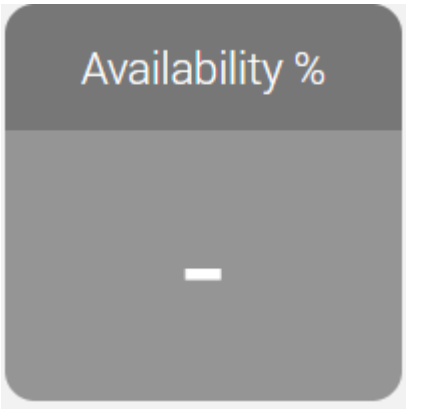
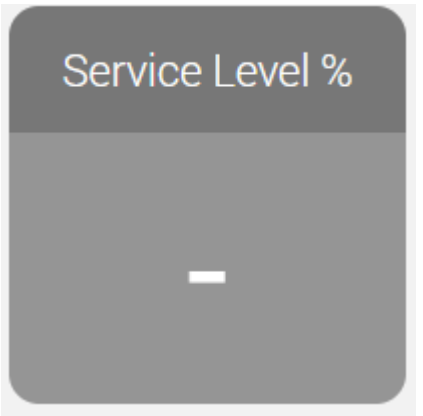
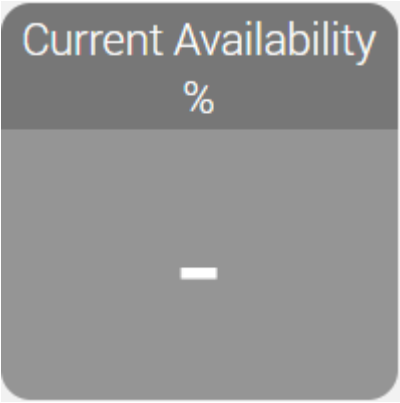


Supervisor - Wallboard Total

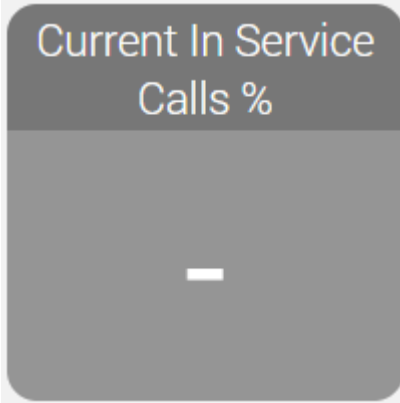
Tile	Picture	Reference
Availability %	 A square wallboard tile with a dark grey header containing the text "Availability %" in white. The main body is a lighter grey and contains a white minus sign (-) in the center.	Supervisor - Daily Statistics - Totals line "Servicelevel - Availability"
Service level %	 A square wallboard tile with a dark grey header containing the text "Service Level %" in white. The main body is a lighter grey and contains a white minus sign (-) in the center.	Supervisor - Daily Statistics - Totals line "Servicelevel - In Service"

Current Availability %



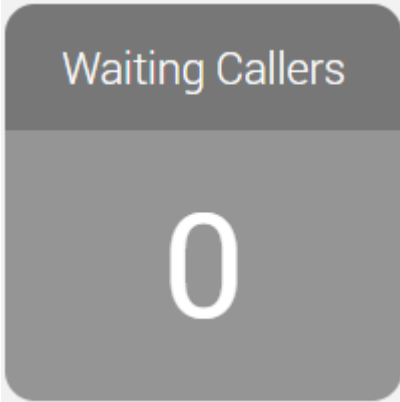
Supervisor - Real time values - Totals line "Availability".

Current In Service Calls %



Supervisor - Real time values - Totals line "Servicelevel"

Waiting Callers



(Supervisor - Real time values - Totals line - "Pre Queue") + (Supervisor - Real time values - Totals line - "In Queue")

Max. Wartezeit



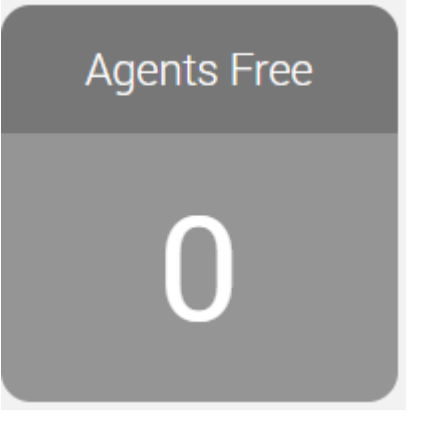
Supervisor - Daily Statistics - Totals line - "Waiting time Max."

Agents Total



Supervisor - Real time values - Agents - Totals line - "Loggen in."

Agents Free



Supervisor - Real time values - Agents - Totals line - "Free".

Agents Inbound Calls



Supervisor - Real time values - Agents - Totals line - "Inbound Calls".

Agents Outbound Calls



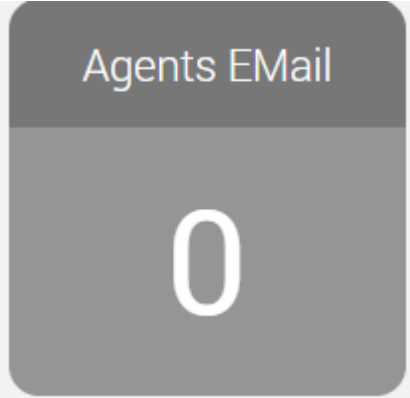
Supervisor - Real time values - Agents - Totals line - "Outbound Calls".

Agents Post Call



Supervisor - Real time values - Agents - Totals line - "Post-Call".

Agents E-Mail



Supervisor - Real time values - Agents - Totals line - "Agents E-Mail"

Agents Pause



Supervisor - Real time values - Agents - Totals line - "Pause".

Work-Break Indicator



Supervisor - Real time values - Agents - Totals line - "Work-Break-Indicator"

Agents Other



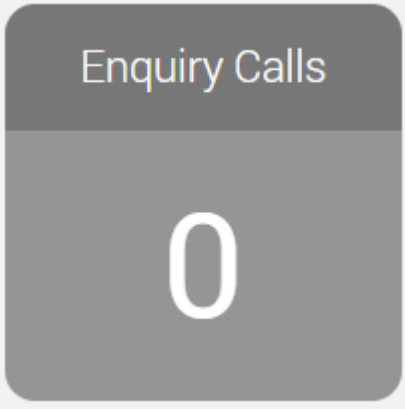
The number of logged in agents who do not have a status with telephony and are not on break or manual post-processing.

Agents Long Calls



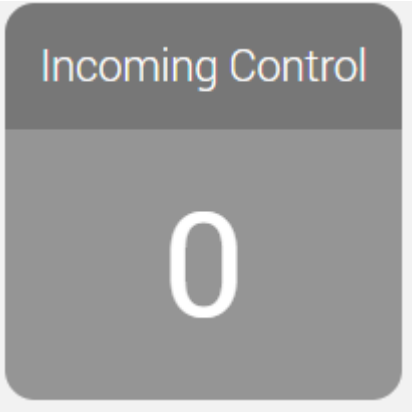
Supervisor - Real time values - Agents - Totals line - "Long call".

Enquiry Calls



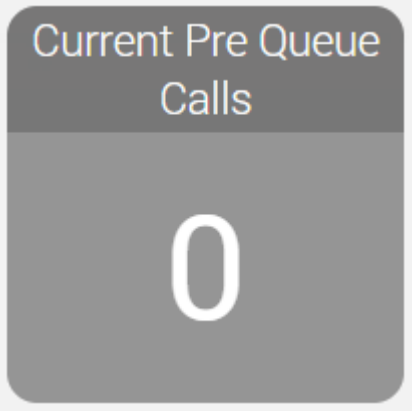
The total number of callbacks (calls in which the agent spoke to a destination but did not transfer) for all calls in the displayed ACD group..

Incoming Control



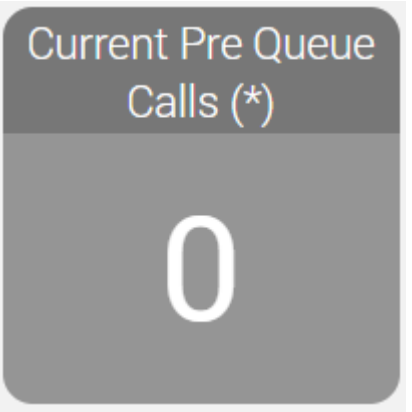
Supervisor - Daily Statistics - Totals line - "Calls - Control".

Current Pre Queue Calls



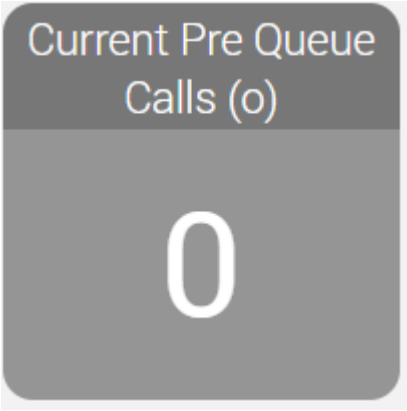
Supervisor - Realtime Statistics - Totals line - "Current Pre Queue Calls"

Current Pre Queue Calls (*)



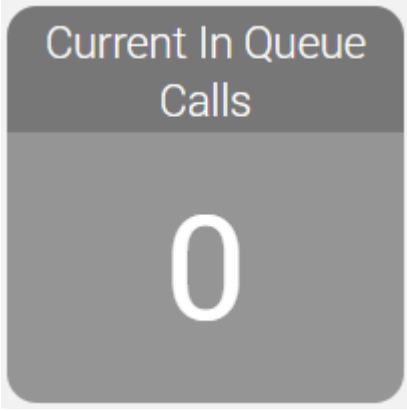
Supervisor - Realtime Statistics - Totals line - "Current Pre Queue Calls (*)"

Current Pre Queue Calls (o)



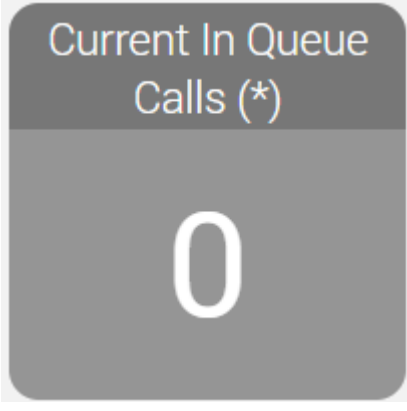
Supervisor - Realtime Statistics - Totals line - "Current Pre Queue Calls (o)"

Current In Queue Calls



Supervisor - Realtime Statistics - Totals line - "Current In Queue Calls"

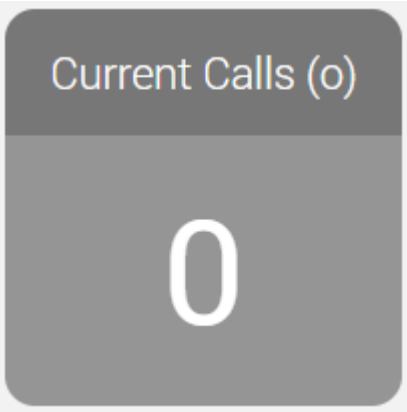
Current In Queue Calls (*)



Supervisor - Realtime Statistics - Totals line - "Current In Queue Calls (*)"

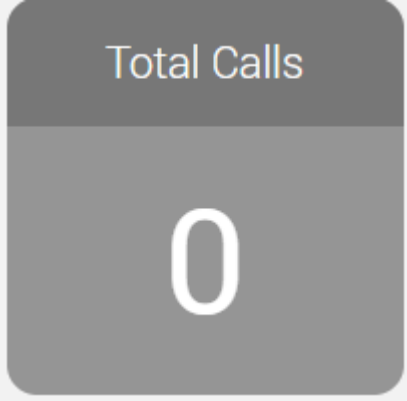
Current In Queue Calls (o)	Current In Queue Calls (o) 0	Supervisor - Realtime Statistics - Totals line - "Current In Queue Calls (o)"
Current Calls	Current Calls 0	Supervisor - Realtime Statistics - Totals line - "Current Calls"
Current Calls (*)	Current Calls (*) 0	Supervisor - Realtime Statistics -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

Current Calls (o)



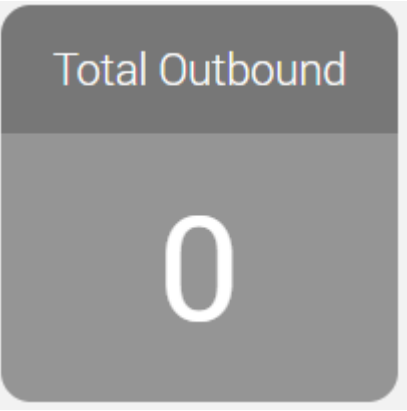
Supervisor - Realtime Statistics - Totals line - "Current Calls (o)"

Total Calls



Supervisor - Daily Statistics - Totals line - "Calls Total".

Total Outbound



Supervisor - Daily Statistics - Totals line - "Outbound Total".

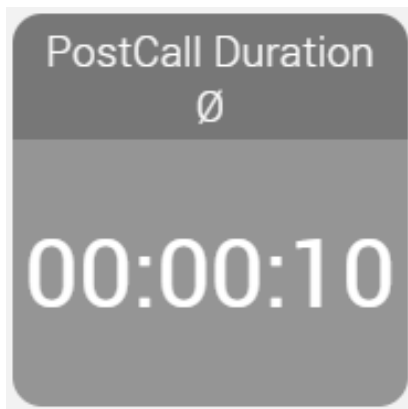
Total Calls Agents	Total Calls Agents 0	Supervisor - Daily Statistics - Totals line - "Anrufe Agents"
Gesamt Agent Calls	Gesamt Agentenanrufe 16	Supervisor - Daily Statistics - Totals line - "Agent Calls"
Total Agent Calls ()	Total Agent Calls (↑) 0	Supervisor - Daily Statistics - Totals line - "Agent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



The average of the post call duration among all the groups