

# Hjælpevejledning til Dashboard

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Skift Status i M  
via Outlook Kal

## 00 Hjælpevejledning til Dashboard

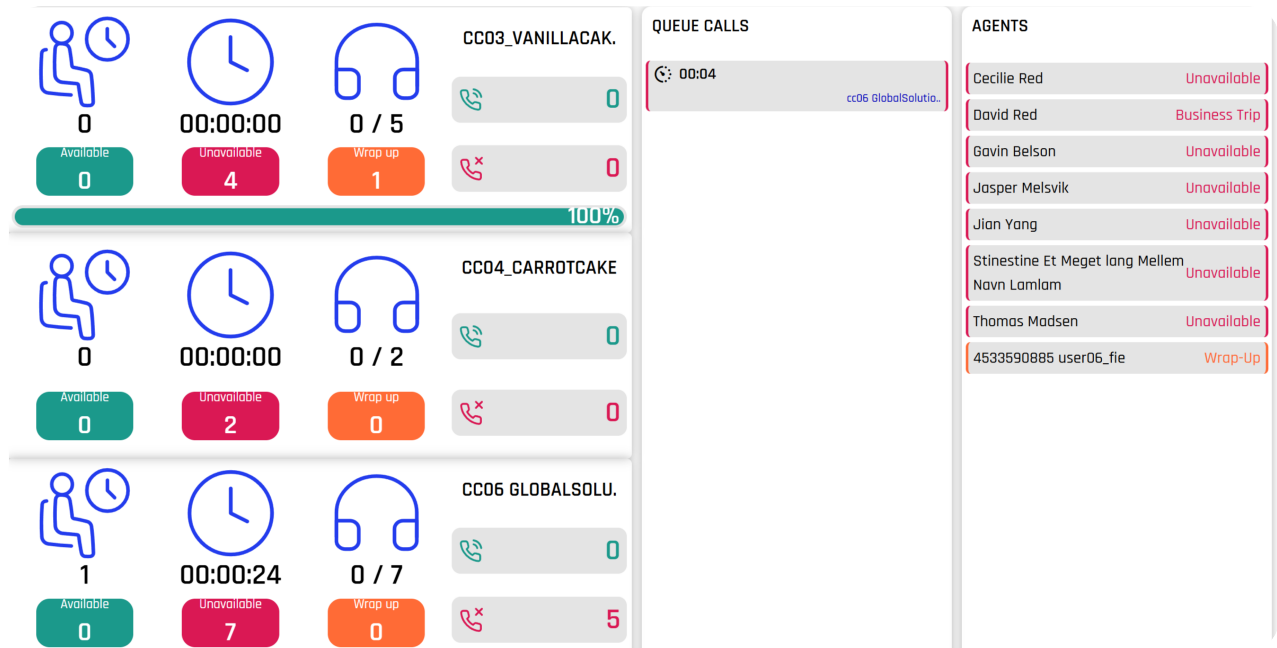
Denne vejledning viser, hvordan du får en samlet statusvisning.



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# 01 Overblik over dashboard

Dashboard giver et live overblik over aktivitet i jeres callcenter.



## 02 Køer

Her ser du et overblik over dine køer. Hver sektion repræsenterer en kø med tilhørende data.

The dashboard displays queue statistics for three queues and a list of agents. Each queue section includes icons for available agents, unavailable agents, and wrap-up agents, along with their respective counts and a progress bar. The agents list shows the status of each agent, such as 'Unavailable' or 'Business Trip'.

Queue Name	Available	Unavailable	Wrap up	Progress
CC03_VANILLACAK.	0	4	1	100%
CC04_CARROTKAKE	0	2	0	
CC06_GLOBALSOLU.	0	7	0	

Agent Name	Status
Cecilie Red	Unavailable
David Red	Business Trip
Gavin Belson	Unavailable
Jasper Melsvik	Unavailable
Jian Yang	Unavailable
Stinestine Et Meget lang Mellem Navn Lamlam	Unavailable
Thomas Madsen	Unavailable
4533590885 user06_fie	Wrap-Up

### 03 Ventende i kø

Her vises hvor mange der lige nu venter i køen. Tallet under ikonet viser, hvor mange der venter.

The dashboard displays the following data for each campaign:

Campaign	Available	Unavailable	Wrap up	Queue Calls	Agents
CC03_VANILLACAK.	0	4	1	00:04	Cecilie Red (Unavailable), David Red (Business Trip), Gavin Belson (Unavailable), Jasper Melsvik (Unavailable), Jian Yang (Unavailable), Stinestine Et Meget lang Mellem Navn Lamlam (Unavailable), Thomas Madsen (Unavailable), 4533590885 user06_fie (Wrap-Up)
CC04_CARROTKAKE	0	2	0		
CC06_GLOBALSOLU.	0	7	0		

The 'Queue Calls' section shows a total of 00:04 for CC06\_GLOBALSOLU. The 'Agents' section lists 8 agents with their current status: 7 are Unavailable and 1 is in Wrap-Up.

## 04 Vente tid

Her vises hvor lang ventetiden på køen er. Tallet under ikonet viser, hvor lang ventetiden er.

The dashboard displays the following data for three campaigns:

Campaign	Available	Unavailable	Wrap up	Queue Calls	Agents
CC03_VANILLACAK.	0	4	1	00:00:00	Cecilie Red (Unavailable), David Red (Business Trip), Gavin Belson (Unavailable), Jasper Melsvik (Unavailable), Jian Yang (Unavailable)
CC04_CARROTKAKE	0	2	0	00:00:00	Stinestine Et Meget lang Mellem Navn Lamlam (Unavailable), Thomas Madsen (Unavailable)
CC06_GLOBALSOLU.	0	7	0	00:00:24	4533590885 user06_fie (Wrap-Up)

The 'QUEUE CALLS' section shows a timer for CC06\_GLOBALSOLU. at 00:04. The 'AGENTS' section lists the following agents and their status:

- Cecilie Red: Unavailable
- David Red: Business Trip
- Gavin Belson: Unavailable
- Jasper Melsvik: Unavailable
- Jian Yang: Unavailable
- Stinestine Et Meget lang Mellem Navn Lamlam: Unavailable
- Thomas Madsen: Unavailable
- 4533590885 user06\_fie: Wrap-Up

## 05 Agenter

Her vises hvor mange agenter der er på køen. Tallet under ikonet viser, hvor mange tilgængelige agenter i forhold til tilkøbet agenter på køen.

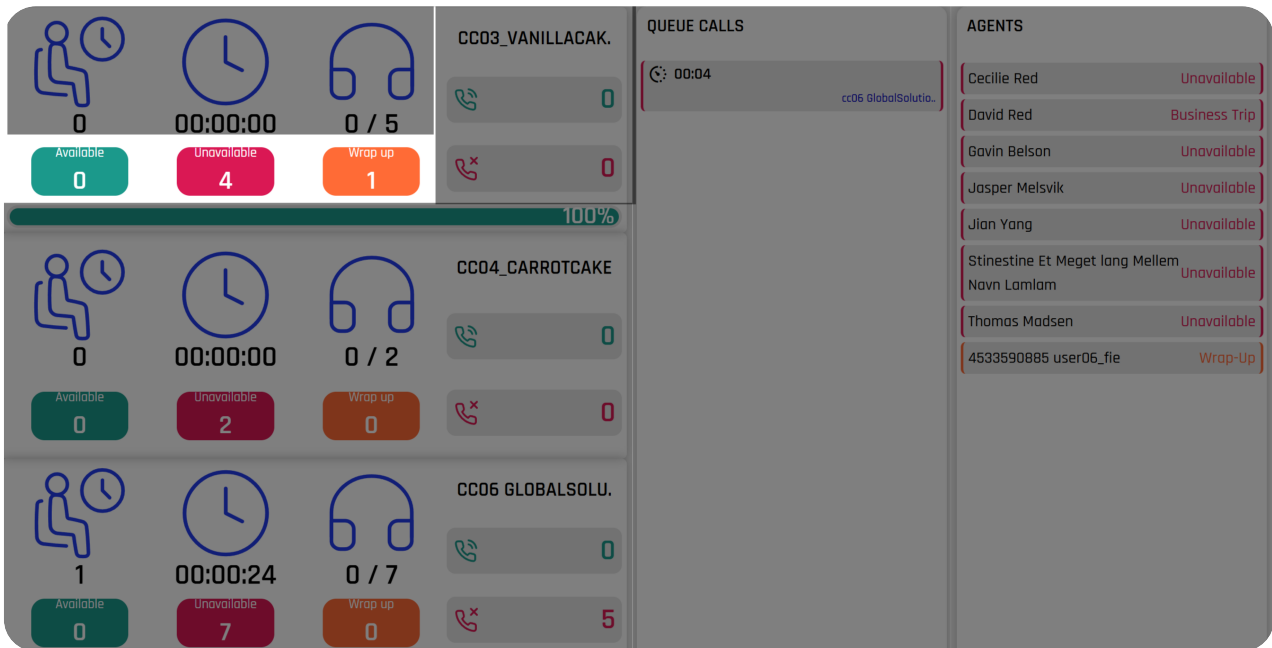
The dashboard displays the following data for three queues:

Queue	Available	Unavailable	Wrap up	Queue Calls	Agents
CC03_VANILLACAK.	0	4	1	00:04	Cecilie Red (Unavailable), David Red (Business Trip), Gavin Belson (Unavailable), Jasper Melsvik (Unavailable), Jian Yang (Unavailable), Stinestine Et Meget lang Mellem Navn Lamlam (Unavailable), Thomas Madsen (Unavailable), 4533590885 user06_fie (Wrap-Up)
CC04_CARROTKAKE	0	2	0		
CC06_GLOBALSOLU.	0	7	0		

The 'Queue Calls' section shows a timer at 00:04 and a small bar chart for 'cc06 GlobalSolutio.'. The 'Agents' list shows the status of individual agents, with '4533590885 user06\_fie' currently in a 'Wrap-Up' state.

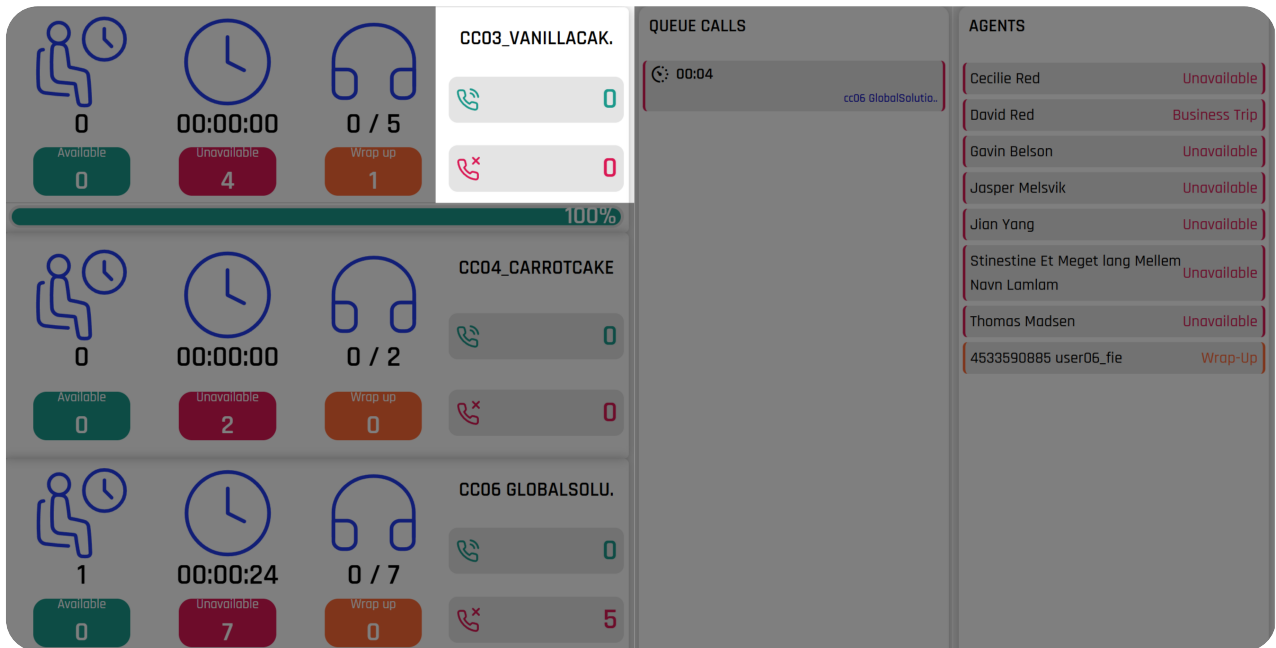
## 06 Agentstatus

Her vises agenternes status fordelt på tilgængelig, utilgængelig og efterbehandling.



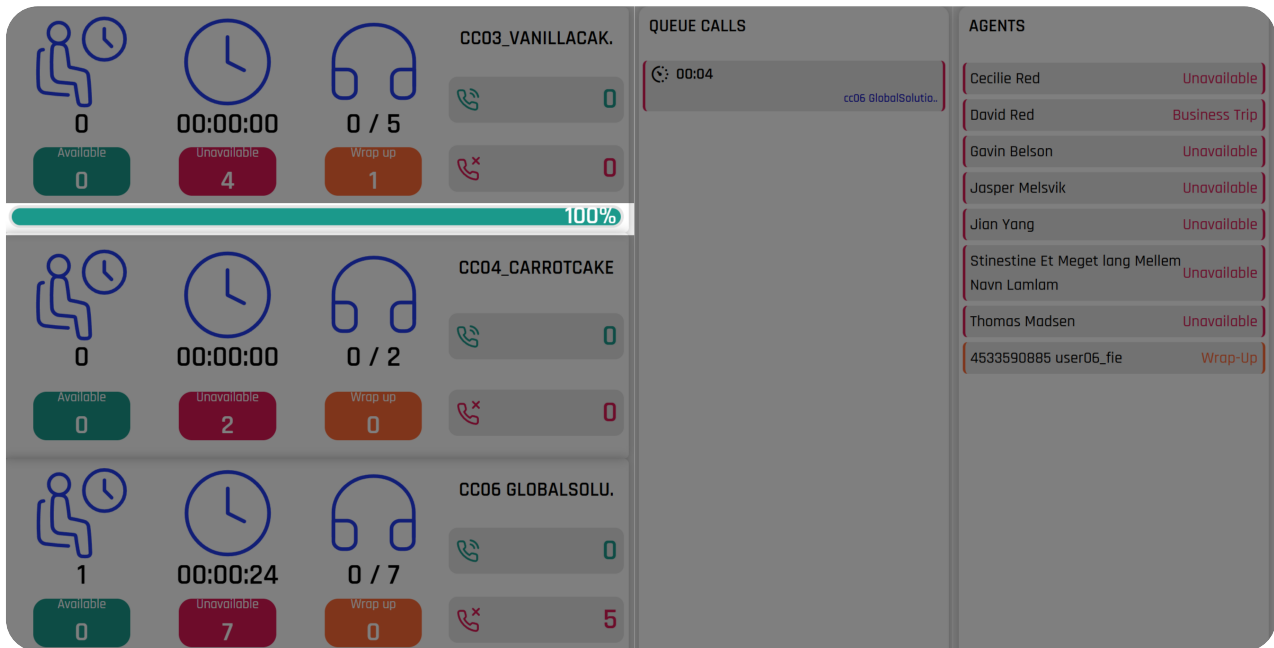
## 07 Opkaldsdata

Disse indikatorer viser opkaldsaktivitet, herunder behandlede og ubehandlede kald.



## 08 Servicelevel

Denne bjælke viser køens samlede performance.



## 09 Ventende kald i køen

Her vises aktuelle opkald i kø med ventetid ved siden af ur ikonet.

The dashboard displays agent status for three call centers: CC03\_VANILLACAK., CC04\_CARROTKAKE, and CC06\_GLOBALSOLU. It also shows a 'QUEUE CALLS' section with a timer and a list of agents with their current status.

Call Center	Available	Unavailable	Wrap up	Queue Calls
CC03_VANILLACAK.	0	4	1	00:04
CC04_CARROTKAKE	0	2	0	
CC06_GLOBALSOLU.	1	7	0	

Agent Name	Status
Cecilie Red	Unavailable
David Red	Business Trip
Gavin Belson	Unavailable
Jasper Melsvik	Unavailable
Jian Yang	Unavailable
Stinestine Et Meget lang Mellem Navn Lamlam	Unavailable
Thomas Madsen	Unavailable
4533590885 user06_fie	Wrap-Up

# 10 Agenter

Her ses alle agenter og deres aktuelle status.

The dashboard displays agent status for three teams: CC03\_VANILLACAK., CC04\_CARROTKAKE, and CC06\_GLOBALSOLU. Each team's status is shown with icons for Available, Unavailable, and Wrap up, along with counts and a 100% progress bar. A central 'QUEUE CALLS' section shows a timer at 00:04 and a list of agents. A right-hand 'AGENTS' list shows individual agent names and their current status.

Team	Available	Unavailable	Wrap up	Queue Calls
CC03_VANILLACAK.	0	4	1	00:04
CC04_CARROTKAKE	0	2	0	
CC06_GLOBALSOLU.	0	7	0	

Agent Name	Status
Cecilie Red	Unavailable
David Red	Business Trip
Gavin Belson	Unavailable
Jasper Melsvik	Unavailable
Jian Yang	Unavailable
Stinestine Et Meget lang Mellem Navn Lamlam	Unavailable
Thomas Madsen	Unavailable
4533590885 user06_fie	Wrap-Up

## 11 Thank you

Du har nu lært at holde overblik over dit dashboard. Dashboardet opdateres løbende og giver et samlet overblik over driften i realtid.



Vejledning