

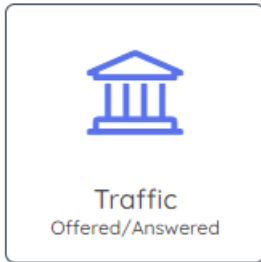
Dashboard Data

This section provides an overview of the data that is used in the Supervisor Dashboard solution

Currently, there are three Widget Types, which are determined by the data that they fetch.

Once a specific Widget is selected, one 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 all available widgets, along with the first and second data selection fields available for them.

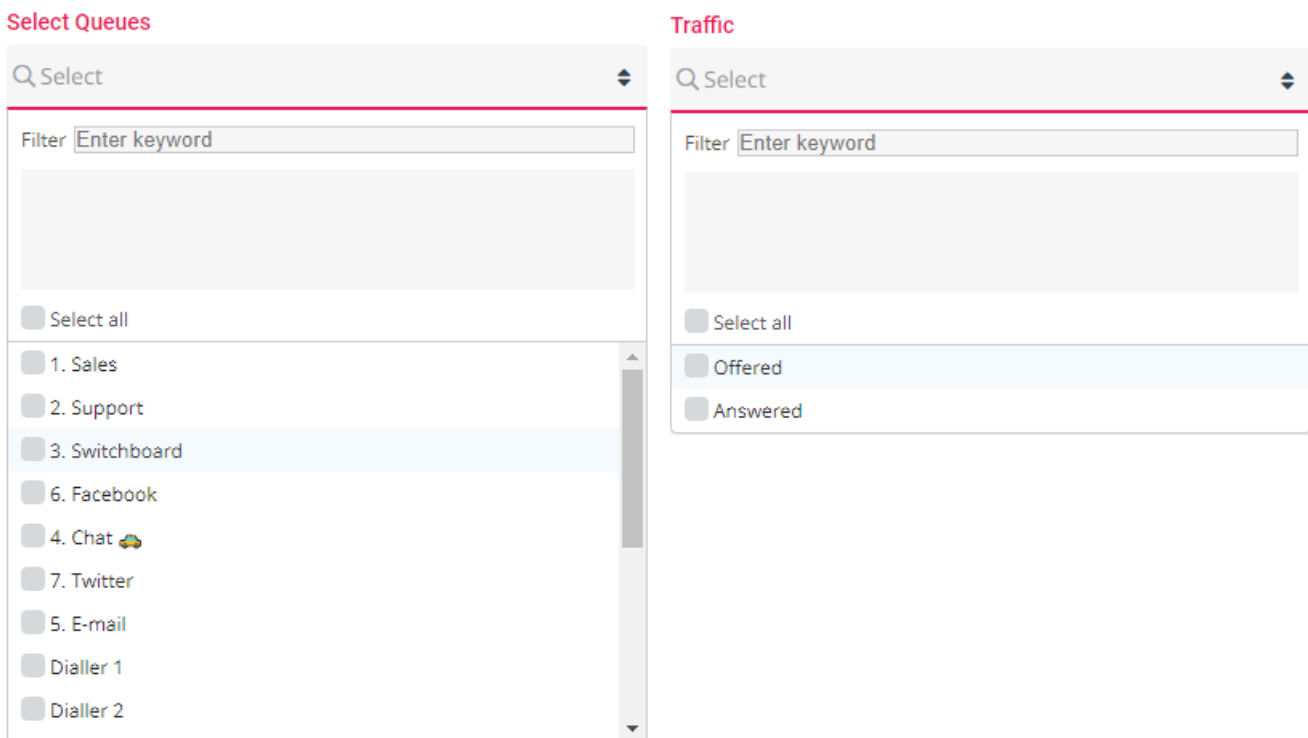
1. **Traffic Widget** - this is information on the offered and answered requests for one or more queues. Its widget looks like this:



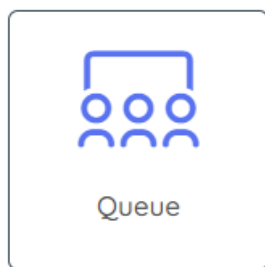
Once selected, this widget type exposes two important data selection categories. These are:

1. **Queues** - these are the list of all available Queues for the current Customer Context. Depending on each customer, there may be a list of tens of queues to choose from, such as Sales, Support, etc.
2. **Traffic** - these fields are the actual traffic fields to choose from and in this case, there are only two of them
 1. **Offered** - number of offered requests
 2. **Answered** - number of answered requests

This is demonstrated in the screenshot below (Please keep in mind that Queue list may be different from one customer to another):



2. **Queue Widget** - this widget provides data metrics on one or more Queues. Its widget looks like this:



Once selected, this widget type gives access to two data selection categories:

1. **Queues** - these are the list of all available Queues for the current Customer Context. Depending on each customer, there may be a list of tens of queues to choose from, such as Sales, Support, etc.
2. **Queues Columns** - these fields are the actual fields to choose from. The full list is listed below:
 1. Abandoned
 2. Abandoned < SLA
 3. Abandon %
 4. Ready
 5. Logged On
 6. Logged on ex Pause
 7. In Pause
 8. Answer %
 9. Answer% ex. abandon
 10. Answer% ex. abandon SLA
 11. Answer % SLA
 12. Avg. Wait now
 13. Call-back
 14. Max Wait
 15. Pref. Calls
 16. In Queue
 17. Silent Calls
 18. Silent Call %
 19. SLA Score
 20. Answered
 21. Offered

To see a description for each of these columns, please see [Queue settings for Wallboard](#).

The list is demonstrated in the screenshot below (Please keep in mind that Queue list may be different from one customer to another):

Select Queues

Q Select

Filter

Select all

- 1. Sales
- 2. Support
- 3. Switchboard
- 6. Facebook
- 4. Chat 🗨️
- 7. Twitter
- 5. E-mail
- Dialler 1
- Dialler 2

Select Queues Columns

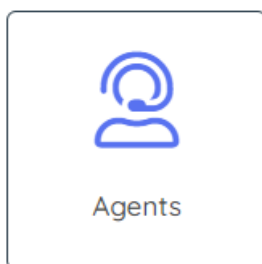
Q Select

Filter

Select all

- Abandoned
- Abandon < SLA
- Abandon %
- Ready
- Logged On
- Logged on ex Pause
- In Pause
- Answer %
- Answer% SLA ex. abandon

3. Agents Widget - this widget provides data metrics on individual Agents. Its widget looks like this:



Once selected, this widget type exposes two important data selection categories. These are:

1. **Agents** - a list of named Agents in the current Customer context. Please keep in mind that this list varies from customer to customer.
2. **Agent Columns** - these fields are the actual data for the specific Agents:
 1. Agent Status
 2. Time in Status
 3. Answered
 4. AHT
 5. Logged on (ex pause)
 6. Time Paused
 7. User Group
 8. Phone Number
 9. Profile name

- 10. Open Dialogs
- 11. Offered Requests
- 12. Avg. Speaktime
- 13. Avg. Wrap-up
- 14. Logged on (inc pause)

The list is demonstrated in the screenshot below (Please keep in mind that Agent list may be different from one customer to another):

Select Agents

Q Select

Filter

Select all

- vasil
- paal_nl
- Ronald
- agent102
- agent103
- agent104
- agent105
- paal_se
- paal_fi

Select Agent Columns

Q Select

Filter

Select all

- Agent Status
- Time in Status
- Answered
- AHT
- Logged on (ex pause)
- Time Paused
- User Group
- Phone number
- Profile name