

Supervisor and Wallboard Content

Inbound Status

The Inbound Status tab contains the tables for real-time statistics, daily statistics and media events.

The data is narrowed down according to the setting of the following values:

Variable	Wert
\$STATISTICS_FROM_HOUR	Statistik seit : 20.06.2015 11:33:00 11 ▾ : 33 ▾ Jetzt
\$STATISTICS_FROM_MINUTE	Statistik seit : 20.06.2015 11:33:00 11 ▾ : 33 ▾ Jetzt

Inbound Realtime

The Inbound Real Time tab contains only the Real Time Statistics table.

The data is narrowed down according to the setting of the following values:

Variable	Wert
\$STATISTICS_FROM_HOUR	Statistik seit : 20.06.2015 11:33:00 11 ▾ : 33 ▾ Jetzt
\$STATISTICS_FROM_MINUTE	Statistik seit : 20.06.2015 11:33:00 11 ▾ : 33 ▾ Jetzt

Inbound Since

The Inbound Since tab contains only the Daily Statistics table.

The data is narrowed down according to the setting of the following values:

Variable	Wert
\$STATISTICS_FROM_HOUR	<div>Statistik seit : 20.06.2015 11:33:00 11 ▾ : 33 ▾ Jetzt</div>
\$STATISTICS_FROM_MINUTE	<div>Statistik seit : 20.06.2015 11:33:00 11 ▾ : 33 ▾ Jetzt</div>

Inbound Inbound 15

The Tab Inbound 15 contains the table for the daily statistics.

The data are narrowed down as follows:

Bereich	Eingrenzung
Calls	(dtGroupStart >= DATETIME('now', 'localtime', '-15 minute'))
Agent Logins	(dtCreated >= DATETIME('now', 'localtime', '-15 minute'))

I.e. the data that is displayed is from a rolling time window that considers the last 15 minutes.

Inbound 60

Tab Inbound 60 contains the table for the daily statistics.

The data are narrowed down as follows:

Bereich	Eingrenzung
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Calls	(dtGroupStart >= DATETIME('now', 'localtime', '-60 minute'))
Agent Logins	(dtCreated >= DATETIME('now', 'localtime', '-60 minute'))

I.e. the data that is displayed is from a rolling time window that considers the last 60 minutes.

Inbound Media Events

The Media Events tab contains the table for media events.

- [Supervisor - Group Details](#)
- [Supervisor - All Agents / Active Agents](#)
- [Supervisor - Inbound Media Events](#)
- [Supervisor - Realtime Values](#)
- [Supervisor - Current Calls](#)
- [Supervisor - Media Events](#)
- [Supervisor - Media History](#)
- [Supervisor - Cockpit Variables](#)
- [Supervisor - Dialler Real Time View](#)
- [Supervisor - Help Requests](#)
- [Supervisor - Inbound Inboxes](#)
- [Supervisor - Threshold values for tiles](#)
- [Supervisor - Today's Statistics](#)
- [Supervisor - Wallboard Graphics](#)
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- [Supervisor - Dynamic Priority Groups](#)
- [Supervisor - Tab Custom 1, Custom 2, Custom 3](#)
- [Supervisor - Thresholds for Table Columns and Wallboard Tiles](#)
 - [Example 1 - Agent Status duration coloring](#)