Allworx®

View™ Application User Guide

Version 1.1

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Contents

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Chapter 1 Introduction

The Allworx View™ web application provides dynamic, comprehensive usage reporting on the Allworx phone system. This application uses complete and accurate data of the Allworx phone system for users to make data-driven decisions with an easy-to-use web browser-based user interface to ensure:

- subscription to the optimal number of outside lines
- using business resources and personnel effectively
- managing customer and associate calls quickly and efficiently
- planning future growth for infrastructure and personnel

The View application offers two levels of reporting:

- View CDR feature keys provides call detail reports.
- View Automatic Call Distribution (ACDR) feature key (optional - requires the View CDR feature key) provides customizable dashboards for supervisors and agents, and displays the information - using any popular web browser. Using configurable alarms, supervisors and agents can recognize and react to high call volume situations to minimize abandoned calls and frustrated customers.

1.1 Who Should Read This Guide

Users that install and maintain Windows and View servers should read this guide. This guide expects the reader to:

- understand computer networking.
- have background knowledge of Windows and Allworx servers.

1.2 Guide Purpose

The purpose of this guide is to assist end users in the set up and management of dashboards and reports.

1.3 Equipment Requirements

The table below is a complete list of equipment and requirements necessary to perform all operations identified in this User's Guide. Each chapter has a specific list of equipment and requirements necessary to perform the operations identified with that chapter.

System	Requirement
PC	• Running OS (with latest service pack) • RAM minimum: 2 GB • Monitor resolution: 1024 x 768 (XGA) • Internet connection
Supported Web Browsers	• Microsoft Internet Explorer 11 (latest release with auto upgrade enabled) • Microsoft Edge (Latest Release) • Google Chrome (Latest Release) • Mozilla Firefox (Latest Release) • Safari (Latest Release)

Chapter 2 Overview

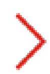
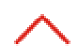
This chapter provides information about the View application. View users can:

- understand the About window.
- identify icons.
- launch View.
- change agent status.

2.1 About

Opens the About window, which provides information specific to the View application.

2.2 View Icons

Icon	Description	Icon	Description	Icon	Description
	Additional information available for the line item.		Removes the current widget.		Moves a widget to the right.
	Close the additional information display for the line item.		Application update available.		Moves a widget to the left.
	Pending alarm change not saved.		Hides a scrollable area edit window		Moves a widget up.
	Enables immediate access to a calendar.		Displays a scrollable area edit window		Moves a widget down.
	Enables immediate access to a time schedule.				

2.3 Launch the View Application

The View application performs an auto log out after a period of time. If a user does not interact with the View application after 20 minutes, and then attempts to interact with the application, the application prompts the user to re-log in.

To launch the View application:

1. Open a new browser window and enter the URL:

   ```
   https://<IP Address or DNS name>/AllworxView
   ```

   The View page displays. Consult with the View Administrator to obtain the IP Address, if necessary.

   If the message “This Connection is Untrusted” displays, contact the View Administrator to determine if the web application with a self-signed certificate was installed (in this case expect a warning).

2. Log in to the View server page with the assigned username and password.

   The View log in requires enabled JavaScipt and cookies for authentication purposes. If cookies are not enabled, an error message displays. Enable the JavaScript and cookies.

Chapter 3 Configure

The Configure feature enables users to manage the View application settings.

3.1 Permissions

The View application determines user access based on the user log in credentials. The table below identifies permissions based on user type.

Feature Path	View Admin	Queue Supervisor	Queue Agent	Allworx User
Configure				
Servers	Yes	No	No	No
System Alarms	Yes	No	No	No
Queue Alarms	Yes	No	No	No
SMTP Settings	Yes	No	No	No
Queue Status	Yes	No	No	No
Backup/Restore Database	Yes	No	No	No
User Settings	Yes	No	No	No
Contacts	Yes	Yes	Yes	Yes
Reports Schedule	Yes	Yes	Yes	Yes

3.2 Servers

The View application enables View administrators to:

- individually add, update, or delete the Allworx servers communicating with the View server.
- displays the communicating servers in a single table.

To manage an Allworx server:

1. Open a new browser window and enter the View server IP address or DNS name (from the Network Administrator).
2. Log in with the username ViewAdmin and the password created during installation.

3. Navigate **Configure** > **Servers** to open the Manage My Servers page. All Allworx servers currently communicating with the View server display:

<table>
<tr><td>Add Server</td><td>Links an Allworx server to the View application. The Add Server dialog box opens.
1. Enter the required information in the fields provided, and then click Save
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Enter the Server IP Address</td><td>Type the Allworx server IP address.</td></tr>
<tr><td>Enter the Server Port number</td><td>The default port number automatically displays. If changing the port number, also update the Allworx server firewall.</td></tr>
<tr><td>Enter the Server Location</td><td>Type the Allworx server location.</td></tr>
</table>
The server line displays the Status and the Time Of Status of the server.
<table>
<tr><th>Status</th><th>Description</th></tr>
<tr><td>Initialization Revoked</td><td>The authentication token was reset on the Allworx server. Requires initialization.</td></tr>
<tr><td>Initialization Failed</td><td>The login credentials were incorrect or a connection failure.</td></tr>
<tr><td>Discovered</td><td>The View application located an Allworx server in a multi-site network.</td></tr>
<tr><td>Connected (reading history)</td><td>Allworx server made a connection to the View application and is gathering or processing the server history information.</td></tr>
<tr><td>Connected</td><td>The Allworx server and View application are communicating.</td></tr>
<tr><td>Disconnected</td><td>The Allworx server and View application are not communicating.</td></tr>
<tr><td>Enabled</td><td>Server is available to collect data but not initialized.</td></tr>
</table>
2. Click Initialize in the server line. The Login to Server dialog box opens. Enter the Allworx server Username and Password.
View only monitors multiple sites, if the servers are part of a multi-site network. When adding an Allworx server from a multi-site network, the View application automatically discovers the other Allworx servers in the multi-site system. Manually authenticate each server.
3. Click Save to add the server to the list or Cancel to disregard the request. The</td></tr>
<tr><td>Save changes</td><td>Click to keep the updates.</td></tr>
<tr><td>Cancel changes</td><td>Click to disregard the changes.</td></tr>
<tr><td><Column Heading></td><td>Click to sort the server information by ascending or descending order of that data.</td></tr>
<tr><td>Delete</td><td>Removes an Allworx server from the View application.
1. Locate the server in the table, and click Delete.
2. Click Confirm to remove the server from the list or Cancel to disregard the request.</td></tr>
</table>

To manage the Allworx server information:

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Configure** > **Servers** to open the Manage My Servers page. The table displays the added Allworx servers communicating with the View server.

3. Locate the server, click on the information, and update:

   - Location
   - Port
   - IP Address
   - Enable*

   * When the Enable state = false, the View application no longer monitors the server, but it does continue to log information for reporting purposes. Limited to 5000 queue events, agent events, and calls each.

4. Click **Save changes** to update the information or **Cancel** to disregard the request. This adds the first Allworx server to the server list.

5. Click **Initialize** and provide the username and password of an Allworx user with View administrative permission. This initializes the server.

   The View application automatically discovers the IP addresses of other sites in a multi-site network. Initialize each site to connect the View application to each server.

3.3 Alarms

The View alarms are specific to:

System alarms	• Agents • Servers
Queue Alarms	Call queues set up on the Allworx server.

The View and View ACD add-on application alarms enable supervisors and agents to recognize and react to high-volume call situations. When the View application exceeds the alarm threshold limits:

Alarm	Color Coding	Email Notification	SMS Notification
Lower threshold limit	Yellow	Yes	Yes
Upper threshold limit	Red	Yes	Yes

Any user with View administrative permissions can alter the threshold values. The View application displays a red triangle by changed, unsaved values. After saving the change, the red triangle no longer displays.

To change System Alarm or Queue Alarm information:

1. Log in to the View application with an Allworx username and password.

2. Navigate to: **Configure** >:

System Alarms	The list of System Alarms displays.
Queue Alarms	The list of Queue Alarms displays. Entered the required server information: **Select Server...** — Click the drop-down arrow and select a server from the list. **Select Queue...** — Click the drop-down arrow and select a queue from the list.

3. Click a column title to toggle between ascending and descending order. Locate the Alarm Name, and then click:

Threshold Lower	Click the value, and then click the up or down arrow to increase or decrease the limit value, respectively.
Threshold Upper	Click the value, and then click the up or down arrow to increase or decrease the limit value, respectively.
Alarm On	Click the value, and then Check or uncheck the box to enable or disable the option, respectively.

4. Click **Save changes** to update the information or **Cancel changes** to disregard the request.

3.3.1 Email and SMS Notification

Clicking the arrow left of the Alarm Name displays the Email List of users receiving email notifications. It is necessary to configure the SMTP prior to sending email notifications. See "SMTP Configuration" on page 9 for more information.

To manage an alarm email list:

1. Verify the user has a valid email address or email to SMS gateway. Verizon example: <10-digit number>@vtext.com. Contact the carrier in the event these instructions do not provide the proper SMS messaging to the cellular endpoint.

2. Log in to the View application with an Allworx username and password.

3. Navigate to **Configure** > **System Alarms** or **Configure** > **Queue Alarms**. For Queue Alarms, select the server and the queue from the drop-down lists.

   The list of respective Alarms displays. Click a column title to toggle between ascending and descending order.

4. Locate the Alarm, and click the arrow left of the Alarm name. An email dialog box with three tabs displays.

Email List	Displays users selected to receive emails when an alarm occurs. To update user information, click Edit, update the information, and then click Update to save the changes or Cancel to disregard the changes. To delete a user from the Email List, click Delete, and then click OK to remove the contact from the Email List or Cancel to keep the user on the Email list.
Add Contact	Select users to receive emails when the alarm occurs. If contacts exist, locate the Select from existing contacts section, click the drop-down arrow. Select the contacts from the drop-down list. If the contact is unavailable, locate the Add new Contact section. 1. Enter the First Name, Last Name, and Email Address in the fields. 2. Click **Add Contact** to update the contact list.
Delete Contact	Permanently removes a user from the Contact list and email notifications when an alarm occurs. 1. Click the Select a contact... drop-down arrow and select the contact name. 2. Click **Delete Contact** to update the contact list.

5. Locate and click the arrow left of the Alarm Name to close the Email tabbed interface.

6. Click **Save changes** to keep the email notification updates or click **Cancel changes** to disregard the request.

3.4 SMTP Configuration

Prior to sending alarm notifications, configure the SMTP settings for email delivery from the View application.

To set up the email SMTP settings:

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Configure** > **SMTP Settings**. The SMTP Configuration page displays.

3. Update the fields.

SMTP Server (IP Address/Name)	Enter the email server IP Address or name.
Port Number	Enter the SMTP port.
From email address	Enter the email origin.
Enable outgoing SMTP mail for alarms and scheduled reports.	Turns on the email notifications. Check box to enable.
User ID	Enter the email service username.
Password	Enter the email service user password.
Security Type	Select an option from the drop-down list: • None • TLS • SSL
Requires Authentication	Required if the SMTP service requires a username and password to log in. Check box to enable - this enables the user to enter the username and pass-word. This is a one-time setup.

4. Click **Test Settings** to verify the information is correct or **Save Settings** to update the current information.

5. Enter an email address if the field provided. Click **Test** to send an email to the address.

3.5 Queue Status

View application computes many statistics using a Queue Status Period, which uses a sliding window for the time period in minutes. Administrators can adjust the Status period time frame. The View application displays a red triangle by changed values to indicate an unsaved change.

To manage the queue status configuration:

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Configure** > **Queue Status**. The Manage Queue Status page displays.

3. Click **Select Server...** and select an option from the drop-down list.

4. Locate the Queue in the list. Click **Status Period** and adjust the setting.

5. Click **Save changes** to update the information or **Cancel changes** to disregard the request.

3.6 Backup/Restore Database

The View application enables users with View administrator permissions to backup, restore, or purge the View database.

3.6.1 Backup

At any time, Allworx administrators can either click **Backup Now** to begin the database back up immediately or schedule a back up to begin at another time.

After completing the backup, the View application provides a restore point in the Restore Data drop-down list.

To schedule or manage a backup:

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Configure** > **Backup / Restore Database**. The Backup / Restore Status page displays.

Snap events to slot boundaries	Moves or adds a schedule report, and the event snaps to the lines which occur: • Every day on month calendar • Every 30 minutes on week calendar • Every 30 minutes on day calendar When unselected, these events to do not align directly with those predefined units or lines on the calendar. Check the box to enable or disable.
Today Left/Right Arrows	Highlights the current day on the displayed calendar. Clicking the left and right arrows adjusts the displayed calendar to the previous or next day, week, or month from the calendar currently shown, respectively.
Calendar Icon	Displays the current month and year selection. Clicking the calendar heading enables adjusting from the current month to years and then decades. Clicking the left and right arrows adjusts the displayed calendar to the previous or next day, week, or month from the calendar currently shown, respectively.
Calendar View	Adjusts the calendar display. The Day and Week view enable the administrator to select a specific time to begin the backup. The monthly view sets the default start time as 12 AM. • Day • Week • Month

3. Double-click a day, and then a time on the displayed calendar or double-click an existing event. The Event dialog box opens. Enter or adjust the required information.

Title	Enter a meaningful description of the scheduled event in the field provided.	
Start	Displays the date and time the View application begins to generate the report. Click the calendar or clock icon to select the date and time, respectively.	
Repeat	Enables scheduling a backup on a regular basis.	
	Never	N/A
	Daily	• Repeat every <x> day(s) • End (stops sending the report at the end of the schedule)
	Weekly	• Repeat every <x> week(s) • Repeat on: (day of week) • End (stops sending the report at the end of the schedule)
	Monthly	• Repeat every <x> month(s) • Repeat on: (day of week) • End (stops sending the report at the end of the schedule)
	Yearly	• Repeat every <x> year(s) • Repeat on: (day of week) • End (stops sending the report at the end of the schedule)

4. Click **Save changes** to update the calendar or **Cancel changes** to disregard the request.

3.6.2 Restore from Backup

For restores, the View administrator must use the View application to perform the restore. The View application uses an encrypted file; copy/paste functions do not work.

To perform a restore from backup:

1. Log in to the View application with an Allworx username and password.
2. Navigate to **Configure** > **Backup / Restore Database**. The Backup / Restore Status page displays.
3. Locate **Restore from Backup:** and click the drop-down arrow. Select the restore point.
4. Click **Restore Database** to begin the restore.

3.6.3 Purge Database

Caution:	This action removes the information within the database and it is lost forever. Backup the database before doing a purge.

1. Log in to the View application with an Allworx username and password.
2. Navigate to **Configure** > **Backup / Restore Database**. The Backup / Restore Status page displays.

3. Locate the Purge Database: section. Enter the information:

Start Date	Identifies the first day of the purge range. 1. Click the calendar icon to open the calendar and select a day. 2. Click the timer icon and select a time to begin.
End Date	Identifies the last day of the purge range. 1. Click the calendar icon to open the calendar and select a day. 2. Click the timer icon and select a time to begin.
Purge Call Data **Purge Queue Event Data** **Agent Event Data** **Purge All Data**	Identifies the data to purge. Check the option box to select.

4. Click **Purge Database** to begin.

3.7 User Settings

The User Settings page displays active users and the level of access, administrator settings (Allworx administrators can adjust the settings as necessary to meet requirements), and indicator an unsaved value changes.

The settings available only to View administrators include:

Change View Administrator Password	Click to update the View Admin user account password.
Edit System Default	Click to update the Agent Status Period.

To manage the User Settings:

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Configure** > **User Settings**. The User Settings page displays.

3. Locate the user line in the table and click:

User Name	Identifies the user. This field is not editable.
View Access	Identifies whether the user is able to see the View application. Click in the field to access the check box to enable or disable the access.
CDR Access	Identifies whether the user is able to access active calls widget on a dashboard or Call Life Cycle or Call Details report.
Agent Status Period (minutes)	View application computes many statistics using an Agent Status Period, which uses a sliding window for the time period in minutes. Administrators can adjust the Status period time frame on a per agent basis. The View application displays a red triangle by changed values to indicate an unsaved change.
Active User	Identifies if the user is currently active on the Allworx Server. This field is not editable.
Administrator	Identifies if the user has administrative permissions. This field is not editable.

For advanced information, click the arrow left of the username.

Add Queue	Enables the user to have access to dashboards and reports for other ACD queues without being a supervisor or agent. 1. Click **Add Queue** The Add Queue to User dialog box opens. 2. Click the Select Server... drop-down arrow and click on the server name. 3. Click the Select Queue... drop-down arrow and click on a queue name. 4. Click **Add Queue** to confirm or **Cancel** to disregard the request. 5. Click **Save changes** to confirm or **Cancel changes** to disregard the change.
Queue Name	Identifies the user-assigned queues.
Agent	Identifies if the user takes calls from the queue
Monitor	Identifies the queue the user can access from the View application. Click the true or false field to select or deselect the option.
Supervisor	Identifies if the user has queue supervisor permissions.

4. Click **Save changes** to update the information or **Cancel changes** to disregard the request.

3.8 Contacts

Administrators can add, update, or delete contacts for email and SMS notifications.

To manage contacts:

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Configure** > **Contacts**. The Contacts page displays.

Add a contact	1. Locate the Add New Contact section and enter the user First Name, Last Name, and Email. 2. Click **Add Contact** to save the information.
Update a contact	1. Locate the Contact List section and locate the user. 2. Click in the field and update the information. 3. Click **Save changes** to update the information or **Cancel changes** to restore the previously saved information.
Remove a contact	Locate the Contact List section, locate the user, and then click Delete.

3.9 Reports Schedule

Administrators can specify dates and times to begin generating reports. The View application displays a red triangle by changed values to indicate unsaved changes.

The application indicates the if outgoing SMTP mail is disabled or enabled. Click the **Disabled** or **Enabled** link to access the SMTP configuration page. See "SMTP Configuration" on page 9 for more information.

To manage scheduled reports:

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Configure** > **Reports Schedule**. The User Settings page displays.

Snap events to slot boundaries	Moves or adds a schedule report, and the event snaps to the lines which occur: • Every day on month calendar • Every 30 minutes on week calendar • Every 30 minutes on day calendar When unselected, these events to do not align directly with those predefined units or lines on the calendar. Check the box to enable or disable.
Today Left/Right Arrows	Highlights the current day on the displayed calendar. Clicking the left and right arrows adjusts the displayed calendar to the previous or next day, month, or decade from the calendar currently shown, respectively.
Calendar Icon	Displays the current month and year selection. Clicking the calendar heading enables adjusting the display from the current month to years and then decades. Clicking the left and right arrows adjusts the displayed calendar to the previous or next month from the calendar currently shown, respectively.
Calendar View	Adjusts the calendar display. The Day and Week view enable the administrator to select a time to begin the backup. Otherwise, the backup starts at • Day • Week • Month

3. Double-click a day, and then a time on the displayed calendar or double-click an existing event. The Event dialog box opens. Enter or adjust the required information.

Title	Enter a meaningful description of the scheduled event in the field provided.
Start	Displays the Start date and time of the report. Click the calendar or clock icon to select the date and time, respectively.
Repeat	Enables scheduling a report on a regular basis.

Field	Options
Never	N/A
Daily	• Repeat every <x> day(s) • End (stops sending the report at the end of the schedule)
Weekly	• Repeat every <x> week(s) • Repeat on: (day of week) • End (stops sending the report at the end of the schedule)
Monthly	• Repeat every <x> month(s) • Repeat on: (day of week) • End (stops sending the report at the end of the schedule)
Yearly	• Repeat every <x> year(s) • Repeat on: (day of week) • End (stops sending the report at the end of the schedule)

Report Name	Click the drop-down arrow and select an available option from the list. Only reports created by the user or shared by other users are available.
Recipients	The list of contacts created in “Contacts” on page 13 displays. Click the drop-down arrow and select the recipient from the list. Repeat for each recipient.

CSV Report **PDF Report**	Select the report type output. Check the box for each type of report type.

4. Click **Save** to update the information or **Cancel** to disregard the request.

Chapter 4 Reports

View users can create and manage reports within the the View application. The Reports feature enables specifying and managing information based on a set of criteria.

- Reports containing Agent Summary and Agent Matrix data: assign the user as an agent to an ACD queue (Fairness, Linear Priority, Sequential Round Robin) not a Call Queue (Ring All).
- Reports containing queue summary and matrix data: the data contains information for both ACD and Call Queues. See the Allworx Queuing and Automatic Call Distribution Guide Version 7.7 or Allworx Server Administrator's Guide Version 8.0 and later for more information about queues and agents.

4.1 Permissions

The View application determines user access based on log in credentials.

All Allworx users	Able to create and share a report with other users.
Queue Supervisor or Queue Agent	• Able to create and share a report with other users. • View queue information.

4.2 Report Configuration Overview

The available filters and operators in the View reporting section locate and return discrete sets of information within a large database across different filtering items

Operators	Dependent upon the filter value type. EXAMPLE: "scope = Inbound" AND "Abandoned = True" to find all abandoned inbound calls

Filter	Separate query modifier.
	• Use entire strings to match against available values.
	• Using the operator "Contains" produces a discrete set of information matching a substring or value to query the database.
	• Use multiple filters together to create a query which uses AND to make the query return a further filtered set with each additional filter applied.
	  • There is currently no mechanism to alter this with the choice of AND/OR logic or group terms with parenthesis.
	  • Return information must match 100% of user-entered text fields - including spelling, and use of null.

4.2.1 Filter Descriptions

Abandoned	A call ended by the caller while the call is not in an active state. There are two possible values: 1. True - call was ended by the caller during a state which it was not equal to Active. 2. False - call was **not** ended by the caller during a state which it was not equal to Active.
Audit PIN	Used in the call. See the Allworx Server Administrator's Guide for more information.
Call Duration	Length of time in total of the call.
Called Name	Caller ID name for the number called (callee)
Called Number	Caller ID number for the number called (callee)
Caller Name	Caller ID name provided to the Allworx server for the call.
Caller Number	Caller ID number provided to the Allworx server for the call.
Destination Description	Name associated with the destination device.
Destination Device	MAC Address or outside line specification of the device receiving the call.
DNIS Name	Dialed Number Identification Service name specified in the Allworx server for the number dialed. If there is no DNIS value specified for a DID number, the Allworx server enters the Caller ID for the number dialed.
DNIS Number	Dialed Number Identification Service number specified in the Allworx server for the number dialed. If there is no DNIS number value specified for a DID number, the Allworx server enters Caller ID for the number dialed.
DTMF	Dual Tone Multi-Frequency - digits entered during a call.
Queue	Allworx ACD or ring-all queue in the Allworx server.
Scope	There are three possible values: 1. Internal - placing and receiving calls internally to the Allworx system. 2. Incoming - placing calls from outside the Allworx system to an internal extension. 3. Outgoing - placing calls internal to the Allworx system to an endpoint outside of the Allworx System.
Site Name	The Allworx server site name - most useful to filter multi-site calls.
Source Description	Description associated with the source device.
Source Device	MAC Address or outside line specification of the device placing the call.
State	Current status of the call during the call leg. There are eight possible values: • Trying • Active • Transfer • Hold • Ringing • Complete • Queued • Park
Terminator	Call participant that ends the call.
User	A specific user. The filter matches all calls when the selected user participated in any portion of the call. Only available Call Details and Call Totals reports.

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4.2.2 Operator Descriptions

Operator	Description	Field Type
=	Match all call records that equal the values entered in the text field.	• Numeric text field • Allworx server queue list • String text field
>	Match all call records that are greater than the entered values.	• Numeric text field
<	Match all call records that are less than the entered values entered.	• Numeric text field
>=	Match all call records that are greater than or equal to the entered values.	• Numeric text field
<=	Match all call records that are less than or equal to the entered values.	• Numeric text field
<>	Match all call records that do not equal the values entered in the text field.	• Allworx server queue list. • String text field
Contains	Match all call records containing values entered in the field. The match is explicit.	• String text field
Does not contain	Match all call records which do not contain values entered into the text field. The match is explicit.	• String text field.

4.2.3 Range Descriptions

Operator	Description
Fixed	Matches all criteria in a user-specified start and end date/time.
Today	Matches all criteria from 12:00 AM to 11:59 PM of the current day.
Yesterday	Matches all criteria from 12:00 AM to 11:59 PM of the previous day.
This Week	Matches all criteria from 12:00 AM Sunday to 11:59 PM Saturday of the current week.
Last Week	Matches all criteria from 12:00 AM Sunday to 11:59 PM Saturday of the previous week.
This Month	Matches all criteria from the first through the end of the current month.
Last Month	Matches all criteria from the first through the end of the previous month.
This Hour	Matches all criteria from the minute :00 through the current time.
Last Hour	Matches all criteria from the minute :00 through the minute :59 for the previous hour.
Past 60 Minutes	Matches all criteria from the current minute back to the previous 59 minutes.
Past 24 Hours	Matches all criteria from the current hour back to the previous 23 hours.

4.3 Manage Reports

The Manage Reports option displays a list available reports to sort, edit, or delete.

To manage the existing reports:

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Reports** > **Manage Reports** and select an option:

Show Reports by type:	Report type filter. Click the drop-down arrow and select all to view all reports or select a specific report type from the list.
<Column Heading>	Click to sort the reports by ascending or descending order of that data.
Edit	Enables changing the Report Name and the Shared status. Click **Update** to save the changes or **Cancel** to disregard the request.
Delete	Removes the report from the list. Click **OK** to confirm or **Cancel** to disregard the request.

4.4 Call Detail Report

The Call Detail option enables users to configure or run a report specific to each call or set of calls matching the query details and filters.

4.4.1 Call Detail Report Management

To manage a Call Detail Report:

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Reports** > **Call Detail** and select an option:

Call Detail	Configure a new Call Detail report. See “Call Detail Query Configuration” on page 21 for more settings information
My Reports	Select an existing report configuration not shared with other users.
Shared Reports	Select an existing report configuration to share with other users.

3. Manage the report, click:

Hide Details / Show Details	Remove or display the Query Details on the web page, respectively.
Run Query	Generate the Call Detail Report. The web page displays the report with the findings that meet the required criteria. Click any line in the report to open a new web page with additional details.

Save Query	Keep the report configuration to run at another time. Enter a report name in the field provided. Check the Share this report box to display the report in **Shared Reports**. Leave the box unchecked to display the report in **My Reports**.
<Report Line Item>	(applies to the Call Detail Report only) Opens the Call Life Cycle report. This option is available only to users with View administrative permissions. To enable the permission, see "User Settings" on page 12.

Select an option to manage the data.

Output format:	
Export to PDF	Save the report in a PDF format.
Export to CSV	Save the report in a CSV format.

*__NOTE__: When selecting the Export to CSV option, the numeric calculations are more precise for values such as averages and percentages than displayed within the application.

Query Results:

Click a column heading to sort the report by ascending or descending order of that data.

4.4.2 Call Detail Query Configuration

Query:	
Select a range:	Click the drop-down arrow and select an available range. See "Range Descriptions" on page 19 for more information.

Filters: (this section is optional)	
Select Item:	Click the drop-down arrow and select: a filter. See "Filter Descriptions" on page 18 for more information.
Operator:	Click the drop-down arrow and select an operator. See "Operator Descriptions" on page 19 for more information.
Value:	Enter the required query information in the field provided.

Show These Fields:

Check or uncheck the available check boxes to include or exclude the information from the report. Users must select at least one field.

4.5 Call Totals Report, Call Totals Matrix, User Call Totals Report

The Call Totals report enables any Allworx user to configure or run a report or matrix specific to each call or set of calls matching the query details and filters.

The User Call Totals report enables any Allworx user to configure or run a report:

- for a specific user or a set of users.
- that includes calls when the selected user or users participated in any portion of the call.
- to break down call durations into ACD and non-ACD calls.

4.5.1 Call Totals Report Matrix Management

To manage a Call Totals Report or Call Totals Matrix:

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Reports** > **Call Totals** and select an option:

Call Totals	Configure a new Call Total report. See “Call Totals Report Query Configuration” on page 23 for more settings information.
Call Totals Matrix	Setup a new Call Matrix report configuration. See “Call Totals Matrix Configuration” on page 24 for more settings information.
User Call Totals	Setup a new User Call Total report configuration. “Call Totals Report Query Configuration” on page 23.
My Reports	Select an existing report configuration not shared with other users.
Shared Reports	Select an existing report configuration to share with other users.

3. Manage the report queries and filters, click:

Hide Details / Show Details	Remove or display the Query Details on the web page, respectively.
Run Query	Generate the Call Detail Report. The web page displays the report with the findings that meet the required criteria.
Save Query	Keep the report configuration to run at another time. Enter a report name in the field provided. Check the Share this report box to display the report in **Shared Reports**. Leave the box unchecked to display the report in **My Reports**.

The report displays on the web page. Select an option to manage the data.

Output Format:	
Export to PDF	Save the report in a PDF format.
Export to CSV	Save the report in a CSV format.
*__NOTE__: When selecting the Export to CSV option, the numeric calculations are more precise for values such as averages and percentages than displayed within the application.	

Query Results:
Click a column heading to sort the report or matrix by ascending or descending order of that data.

4.5.2 Call Totals Report Query Configuration

Query:	
Select the Report Type:	Click the drop-down arrow and select a range. Options include: • Call Volume by Hour • Call Volume by Day • Call Volume by Month
Select a Range:	Click the drop-down arrow and select an available range. See “Range Descriptions” on page 19 for more information.

Filters: (this section is optional)	
Select Item:	Click the drop-down arrow and select a filter. See “Filter Descriptions” on page 18 for more information.
Operator:	Click the drop-down arrow and select an operator. See “Operator Descriptions” on page 19 for more information.
Value:	Enter the required query information in the field provided.

Show These Fields:
Check / uncheck the available check boxes to include or exclude the information from the report. Select at least one field.

4.5.3 User Call Totals Report Configuration

Query:	
Select Server:	Select an available option from the drop-down list.
Select Users:	Select an available option from the drop-down list. To select multiple users, click in the field and continue to select from the drop-down list.

Select a Range:	Click the drop-down arrow and select an available range. See “Range Descriptions” on page 19 for more information.
Group By:	The options selected in the Select a Range query determine the availability of the options available in Group By: list. Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Entire Range • Every 30 Minutes • Day • Day of Week • Every 15 Minutes • Hour • Week • Month

Filters: (this section is optional)

Select Item:	Click the drop-down arrow and select a filter. See “Filter Descriptions” on page 18 for more information.
Operator:	Click the drop-down arrow and select an operator. See “Operator Descriptions” on page 19 for more information.
Value:	Enter the required query information in the field provided.

Show These Fields:

Check / uncheck the available check boxes to include or exclude the information from the report. Select at least one field.

4.5.4 Call Totals Matrix Configuration

Query:

Select a Range:	Click the drop-down arrow and select an available range. See “Range Descriptions” on page 19 for more information.
Group By: (Y-Axis)	The options selected in the Select a Range query determine the availability of the options available in Group By: (Y-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week
Group By: (X-Axis)	The options selected in the Group By: (Y-Axis) query determine the availability of the options available in Group By: (X-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week

Select a Field: (this section is optional)

Check or uncheck the available check boxes to include or exclude the information from the report. Users must select at least one field.

4.6 Lines in Use Report and Lines in Use Matrix

The Lines in Use option enables users to configure or run a report or matrix specific to all outgoing lines matching the query details.

4.6.1 Lines in Use Report and Matrix Management

To manage a Lines in Use Report or Lines in Use Matrix:

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Reports** > **Lines in Use** and select an option:

Lines in Use	Setup a new Lines in Use report configuration. See “Lines in Use Report Query Configuration” on page 26 for more information about the settings.
Lines in Use Matrix	Setup a new Lines in Use Matrix report configuration. See “Lines in Use Matrix Configuration” on page 26 for more information about the settings.
My Reports	Select an existing report configuration not shared with other users.
Shared Reports	Select an existing report configuration to share with other users.

3. Manage the report, click:

Hide Details / Show Details	Remove or display the Query Details on the web page, respectively.
Run Query	Generate the Call Detail Report. The web page displays the report with the findings that meet the required criteria.
Save Query	Keep the report configuration to run at another time. Enter a report name in the field provided. Check the Share this report box to display the report in **Shared Reports**. Leave the box unchecked to display the report in **My Reports**.

The report displays on the web page. Select an option to manage the data.

Output format:	
Export to PDF	Save the report in a PDF format.
Export to CSV	Save the report in a CSV format.
*__NOTE__: When selecting the Export to CSV option, the numeric calculations are more precise for values such as averages and percentages than displayed within the application.	
Query Results:	
Click a column heading to sort the report by ascending or descending order of that data.	

4.6.2 Lines in Use Report Query Configuration

Query:	
Select Server:	Click the drop-down arrow and select an available server.
Select Line Groups:	Select available line group or groups from the multiple selection box.
Select a Range...	Click the drop-down arrow and select an available range. See “Range Descriptions” on page 19 for more information.
Group By...	Displays the percentage of use a line had during the period; this is not a count value of number of calls received on that line. The options selected in the Select a Range query determine the availability of the options available in Group By. Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a group. Options include: • Every 15 Minutes • Every 30 Minutes • Hour • Day • Day of Week • Month • Every Second (lines in use only) • Every Minute (lines in use only) **NOTE**: The View application rounds down percentage values, if the value is less than 1.
Line Details:	Displays the information for each line connected to the server. Check or uncheck the box to enable or disable, respectively.

Show Maximum or Average:

Dispays the usage information for each line connected to the server. Max displays the maximum number of calls. Average displays the average number of calls.

4.6.3 Lines in Use Matrix Configuration

Query:	
Select Server:	Click the drop-down arrow and select an available server.
Select Line Groups:	Select available line group or groups from the multiple selection box.
Select a Range:	Click the drop-down arrow and select an available range. See “Range Descriptions” on page 19 for more information.
Group By: (Y-Axis)	The options selected in the Select a Range query determine the availability of the options available in Group By: (Y-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Every 30 Minutes • Hour • Day • Week • Day of Week • Month

Group By: (X-Axis)	The options selected in the Group By: (Y-Axis) query determine the availability of the options available in Group By: (X-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week

Show Maximum or Average:

Displays the usage information for each line connected to the server.

4.7 Queue Summary Report and Matrix

The Queue Summary option enables queue supervisors or queue agents to configure or run a report or matrix specific to all queue activity matching the query details and filters.

4.7.1 Queue Summary Report and Matrix Management

To manage a Queue Summary Report or Queue Summary Matrix:

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Reports** > **Queue** and select an option:

Queue Summary	Setup a new Queue Summary report configuration. See "Queue Summary Report Query Configuration" on page 28 for more settings information.
Queue Summary Matrix	Setup a new Queue Summary Matrix report configuration. See "Queue Summary Matrix Configuration" on page 28 for more settings information.
My Reports	Select an existing report configuration not shared with other users.
Shared Reports	Select an existing report configuration to share with other users.

3. Manage the report, click:

Hide Details / Show Details	Remove or display the Query Details on the web page, respectively.
Run Query	Generate the Call Detail Report. The web page displays the report with the findings that meet the required criteria.
Save Query	Keep the report configuration to run at another time. Enter a report name in the field provided. Check the Share this report box to display the report in **Shared Reports**. Leave the box unchecked to display the report in **My Reports**.

The report displays on the web page. Select an option to manage the data.

Output format:	
Export to PDF	Save the report in a PDF format.
Export to CSV	Save the report in a CSV format.
*__NOTE__: When selecting the Export to CSV option, the numeric calculations are more precise for values such as averages and percentages than displayed within the application.	

Query Results:
Click a column heading to sort the report by ascending or descending order of that data.

4.7.2 Queue Summary Report Query Configuration

Query:	
Select Server:	Click the drop-down arrow and select an available server.
Select a Queue:	Click the drop-down arrow and select an available queue.
Select a Range...	Click the drop-down arrow and select an available range. See “Range Descriptions” on page 19 for more information.
Group By...	Displays the percentage of use a line had during the period; this is not a count value of number of calls received on that line. The options selected in the Select a Range query determine the availability of the options available in Group By. Click the drop-down arrow and select a group. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week

Show These Fields:
Check or uncheck the available check boxes to include or exclude the information from the report. Users must select at least one field.

4.7.3 Queue Summary Matrix Configuration

Query:	
Select Server:	Click the drop-down arrow and select an available server.
Select Line Groups:	Click the drop-down arrow and select an available server.

Select a Range:	Click the drop-down arrow and select an available range. See “Range Descriptions” on page 19 for more information.
Group By: (Y-Axis)	The options selected in the Select a Range query determine the availability of the options available in Group By: (Y-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week
Group By: (X-Axis)	The options selected in the Group By: (Y-Axis) query determine the availability of the options available in Group By: (X-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week

Show These Fields:

Check or uncheck the available check boxes to include or exclude the information from the report. Users must select at least one field.

4.8 Agent Summary Report, Agent Summary Matrix, and Agent History Report

The Agent Summary/Agent History option enables users to configure or run a report or matrix specific to agent activity matching the query details and filters.

4.8.1 Report and Matrix Management

To manage a Report or Summary Matrix:

1. Log in to the View application with an Allworx username and password.
2. Navigate to **Reports** > **Agent** and select an option:

Agent Summary	Setup a new Agent Summary report configuration. See “Agent Summary Report Query Configuration” on page 30 for more settings information.
Agent Summary Matrix	Setup a new Agent Summary Matrix report configuration. See “Agent Summary Matrix Configuration” on page 31 for more settings information.
Agent History	Set up a new Agent History report configuration. See “Agent History Report Query Configuration” on page 31 for more settings information.
My Reports	Select an existing report configuration not shared with other users.
Shared Reports	Select an existing report configuration to share with other users.

3. Manage the report, click:

Hide Details / Show Details	Remove or display the Query Details on the web page, respectively.
Run Query	Generate the Call Detail Report. The web page displays the report with the findings that meet the required criteria.
Save Query	Keep the report configuration to run at another time. Enter a report name in the field provided. Check the Share this report box to display the report in **Shared Reports**. Leave the box unchecked to display the report in **My Reports**.

The report displays on the web page. To output the report into another format, click:

Export to PDF	Save the report in a PDF format.
Export to CSV	Save the report in a CSV format.
*__NOTE__: When selecting the Export to CSV option, the numeric calculations are more precise for values such as averages and percentages than displayed within the application.	

4.8.2 Agent Summary Report Query Configuration

Query:	
Select Server:	Click the drop-down arrow and select an available server.
Select Agent:	Click the drop-down arrow and select an available agent.
Select a Range...	Click the drop-down arrow and select an available range. See “Range Descriptions” on page 19 for more information.
Group By...	Displays the percentage of use a line had during the period; this is not a count value of number of calls received on that line. The options selected in the Select a Range query determine the availability of the options available in Group By. Click the drop-down arrow and select a group. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week

Show These Fields:
Check or uncheck the available check boxes to include or exclude the information from the report. Users must select at least one field.

4.8.3 Agent Summary Matrix Configuration

Query:

Select Server:	Click the drop-down arrow and select an available server.
Select Agent:	Select available agent or agents from the multiple selection box.
Select a Range:	Click the drop-down arrow and select an available range. See “Range Descriptions” on page 19 for more information.
Group By: (Y-Axis)	The options selected in the Select a Range query determine the availability of the options available in Group By: (Y-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Every 30 Minutes • Hour • Day • Week • Day of Week • Month
Group By: (X-Axis)	The options selected in the Group By: (Y-Axis) query determine the availability of the options available in Group By: (X-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Every 30 Minutes • Hour • Day • Week • Day of Week • Month

Show These Fields:

Check or uncheck the available check boxes to include or exclude the information from the report. Users must select at least one field.

4.8.4 Agent History Report Query Configuration

Query:

Select Server:	Click the drop-down arrow and select an available server.
Select an Agent:	Click the drop-down arrow and select an available agent.
Select a Range:	Click the drop-down arrow and select an available range. See “Range Descriptions” on page 19 for more information.

Chapter 5 Dashboards

The dashboard is the main controller of the View application. Users can manage (setup) or select from a list of dashboards as a home screen.

Ring-All queues show more complete marquee data if the ACDR Feature Key is installed.

5.1 Permissions

The View application determines user access based on the log in credentials.

All Allworx users	Able to create and share a dashboard with other users.
Queue Supervisor or Queue Agent	• Able to create and share a dashboard with other users. • View queue information. • View personal agent information. • View all agent information. (supervisor only).

5.2 Manage Dashboards

The Manage Dashboard feature enables users to manage dashboards. To set dashboard as the home screen, click the radio button in the Home column associated with the dashboard.

To add, edit, or delete a dashboard:

1. Log in to the View application with an Allworx username and password.

2. Navigate to **Dashboards** > **Manage Dashboards**.

Add Dashboard	Create and setup a new dashboard. The Add a new Dashboard dialog box displays. 1. Enter a dashboard name and description. 2. Click **Save** to create the new dashboard or **Cancel** to disregard the request.
Open	Displays a saved dashboard.
Edit	Enables the user to update the Dashboard Name and Description in the fields provided. When complete, click Update to save the changes or Cancel to disregard the request. Requires no further action. Users can also enable or disable the shared checkbox.
Delete	Enables the user to remove the dashboard from the server. Click OK to remove the dashboard or Cancel to disregard the request. Requires no further action.

5.3 Viewing and Editing a Dashboard

A dashboard is a customizable display of live information on calls, queues, and agents. When editing a dashboard, the View application:

- identifies each dashboard item is a widget.
- places the widgets in scrollable areas on the display.

The default size of widgets and scrollable areas neatly fills a typical HD screen (1080p, 16:9 aspect ratio) with one Marquee area and up to three separate scrollable areas. Fill any area with the preferred widgets, and if all the widgets do not fit in the selected screen space, the area automatically begins to scroll periodically.

The View application dynamically scales the window when resizing the browser button. The minimum optimized width is 900 pixels.

While editing a dashboard, additional controls display over each widget. Click:

Up/down Left/right	Changes the present order.
Configure	Changes the widget contents.
Trash can	Deletes the widget.

1. Log in to the View application with an Allworx username and password.
2. Locate the feature options and click **Edit Dashboard**.
3. Enter or update the information using the drop-down arrows. See "Statistics and Calculations" on page 35 for more information. Use the gray up/down arrows to display or hide information, and the red left/right or up/down arrows to adjust the information order.
4. Repeat as necessary for Scrollable Areas Two and Three.
5. Click:

Cancel	Disregards the configuration changes.
Preview	See the changes without affecting the current configuration.
Save As	Save the configuration with a new name; keeps the original configuration.
Save	Update the current configuration.

5.4 Statistics and Calculations

5.4.1 Agent Statistics

Term	Definition
Status Period	Interval of time (ending with the current time) used to compute Queue and Agent statistics. For example: if set to 30 minutes (default), then the statistics include the most recent 30 minutes of activity. Administrators can configure this period for each Queue or globally for Agents.
Status	Current status of the Agent. One of LOGGED OUT, IDLE, BUSY, ON CALL, WRAP UP, Admin Function. Agents with a WRAP UP status do not show as busy status.
Busy Reason	Specific reason if the Agent Status is BUSY. It is undefined if the Agent is not BUSY.
Caller Number	The phone number of the caller when the Agent is ON CALL. Otherwise it is undefined. This does not include a Call Appearance calls in the dashboard.
Calls Missed	The number of missed calls of an Agent during the Status Period. Also known as RONA (roll-over no answer). A missed call is a call not answered in the number of rings set for the queue to set an agent status to “busy - missed call”. This setting is found in Phone System > Call Queues / ACD > Maximum Rings before an agent is set to unavailable.
Time In Status	The period of time an Agent has been in the current Status.
Length of Call	The period of time an Agent has been servicing a call while ON CALL, Otherwise it is undefined.
Average Time to Answer	The average time to answer all the calls during the Status Period.
Calls Serviced	The number of calls answered during the Status Period.
Average Service Time	The average number of seconds an Agent spends servicing the calls answered during the Status Period.
Occupancy	The percentage of time an Agent was either ON CALL or in WRAP UP during the Status Period.
Station	The station the Agent logged in to service calls.
Logged In Queues	The number of Queues to which an Agent is currently logged in.
Agent Extension	The extension the Agent is using to service calls.

5.4.2 Queue Statistics

Term	Definition
Status Period	Interval of time (ending with the current time) used to compute Queue and Agent statistics. For example: if set to 30 minutes (default), then the statistics include the most recent 30 minutes of activity. Administrators can configure this period for each Queue or globally for Agents.
Calls Arriving	The total number of calls arriving in the queue during the status period.
Current Queue Depth	The number of calls currently waiting in the queue.
Maximum Queue Depth	The highest number of calls waiting in the queue at any point in time during the Status Period.
Call Abandon Rate	A call when the caller hangs up while the call is not in an active state.
Talk Time Average	The average number of seconds of talk time for calls answered from the Queue for all call answered during the Status Period.
Agents in Busy Status	The number of agents currently logged in to the queue that are in a Busy status. This does not include when the agent is in wrap up.
Total Agents in Queue	The number of agents currently logged in to the queue.
Calls Serviced	The number of calls answered from the queue during the Status Period.
Average Queue Depth	The average of Current Queue Depth during the Status Period.
Service Level	The percentage of calls arriving answered in less than or equal to the value of the queue Wait Average alarm Lower Threshold during the Status Period.
Speed of Answer	The average time (seconds) to answer for calls serviced during the status period.
Average Wait Time	The average time (seconds) to answer a call once it enters the queue during the status period (does not include abandoned calls).
Maximum Wait Time	The longest time (seconds) to answer a call once it enters the queue during the status period (does not include abandoned calls). The application maintains this value over the status period and does not reset the value when there are no calls in the queue.
Available Agents	The number of idle agents currently logged in to the queue.
Agents on Call	The number of agents currently logged in to the queue servicing a call.
Longest Wait	The period of time the oldest waiting call is in the queue.

5.5 Dashboard Settings

Use these dashboard settings when adding or updating a dashboard.

Marquee Area

Add a widget to the Marquee...

Users can add Marquees to display/scroll within the application.
Click the drop-down arrow to select:

- **Marquee**

1. Click the drop-down arrow and select an available Allworx server connected to the View server.
2. Click the drop-down arrow and select an available Queue associated with the server.
3. Check or uncheck the boxes to select options to display or hide.
    - Calls Arriving
    - Calls Serviced
    - Queue Depth
    - Queue Depth Maximum
    - Service Level
    - Speed of Answer
    - Talk Time Average
    - Wait Time Average
    - Wait Maximum
    - Call Abandon Rate
4. Click **Save** to update the information or **Cancel** to restore the previously saved information.

- **Message**

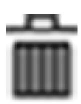
1. Type a message to display in the Marquee - up to 128 characters.
2. Click **Save** to update the information or **Cancel** to restore the previously saved information.

Scrolling Cycle

Identifies the amount of time (in seconds) for each Marquee widget to to display before moving to the next Marquee widget. Enter a minimum value of 05.

Configure

Enables editing the current line information/configuration. Click Save to update the information or Cancel to restore the previously saved information.



Removes the line from the marquee.

Scrollable Area <one, two, or three>

Add a widget to this area...

Click the drop-down arrow to select:.

- Agent Summary
- Agent Detail
- List of Agents
- Queue Summary
- Queue Detail
- List of Queues
- Active Calls
- System Information

• **Agent Summary** displays the selected information in a single column. • **Agent Detail** displays the selected information in two-columns. • **Agent List** displays the selected information in a linear format. The Running Service Time option is not available in this format.	1. Click the drop-down arrow and select an available Allworx server connected to the View server. 2. Click the drop-down arrow and select an Agent associated with the server. 3. Check or uncheck the boxes to select options to display (summary and list widgets: maximum 10) or hide. • Agent Status • Busy Reason • Call Number • Calls Missed • Status Time • Length of Call • Average Time to Answer • Calls Serviced • Average Handle Time • Running Service Time • Occupancy • Station • Logged in Queues • Agent Extension 4. Click **Save** to update the information or **Cancel** to restore the previously saved information.
• **Queue Summary** displays the selected information in a single column. • **Queue Detail** displays the selected information in two-columns. • **Queue List** displays the selected information in a linear format. The Longest Wait option is not available in this format.	1. Click the drop-down arrow and select an available Allworx server connected to the View server. 2. Click the drop-down arrow and select an Agent associated with the server. 3. Check or uncheck the boxes to select options to display (summary and list widgets: maximum 10) or hide. • Calls Arriving • Calls Serviced • Current Queue Depth • Average Queue Depth • Maximum Queue Depth • Service Level • Call Abandon Rate • Speed of Answer • Talk Time Average • Average Wait Time • Maximum Wait Time • Available Agents • Agents in Busy Status • Agents On Call • Total Agents in Queue • Longest Wait 4. Click **Save** to update the information or **Cancel** to restore the previously saved information.
• **Active Calls** displays the selected information from all servers (i.e., multi-site has 99 services, the Scrollable Area displays calls from all 99 servers). This option is available only to users with View CDR permissions. To enable the permission, see "User Settings" on page 12.	1. Check or uncheck the boxes to select options to display. • State • Start Time • Caller • Calling Number • Recipient • Recipient Number • Scope 2. Click **Save** to update the information or **Cancel** to restore the previously saved information.
• **System Information** displays the selected information from all servers (i.e., multi-site has 99 services, the Scrollable Area displays calls from all 99 servers).	1. Check or uncheck the boxes to select options to display. • Site Name • Server Model • Status • Software Version • Lines in use • Time of Status • Number of Users • Number of Queues 2. Click **Save** to update the information or **Cancel** to restore the previously saved information.
Screen area size	Click the drop-down arrow and select an option from the list. • 1/3 Screen (Default) • 2/3 Screen • Full Screen
Scrolling Cycle	Enter a a minimum value of 5

5.6 Dashboard

Clicking this option provides a drop-down list of configured dashboards. Select a dashboard to make it active on the viewing screen.

- Dashboards display in the menu by the given name during creation.
- Long names are right justified.
- Users can see shared dashboards and personal dashboards.
- Users cannot edit another users shared dashboard.

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