Supervisor Grid Settings

The Supervisor Grid provides a way to display some items in a grid layout.

See the Supported Browsers page at "Grid" for a list of compatible browsers.

The first time you call the Supervisor Grid, the layout is blank. By clicking Layout 1, Layout 2 and Layout 3, you can choose a layout. The settings are

The settings themselves can be made either in the Users - User master data (current user) or for each user in the "Settings" tab, then simply filter by "Grid".
You can completely customise the layout. It is also possible to create the layout from scratch. Only the settings have to be entered.

Authorization

This feature requires the permission **portal.Acd.AcdSupervisor.Grid**

Layout Principle

The elements are arranged in a grid.

The width corresponds to 100% of the page width, and can be divided into a number of columns.

The height of the grid corresponds to a number of lines with a certain height. If you specify more lines than fit on the page, a scroll bar is rendered. The following settings can be made:

Setting	Example	Description
AcdSupervisor.Grid.Columns	10	Number of logical columns.
AcdSupervisor.Grid.Rows	20	Number of logical lines.
AcdSupervisor.Grid.RowHeight	41px	The line height. Valid units can be found in the CSS specification, for example, px or em. Note: % currently does not work. This is due to the early stadium of the grid layout in CSS.

Elements

The following elements can be inserted:

Element Names	Content
AgentsActive	Table "Active Agents".
AgentsAll	Table "All Agents"
CockpitVariables	Wallboard "Cockpit Variables".
CurrentCalls	Table "Current Calls".
DiallerCampaigns	Tabelle "Dialler Campaigns".
HelpRequests	Table "Help Requests".

InboxesGroupData	Table "Inbound Mailboxes".
MediaEvents	Table "Inbound Media Events".
MediaEventsList	Table "Media Events".
MediaHistoryList	Table "Media History".
RealtimeGroupData.AgentsAndSkills	Table "Agents" and "Skills" from the real-time statistics.
RealtimeGroupData	Table from the "Inbound Real-Time" tab.
TodaysGroupData.Skills	Table "Skills" from the daily statistics.
TodaysGroupData.Skills15	Table "Skills" from "Daily Statistics 15 Minuten".
TodaysGroupData.Skills60	Table "Skills" from "Daily Statistics 60 Minuten".
TodaysGroupData	Table "Daily statistics".
TodaysGroupData15	Table "Daily statistics 15 minutes".
TodaysGroupData60	Table "Daily statistics 60 minutes".
WallboardAll	The wallboard, area "Total".
WallboardDiallerCampaigns	The wallboard, area "Dialler Campaigns".
WallboardGroups	The wallboard, area "Group".

Elements Indication

The elements are easily set with the setting **AcdSupervisor.Grid.1, AcdSupervisor.Grid.2** and continuously defined. The numbers must be continuous, if there is a gap, no further elements are drawn.

The following syntax is used to specify the element:

ElementName, X, Y, Width, Height, Scaling

The following table is helpful when specifying the X / Y coordinate. The zero point is left above.

X=1, Y=1	X=2, Y=1	X=3, Y=1
X=1, Y=2	X=2, Y=2	X=3, Y=2
X=1, Y=3	X=2, Y=3	X=3, Y=3

ElementName

Name of the item from the list of items.

X

Specify the X coordinate in the virtual grid where the element is to be drawn.

Y

Specify the Y coordinate in the virtual grid where the element is to be drawn.

Width

The width of the element, as the number of virtual columns.

Height

The height of the element, as the number of virtual rows.

Scaling

The scaling of the element, as floating-point number with point (**no comma use!**).

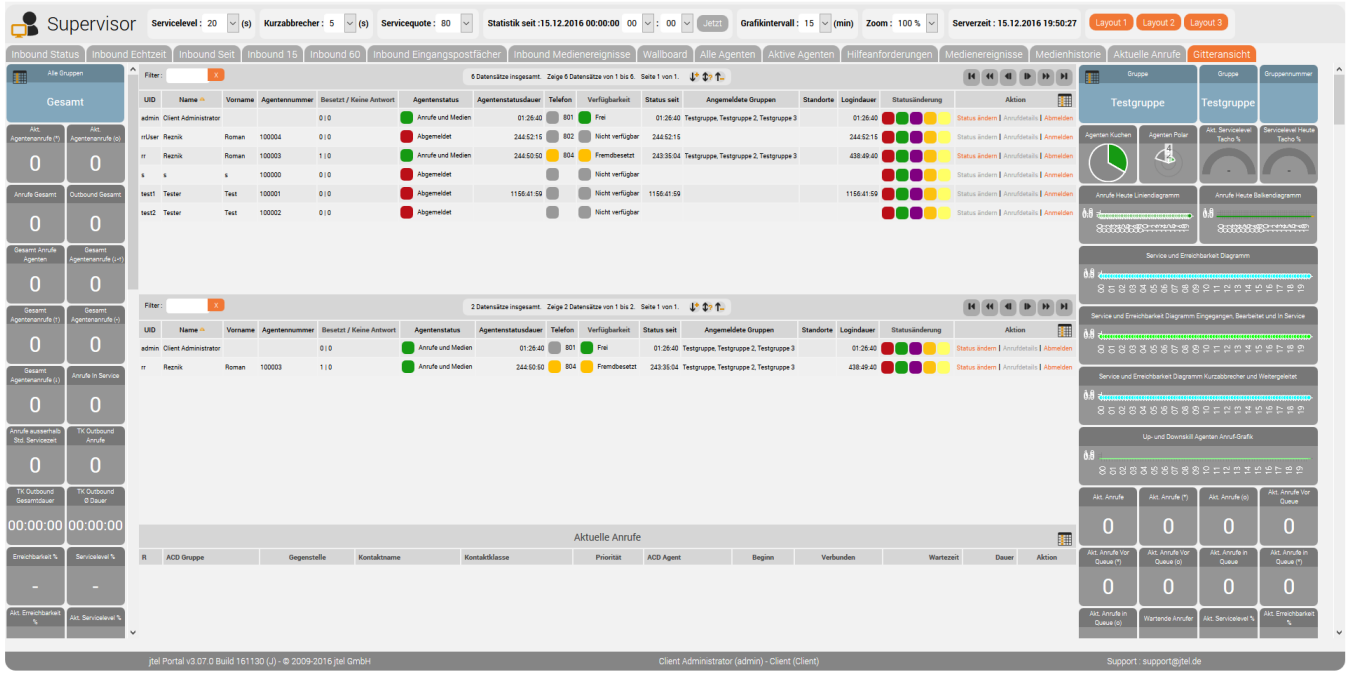
For example, if you specify 0.1, the element is drawn in a tenth of its normal size.

If you specify 5, the element is drawn five times as large.

Example

The following layout is the screenshot below.

Setting	Value
AcdSupervisor.Grid.1	WallboardAll,1,1,1,20,0.42
AcdSupervisor.Grid.2	WallboardGroups,9,1,2,20,0.42
AcdSupervisor.Grid.3	AgentsAll,2,1,7,8,0.75
AcdSupervisor.Grid.4	AgentsActive,2,9,7,8,0.75
AcdSupervisor.Grid.5	CurrentCalls,2,17,7,4,0.75
AcdSupervisor.Grid.Columns	10
AcdSupervisor.Grid.RowHeight	41px
AcdSupervisor.Grid.Rows	20


Supervisor
Servicelevel : 20 (s)
Kurzabbrecher : 5 (s)
Servicequote : 80
Statistik seit :15.12.2016 00:00:00
Jetzt
Grafikintervall : 15 (min)
Zoom : 100 %
Serverzeit : 15.12.2016 19:50:27
Layout 1
Layout 2
Layout 3
Inbound Status
Inbound Echtzeit
Inbound Seit
Inbound 15
Inbound 60
Inbound Eingangspostfächer
Inbound Medienereignisse
Wallboard
Alle Agenten
Aktive Agenten
Hilfeanforderungen
Medienereignisse
Medienhistorie
Aktuelle Anrufe
Gitteransicht
Alle Gruppen
Gesamt
Akt. Agentenanrufe (*)
Akt. Agentenanrufe (o)
Anrufe Gesamt
Outbound Gesamt
Gesamt Anrufe Agenten
Gesamt Agentenanrufe (J+)
Gesamt Agentenanrufe (*)
Gesamt Agentenanrufe (o)
Gesamt Agentenanrufe (J)
Anrufe in Service
Anrufe ausserhalb Std. Servicezeit
TK Outbound Anrufe
TK Outbound Gesamtdauer
TK Outbound Ø Dauer
00:00:00
Erreichbarkeit %
Servicelevel %
Akt. Erreichbarkeit %
Akt. Servicelevel %
Filter:
6 Datensätze insgesamt. Zeige 6 Datensätze von 1 bis 6. Seite 1 von 1.
UID
Name
Vorname
Agentennummer
Besetzt / Keine Antwort
Agentenstatus
Agentenstatusdauer
Telefon
Verfügbarkeit
Status seit
Angemeldete Gruppen
Standorte
Logindauer
Statusänderung
Aktion
admin Client Administrator 0 | 0 Anrufe und Medien 01:26:40 801 Frei 01:26:40 Testgruppe, Testgruppe 2, Testgruppe 3 01:26:40
rrUser Reznik Roman 100004 0 | 0 Abgemeldet 244:52:15 802 Nicht verfügbar 244:52:15 244:52:15
rr Reznik Roman 100003 1 | 0 Anrufe und Medien 244:50:50 804 Fremdbesetzt 243:35:04 Testgruppe, Testgruppe 2, Testgruppe 3 438:49:40
s s s 100000 0 | 0 Abgemeldet Nicht verfügbar
test1 Tester Test 100001 0 | 0 Abgemeldet 1156:41:59 Nicht verfügbar 1156:41:59 1156:41:59
test2 Tester Test 100002 0 | 0 Abgemeldet Nicht verfügbar
Status ändern | Anrufdetails | Abmelden
2 Datensätze insgesamt. Zeige 2 Datensätze von 1 bis 2. Seite 1 von 1.
Aktuelle Anrufe
R
ACD Gruppe
Gegenstelle
Kontaktname
Kontaktklasse
Priorität
ACD Agent
Beginn
Verbunden
Wartezeit
Dauer
Aktion
Gruppe
Testgruppe
Gruppennummer
Agenten Kuchen
Agenten Polar
Akt. Servicelevel Techo %
Servicelevel Heute Techo %
Anrufe Heute Liniendiagramm
Anrufe Heute Balkendiagramm
Service und Erreichbarkeit Diagramm
Service und Erreichbarkeit Diagramm Eingegangen, Bearbeitet und in Service
Service und Erreichbarkeit Diagramm Kurzabbrecher und Weitergeleitet
Up- und Downskill Agenten Anruf-Grafik
Akt. Anrufe
Akt. Anrufe (*)
Akt. Anrufe (o)
Akt. Anrufe Vor Queue
Akt. Anrufe Vor Queue (*)
Akt. Anrufe Vor Queue (o)
Akt. Anrufe in Queue
Akt. Anrufe in Queue (*)
Akt. Anrufe in Queue (o)
Wartende Anrufer
Akt. Servicelevel %
Akt. Erreichbarkeit %
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Client Administrator (admin) - Client (Client)
Support : support@jtel.de