

Queue Overview and Agent Details

Queue Overview

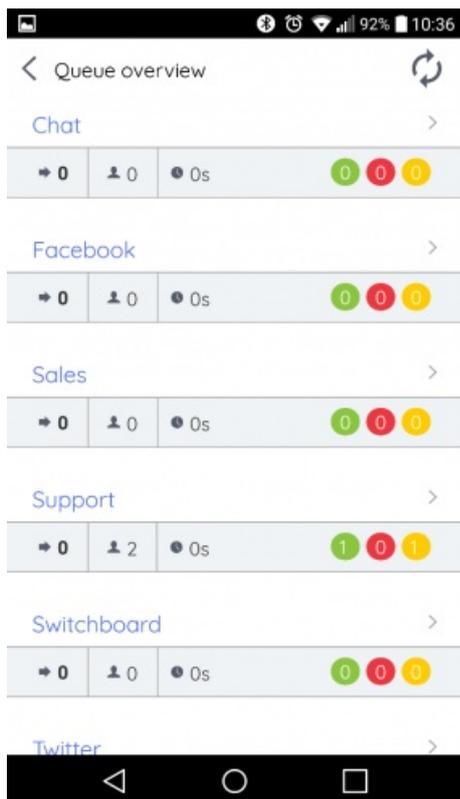
The main page in the app is the queue and agent overview. Here you can see real-time data on how many requests there are in each queue, and how many agents that are logged on them, in addition to their statuses.

- Green icon Agents who are logged on and ready status
- Red icon Agents who are logged on, and in Connecting-, Connected-, Busy-, No answer-, or Wrap-up status
- Yellow icon Agents who are logged on and in Pause status

iOS device:



Android device:

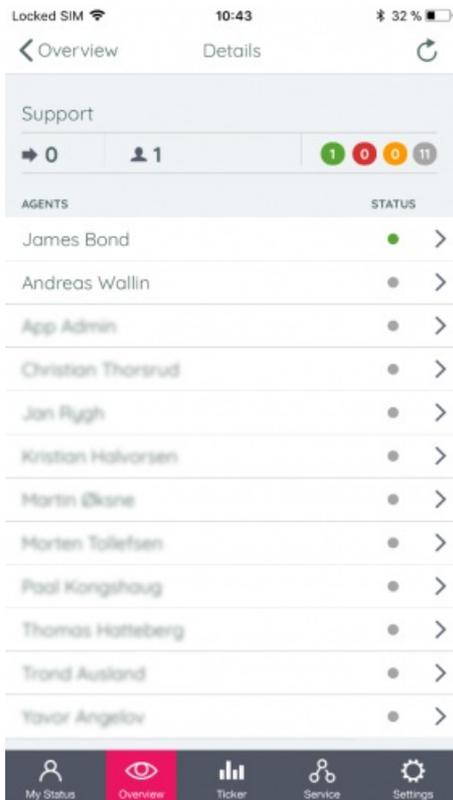


Choose a queue to see which agents are logged on and their individual status, or to log on or off an agent (if you're an administrator).

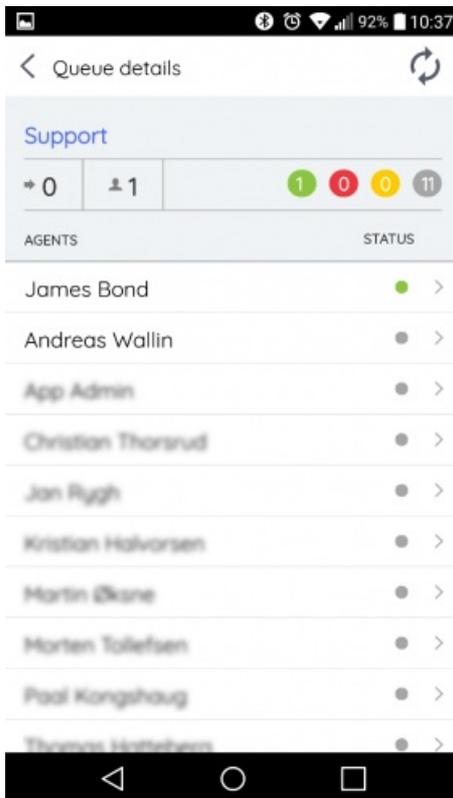
Agent Details

To see which agents that are logged on to a queue and their individual status, or to log them on or off, choose the relevant queue in the queue overview.

iOS device:



Android device:



The arrow to the right in the agent details indicate that you have access to choose agents and change their status. In able to log on and off other agents, you must be an administrator with similar access in the administration portal. Changing status for other agents is similar to changing your own status under My Status. However, a change of another agents status requires you to confirm your password as an admin user.