Real-time widgets

In a Dashboard you can have **Real-time data widgets** and/or [Historical report widgets](#).

This article provides an overview of the real-time data widgets that's available in the Supervisor Dashboard:

- **Traffic** (offered and answered per queue so far today)

- **Queue** (lots of real-time and so far today parameters per queue)

- **Agents** (lots of real-time and so far today parameters per agent)

Once a real-time Widget is selected (in Step 1), you can further choose the Queues/Agents for this Widget, along with the specific fields - for example Average Handle time, Ready, Logged On, etc. Below, one can find a list of the available widgets, along with the first and second data selection fields available for them.

Traffic Widget

This widget contains information about offered and answered requests for one or more queues, similar to what is shown on the Home page:
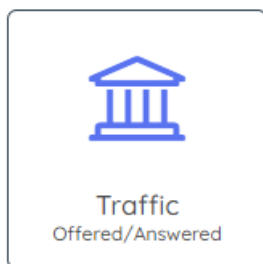
Once selected, click *Next* to go to step 2 to select:

1. **Queues** - in the list that shows all available Display Queues, select one, more or all queues.

2. **Traffic** - in the list that shows Offered and Answered, select one or both

    1. **Offered** - number of offered requests (=arrived in queue) so far today

    2. **Answered** - number of answered requests (=answered/accepted by agent) so far today

This is demonstrated in the screenshot below:

Queue Widget

This widget contains the same metrics per Display Queue as is used in Ticker Queues, Wallboard for Queues and Queue overview:

Once selected, click Next to go to Step 2 to select 1) Queues, 2) Columns and 3) Visual type:

1. **Queues** - In the list showing all available Display Queues, select one, more or all queues.

2. **Queues Columns** - these fields are the actual fields to choose from. Select one or more of the available fields:

	Dashboard label	Type	Description
1	Abandon %	So far today	Number of callers (chatters) that **hung up in queue** within the defined SLA time, relative to callers (chatters) offered to queue, so far today
2	Abandon < SLA	So far today	Number of callers (chatters) that **hung up in queue** within the defined SLA time, so far today
3	Abandoned	So far today	Total number of callers (chatters) that **hung up in queue**, so far today

	Dashboard label	Type	Description
4	AHT	So far today	Average handling time (**speak time + wrap up time**), so far today
5	Answer %	So far today	Number of *Answered* requests relative to *Offered* requests, so far today. Please note that a call (request) still in queue is counted as Offered but yet not as Answered (or Hung up)!
6	Answer % SLA	So far today	Number of requests Answered within SLA, relative to Offered requests, so far today
7	Answer% SLA ex. abandon	So far today	Number of requests Answered within SLA, relative to (Offered requests - Hang ups), so far today
8	Answer% SLA ex. abandon SLA	So far today	Number of requests Answered within SLA, relative to (Offered requests - Hang ups within SLA), so far today
9	Answered	So far today	Number of Answered requests, so far today
10	Avg. Speak	So far today	Avg. agent speak time for the requests that have been **answered**, so far today
	Avg. Wait	So far today	Avg. wait time in queue for the requests that have been **answered**, so far today
11	Avg. Wait now	For those in Queue right now	Avg. wait time in queue for the requests **currently waiting in queue**. Please note that this value usually is around half of what the wait time these requests will have before they are answered, since some requests have just arrived in queue and some have been waiting for a while.
12	Avg. Wrap-up	So far today	Avg. agent wrap-up time for calls, so far today
13	Call-back	Status now	Number of call-backs in queue now
14	Connected	Status now	Number of **agents** in status *Connected* now
15	In Pause	Status now	Number of **agents** in status *Pause* (any Pause reason) now
16	In Queue	Status now	Total number of calls (requests) **in queue now, including callbacks**
17	Logged On	Status now	Total number of **agents** logged on to queue now, including agents in status Pause
18	Logged on ex Pause	Status now	Number of **agents** logged on to queue now, excluding agents in status Pause
19	Max Wait	Status now	The longest wait time amongst the requests in queue now
20	Offered	So far roday	Total number of requests Offered to queue, so far today (offered to = arrived in)
21	Pref. Calls	Status now	Number of requests in queue right now that has a reserved/preferred agent

	Dashboard label	Type	Description
22	Ready	Status now	Number of **agents** in status *Ready* now
23	Silent Call %	So far today	Silent calls so far today, relative to (answered Dialler calls + Silent call), so far today. Only relevant for Dialler queues
24	Silent Calls	So far today	Number of Dialler contacts that have experienced a Silent call, so far today. Only relevant for Dialler queues
25	SLA Score	Status now	The Display queue's SLA score now (the highest SLA score for requests in the system queue(s) in this Display queue)
26	Survey Score	So far today	Avg. Survey score so far today
27	Scheduled	Status now	Number of requests with a scheduled time in the future. (After the scheduled time, the request will be shown as In queue)

These are the same as the columns available in a Queue Wallboard, ref Queue settings for Wallboard.

Some of the available columns are shown in the screenshot below:

Finally, you need to select **Visual type**. If you selected more than 4 columns, only Table is available.

Agents Widget

This widget contains the same metrics per Agent as is used in Ticker Agent and Wallboard for Agents:
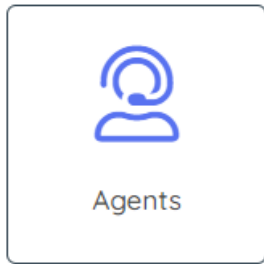
Agents

Once selected, click Next to go to Step 2 to select 1) Agents, 2) Columns and 3) Visual type.

1. **Agents** - select the agents you would like to see details for in the Agent Widget.

2. **Agent Columns** - select the columns you would like to see for each agent:

    1. **Agent Status**

    2. **Time in Status**

    3. **Answered** - number of requests answered/accepted so far today.

    4. **AHT** - average handling time (speaktime + wrap-up) so far today.

    5. **Logged on (ex pause)** - Time logged on so far today.

    6. **Time Paused** - Time in pause statuses so far today.

    7. **User Group** - The agent's user group

    8. **Phone Number** - The phone number the agent is logged on to queue with.

    9. **Profile name** - Name of profile used now

    10. **Open Dialogs** - Number of written requests (chats, emails/tasks and SoMe) open now

    11. **Offered Requests** - Number of requests offered to agent so far today.

    12. **Avg. Speaktime** - Average speaktime for requests answered so far today

    13. **Avg. Wrap-up** - Average wrap-up for requests answered so far today

    14. **Logged on (inc pause)** - Time logged on to queue (including pause) so far today.

    15. **Total speaktime** - Total speaktime for answered calls/requests so far today

The list is demonstrated in the screenshot below:

In the **Select Agents** list box, all users (agents and admins) are shown, in the **User group** they belong to. If you would like to select all agents currently in a user group, you can tick this User group's name, and when done, all the users in the user group are ticked and added to the list of agents included. If you later add a new user to this user group, this new user is not automatically added to this Dashboard widget.

If you select a lot of agents and you only want to see the agents logged on to queue now in the Dashboard widget, please tick "***Show only agents that are logged on***".