

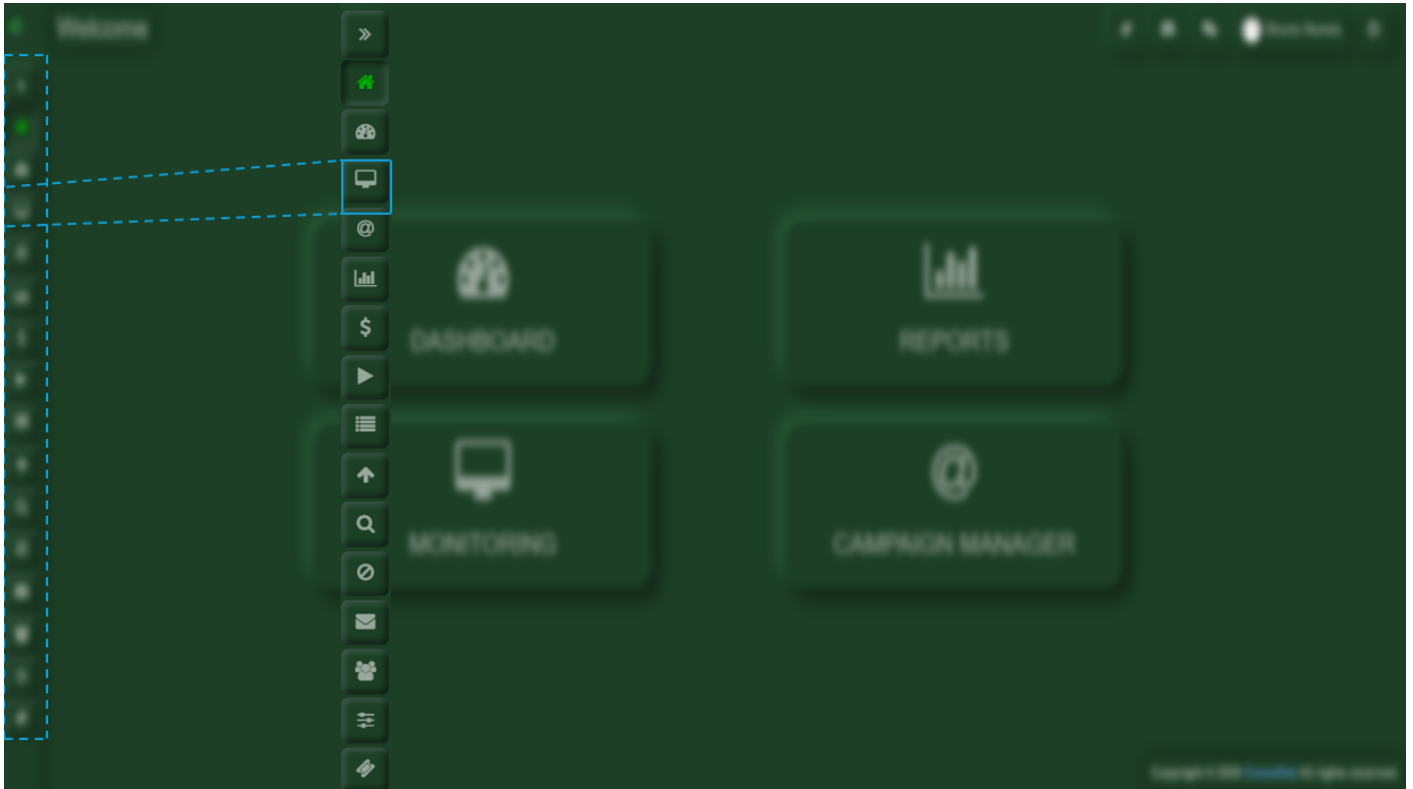
Agent Monitoring

This section defines how supervisors and administrators monitor, manage, and support agents in real-time and historically. It ensures operational efficiency, quality control, and compliance within the dialer system.

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Monitoring Overview

First, you will need to go to the **Monitoring** section located in the left-hand menu bar.



At first glance, you will find several sections, for example:

1. **X (Extension):**
Represents the extension number of each agent.
2. **Agent Name:**
Displays the name of the agent currently logged into the system.
3. **Status:**
Indicates what the agent is currently doing, such as available, on break, in a manual call, or on an active call.
4. **Last Time:**
Shows the amount of time the agent has been in their current status.
5. **Profile:**
Displays the current profile assigned to the agent.
6. **Portfolio:**
Shows the portfolio(s) assigned to each agent.
7. **Rating:**
Displays the agent's performance rating.

8. **Waiting Calls:**

Lists the calls that are currently waiting to be answered.

9. **Ringing Calls:**

Displays the calls that are currently ringing.

10. **Live Calls:**

Shows the calls that are currently in progress.

11. **Total Agents:**

Displays the number of agents who are on a call, on break, or available to take a new call.

12. **Filter:**

Allows you to freeze the agent view to stop real-time updates, making it easier to review information. It also lets you apply specific filters to display only the data you need.

The screenshot shows a call center dashboard. On the left is a table with columns: Agent Name, Status, Last Call, Profile, Portfolio, and Rating. The table lists 12 agents with their respective status (e.g., Available, On Hold, In Progress) and other metrics. On the right is a sidebar with summary cards: Waiting Calls (0), Ringing Calls (9), Live Calls (37), Total Agents (58), and a section for Broadcast to Chat and Filters. The sidebar also includes a Freeze button and a section for Broadcast to Chat.

	Agent Name	Status	Last Call	Profile	Portfolio	Rating
1	Agent Name	Status	Last Call	Profile	Portfolio	Rating
2	Agent Name	Status	Last Call	Profile	Portfolio	Rating
3	Agent Name	Status	Last Call	Profile	Portfolio	Rating
4	Agent Name	Status	Last Call	Profile	Portfolio	Rating
5	Agent Name	Status	Last Call	Profile	Portfolio	Rating
6	Agent Name	Status	Last Call	Profile	Portfolio	Rating
7	Agent Name	Status	Last Call	Profile	Portfolio	Rating
8	Agent Name	Status	Last Call	Profile	Portfolio	Rating
9	Agent Name	Status	Last Call	Profile	Portfolio	Rating
10	Agent Name	Status	Last Call	Profile	Portfolio	Rating
11	Agent Name	Status	Last Call	Profile	Portfolio	Rating
12	Agent Name	Status	Last Call	Profile	Portfolio	Rating

Waiting Calls
0

↓ 0 ↑ 0

Ringing Calls
9

Live Calls
37

↓ 3 ↑ 34

Total Agents
58

● 37 ▶ 9 ▮ 18

Broadcast to Chat

Filters

Freeze

Real-Time Agent Monitoring

To access this section, you will need to click on the agent's **X (extension)** in order to view their current information.

Here you will find several options:

- **Listen:**

Allows you to listen to the conversation during the call.

- **Whisper:**

Allows you to intervene, but you will only be able to speak to the agent (the customer will not hear you).

- **Barge:**

Allows you to fully join the call between the agent and the customer.

- **Force Out:**

Forces the agent to be logged out of the system, regardless of their current status (on a call, on pause, available, etc.).

The screenshot displays a monitoring dashboard for agent **Horatio Giggleton**. The interface is divided into several sections:

- Agent Information:** Shows the agent's name, extension, and current status (IN CALL).
- Call Details:** Displays 'In Call with:', 'CallerID:', 'Call Type:', 'Customer Campaign:', and 'Customer ID:'.
- Agent Time Snapshot:** A table showing activity metrics.
- QA:** A section for Quality Assurance with a star rating and action buttons.
- Agent List:** A sidebar on the left showing a list of agents and their status.

Agent Time Snapshot			
First Activity:		Last Activity:	
Login Time:	00:00:00	Total Calls:	0
Break:	00:00:00	Pause:	00:00:00
Available:	00:00:00	Talk:	00:00:00

QA: ★★★★★

Actions: Listen (👂), whisper (🗣️), Barge (👤), Force Out (➡️)