

Real-Time

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**DIAL LEVEL:** 2.088      **TRUNK SHORT/FILL:** 0/0      **FILTER:** NONE      **TIME:** 2009-03-30 23:11:16  
**DIALABLE LEADS:** 16580      **CALLS TODAY:** 73406      **AVG AGENTS:** 4.56      **DIAL METHOD:** ADAPT\_TAPERED  
**HOPPER LEVEL:** 500      **DROPPED / ANSWERED:** 906 / 10281      **DL DIFF:** 0.34      **STATUSES:** NA, A, DROP, N, A6, B  
**LEADS IN HOPPER:** 540      **DROPPED PERCENT:** 8.81%      **DIFF:** 7.46%      **ORDER:** DOWN COUNT 4th NEW  
**CONTACTS:** 6230

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**19** current active calls      **11** calls ringing      **2** calls waiting for agents      **0** calls in IVR  
**23** agents logged in      **15** agents in calls      **5** agents waiting      **2** paused agents      **1** agents in dead calls

Calls Waiting      2009-03-30 23:11:16

STATUS	CAMPAIGN	PHONE NUMBER	SERVER_IP	DIALTIME	CALL TYPE	PRIORITY
LIVE	INBOUND2	3105551545	192.168.1.100	0:23	IN	0
LIVE	INBOUND2	3105553450	192.168.1.100	0:15	IN	0

STATION	USER	USER_GROUP	SESSIONID	STATUS	CUST_PHONE	MM:SS	CAMPAIGN	CALLS		
Zap/14-1	1102	ROOMA	8600068	READY		0:14	TESTCAMP	428		
Zap/21-1	2139	ROOMA	8600067	READY		0:03	TESTCAMP	618		
Zap/18-1	2111	ROOMA	8600054	READY		0:14	TESTCAMP	519		
Zap/1-1	2331	ROOMA	8600061	READY		0:15	TESTCAMP	304		
Zap/15-1	1099	ROOMA	8600057	READY		0:04	TESTCAMP	504		
Zap/9-1	1741	ROOMA	8600055	INCALL	A 6615559038	5:01	TESTCAMP	434		
Zap/4-1	1159	ROOMA	8600072	INCALL	I 2095553064	3:39	TESTCAMP	48	0	INBOUND2
Zap/5-1	2269	ROOMA	8600064	INCALL	I 6615552197	3:05	TESTCAMP	54	0	INBOUND2
Zap/6-1	1625	ROOMA	8600066	INCALL	I 2095553364	2:49	TESTCAMP	48	0	INBOUND2
Zap/8-1	1091	ROOMA	8600062	DEAD	A	2:45	TESTCAMP	143		
Zap/23-1	2123	ROOMA	8600069	INCALL	I 6615552455	2:07	TESTCAMP	17	26	INBOUND2
Zap/11-1	2067	ROOMA	8600071	INCALL	A 7075554268	2:05	TESTCAMP	562		
Zap/20-1	1921	ROOMA	8600065	INCALL	A 3235553720	1:24	TESTCAMP	498		
Zap/12-1	2035	ROOMA	8600052	INCALL	A 3235555817	1:23	TESTCAMP	569		
Zap/22-1	2234	ROOMA	8600056	INCALL	A 3235557914	1:23	TESTCAMP	560		
Zap/19-1	1768	ROOMA	8600063	INCALL	A 7145558198	1:01	TESTCAMP	127		
Zap/2-1	1080	ROOMA	8600074	INCALL	I 7075559714	1:00	TESTCAMP	56	0	INBOUND2
Zap/24-1	2342	ROOMA	8600070	INCALL	A 3235554118	0:34	TESTCAMP	472		
Zap/17-1	2246	ROOMA	8600058	INCALL	A 7145550864	0:22	TESTCAMP	527		
Zap/13-1	2224	ROOMA	8600053	INCALL	A 3605555073	0:05	TESTCAMP	461		
Zap/16-1	1096	ROOMA	8600060	INCALL	I 7075556320	0:04	TESTCAMP	11	26	INBOUND2
Zap/10-1	1731	ROOMA	8600051	PAUSED		7:16	TESTCAMP	28		
Zap/7-1	1809	ROOMA	8600059	PAUSED		0:04	TESTCAMP	14		

23 agents logged in on all servers  
 System Load Average: 1.79

-  - Agent waiting for call
-  - Agent waiting for call > 1 minute
-  - Agent waiting for call > 5 minutes
-  - Agent on call > 10 seconds
-  - Agent on call > 1 minute
-  - Agent on call > 5 minutes
-  - Agent Paused > 10 seconds
-  - Agent Paused > 1 minute
-  - Agent Paused > 5 minutes
-  - Agent on a dead call

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