Queue Panel Layout

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

Menu bar

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

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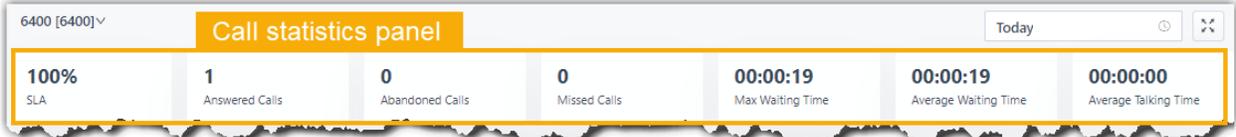   o **This Month**: View statistics of this month.

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

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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.

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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.

Agent panel

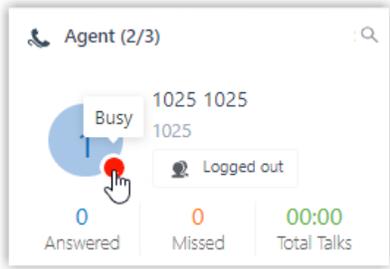Display agent details in the queue, including the agent's presence, queue status, and personal call statistics.

Agent's presence

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

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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.