

Analytics Live Reports User Guide

RingCentral

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Overview

RingCentral Live Reports provides access to queues and queue members' call activities data near real-time. Formatted in easily configurable dashboards, Live Reports empowers decision-makers with a snapshot of trending data metrics in an easy to read graphical format. With multiple views and filtering options, you can target your report to show exactly what you need to know.

Get started

Introduction

Live Reports provides queue managers, who need to monitor and optimize their queues' call handling abilities in real-time, with a variety of queues and queue member activity data presented in the easily understandable graphical format.

Features

- Get access to over 30 metrics, on queue calls and queue member activities
 - Service Level identification and management
 - Queue-level visibility, such as call volume, customers waiting, and After Hours Time
 - Agent-level visibility, such as status, talk time, hold time, transfer rate, and call count
 - Export data to a spreadsheet
- Real-time reporting on queues, with aggregated data available for up to 24 hours
- Create and manage multiple dashboards
 - Add the widgets you need, then drag and drop to configure your dashboard
 - Wallboard view: expand your display to show the dashboard on a big screen
 - Custom privacy settings: make multiple dashboards visible to anyone or only visible to and editable by the owner
 - Supports RingCentral permissions: no access, read-only, or full access
- Access Live Reports via your RingCentral Online account, RingCentral Phone for Mobile, or via the analytics portal

Availability

Live Reports is an add-on product that requires licenses to be able to use. A Live Reports license is required for each of the following:

- Managers/users who need to access Live Reports
- Agents who need to be monitored on Live Reports

Once licensed, for a user to access Live Reports, first ensure the user's role is enabled by going to RingCentral's Admin Portal at service.ringcentral.com and, from the Admin Portal, go to **Users > Roles > Analytics**. Check the box next to **Live Reports - Full Access** or **Live Reports - View Only**, then click **Save**.

Full Access lets you make changes to Live Reports: add dashboards, set privacy, add or remove dashboard widgets, make changes to widget settings.

View Only allows a user to view existing dashboards if those dashboards are marked Public by their originator. Along with these, an additional setting called “User Info” must also be enabled.

Limitations

- There may be a delay from the time some account changes are made in Service Web to when they are reflected in Live Reports. Changes in names of queues or agents, switching or assigning agents or queue sites, deleting queues or agents, switching or assigning agents or queue sites, agent work hours are among those that may experience a delay
- Live Reports data is limited to the most recent 24 hours
- For Multi-Site enabled accounts, Live reports will only display information for sites that are assigned or enabled to the User. The User may view the data for all Sites if they are assigned to the Main Company Site. For more information on viewing Multiple Sites in Live Reports, go to [RingCentral Multi-Site - View Data for Multiple Sites in Live Reports](#).

Accessing Live Reports

Account administrators and users with Live Reports permissions have several options for accessing them.

- Use Your RingCentral Online Account via service.ringcentral.com
- Directly from a browser url: live.ringcentral.com or analytics.ringcentral.com
- Via RC App Desktop or RC App Mobile

From your online account

1. Log in to Your RingCentral Online Account on service.ringcentral.com (serviceweb)
2. From the Admin Portal, go to Analytics > Live Reports

For more information, see the Knowledge Base article [Log In to your RingCentral Account](#).

Note: Access to Live Reports is controlled via roles and permissions. You must be enabled via Roles and Permissions in RingCentral Admin Portal before you can see analytics reports.

From the Live Reports website

Access Live Reports directly by typing the url into your browser bar:

- live.ringcentral.com
- live.ringcentral.co.uk
- live.ringcentral.eu

If you haven't already signed in to your RingCentral account, you'll be asked to enter your RingCentral credentials before proceeding to the Live Reports page.

From the RC Desktop app and RC App Web

Navigate to Live Reports from within the RC Desktop app,

1. Launch the RC App Desktop on your computer
2. Log into RC App Desktop
3. Click **Analytics** from the left-hand menu bar
4. Select **Live Reports** from left-hand menu

From the RC app mobile

Navigate to Live Reports from within the RC Desktop app,

5. Launch the RC App on your mobile device
6. Log into RC App
7. Click on your profile picture
8. Click **Analytics** under the title ADMIN
9. Select **Live Reports** from the menu on the top left corner

From RingCentral Phone for Mobile

Navigate to Live Reports via the RC Phone for Mobile app.

1. Launch RingCentral Phone for Mobile on your device
2. Go to **My Profile** (tap your profile picture) > **Analytics** > **Live Reports**
3. Tap the Refresh button to reload the data

Live Reports Dashboards

What are dashboards?

Dashboards are a way to see the information that is most relevant to you in one convenient place. Using components called widgets, dashboards can be configured to show details about categories of information to give you real-time insights into call queue and queue member details. If you are enabled to create dashboards, you can create and configure multiple dashboards to report different sets of data in a way that is useful to you.

Use the dashboard interface to:

- **Search** for a dashboard that has already been created

- **Edit** by clicking the gear icon if you own the dashboard. If you don't, you can click the information button to see who owns it
- **Delete** by clicking the trash icon
- Make a copy by clicking on the **Duplicate** icon
- **Add a new dashboard** by clicking the plus icon
- Freeze dashboard data by toggling the **Auto-Refresh Data** slider to the left and resume by toggling it to the right
- Expand the dashboard to full-screen by clicking the **Wallboard** option

Let's take a closer look at each of the dashboard options.

Search

The field on the upper left displays the name of the current dashboard. Click on the dropdown arrow to display two tabs - All and My Dashboards.

The "All" tab lists all public and logged in users private dashboards in one list. Scroll through the list, or type your search criteria into the name field. You can open any of the names in the list, but are only able to modify those you own. If you are not the owner, you can still duplicate the selection and make changes to your copy. A modal window lets you rename and choose whether to designate it private and visible only to you, or public and visible to anyone with access to Live Reports.

My Dashboards tab lists all dashboards that you have created and hence own. Same search criteria described above apply to this tab as well.

The "Without Owner" tab appears if there are dashboards owned by a user that has been deleted in the system. The deleted user's public dashboards become available for other users of Live Reports to claim ownership.

Note: If you've chosen to make some dashboards private, only you will be able to see them in the dropdown list. These have a lock icon next to the name to let you know they are private, and visible only to you. All public dashboards whose owner is no longer in the system will appear with a "claim ownership" icon next to them.

Edit

To the right of the name field is a gear icon. Click this to open a modal window with settings to modify the dashboard name and choose privacy settings. Select **Private** to make it visible only to you. Select **Public** to allow anyone with Live Reports access to view it, then click **Save**.

Note: Only an owner can edit a dashboard. If you don't own the dashboard, you can find out who owns it by hovering over the information icon next to the dashboard name field.

Delete

To delete a dashboard you no longer need, click the trash icon to the right of the name field. This action cannot be undone. Click **Delete** to confirm.

Note: Only an owner can delete a dashboard. If you don't own the dashboard, you can find out who owns it by hovering over the information icon next to the dashboard name field. To see how to claim ownership of a deleted user's dashboard, see Claim Ownership section below.

Duplicate

Clicking the **Duplicate** icon makes an editable copy. This is useful when you want to keep an existing dashboard, but modify it to show different information, or make a copy of one owned by someone else and add your own modifications. A modal window lets you rename and choose privacy options. When you duplicate a dashboard, you own the new copy.

Tip: A SuperAdmin managing multiple sites can create dashboards that are meant to be cloned by local managers who modify it to show information relevant to their site. For example, a dashboard that monitors all queues for all locations, could be duplicated by managers at each location and modified to show only the information they need.

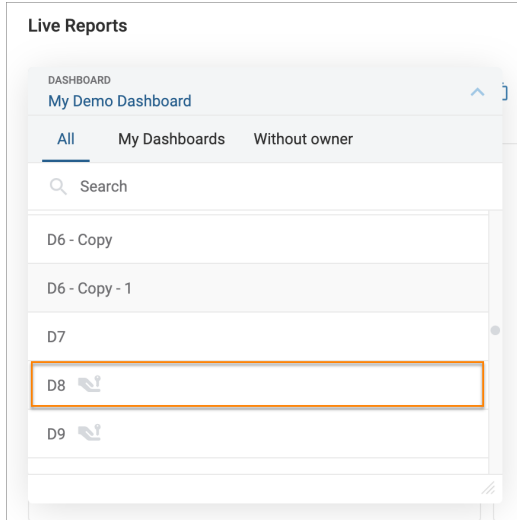
Add

Click the plus icon to create a new dashboard. A modal window lets you name and choose privacy options. Click Save to confirm your choices.

Claim Ownership

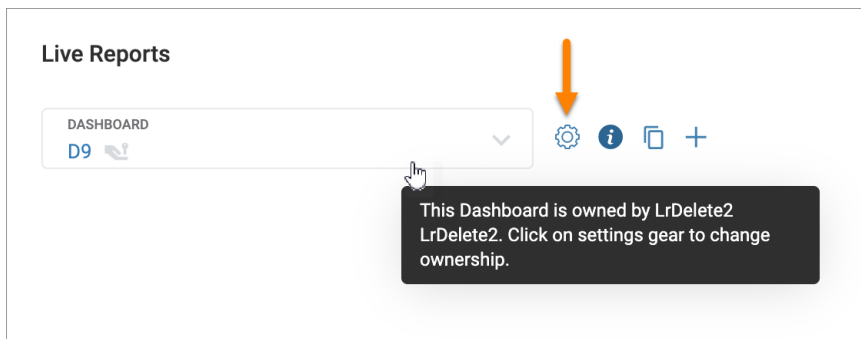
Live Reports lets a current user take ownership of a dashboard from another user who has been deleted from the system. When a user has been removed from the account, their public Live Reports dashboards can be claimed by another user to ensure that the data is preserved and made available to other Live Reports users.

Dashboards of users who have been deleted from the system appear in both **All** and **Without owner** tabs, shown in the dashboard name dropdown field. They are signified by a hand and key icon.



1. From the Live Reports dashboard, click the dashboard name field to show a dropdown list of dashboards. Public dashboards of users who have been deleted from the system appear in this list now with the *claim ownership* hand and key icon.
2. Click on the dashboard name.

Information about the previous dashboard owner displays.



1. To claim ownership, go to **Settings** by clicking on the gear icon.
2. In the **Name** field, choose a new name, if desired.
3. In **Select Privacy Settings**, choose whether to make the dashboard **Private** or **Public**.
4. Click **Save** to claim ownership.

Once saved, the dashboard reflects new ownership and appears in your **My Dashboards** list.

Auto-Refresh

A toggle in the upper right lets you pause data refresh. This allows you to examine details of the report in a static state. To resume data refresh, slide the toggle to **Auto-Refresh Data**.

Wallboard

To enlarge the dashboard view, you have two options: click **Expand** to enlarge the frame by eliminating the top information bar and left navigation bar. The expanded view opens in a new browser tab & you will have access to the entire Analytics portal view in the original browser window. Clicking **Wallboard** further expands the view to a full-screen mode, removing the browser frame and displaying it across your entire screen. Click **Esc** from Wallboard mode to return to the **Expanded** view.

Log out

To logout from Analytics Portal, click on your user name on the top right corner, click LogOut. If you are in the Wallboard view, the three-dot menu icon on the upper right gives you the option to log out of Live Reports.

Add a new dashboard

Now, let's go over how to add a new dashboard.

Navigate to Live Reports, one of the methods described above. The following example describes the flow when logged in from Admin Portal.

1. From your account's Admin portal, go to **Reports** and click on **Analytics** to open the Analytics portal
2. From the left navigation bar, click on **Live Reports**. You can expand the navigation bar to see icon labels by hovering over any part of the bar
3. Click the plus sign to the right of the dashboard **Name** field in the upper left to get started creating a new dashboard
4. In the modal window, give your dashboard a name and choose whether to make it **Private** and visible only to you, or **Public**, and viewable by anyone with access to Live Reports. Click **Save**
5. You will see a new dashboard with a blank **Add widget** tile showing a plus sign. Click the plus sign to access widget options
6. Now you're ready to begin adding widgets. See the [Add widgets](#) section for more details

Manage Dashboard Widgets

Widgets are the core of dashboard functionality. Each dashboard is populated with categorized tiles that you configure to show the information you need. While every widget requires a name and a queue selection, they reflect a broad array of details to help you understand various data points within your choice of queues.

You can configure widgets for:

[Service Level](#): Helps understand what % of calls are served within set service levels.

[Call Volume](#): Provides understanding of call volume coming to specified queues & high level breakdown of calls answered, abandoned or sent to VM

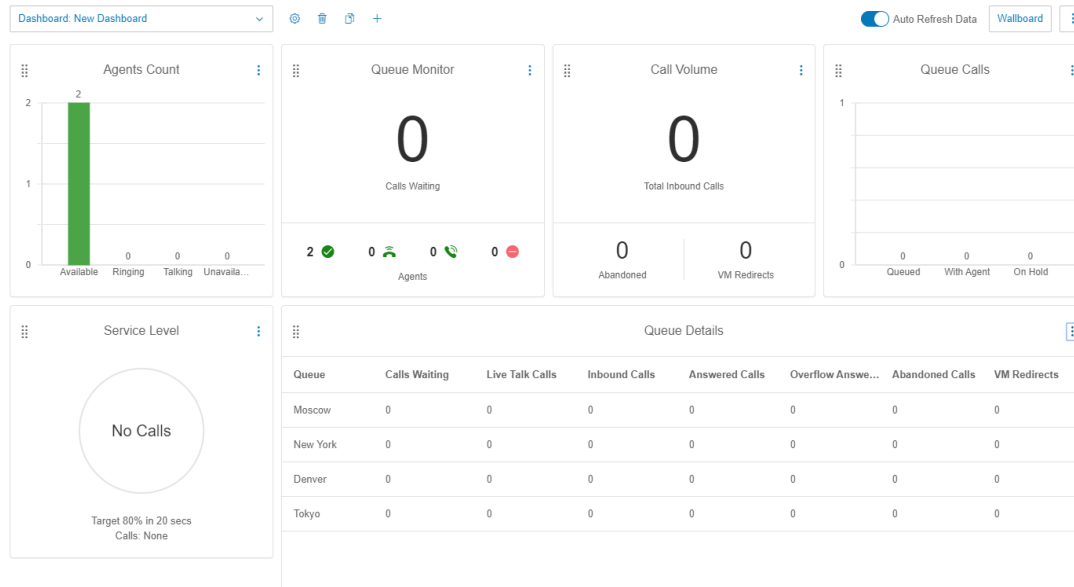
Agents Count: Offers a current snapshot of agent state as available, unavailable, talking & ringing. Has an RMM view when Remote Member Management feature is enabled & a standard view when RMM is off.

Agent Details: Offers detailed reporting of call handling statistics per agent in a tabular form. Has an RMM view when Remote Member Management feature is turned ON and standard view when this feature is OFF.

Queue Monitor: Provides a quick snapshot of status of the calls coming to a specified queue & agents.

Queue Calls: Offers breakdown of Number of calls in a queue, live, and on hold

Queue Details: Provides detailed reporting on key metrics per queue in a tabular format



Setting Call Queue Local Time

Many widget details include local time data for individual queues. Setting a queue’s time zone is done via RingCentral Admin Portal.

1. Log in to your online account and from the Admin portal, go to **Phone System > Groups > Call Queues**
2. In the resulting list, click on the name of the queue you want to modify, then click **Call Queue Details**
3. Click **Settings**, then click **Regional Settings**
4. Click **Edit**. A modal window displays with Regional Settings details
5. From the **Time Zone** field, click the dropdown arrow and choose the appropriate time zone
6. Click **Save**

Widgets Overview

Generate reports using widgets

To get started generating reports, you'll need to open an existing dashboard or create a new one by following the instructions in [Add a new dashboard](#), then choose at least one widget to configure. Each widget has different parameters.

Add widgets

The process is the same whether you've created a new dashboard or are adding a widget to an existing one.

1. In the **Add Widget** tile, which appears after all other tiles on the dashboard, click the plus sign
2. A modal window displays widget options and a description for each. Options for each widget differ and are described in the [Widget Types](#) section
3. Choosing a widget displays a modal window where you can change its name and select a call queue to examine, with other options based on the selected widget. Note: You must select a call queue.
4. Click **Done**, then click **Save** to add it to the dashboard

Continue adding and configuring widgets to provide the desired report information.

When your dashboard has been populated and saved, you will be able to move each tile, with resize options also available on some. We'll cover this in more detail in the [Move](#) and [Resize](#) sections.

Widget navigation

Name your widget

Every widget requires a name. When adding, you can accept the default, or change it by modifying the name field.

Select a queue

The reports you generate will reflect data by queue, so every widget also requires you to make a queue selection. In the **Queue** field, click the down arrow for a dropdown list of available options. If the widget can show data for more than one queue, click the checkbox next to your selections, then click **Done**.

Other options depend on the widget you've chosen, but they all require a name and a queue selection.

Move

Each widget can be relocated on the dashboard by clicking and holding on the eight dot menu in the tile's upper left corner. Release when it is in the preferred position.

Resize

Some widgets can be resized. Those that can be changed show a carat at the bottom right corner when you hover over the area and your cursor turns into a double pointed arrow. Click and drag to the preferred size, then release.

Edit settings

To change details for any widget, click on the three dot menu icon at the tile's upper right and click **Settings**. You will see a duplicate of the options with which you were originally presented and can change them by making other selections in the appropriate fields.

If you don't own the dashboard, you will still be able to see the widget settings, but won't be able to change them.

Duplicate

Duplicate a widget by clicking the three dot menu icon at the tile's upper right and click **Duplicate**. A modal window will display with settings options. Update with your preferred details and click **Save**. The duplicated widget displays immediately after the tile from which it was copied.

Delete

Delete a widget by clicking the three dot menu icon at the tile's upper right, then click **Delete**. A modal window will display asking you to confirm that you want to delete the widget. Click **Delete** to confirm.

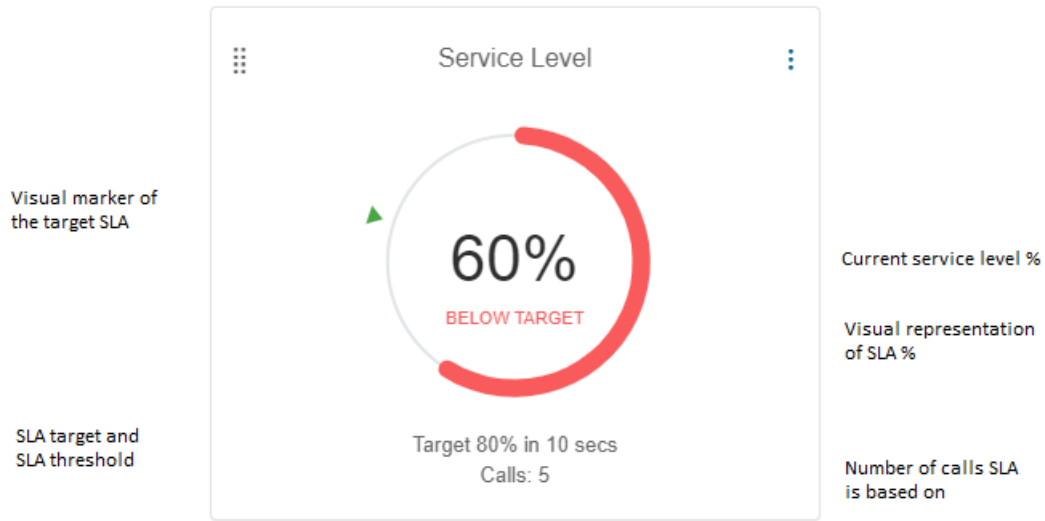
Widget Details

Create a customized live report by adding and configuring widgets that provide the information you need. There are several distinct widgets with various options to help fine-tune your report. Follow instructions in [Add widgets](#) to see how to add widgets of your choice.

Let's look at each widget in detail.

Service Level

Service Level Agreement(SLA) shows the percentage of incoming calls answered within a desired time threshold against the total number of calls coming into the selected queue. This allows you to track how your team is responding to calls within the expected time frame.



Service Level Settings

Now let's look at the settings options you'll see when adding a Service Level widget to your dashboard.

Service Level Settings
×

Name

Queue

New Call Queue
▼

Time Period

Time Zone: (GMT+03:00) Moscow, St. Petersburg, Volgograd

Today
▼

Service Level

Note: Any changes here will affect this widget as well as all places where SLA calculation is used for this queue.

Target (%)

 ⓘ

Threshold (s)

 ⓘ

Method ⓘ

Include abandoned calls
▼

Abandoned calls threshold (s)

 ⓘ

Cancel

Save

Name

In the **Name** field, accept the default, or give it a new name.

Queue

The SLA widget shows data for one queue at a time. To see SLA data for multiple queues on one dashboard, add as many SLA widgets as you need.

Click the dropdown arrow in the Queue field to show a list of available queues on which to get report data.

When you've chosen a queue, additional options display:

Time Period: select a time period to be reflected in the report

- Last 30 minutes
- Last hour
- Last N hours
- Today
- Custom
 - From
 - To

Service Level

Service Level can be adjusted both from Live Reports as well as from RingCentral Admin Portal by queue managers or by super admins.

On Live Reports:

When you add a new SLA widget, you will be directly taken to the Service Level Settings window. Here you can set the desired service level settings.

On Admin Portal:

Log in to your online account and from the Admin portal, go to **Phone System > Groups > Call Queues > Call Queue Details > Settings > Service Level Settings**

Press **Edit** to access or modify service level settings.

- **Target %:** The target percentage of calls that must be answered by agents within the service-level time threshold
- **Threshold %:** The period of time in seconds that is considered to be an acceptable service level. Calls within this time period will be marked as "within service level," while calls of longer duration will be considered "outside of service level." This does not include time in IVR.

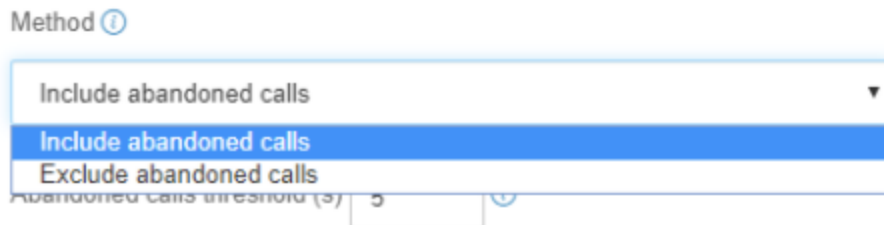
Note:

- Changes made to Service Levels on either Admin Portal or Live Reports will update in both places.
- Any changes to the target and threshold percentages affect not only this widget but anywhere SLA calculation is used for this queue. If the number of calls in other widgets exceeds those shown here, check the SLA widget setting.

Method

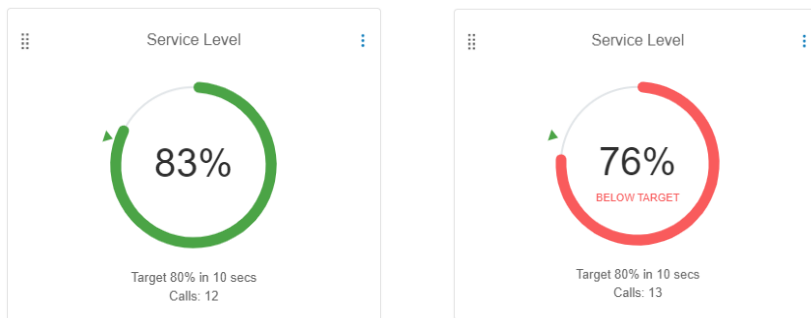
This setting provides an ability to monitor SLA of Answered calls only or all calls (Answered and Abandoned). Abandoned calls are the calls where the caller hung up before being answered.

From the dropdown menu, there are two options available for selection:



Exclude abandoned calls

This setting results in SLA calculations considering only answered calls, i.e, percent of calls answered within a selected threshold. If the percentage of calls answered falls within or exceeds specified SLA target, it will be displayed with a green marker, otherwise it is displayed in red as shown below.



Include abandoned calls

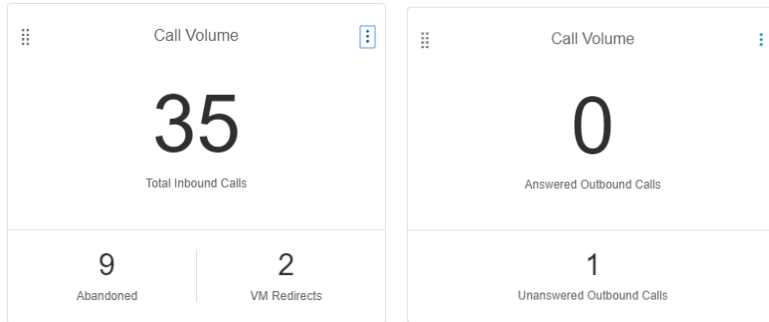
This setting also includes the calls that the caller hung up before an agent could answer. This requires an additional setting to set “Abandoned Calls threshold”. Abandoned calls that are shorter than the defined period in seconds will not be included in calculation of Service Level. Zero value means that abandoned calls of any duration will be included into calculation.

Click **Save** to add the widget to your dashboard.

Call Volume

This widget shows

- The volume of **inbound** calls including abandoned calls and voicemails;
- The volume of **outbound** calls.



Call Volume Settings

To set up a Call Volume widget, click on add widget Call Volume and the setup window will open.

Call Volume Settings ×

Name

Type

Include Internal Calls

Queue
Alabama Books

Time Period
Time Zone: (GMT+03:00) Moscow, St. Petersburg, Volgograd

From To

Name

In the **Name** field, accept the default, or give it a new name

Type

Allows to specify the types of calls to be monitored.

- Inbound - Total, Abandoned, Voicemail Redirects
 - Total: Shows the total number of inbound calls including number of voicemail redirects and abandoned calls
 - Abandoned: The number of that the user hung up
 - Voicemail Redirects: The number of abandoned calls that were redirected to the voicemail
- Inbound - Answered, Abandoned, Voicemail Redirects
 - Answered: Number of calls that were answered by agents
 - Abandoned: The number of that the user hung up
 - Voicemail Redirects: The number of abandoned calls that were redirected to the voicemail
- Inbound - Total Calls
 - Shows the total number of inbound calls including number of voicemail redirects and abandoned calls
- Outbound - Answered, Unanswered
- Outbound - Total Calls

Include Internal calls

Select this setting by checking the checkbox, if you want internal calls to be considered in the call volume data. This option affects report output, so keep the setting in mind when comparing with other analytics, such as Performance Reports, or other widgets on the dashboard.

Queues

Use the dropdown arrow to show a list of available queues. Check the box to the left of each name you want included in the data report. Choose as many entries as you need. If multiple queues are selected, aggregated call volume across those queues will be shown.

Note: Even if Admins have the same permissions, they might see different queues. You will need to confirm which user extension settings the site admin has been assigned.

Time Period

Select a time period to be reflected in the report

- Last 30 minutes
- Last hour
- Last N hours
- Today

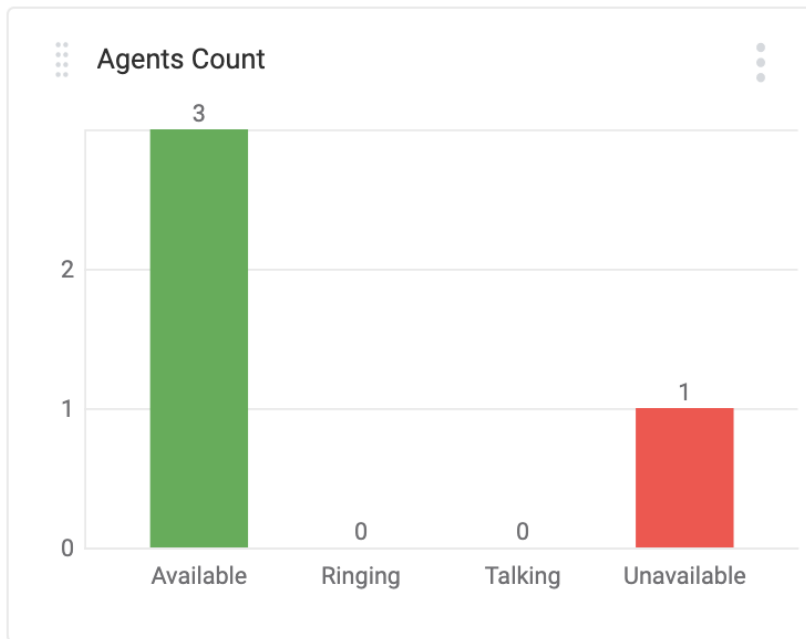
- Custom
 - From
 - To

Note: Time zones are set on RingCentral Admin Portal and shown for information purposes.

Agents Count

Allows you to see the number of available agents by their state of availability in one or multiple queues. You can see whether they are available, ringing, talking, or are unavailable. Agents have the same status across all queues to which they are assigned.

This widget has two views, one for the standard version and another when [Remote Member Management \(RMM\)](#) is enabled. This section covers the standard view. RMM view will be covered in the RMM section.



Agent Count Settings

Name

In the **Name** field, accept the default, or give it a new name.

Queues

Use the dropdown arrow to show a list of available queues. Select the queue for which you want to monitor agent count.

Agent Status

- **Available:** Agent is ready to pick up incoming calls. They are not subject to any configurations that would keep them from being available, such as being assigned to After Hours or a custom rule that would prevent them from answering
- **Ringin**g: When an incoming call is offered to an agent, before they pick up. For outbound calls, Ringing shows when a call is ringing out but has not been picked up by the recipient
- **Talking:** An agent shows as Talking when they are on a call. Agents can be talking on a queue call or a non-queue call, for both the status will be shown as Talking.
- **Unavailable:** This status reflects that agents are unavailable to receive a call. This can happen on several conditions:
 - Their global DND is Don't accept queue calls or Don't take any calls
 - User ext. is set for After Hours
 - Queue ext. is set for After hours
 - When a custom rule is applied per queue and the queue does not accept any calls.
 - Agent ends a call and there is a wrap-up time set per queue. Agent is temporarily unavailable for the wrap-up period.

Note:

1. Agent has the same status across all queues where he is assigned to in this view (RMM OFF)
2. In case an agent is in After Hours his status across all queues where he is assigned to is Unavailable.
3. In case one of the selected queues where an agent is assigned to is in After Hours the agent aggregated status is Available
4. This widget allows queue multi-select. One can add as many queues to the widget to monitor as there are on account and track them all at once.

Agent Details

This widget allows you to view the breakdown of metrics by agents in a tabular form. This widget helps managers to assess each agent's call handling in detail using 26 different metrics that they can add as columns.

This widget has two views, one for the standard version and another when [Remote Member Management](#) (RMM) is enabled. This section covers the standard view. RMM view will be covered in the RMM section.

Agent Details Settings

Name

In the **Name** field, accept the default, or give it a new name.

Widget Size

Width	Height
2x	1x
3x	2x
4x	3x
	4x

Queues

Use the dropdown arrow to show a list of available queues. Check the box to the left of each name you want included in the data report.

Columns

Check the left-hand box next to each entry to include it in the report.

- **Ext.:** A phone extension assigned to an agent
- **Queue:** A list of selected queues that the agent wants to monitor
- **RingMember:** Indicators whether an agent accepts queue calls in a queue
- **Status:** Current status of an agent: available, ringing, talking, unavailable
- **Inbound Calls:** Count of all inbound calls dispatched to an agent. Includes both queue calls and direct calls.
- **Answered Calls:** Count of all inbound calls answered by an agent both queue and direct calls.
- **Overflow Answered:** Count of inbound calls answered by an agent as a member of an overflow queue
- **VM Redirects:** Count of redirects to the voicemail regardless of whether the actual message was left
- **Outbound Calls:** Count of all outbound calls placed by an agent's direct extension (not queue extension)
- **Outbound Answered:** Count of outbound calls that lead either to talk or to other setup the system may have such as VM, IVR etc.
- **Outbound Unanswered:** Count of outbound calls were not connected due to the busy tone, nobody answering the phone or other reason
- **Total Talk Time:** Total duration of time for both inbound and outbound calls of an agent.
- **Inbound Talk Time:** Total duration of live talk by an agent on inbound calls. This does not include the time that the agent may have placed the caller on hold.
- **Outbound Talk Time:** Total duration of the live talk an agent had with a callee during an outbound call. This does not include the time that the agent may have placed the callee on hold.
- **Average Talk Time:** Average duration of the talk time across all inbound and outbound calls.
- **Longest Talk Time:** Duration of the longest call across all inbound and outbound calls.
- **Inbound Transfers:** Total number of calls transferred from an agent to another agent.
- **Inbound Transfer Rate, %:** Percentage of inbound calls that had at least one transfer to total number of answered calls
- **Total Hold Time:** Total duration of all hold periods in all inbound calls

- **Average Hold Time:** Average duration of hold time on all inbound calls where a caller was put on hold
- **Longest Hold Time:** Longest time any caller spent on hold during a call with an agent
- **Average SoA:** Average Speed of Answer: The average time it takes an agent to pick up a call from the time the call is directed to an agent.
- **Total Handle Time:** Total duration of talk time plus total hold time of inbound and outbound calls
- **Inbound Handle Time:** Total duration of inbound talk time plus hold time in inbound calls
- **Average Handle Time:** Average duration of inbound and outbound calls including hold time
- **Longest Handle Time:** Time spent handling one longest call including hold time across all calls on an agent over selected time period
- Filter inbound calls by selected queues

Filters

Filter inbound calls by selected queues

Check the box to the left of the option to activate. When enabled allows one to see the calls each agent made in the selected queue. All direct calls (to agent) will be filtered out. By default – disabled.

Include Internal Calls

Check the box to the left of the option to activate. When selected, all selected metrics will include calls that happened within & outside the account (internal & external). When disabled, only external calls from numbers outside of the account are considered.

Time Period: select a time period to be reflected in the report

- Last 30 minutes
- Last hour
- Last N hours
- Today
- Custom
 - From
 - To

Columns that are sortable show up and down arrows next to the column label. Sort by clicking the up or down arrow.

When comparing data with Performance reports, please check this parameter and ensure you track calls within the same time frame.

The Agent Details widget lets you export data shown in the widget as a PDF or XLSX file. From the three dot menu icon in the upper right widget corner, select **Export as PDF** or **Export as XLSX**. Data export is available for users whether you have full control or view only.

Queue Monitor

This widget provides visibility of callers waiting in the queue to be served, longest wait time along with agent availability & queue call handling status.

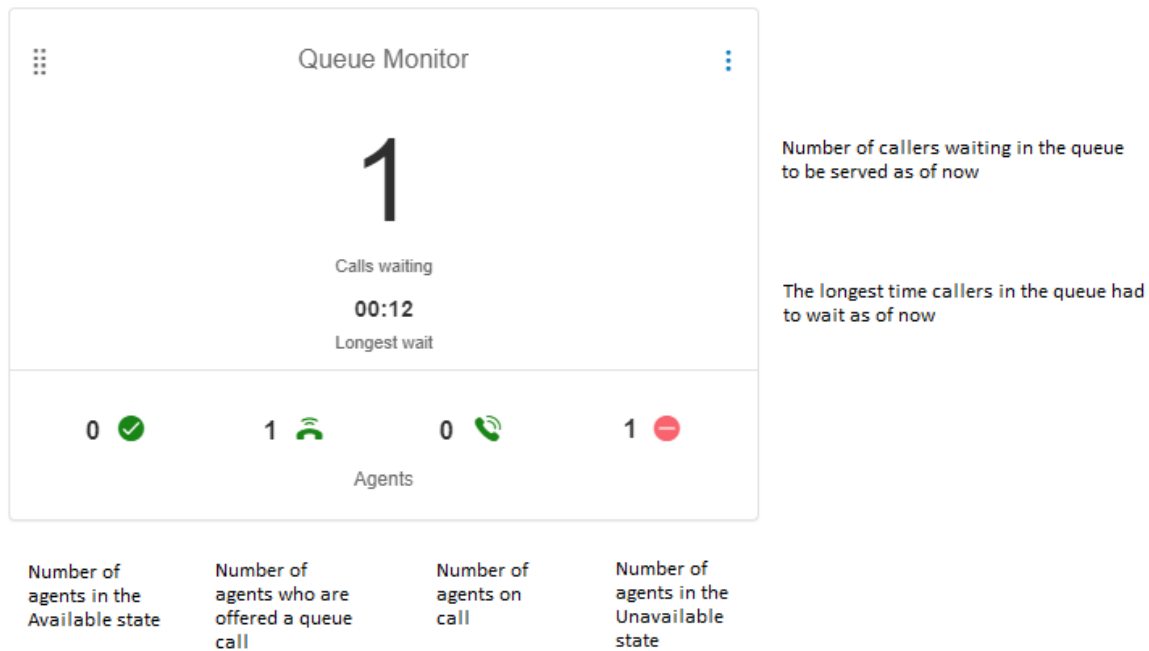
Queue Monitor Settings

Name

In the Name field, accept the default, or give it a new name.

Queues

Use the dropdown arrow to show a list of available queues and click on an entry to show its data in the widget. You can only see data for one queue at a time per widget. If you want to monitor multiple queues, add multiple Queue Monitor widgets to your dashboard.



The longest wait time indicator appears on the widget only if there are calls waiting to be answered.

Queue Calls

This widget provides details on the number of calls in a queue, and their status such as, whether the call is queued, live or on hold.

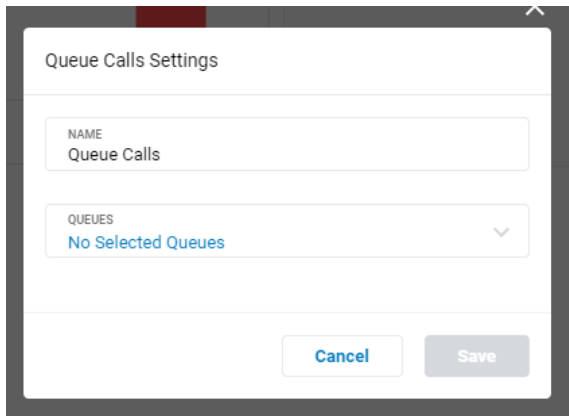
Queue Calls Settings

Name

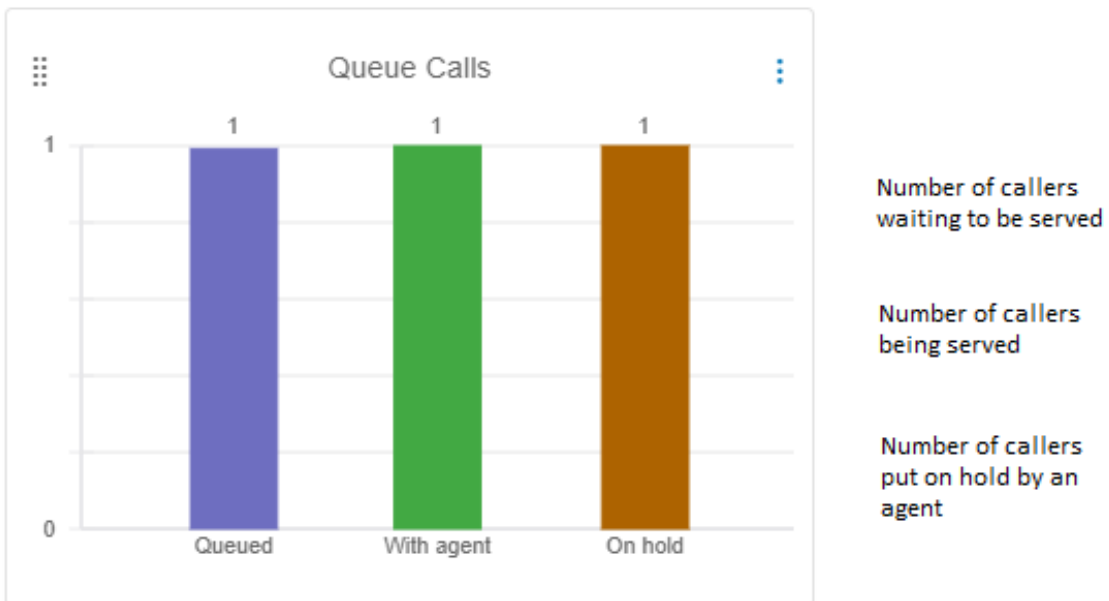
In the Name field, accept the default, or give it a new name.

Queues

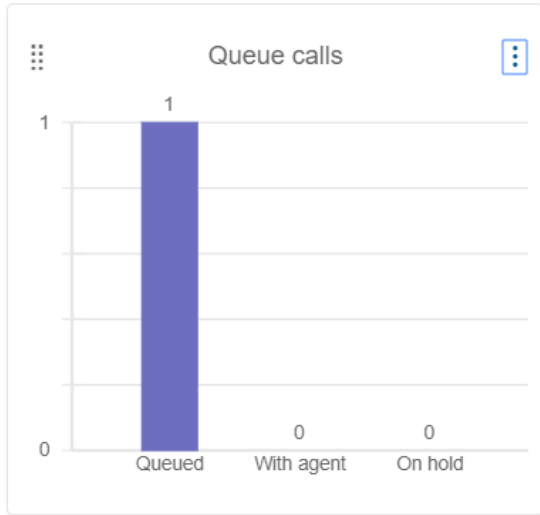
Use the dropdown arrow to show a list of available queues. Check the box to the left of each name you want included in the data report. Only one queue can be selected to be monitored on this widget at a time.



There are no time period settings because the widget reflects at current moment data.



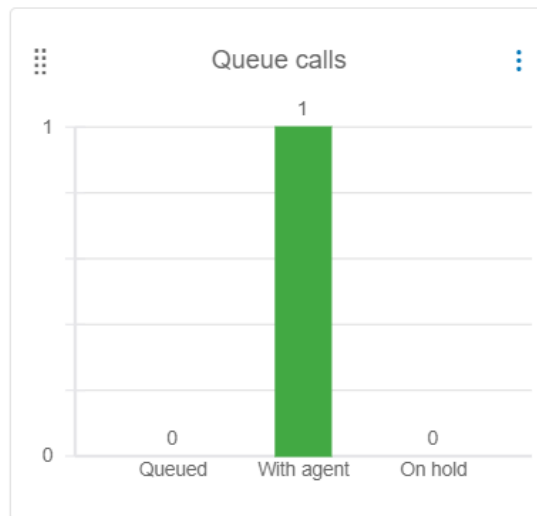
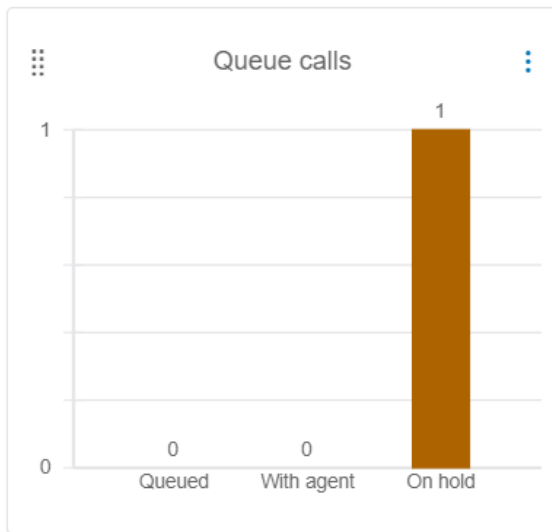
New calls and calls answered by an agent are reflected in the queue data immediately.



When no queue agents are available as shown in Agent Count widget, the admin can view the call load using this widget to understand how many callers are awaiting service. If the number of callers waiting exceeds the settings for allowed number of callers on the queue, admins can know that other callers will be served according to the queue settings, such as sending them to the overflow queue or to voicemail.

When a queue call is answered by an agent, status is updated as "With Agent". Now, admins can see how many calls are with agents and how many are still waiting to be answered.

Note: It is possible that agents on queues can also receive direct calls to their extensions and while they are answering those direct (non-queue) calls, their status will be shown as "Talking" in "Agent Count" widget but not as "With Agent" in Queue Calls widget because, they are not queue-calls.



All the answered calls that are placed on on "Hold" by the agents are displayed as "On Hold"

Note: An agent who has placed the call on hold, is unavailable for any new calls. However if the agent placed the call on Park, they become available for calls and hence start showing “Available” or talking on other widgets.

Queue Details

This widget offers detailed reporting of queues in a tabular form. This allows managers to measure how different queues compare in terms of the calls they are handling and other key performance indicators.

Queue Details Settings

Name

In the Name field, accept the default, or give it a new name.

Widget Size

Specify the dimensions for the widget.

Width	Height
2x	1x
3x	2x
4x	3x
	4x

Queues

Use the dropdown arrow to view a list of available queues. Check the box to the left of each name you want included in the data report

Columns

List of available data that can be included as columns in the report.

- **Ext.:** A phone extension assigned to a queue
- **Calls Waiting:** Count of calls waiting in a queue right now
- **Live Talk Calls:** Count of calls that are being answered right now
- **Inbound Calls:** Count of all inbound calls dispatched to a queue
- **Answered Calls:** Count of all inbound calls answered by agent in a queue
- **Overflow Answered:** Count of queue calls answered by agents of overflow queues
- **Abandoned Calls:** The count of all inbound calls that were abandoned before they were answered
- **VM Redirects:** Count of redirects to the voicemail regardless of whether an actual message was left
- **Total Handle Time:** Total talk time and hold time by all agents of the queue.
- **Average Handle Time:** Average talk + hold time spent across all queue calls
- **Longest Handle Time:** Longest talk time, plus hold time across all calls over a chosen period of time

- **Average SoA:** Average time to answer a queue call. Total SoA includes both wait time and duration of a queue greeting
- **Longest Wait:** The longest time callers had to wait in a queue
- **Shortest Wait:** The shortest time callers had to wait in a queue
- **Average Hold:** Average duration of a hold period experienced by callers for a queue.
- **Longest Hold:** Duration of the longest hold period experienced by the caller for a queue.
- **Total Hold:** Total duration of all hold periods across all the calls to a specified queue.
- **Service Level:** Percentage of calls answered within the predefined time threshold (see SLA section above)
- **Total Talk Time:** Total duration of all live talk time in a queue
- **Longest Talk Time:** The longest duration of live talk time in a queue
- **Average Talk Time:** Average duration of all live talk periods in a queue
- **Avg. Time to Abandon:** Average time spent in a queue before abandoning calls in a specified queue.

Time Period:

- Last 30 minutes
- Last hour
- Last N hours
- Today
- Custom
 - From
 - To

The Queue Details widget lets you export data shown in the widget as a PDF or XLSX file. From the three dot menu icon in the upper right widget corner, select Export as PDF or Export as XLSX. Data export is available for users whether you have full control or view only.

Remote Member Management

Remote Member management is a RingCentral telephony feature when enabled, allows admins & members to control member availability per individual queues. Without this feature enabled a member's status is common across all queues they are part of. This feature has an impact on how agent data is calculated and presented on two widgets;

- Agent Count
- Agent Details

When RMM is not enabled, an agent's availability status is common across all queues they are part of. I.e, if they are available on one queue, they are available on all queues and not possible to control it uniquely per queue level. All the agent information displayed in Agent Count & Agent Details widgets thus, are based on their overall availability and activities for the queue they were assigned to.

When RMM is enabled on an account, administrators can assign agents individual status on a per queue basis. This means, agents can have different availability status for different queues. Due to this Agent status is an aggregation of their member status and their status on selected queues.

Please refer, [Remote Member Management](#) feature details to learn how agent status is controlled when in this feature.

Agent Count RMM View

Since RMM feature allows agents to have different status in different queues & have their own member status, the Agent Count widget with RMM enabled shows an aggregated view of the agent’s availability status.

The aggregation is based on the agent’s DND status (Member Status) and selected queue status (Queue Status).

Since an agent can be assigned to several queues and have unique statuses in each queue, Agents Count widget in RMM view shows data on **one queue at a time only** (no queue multiselect possible). If one needs to monitor more than one queue, each one needs to be set up as a separate widget.

If dashboards already had Agent Count widget setup on it before RMM was enabled on the account with multiple queues selected, upon first access of dashboard post RMM enablement, the owner will be given an option to split queues into separate widget.

Widget will be shown in inactive state with the message “Remote Member Management is enabled. Widget needs to be updated per queue. Please go to settings and split the widget per queue”



Agent Details RMM View

Since, the RMM feature allows administrators to assign members to multiple queues and control their availability per queue, the information displayed on the agent details widget needs to account for agent status across all queues and their own settings.

There are two views for Agent Details view when the account has RMM turned ON.

- Collapsed view: Displays aggregated information based on agents queue & member status
- Expanded view: Displays agent information per each queue they are a member of

Collapsed view: Similar to standard view when RMM is turned OFF, with agent data being an aggregation across all queues they are part of.

Agent Details								
Agent	Ext.	Queues	Ring Member	Status	Inbound Calls	Answered Calls	Outbound Calls	
▼ User Spring	104	2(4)	0/2	Unavailable	0	0	0	
▼ User Summer	103	1(3)	1/0	Available	5	0	0	
▼ User Winter	105	2(2)	2/0	Available	0	0	0	
Total: 3								

In this view, you can see aggregated data for each agent. Queue columns show selected queues vs all queues to which an agent is assigned. The first value indicates the number of selected queues an agent is assigned to out of all the queues. The second value (in parentheses) indicates the total number of queues the agent is assigned to, regardless whether the queues have been selected in the settings. For example, User Spring (ext.104) is assigned to four queues, while the admin wants to see agent activity in two queues only. The aggregated line shows agent activity in two selected queues.

Expanded view: Allows managers to view agent’s data per each queue they are assigned to. You can expand the view by clicking on the arrow to the left of the agent name.

Agent Details								
Agent	Ext.	Queues	Ring Member	Status	Inbound Calls	Answered Calls	Overflow Ans...	VM Redirects
▲ User Sum...	103	1(3) New York	1/0 Yes	Available Available	0 0	0 0	0 0	0 0
▲ User Spring	104	2(4) New York Tokyo	1/1 No Yes	Available Unavailable Available	0 0 0	0 0 0	0 0 0	0 0 0
▲ User Winter	105	1(2) New York	1/0 Yes	Available Available	0 0	0 0	0 0	0 0
Total: 3								

The Ring Member column shows in which of the selected queues an agent accepts calls. The first value shows the number of selected queues in which an agent accepts calls, the second value indicates the number of selected queues in which an agent does not accept calls. For example, User Spring (ext 104) does not accept calls in any of the selected queues. Since overall agent status is Unavailable, it means the agent's global DND is set to Don't accept calls, turning it off.

Note:

1. The Ring Member can show as Yes in a queue, but with agent status as Unavailable. This can happen when an agent is in wrap-up time. When the agent's wrap-up is complete, their status returns to Available. This can also happen when a queue is in After-Hours or has a custom rule setting. Calls are not offered to any agents if the queue is in After Hours.
2. The Ring Member can show as No across all selected queues, but agent status as Available. If the agent is accepting calls in at least one of the queues to which they're assigned, their aggregated status will be available, even if they are not accepting calls in selected queues.

In addition to the standard settings, RMM provides additional selections:

Hide inactive agents

Agents are displayed in alphabetical order by default. In order to keep the list of agents long and only keep the most important information for managers at the top, it is possible to hide agents who are not accepting calls. Agents may be in a state of not accepting calls based on their member and queue status. By choosing the hide Inactive agents option. This will result in all the agents who are not accepting calls to be hidden from the report. When an agent becomes available in any of the selected queues, they are automatically added back to the list.

Hide queues in which agents are not accepting calls

Even though agents are assigned to multiple queues, it is possible that they are accepting calls in only some of those queues. It is possible to hide all those queues where they are not accepting calls. When this option is selected, agents are shown but queues where they are not accepting the calls will be hidden. To check hidden queues, refer to the **Ring Member** column to see a number of selected queues, 1/1, one where the agent accepts calls vs one where they don't. When agent status in a selected queue changes from Unavailable to Available they reappear on the list for monitoring.

If an Agent Details widget was added to a dashboard before RMM was active, and later RMM is enabled on the account, the admin will be notified of the same with a message at the top of the widget and a button that takes admins to settings window to be able to update settings. Admins will also be guided by new columns available as part of RMM view marked in red. The widget will be unavailable until the admin updates the settings.