

Queue Panel Layout

This topic describes the Queue Panel layout, including call statistics panel, waiting call panel, active call panel, and agent panel.

The screenshot displays the Queue Panel layout with the following components:

- Call statistics panel:** Shows 100% SLA, 1 Answered Calls, 0 Abandoned Calls, 0 Missed Calls, 00:00:19 Max Waiting Time, 00:00:19 Average Waiting Time, and 00:00:00 Average Talking Time.
- Waiting Calls (1):** A table with columns: Caller, Callee, Status, Time, Details.

Caller	Callee	Status	Time	Details
6400:Becky Lai [1001]	1024 1024 [1024]	Ringing	00:00:03	Internal,Ringing Agent
Becky Lai [1001]	6400 [6400]	Waiting	00:00:03	Internal,Waiting in Queue
- Active Calls (1):** A table with columns: Caller, Callee, Status, Time, Details.

Caller	Callee	Status	Time	Details
6400:1025 1025 [1025]	3333 3333 [3333]	Talking	00:01:34	Internal
- Agent panel:** Shows 3/4 agents. Agent 1024 1024 (1024) is Static Agents with 0 Answered, 0 Missed, and 00:00 Total Talks. Agent 1025 1025 (1025) is Logged out with 0 Answered, 0 Missed, and 00:00 Total Talks. Agent 3333 3333 (3333) has 0 Answered, 0 Missed, and 00:00 Total Talks.

Menu bar

1. If you have multiple queues, select a desired queue from the upper left corner of queue panel.

The screenshot shows the menu bar with a dropdown menu open for queue selection. The dropdown menu lists the following options:

- 6400 [6400]
- Nicole test [6401]
- Team-A [6402]

2. Select a time range.
 - o **Today:** View statistics of today.
 - o **This Week:** View statistics of this week.
 - o **This Month:** View statistics of this month.

The screenshot shows the menu bar with a dropdown menu open for time range selection. The dropdown menu lists the following options:

- Today
- This Week
- This Month

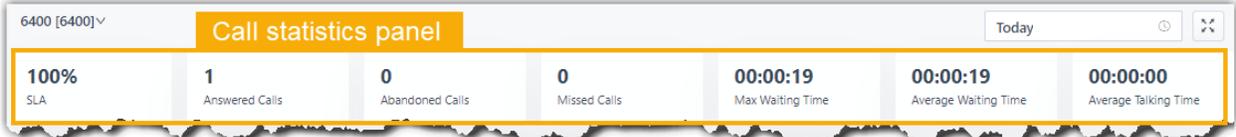
3. **Optional:** Click  to display queue panel in a separate browser window.

Queue Panel Layout

For example, display the queue panel of Service in a browser window; display the queue panel of Sales in another browser window.

Call statistics panel

Display call statistics of a queue.



Call statistics	Description
SLA	Display the Service Level Agreement over a period of time for the queue.
Answered calls	Display the total calls that queue agents answered over a period of time.
Abandoned Calls	Display the total calls that have been abandoned over a period of time.
Missed Calls	Display the total calls that queue missed over a period of time.
Max Waiting Time	Display the maximum call waiting time for all calls answered over a period of time.
Average Waiting Time	Display the average waiting time over a period of time for all queue calls.
Average Talking Time	Display the average talking time over a period of time for all queue calls.

Waiting call panel

Display the details of incoming call that is in ringing or waiting state in real time, including caller, callee, status, time, and details.

Note: The **QCB** indicates that the caller has requested a callback.

Caller	Callee	Status	Time	Details
6400:Becky Lai [1001]	1024 1024 [1024]	Ringing	00:00:03	Internal,Ringing Agent
QCB Becky Lai [1001]	6400 [6400]	Waiting	00:00:03	Internal,Waiting in Queue

Queue Panel Layout

Active call panel

Display details of answered calls in real time, including caller, callee, status, time, and details.

Note: The **QCB** indicates that this is a callback.

Caller	Callee	Status	Time	Details
QCB 6400:1025 1025 [1025]	3333 3333 [3333]	Talking	00:01:34	Internal

Active call panel

Agent panel

Display agent details in the queue, including the agent's presence, queue status, and personal call statistics.

Presence

Queue Status

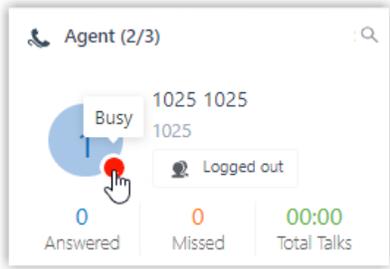
Call statistics

Agent panel

Agent's presence

Hover your mouse over the presence icon, you can see the agent's presence status.

Queue Panel Layout



Icon	Presence	Description
	Unavailable	The agent's extension is not registered.
	Busy	The agent is in a call.
	Available	The agent is online and ready to receive and handle calls.
	Away	The agent is currently away from office.
	Business Trip	The agent is currently on a business trip.
	Do Not Disturb	The agent doesn't want to be disturbed, and he/she won't receive any calls.
	Lunch Break	The agent is currently on lunch break.
	Off Work	The agent is currently off work.

Queue Status

Icon	Presence
	The agent has logged in to the queue, and is available to receive a call.
	The agent logged out of the queue.
	The agent has paused receiving the queue calls.