Supervisor - Inbound Media Events

Supervisor - Header Settings

Variable	Wert
$STATISTICS_FROM_HOUR	Statistics Since :May 20, 2020 12:00:00 AM 00 ▼ : 00 ▼ Now
$STATISTICS_FROM_MINUTE	Statistics Since :May 20, 2020 12:00:00 AM 00 ▼ : 00 ▼ Now

All other header settings have no effect on media events.

Supervisor - Media Events

Wert	Kommentar
Tabelle	AcdEvents (CACHE)
Query	DataCache_AcdGroups_TodaysEventData.sql
Restriction	All events for the current ACD group that were modified within the displayed time.
Bedeutung	Media events that are currently being processed.

Media types

Wert	Typ
1	Voice Mail
2	Fax
3	Call back
4	SMS

Media status

Wert	Status
0	New in the system
1	Being Distributed
2	Distributed via SMTP
10	Distributed to the agent
20	New at Agent
30	Seen by agent
99	Done
100	Error

Counters per media type

Headline	Meaning	Meaning Summary line
Distribute	The number of media in "Distributed", "Distributed via SMTP", or "Distributed to Agent" status.	The sum of the "Distribute" column.
New Agent	The number of media that are in "New at Agent" status.	The sum of the "New Agent" column.
Seen Agent	The number of media that are in "Seen by Agent" status.	The sum of the "Seen Agent" column.
Error	The number of media that are in "Error" status.	The sum of the "Error" column.
Done	The number of media that are in the "Done" status.	The sum of the "Done" column.