

# REAL TIME QUEUE VIEW

View up-to-the-minute information on your queue and agents.

Log into your queue and click the **Realtime** tab at the top of the screen. The **Realtime** page will display a **Queue Summary** detailing inbound calls and an **Agent Status** section that lists agent status and call information.

## QUEUE SUMMARY

Queue Summary												Server Time 21:52
Queue	Waiting	Agents	Logged Off	Busy	Paused	Answered	Unanswered	Abandoned	Abandon Rate	Avg Wait	Avg Duration	Max. wait time
Miami Recep Queue	0	3	0	0	2	8	3	0	27.27 %	00:00:05	00:01:32	00:00:00
Total	0					8	3	0	27.27 %	00:00:05	00:01:32	00:00:00

View the **Queue Summary** to find:

- The **Queue** name
- The number of current **Waiting Calls**
- The number of active **Agents** in the queue
- The number of **Busy** lines
- The number of **Paused** calls
- The number of **Answered** calls
- The number of **Unanswered Calls**
- The number of **Abandoned Calls**
- The **Abandoned Rate** percentage
- The **Average Wait** time for inbound calls
- The **Average Duration** for answered calls
- The **Maximum Wait Time** a caller has waited

## AGENT STATUS

Agent Status										<input type="checkbox"/> Off Hide Logged off	<input type="checkbox"/> Off Group by Queue
Queue	Agent	State	Duration	Caller ID	Queue	Penalty	Last in Call	Calls	Actions		
Miami Recep Queue	Waleska Moncada	<b>Not in use</b>	00:00:00			0	No info	0			

View the **Agent Status** section to find:

- The **Queue** name
- The name of the **Agent** detailed in the row
- The **State** of the agent listed on the row
- The **Duration** of the agent's current call
- The **Caller ID** of the agent's current call
- **Queue**
- Agent **Penalty** count
- **Last in call** time
- The number of **Calls** the agent has answered
- Available agent **Actions**

- Toggle the first switch on the top of the section to turn the **Hide Logged Off** agents feature on or off.
  - Toggle the second switch to turn the **Group by Queue** feature on or off.