Supervisor - Group Details

In the Inbound Status table in the Action column, you can choose Details to view details for the selected ACD group:

All Agents

This tab shows two tables. The top table shows your own status in the ACD group

Group Name	ACD Group Name		
Distribution Algorithm	The distribution algorithm which is currently used by the ACD group		
Group Login Status	Your own status in this ACD group.		
Action	Here you can login or logout from the ACD group.		

In the table of agents you can view information on the agents in the group, in particular their current status:

UID	The UID of the agent				
Name	The name of the agent				
First Name	The first name of the agent				
Agent Number	The agent number of the agent				
Busy / no Answer	The current values for busy / no answer for this agent				
Agent Skill	The skill of the agent within the group				
	If a status dependent skill adjustment is in operation, the adjusted skill level is shown. Next to the value an arrow is visible, which points up (skill adjustment to higher skill) or down (skill adjustment to lower skill).				
Agent Status	The current status of the agent				
Agent Status Time	The date and time, at which the agent changed to their current status				
Agent Status Duration	For how long agents have been in their current status in the ACD group				
User Profile	Shows the current user profile (see User Profiles)				
Phone	The current telephone number under which the agent is logged in. Besides the Phone Status is displayed in colour.				
Group Status	The current status of the agent in the ACD group This can be one of the following values: Logged in to group / Not logged in				
Group Status Time	The date and time, at which the agent changed to their current status in the ACD group				
Group Status Duration	For how long agents have been in their current status in the ACD group				

Availability	This column shows the current availability of the agent						
	Colour dark yellow, caption Post Call The agent is logged in and in post call.						
	Colour red, caption Busy: The agent is logged in and on the phone.						
	Colour green, caption Ready: The agent is logged in and not on a break.						
	Colour grey, caption Unavailable: The agent is not logged in or is logged in but with the status break.						
	Colour orange, caption External Busy: At the last attempt to reach the agent the phone was busy, because he possibly forwarded a call past the ACD.						
	Colour blue, caption No Answer. At the last attempt to reach the agent he didn't answer.						
Teams Availability	This column shows the availability in teams. The following availability states are possible:						
	✓ Available						
	Busy						
	O not disturb						
	O Away						
	Contract of the second						
Teams Activity	This column displays the activity in teams. The following activity states are possible:						
	⊘ _{Available}						
	• InACall						
	Presenting						
	InAMeeting						
	O Away						
	C Offline						
Available for	This column shows different times depending on the availability of the agent.						
	For availability Free: the time since the last call or end of post call work						
	For availability Post Call: the remaining post call interval						
	For availability Busy: the current call duration						
	For all other values: time period since change to the status.						

Locations	A list of locations, which the agent is assigned to.		
Login Time	The time at which the agent logged into the ACD		
Login Duration	The time which has expired since the agent logged into the ACD		
Calls (all)	Calls received by the agent through all groups since last login.		
	It will set to 0 when an agent switches to any status where "Logged in" is not configured.		
Calls (Group)	Calls received by the agent through this group since last login to this group.		
	It will set to 0 when an agent switches to any status where "Logged in" is not configured in this group.		

In the column Action you can use Login to login agents, and Logout to log them out of the group.

The plus and minus symbols at the top of a table are used to determine the number of displayed rows. This setting is saved in your user account. As several tables are refreshed in short intervals by the system, the number of displayed rows should not exceed the size of the browser window, to save resources and increase performance. I.e. it is more efficient, to change to page 2 or 3, rather than scroll in the window. The maximum number of rows is limited to 50.

Active Agents

This table has the same content as All Agents, but only logged-in agents are shown. If you log out agents, they are no longer shown in this table. You will need to change to the tab All Agents to log them back into the group.

Calls

This tab shows you details of all calls which were processed in the ACD group.

The table shows all calls available to the system. This view is automatically sorted such that the most recent calls are shown first. The table shows the following columns.

D	The direction of the call.				
	 Inbound Outbound 				
Start	The start of the call				
Duration	Duration of the call				
Service Number	The dialled service number				
Remote	The phone number of the caller				
Contact Name	The name of the contact				
Call Result	Identify why a call left an ACD group, i.e. what the reason for the end of processing in the group actually was				
Group action	The action executed following the application of a group rule				
UID	The caller's number				
Agent end	The status at the end of the call regarding the call with the agent				

Wallboard

This tab shows the same information as under Inbound Status, but restricted to the current ACD Group only.

Wallboard 2

This tab shows the values related to the currently displayed ACD Group in a graphical format. Example:

Group		Group Number	Agents Pie	Agents Polar
Messe 1		100		
Current Service Level Gauge %	Current Service Level Service Level Today Gauge % Gauge %		lay Graph	
		<u>~</u> ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		
Calls Today Bar Chart		Current Calls	Current Pre-Queue Calls	Current In Queue Calls
\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$		0	0	0
Current Service Level %	Current Availability %	Current Agent Calls	Current In Service Calls	Current Ø Waiting Time
-	-	0	0	00:00:00

With **Close** in the toolbar you can leave the detail view of the ACD group.