

Monitor

The Monitor option in the menu is accessible by the person performing the traffic controller role. The person is mainly concerned with managing the queue so that the customers are served in least amount of time. The screen outlines agents who are in the desktop, number of visitors in the queue, avg waiting time and other statistics that helps the controller to take actions if needed. For example : if there are more visitors waiting in a queue and fewer agents logged in, a threshold can be set up in the system to flag it as red. This is an indication that some action is needed to bring down the waiting time of the visitor.

Workforce monitor

369 Visitors on site

Group overview

| Group | Online agents in desktop | Visitors in queue | Active dialogs | Avg. waiting time | Longest waiting time | Avg. dialog | Longest dialog time | Avg. hung-up time | Filter |
|--------------------------------|--------------------------|-------------------|----------------|-------------------|----------------------|-------------|---------------------|-------------------|--------------------------|
| E-handel | 1 | 0 | 0 | 0m 0s | 0m 0s | 0m 0s | 0m 0s | 0m 0s | <input type="checkbox"/> |
| PhoneToWeb | 0 | 0 | 0 | 0m 0s | 0m 0s | 0m 0s | 0m 0s | 0m 0s | <input type="checkbox"/> |
| Kundtjänst | 1 | 0 | 0 | 0m 0s | 0m 0s | 0m 0s | 0m 0s | 0m 0s | <input type="checkbox"/> |
| Service VIP | 1 | 0 | 0 | 0m 0s | 0m 0s | 0m 0s | 0m 0s | 0m 0s | <input type="checkbox"/> |
| TWC Test #TestTWC | 0 | 0 | 0 | 0m 0s | 0m 0s | 0m 0s | 0m 0s | 0m 0s | <input type="checkbox"/> |
| Patrik Testgrupp | 0 | 0 | 0 | 0m 0s | 0m 0s | 0m 0s | 0m 0s | 0m 0s | <input type="checkbox"/> |
| BOTDev | 1 | 0 | 0 | 0m 0s | 0m 0s | 0m 0s | 0m 0s | 0m 0s | <input type="checkbox"/> |
| BOTTest | 0 | 0 | 0 | 0m 0s | 0m 0s | 0m 0s | 0m 0s | 0m 0s | <input type="checkbox"/> |
| BOTProd | 0 | 0 | 0 | 0m 0s | 0m 0s | 0m 0s | 0m 0s | 0m 0s | <input type="checkbox"/> |
| FB-Messenger | 0 | 0 | 0 | 0m 0s | 0m 0s | 0m 0s | 0m 0s | 0m 0s | <input type="checkbox"/> |
| BOT med tillgänglig kundtjänst | 1 | 0 | 0 | 0m 0s | 0m 0s | 0m 0s | 0m 0s | 0m 0s | <input type="checkbox"/> |
| Summary: | 2 | 0 | 0 | -- | 0m 0s | 0m 0s | 0m 0s | 0m 0s | |

Agents in desktop

| Agents: 2 | Locked | In dialog | Hang up | Filter |
|-------------------|--------|-----------|---------|--------------------------|
| Boten Birger | 0 | 0 | 0 | <input type="checkbox"/> |
| Katarina Miskovic | 0 | 0 | 0 | <input type="checkbox"/> |

Groups

Agents

There is no visitor activity at the moment

Furthermore, the controller can also log an agent out in case he/she has forgotten to do so by right clicking on the agent name.

Agents in desktop

| Agents: 2 | Locked | In dialog | Hang up | Filter |
|---|--------|-----------|---------|--------------------------|
| <div>Logout agent</div> <div> Katarina Miskovic</div> | 0 | 0 | 0 | <input type="checkbox"/> |
| | 0 | 0 | 0 | <input type="checkbox"/> |