

Using the Agent Dashboard

If you have the Integrated ACD feature, you will see an icon and a link to the **Agent Dashboard** on the CommPortal Home page, so that you can easily access the screen where you can see details of the current status of your Queues, and the details of any incoming calls.

Agent status screen

The screenshot shows the 'Agent Status' dashboard. At the top, there is a teal header with 'Agent Status' on the left, 'Send Feedback' in a button, and 'Logged in as: Marcus Child' on the right. Below the header, a gray box displays 'Incoming Call from:01132990041'. Underneath, a table shows the status for the 'Support Line' queue: Avg. Waiting Time is 0:00, Callers Waiting is 1, Logged-in Members is 3, and the Queue Status is 'Logged In' with a gray icon. Below this, a section titled 'My Queues' contains a table with the following data:

	Avg. Waiting Time	Callers Waiting	Logged-in Members	Queue Status
Operator	0:00	0	1	Logged Out -
All Users	0:00	0	5	Logged In -
Support Line	0:00	1	3	Logged In -
Accounts Line	0:00	0	3	Logged In -

This screen

- shows statistical information on the Queues (Hunt Groups/MLHGs) that you belong to
- displays caller information when you receive an incoming call, if you are able to see incoming call pop-ups
- enables you to use the gray icons to log in and out of Queues, if you are allowed to log out of your Queues.

For more information on using Integrated ACD, please see the Integrated ACD End User Guide.

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