

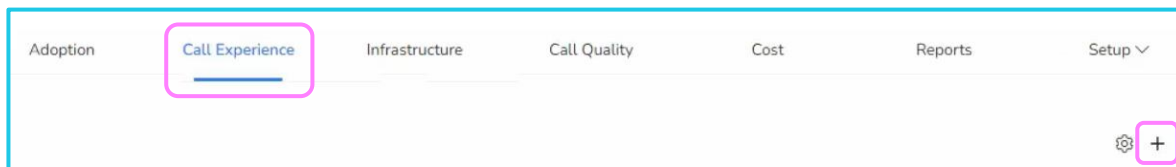


The Real Time data provides information on Call Queue activity and can be added to dashboards.

Create a Real Time KPI

From the **Call Experience** dashboard:

- click add Widget to dashboard **+**
- select **KPI** from the **Widget list**
- select **Real Time** from the **KPI list**
- choose the required **KPI** from the **Type list**
- select the required **call queue** from the **Call Queue list**
- choose whether to display the call queue **Name** or **Number** from the **Call Queue Display Type**
- select a Refresh Interval
- set the KPI threshold in **Set Threshold** and click **OK**.



Settings
✕

Widget

KPI
▼

ⓘ Allows a single KPI to be placed on the dashboard.

KPI

Real Time
▼

Type

Available Agents
▼

ⓘ The number of Available Agents. Shown in real time.

Call Queue

res.cq.UKManagedServices@soft-ex.net
▼

Call Queue Display Type

Name
▼

Refresh Interval

10 Seconds
▼

Set Threshold

Enable Threshold
 Reverse Order ⓘ

Count

Danger ⓘ

Warning ⓘ

Good ⓘ

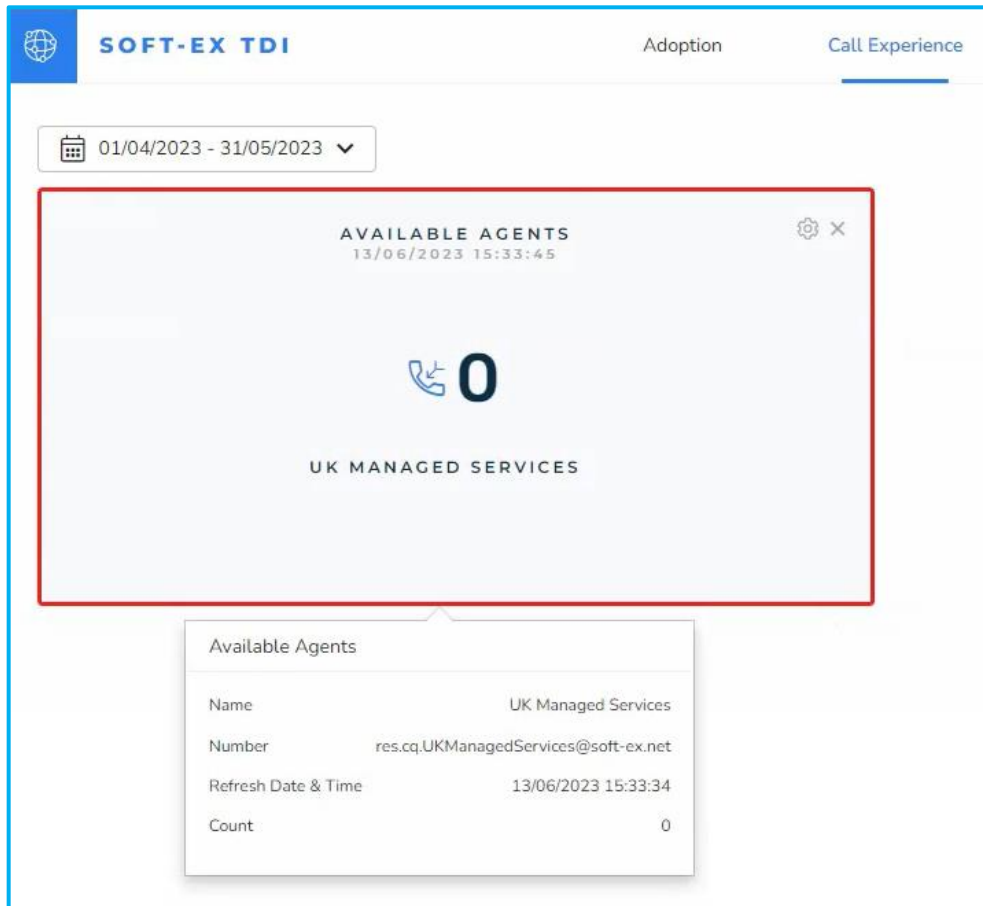
OK

CLOSE

Real Time KPI created

Once the KPI is created, it is added to the Call Experience dashboard. You can resize or move the widget. A tool tip appears when you hover over the KPI which provides further information.

Multiple KPIs can be added to the same dashboard.



The screenshot shows the SOFT-EX TDI Call Experience dashboard. At the top, there is a navigation bar with 'SOFT-EX TDI' on the left and 'Adoption' and 'Call Experience' on the right. Below the navigation bar, there is a date range selector set to '01/04/2023 - 31/05/2023'. The main content area features a KPI widget titled 'AVAILABLE AGENTS' with a timestamp of '13/06/2023 15:33:45'. The widget displays a large '0' next to a telephone icon, indicating the number of available agents for 'UK MANAGED SERVICES'. A tooltip is shown below the widget, providing the following details:

| Available Agents | |
|---------------------|--------------------------------------|
| Name | UK Managed Services |
| Number | res.cq.UKManagedServices@soft-ex.net |
| Refresh Date & Time | 13/06/2023 15:33:34 |
| Count | 0 |

Learn more

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