Pre Queue (o) | Proportionate number of current calls before queue (see definition Before Queue), for which agents with special skills do not have to be available. | The total number of the column " Pre Queue (o)" from all displayed data series. |
| In Queue | <p>All calls, which are in one of the following Call Status:</p> <ul style="list-style-type: none"> • Call Status 4 - Queue • Call Status 5 - Call Distribution, whereas agent hasn't answered yet (dtAgentConnect not yet set) • Call Status 8 - Queue (Prio) - Transfer in einer group from agent | The total number of the column "In Queue" of all displayed data series. |
| In Queue (*) | Proportionate number of current calls in queue (see definition In Queue), for which agents with special skills must be available | The total number of the column "In Queue (*)" from all displayed data series. |
| In Queue (o) | Proportionate number of current calls in queue (see definition In Queue), for which agents with special skills do not have to be available. | The total number of the column "In Queue (o)" from all displayed data series. |
| Service Level | <p>If System Parameter ACD.Wallboard.ServiceLevelCalculation = 0</p> <ul style="list-style-type: none"> • Related to the time difference between entering the ACD group and first successful connection with an agent, if it is smaller than the set \$SERVICE_LEVEL_SECONDS, the call is considered "In Service". • All other calls are considered as "Not In Service". • The total number of calls "In Service" will be shown in percentage, in relation to the total number of calls. <p>If System Parameter ACD.Wallboard.ServiceLevelCalculation = 1</p> <ul style="list-style-type: none"> • Related to the time difference between entry in the ACD Group and first successful connection with an agent, if it is smaller than the set \$SERVICE_LEVEL_SECONDS, the call is considered as "In Service". • All other calls are considered as "Not In Service". • The number of "In Service" Calls is shown in relation to the total number of calls: <ul style="list-style-type: none"> ◦ which are in the ACD group ◦ minus the number of calls which are Pre Queue (Call Status 0, 1, 2, and 3) ◦ minus the number of calls which are in the queue, but shorter than \$SHORT_HANGUP_SECONDS • The result is shown as a percentage. | <p>If System Parameter ACD.Wallboard.ServiceLevelCalculation = 0</p> <ul style="list-style-type: none"> • The sum of column "Calls in Service Level" for all displayed data sets, divided by the sum of the column "Current Calls" shown as percentage. <p>If System Parameter ACD.Wallboard.ServiceLevelCalculation = 1</p> <ul style="list-style-type: none"> • The sum of column "Calls in Service Level" for all displayed data sets, divided by: <ul style="list-style-type: none"> ◦ the sum of the column "Current Calls" ◦ minus the sum of the column "Pre Queue" ◦ minus the sum of the column "In Queue", but only calls in the queue for <= \$SHORT_HANGUP_SECONDS. • The result is shown as a percentage. |

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| Availability | <p>If service parameter ACD.Wallboard.ServiceLevelCalculation = 0</p> <ul style="list-style-type: none"> • A call is considered as "Agent Call" if it is connected with an agent in the current ACD group. • The total number of "Agent Calls" will be shown in percentage, in relation to the total number of calls in the ACD group. <p>If System Parameter ACD.Wallboard.ServiceLevelCalculation = 1</p> <ul style="list-style-type: none"> • A call is considered as "Agent Call" if it is connected with an agent in the current ACD group. • The number of calls will be put in relation to the number of calls: <ul style="list-style-type: none"> ◦ which are in the ACD group ◦ minus the number of calls that are in front of the queue (call status 0, 1, 2 and 3) ◦ minus the number of calls that are in the queue, but shorter than \$SHORT_HANGUP_SECONDS • The result is shown as a percentage. | <p>If service parameter ACD.Wallboard.ServiceLevelCalculation = 0</p> <ul style="list-style-type: none"> • The sum of the column "Agent Calls" for all displayed data rows, divided by the sum of the column "Current Calls" shown as a percentage. <p>If System Parameter ACD.Wallboard.ServiceLevelCalculation = 1</p> <ul style="list-style-type: none"> • The sum of column "Agent Calls" for all displayed data sets, divided by: <ul style="list-style-type: none"> ◦ the sum of the column "Current Calls", ◦ minus the sum of the column "Pre Queue" ◦ minus the sum of the column "In Queue", but only calls in the queue for <= \$SHORT_HANGUP_SECONDS. • The result is shown as a percentage. |
| Last-Agent % | <p>The identification "Last-Agent Call" is assigned to a call if the Last-Agent algorithm successfully connected the caller with the last-agent.</p> <p>The number of "Last Agent Calls" is shown in relation to the number of agent calls as percentage- so you can see which percentage of current agent calls were actually connected to the last-agent.</p> | <p>The sum of the column "Last-Agent Calls" for all displayed data sets, divided by the sum of the column "Agent Calls", shown as percentage.</p> |
| Agent Calls | <p>A call is considered as Agent Call if it is connected to an agent in the current ACD Group.</p> | <p>The sum of column "Agent Calls" for all displayed data sets.</p> |
| Agent Calls () | <p>If a call is distributed to an agent with an upward skill correction, the call is calculated in this column.</p> | <p>The sum of the column "Agent Calls" for all displayed data sets.</p> |
| Agent Calls (•) | <p>If a call is distributed to an agent without skill correction the call is calculated in this column.</p> | <p>The sum of the column "Agent Calls" for all displayed data sets.</p> |
| Agent Calls () | <p>If a call is distributed to an agent with a downward skill correction, the call is calculated in this column.</p> | <p>The sum of the column "Agent Calls" for all displayed data sets.</p> |
| Agent Calls (*) | <p>Proportionate number of agent calls served by agents with special skills for the respective call</p> | <p>The sum of the column "Agent Calls (*)" for all displayed data series.</p> |
| Agent Calls (o) | <p>Proportionate number of agent calls served by agents without special skills for the respective call</p> | <p>The sum of the column "Agent Calls (o)" for all displayed data series.</p> |
| Calls in Service Level | <ol style="list-style-type: none"> 1. If service parameter ACD.Wallboard.ServiceLevelCalculation = 0 <ul style="list-style-type: none"> ◦ Related to the time difference between entry in the ACD Group and first successful connection with an agent, if it is smaller than the set \$SERVICE_LEVEL_SECONDS, the call is considered as "In Service". ◦ All other calls are considered as "Not In Service". ◦ The number of "In Service" Calls is shown as a number. 2. If System Parameter ACD.Wallboard.ServiceLevelCalculation = 1 <ul style="list-style-type: none"> ◦ Related to the time difference between entry in the ACD Group and first successful connection with an agent, if it is smaller than the set \$SERVICE_LEVEL_SECONDS, the call is considered as "In Service". ◦ All other calls are considered as "Not In Service". ◦ The number of "In Service" Calls is shown as a number. | <p>Sum of the column "Calls in Service Level" for all displayed data sets.</p> |

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| Last-Agent Calls | <ul style="list-style-type: none"> The identification "Last-Agent Call" is assigned to a call if the Last-Agent algorithm successfully connected the caller with the last-agent. The number of "Last Agent Calls" is shown. | The sum of the column "Last-Agent Calls" for all displayed data sets. |
| Ø Waiting Time | <ul style="list-style-type: none"> If the call is connected to an agent, the time between the first group entry and the first connection to an agent is measured as waiting time. If the call is redirected out of the queue, for such purposes as recording a voice mail, the time between the first group entry and the execution of the rule is measured. Otherwise the time between the entry to the first ACD group and the current time is measured. This time corresponds to the waiting time of the caller since the entry into the first ACD Group. This number is divided by the number of current calls and displayed as average time. | The sum of waiting times per call divided by the sum of the column "current Calls" |
| Max. Waiting Time | This value is the maximum of all waiting times which are used for the calculation of the average "Ø Waiting Time". | The maximum value of the column "max. Waiting Time". |
| Ø Queue Time | <ul style="list-style-type: none"> For all calls which are currently in the ACD queue. If the call is connected to an agent, the time between the first ACD queue entry and the first connection to an agent is measured as queue time. Otherwise the time between the entry to the first ACD queue and the current time is measured. This time corresponds to the queue time of the caller since the entry into the first ACD Group. This number is divided by the number of current calls and displayed as average time. | The sum of the queue times per call, divided by the sum of the column "In Queue". |
| Max. Ø Queue Time | For all calls which are currently in the ACD queue. This value is the maximum of all queue times used for the calculation of the average "Ø Queue Time". | The maximum value of the column "max. Queue Time". |
| PostCall Duration Ø | The calculation is based on the following formula: Total Post Call time / number of calls answered that Post Call had. | The average of the post call duration average among all the groups |

Supervisor- Agents

Counters per group

| Source | Query |
|--------------------|---|
| Tables | AcAgentGroupMapping, AcAgentGroupMappingTypes, Users, AcAgentStatus, varCallData (CACHE) |
| Query | DataCache_AcdGroups_RealtimeAgentData.sql |
| Restriction | For each displayed ACD group, invisible agents are hidden. |

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| Meaning | Counter for agents and their status. Non-visible agents are hidden in the entire calculation. |
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Totals column

| Quelle | Query |
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| Tables | Users, AcdAgentStatus, varCallData (CACHE) |
| Query | DataCache_AcdGroups_RealtimeAgentDataTotals.sql |
| Restriction | All users who are members of ACD Groups displayed in the table. Invisible agents are hidden. |
| Meaning | Counter for agents and their status. Non-visible agents are hidden in the entire calculation. |

| Caption | Meaning | Meaning Totals |
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| Logged In | <ul style="list-style-type: none"> For agents in a status which is not labelled "Logged-In", 0 is calculated. For agents in a status which is labelled "Logged-In": <ul style="list-style-type: none"> 1 is calculated, if the agent is a normal agent or the number of channels if the agent is a multichannel agent. These values are output as a sum. | <ul style="list-style-type: none"> The number of agents logged into the system who are members of one of the displayed ACD groups. Agents are only counted once, regardless of how many ACD groups they are logged into, or if they are logged into the displayed ACD groups. Merely the login status to the ACD is of significance. <p>That means this number does not necessarily have to correspond to the sum of the numbers above it.</p> |
| Free. | <p>Agents, who:</p> <ul style="list-style-type: none"> are logged out of the ACD group, are logged in with a status to which no calls can be distributed (calls= 0 for Agent Status) are busy have to register a transaction code for the last call, are in pause or busy in post call, 0. <p>are not calculated here. Otherwise:</p> <ul style="list-style-type: none"> 1 is calculated, if the agent is a normal agent The number of channels if the agent is a multichannel agent. <p>These values are output as a sum.</p> | <ul style="list-style-type: none"> The number of free agents (logged-in as agents, regardless of the ACD groups, phone is free, no forced acquisition of transaction codes active, no post call) For Multi Channel Agents the number of the configured channels is calculated. Agents will only be counted once, regardless of the number of ACD groups they are logged into. <p>That means this number does not necessarily have to correspond to the sum of the numbers above it.</p> |

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| <p>Long calls</p> | <ul style="list-style-type: none"> • A call is considered a “Long Call” if it exceeds the “Long Call” period configured for the ACD group. Here a “Long Call” is indicated once and continues to be labelled as such throughout the total duration of the call. • Agents who are logged out of the ACD group are not calculated here. Otherwise: <ul style="list-style-type: none"> ◦ for a Multichannel-Agent the number of channels busy with “Long Calls” are calculated or ◦ 1 is calculated, for normal agents busy in “Long Calls”. • This column contains the overall number of such “Long Calls”. | <ul style="list-style-type: none"> • The number of Agents who are busy in a call which was labelled as “Long call”. • That means this number corresponds to the sum of the numbers above it. |
| <p>Post Call</p> | <ul style="list-style-type: none"> • This column contains the number of agents who are busy in automatic or manual post calls or who still have to register a transaction code (registration constraint). • Agents who are logged out of the ACD group are not calculated here. • For Multi Channel Agents the number of the configured channels is calculated. | <ul style="list-style-type: none"> • The number of agents currently in post call (manual or automatic) or busy with a transaction code registration constraint. • Agents will only be counted once, regardless of the number of ACD groups they are logged into. <p>That means this number does not necessarily have to correspond to the sum of the overlying numbers.</p> |
| <p>Pause</p> | <ul style="list-style-type: none"> • For logged out agents or agents not in pause, 0 • Otherwise for normal agents 1, for multichannel agents the number of configured channels. • These values are output as a sum | <ul style="list-style-type: none"> • The number of agents currently on a break. • Agents will only be counted once, regardless of the number of ACD groups they are logged into. <p>That means this number does not necessarily have to correspond to the sum of the numbers above it.</p> |
| <p>Busy</p> | <ul style="list-style-type: none"> • For logged in agents 0. • For agents, who missed one or more calls in this ACD group due to a busy phone, 1 is calculated. • Otherwise 0 is calculated. • These values are output as a sum | <ul style="list-style-type: none"> • The number of agents who were busy the last time a call was offered to them. • Agents will only be counted once, regardless of the number of ACD groups they are logged into. <p>That means this number does not necessarily have to correspond to the sum of the numbers above it.</p> |
| <p>No Answer</p> | <ul style="list-style-type: none"> • For logged in agents 0. • For agents, who missed one or more calls in this ACD group due to no answer, 1 is calculated. • Otherwise 0 is calculated. • These values are output as a sum | <ul style="list-style-type: none"> • The number of agents who were busy the last time a call was offered to them. • Agents will only be counted once, regardless of the number of ACD groups they are logged into. <p>That means this number does not necessarily have to correspond to the sum of the numbers above it.</p> |
| <p>∅ Calls</p> | <ul style="list-style-type: none"> • For logged-in agents: the number of calls for this ACD group since the login to the group. • For logged-out agents: 0. • These numbers are summed up and divided by the number of logged-in agents. • Thus, the average number of calls per agent since the log-in arises (regardless of when it occurred) | <ul style="list-style-type: none"> • Determines the average number of calls since agent login to the system across all unique agents who are members of the displayed ACD groups. • Here the agents are only counted once, however all calls the agent conducted are counted. <p>That means that this figure is not related to the overlying figures for every single ACD group</p> |
| <p>∅ Occupancy</p> | <ul style="list-style-type: none"> • In this calculation only logged in agents are considered. • This percentage indicates, in relation to the login time in the corresponding ACD group, which percentage of the login time the agent was busy with calls in the ACD group. • The telephony time is calculated without Voice Prompt. | <ul style="list-style-type: none"> • The overall average occupancy of the agents. Here the total times for login and call duration of the agents are summed up and indicated as a percentage. • Here the agents are only counted once, however all calls the agent conducted are counted. <p>That means that this figure is not related to the overlying figures for every single ACD group</p> |

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| Total | <ul style="list-style-type: none">• This column indicates the overall number of configured agents for this ACD group• For multichannel agents the number of configured channels is counted, for normal agents 1. | <ul style="list-style-type: none">• The overall number of unambiguous agents who are members in all displayed ACD groups.• Here the agents will be calculated only once, regardless of the number of ACD groups they are logged in. <p>That means this number does not necessarily have to correspond to the sum of the numbers above it.</p> |
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