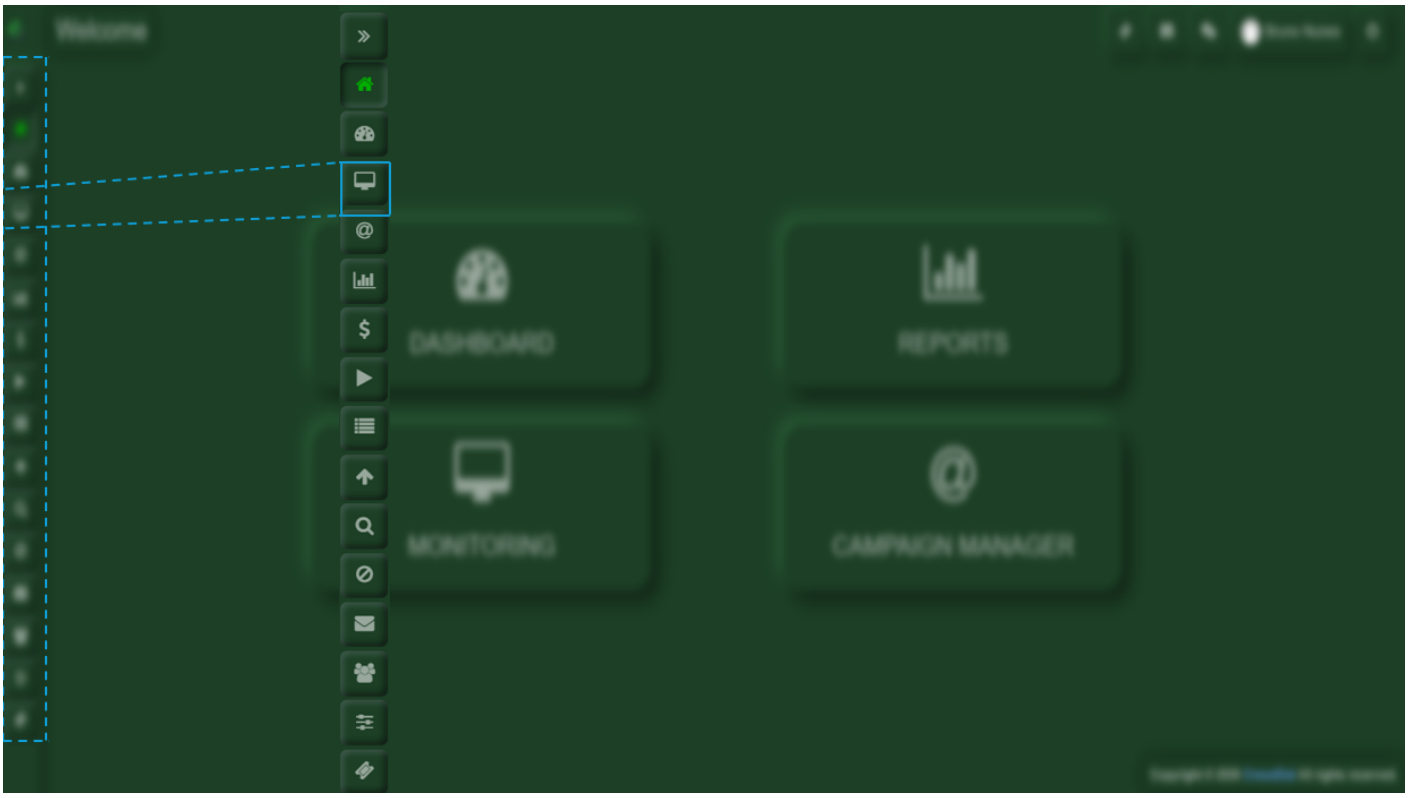
Monitoring Overview

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.



Revision #2
Created 25 March 2026 17:25:18 by Aldo
Updated 29 April 2026 15:28:17 by Bruno