Supervisor - Wallboard Total

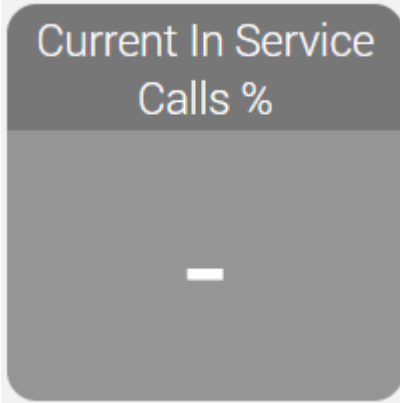| Tile	Picture	Reference
Availability %	Availability % —	Supervisor - Daily Statistics - Totals line "Servicelevel - Availability"
Service level %	Service Level % —	Supervisor - Daily Statistics - Totals line "Servicelevel - In Service"
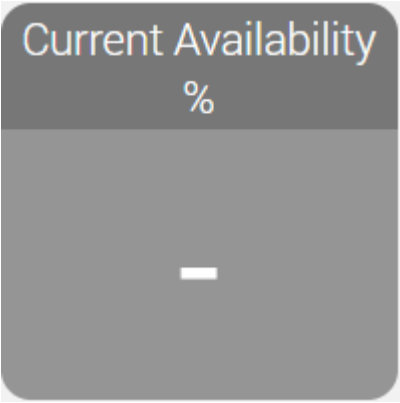
Current Availability %	Current Availability % —	Supervisor - Real time values - Totals line "Availability".
Current In Service Calls %	Current In Service Calls % —	Supervisor - Real time values - Totals line "Servicelevel"
Waiting Callers	Waiting Callers 0	(Supervisor - Real time values - Totals line - "Pre Queue") + (Supervisor - Real time values - Totals line - "In Queue")

Max. Wartezeit	Max. Wartezeit 00:00:43	Supervisor - Daily Statistics - Totals line - "Waiting time Max."
Agents Total	Agents Total 0	Supervisor - Real time values - Agents - Totals line - "Loggen in."
Agents Free	Agents Free 0	Supervisor - Real time values - Agents - Totals line - "Free".
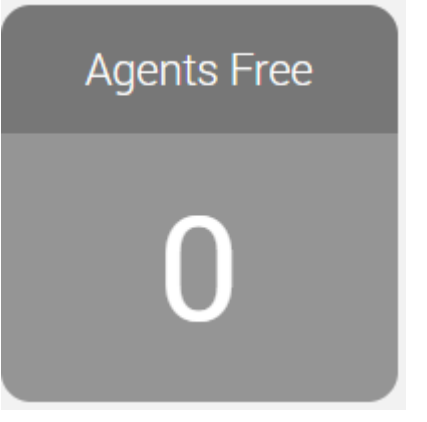
Agents Inbound Calls	Agents Inbound Calls 0	Supervisor - Real time values - Agents - Totals line - "Inbound Calls".
Agents Outbound Calls	Agents Outbound Calls 0	Supervisor - Real time values - Agents - Totals line - "Outbound Calls".
Agents Post Call	Agents Post Call 0	Supervisor - Real time values - Agents - Totals line - "Post-Call".
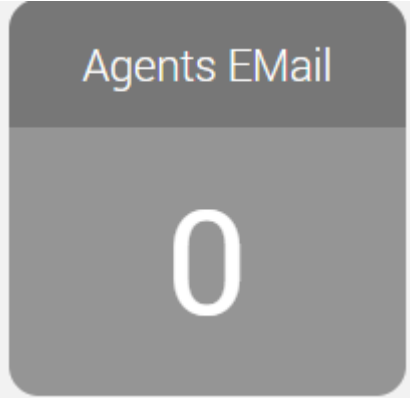
Agents E-Mail	Agents EMail 0	Supervisor - Real time values - Agents - Totals line - "Agents E-Mail"
Agents Pause	Agents Pause 0	Supervisor - Real time values - Agents - Totals line - "Pause".
Work-Break Indicator	Work-Break Indicator	Supervisor - Real time values - Agents - Totals line - "Work-Break-Indicator"

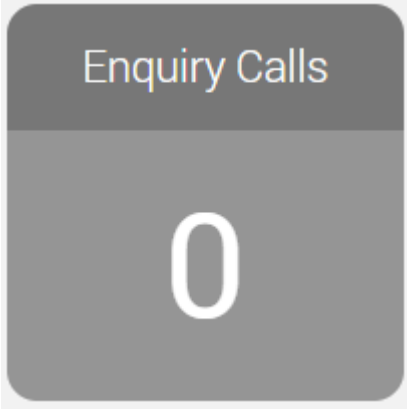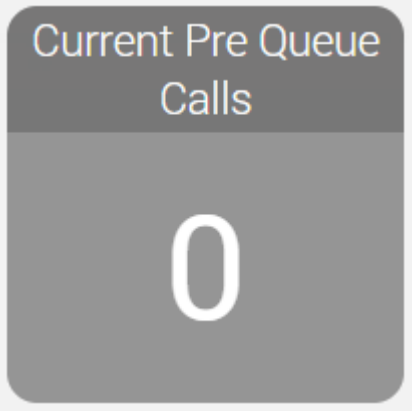|		
Agents Other	Agents Other 0	The number of logged in agents who do not have a status with telephony and are not on break or manual post-processing.
Agents Long Calls	Agents Long Calls 0	Supervisor - Real time values - Agents - Totals line - "Long call".
Enquiry Calls	Enquiry Calls 0	The total number of callbacks (calls in which the agent spoke to a destination but did not transfer) for all calls in the displayed ACD group..
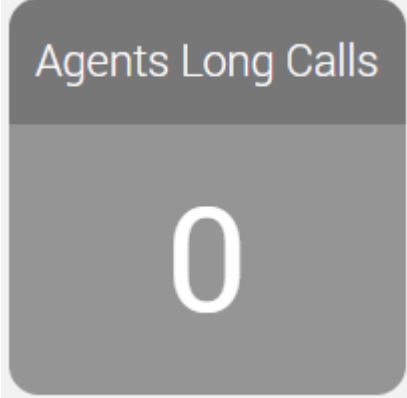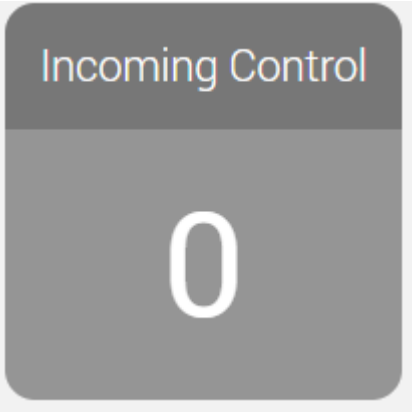
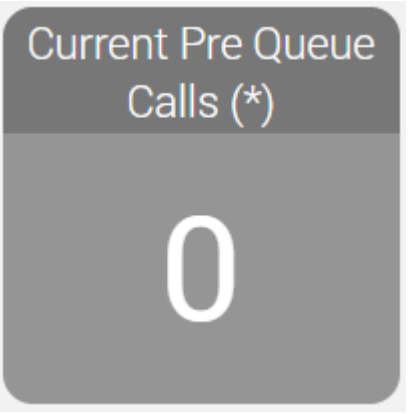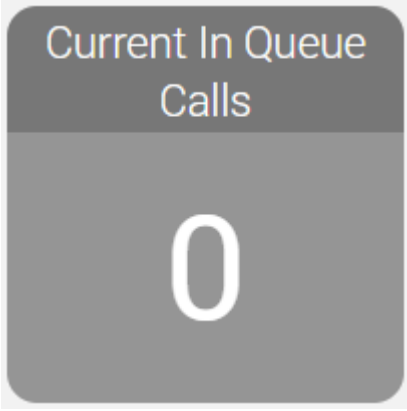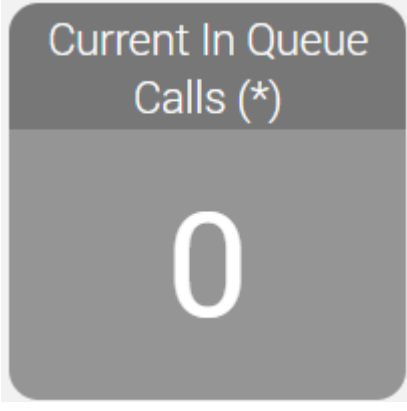|		
Incoming Control	Incoming Control 0	Supervisor - Daily Statistics - Totals line - "Calls - Control".
Current Pre Queue Calls	Current Pre Queue Calls 0	Supervisor - Realtime Statistics - Totals line - "Current Pre Queue Calls"
Current Pre Queue Calls (*)	Current Pre Queue Calls (*) 0	Supervisor - Realtime Statistics - Totals line - "Current Pre Queue Calls (*)"

|		
Current Pre Queue Calls (o)	Current Pre Queue Calls (o) 0	Supervisor - Realtime Statistics - Totals line - "Current Pre Queue Calls (o)"
Current In Queue Calls	Current In Queue Calls 0	Supervisor - Realtime Statistics - Totals line - "Current In Queue Calls"
Current In Queue Calls (*)	Current In Queue Calls (*) 0	Supervisor - Realtime Statistics - Totals line - "Current In Queue Calls (*)"

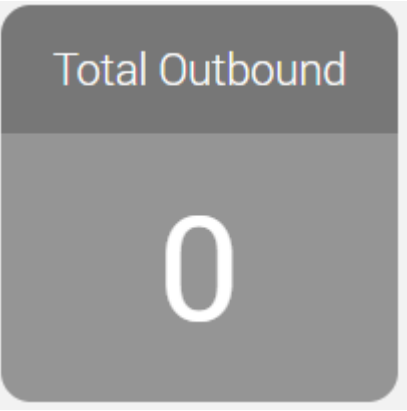|		
Current In Queue Calls (o)	Current In Queue Calls (o) 0	Supervisor - Realtime Statistics - Totals line - "Current In Queue Calls (o)"
Current Calls	Current Calls 0	Supervisor - Realtime Statistics - Totals line - "Current Calls"
Current Calls (*)	Current Calls (*) 0	Supervisor - Realtime Statistics - Totals line - "Current Calls (*)"
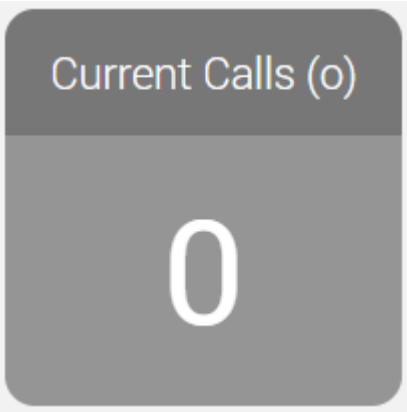
Current Calls (o)	Current Calls (o) 0	Supervisor - Realtime Statistics - Totals line - "Current Calls (o)"
Total Calls	Total Calls 0	Supervisor - Daily Statistics - Totals line - "Calls Total".
Total Outbound	Total Outbound 0	Supervisor - Daily Statistics - Totals line - "Outbound Total".

Total Calls Agents	Total Calls Agents 0	Supervisor - Daily Statistics - Totals line - "Anrufe Agents
Gesamt Agent Calls	Gesamt Agentenanrufe 16	Supervisor - Daily Statistics - Totals line - "Agent Calls"
Total Agent Calls ()	Total Agent Calls (↑) 0	Supervisor - Daily Statistics - Totals line - "Agent Calls By Skill - Upskill ()"

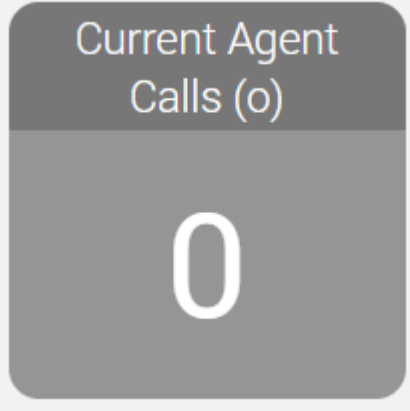|		
Total Agent Calls (•)	Total Agent Calls (·) 0	Supervisor - Daily Statistics - Totals line - "Agent Calls By Skill - Equal Skill (•)"
Total Agent Calls ()	Total Agent Calls (↓) 0	Supervisor - Daily Statistics - Totals line - "Agent Calls by Skill - Downskill (•)"
Current Agent Calls (•)	Current Agent Calls (↓•↑) 0	Supervisor - Realtime Statistics - Totals line - "Agent Calls"

Current Agent Calls ()	Current Agent Calls (↑) 0	Supervisor - Realtime Statistics - Totals line - "Agent Calls ()".
Current Agent Calls (•)	Current Agent Calls (•) 0	Supervisor - Realtime Statistics - Totals line - "Agent Calls (•)".
Current Agent Calls ()	Current Agent Calls (↓) 0	Supervisor - Realtime Statistics - Totals line - "Agent Calls ()".

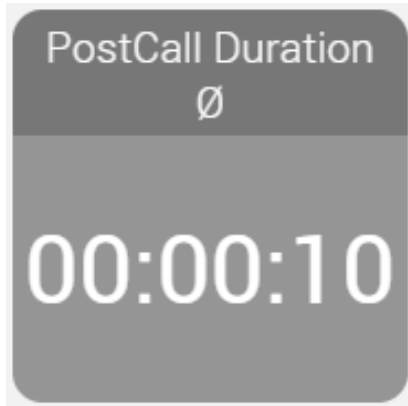|		
Current Agent Calls (*)	Current Agent Calls (*) 0	Supervisor - Realtime Statistics - Totals line - "Agent Calls (*)"
Current Agent Calls (o)	Current Agent Calls (o) 0	Supervisor - Realtime Statistics - Totals line - "Agent Calls (o)"
Total Calls In Service	Total Calls In Service 0	Number of calls that were in service using the service level (s) setting of the ACD groups.

| PostCall Duration Ø | PostCall Duration Ø 00:00:10 | The average of the post call duration among all the groups |