Agent Status

This page contains describes the statistics on agents' sessions and answered calls.

Overview

VoipNow offers you detailed statistics about the queue agent, including information about his sessions and answered calls.

You can use the **Agent <agent_name> Status** management page to browse through the available details. The following controls are provided:

- Agent overview
- Session report
- Calls report

The link menu displayed on top of the page allows you to navigate through the sessions and answered calls reports. This menu is always present, no matter the selected page.

Agent overview

This section displays the queue agent's most important parameters:

Field	Description
Status	The queue agent's status (e.g. Logged in Jul 01, 2010 12:14:19).
Logged in total time	The total time the agent was logged in to the queue.
Logged in	This number displays for how many times the queue agent has logged in to the queue in the defined time interval.
Average logged in	The average time spent by the queue agent logged in to the queue (the average length of his sessions), in the defined time interval.
Minimum logged in	The minimum time spent by the queue agent logged in (his shortest session), in the defined time interval.
Maximum logged in	The maximum time spent by the queue agent logged in (his longest session), in the defined time interval.
Pauses	The number of times the queue agent used the pause feature (e.g. dialed ***96EXTENSION_NUMBER** from his key pad), in the defined time interval.
Average on pause time	The average length of the queue agent's pauses, in the defined time interval.
Minimum on pause time	The minimum time a queue agent was paused, in the defined time interval.
Maximum on pause time	The maximum time a queue agent was paused, in the defined time interval.
Calls	The total number of calls assigned to the queue agent in the defined time interval.

When you want to visualize the statistics for a certain time interval, you can define its limits using the available search controls:

Analyzing records between **<start_date_time>** and **<end_date_time>**

Where:

- **<start_date_time>:** Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the information to be displayed for. The format must be yyyy-mm-dd hh:mm. The default value is the first day of the current month.
- **<end_date_time>**: Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the information to be displayed for. The format must be yyyy-mm-dd hh:mm. The default value is the current date and time.

After you have decided on the time interval you want the statistics to be displayed for, click the Search link. The statistics will be updated.

The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Sessions report

The **Agent <agent_name> Session Details** page displays detailed information about all the queue agent's sessions:

Field	Description
Login hour	The session's start time - the date and time the agent logged in to the queue.
Logout hour	The session's end time - the date and time the agent logged out from the queue.
Duration	The session's length - the time the agent was logged in to the queue.
Logged in from	The agents can log in to a queue from any phone connected to the VoipNow system (the phone associated with the agent's extension or another phone associated with another extension) or from a remote location (for remote agents), using a `Queue login center` extension. This column specifies the extended number of the extension associated with the phone used by the agent during the session or the phone number the remote agent is calling from.
Pauses	The number of times the queue agent used the pause feature (e.g. dialed ***96EXTENSION_NUMBER** from his key pad), in the defined time interval.
Pause time	The total duration of the queue user's pauses, per session, in the defined time interval.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between **<start_date>** and **<end_date>**

Calls report

The **Agent <agent_name> Calls** page displays the most important details about the calls answered by the queue agent like the CallerID, the call duration or the time the caller had to wait in queue.

The **Calls Overview** table provides the following information:

Field	Description
CallerID	The caller's identification number, for example <8754>, or, if the call was initiated from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who made the call.
CallID	A unique identification number generated by Asterisk for each call.
Start time	The date and time the conversation started.
End time	The date and time the conversation ended.
Duration	The conversation's length.
Call wait	The time the caller had to wait in queue before being connected to the agent.
Call ended with	Here you can see how the call was terminated: • **Caller disconnected:** The caller hang up first. • **Agent disconnected:** The agent hang up first. • **Transferred:** The call was transferred to another extension.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyze records between **<start_date>** and **<end_date>**

Related topics
Manage queue agents

Queue report