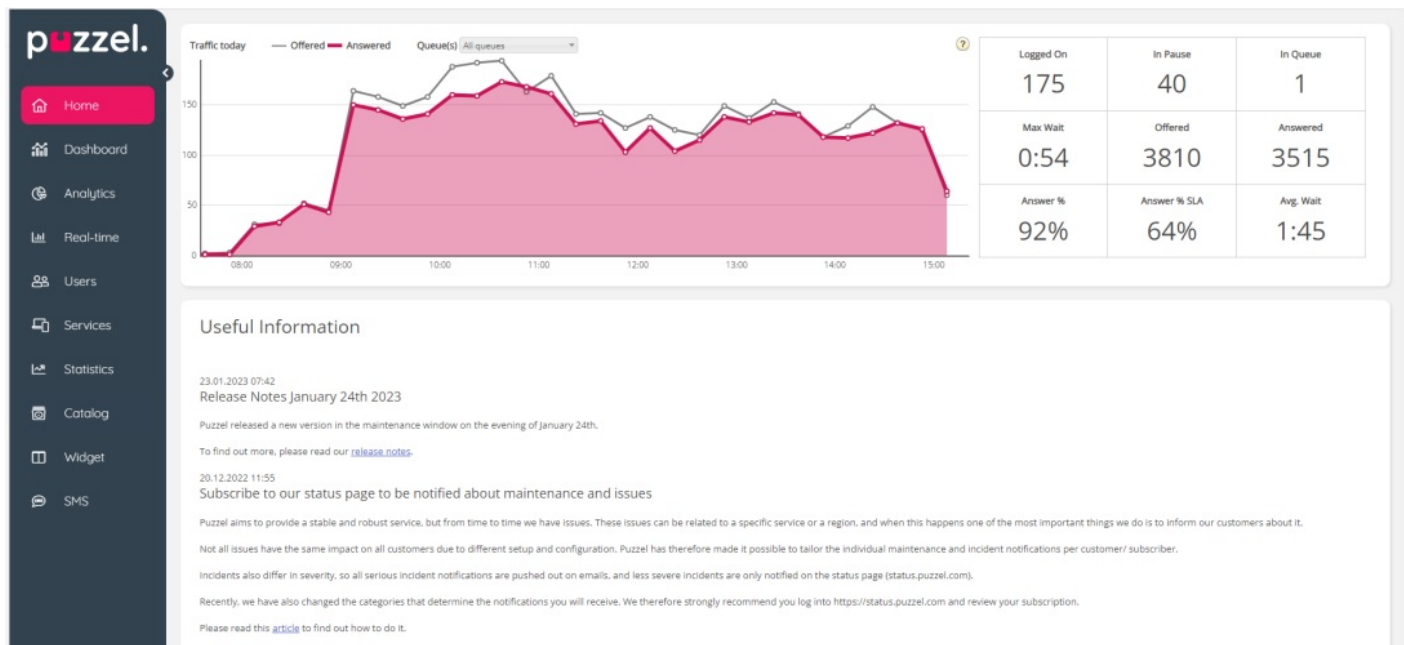# Home Page

Once you have signed in, you will see the *Home Page*, which is divided into 2 sections: Traffic Information/KPIs, and Useful Information.

In the bottom left corner you see your customer name and customer number.

In the chart, you can see the number of requests offered and answered per queue, per quarter of an hour, for selected display queue(s).

On the right side of the chart, you can see values for 4-9 key parameters for the same display queue(s). You can configure what key parameters are shown under *Users Products Homepage*. Available parameters to choose from are *Answer % so far, Answer % within SLA so far, Avg. Speaktime so far, Avg. Wait Time Answered so far, In Pause now, In Queue now, Logged on now, Max Wait Time Now, Silent calls so far, Survey score, Total Answered so far* and *Total Offered so far*.

By clicking the drop-down menu for Queue(s) you configure if the graph and the key parameters represent just one display queue or multiple queues.

> **Note**
>
> A call or written request is counted as being **offered** to queue as soon as it **arrives** in queue, and as **answered** only when an agent has answered the call/accepted the written request, which means that one request might be counted as offered in one quarter of an hour and answered in a later quarter of an hour. This is different than in statistic, where a call belongs usually belongs in the quarter of an hour it ends. This means that there may be time periods where the number of answered requests is greater than the number of offered requests.

On the bottom part of the Home Page, Puzzel publishes useful information and product news.