Ticker Services

Shows in real time the total number of requests offered to (=received) and answered per **access point**.

Ticker Services ⑦

Filter: [Filter table...] [day] [week]

Access Point	Description ▼	Total Offered	Total Answered	Answer Rate
13397072462	USA Demo	0	0	–
0013397072462	USA Demo	0	0	–
SC_11957_Twitter_twitter	Twitter 1	0	0	–
test@puzzel.com	test	0	0	–
STask_10009	Scheduled task	0	1	–
Support@product.logicalware.com	Puzzel Ticketing Support	0	0	–
Sales@product.logicalware.com	Puzzel Ticketing Sales	0	0	–
All-Users@product.logicalware.com	Puzzel Ticketing All Users	0	0	–
SoMe_1683259376_Twitter_twitter	Public and private tweets	0	0	–
21496002	Product demo number	0	0	–
95510009	Mobile number to Demo	0	0	–

You can toggle between Day and Week view. Day view shows values so far this day (starting midnight), while Week view shows values so far this week (starting midnight between Sunday and Monday).

Please note that

- **Agent-to-agent** calls are not included in Ticker Service since such calls are not 'requests' to an access number.

- **Outbound calls** (aka 'callout") are shown on the configured access number.

- **Scheduled tasks** are reported as *Offered* when they are created, and as *Answered* when agent accepted the request, and this might be several days apart.