Supervisor Grid Settings

The Supervisor Grid provides a way to display some items in a grid layout.

See the [Supported Browsers](#) page at "Grid" for a list of compatible browsers.

The first time you call the Supervisor Grid, the layout is blank. By clicking Layout 1, Layout 2 and Layout 3, you can choose a layout and the settings will be created.

The settings themselves can be made either in the Users - User master data (current user) or for each user in the "Settings" tab, then simply filter by "Grid".
You can completely customise the layout. It is also possible to create the layout from scratch. Only the settings have to be entered.

From release 3.31:

The supervisor grid loading process has been enhanced to deliver a more personalized and consistent user experience. When the supervisor grid is accessed, the system first checks for any saved user-specific grid layout and loads it if available. If no user settings are found, it applies the default Grid 1 settings from the client parameters. If neither user settings nor client parameters exist, the standard Grid 1 layout is automatically saved to both the client and user settings. Additionally, when users switch between different grid layouts using the Grid 1 to Grid 3 buttons, the system will load the corresponding settings from the client parameters if they exist; otherwise, it will load and save the default settings for the selected grid. These improvements ensure that users have a seamless experience when managing supervisor grids.

Authorization

This feature requires the permission **portal.Acd.AcdSupervisor.Grid**

Layout Principle

The elements are arranged in a grid.

The width corresponds to 100% of the page width, and can be divided into a number of columns.

The height of the grid corresponds to a number of lines with a certain height. If you specify more lines than fit on the page, a scroll bar is rendered. The following settings can be made:

Setting	Example	Description
AcdSupervisor.Grid.Columns	10	Number of logical columns.
AcdSupervisor.Grid.Rows	20	Number of logical lines.
AcdSupervisor.Grid.RowHeight	41px	The line height. Valid units can be found in the CSS specification, for example, px or em. Note: % currently does not work. This is due to the early stadium of the grid layout in CSS.

Elements

The following elements can be inserted:

Element Names	Content
AgentsActive	Table "Active Agents".
AgentsAll	Table "All Agents"
CockpitVariables	Wallboard "Cockpit Variables".
CurrentCalls	Table "Current Calls".

DiallerCampaigns	Tabelle "Dialler Campaigns".
HelpRequests	Table "Help Requests".
InboxesGroupData	Table "Inbound Mailboxes".
MediaEvents	Table "Inbound Media Events".
MediaEventsList	Table "Media Events".
MediaHistoryList	Table "Media History".
RealtimeGroupData.AgentsAndSkills	Table "Agents" and "Skills" from the real-time statistics.
RealtimeGroupData	Table from the "Inbound Real-Time" tab.
TodaysGroupData.Skills	Table "Skills" from the daily statistics.
TodaysGroupData.Skills15	Table "Skills" from "Daily Statistics 15 Minuten".
TodaysGroupData.Skills60	Table "Skills" from "Daily Statistics 60 Minuten".
TodaysGroupData	Table "Daily statistics".
TodaysGroupData15	Table "Daily statistics 15 minutes".
TodaysGroupData60	Table "Daily statistics 60 minutes".
WallboardAll	The wallboard, area "Total".
WallboardDiallerCampaigns	The wallboard, area "Dialler Campaigns".
WallboardGroups	The wallboard, area "Group".

Elements Indication

The elements are easily set with the setting **AcdSupervisor.Grid.1, AcdSupervisor.Grid**.**2** and continuously defined. The numbers must be continuous, if there is a gap, no further elements are drawn.

The following syntax is used to specify the element:

ElementName, X, Y, Width, Height, Scaling

The following table is helpful when specifying the X / Y coordinate. The zero point is left above.

X=1, Y=1	X=2, Y=1	X=3, Y=1
X=1, Y=2	X=2, Y=2	X=3, Y=2
X=1, Y=3	X=2, Y=3	X=3, Y=3

ElementName

Name of the item from the list of items.

X

Specify the X coordinate in the virtual grid where the element is to be drawn.

Y

Specify the Y coordinate in the virtual grid where the element is to be drawn.

Width

The width of the element, as the number of virtual columns.

Height

The height of the element, as the number of virtual rows.

Scaling

The scaling of the element, as floating-point number with point (**no comma use!**).

For example, if you specify 0.1, the element is drawn in a tenth of its normal size.

If you specify 5, the element is drawn five times as large.

Example

The following layout is the screenshot below.

Setting	Value
AcdSupervisor.Grid.1	WallboardAll,1,1,1,20,0.42
AcdSupervisor.Grid.2	WallboardGroups,9,1,2,20,0.42
AcdSupervisor.Grid.3	AgentsAll,2,1,7,8,0.75
AcdSupervisor.Grid.4	AgentsActive,2,9,7,8,0.75
AcdSupervisor.Grid.5	CurrentCalls,2,17,7,4,0.75
AcdSupervisor.Grid.Columns	10
AcdSupervisor.Grid.RowHeight	41px
AcdSupervisor.Grid.Rows	20

Servicelevel : 20 (s) Kurzabbrecher : 5 (s) Servicequote : 80 (s) Statistik seit :15.12.2016 00:00:00 00 : 00 Jetzt Grafikintervall : 15 (min) Zoom : 100 % Serverzeit : 15.12.2016 19:50:27 Layout 1 Layout 2 Layout 3

Inbound Status | Inbound Echtzeit | Inbound Seit | Inbound 15 | Inbound 60 | Inbound Eingangspostfächer | Inbound Medienereignisse | Wallboard | Alle Agenten | Aktive Agenten | Hilfeanforderungen | Medienereignisse | Medienhistorie | Aktuelle Anrufe | Gitteransicht

Alle Gruppen

Gesamt

Akt. Agentenanrufe (*)	Akt. Agentenanrufe (o)
0	0
Anrufe Gesamt	Outbound Gesamt
0	0
Gesamt Anrufe Agenten	Gesamt Agentenanrufe (J+*)
0	0
Gesamt Agentenanrufe (†)	Gesamt Agentenanrufe (~)
0	0
Gesamt Agentenanrufe (L)	Anrufe in Service
0	0
Anrufe ausserhalb Std. Servicezeit	TK Outbound Anrufe
0	0
TK Outbound Gesamtdauer	TK Outbound Ø Dauer
00:00:00	00:00:00
Erreichbarkeit %	Servicelevel %
–	–
Akt. Erreichbarkeit %	Akt. Servicelevel %

Filter: [ ] X   6 Datensätze insgesamt. Zeige 6 Datensätze von 1 bis 6. Seite 1 von 1.

UID	Name	Vorname	Agentennummer	Besetzt / Keine Antwort	Agentenstatus	Agentenstatusdauer	Telefon	Verfügbarkeit	Status seit	Angemeldete Gruppen	Standorte	Logindauer	Statusänderung	Aktion
admin	Client Administrator			0	0	Anrufe und Medien	01:26:40	801	Frei	01:26:40	Testgruppe, Testgruppe 2, Testgruppe 3		01:26:40		Status ändern	Anrufdetails	Abmelden
ntUser	Reznik	Roman	100004	0	0	Abgemeldet	244:52:15	802	Nicht verfügbar	244:52:15			244:52:15		Status ändern	Anrufdetails	Abmelden
rr	Reznik	Roman	100003	1	0	Anrufe und Medien	244:50:50	804	Fremdbesetzt	243:35:04	Testgruppe, Testgruppe 2, Testgruppe 3		438:49:40		Status ändern	Anrufdetails	Abmelden
s	s	s	100000	0	0	Abgemeldet			Nicht verfügbar						Status ändern	Anrufdetails	Abmelden
test1	Tester	Test	100001	0	0	Abgemeldet	1156:41:59		Nicht verfügbar	1156:41:59			1156:41:59		Status ändern	Anrufdetails	Abmelden
test2	Tester	Test	100002	0	0	Abgemeldet			Nicht verfügbar						Status ändern	Anrufdetails	Abmelden

Filter: [ ] X   2 Datensätze insgesamt. Zeige 2 Datensätze von 1 bis 2. Seite 1 von 1.

UID	Name	Vorname	Agentennummer	Besetzt / Keine Antwort	Agentenstatus	Agentenstatusdauer	Telefon	Verfügbarkeit	Status seit	Angemeldete Gruppen	Standorte	Logindauer	Statusänderung	Aktion
admin	Client Administrator			0	0	Anrufe und Medien	01:26:40	801	Frei	01:26:40	Testgruppe, Testgruppe 2, Testgruppe 3		01:26:40		Status ändern	Anrufdetails	Abmelden
rr	Reznik	Roman	100003	1	0	Anrufe und Medien	244:50:50	804	Fremdbesetzt	243:35:04	Testgruppe, Testgruppe 2, Testgruppe 3		438:49:40		Status ändern	Anrufdetails	Abmelden

Aktuelle Anrufe

R	ACD Gruppe	Gegenstelle	Kontaktname	Kontaktklasse	Priorität	ACD Agent	Beginn	Verbunden	Wartezeit	Dauer	Aktion

Gruppe **Testgruppe** | Gruppe **Testgruppe** | Gruppennummer

Agenten Kuchen | Agenten Polar | Akt. Servicelevel Tacho % | Servicelevel Heute Tacho %

Anrufe Heute Liniendiagramm | Anrufe Heute Balkendiagramm

Service und Erreichbarkeit Diagramm

Service und Erreichbarkeit Diagramm Eingegangen, Bearbeitet und In Service

Service und Erreichbarkeit Diagramm Kurzabbrecher und Weitergeleitet

Up- und Downskill Agenten Anruf-Grafik

Akt. Anrufe	Akt. Anrufe (*)	Akt. Anrufe (o)	Akt. Anrufe Vor Queue
0	0	0	0
Akt. Anrufe Vor Queue (*)	Akt. Anrufe Vor Queue (o)	Akt. Anrufe Vor Queue	Akt. Anrufe Vor Queue
0	0	0	0
Akt. Anrufe in Queue (o)	Wartende Anrufer	Akt. Servicelevel %	Akt. Erreichbarkeit %