

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.

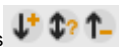
In the table of agents you can view information on the agents in the group, in particular their current status:

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

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. <ul style="list-style-type: none"> 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:



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