

Real time monitor

.

Call Monitor - . . .

- **Time** - .
- **State** -
- **CID name** - - / -
- **CID num** - - / -
- **Callee num** - - / -
- **Callee name** - - (Outbound Call) / -
- **Dest** - - / - .
- **DTMF** - IVR
- **Action** - . (, Kibana, ,)

Agents in Main Queue - . . .

- **Members** - .
- **Available** - .
- **Busy** - .
- **On break** - " ".
- **Offline** - .