

Smart Contact Center - Realtime Tab

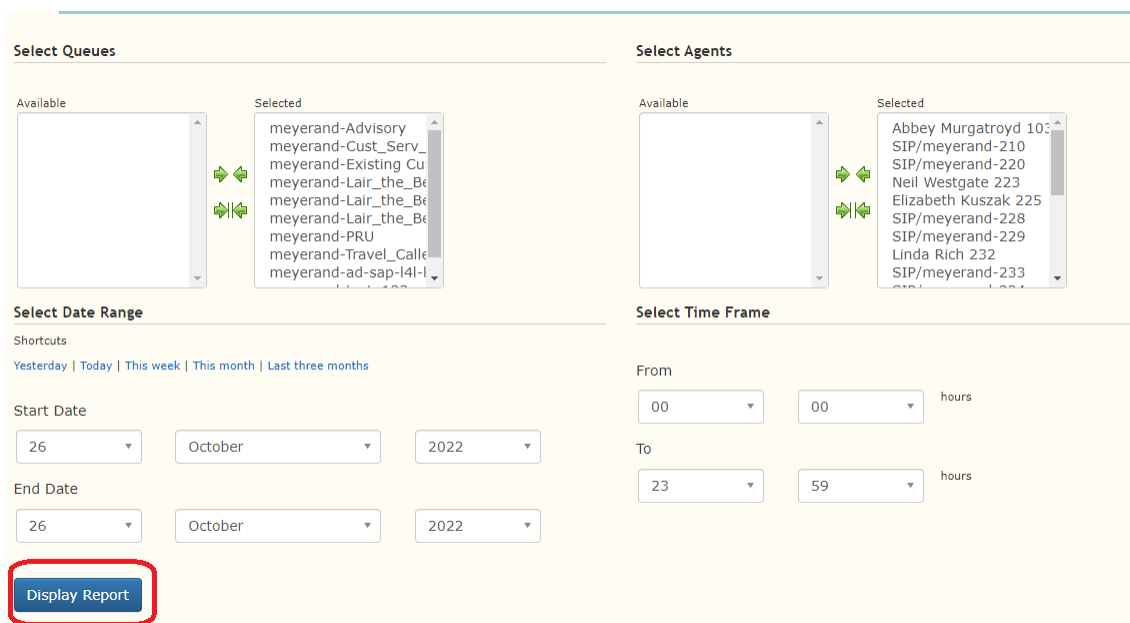
1. Navigate to the portal link provided by Smart Choice Communications
2. This will bring you to the login screen below:



The screenshot shows a 'Login Form' with two input fields: 'User' and 'Password'. Below the fields is a blue 'Login' button. The form is centered on a light yellow background.

3. Login with your username and password provided by Smart Choice Communications.
4. Once you login to the site you will be presented with the main screen, here you will select the range of your reports, queues and agents to be included/excluded, Date range and time frame in the day.

After choosing your range, please click **“Display Report”**.



The screenshot displays the main interface for selecting report parameters. It is divided into four sections:

- Select Queues:** Features two columns: 'Available' (empty) and 'Selected' (containing a list of queue names like 'meyerand-Advisory', 'meyerand-Cust_Serv_', etc.).
- Select Agents:** Features two columns: 'Available' (empty) and 'Selected' (containing a list of agent names like 'Abbey Murgatroyd 103', 'SIP/meyerand-210', etc.).
- Select Date Range:** Includes 'Shortcuts' (Yesterday | Today | This week | This month | Last three months), 'Start Date' (26, October, 2022), and 'End Date' (26, October, 2022).
- Select Time Frame:** Includes 'From' (00, 00 hours) and 'To' (23, 59 hours).

A red box highlights the **Display Report** button at the bottom left of the interface.

5. Once you click **display report**, you will be presented with the main dashboard screen.

Home | Distribution | Answered | Unanswered | Agent | Search | **Realtime** | Logout

Distribution Summary

Queue:	meyerand-Advisory, meyerand-Cust_Serv_Queue, meyerand-Existing Customer Queue, meyerand-Lair_the_Bear_1, meyerand-Lair_the_Bear_2, meyerand-Lair_the_Bear_3, meyerand-PRU, meyerand-Travel_Caller Queue, meyerand-ad-sap-141-195-art, meyerand-test_123
Start Date:	2022-10-26
End Date:	2022-10-26
Hour Range:	00:00 - 23:59
Period:	1 days

Total Calls

Number of Received Calls:	0 calls
Number of Answered Calls:	0 calls
Number of Unanswered Calls:	0 calls
Number of Abandoned Calls:	0 calls
Number of Transferred Calls:	0 calls
Unanswered Rate:	0.00 %
Abandon Rate:	0.00 %

Distribution by Queue

Queue	Received	Answered	Unanswered	Abandoned	Transferred	Avg Wait	Avg Talk	Max Callers	% Answ	% Unansw	SLA
Total	0	0	0	0	0	00:00:00	00:00:00	0	0 %	0 %	0 %

Distribution per Month

Month	Received	Answered	Unanswered	Abandoned	Transferred	Avg Wait	Avg Talk	Max Callers	% Answ	% Unansw	SLA
Total	0	0	0	0	0	00:00:00	00:00:00	0	0 %	0 %	0 %

Distribution per Week

Week	Received	Answered	Unanswered	Abandoned	Transferred	Avg Wait	Avg Talk	Max Callers	% Answ	% Unansw	SLA
Total	0	0	0	0	0	00:00:00	00:00:00	0	0 %	0 %	0 %

6. To get to the real time dashboard click **“Realtime”** at the top of the menu bar and it will bring you to the live queue page where agents are currently holding clients.

Home | Distribution | Answered | Unanswered | Agent | Search | **Realtime** | Setup | Logout

Queue Summary Server Time 11.13

Queue	Waiting	Agents	Logged Off	Busy	Paused	Answered	Unanswered	Abandoned	Abandon Rate	Avg Wait	Avg Duration	Max. wait time
meyerand-Advisory	0	2	0	1	2	0	0	0	0.00 %	00:00:00	00:00:00	00:00:00
meyerand-Cust_Serv_Queue	0	7	3	0	1	1	0	0	0.00 %	00:00:06	00:01:43	00:00:00
meyerand-Existing Customer Queue	0	6	3	0	0	3	0	0	0.00 %	00:00:06	00:06:08	00:00:00
meyerand-Lair_the_Bear_1	0	4	1	0	3	0	0	0	0.00 %	00:00:00	00:00:00	00:00:00
meyerand-Lair_the_Bear_2	0	2	2	0	2	0	0	0	0.00 %	00:00:00	00:00:00	00:00:00
meyerand-Lair_the_Bear_3	0	3	1	1	3	0	0	0	0.00 %	00:00:00	00:00:00	00:00:00
meyerand-PRU	0	6	3	0	2	0	0	0	0.00 %	00:00:00	00:00:00	00:00:00
meyerand-Travel_Caller Queue	0	3	1	1	0	1	0	0	0.00 %	00:00:08	00:00:09	00:00:00
meyerand-ad-sap-141-195-art	0	6	3	0	0	0	0	0	0.00 %	00:00:00	00:00:00	00:00:00
meyerand-test_123	0	0	1	0	0	0	0	0	0.00 %	00:00:00	00:00:00	00:00:00
Total	0					5	0	0	0.00 %	00:00:06	00:04:03	00:00:00

Agent Status <input checked="" type="checkbox"/> Hide Logged off <input type="checkbox"/> Group by Queue									
Queue	Agent	State	Duration	Caller ID	Queue	Penalty	Last in Call	Calls	Actions
meyerand-Advisory	Dian Lamb 241	Available	00:00:00			1	No info	0	
meyerand-Advisory	Alysha Shannon 244	Available	00:00:00			2	No info	0	
Queue	Agent	State	Duration	Caller ID	Queue	Penalty	Last in Call	Calls	Actions
meyerand-Cust_Serv_Queue	Katelyn Jablecki 238	Busy	00:01:34	16092035217 Existing Customer 16092035217	18006357801	1	01:44:43 ago	0	
meyerand-Cust_Serv_Queue	Neil Westgate 223	Available	00:00:00			3	No info	0	
meyerand-Cust_Serv_Queue	Elizabeth Kuszak 225	Available	00:00:00			1	23:03:49 ago	0	
meyerand-Cust_Serv_Queue	Dian Lamb 241	Available	00:00:00			2	185:59:46 ago	0	
meyerand-Cust_Serv_Queue	Linda Sweeney 242	Available	00:00:00			1	48:55:09 ago	0	
meyerand-Cust_Serv_Queue	Rose Mary Castellone 245	Available	00:00:00			2	361:22:44 ago	0	
meyerand-Cust_Serv_Queue	Mya Francis 239	Available	00:00:00			1	22:27:07 ago	0	
Queue	Agent	State	Duration	Caller ID	Queue	Penalty	Last in Call	Calls	Actions
meyerand-Existing Customer Queue	Katelyn Jablecki 238	Busy	00:01:34	16092035217 Existing Customer 16092035217	18006357801	1	02:05:35 ago	0	
meyerand-Existing Customer Queue	Dian Lamb 241	Available	00:00:00			2	18:30:03 ago	0	
meyerand-Existing Customer Queue	Linda Sweeney 242	Available	00:00:00			1	01:28:19 ago	0	
meyerand-Existing Customer Queue	Rose Mary Castellone 245	Available	00:00:00			3	333:23:19 ago	0	
meyerand-Existing Customer Queue	Elizabeth Kuszak 225	Available	00:00:00			1	00:51:11 ago	0	

****Please note that once your credentials are created and you login, you will only be able to see the queues that you are assigned to, to change the range of your report click on the Home Page Tab****