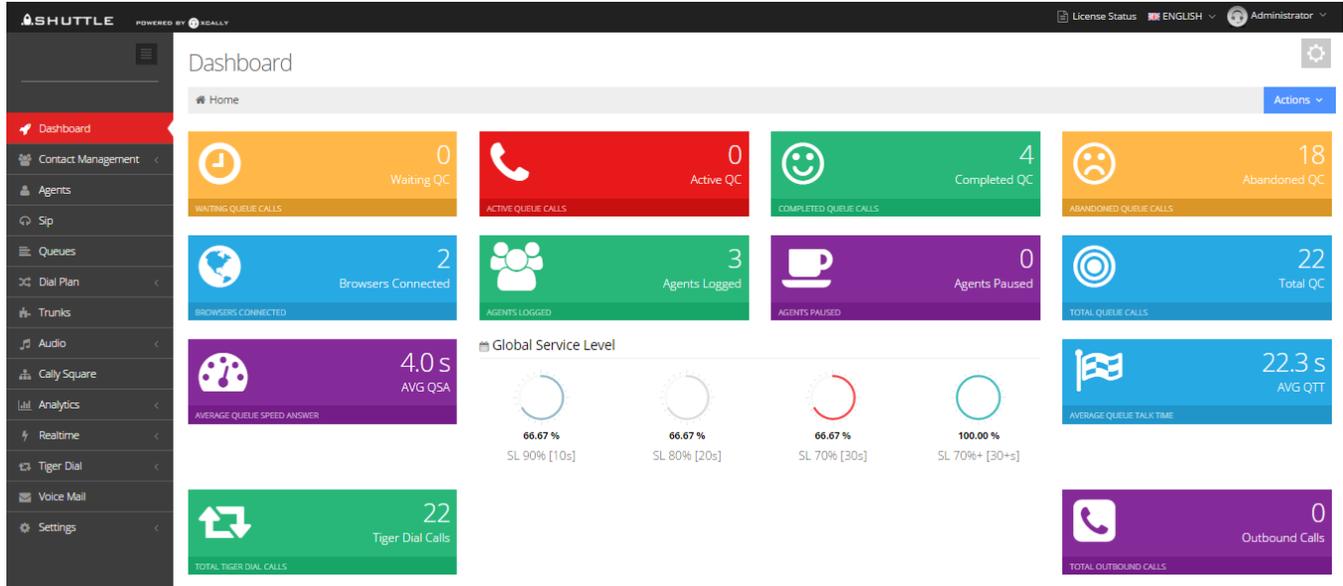# Dashboard

In the Dashboard section there is an **overview on the state of the system**, in particular:

- real-time monitoring of agents, calls and queues;

- server and Disk Stats;

- analytics and real-time graphs.

The blocks on the top of the interface represent, in real time:

- the total number of *Waiting Queue Calls and Active Queue Calls*, considering all the created Queues;

- the total number of *Completed Queue Calls and Abandoned Queue Calls*, considering all the created Queues. Note that the calls which are abandoned for timeout and joinempty are not counted in this value.

- the number of the *connected Browsers*;

- the number of the *Logged Agents and Paused Agents*;

- the total number of *Queue Calls* (completed QC + abandoned QC). Note that the calls which are ended in the IVR, without entering in the queue, are not counted in this value;

- the *Average Speed of Answer*, in seconds, considering all the Queues and the Average Queue Talk Time, which represents the average time of the call spent in conversation, considering all the Queues.

- the total *Outbound calls and Tiger Dial calls* (Tiger Dial is the the predictive quality dialer module, available in the xCALLY Platinum Plan).

Important

⚠️
The dashboard and the realtime panels show only the information related to the agents that are logged at least to one queue.

Global Service Level

This widget shows the Global Service Level of the Contact Center, considering all the Queues:

- the SL 90%, percentage of calls answered in 10 sec.

- the SL 80%, percentage of calls answered in 20 sec.

- the SL 90%, percentage of calls answered in 30 sec.

- the SL 70%+, percentage of calls answered in more than 30 sec. 5 Dashboard Real Time Graphs.

📅 Global Service Level

66.67 %	66.67 %	66.67 %	100.00 %
SL 90% [10s]	SL 80% [20s]	SL 70% [30s]	SL 70%+ [30+s]

Real time Graphs

The Dashboard provides also brand new real time graphs to show dynamically:

- the Waiting and Active calls;

- the Answer Rate, showing the analytics about Completed, Abandoned and Timeout Calls;

- the SL 90%[10s], SL 80%[20s], SL 70%[30s], SL 70%+[30+s].
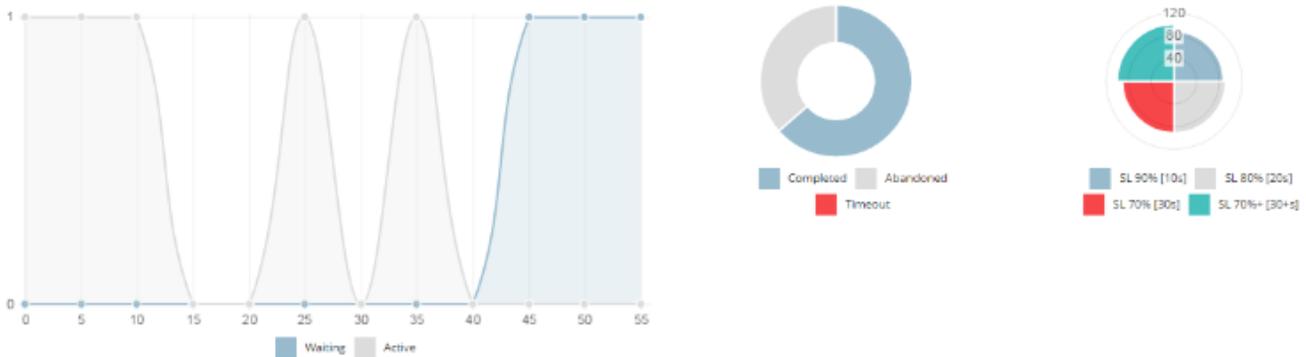
Please note
ⓘ
To improve the dashboard and real-time performance, you can consider to disable the charts by setting the option "Show Charts" in Setting->General

Monitor

It contains the list of the created Queues, showing for each of them:

- the number of Waiting and In Call calls;

- the number of Completed, Abandoned and Timeout calls;

- The SLA. Read here how to set the the Queue SLA Threshold.

The other list is dedicated to the logged Agents and it provides data about their interface, their SIP status, and if they are on Pause.

CPU and Disk Stats

This section dedicated to the CPU and Disk Stats, to monitor the Current Use, the Total Memory and the Free Memory.

Reference	Free	Used
CORE 1	99 %	1 %
CORE 2	99 %	1 %
CORE 3	99 %	0 %
CORE 4	100 %	0 %

It's really important to check frequently this data, in particular the Free Memory of the Disk, because if the disk is full there can be some problems using xCally Shuttle! The audio call recordings can occupy a lot of memory, especially if saved in .wav, so you should use an automatic backup strategy to avoid memory problems.

Missed Queue Calls Summary

This table indicates the reason why a call has been missed:

TIMEOUT	the call was in the queue too long and timed out. See timeout parameter.
FULL	the queue was already full. See the maxlen setting.
JOINEMPTY	the caller could not join the queue, as there were no queue members to answer the call. See joinempty setting.
LEAVEEMPTY	the caller joined the queue, but then all queue members left. See leavewhenempty setting.
JOINUNAVAIL	the caller could not join the queue as there were no queue members available to answer the call. See joinempty setting.
LEAVEUNAVAIL	the caller joined the queue, but then all of the queue members became unavailable. See leavewhenempty setting.
ABANDON (PORTLET)	the caller abandoned the call

Reset Dashboard's Stats

You can reset the Dashboard real time data clicking on Actions -> Reset Stats.

Language Settings and Logout

On the right of the interface, on the top bar, there are two buttons useful to:

- change the language;

- set the Full Screen mode;

- logout from xCally Shuttle.