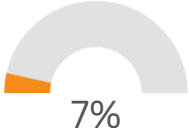


View real time data and create your own wall boards using customizable cards. These cards can display different types of data including:

Agents Online

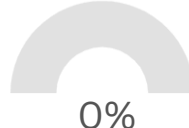
28

Abandon Rate - Tech Support



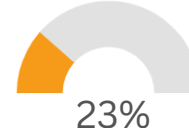
7%

Abandon Rate - Sales



0%

Abandon Rate - All Queues



23%

Parked Callers

Caller Name	Caller Number	Wait Time
John Smith	813-600-5100	00:01
Sara Matthew	813-900-9898	00:03
Mary Joe	813-345-0987	00:01

Calls Queues

Call Queue	Calls Waiting	Active Calls	Calls Volume	Calls Handled	Wait Time	Adjusted Calls Offered	Avg. Handle Time	Avg. Wait Time	Service Level
Sales - Second Ring (7011)	0	0	16	12	00:00	16	3:32	0:33	94%
Sales Intro - After Hours (7017)	0	0	0	0	00:00	0	0:00	0:00	0%
Tech Support (7000)	0	0	1271	1160	00:00	1172	5:04	0:16	95%

04:31

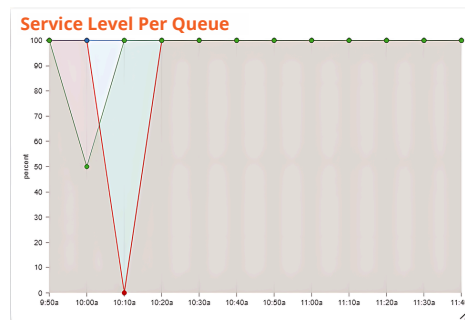
Average Talk Time

Call Volume Today



Active Calls

2



Sales Team

Availability

- Sara Smith (2200) Available
- John Mayor (2201) Available
- Mike Smith (2203) Available
- Maria Chovey (2204) Available

Call Waiting

Caller Name	Caller Number	Status	Wait Time
SUPPORT - TeleVoIPs	813-655-5100	Queued	00:02
SALES- TeleVoIPs	813-600-5100	Queued	00:05

