

Ticker tab

The Ticker tab gives you an overview per queue over your work load and request handling achievements so far this day and this week. It also lets you see details about your login and pause time for the same periods.

The screenshot shows the 'TICKER' tab in the Puzzel Agent interface. At the top, there is a navigation bar with the time '16:26', a user profile 'AW', a search bar 'Enter phone number', a dropdown menu '(1) Sales', and a 'LOG ON' button. The Puzzel logo is in the top right corner. Below the navigation bar, there is a 'TICKER Agent' window with a close button. The main content area has a 'TICKER' label and a 'Day Week' toggle. A summary box displays the following metrics:

- LOGGED ON: 0s
- IN PAUSE: 0s
- OFFERED: 0
- ANSWERED: 0
- ANSWER %

Below the summary box is a table with the following columns: Queue, Offered, Answered, Answer %, Avg. Speak Time, Avg. Wrap-up Time, and Avg. Handling Time. The table lists several queues with zero values for all metrics.

Queue	Offered	Answered	Answer %	Avg. Speak Time	Avg. Wrap-up Time	Avg. Handling Time
Chat Sales	0	0		0s	0s	0s
E-mail Sales	0	0		0s	0s	0s
Sales	0	0		0s	0s	0s
SocialCee Facebook	0	0		0s	0s	0s
SocialCee Twitter	0	0		0s	0s	0s
Support	0	0		0s	0s	0s
Switchboard	0	0		0s	0s	0s
Utgående	0	0		0s	0s	0s
Total	0	0		0s	0s	0s