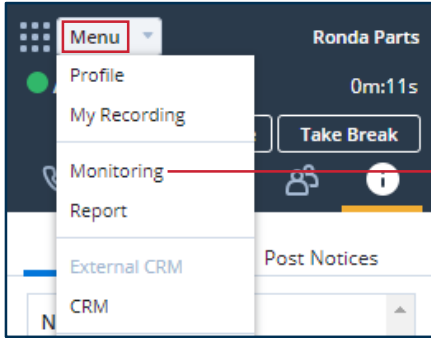


# Monitoring

## Access Monitoring

1. Select **Menu**
2. Select **Monitoring**



## Analyze Queue data

1. To view metrics and SLA target of a channel queue, select the **Queue Management** tab
2. Select a Queue name to view assigned Agents
3. To add or remove an agent from a queue, Check the **Enable** box

The screenshot shows the 'Monitoring' dashboard. The 'Queue Management' tab is selected. Below the navigation tabs, there are filters for 'Real time', 'Last 30 Min', and 'From beginning of day'. A table displays queue metrics for 'NA Support Chat Queue', 'Inbound Phone', 'NA Support', and 'Voice Mail'. The 'NA Support Chat Queue' row is highlighted with a red box. Below this, the 'Agents for Queue: NA Support Chat Queue' section shows a table of agents with 'Enable' checkboxes. The 'Enable' checkboxes for 'Anaya Gupta' and 'Andre Khumalo' are highlighted with red boxes and arrows.

Queue	SLA Activity	SLA Target	Busy	Waiting	Longest Wait
NA Support Chat Queue	100% ...	80	0	0	00m:00s
Inbound Phone					
NA Support	0% ▲	0	0	0	00m:00s
Voice Mail					

Agent	Enable	Skill Level	Current Status	Time on Status	Active Queues
NA Support					
Anaya Gupta	<input checked="" type="checkbox"/>	80	Logged Out	3d:21h	4 of 4
Andre Khumalo	<input checked="" type="checkbox"/>	80	Logged Out	3d:07h	4 of 4

## Start monitoring

1. Open the **Agent Management** tab
2. Select **Monitor**
3. Select an **Agent**
4. In the pop up box at the bottom of the screen, select **Start Monitoring**
5. Accept the incoming calls to listen to the Agent's calls
6. Select **Finish Monitoring** to end

The screenshot shows the 'Monitoring' dashboard with the 'Agent Management' tab selected. A 'Monitor' button is highlighted with a red box. Below, a table shows agent status for 'NA Support', with 'Anaya Gupta' highlighted. At the bottom, a dialog box for 'Agent: Anaya Gupta' is shown, with the 'Start Monitoring' button highlighted.

Agent	Status	Time on Status	Phone 1	Phone 2
NA Support				
Anaya Gupta	Logged Out	3d:21h	available	available

Agent: Anaya Gupta

Quality Monitoring:

LINE 1 :  
LINE 2 :

Start Monitoring Join Call Start Agent Whisper Finish Monitoring