

ribbon™

Kandy Business Solutions

# Call Center Supervisor Console User Guide

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[www.ribboncommunications.com](http://www.ribboncommunications.com)

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# What's new for Kandy Business Solutions Call Center Supervisors in version 2.0

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Kandy Business Solutions (KBS) 2.0 includes, new, changed, and deprecated features.

## Revision 01.04

May 11, 2018. KBS 2.0.

### Ribbon rebranding

The company name has been changed to Ribbon.

## Revision 01.03

November 1, 2017. KBS 2.0.

### New dashboards

Two new dashboards have been added to the Supervisor Console. The Home page is now known as the General dashboard. The Queue dashboard has been added to allow a supervisor to view allows to see all queue real-time details at a glance. For more information, see [“Queue dashboard” \(page 14\)](#).

## Revision 01.02

June 1, 2017. KBS 2.0.

### Format updates

This document has been reformatted to conform to Ribbon documentation guidelines



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# KBS Call Center Supervisor Console Overview

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The KBS Call center (KCC) Supervisor Console is a web client which enables monitoring of the call queueing and automatic call distribution system in the KCC solution. The console provides real-time data and accurate reports calculated using the metadata collected in a definable time period

The KCC Supervisor Console is implemented using web-based software. This approach offers various advantages compared to the standard PC client, including the ability to access the application from any desktop PC, always getting the same configuration, regardless of where the operator is sitting (seat-less option).

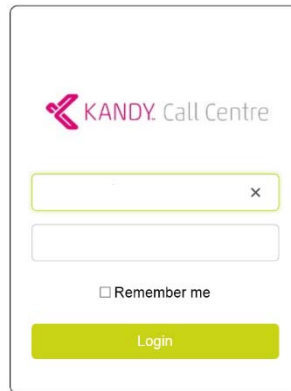
The graphical user interface (GUI) layout is simple and intuitive, and all the different functions are located in separate areas. Ribbon offers a basic layout that fits the most common user demands.

Supervisors and administrators have full access to the KCC operational information, such as a real-time view of agent status, maximum and average waiting times, and intuitive graphs.

System requirements are available at [www.midasolutions.com/KBSbrowsercompatibility](http://www.midasolutions.com/KBSbrowsercompatibility).

The Uniform Resource Locator (URL) of the KBS Call Center Supervisor portal is specific to each Customer. Navigate to the correct URL and log into the Call Center portal by providing a Username and Password.

KCC login screen



Supervisor have access to the KCC Wallboard and have visibility of all service queues that the Tenant Admin has assigned them to.

The Main Dashboard (or 'Home' view) provides an aggregate view and is made up of three sections as shown in “Home page areas” (page 8). For more detailed information about the Home page sections, see “General dashboard” (page 12).

Home page areas

**A) Real-Time Area**

- Active & Waiting Calls
- Agent Status

**B) Report Area**

- Summary statistics collected across the time frame specified in Supervisor settings (N minutes, N=10 to 1440)
- Provides general Service Performance Indicators
- Updates every 60 seconds

**C) Per Queue Summary**

- Summary table view of all Queues
- Provides quick indications of any Supervisor performance thresholds that have been exceeded

Queue	Active calls	Waiting calls	Agents	Max waiting time	Max conversation time	Max waiting time	Max conversation time
Queue 1	22	85	1650	00:13:14	00:03:45	27	23
Queue 2	75	62	4125	00:00:14	00:00:45	25	45
Queue 3	0	00	7425	00:00:00	00:00:21	80	07
Queue 4	39	77	3015	00:07:42	00:00:00	40	00
Queue 5	07	02	4010	00:00:00	00:00:00	10	00

Supervisors can also configure basic color coded ‘Traffic Light’ thresholds system against critical performance metrics such as call queuing times and ratio of queued calls to Agents.

Three sub-menus are also provided to the Supervisor. These offer further detailed and filtered information on:

- Call Details
  - Details of waiting and active (answered) calls.
  - Can be filtered by Queue, Agent or Call Type.



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**Note:** For more information on Call Details, see [“Call Details page” \(page 16\)](#).

- Agent Details
  - Per Agent Status and Configuration including: BLF state, Last Served Calls, per Queue Skills Level, per Queue login status.

**Note:** For more information on Agent Details, see [“Agent Details page” \(page 17\)](#).

- Queue Details
  - Detailed Queue Performance data, filtered on a per Queue, Agent or Call Type basis.
  - From this menu Supervisors can also conveniently manage, on a per queue basis standard everyday service queue settings, such as: Queue Schedules, Opening & Closing, Custom Audio, OOS Handling, Agent Control (force login/logout from Queues).

**Note:** For more information on Queue Details, see [“Queue Details page” \(page 18\)](#).



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# KCC Supervisor Console Components

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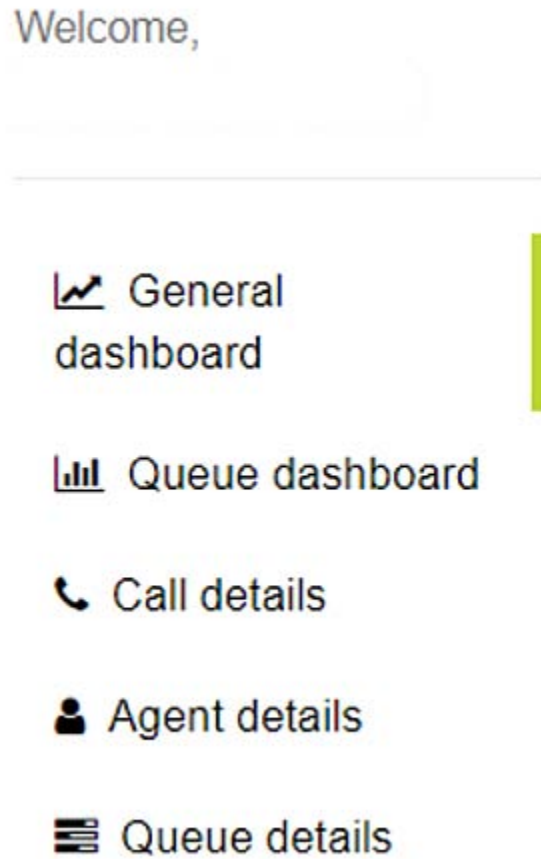
Once you are logged in to the Supervisor Console you will have access to the Navigation menu, the Settings menu, and the General dashboard.

## Navigation Menu

The Navigation menu is located on the left-side of the page and provides links to the details pages of the console.

The supervisor user name is displayed at the top of the Navigation Menu.

### Navigation menu

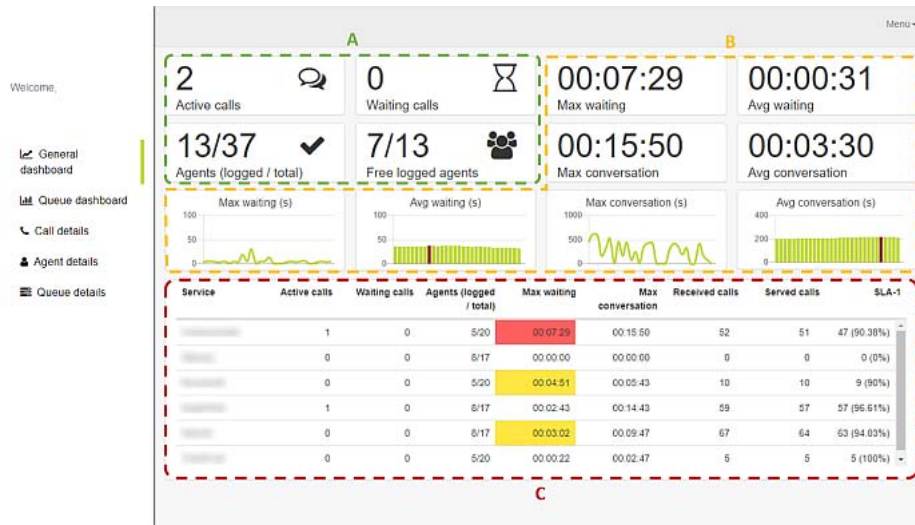


The menu provides access to General dashboard, Queue dashboard, Calls details, Agents details, and Queues details tabs.

### General dashboard

The **General dashboard** page is divided into 3 macro areas.

General dashboard



“Dashboard area descriptions” (page 13) outlines the functionality provided by each of the General dashboard areas:

Dashboard area descriptions

Area	Details
Real-Time Area (A)	<p>In this area, service data is updated in real-time.</p> <p>The available indicators are:</p> <ul style="list-style-type: none"> <li>Active calls, showing the number of calls managed by agents from all the queues monitored by the supervisor.</li> <li>Waiting calls, showing the number of calls waiting in the queues to be served.</li> <li>Agents (logged/total), showing the number of logged-in agents out of the total number of agents of the queues monitored by the supervisor.</li> <li>Free logged agents, showing the number of free agents out of the number of logged-in agents.</li> </ul>
Report Area (B)	<p>This report area shows the performance indicators of the queueing system. These reports are calculated collecting the data for the desired time period, time period that can be changed from the Settings Menu, acting on the time span option.</p> <p>The reports are updated every 60 seconds and displayed both as written values and as visual graphs, to provide a simple to read view, that enables supervisors to immediately check how the staff is working or if there are problems.</p>

## Dashboard area descriptions (cont'd)

Area	Details
	The <b>Max waiting</b> , <b>Average waiting</b> , <b>Max conversation</b> , and <b>Average conversation time</b> graphs show the values from the last 30 minutes.
Queue general view (C)	This area displays information related to the specific services/queues monitored by the supervisor. Values in the table can be shown in real-time or calculated collecting the data for the time span defined in the Settings Menu . For specific column details, see <a href="#">"Queue general view column information"</a> (page 14).

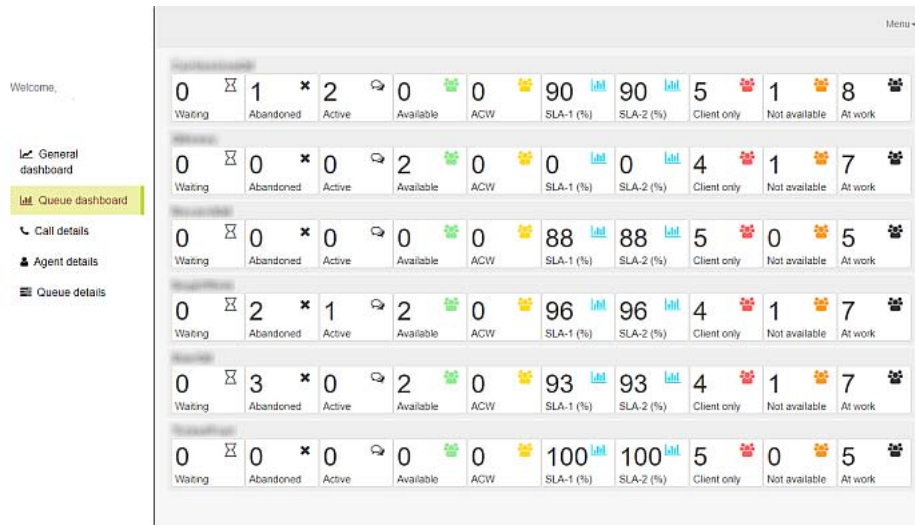
## Queue general view column information

Column name	Description	Type
Service	Name of the queues monitored by the supervisor. Clicking on one of them, the system will redirect to the queue details page.	Descriptive
Active calls	Number of calls managed by the queue agents.	Real-Time
Waiting calls	Number of calls still in the service queue (not served).	Real-Time
Agents (logged/total)	Number of logged-in agents out of the total number of agents for the queue.	Real-Time
Max waiting	The longest period a call stood in queue.	Time span
Max conversation	The longest call done by the agents in the queue.	Time span
Received calls	Total number of calls received by the queue.	Time span
Served calls	Numb of calls managed by the agents in the queue.	Time Span
SLA-1	Select the desired service level indicator in the SLA configuration settings.	Time Span

## Queue dashboard

The Queue Dashboard view allows to see all queue real-time details at a glance.

Queue dashboard



Queue dashboard table information

Column name	Description
Waiting	The number of waiting calls.
Abandoned	The number of abandoned calls (calculated in the selected time span).
Active	The number of active calls.
After call work (ACW)	The number of agents in ACW status. Agents that have just taken a call are now kept free for a period of time to address after call work. For more information, see the <i>Kandy Business Solutions Call Center User Guide for Administrators</i> (630-02990-01).
SLA-1	This value can be selected from a relative list on the “Settings Menu” (page 23). Available values: <ul style="list-style-type: none"> <li>• Calls served within T1/Received calls</li> <li>• Served calls/Received calls</li> <li>• Calls Served within T1/Served calls</li> </ul>
SLA-2	This value can be selected from a relative list on the “Settings Menu” (page 23). Available values: <ul style="list-style-type: none"> <li>• Calls served within T1 and Received calls.</li> <li>• Served calls/Received calls</li> <li>• Calls Served within T1 and Served calls.</li> </ul>
Client only	The number of agents logged into the Agent Console, but not logged into the queueing services.

## Queue dashboard table information (cont'd)

Column name	Description
Not Available	The number of agents in <b>Not Available</b> status. This status allows users to leave the console for a moment, without completely logging out. They will be considered logged in by the system, but will not receive any calls.
At work	The total number of agents logged into the Operator Console (the sum of Available, ACW, Client only, and Not Available).

**Note:** To change the shown details, see “Settings Menu” (page 23).

## Call Details page

This page has details about the waiting and active calls received by all or one particular queue.

Using the three drop-down menus on the top of the page you can filter the view:

- Service - shows all queues or just one of them.
- Agent - shows all the agents or just one of them.
- Type - shows all the calls or just the active/waiting ones.

## Call Details page

Service	Agent	Caller	Waiting time	Conversation time	Type
Rome	Lorenzin Sofphone	213	00:00:20	00:00:28	Active
Miami	-	214	00:00:13	00:00:00	Waiting

## Call Details page table information

Column name	Description
Service	The name of the queue which received the call.
Agent	The name of the agent who received the call. If the call is waiting in the queue, no name is displayed.
Caller	The number of the caller.
Waiting time	The time the call has been waiting. If the waiting time is higher than the thresholds set in the setting options, this value can be highlighted in yellow (if higher than T1) or in red (if higher than T2).



Call Details page table information (cont'd)

Column name	Description
Conversation time	The time of the conversation with the agent. If the call has yet to be served, it is displayed as 00:00:00.
Type	Displays whether the call is waiting or active.

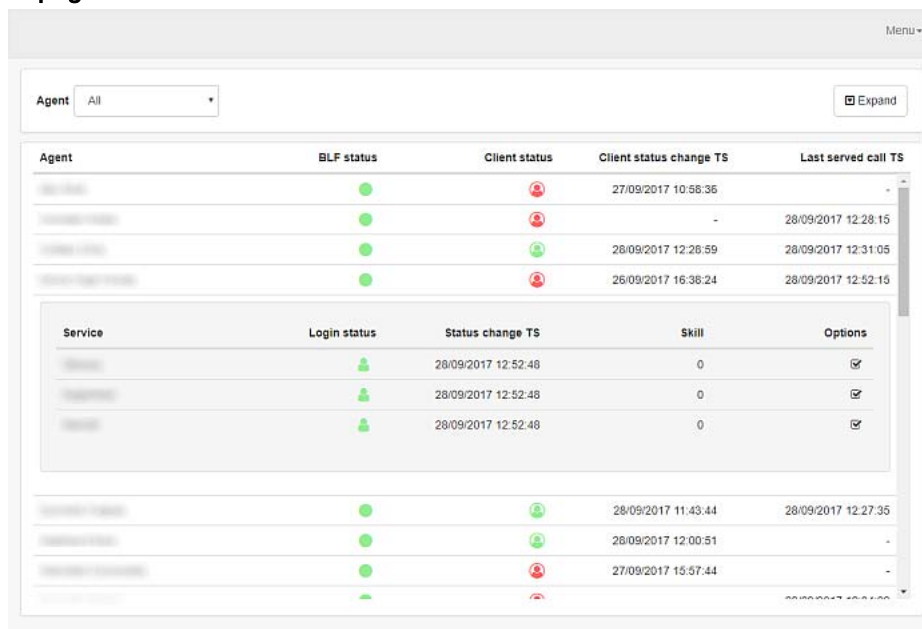
Agent Details page

From this page, supervisors can get information about the agents related to the queue/s that they are monitoring.

From the general view, you can see the name of the agents, their BLF status (green = free, red = busy, gray = unknown), Client status (logged in), Client status change timestamp, and the timestamp of the last call they served.

To show all the details about a single agent, click the name.

Agent Details page



Agent Details page table information

Column name	Description
Services	The queues related to that particular agent.
Login status	Displays whether or not the agent is logged into the queue/s (red = not logged in, green = logged in).
Status change TS	The time stamp of the last login/logout from the queue.

**Agent Details page table information (cont'd)**

Column name	Description
Skill	The skill level of the agent in the queue.
Options	By clicking this button, you can force the login/logout of the agent from the queue.

To do a rapid scroll of all the agents and display one, you can use the drop-down menu on the top of the page.

The Expand button is available to show all agents' details at a glance.

**Queue Details page**

This page displays all the queue details monitored by the supervisor.

The values in the table can be shown in real-time or calculated collecting the data from the time span defined in the [“Settings Menu”](#) (page 23).

**Queue Details page**

Service	Status	Active calls	Waiting calls	Agents (logged/total)	Max wait	AVG waiting	Max conv.	AVG conv.	Received calls	Served calls	Abandoned calls	Overflow calls	OOS calls	Service level	Options
Miami	●	0	0	1/1	00:00:11	00:00:25	00:00:31	00:00:11	5	2	3	0	0	0 (0%)	⚙️
New York	●	0	0	1/3	00:00:31	00:00:31	00:00:18	00:00:18	1	1	0	0	0	0 (0%)	⚙️
Rome	●	0	0	1/3	00:00:04	00:00:28	00:00:52	00:00:19	9	8	1	0	0	0 (0%)	⚙️
Seattle	●	0	0	1/2	00:00:08	00:00:08	00:00:08	00:00:08	1	1	0	0	0	1 (100%)	⚙️

**Agent Details page table information**

Column name	Description	Type
Service	The names of the services monitored by the supervisor.	Descriptive
Status	Displays if the service is open (green = open, red = closed, out of office).	Real-time
Active calls	The number of calls managed by the agents in the queue.	Real-time
Waiting calls	The number of calls waiting to be served by the agents.	Real-time
Agents (logged/total)	The number of logged-in agents out of the total number of agents in the queue.	Real-time
Max waiting	The longest time a call waited in the queue.	Time span

## Agent Details page table information (cont'd)

Column name	Description	Type
AVG waiting	The average waiting time.	Time span
Max conv.	The longest duration call done by an agent of the queue.	Time span
AVG conv.	The average conversation time.	Time span
Received calls	The number of calls received by the queueing system.	Time span
Served calls	The number of calls served by the agents of the queue.	Time span
Abandoned calls	The number of calls received by the queueing system but not served (due to customers hanging up).	Time span
Overflow calls	The number of calls automatically discarded due to max waiting time or max waiting calls values reached.	Time span
OOS calls	The number of calls received during the Out of Service time.	Time span
SLA-1	Available values: <ul style="list-style-type: none"> <li>• Calls served within T1/Received calls</li> <li>• Served calls/Received calls</li> <li>• Calls Served within T1/Served calls</li> </ul>	Time span
Options	Used to configure additional parameters. For more information, see <a href="#">“Options - Additional Queue settings” (page 20)</a> .	Functional

By clicking on one of the queues, further details can be shown regarding the agents associated with that particular queue.

## Agent Details page table information

Column name	Description
Agent	The names of the agents related to that particular queue.
BLF status	The agent availability (green = free, red = busy).
Client status	Displays whether or not agents are logged to the operator console (green = logged, red = not logged, gray = unknown).
Login status	Displays whether or not the agent is logged into the queue/s (red = not logged in, green = logged in, yellow = ACW, orange = Not available).
Status change TS	The time stamp of the last change in login status from the queue.

**Agent Details page table information (cont'd)**

Column name	Description
Skill	The skill level of the agents for the given queue.
Options	By clicking this button, you can force the login/logout of the agent from the queue.

To display a specific queue, you can use the drop-down menu at the top of the page.

The Expand button is available to show all queue agents' details at a glance.

**Options - Additional Queue settings**

By clicking in the Options icon (in the general view), you can set additional queue settings:

- Opening time
- Out of service treatment
- Messages
- Holidays

**Opening time**

Using the Opening time tab, you can decide whether to use the automatic service opening configuration or to open/close it manually, simply selecting the configuration from the Service opening dropdown box.

The automatic service opening can be configured in the Opening time section.

You can set the weekly opening time table (in the example below, the system will automatically open every day from 9:00 am to 1:00 pm and from 2:00 pm to 6:00 pm).

**Configuring the opening time**

The manual configuration can be used to temporarily close/open the service, switching back to the automatic mode when desired.

**Procedure steps**

Step	Action
1	Set the opening (Start time) and closing (End time) and the applicable days.
2	Click the plus symbol to add the new time table to the existing ones;
3	Remove conflicting or overlapping time tables before saving the new configuration.

4 Click **Save**.

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--End--

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**Out of service treatment**

From the Out of service treatment tab you can decide whether or not to use the default treatment when there is an incoming call during the out of service time.

The default treatment is set by the system administrator from the application web portal. It is not possible to modify it from the Supervisor Console. If it is the selected (and saved) treatment, the system will show it in light gray.

**Available custom treatments**

Treatment	System response
Hang up	Using the Hang up treatment, the system will hang up the incoming call, without providing any type of message.
Transfer	The Transfer treatment is used to set a phone number to which forward the call. It is also possible to provide an audio message, selecting it from the Message file list. To upload new audio messages, use the Messages tab in the queue additional settings window (as explained in the following paragraph).
Play message	Using the Play message treatment, you can set audio messages to be played as answers to the incoming calls (to upload new audio messages, use the Messages tab in the queue additional settings window, as explained in the following paragraph).
Phono repeater	The Phono repeater (or Play a number) treatment can play a message (if set in Message) followed by a number that is vocalized by the system (set in Play number). You can repeat the message and the audio as many times as required, by inserting the number for repetition in the Number of replays text box. To upload new audio messages, use the Messages tab in the queue additional settings window
Go to service	The Go to service treatment is used to forward the call to another service, that can be chosen from the list of services the supervisor is monitoring.
Messages	<p>The Messages tab is dedicated to the audio messages configuration and upload. In the Messages configuration section, you can relate different messages to different functions.</p> <p>The following functions are available:</p> <ul style="list-style-type: none"> <li>• Music on hold</li> <li>• Welcome message</li> <li>• Short wait message</li> </ul>

## Available custom treatments

Treatment	System response
	<ul style="list-style-type: none"> <li>• Long wait message</li> <li>• Overflow message</li> <li>• No available agents message</li> </ul> <p>If an audio message has already been configured, you can listen to it by clicking on the play icon, and download it, by clicking on download icon.</p> <p>To upload a new audio file, see <a href="#">“Uploading an audio file” (page 22)</a>.</p>

**Uploading an audio file**

Use this procedure to update a new audio file.

## Procedure steps

Step	Action
1	Navigate to the <b>Upload audio file</b> .
2	Use the folder icon to browse and find the audio file; you can add a note to the audio file (the note will be shown only in the administration portal).
3	Click <b>Upload</b> to complete the operation.

--End--

**Holiday**

Opening the Holiday tab, the system will immediately show the list of configured holidays.

The table section of the holiday tab has the following information:

## Holiday tab information

Column name	Description
Description	The holiday name.
Starting day	The day the holiday starts.
Ending day	The day the holiday ends (if it is a single day holiday, the ending day will be the same as the starting day).
Year	If the holiday is an annual celebration, it will be displayed every year. If it is not, it will be displayed the year of the holiday.
Treatment	This column shows the configured treatment for the related holiday.
Options	You can edit or delete.

**Note:** It is not possible to modify default holidays.

To add or edit an existing holiday go to the **Add/edit holiday** section.

#### Holiday options

Field	Definition
Description	The name of the holiday.
Mode	Set if the holiday is a single day, period, or annual holiday.
Date	You can insert the holiday date manually (clicking in the text box) or using the smart calendar on the right of the text box.  <i>Note:</i> If the selected mode is Period, the system provides even the Ending day text box, useful to insert the ending day of the vacation period.
Treatment	you can select the treatment for incoming call during the vacation day/s. For more information, see <a href="#">"Out of service treatment"</a> (page 21).

When the holiday has been correctly configured, click Save (the system will show the Service holidays section updated with the new holiday).

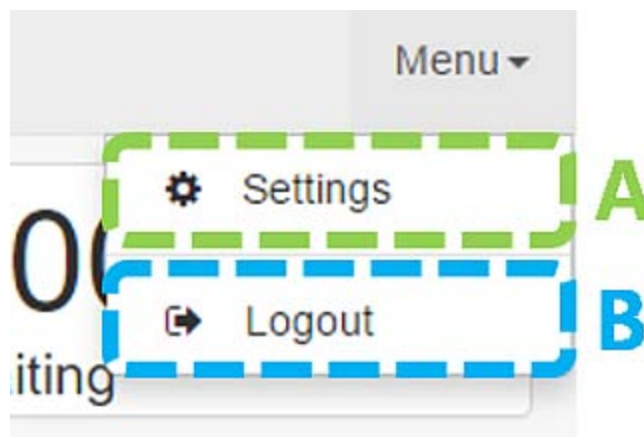
The following buttons are also available:

- New - to clear the holiday configuration or to add a new holiday without saving the previous change.
- Reset - to erase all the configured holidays and return to the default ones (if present).

## Settings Menu

This is the second static area of the console: it will always be present at the top right corner.

By clicking on the Menu button, a drop-down window will appear, you can now access the supervisor console settings, or logout.



## Settings tab parameters

Section	Parameters
Settings (A)	<p>From this page you can set the following report parameters:</p> <ul style="list-style-type: none"> <li>• Time span (expressed in minutes) - is the time period from which the system collects the data to generate the statistic reports and values shown in the various sections of the supervisor console</li> <li>• Event time format - by default, the system provides event exact times but it is possible to select to show the elapsed times. In this case, the various timestamps present in the console detail pages will be substituted with the elapsed time values.</li> <li>• Thresholds configuration - you can configure some thresholds to highlight the related values in the home page. With this function, it will be easy to notice if the queue agents are working correctly or if there are problems. <ul style="list-style-type: none"> <li>— Waiting calls alert T1: if a call waited for more than this value, the related queue max waiting time in the home page will be highlighted in light yellow (the value has to be expressed in seconds). Inserting -1 disables this threshold.</li> <li>— Waiting calls alert T2: if a call waited for more than this value, the related queue max waiting time in the home page will be highlighted in light red (the value has to be expressed in seconds). Inserting -1 disables this threshold.</li> <li>— Waiting calls/agents rate: the ratio between the number of waiting calls and the logged-in agents in a single queue. If it is exceeded, the value will be highlighted in red.</li> </ul> </li> <li>• SLA configuration <ul style="list-style-type: none"> <li>— SLA-1 (and SLA-2): SLA-1 (Service Level Agreement) and SLA-2 are the values highlighting the service level. Available values: <ul style="list-style-type: none"> <li>— Calls served within T1/Received calls</li> <li>— Served calls/Received calls</li> <li>— Calls Served within T1/Served calls</li> </ul> </li> <li>— SLA-1 threshold (and SLA-2 threshold): if the service level reach undesired values, it is possible to highlight it in red, acting on this threshold (0=threshold deactivated).</li> </ul> </li> <li>• Queue details configuration, visible column: select the details to be shown in the Queue Details page.</li> </ul> <p>To save the parameters, click <b>Save</b> before leaving the page.</p>
Logout (B)	<p>By clicking on the <b>Logout</b> button, the supervisor will exit the console.</p> <p>Supervisors will automatically be logged out if closing the console tab in the browser or if closing the entire browser.</p>