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										Off Hide Logged off Off Group by Queue
Queue	Agent	State	Duration	Caller ID	Queue	Penalty	Last in Call	Calls	Actions	
Miami Recep Queue	Waleska Moncada	⏱ Not in use	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.