

# 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. The settings are

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.

## 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

Supervisor

Servicelevel: 20 (s) Kurzabbrecher: 5 (s) Servicequote: 80 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

Hilfesanforderungen

Medienereignisse

Medienhistorie

Aktuelle Anrufe

Gitteransicht

Alle Gruppen

Gesamt

Act. Agentenanrufe (T)

0

Act. Agentenanrufe (S)

0

Anrufe Gesamt

0

Outbound Gesamt

0

Gesamt Anrufe Agenten

0

Gesamt Agentenanrufe (L)

0

Gesamt Agentenanrufe (T)

0

Gesamt Agentenanrufe (S)

0

Anrufe innerhalb Std. Servicezeit

0

Tk Outbound Anrufe

0

Tk Outbound Gesamtanrufer

00:00:00

Tk Outbound Dauer

00:00:00

Erreichbarkeit %

—

Servicelevel %

—

Act. Erreichbarkeit %

—

Act. Servicelevel %

—

Filter: 

X

5 Datensätze insgesamt. Zeige 5 Datensätze von 1 bis 5. Seite 1 von 1.

UID

Name

Vorname

Agentennummer

Beantwortet / Keine Antwort

Agentenstatus

Agentenstatusdauer

Telefon

Verfügbarkeit

Status seit

Angemeldete Gruppen

Standorte

Logindauer

Statusänderung

Aktion

admin

Client Administrator

010

010

Anrufe und Medien

01:28:40

801

Frei

01:28:40

Testgruppe, Testgruppe 2, Testgruppe 3

01:28:40

Status ändern | Anrufbeheben | Abmelden

rr

Renzik

Roman

10004

110

Anrufe und Medien

244:52:16

802

Nicht verfügbar

244:52:16

Testgruppe, Testgruppe 2, Testgruppe 3

244:52:16

Status ändern | Anrufbeheben | Abmelden

s

s

100000

010

Abgemeldet

Status ändern | Anrufbeheben | Abmelden

test1

Teste

Test

100001

010

Abgemeldet

11:56:41:59

Nicht verfügbar

11:56:41:59

Status ändern | Anrufbeheben | Abmelden

test2

Teste

Test

100002

010

Abgemeldet

Status ändern | Anrufbeheben | Abmelden

Filter: 

X

2 Datensätze insgesamt. Zeige 2 Datensätze von 1 bis 2. Seite 1 von 1.

UID

Name

Vorname

Agentennummer

Beantwortet / Keine Antwort

Agentenstatus

Agentenstatusdauer

Telefon

Verfügbarkeit

Status seit

Angemeldete Gruppen

Standorte

Logindauer

Statusänderung

Aktion

admin

Client Administrator

010

010

Anrufe und Medien

01:28:40

801

Frei

01:28:40

Testgruppe, Testgruppe 2, Testgruppe 3

01:28:40

Status ändern | Anrufbeheben | Abmelden

rr

Renzik

Roman

100003

110

Anrufe und Medien

244:50:50

804

Fremdbesetzt

243:35:04

Testgruppe, Testgruppe 2, Testgruppe 3

438:49:40

Status ändern | Anrufbeheben | Abmelden

Aktuelle Anrufe

ACD Gruppe

Gegenstelle

Kontaktname

Kontaktklasse

Priorität

ACD Agent

Beginn

Verbunden

Wartezeit

Dauer

Aktion

Gruppe

Gruppe

Gruppennummer

Testgruppe

Testgruppe

Agenten Kuchin

Agenten Pörr

Act. Servicelevel Tacho %

Servicelevel Tacho %

Anrufe Heute Liniendiagramm

Anrufe Heute Balkendiagramm

Service und Erreichbarkeit Diagramm

Service und Erreichbarkeit Diagramm Eingegangen, Beantwortet und In Service

Service und Erreichbarkeit Diagramm Kurzabbrecher und Weitergeleitet

Up und Downzeit Agenten Anruf Grafik

Act. Anrufe

Act. Anrufe (T)

Act. Anrufe (S)

Act. Anrufe Vor Queue

Act. Anrufe Vor Queue (T)

Act. Anrufe Vor Queue (S)

Act. Anrufe in Queue

Act. Anrufe in Queue (T)

Act. Anrufe in Queue (S)

Wartende Anrufer

Act. Servicelevel %

Act. Erreichbarkeit %

jel Portal v3.07.0 Build 161130 (J) - © 2009-2016 jel GmbH

Client Administrator (admin) - Client (Client)

Support: support@jel.de