Ticker User Group
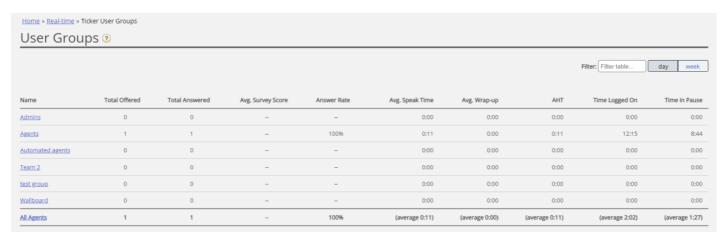
Ticker User Groups shows statistics per user group and agent, so far today and so far this week.

User Groups ⓘ

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

Name	Total Offered	Total Answered	Avg. Survey Score	Answer Rate	Avg. Speak Time	Avg. Wrap-up	AHT	Time Logged On	Time in Pause
Admins	0	0	–	–	0:00	0:00	0:00	0:00	0:00
Agents	1	1	–	100%	0:11	0:00	0:11	12:15	8:44
Automated agents	0	0	–	–	0:00	0:00	0:00	0:00	0:00
Team 2	0	0	–	–	0:00	0:00	0:00	0:00	0:00
test group	0	0	–	–	0:00	0:00	0:00	0:00	0:00
Wallboard	0	0	–	–	0:00	0:00	0:00	0:00	0:00
All Agents	1	1	–	100%	(average 0:11)	(average 0:00)	(average 0:11)	(average 2:02)	(average 1:27)

The information shown so far today/this week is:

- **Total Offered**: *The number of requests offered to the agents per user group*
- **Total Answered**: *The number of requests answered by the agents*
- **Survey score:** Avg. score so far, shown if configured*
- **Answer Rate**: *Total answered * 100 / Total offered*
- **Avg. Speak Time**: *Average speak time for requests answered by agents so far*
- **Avg. Wrap-up Time**: *Average wrap-up time for requests answered by agents so far*
- **AHT**: *Average Handling Time so far (=avg. speak time + avg. wrap-up time)*
- **Time Logged on**: *Total time logged on including time in Pause*
- **Time in Pause**: *Total time in Pause*

* The column **Average Survey score** is shown only if property *Show Survey score in Ticker Agent/User group* is ON. If a customer started a chat with agent 1 and this agent invites another agent into the chat (to consult and/or transfer), the Survey record will be linked to and reported on the last connected agent.

By clicking on a user group's name in Ticker User group, **Ticker information per agent in the chosen user group** will appear.

Agents in ▭▭▭ ⓘ

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

Name	Total Offered	Total Answered	Avg. Survey Score	Answer Rate	Avg. Speak Time	Avg. Wrap-up	AHT	Time Logged On	Time in Pause
crm▭▭▭p-agent)	0	0	–	–	0:00	0:00	0:00	0:00	0:00
paal▭▭▭t)	2	2	5.50	100%	1:22	0:29	1:51	2:17:14	2:07:42
Seb▭▭▭	0	0	–	–	0:00	0:00	0:00	0:00	0:00
Har▭▭▭r)	0	0	–	–	0:00	0:00	0:00	0:00	0:00

Clicking on one agent's name opens this agent's **Ticker agent**. Ticker agent shows how many requests the chosen agent has been offered and has answered **per system queue**, in addition to Average speak time, Wrap-up time and Time logged

on and in pause, so far today/this week.

Details for paal-agent ⓘ

day | week

Agent:	Total Time Logged On	Total Time Paused	Pause Details	ⓘ
paal-agent ▾	2:17:52	2:07:42	Break *1:14*, Lunch *4:04*, Meeting *2:02:24*	

Queue	Total Offered ▼	Total Answered	Avg. Survey Score	Answer Rate	Avg. Speak Time	Avg. Wrap-up	AHT
Support	1	1	5,00	100%	1:02	0:34	1:36
Sales	1	1	6,00	100%	1:42	0:23	2:05
Twitter	0	0	–	–	0:00	0:00	0:00
Task support	0	0	–	–	0:00	0:00	0:00

An outbound call from an agent to a contact/phone number is reported on a queue called e.g.*Outbound* or *Callout*.

The row without a queue name

- If agent1 while connected to a caller makes a**consult call** to and/or **transfers** the caller to agent2 (not through a queue), agent2 gets 1 call offered and 1 answered NOT coming from a queue, so this call will be reported on the row without a queue name.

- If agent1 makes a call directly to agent2 (aka**agent-to-agent** call), this call is reported as 1 offered and 1 answered on both agents on the row without a queue name, since such a call is not a request linked to a queue.

Note

If one agent calls to another agent, this call is counted as offered and answered on both agents, but unfortunately, such agent-to-agent calls make the reported Avg. speaktime be 0:00 this day in the Ticker. The reported (Avg) speaktime in agent statistics reports will be correct.