Status

Active Call Center

Select a Call Center Queue from the list below to view its activity.

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Queue Name	Extension	Strategy	Description	
Tech1	1013	sequentially-by-agent-order		👁
Tech2	1015	sequentially-by-next-agent-order		👁
Advertising	1006	ring-all		👁
After Hours	400	longest-idle-agent		👁
NOC	1009	random		👁
Onboarding	1004	round-robin		👁
Porting	1011	agent-with-least-talk-time		👁
Sales	1005	agent-with-fewest-calls		👁

From here you can view status, evesdrop on the call, transfer the call or click to call an available agent.

Agents

A current list of agents is below.

Name	Extension	Status	State	Status Change	Missed	Answered	Tier State	Tier Level	Tier Position	Options
Len	510	Available	In a queue call	0:44:47	0	100	Active Inbound	5	1	Call
Mark	500	Available	In a queue call	0:31:47	0	102	Active Inbound	5	1	Eavesdrop Transfer

Queue: NOC

A current list of callers in the queue is below.

Waiting: 20 Trying: 1 Answered: 202

Time	Name	Number	Status	Options	Agent
0:20:59	500	500	Answered	Eavesdrop	support@fusionpbx.com
0:20:11	1008	1008	Waiting	Eavesdrop	

Click to learn more about Call Center. Applications > [Call Center](#)

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