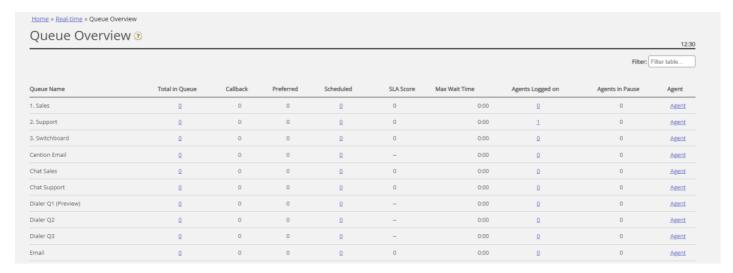


Queue Overview

The queue overview enables you to monitor both agents and queues in your contact centre, per display queue. (See<u>Display Queue Settings</u>). The page refreshes automatically.



Columns in Queue Overview:

- Queue name: Name of Display queue
- **Total in queue:** Total number of requests currently queued (in this Display Queue). If you click on a number, the Queue Details page opens, showing one row per request in the queue.
- Callback: Number of requests in the queue that are callbacks (for Phone queues)
- Preferred: Number of requests in the queue that have a reserved/preferred agent
- **Scheduled**: Number of scheduled calls/scheduled tasks that have not yet reached their Scheduled time. Aka the queue's 'waiting room'. If you click on a number, the <u>Scheduled requests</u> view opens, showing one row per request currently waiting for their Scheduled time.

 (This column is only shown if the Queue property 'Show in Queue overview: Scheduled requests' is ON.)
- **SLA score:** The highest SLA score for a request in this queue now. How long the queue is now, relatively speaking. For details, see <u>SLA</u> under <u>System Queue Settings</u>.
- Max wait time: Longest waiting time for a request currently in queue.
- Agents logged on: Number of agents logged on who can answer requests from the queue, including agents that are
 in status Pause
- Agents in Pause: Number of agents that are in Pause.
- Agent: If you click on the Agent link, the Agent details view opens

In 3 of the columns you will see hyperlinks to pages with more detailed information:

- By clicking on a number in the 'Total in queue' column, Queue details opens
- By clicking on a number in the Scheduled column, Scheduled requests opens
- By clicking on a number in the 'Agents Logged on' column, Agent status opens
- By clicking on 'Agent' in the Agent column, the Agent details opens