Statistic

The diler has a new button **Stats**, which displays all the performance of the campaign in real time.

General

1. Current number of active calls
2. **Service Level**
3. **Utilization** - the average utilization of operators for the campaign. Calculated as the ratio of talk time to call waiting time (excluding interruptions)
4. Dialer dialers:
    a. Attempts - The total number of attempts made by the dealer
    b. Connected - Number of replies
    c. Bridged - Number of connections
    d. Machine - The percentage of the definition of the module AMD, as MACHINE of the total number of Connected
5. Current state of agents for campaign
6. The number of attempts required by the dealer to get 1 connection (Connected)
7. Percentage of lost calls from the total number of Attempts attempts
8. Average number of calls served by operators
9. Average call waiting time
10. Average time in conversation by operators
11. The average time the operator lifted the tube
12. Percentage of subscriber processing completed

1. Completed Subscribers by End Status
2. Attempts to dial by status
3. The remaining types of communications for callers
4. Received call statuses from external system
5. Interpretation of statuses from external system

Agents

1. The current status of operators, with the ability to filter
2. Operator number and status, with the possibility of forced status changes
3. **Calls** - the number of calls directed to the operator
4. **Missed calls** - the number of missed calls by the operator
5. **ATT** - average talk time
6. **ASSA** - the average time to connect with the operator
7. **AIT** - average waiting time for a call by an operator
8. **Utilization** - Operator Disposal
9. **Last offered call** - the time of the last call distribution to the operator
10. **Last logged in** - the last time the operator entered
11. **Last logged out** - time of the last exit of the operator
12. Operator's time in statuses

Call Routing

Current line usage status