

A User Guide On -

Live Monitoring: Calls, Queue & Agents

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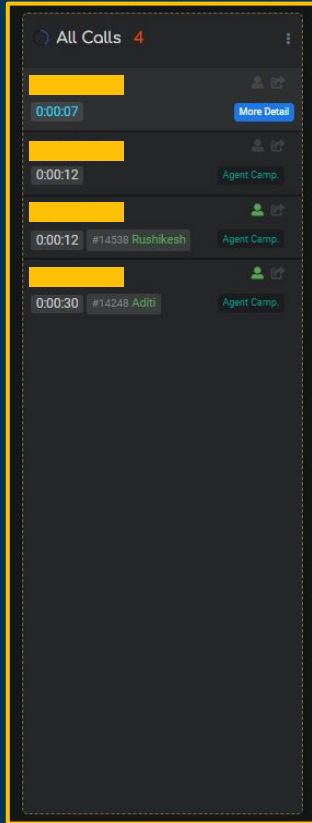
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Live Calls

The screenshot displays the 'Live Calls' dashboard for Sarv.com. The navigation menu includes Dashboard, Agents, Performance, Report, Agent Campaigns, and Manage. The main content area is titled 'Live Calls' and features a 'Columns' dropdown. The dashboard is organized into four columns: 'All Calls' (4 calls), 'Long Call' (0 calls), 'Connected' (1 call), and 'Forwarded' (0 calls). The 'All Calls' column lists four call entries with durations (0:00:04, 0:00:10, 0:00:16, 0:00:36) and agent names (Agent Camp.). The 'Connected' column shows one call entry with duration 0:00:16 and agent name #14253 RADHIKA. A search bar and a 'Columns' dropdown are visible in the top right. A blue plus button is in the bottom right corner.

Check your Live Calls details under this section. This section gives you a brief overview of all the Calls going in the system. There are various segments for every call like **All Calls**, **Long Call**, **Connected**, **Forwarded**.

Each segment is explained one by one in the upcoming slides.

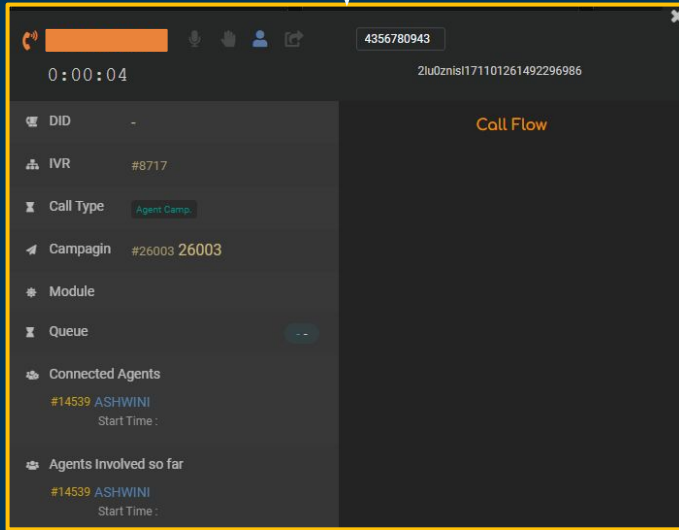
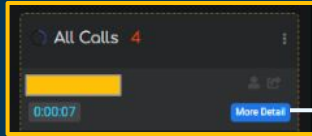


All Calls

This segment shows the data for all the calls that are going in the system.

Managers can view this space to check the call details that their agents made during the day.

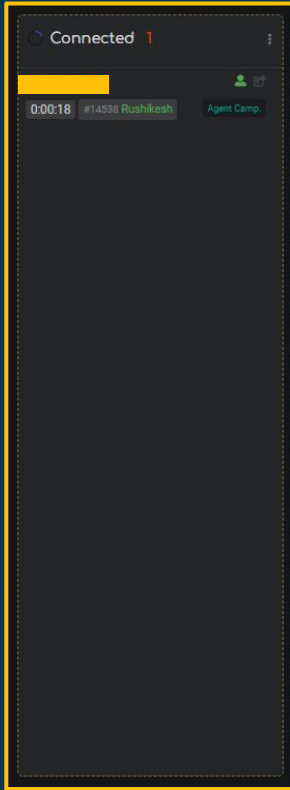
It shows the contact number, call time, Agent ID, and Agent Name.



More Detail

By Clicking on the “More Detail” button, a dialog box will appear on the screen.

In that, you will find various details like- Phone number, Duration, DID no. (if any), IVR ID, Call type, Campaign ID, Module, Queue, Connected Agents, Agents involved so far, and Call Flow(if the customer has connected multiple times).

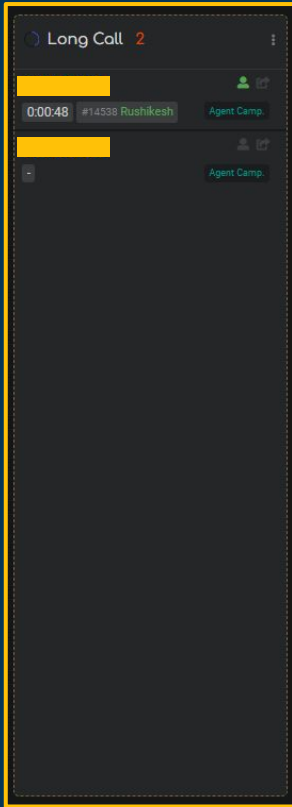


Connected

This segment shows the data for all the connected calls that are going into the system.

Managers can view this space to check the details of the connected calls that their agents have taken during the day.

It shows the contact number, call time, Agent ID, and Agent Name.

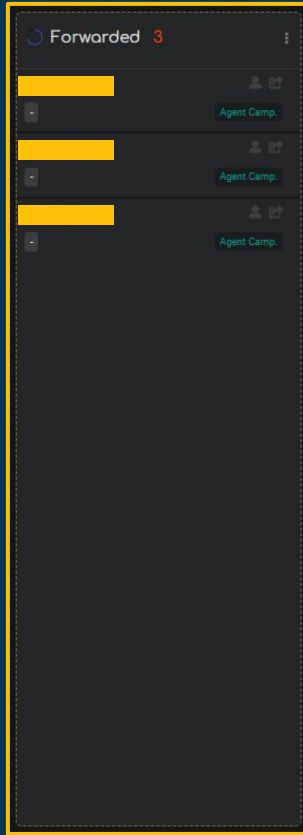


Long Call

This segment shows the data for all the long calls that are going in the system.

Managers can view this space to check the long call details that their agents have taken during the day.

It shows the contact number, call time, Agent ID, and Agent Name.

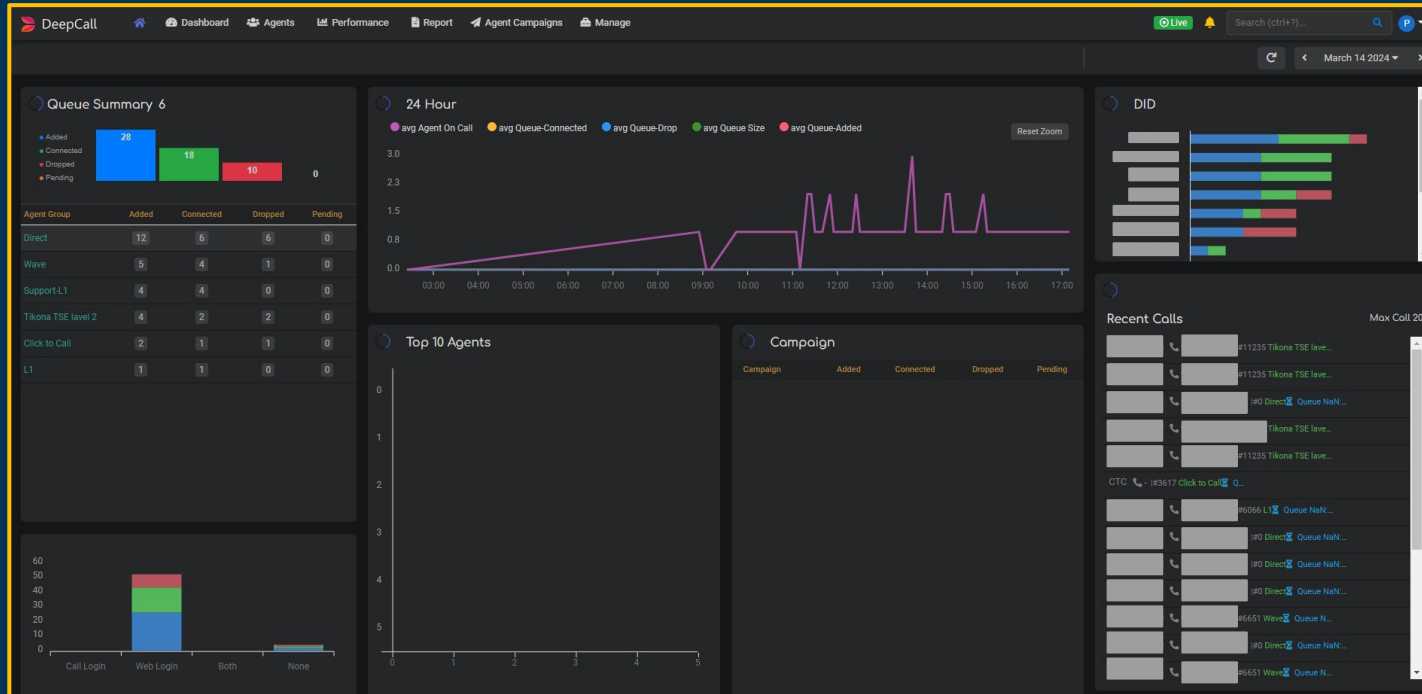


Forwarded

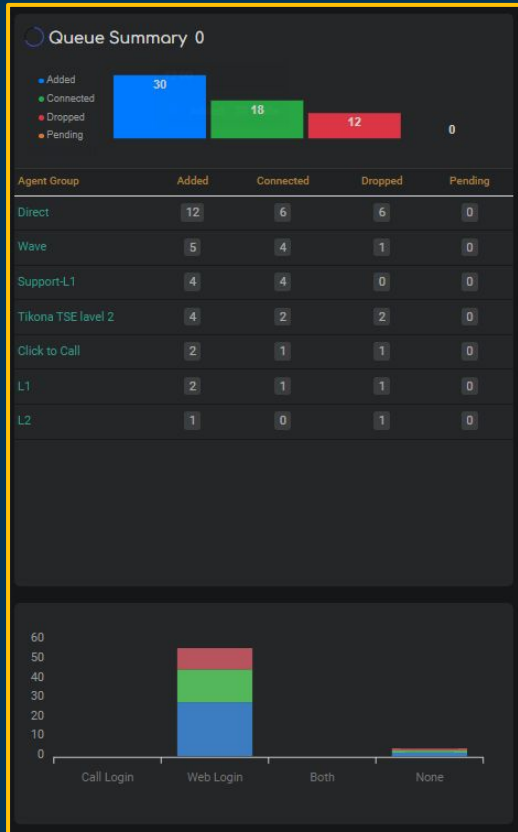
This segment shows the data for all the Forwarded calls in the system.

Managers can view this space to check the forwarded call details that their agents forwarded during the day.

Live Queue



Check your Live Queue details under this section. This section gives you a brief overview of all the Live Queues in the system. There are various segments for every Queue like **Queue Summary**, and **Graphical Representation**. **Top 10 Agents**, **Campaign**, **DID**, and **Recent Calls**. Each segment will be explained one by one in the upcoming slides.



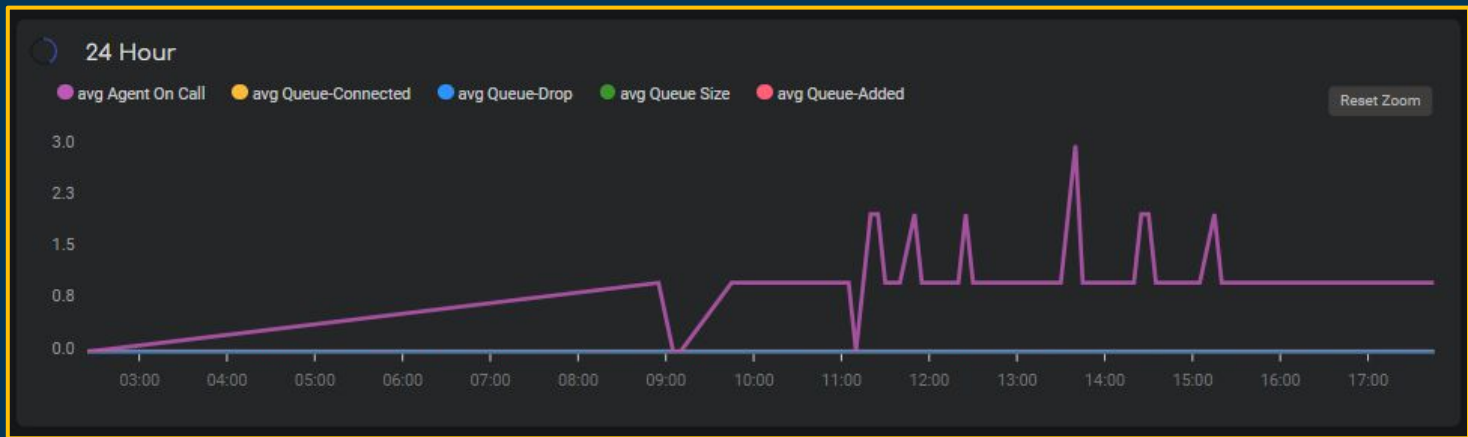
Queue Summary

Check your Queue Summary under this section.

This section gives you a brief overview of all the Queues in the system. Various types of queues are Added, Connected, Dropped, and Pending.

It will show you the data in graphical representation as well as in the numbers.

It also shows the data related to the login types like Call Login, Web Login, Both, and None.



This Graphical representation shows the average Agents over the call at a particular time interval of the day.

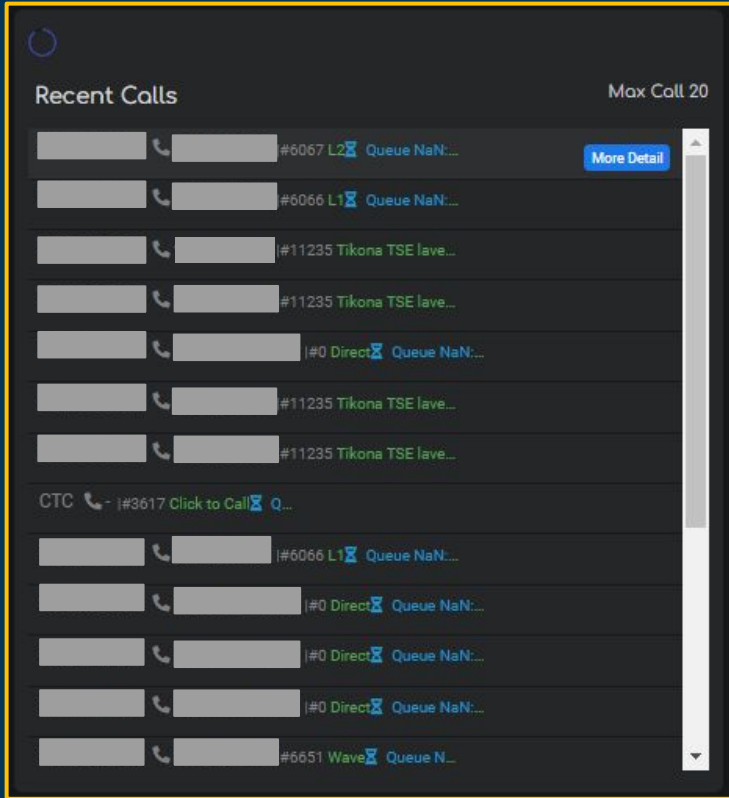


DID(Direct Inward Dialing)

From here, you can check added calls, connected calls, and dropped calls to all your active DID numbers.

This list gives you real-time updates of live calls in a queue related to a particular DID number.

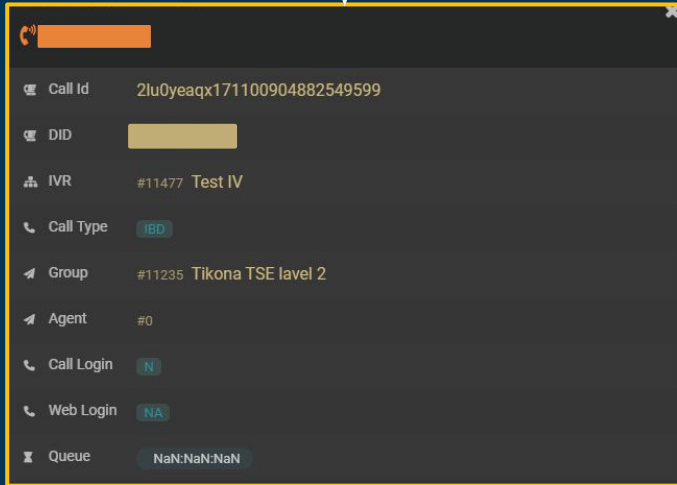
The Blue color denotes an added call.
The Green color denotes a connected call.
The Red color denotes a drop call.



Recent Calls

From here, you can check all your Recent Calls related to various queues.

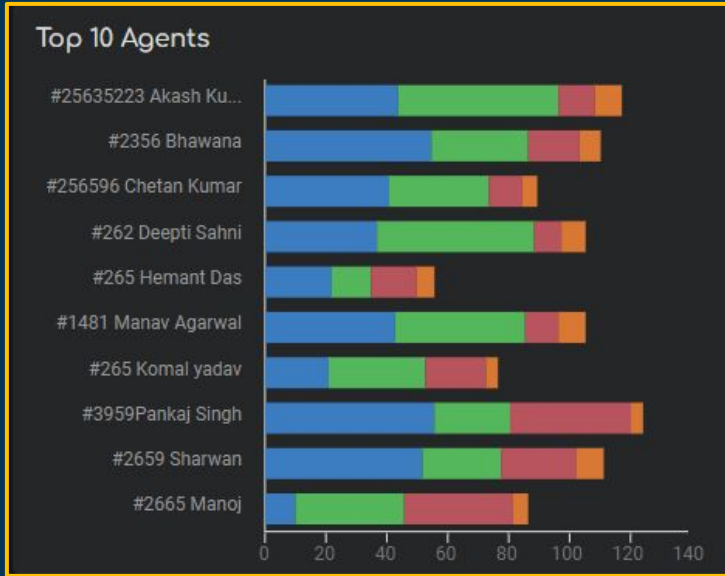
This list gives you real-time updates of recent calls in the system.



More Details

By Clicking on the “More Detail” button, a dialog box will appear on the screen.

In that, you will find various details like- Call ID, DID No., IVR ID, Call Type, Group, Agent, Call Login, Web Login, and Queue.



Top 10 Agents

Here, color represents the type of calls the Agent had on a particular day, color represents different meanings.

The Blue Color denotes the Added Call.

The Green Color denotes a Connected Call.

The Red Color denotes Dropped Call.

The Orange Color denotes Pending Call.

The top 10 Agents range start from top to bottom.

Here, Akash is the no. 1 Agent as his added and connected call volume is highest. When you hover the mouse cursor over the calls, it will also tell you the no. of calls in that segment.

| Campaign | Added | Connected | Dropped | Pending |
|-----------------------------|-------|-----------|---------|---------|
| #10080 Campaign - Prateek | 0 | 0 | 0 | 0 |
| #9611 Poonam Daily Retry... | 0 | 0 | 0 | 0 |
| #10256 Daily Fresh Call | 0 | 0 | 0 | 0 |
| #9652 Akshay_ATC | 0 | 0 | 0 | 0 |
| #5061 Shefali_ATC | 0 | 0 | 0 | 0 |
| #7846 akshita-atc | 0 | 0 | 0 | 0 |
| #10080 Proactive | 0 | 0 | 0 | 0 |
| #10080 Campaign - Prateek | 0 | 0 | 0 | 0 |

Campaign

This is the list of all the running campaigns in the company. It shows four kinds of calls here:

Added Calls - Cumulative count of Added calls for the day.

Connected Calls - Cumulative count of Connected Calls for the day.

Dropped Calls - Cumulative count of Dropped Calls for the day.

Pending Calls - Cumulative count of Pending Calls for the day.

Live Agents

| Name | Web Login | Call Login | Other | Break | Avail. Duration | WrapTime | Live Call | Hits | Talk | Avg Talk | Hold | Avg Hold |
|----------------|----------------|------------|-------|-------|-----------------------|----------|-----------------------------------|------|-----------------------|-----------------------|-----------------------|-----------------------|
| #14248 Aditi | Web 3:11:16 | No | No | No | 0:00:00 Hr Min Sec | No | Agent Camp. 0:00:00 7696666155 | 307 | 0:42:02 Hr Min Sec | 0:00:08 Hr Min Sec | 0:00:00 Hr Min Sec | 0:00:00 Hr Min Sec |
| #14253 RADHIKA | Web 3:10:49 | No | No | No | 0:00:00 Hr Min Sec | No | Agent Camp. 0:00:22 9881838587 | 441 | 1:08:12 Hr Min Sec | 0:00:09 Hr Min Sec | 0:00:00 Hr Min Sec | 0:00:00 Hr Min Sec |
| #14254 ANISHA | Web 7:09:03 | No | No | No | 0:00:39 Hr Min Sec | No | Dialling | 429 | 0:46:06 Hr Min Sec | 0:00:06 Hr Min Sec | 0:00:00 Hr Min Sec | 0:00:00 Hr Min Sec |

It provides information about the Name of the Agent, Web Login, Call Login, Other, Break, Available Duration, Wrap Time, Live Call, Hits, Talk, Avg Talk, Hold, and Avg Hold.