



iceMonitor
User Manual
Server Version 13.x

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Welcome to iceMonitor

As email and web-based communications become more common in today's business world, many call centers are evolving into **contact centers**. While call centers handle calls, contact centers allow users to interact with clients over the telephone, through email messages, and chat.

ice is a powerful contact center solution that allows for the integrated handling of **contacts** (calls, email messages, chat requests, etc.) that are directed to your contact center. **iceMonitor** is the tool that helps you monitor daily activity in your contact center.

The iceMonitor User Manual will help supervisors and administrators to understand how to locate and interpret the statistics and real-time information available in iceMonitor.

This manual will cover the following topics:

Chapter 1: Getting Started

- How to log on
- Overview of the major components of iceMonitor
- How data is updated
- User types

Chapter 2: The Queues Gallery

- Overview of statistics that can be found on this table
- How to configure the gallery view
- How to use the table to conduct simple contact center administration

Chapter 3: The Users Gallery

- Overview of statistics that can be found on this table
- How to configure the gallery view
- How to use the table to conduct simple contact center administration

Chapter 4: The Teams Gallery

- Overview of statistics that can be found on this table
- How to configure the gallery view
- How to use the table to conduct simple contact center administration

Chapter 5: Home Gallery

- Overview of statistics that can be found in this gallery
- How to configure the gallery view

Chapter 6: Settings

- How to configure custom alerts for your contact center
- How to change thresholds for your statistics
- How to change display settings

In discussing how this application works, this manual assumes that you:

- Are familiar with the contents of the iceAdministrator User Manual;
- Are familiar with the contents of the iceBar for ice User Manual;
- Understand basic telephony terms and concepts, such as queues and contacts;
- Have basic navigating skills for standard Windows-based graphical user interfaces. This includes the ability to right-click and left-click, select *options* from a right-click menu, resize and minimize windows, and navigate and scroll with a mouse pointer.

The following conventions are used in this manual:

- **Notes** highlight important information.
- **Cautions** bring attention to functions and features that can impact the information that is displayed
- Words displayed in **bold** are defined in the paragraph.
- Italics are used to indicate buttons found on the software interface.
- The term 'right-click' indicates that the secondary mouse button, which is by default the button on the right, should be clicked. Mouse configurations can be changed so that the left mouse button is the secondary button (for personal preference, for example, the user is left-handed).



Chapter 1: Getting Started

The iceMonitor equips users with the ability to keep track of contact center performance. Users can also conduct simple contact center administration through this tool.

To fully utilize iceMonitor and the real-time and daily statistics it provides, you must have the following:

- Access to iceMonitor through an internet browser
- Knowledge of how to interpret real-time statistics (which are provided in this manual)

This chapter includes information about login procedures, components of iceMonitor, data updates in iceMonitor, and permissions for each user type.

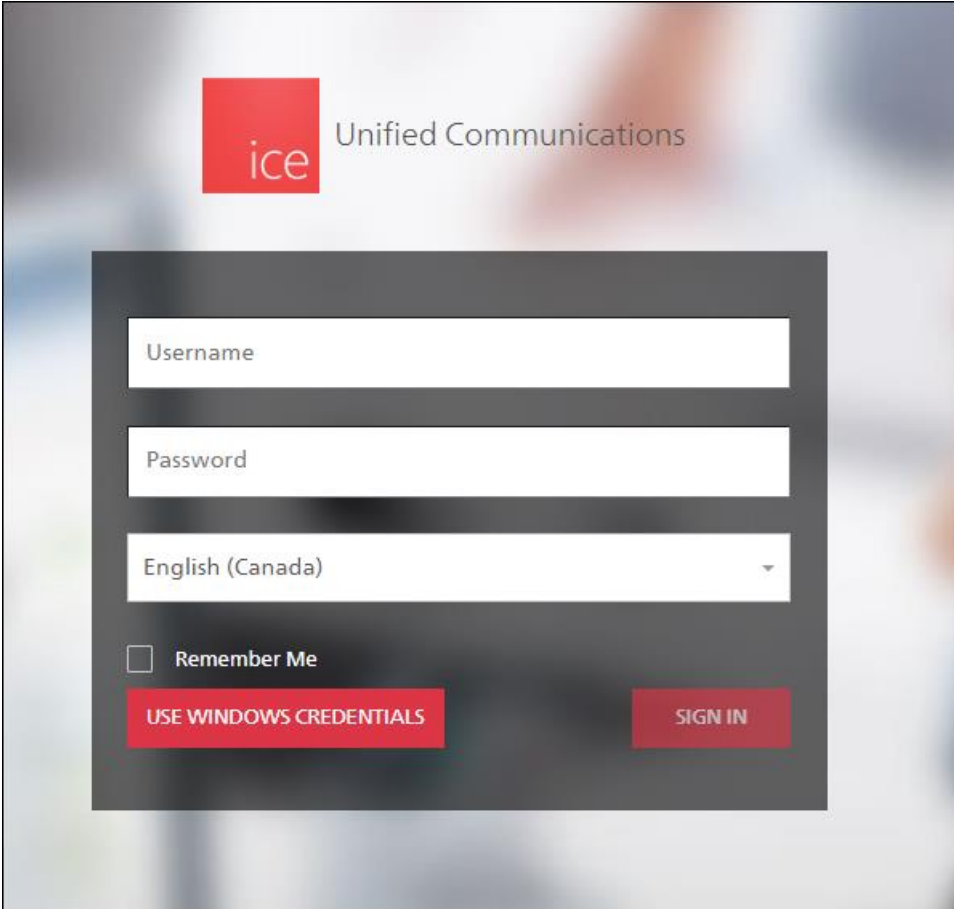
Once familiar with the iceMonitor interface, you may proceed to subsequent chapters for detailed information on the graphs and details that correspond to each level.

To access iceMonitor, you must first log onto iceManager.

iceManager is a web-based application and can be used on any computer that is running a web browser. To sign in, you must provide a user ID and password. Contact the ice administrator if you do not have this information.

To sign into iceManager:

1. Open your web browser and go to your iceManager site.



The screenshot shows the sign-in interface for ice Unified Communications. At the top left is the 'ice' logo, followed by the text 'Unified Communications'. The main sign-in area is a dark grey box containing three white input fields: 'Username', 'Password', and a language dropdown menu currently set to 'English (Canada)'. Below the language dropdown is an unchecked checkbox labeled 'Remember Me'. At the bottom of the sign-in box are two red buttons: 'USE WINDOWS CREDENTIALS' on the left and 'SIGN IN' on the right.

2. In the 'Username' field, enter your four-digit user ID.
3. In the 'Password' field, enter your password.
4. If you wish to view iceManager in a language other than English, click the drop-down and select the language of choice.
5. Select the 'Remember Me' check box if you want your Username to be pre-populated the next time you go to the Sign In page.

Note: this option is not recommended for shared computers.

6. Click *Sign In*.

7. Once you have signed in, you will see the journal page.
8. Click the *Monitor* button in the Navigation Pane.

The screenshot displays the IceMonitor web application interface. The top navigation bar includes links for HOME, MONITOR, JOURNAL, SURVEY, REPORTS, ADMINISTRATOR, CAMPAIGN, ICEBAR, and ACTIVE CONTACTS. The user profile 'DIANE (1111) Administrator' and the time '00:09:28' are visible in the top right corner.

The interface is divided into two main sections: **QUEUES** and **USERS**.

QUEUES Table:

ID	Name	Short Name	Status	TASA	TASAZ	Server
5000	Default Name (S...	DF5000	Day Service	00:00:45	00:01:00	Aggregate
6000	Default Name (S...	DF6000	Day Service	00:00:45	00:01:00	Aggregate
6001	Sales Voice Que...	Sales VQ	Day Service	00:00:45	00:01:00	Aggregate
6002	Tech Support Vo...	TechSupp	Day Service	00:00:45	00:01:00	Aggregate
6003	Customer Servic...	CustServ	Day Service	00:00:45	00:01:00	Aggregate
6004	Sales Voice Fren...	FtSales	Day Service	00:00:45	00:01:00	Aggregate
6005	Tech Support V...	FtTechSp	Day Service	00:00:45	00:01:00	Aggregate
6006	Customer Servic...	FtCustSrv	Day Service	00:00:45	00:01:00	Aggregate
6500	Email Queue	Email	Day Service	00:00:45	00:01:00	Aggregate
6510	Email French Qu...	FtEmail	Day Service	00:00:45	00:01:00	Aggregate
6000	Training Queue	Training	Day Service	00:00:45	00:01:00	Aggregate
6910	French Training ...	FtTrngng	Day Service	00:00:45	00:01:00	Aggregate
7000	IM Queue	IM	Day Service	00:00:45	00:01:00	Aggregate
7100	IM French Queue	FtIM	Day Service	00:00:45	00:01:00	Aggregate

USERS Table:

ID	Im...	Name	Display Name	Role Name	State	State Dur...
1001		Laura	Laura (1001)	User	Logged Off	3.01:19.5
1002		Lucas	Lucas (1002)	User	Logged Off	3.01:19.5
1003		Paula	Paula (1003)	User	Logged Off	3.01:19.5
1004		Francis	Francis (1004)	User	Logged Off	3.01:19.5
1005		QA Andrei	QA Andrei (1005)	User	Logged Off	3.01:19.5
1071		User 1	User 1 (1071)	User	Logged Off	3.01:19.5
1072		User 2	User 2 (1072)	User	Logged Off	3.01:19.5
1077		Team Lead 1	Team Lead 1 (10...	Team Lead	Logged Off	3.01:19.5
1078		Supervisor 1	Supervisor 1 (10...	Supervisor	Logged Off	3.01:19.5
1079		Administrator 1	Administrator 1 ...	Administrator	Logged Off	3.01:19.5
1101		Sylvie	Sylvie (1101)	Team Lead	Logged Off	3.01:19.5
1102		Antonio	Antonio (1102)	Team Lead	Logged Off	3.01:19.5
1111		Diane	Diane (1111)	Administrator	Ready	0.00:09.2
1201		Andrea	Andrea (1201)	Supervisor	Logged Off	3.01:19.5
1202		Marcel	Marcel (1202)	Supervisor	Logged Off	3.01:19.5
1301		Julie	Julie (1301)	Administrator	Logged Off	0.01:33.4
1302		Mark	Mark (1302)	Administrator	Logged Off	3.01:19.5

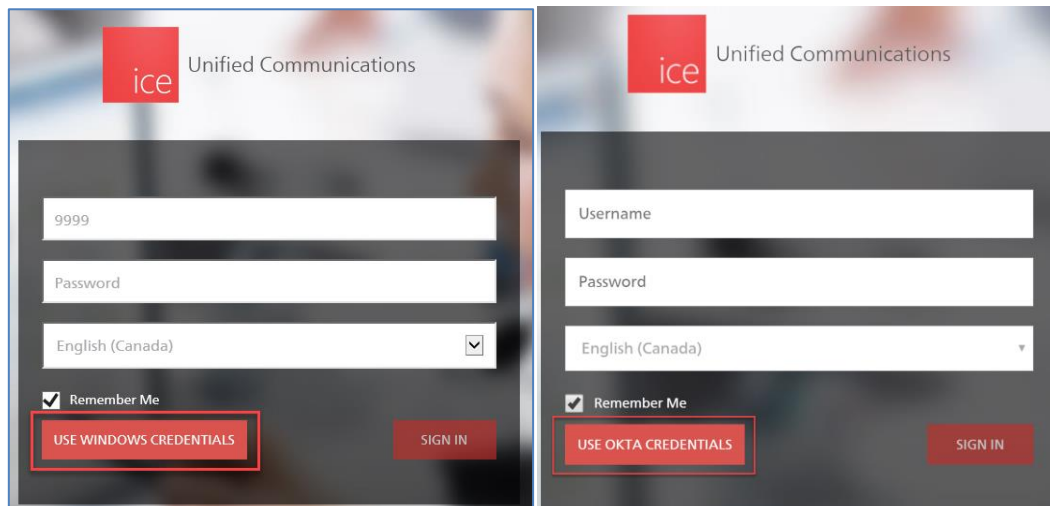
Single Sign-On

If your organization has enabled Single Sign-On for iceManager, you will be able to sign on using one of the identity management platforms, including ADFS (Active Directory Federation Services) or Okta.

Note: To enable Single Sign-On, it will need to be configured using Active Directory in iceAdministrator. For further information on how to enable Single Sign-On, please review the *iceAdministrator User Manual*.

Signing On with Single Sign-On

Once Single Sign-On is properly configured, when launching the iceManager website, click the *Use Windows Credentials* or the *Use Okta Credentials* button rather than entering the username and password.

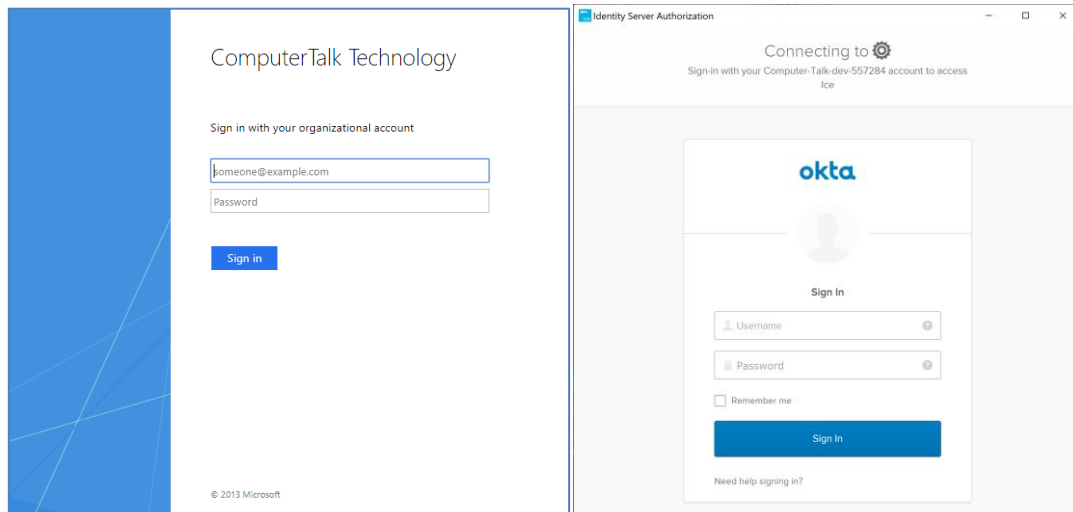


1. Click the *Use Windows Credentials* or the *Use Okta Credentials* button.

Note: If you wish to skip this step for future logins, check the box for *Remember Me*. This way, you will not have to enter your user ID each time you sign in.

2. You will be prompted to log in or redirected to a page where you can log in using your ADFS or Okta credentials.
3. Enter your ADFS or Okta username and password and log in.

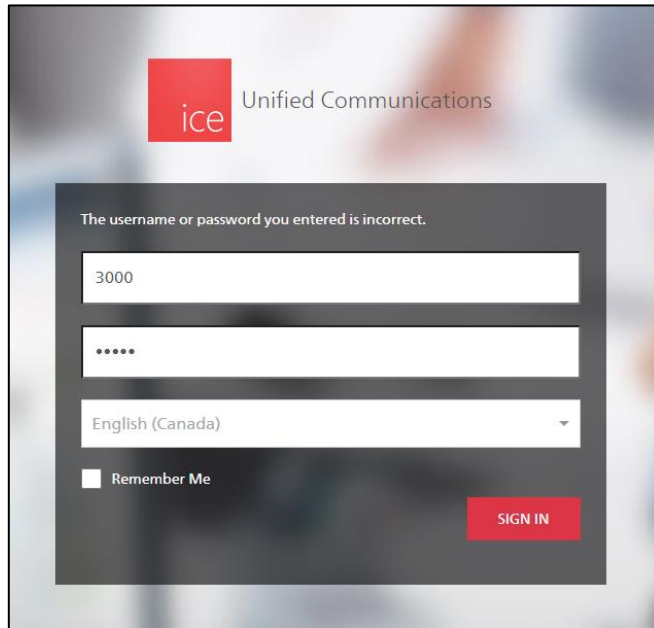
Note: This dialog box may look different, depending on the way your administrator has configured the system.



Common Error and Warning Messages

Authentication error

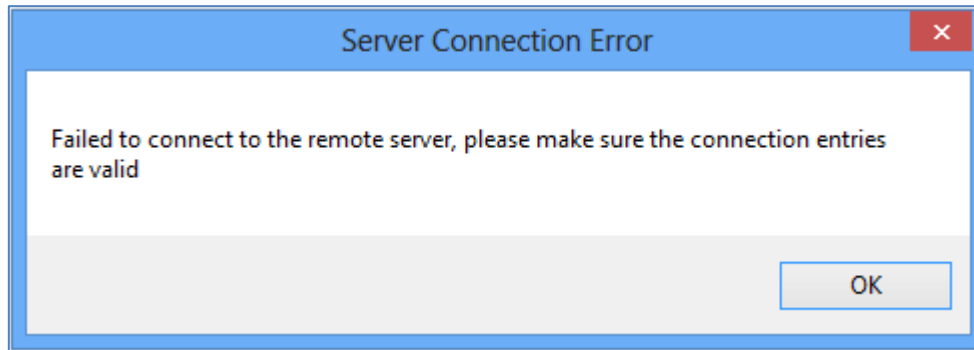
If a user types the wrong User ID or the wrong password, the following message appears.



If you cannot remember your password or User ID, an ice administrator can reset it in iceAdministrator. For more information refer to the iceAdministrator User Manual.

Server Connection Error

iceManager must have network connectivity to the ice server through the IMRService to function properly. If your contact center experiences network problems, you may see this error message.

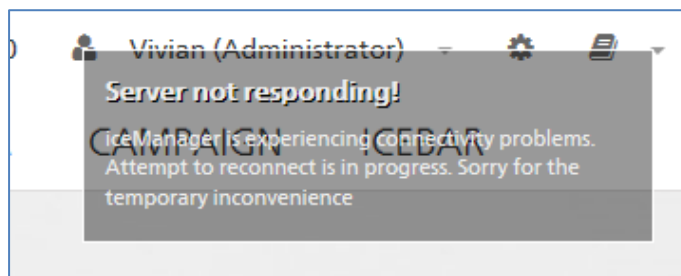


This error message indicates that the server needs to be restarted. Please contact your ice administrator.

Loss of connection

A few seconds after connection is lost, an error message appears in the top right corner of the screen:

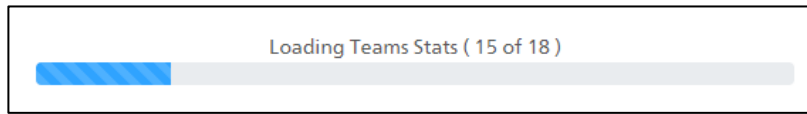
"Server not responding! iceManager is experiencing connectivity problems. Attempt to reconnect is in progress. Sorry for the temporary inconvenience."



The message fades away after a few minutes. iceManager will keep attempting to reconnect until it is successful.

Verify that you are connected to the internet. If you are connected, but still receive the Server not responding message, contact your ice administrator.

Once you have successfully logged in, contact center statistics will load.



Once data has loaded, you will be directed to the Home screen.

Components of iceMonitor

iceMonitor is composed the menu bar, the display options, and the gallery.

The screenshot displays the iceMonitor interface. At the top, there is a menu bar with options: HOME, MONITOR (selected), JOURNAL, SURVEY, REPORTS, ADMINISTRATOR, CAMPAIGN, ICEBAR, and ACTIVE CONTACTS. The user profile for DIANE (1111) Administrator is shown in the top right corner, along with the status 'READY' and the time '00:09:28'. The main area is divided into two sections: 'QUEUES' and 'USERS'. The 'QUEUES' section shows a table with columns: ID, Name, Short Name, Status, TASA, TASA2, and Server. The 'USERS' section shows a table with columns: ID, Name, Display Name, Role Name, State, and State Dur... Both tables have a 'Filters' sidebar on the left and a 'Columns' sidebar on the right. The 'QUEUES' table has 14 rows, and the 'USERS' table has 17 rows.

ID	Name	Short Name	Status	TASA	TASA2	Server
5000	Default Name (S...	D5000	Day Service	00:00:45	00:01:00	Aggregate
6000	Default Name (S...	D6000	Day Service	00:00:45	00:01:00	Aggregate
6001	Sales Voice Que...	Sales VQ	Day Service	00:00:45	00:01:00	Aggregate
6002	Tech Support Vo...	TechSupp	Day Service	00:00:45	00:01:00	Aggregate
6003	Customer Servic...	CustServ	Day Service	00:00:45	00:01:00	Aggregate
6101	Sales Voice Fren...	FSales	Day Service	00:00:45	00:01:00	Aggregate
6102	Tech Support V...	FrTchSpp	Day Service	00:00:45	00:01:00	Aggregate
6103	Customer Servic...	FrCstSrv	Day Service	00:00:45	00:01:00	Aggregate
6500	Email Queue	Email	Day Service	00:00:45	00:01:00	Aggregate
6510	Email French Qu...	FrEmail	Day Service	00:00:45	00:01:00	Aggregate
6900	Training Queue	Training	Day Service	00:00:45	00:01:00	Aggregate
6910	French Training ...	FrTrning	Day Service	00:00:45	00:01:00	Aggregate
7000	IM Queue	IM	Day Service	00:00:45	00:01:00	Aggregate
7100	IM French Queue	FrIM	Day Service	00:00:45	00:01:00	Aggregate

ID	Im...	Name	Display Name	Role Name	State	State Dur...
1001		Laura	Laura (1001)	User	Logged Off	3:01:19:5
1002		Lucas	Lucas (1002)	User	Logged Off	3:01:19:5
1003		Paula	Paula (1003)	User	Logged Off	3:01:19:5
1004		Francis	Francis (1004)	User	Logged Off	3:01:19:5
1005		QA Andrei	QA Andrei (1005)	User	Logged Off	3:01:19:5
1071		User 1	User 1 (1071)	User	Logged Off	3:01:19:5
1072		User 2	User 2 (1072)	User	Logged Off	3:01:19:5
1077		Team Lead 1	Team Lead 1 (10...	Team Lead	Logged Off	3:01:19:5
1078		Supervisor 1	Supervisor 1 (10...	Supervisor	Logged Off	3:01:19:5
1079		Administrator 1	Administrator 1 ...	Administrator	Logged Off	3:01:19:5
1101		Sylvie	Sylvie (1101)	Team Lead	Logged Off	3:01:19:5
1102		Antonio	Antonio (1102)	Team Lead	Logged Off	3:01:19:5
1111		Diane	Diane (1111)	Administrator	Ready	0:00:09:2
1201		Andrea	Andrea (1201)	Supervisor	Logged Off	3:01:19:5
1202		Marcel	Marcel (1202)	Supervisor	Logged Off	3:01:19:5
1301		Julie	Julie (1301)	Administrator	Logged Off	0:01:33:4
1302		Mark	Mark (1302)	Administrator	Logged Off	3:01:19:5

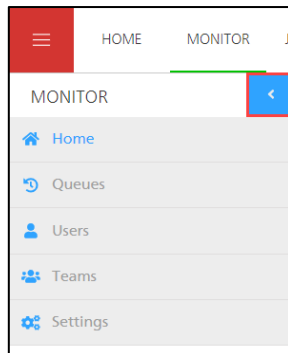
- Menu bar
 - Allows you to navigate to different pages in iceMonitor.
- Display options
 - Provides tools to configure the organization of Queues, Users, and Teams information on the page.
- Gallery
 - Information about your contact center is displayed here.
 - By right clicking on rows in the tables, you can perform simple administrative operations of the contact center.

In the sections below, each page will be explained in detail.

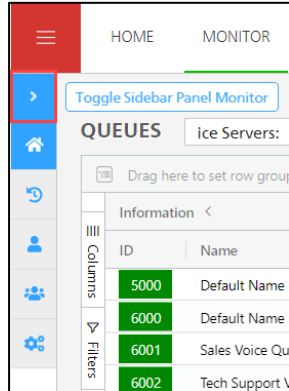
The Menu bar

The menu options in the menu bar provide access to different views of the gallery. You can navigate to the Home screen, the Queues screen, the Users screen, the Teams screen, and the Settings screen.

To maximize the space available for the gallery, you can hide menu options. To hide menu options, click the arrow (indicated by the red box in the screenshot below).



The menu will shrink so you will have more space for information.



Home

Once you have successfully logged onto iceMonitor, you will see the Home screen. You can also access this gallery by clicking *Home* in the Menu bar.

The Home screen is configurable to show information that you want easy access to. For information on the Home screen, refer to Chapter 5: The Home Screen.

The screenshot displays the iceMonitor Home screen. The top navigation bar includes HOME, MONITOR, JOURNAL, SURVEY, REPORTS, ADMINISTRATOR, CAMPAIGN, ICEBAR, and ACTIVE CONTACTS. The user is logged in as DIANE (1111) Administrator. The main content area is divided into two sections: QUEUES and USERS. The QUEUES section shows a list of queues with columns for ID, Name, Short Name, Status, TASA, TASA2, and Server. The USERS section shows a list of users with columns for ID, Name, Display Name, Role Name, State, and State Dir.

ID	Name	Short Name	Status	TASA	TASA2	Server
5000	Default Name (S...)	D5000	Day Service	00:00:45	00:01:00	Aggregate
6000	Default Name (L...)	D6000	Day Service	00:00:45	00:01:00	Aggregate
6001	Sales Voice Que...	Sales VQ	Day Service	00:00:45	00:01:00	Aggregate
6002	Tech Support Vo...	TechSupp	Day Service	00:00:45	00:01:00	Aggregate
6003	Customer Servic...	CustServ	Day Service	00:00:45	00:01:00	Aggregate
6101	Sales Voice Fren...	FtSales	Day Service	00:00:45	00:01:00	Aggregate
6102	Tech Support V...	FtTechSupp	Day Service	00:00:45	00:01:00	Aggregate
6103	Customer Servic...	FtCustServ	Day Service	00:00:45	00:01:00	Aggregate
6200	Email Queue	Email	Day Service	00:00:45	00:01:00	Aggregate
6310	Email French Qu...	FtEmail	Day Service	00:00:45	00:01:00	Aggregate
6900	Training Queue	Training	Day Service	00:00:45	00:01:00	Aggregate
6910	French Training ...	FtTraining	Day Service	00:00:45	00:01:00	Aggregate
7000	IM Queue	IM	Day Service	00:00:45	00:01:00	Aggregate
7100	IM French Queue	FtIM	Day Service	00:00:45	00:01:00	Aggregate

ID	Im...	Name	Display Name	Role Name	State	State Dir...
1001		Laura	Laura (1001)	User	Logged Off	3.01:19:5
1002		Lucas	Lucas (1002)	User	Logged Off	3.01:19:5
1003		Paula	Paula (1003)	User	Logged Off	3.01:19:5
1004		Francis	Francis (1004)	User	Logged Off	3.01:19:5
1005		QA Andrei	QA Andrei (1005)	User	Logged Off	3.01:19:5
1011		User 1	User 1 (1011)	User	Logged Off	3.01:19:5
1012		User 2	User 2 (1012)	User	Logged Off	3.01:19:5
1017		Team Lead 1	Team Lead 1 (1017)	Team Lead	Logged Off	3.01:19:5
1018		Supervisor 1	Supervisor 1 (1018)	Supervisor	Logged Off	3.01:19:5
1019		Administrator 1	Administrator 1 (1019)	Administrator	Logged Off	3.01:19:5
1101		Sylvie	Sylvie (1101)	Team Lead	Logged Off	3.01:19:5
1102		Antonio	Antonio (1102)	Team Lead	Logged Off	3.01:19:5
1111		Diane	Diane (1111)	Administrator	Ready	0.00:05:2
1201		Andrea	Andrea (1201)	Supervisor	Logged Off	3.01:19:5
1202		Marcel	Marcel (1202)	Supervisor	Logged Off	3.01:19:5
1301		Julie	Julie (1301)	Administrator	Logged Off	0.01:33:4
1302		Mark	Mark (1302)	Administrator	Logged Off	3.01:19:5

Queues

When you click Queues on the Menu bar, the gallery updates to display information about the queues in your contact center.

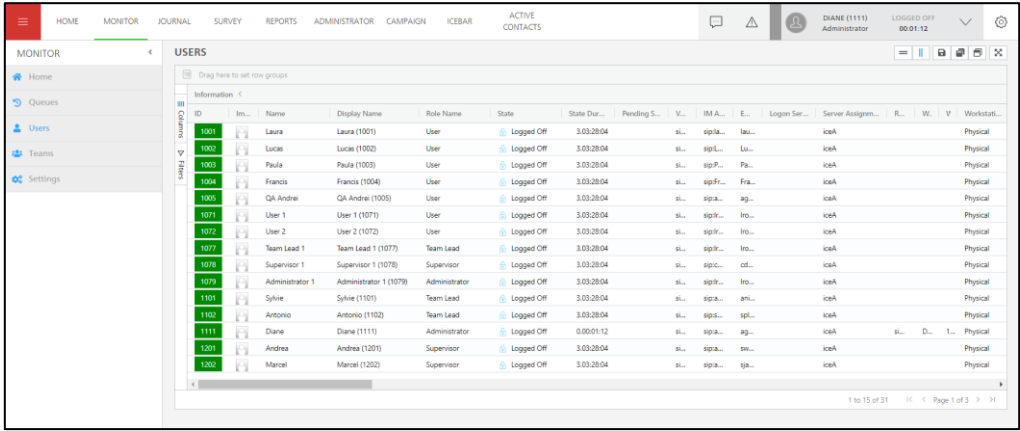
The screenshot displays the iceMonitor Queues screen. The top navigation bar is the same as the Home screen. The user is logged in as DIANE (1111) Administrator. The main content area shows a detailed view of the queues with columns for ID, Name, Short Name, Status, TASA, TASA2, Server, Avg Offered, Avg Handled, Avg Abandoned, EWT, Longest L., Contacts, Abandoned, and Offered.

ID	Name	Short Name	Status	TASA	TASA2	Server	Avg Offered	Avg Hand...	Avg Aband...	EWT	Longest L...	Contacts	Abandoned	Offered
5000	Default Name (S...)	D5000	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
6000	Default Name (L...)	D6000	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
6001	Sales Voice Que...	Sales VQ	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
6002	Tech Support Vo...	TechSupp	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
6003	Customer Servic...	CustServ	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
6101	Sales Voice Fren...	FtSales	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
6102	Tech Support V...	FtTechSupp	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
6103	Customer Servic...	FtCustServ	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
6200	Email Queue	Email	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:17:24	0.00:00:00	0	0	0
6310	Email French Qu...	FtEmail	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
6900	Training Queue	Training	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
6910	French Training ...	FtTraining	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
7000	IM Queue	IM	Day Service	00:00:45	00:01:00	Aggregate	0.00:09:38	0.00:00:00	0.00:19:16	0.00:00:00	0.00:00:00	0	1	0
7100	IM French Queue	FtIM	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0

Click on the row to find statistics about that queue. For more information about the Queue gallery view, refer to Chapter 2: The Queues on page 27.

Users

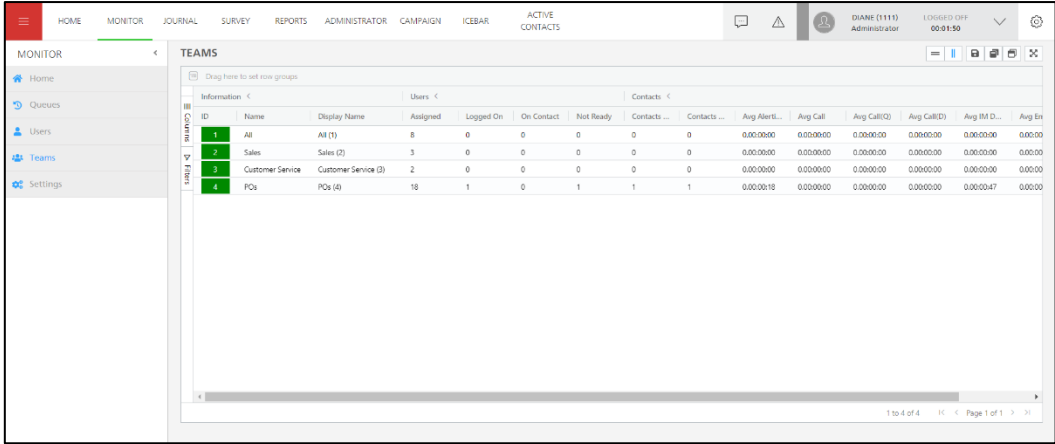
When you click Users on the Menu bar, the gallery updates to display user information for the users in your switch.



Click on a row to find statistics about that user. For more information about the User gallery view, refer to Chapter 3: The Users on page 56.

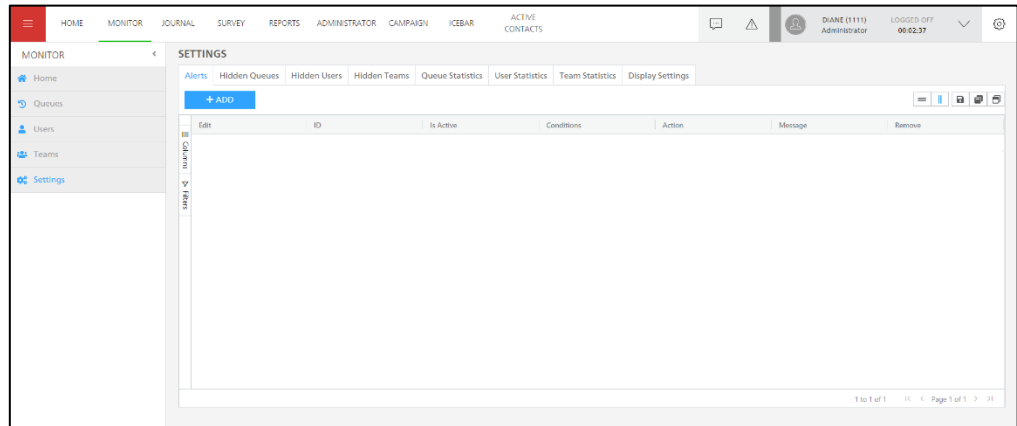
Teams

When you click Teams on the Menu bar, the detail panel updates to display team information for the teams in your switch.



Click on a row to find statistics about that team. For more information about the Teams gallery view, refer to Chapter 4: The Teams .

Settings Screen



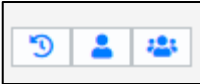



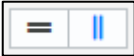

When you click Settings on the Menu bar, the gallery updates to display configurable options. For more information about the Settings gallery view and Settings options, refer to Chapter 6: Settings.

Display options

The display options allow a user to modify the way that information is displayed in the gallery. The toolbar appears in the Home, Queues, Users, and Teams pages of iceMonitor.

The table below provides information on the toolbar options.

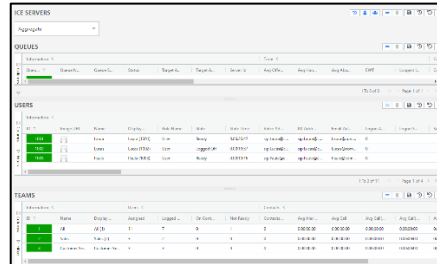


iceMonitor Display Options	
Toolbar Item	Function
Show Queues, Users, and Teams	<p>These options allow you to show and hide the information for Queues, Users, and Teams.</p>  <p>Note: These options are only available on the home page.</p> <p> Use this button to show and hide queue information on the home page.</p> <p> Use this button to show and hide user information on the home page.</p> <p> Use this button to show and hide team information on the home page.</p>
Layout Options	<p>These options will modify the arrangement of the queue, user, and teams tables.</p>  <p> Use this button to display the tables horizontally.</p>

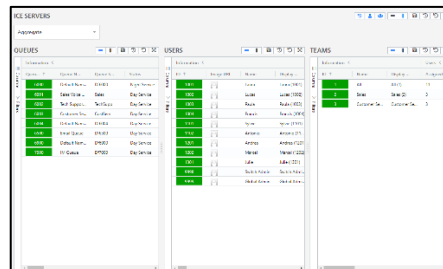
iceMonitor Display Options

Toolbar Item

Function



Use this button to display the tables vertically.



Layout Saving Options

These options will allow you to save your layout changes or revert your changes.



Use this button to save the layout changes.



Use this button to restore your layout to a previously saved layout.



Use this button to reset your layout to the default settings.




Use the button to enter Full Screen Mode. To exit full screen, use the ESC button on your keyboard.

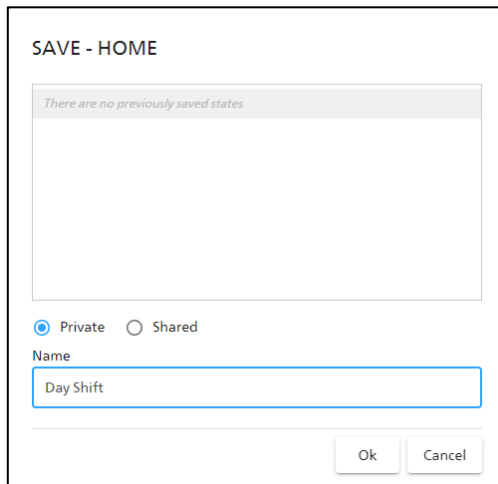
Note:

- Any changes you make to the way information is displayed will be saved to your account and will only affect your instance of iceMonitor. Your changes will not affect other users' galleries.
- The next time you log on, any changes you had made the last time you logged on will be displayed.

Saving a Layout

To save a layout that you have just created, use the following steps:

1. Select the Save icon  to open the Save Layouts window.
2. Enter a name for your new layout.



SAVE - HOME

There are no previously saved states

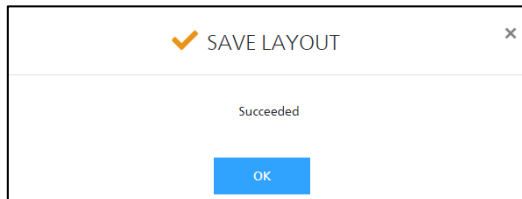
Private Shared

Name

Day Shift

Ok Cancel

3. Choose between saving your layout as Private or Shared.
4. Click Ok to save your changes.
5. Click Ok on the Save Layout confirmation window.



✓ SAVE LAYOUT

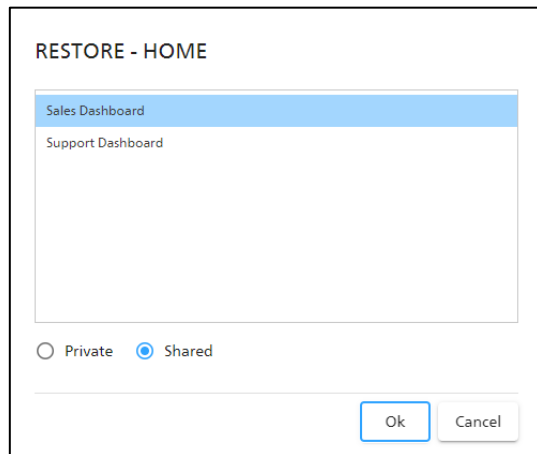
Succeeded

OK

Restoring a Layout

To restore a layout that is already saved, use the following steps:



1. Select the Restore icon  to open the Restore Layouts window.
2. Choose between restoring a Private or Shared layout.

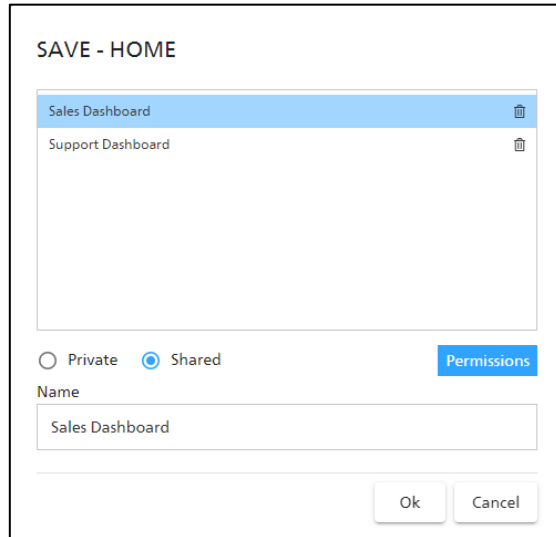


3. Select a layout from the list.
4. Click Ok to restore the selected layout.

Deleting a Layout

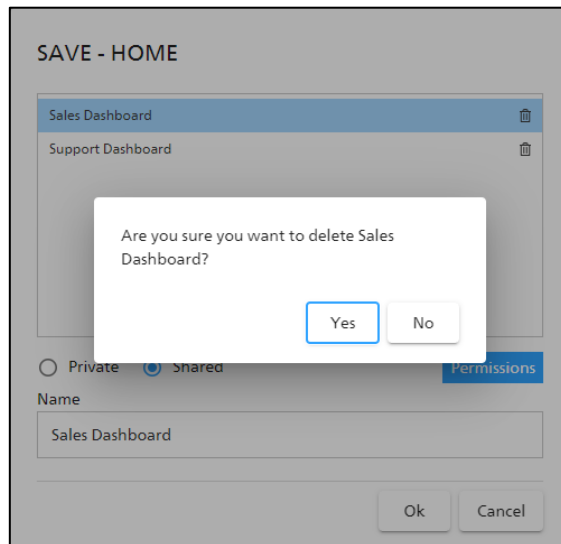
To delete a layout that is already saved, use the following steps:

1. Select the Save icon  to open the Save Layouts window.
2. Select the trash icon  beside the layout you want to delete.




3. Click Yes in the confirmation window to successfully delete the selected layout.

If you do not want to delete the layout, click No in the confirmation window.

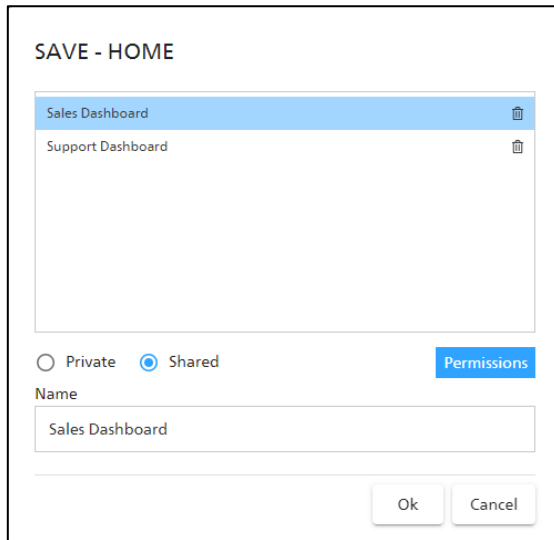


Layout Permissions

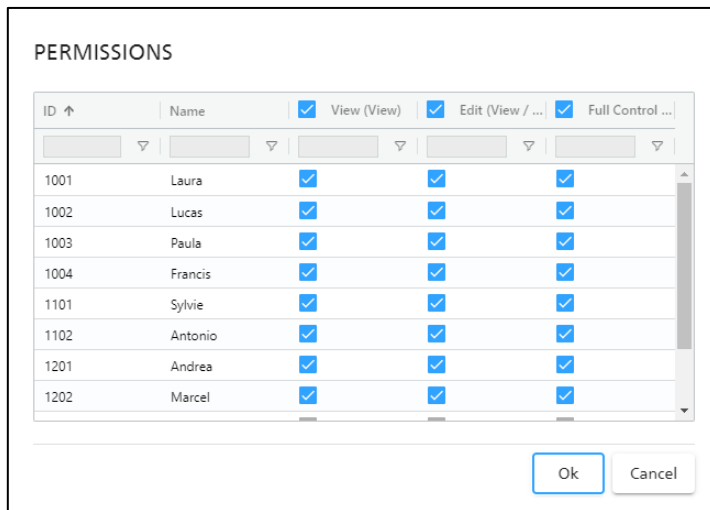
To manage the permissions for your shared layouts, use the following steps:

1. Select the Save icon  to open the Save Layouts window.

2. Select a layout in the list and click the Permissions button to open the Layout Permissions window.



3. Modify the permissions in the window. You can manage which users have access to View, Edit, or have Full Control of the layout.



4. Click Ok to save the changes.

Note:

- All users can manage permissions.
- By default, all users will have Full Control access to new layouts.

Gallery

The Gallery displays statistics and detailed information about your contact center.

QUEUES			
Queue...	Queue N...	Status	Target A...
6000	Default Nam...	Night Service	0.00:00:45
6001	Sales Voice ...	Day Service	0.00:00:45
6002	Tech Suppor...	Day Service	0.00:00:45
6003	Customer Sa...	Day Service	0.00:00:45
6004	Default Nam...	Day Service	0.00:00:45
6500	Email Queue	Day Service	0.00:00:45
6900	Default Nam...	Day Service	0.00:00:45
7000	IM Queue	Day Service	0.00:00:45

USERS			
ID ↑	Name	Role Name	State
1001	Luana	User	Ready
1002	Lucas	User	Logged Off
1003	Paula	User	Ready
1004	Francis	User	Ready
1101	Sylvie	Team Lead	Ready
1102	Antonio	Team Lead	Ready
1201	Andrea	Supervisor	Ready
1202	Marcel	Supervisor	Not Ready
1301	Julie	Administrator	Logged Off
9998	Switch Admin	Administrator	Logged Off
9999	Global Admin	Global Admin	Logged Off

TEAMS			
ID ↑	Name	Assigned	Logged ...
1	All	11	7
2	Sales	3	2
3	Customer Se...	3	3

Right-click Menu Options

When you right-click on a table row on a main page or a details panel, a menu appears. This menu allows you to perform additional operations. Your ability to use menu items is based on your iceBar status and the iceBar status of users you are interacting with. For more information, refer to the subsequent chapters.

The right-click options also differ based on the gallery view you selected – Home, Queues, Users, or Teams. For more information on these menu functionalities, refer to the subsequent chapters.

This section discussed the components of iceMonitor. The next section provides information on user roles and permissions.

User Roles and the iceMonitor Tool

Your ability to view information in each row is determined by your user type. The table below explains what you can expect to see and do when you are logged onto iceMonitor, based on your user type. For more information on users and user types, refer to the iceAdministrator User Manual.

What Different User Types Can Do						
User Type	See Gallery	Right-click control	See user Stats	See Queue stats	See Team Stats	State Control
User	Yes	Yes	Only for self	Yes	Only for assigned team	Only for self
Team Leader	Yes	Yes	See stats of team members	Yes	Only for assigned team	For self and team members
Supervisor	Yes	Yes	See stats of those in the same queues	Yes	Yes	For self, team leads, and users that are assigned to a shared queue
Administrator	Yes	Yes	Yes	Yes	Yes	For self, supervisors, team leads, and users

Note: All user types can see every user, queue, and team in the contact center.

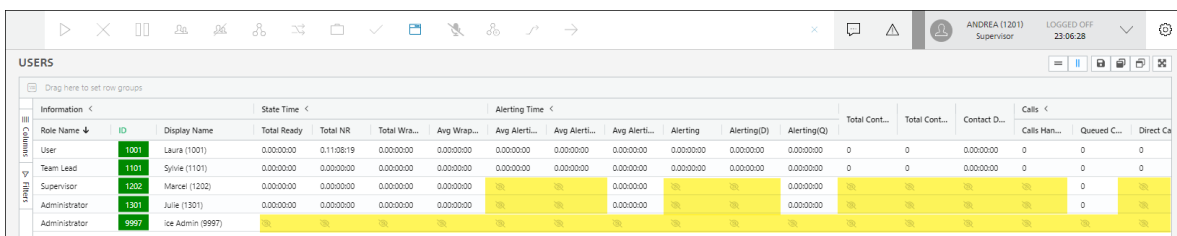
There are additional restrictions on the statistics that Team Leaders and Supervisors can see for users of the same role type or higher.

The following list of statistics are not viewable for Team Leaders if the team member in question is a Team Leader or above, and for Supervisors if the user with whom they share queues is a Supervisor or above.

- TotalContactDuration
- TotalContactsReceived
- TotalContacts
- TotalCallDurationDirect
- AverageEmailDuration
- AverageIMDuration
- AverageAlerting
- AverageAlertingDirect

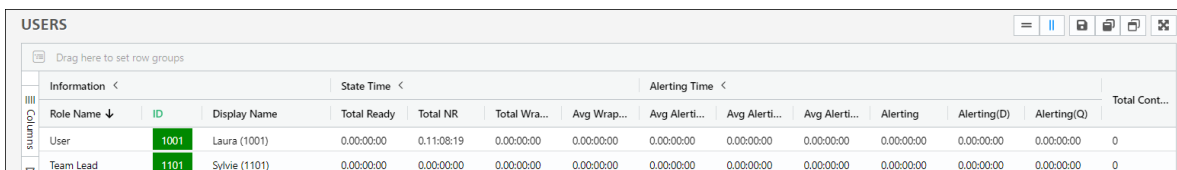
- TotalEmailDuration
- TotalIMDuration
- TotalAlerting
- TotalAlertingDirect
- CallsHandled
- CallTransfersMade
- DirectCallsReceived
- ExternalCallsPlaced
- InternalCallsPlaced
- DirectTransfersReceived
- EmailsReceived
- IMsReceived
- TransferredEmailsDirect
- TransferredEmailsFromQueue
- EmailTransfersMade
- AverageCallDuration
- AverageDirectCallDuration
- ExternalIMsPlaced
- InternalIMsPlaced
- ExternalEmailsPlaced
- InternalEmailsPlaced
- TransferredIMsDirect
- TransferredIMsFromQueue
- IMTransfersMade
- IMsFromQueue
- EmailsFromQueue
- AnsweredQueuedIMsReceived
- DirectIMsReceived
- AnsweredQueuedEmailsReceived
- DirectEmailsReceived

In the example below, the differences in statistic visibility are displayed. The screenshots are taken from the perspective of Supervisor 1201 who shares a common queue with users 1001, 1101, 1202, and 1301. User 1201 does not share any queues in common with user 9997.



Information	State Time	Alerting Time	Total Cont...	Total Cont...	Contact O...	Calls										
Role Name	ID	Display Name	Total Ready	Total NR	Total Wra...	Avg Wrap...	Avg Alerti...	Avg Alerti...	Avg Alerti...	Alerting	Alerting(D)	Alerting(Q)	Total Cont...	Total Cont...	Contact O...	Calls
User	1001	Laura (1001)	0.00:00:00	0.11:08:19	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0.00:00:00	0
Team Lead	1101	Sylvie (1101)	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0.00:00:00	0
Supervisor	1202	Mance (1202)	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0.00:00:00	0
Administrator	1301	Julie (1301)	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0.00:00:00	0
Administrator	9997	Ice Admin (9997)	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0.00:00:00	0

As such, for users 1001 and 1101 who share a common queue with the supervisor and who are not supervisors or above, all statistics are visible.



Information	State Time	Alerting Time	Total Cont...
Role Name	ID	Display Name	Total Ready
User	1001	Laura (1001)	0.00:00:00
Team Lead	1101	Sylvie (1101)	0.00:00:00

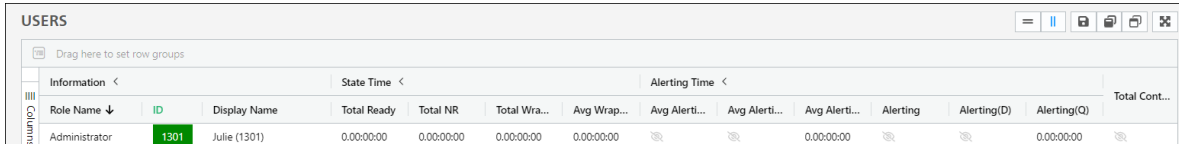
However, for user 1202 who the supervisor shares both a common queue and a role type, the statistics in the list above are hidden.



The screenshot shows the 'USERS' page in iceMonitor. The table displays the following data for user 1202:

Role Name	ID	Display Name	Total Ready	Total NR	Total Wra...	Avg Wrap...	Avg Alerti...	Avg Alerti...	Avg Alerti...	Alerting	Alerting(D)	Alerting(Q)	Total Cont...
Supervisor	1202	Marcel (1202)	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00			0.00:00:00			0.00:00:00	

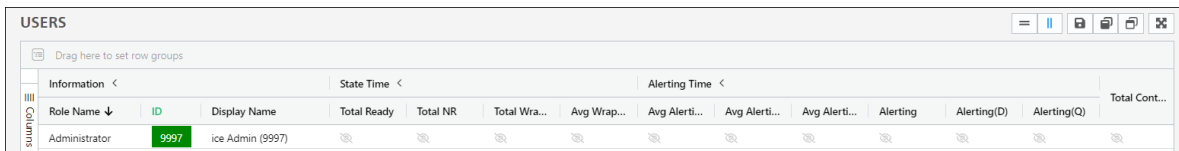
Similarly for user 1301, although they share a common queue, because user 1301 is an administrator, the same statistics from the list above are not visible.



The screenshot shows the 'USERS' page in iceMonitor. The table displays the following data for user 1301:

Role Name	ID	Display Name	Total Ready	Total NR	Total Wra...	Avg Wrap...	Avg Alerti...	Avg Alerti...	Avg Alerti...	Alerting	Alerting(D)	Alerting(Q)	Total Cont...
Administrator	1301	Julie (1301)	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00			0.00:00:00			0.00:00:00	

Lastly, from the screenshot below, administrator 9997 does not share any queues in common with user 1201 and has a higher user type. All statistics on the Users page are hidden.



The screenshot shows the 'USERS' page in iceMonitor. The table displays the following data for user 9997:

Role Name	ID	Display Name	Total Ready	Total NR	Total Wra...	Avg Wrap...	Avg Alerti...	Avg Alerti...	Avg Alerti...	Alerting	Alerting(D)	Alerting(Q)	Total Cont...
Administrator	9997	ice Admin (9997)											

This chapter has provided you with the basic information you need to start using iceMonitor. The next chapter provides information on the Queues screen and tips on how to use it effectively.

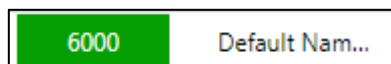


Chapter 2: The Queues Gallery

For information about the queues in your contact center, click *Queues* in the left side menu.

ID	Name	Short Name	Status	TASA	TASA2	Server	Avg Offered	Avg Hand.	Avg Aban.	EWT	Longest L.	Contacts	Abandoned	Offered
5000	Default Name (S...	DF5000	Day Service	00:00:45	00:01:00	Aggregate	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0	0	0
6000	Default Name (S...	DF6000	Day Service	00:00:45	00:01:00	Aggregate	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0	0	0
6001	Sales Voice Que...	Sales VQ	Day Service	00:00:45	00:01:00	Aggregate	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0	0	0
6002	Tech Support Vo...	TechSupp	Day Service	00:00:45	00:01:00	Aggregate	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0	0	0
6003	Customer Servic...	CustSrv	Day Service	00:00:45	00:01:00	Aggregate	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0	0	0
6101	Sales Voice Fem...	FSales	Day Service	00:00:45	00:01:00	Aggregate	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0	0	0
6102	Tech Support V...	FTechSp	Day Service	00:00:45	00:01:00	Aggregate	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0	0	0
6103	Customer Servic...	FCustSrv	Day Service	00:00:45	00:01:00	Aggregate	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0	0	0
6500	Email Queue	Email	Day Service	00:00:45	00:01:00	Aggregate	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:01:17:24	0	0	0
6130	Email French Que...	HFemail	Day Service	00:00:45	00:01:00	Aggregate	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0	0	0
6900	Training Queue	Training	Day Service	00:00:45	00:01:00	Aggregate	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0	0	0
6910	French Training ...	FTrang	Day Service	00:00:45	00:01:00	Aggregate	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0	0	0
7000	IM Queue	IM	Day Service	00:00:45	00:01:00	Aggregate	0:00:09:38	0:00:09:38	0:00:00:00	0:00:00:00	0:01:19:16	0	0	1
7100	IM French Queue	IFIM	Day Service	00:00:45	00:01:00	Aggregate	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0:00:00:00	0	0	0

Each row represents a queue. Each row presents all information about the queue – Queue Name, Queue ID, the state of the queue, and much more. The background color of the Queue ID indicates whether the queue is meeting threshold requirements. For information on how to configure thresholds, refer to *Thresholds* on page 137. To modify threshold colors, refer to *Display Settings* on page 139.

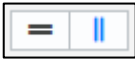




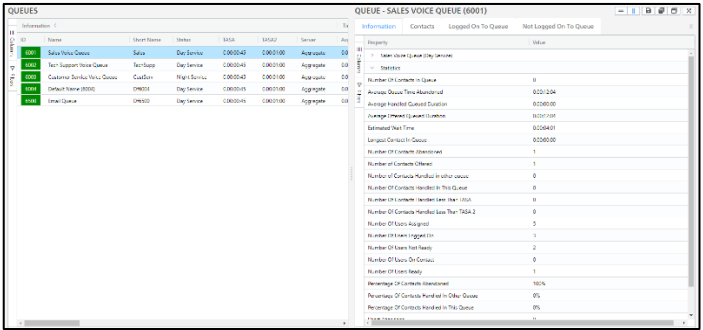
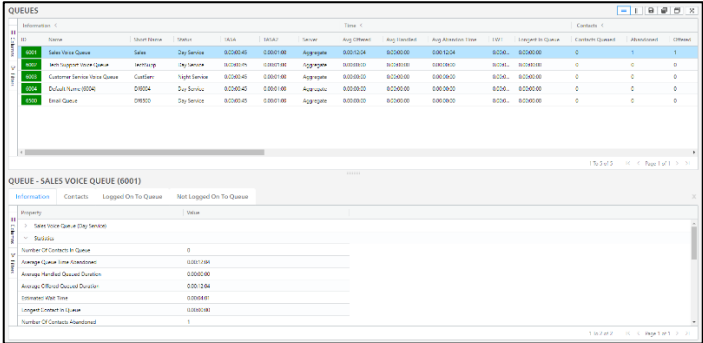
Note:






- All user types have access to Queues. For more information, refer to 'User Roles and the iceMonitor Tool.'
- The supervisor can only issue queue commands to the queues to which he or she is assigned. For more information refer to 'What Different User Types Can Do' on page 24.

The Queues Gallery Toolbar

You can configure the gallery view by using the following options:

iceMonitor Display Options	
Toolbar Item	Function
Layout Options	<p>These options will modify the arrangement of the queue table and the queue detail table.</p>   Use this button to display the tables horizontally.
	 Use this button to display the tables vertically.
Layout Saving Options	<p>These options will allow you to save your layout changes or revert your changes.</p>



iceMonitor Display Options	
Toolbar Item	Function
	  Use this button to save the layout changes.  Use this button to restore your layout to a previously saved layout.  Use this button to reset your layout to the default settings.  Use the button to enter Full Screen Mode. To exit full screen, use the ESC button on your keyboard. <p>For more information on how to manage your layouts, please refer to page 17.</p>

Columns Options

The Queue Table provides all information and data points for each queue. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.

Queue ID	Queue Name	Queue Short Name	Status	Target Average Sp	Target Average Sp	Server Id	Avg Offered	Avg Handled	Avg Abandoned	EWT
6000	Default Nam...	Df6000	Night Service	0.00:00:45	0.00:01:00		0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00
6001	Sales Voice ...	Sales	Day Service	0.00:00:45	0.00:01:00		0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00
6002	Tech Suppor...	TechSupp	Day Service	0.00:00:45	0.00:01:00		0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00
6003	Customer Se...	CustServ	Day Service	0.00:00:45	0.00:01:00		0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00
6004	Default Nam...	Df6004	Day Service	0.00:00:45	0.00:01:00		0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00
6500	Email Queue	Df6500	Day Service	0.00:00:45	0.00:01:00		0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00
6900	Default Nam...	Df6900	Day Service	0.00:00:45	0.00:01:00		0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00
7000	IM Queue	Df7000	Day Service	0.00:00:45	0.00:01:00		0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00

The gallery will refresh with the selected columns.

The table below explains the columns you can display.

Queues Table Columns	
Column Name	Explanation
Information	
Queue ID	The four-digit ID number assigned to the queue, as selected in iceAdministrator
Queue Name	The name of the queue as entered using iceAdministrator
Queue Short Name	The short name of the queue as entered using iceAdministrator.
Status	The status of the queue can be one of three states: Day Service, Night Service, or Busy. Day Service: at least one user is logged onto the queue. (Note: queues can also be forced to day mode in which case no users are

Queues Table Columns	
Column Name	Explanation
	<p>logged in, however, the queue is still open. Examples of this would be voicemail, callback, or email queues).</p> <p>Night Service: no users are logged onto the queue.</p> <p>Busy Mode: the number of contacts in the queue has reached the Busy Queue Threshold that was configured in iceAdministrator.</p> <p>The statistics update in real time. For example, when the last user has logged off a queue, the queue status will change to show Night Service.</p> <p>For more information on queue configuration and queue status, refer to the iceAdministrator User Manual.</p>
Target Average Speed Of Answer	The time threshold configured in iceAdministrator for each queue – the goal is to have contacts answered in less than this amount of time.
Target Average Speed Of Answer 2	A second time threshold configured in iceAdministrator for each queue – the goal is to have contacts answered in less than this amount of time if the Target Average Speed of Answer has not been met.
Server ID	The ID of the ice server corresponding to the queue statistics. If the information displayed is aggregate statistics, the ID displayed is 'Aggregate'.
Time	
Average Offered	The average amount of time a contact stays in the queue, either before the contact is offered to a user or the contact abandons the queue.
Average Handled	The average amount of time a contact waits in the queue before reaching a user.
Average Abandoned Time	The average time a contact waits in the queue before the call is abandoned.
EWT (Estimated Wait Time)	<p>This is based on the wait time in queue of the last handled contact, provided that the number of users logged on to the queue has not changed since the contact was handled.</p> <p>If the number of users logged onto the queue has changed since the last contact was handled, then an equation is used to determine the estimated wait time.</p>

Queues Table Columns	
Column Name	Explanation
Longest In Queue	The number of seconds the oldest contact has been waiting in the queue.
Contacts	
Contacts Queue	The number of contacts currently waiting in the queue.
Abandoned	The number of callers that hung up before reaching a user. Note: Abandoned contacts refer to calls, instant messages and SMS.
Offered	The number of contacts placed into the queue for the current day
Handled	The number of contacts that have been handled in the queue for the current day.
Handled Elsewhere	The number of contacts offered to the queue but handled in another queue.
Handled < TASA	The number of handled contacts that were handled in less than the Target ASA. For example, if your TASA is 45, the numbers here would show the number of contacts that were answered within 44 seconds.
Handled < TASA2	The number of handled contacts that were handled in less than the TASA2. For example, if your TASA2 is 90, the numbers here would show the number of contacts that were answered within 89 seconds.
% Abandoned	The percentage of contacts that abandoned, calculated based on offered contacts.
% Handled In Queue	The percentage of offered contacts handled in the queue, calculated based on offered calls
% Handled Elsewhere	The percentage of contacts offered to this queue but handled in another queue, calculated based on offered calls.
Short Abandons	Displays the number of calls that were abandoned in less than the number of seconds specified as the GOS Short Abandoned threshold in iceAdministrator.
Users	
Number of Users Assigned	The number of users that have been assigned to the queue. Users are assigned to queues using iceAdministrator. For information on user assignments, refer to the iceAdministrator User Manual.
Number Of Users Logged On	The number of users that are logged onto the queue.

Queues Table Columns	
Column Name	Explanation
Number Of Users Ready	The number of users in the Ready state, meaning they are waiting to handle a contact.
Number Of Users Not Ready	The number of users currently logged on minus the number of users on contact and number of users ready.
Number Of Users On Contact	The number of users currently handling a contact.
Grade of Service	
Grade Of Service	<p>The percentage of offered contacts that have been handled in less than the Target ASA. This statistic includes transferred contacts.</p> <p>To arrive at the GOS for a call, ice looks at handled callers wait time in the queue. A caller's queue time starts once they have successfully passed through the Queue Object action in workflow and the caller's queue time ends when they are connected to a user.</p> $GOS = \frac{\text{Number of Calls handled in less than the TASA}}{\text{Number of calls offered to the queue}} \times 100$ <p>GOS is calculated on a per queue basis, not a per medium basis. To have GOS calculated for emails and IMs, you must configure email queues and IM queues. For more information, refer to the iceAdministrator User Manual and the iceWorkflow Designer User Manual.</p>
Grade Of Service 2	<p>The percentage of offered contacts that have been handled in less than the Target ASA2. This statistic includes contacts handled in queues other than the originating queue.</p> <p>To arrive at the GOS2 for a call, ice looks at handled callers wait time in the queue. A caller's queue time starts once he or she has successfully passed through the Queue Object action in workflow and the caller's queue time ends when they are connected to a user.</p> $GOS2 = \frac{\text{Number of Calls handled in less than the TASA2}}{\text{Number of calls offered to the queue}} \times 100$ <p>GOS2 is calculated on a per queue basis, not a per medium basis. To have GOS2 calculated for emails and IMs, you must configure email queues and IM queues. For more information, refer to the</p>

Queues Table Columns	
Column Name	Explanation
	iceAdministrator User Manual and the iceWorkflow Designer User Manual.

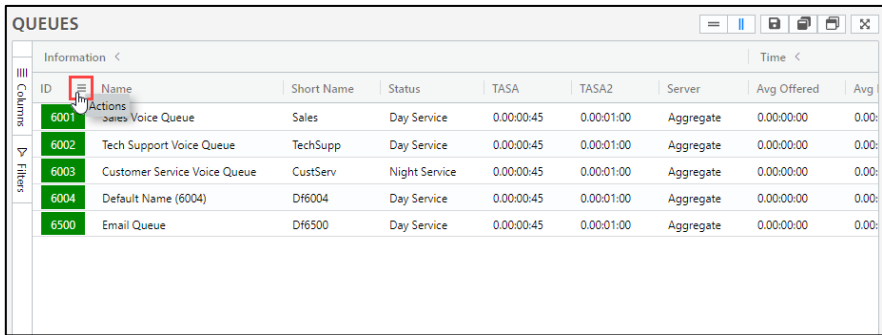
By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Column Headers

Column Header Actions

Click the *Actions* button on the right side of the column name as shown below to open the menu of options.

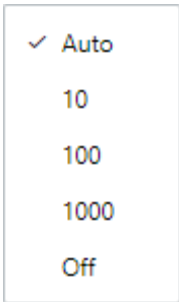


	Pin Column	Ctrl+Alt+P >
	Autosize This Column	Ctrl+Alt+Q
	Autosize All Columns	Ctrl+Alt+A
	Size Columns To Fit	Ctrl+Alt+F
	Expand Column Groups	Ctrl+Alt+E
	Collapse Column Groups	Ctrl+Alt+G
	Clear Filter From This Column	Ctrl+Alt+C
	Clear Filters From All Columns	Ctrl+Alt+X
	Save Columns	Ctrl+Alt+S
	Restore Columns	Ctrl+Alt+R
	Reset Columns	Ctrl+Alt+Z
	Pagination	Ctrl+Alt+I >
	Show Sidebar	Ctrl+Alt+T >
	Hide Sidebar	Ctrl+Alt+T

Select an option from the menu to configure the columns and rows in the table.

The table below explains the menu options provided.

Column Heading Menu Options	
Menu Option	Function
Pin Column	Select this option to lock the column on to one side of the table. Options include: <ul style="list-style-type: none"> ▪ Pin Left ▪ Pin Right ▪ No Pin
Autosize This Column	Resize the selected column to only the necessary width.
Autosize All Columns	Resize all columns to only the necessary width.
Size Columns To Fit	Resize all columns to only the minimum width.
Expand Column Groups	Display all columns within each group.
Collapse Column Groups	Hide columns to display Group Names.

Column Heading Menu Options	
Menu Option	Function
Clear Filter From This Column	Remove all filters added to the selected column.
Clear Filters From All Columns	Remove all filters from all columns in the table.
Save Columns	Save the current column settings.
Restore Columns	Revert column settings to the previous version.
Reset Columns	Reset column settings to the default settings.
Pagination	<p>Sets the number of rows displayed in the table.</p>  <p>Auto will fit as many rows as possible without using a scrollbar. Off to turn off pagination and display all rows on the same page.</p>
Show Sidebar	Display sidebar options including Filter and Column settings.
Hide Sidebar	Hide sidebar options including Filter and Column settings.

Column Header Sorting

Select the column name to sort the rows in the table by the selected column.

QUEUES

Information <

Queue_...	Queue_Name	Queue_ShortName	Status	TASA	TASA2	Queu
6001	Sales Voice Queue	Sales	Day Service	0.00:00:45	0.00:01:00	Aggre
6002	Tech Support Voice Queue	TechSupp	Day Service	0.00:00:45	0.00:01:00	Aggre
6003	Customer Service Voice Queue	CustServ	Night Service	0.00:00:45	0.00:01:00	Aggre
6004	Default Name (6004)	Df6004	Night Service	0.00:00:45	0.00:01:00	Aggre
6500	Email Queue	Df6500	Day Service	0.00:00:45	0.00:01:00	Aggre

QUEUES

Information <

Queue_...	Queue_Name	Queue_ShortName	Status	TASA	TASA2	Queu
6500	Email Queue	Df6500	Day Service	0.00:00:45	0.00:01:00	Aggre
6004	Default Name (6004)	Df6004	Night Service	0.00:00:45	0.00:01:00	Aggre
6003	Customer Service Voice Queue	CustServ	Night Service	0.00:00:45	0.00:01:00	Aggre
6002	Tech Support Voice Queue	TechSupp	Day Service	0.00:00:45	0.00:01:00	Aggre
6001	Sales Voice Queue	Sales	Day Service	0.00:00:45	0.00:01:00	Aggre

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of queues.

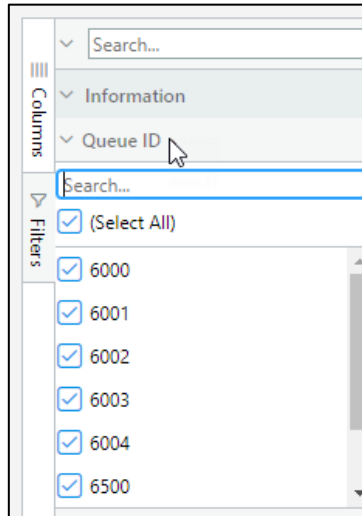
QUEUES

Information < Time <

Search...

Queue_...	Queue N...	Queue S...	Status	Target A...	Target A...	Server Id	Avg Offe...	Avg Han...	Avg Aba...	EWT
6000	Default Nam...	Df6000	Night Service	0.00:00:45	0.00:01:00		0.00:00:00	0.00:00:00	0.00:00:00	0.00:00
6001	Sales Voice ...	Sales	Day Service	0.00:00:45	0.00:01:00		0.00:00:00	0.00:00:00	0.00:00:00	0.00:00
6002	Tech Suppor...	TechSupp	Day Service	0.00:00:45	0.00:01:00		0.00:00:00	0.00:00:00	0.00:00:00	0.00:00
6003	Customer Se...	CustServ	Day Service	0.00:00:45	0.00:01:00		0.00:00:00	0.00:00:00	0.00:00:00	0.00:00
6004	Default Nam...	Df6004	Day Service	0.00:00:45	0.00:01:00		0.00:00:00	0.00:00:00	0.00:00:00	0.00:00
6500	Email Queue	Df6500	Day Service	0.00:00:45	0.00:01:00		0.00:00:00	0.00:00:00	0.00:00:00	0.00:00
6900	Default Nam...	Df6900	Day Service	0.00:00:45	0.00:01:00		0.00:00:00	0.00:00:00	0.00:00:00	0.00:00
7000	IM Queue	Df7000	Day Service	0.00:00:45	0.00:01:00		0.00:00:00	0.00:00:00	0.00:00:00	0.00:00

Columns: Avg Offered, Avg Handled, Avg Abandon Time, EWT, Longest In Queue, Contacts, Contacts Queued, Abandoned, Offered, Handled, Handled Elsewhere, Handled-TASA, Handled-TASA2, % Abandoned, % Handled In Queue, % Handled Elsewhere, Short Abandons, Users, Assigned, Logged On



The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a column name in the list.

Row Groups

Click and drag columns to the top of the grid to categorize or group the rows in the grid.

An example of using Row Groups:

ID	Name	Short Name	Status	TASA	TASA2	Server	Avg Offered	Avg Handl...	Avg Aban...	EWFT	Longest L...	Contacts ...	Abandoned	Offered
5000	Default Name (S...	DF5000	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
5000	Default Name (S...	DF6000	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
5001	Sales Voice Que...	Sales VQ	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
5002	Tech Support Vo...	TechSupp	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
5003	Customer Servic...	CustServ	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
6101	Sales Voice Fre...	FSales	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
6102	Tech Support V...	FTechSup	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
6103	Customer Servic...	FCustSrv	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
6500	Email Queue	Email	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.01:17.24	0.00:00:00	0	0	0
6510	Email French Qu...	FEEmail	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
6900	Training Queue	Training	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
6910	French Training ...	FRTraining	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0
7000	IM Queue	IM	Day Service	00:00:45	00:01:00	Aggregate	0.00:09:38	0.00:09:38	0.00:00:00	0.01:18.16	0.00:00:00	0	0	1
7100	IM French Queue	FRIM	Day Service	00:00:45	00:01:00	Aggregate	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0	0	0

1. Click and drag the Status column to the top of the grid.

QUEUES ice Servers: Aggregate

Information <

ID	Status	Name
6000	Night Service	Default Name (6000)
6001	Day Service	Sales Voice Queue
6002	Day Service	Tech Support Voice Queue

2. The rows are now grouped by Status:

Information <

Group	ID	Status	Name	Short Name	TASA
> Night Service (9)					
> Day Service (4)					

Note: You can add multiple columns to the top of the grid to create nested groups.

Right-click menu options

Right-click on a row in the table to perform additional tasks, such as log off all users from the queue.

QUEUES

Information <

ID	Name	Short Name	Status	TASA	TASA2
6001	Sales Voice Queue	Sales	Day Service	0.00:00:45	0.00:01:...
6002	Tech Support Voice Queue				0.00:01:...
6003	Customer Service Voice Queue				0.00:01:...
6004	Default Name (6004)				0.00:01:...
6500	Email Queue	Df6500	Day Service	0.00:00:45	0.00:01:...

Right-click menu options:

- Send Quick Message To All Assigned Users In Queue
- Send Quick Message To Logged On Users In Queue
- Log Off All Users From This Queue

The table below provides information on right click menu options in the Queue gallery.

Queues Table Right-Click Menu	
Menu Option	Function
Send Quick Message to All Assigned Users In Queue	Select this option to use the Quick Text feature and send a message to all users assigned to the selected Queue.
Send Quick message to Logged On Users In Queue	Select this option to use the Quick Text feature and send a message to all logged on users assigned to the selected Queue.
Log Off All Users From This Queue	Logs all users off from this queue. All users who were logged on to this queue are now logged off. Users are still logged onto ice.

This section has discussed the Queue gallery, Queue statistics, and the right click options. The next section describes how to drill down into statistics for individual queues.

Details Table for the Queues Gallery

To find more information about a queue:

1. Click on the row in the queue table.
2. The Details Table for that queue will display.

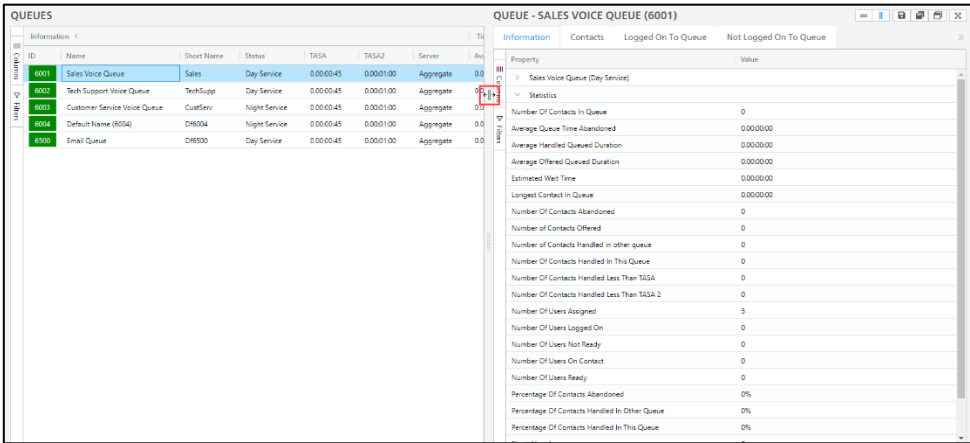
ID	Name	Short Name	Status	TASA	TASA2	Server	Av
6001	Sales Voice Queue	Sales	Day Service	0.000045	0.000100	Aggregate	0.0
6002	Tech Support Voice Queue	TechSupp	Day Service	0.000045	0.000100	Aggregate	0.0
6003	Customer Service Voice Queue	CustServ	Night Service	0.000045	0.000100	Aggregate	0.0
6004	Default Name (6004)	DH6004	Night Service	0.000045	0.000100	Aggregate	0.0
6000	Email Queue	DH6500	Day Service	0.000045	0.000100	Aggregate	0.0

Property	Value
Sales Voice Queue (Day Service)	
Statistics	
Number Of Contacts In Queue	0
Average Queue Time Abandoned	0.000000
Average Handled Queued Duration	0.000000
Average Offered Queued Duration	0.000000
Estimated Wait Time	0.000000
Longest Contact In Queue	0.000000
Number Of Contacts Abandoned	0
Number Of Contacts Offered	0
Number Of Contacts Handled in other queue	0
Number Of Contacts Handled In This Queue	0
Number Of Contacts Handled Less Than TASA	0
Number Of Contacts Handled Less Than TASA 2	0
Number Of Users Assigned	5
Number Of Users Logged On	0
Number Of Users Not Ready	0
Number Of Users On Contact	0
Number Of Users Ready	0
Percentage Of Contacts Abandoned	0%
Percentage Of Contacts Handled In Other Queue	0%
Percentage Of Contacts Handled In This Queue	0%

The Details Table consists of the following sections:

- Information
 - Summary statistics for the queue
- Contacts
 - A list of all contacts currently queued
- Logged On To Queue
 - Which assigned users have logged onto the queue
- Not Logged On To Queue
 - Which assigned users are logged off from the queue

Each section can be resized so that you can fit the information you want to see. The information inside each section of the Details Panel will readjust as necessary. Each section of the details panel can also be maximized to fill the entire panel space. Scrollbars appear where information does not fit into a section of the panel (i.e., when there is too much information and not enough room on the display).



The list of all queues are displayed on the left, allowing for easy comparison among queues. You can view the Details Table for other queues by clicking on the rows housed in the table on the left.

Information Tab

This is the largest portion of the Queue Details Table.

Columns Options

The Detail Table for Queues provides all information and data points for the selected queue. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.

ID	Name	Short Name	Status	TASA	TASAZ	Server	Avail
6001	Sales Voice Queue	Sales	Day Service	0.0000:45	0.0001:00	Aggregate	0.0
6002	Tech Support Voice Queue	TechSupp	Day Service	0.0000:45	0.0001:00	Aggregate	0.0
6003	Customer Service Voice Queue	CustServ	Night Service	0.0000:45	0.0001:00	Aggregate	0.0
6004	Default Name (6004)	CH604	Night Service	0.0000:45	0.0001:00	Aggregate	0.0
6005	Email Queue	CH605	Day Service	0.0000:45	0.0001:00	Aggregate	0.0

The gallery will refresh with the selected columns.

The table below explains the columns you can display.

Queue Information Tab Columns	
Statistics	Explanation
Type	Type of queue data. Options include Information and Statistics.
Property	All informational and statistic properties for queues.
Value	The value of the information and statistic properties for the selected queue.

By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the options available to filter your list of data points.

The screenshot displays the 'QUEUES' table with columns: ID, Name, Short Name, Status, TASA, TASA2, Server, and Age. The 'Sales Voice Queue' is selected. The 'Filters' sidebar is open, showing a search field and a list of filter options under the 'Type' heading. The 'Filters' section includes 'Information' and 'Statistics' with checkboxes. A 'Reset Filter' button is located at the bottom of the sidebar.

The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

Contacts Tab

The Contacts Tab will provide information on the contacts currently waiting in the selected queue.

To view details for the contacts waiting in the queue, click the arrow under the ID column:

QUEUES

ID	Name	Short Name	Status	TASA	TASA2	Server	Av
6001	Sales Voice Queue	Sales	Day Service	0.00:00:45	0.00:01:00	Aggregate	0.0
6002	Tech Support Voice Queue	TechSupp	Day Service	0.00:00:45	0.00:01:00	Aggregate	0.0
6003	Customer Service Voice Queue	CustServ	Night Service	0.00:00:45	0.00:01:00	Aggregate	0.0
6004	Default Name (8004)	DR6004	Day Service	0.00:00:45	0.00:01:00	Aggregate	0.0
6005	Email Queue	DR6005	Day Service	0.00:00:45	0.00:01:00	Aggregate	0.0

QUEUE - SALES VOICE QUEUE (6001)

Information | **Contacts** | Logged On To Queue | Not Logged On To Queue

ID	Type	Name	Address	State	User Data	Time In This ...	Server
84	Voice	Kathika	sip:kathika...	Waiting		0:00:00:36	

QUEUE - SALES VOICE QUEUE (6001)

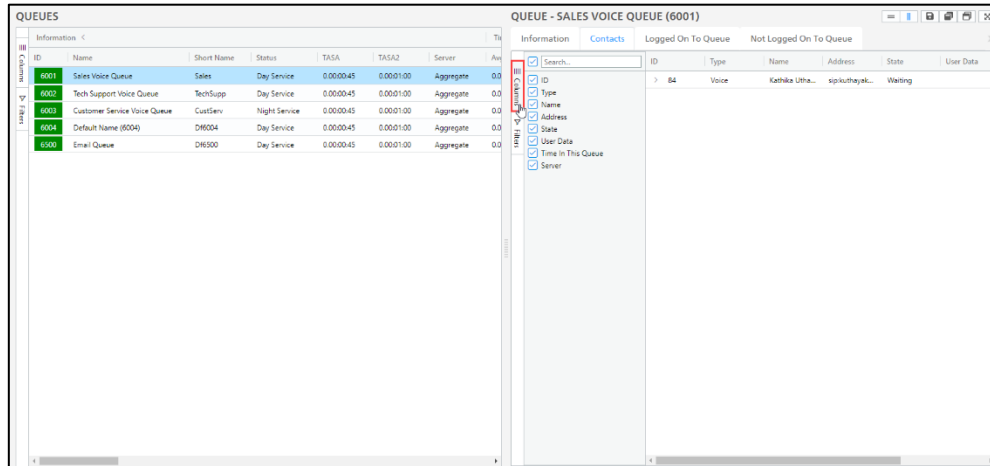
Information | **Contacts** | Logged On To Queue | Not Logged On To Queue

ID	Type	Name	Address	State	User Data	Time In This ...	Server
84	Voice	Kathika	sip:kathika...	Waiting		0:00:00:45	

Timestamp	Event	Event Detail	Activities
December 06, 2020 06:35:45 ...	Created	sip:kathika...	
December 06, 2020 06:35:45 ...	Voice Added	1	
December 06, 2020 06:35:45 ...	In Workflow		
December 06, 2020 06:35:51 ...	Queued	Queue ID: 6001	

Columns Options

The Contacts tab provides information regarding the contacts waiting in the selected queue. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

Queue Contacts Tab Columns	
Statistics	Explanation
Contact ID	The unique ID for the contact waiting in the queue.
Contact Name	The name of the contact waiting in the queue.
Contact Address	The address of the contact waiting in the queue – e.g., phone number, email, or SIP address.
State	The state of the contact waiting in the queue.
User Data	Contents of the User Data field for the contact waiting in the queue.
Time in This Queue	The amount of time the contact has been waiting in the queue.
Server	The server that the contact is waiting on.

By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of queues.

The screenshot shows the 'QUEUES' section of the iceMonitor interface. On the left, a table lists several queues with columns for ID, Name, Short Name, Status, TASA, TASA2, Server, and Av. The 'Sales Voice Queue' (ID 6001) is highlighted. On the right, a detailed view for 'QUEUE - SALES VOICE QUEUE (6001)' is shown, including tabs for 'Information', 'Contacts', 'Logged On To Queue', and 'Not Logged On To Queue'. The 'Contacts' tab is active, displaying a table with columns for ID, Type, Name, Address, State, and User Data. A red box highlights the 'Filters' heading in the left sidebar of the main interface.

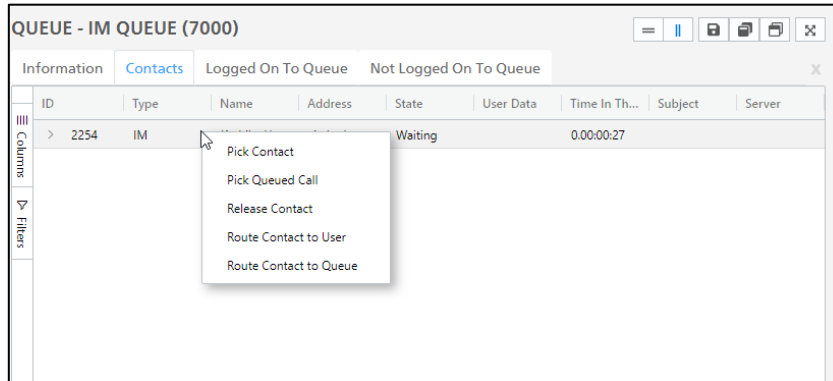
This close-up shows the 'Filters' panel in the iceMonitor interface. It features a search field at the top. Below it, the 'Columns' section is expanded to show 'ID' and 'Type'. The 'Filters' section contains a search field, a '(Select All)' checkbox, and four checked checkboxes: 'Voice', 'IM', 'Autodial', and 'Email'. A 'Reset Filter' button is located at the bottom of the panel.

The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

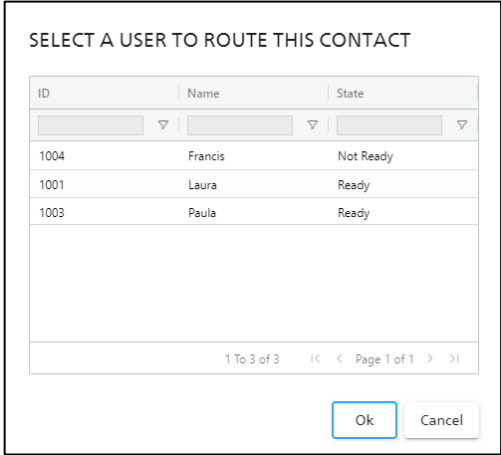
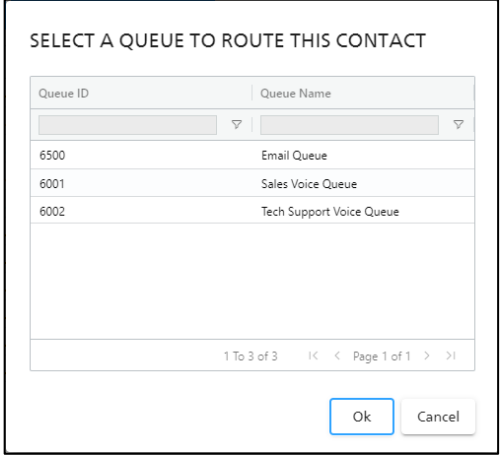
Right-click menu Options

Right-click on a row in the table to perform additional tasks, such as route contacts to users from queue.



The table below provides information on right click menu options in the Queue gallery Contacts Tab.

Queue Gallery Contacts Tab Right-Click Menu	
Menu Option	Function
Pick Contact	Use this option to pick the selected contact from queue and handle it. Note: When this option is selected, the contact will be routed to your connection address.
Pick Queued Call	Use this option to pick the selected call from queue and handle it. Note: When this option is selected, the call will be routed to your connection address.
Release Contact	Select this option to release (end) the contact. When this option is selected, the following window appears: <div data-bbox="527 1465 1211 1745" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> </div> Click <i>Yes</i> to release the contact or click <i>No</i> or <i>x</i> to close the window.

Queue Gallery Contacts Tab Right-Click Menu	
Menu Option	Function
Route Contact to User	<p>Route the contact to a specific user.</p> <p>When this option is selected, the following window appears to select a user from:</p> 
Route Contact to Queue	<p>Route the contact to a specific queue.</p> <p>When this option is selected, the following window appears to select a queue from:</p> 
View Email	Select this option to view the email interaction history.

Queue Gallery Contacts Tab Right-Click Menu									
Menu Option	Function								
	<div style="border: 1px solid black; padding: 10px;"> <p>EMAIL</p> <p>Subject: Re: Service From: Michael<Michael@gmail.com> To: ice<ice> Cc:</p> <p>Hi Erin, Thanks very much for the quick and helpful response.</p> <p>ATTACHMENTS:</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Size</th> <th>Mime Type</th> <th>Download</th> </tr> </thead> <tbody> <tr> <td>image001.jpg</td> <td>2241888</td> <td>image/jpeg</td> <td></td> </tr> </tbody> </table> <p style="text-align: right;"><input type="button" value="Ok"/></p> </div> <p>Note: This option is only available for email contacts.</p>	Name	Size	Mime Type	Download	image001.jpg	2241888	image/jpeg	
Name	Size	Mime Type	Download						
image001.jpg	2241888	image/jpeg							

Assignments

In the Assignments section, you can see which assigned users are logged on and which assigned users are logged off.

1. Click *Logged On To Queue* to see the users that are logged on to the queue.

ID	Image	Name	State	State Duration	Role Name	Logon Server
1001		Laura	No Reason	0.00:21:49	User	
1002		Lucas	Ready	0.00:00:36	User	
1101		Sylvie	No Reason	0.00:00:29	Team Lead	

2. Click *Not Logged On To Queue* to see the users who are not logged on to the queue.

ID	Image	Name	State	State Duration	Role Name	Logon Server
1201		Andrea	Logged Off	11:07:33:01	Supervisor	
1301		Julie	Ready	2:01:59:38	Administrator	

Columns Options

Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.

ID	Name	Short Name	Status	TASA	TASAZ	Server	Avg
6001	Sales Voice Queue	Sales	Day Service	0.00:00:45	0.00:01:00	Aggregate	0.0
6002	Tech Support Voice Queue	TechSupp	Day Service	0.00:00:45	0.00:01:00	Aggregate	0.0
6003	Customer Service Voice Queue	CustServ	Night Service	0.00:00:45	0.00:01:00	Aggregate	0.0
6004	Default Name (6004)	DR6004	Day Service	0.00:00:45	0.00:01:00	Aggregate	0.0
6000	Email Queue	DR6000	Day Service	0.00:00:45	0.00:01:00	Aggregate	0.0

ID	Image	Name	State	State Duration	Role Name
1001		Laura	No Reason	0:00:23:20	User
1002		Lucas	Ready	0:00:02:07	User
1011		Sylvie	No Reason	0:00:02:00	Team

The gallery will refresh with the selected columns.

The table below explains the columns you can display.

Queue Logged On/Off Users Tab Columns	
Statistics	Explanation
ID	User ID as per the user's profile in iceAdministrator.
Image URL	URL of the image as per the user's profile in iceAdministrator.
Name	Name of the user as per the user's profile in iceAdministrator.
State	The current state of the user.
State Time	The current state time of the user.

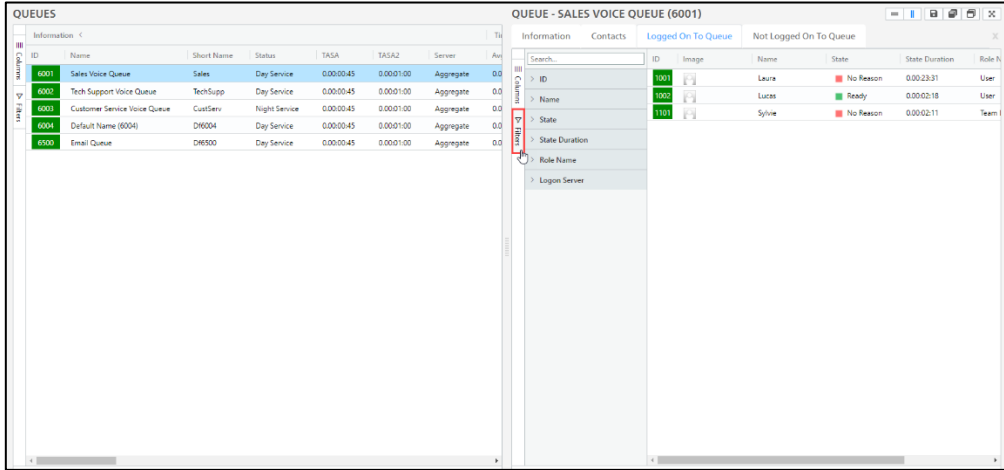
Queue Logged On/Off Users Tab Columns	
Statistics	Explanation
Role Name	The user's role name as per the user's profile in iceAdministrator.
User_LogonServer	The server the user is logged into.

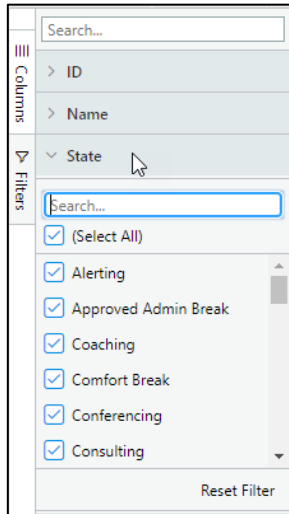
By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of queues.





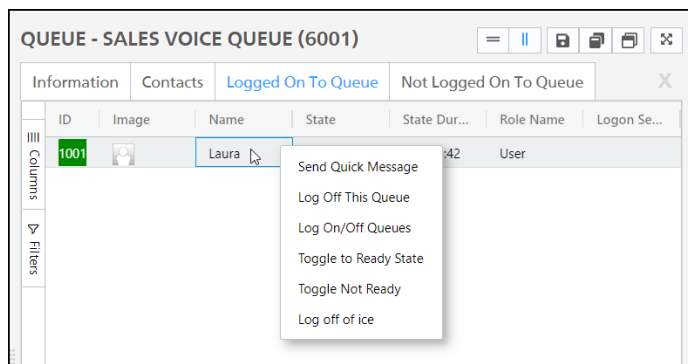
The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

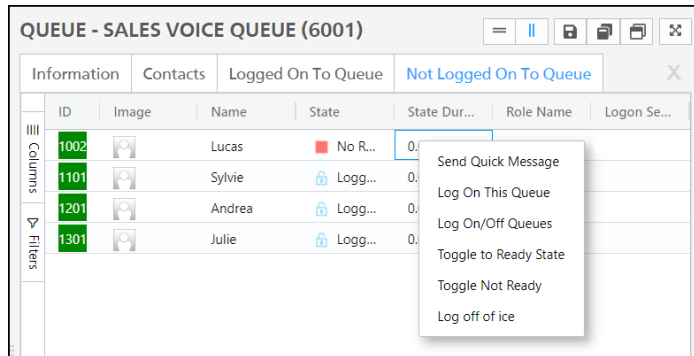
Right-click menu options

Right-click on a row in the table to perform additional tasks, such as logging a user in and changing their state.

The following shows a list of right-click options that are available under the Logged On To Queue tab.



The following shows a list of right-click options that are available under the Not Logged On To Queue tab.



The menu options that are available to you depends on your access level, whether or not you are logged on, and whether or not the user you wish to interact with is logged on. For more information, refer to Chapter 3: The Users Screen Right-click menu options on page 70.



Chapter 3: The Users Gallery

The next available gallery view is the Users gallery. It displays information for all users in your contact center.

ID	Name	Display Name	Role Name	Status	State Dur...	Pending S...	V...	IM A...	E...	Logon Ser...	Server Assignem...	R...	W...	V	Workstat...
1001	Luca	Luca (1001)	User	Logged Off	3.03.2004			spita...	lu...		iceA				Physical
1002	Lucas	Lucas (1002)	User	Logged Off	3.03.2004			spit...	lu...		iceA				Physical
1003	Paula	Paula (1003)	User	Logged Off	3.03.2004			spR...	Pa...		iceA				Physical
1004	Francis	Francis (1004)	User	Logged Off	3.03.2004			spfr...	Fra...		iceA				Physical
1005	QA Andrei	QA Andrei (1005)	User	Logged Off	3.03.2004			spqa...	aq...		iceA				Physical
1071	User 1	User 1 (1071)	User	Logged Off	3.03.2004			spit...	ho...		iceA				Physical
1072	User 2	User 2 (1072)	User	Logged Off	3.03.2004			spit...	ho...		iceA				Physical
1077	Team Lead 1	Team Lead 1 (1077)	Team Lead	Logged Off	3.03.2004			spit...	ho...		iceA				Physical
1078	Supervisor 1	Supervisor 1 (1078)	Supervisor	Logged Off	3.03.2004			spit...	os...		iceA				Physical
1079	Administrator 1	Administrator 1 (1079)	Administrator	Logged Off	3.03.2004			spit...	ho...		iceA				Physical
1101	Sylvie	Sylvie (1101)	Team Lead	Logged Off	3.03.2004			spia...	sh...		iceA				Physical
1102	Antonio	Antonio (1102)	Team Lead	Logged Off	3.03.2004			spia...	spit...		iceA				Physical
1111	Diana	Diana (1111)	Administrator	Logged Off	0.00.01.12			spia...	sp...		iceA	8...	D...	L...	Physical
1201	Andrea	Andrea (1201)	Supervisor	Logged Off	3.03.2004			spia...	an...		iceA				Physical
1202	Marcel	Marcel (1202)	Supervisor	Logged Off	3.03.2004			spia...	sa...		iceA				Physical

Each row represents a user, and all the information associated with the user – User Name, User ID, the state of the user, and much more. The background colour of the User ID indicates whether the user is meeting threshold requirements. For information on how to configure thresholds, refer to [Thresholds](#) on page 137. To modify threshold colors, refer to [Display Settings](#) on page 139.





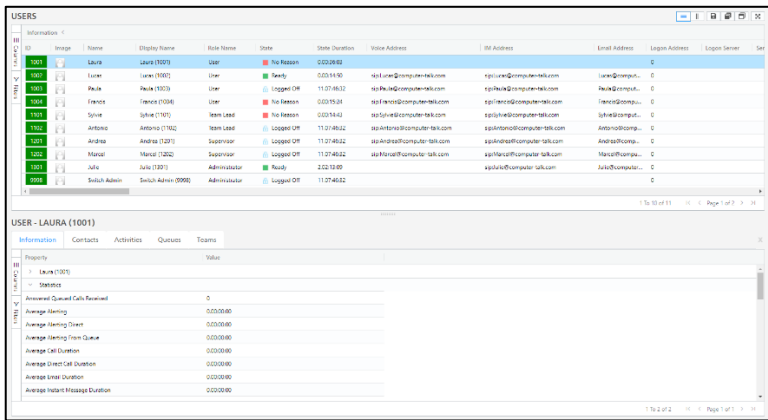

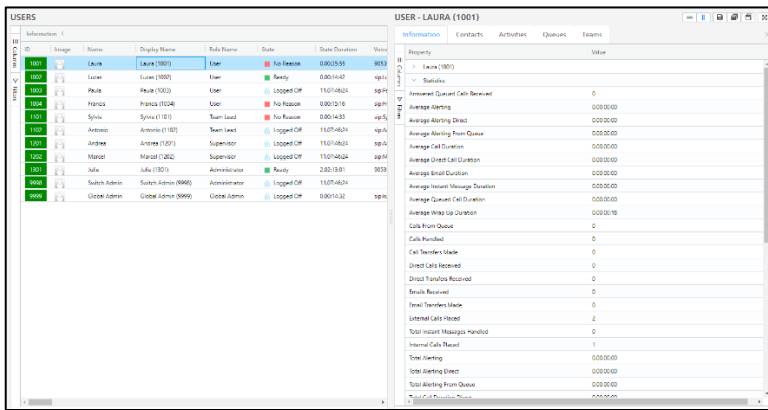
Note:






- All user types have access to the Users screen.
- Your user type controls your ability to view information about the different users.

For example, Administrators can view all the information for all the users, team leaders, and supervisors in the switch. In contrast, Team Leaders can only view the information for users in the same teams. For more information on user types and levels of access, refer to [What Different User Types Can Do](#) on page 24.

The User Gallery Toolbar

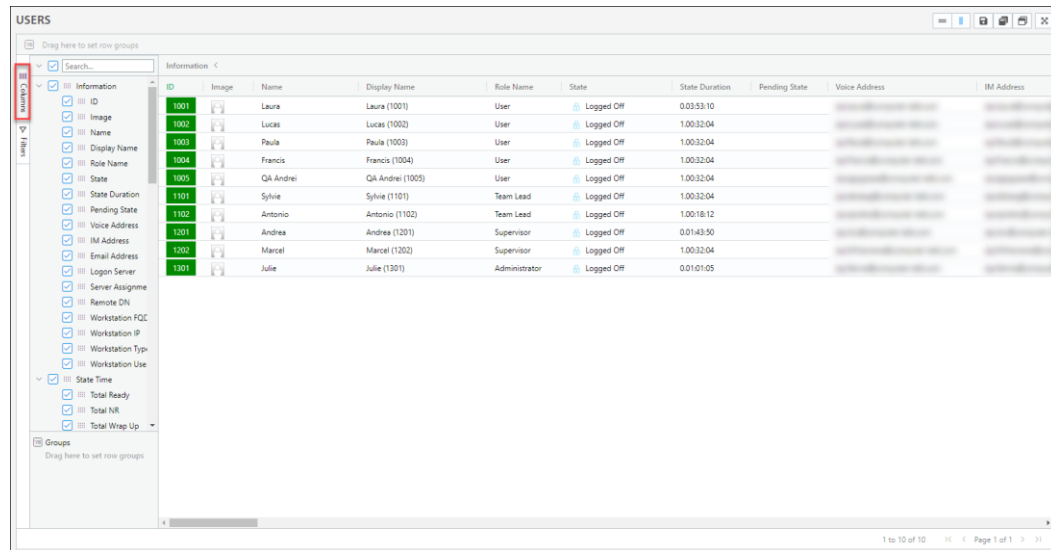
You can configure the gallery view by using the following options:

iceMonitor Display Options	
Toolbar Item	Function
Layout Options	<p>These options will modify the arrangement of the user table and the user detail table.</p>   <p>Use this button to display the tables horizontally.</p> 
	 <p>Use this button to display the tables vertically.</p> 

iceMonitor Display Options	
Toolbar Item	Function
Layout Saving Options	<p>These options will allow you to save your layout changes or revert your changes.</p>  <p> Use this button to save the layout changes.</p> <p> Use this button to restore your layout to a previously saved layout.</p> <p> Use this button to reset your layout to the default settings.</p> <p> Use the button to enter Full Screen Mode. To exit full screen, use the ESC button on your keyboard.</p> <p>For more information on how to manage your layouts, please refer to page 17.</p>

Columns Options

The User Table provides all information and data points for each user. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

Users Table Columns	
Column Name	Explanation
Information	
ID	Refers to the User ID.
Image	Displays the Image as per the user's profile in iceAdministrator.
Name	Refers to the Username.
Display Name	Refers to the Username and User ID.
Role Name	User role: user, team lead, supervisor, and administrator.
State	Refers to the iceBar state that a user is in.
State Duration	Refers to the iceBar state time.
Pending State	Refers to the iceBar pending state that a user selects while on a contact or in Wrapup state.

Users Table Columns	
Column Name	Explanation
Voice Address	Refers to user's phone number or SIP address used for voice contacts.
IM Address	Refers to user's SIP address used for IM contacts.
Email Address	Refers to user's email address used for email contacts.
Logon Server ID	Server name that the user is logged into.
Server Assignment	User's server assignment as per the associated configuration group.
Remote DN	Refers to user's phone number or SIP address used for voice contacts.
Workstation FQDN	Refers to the FQDN configured for the workstation.
Workstation IP	Refers to the IP address configured on the workstation.
Workstation Type	Refers to the type as configured on the workstation.
Workstation User	Refers to the Username as configured on the workstation.
State Time	
Total Ready	The total amount of time the user spent in the Ready state, based on the total amount of time the user was logged on to ice. For more information on the Ready state, refer to the iceBar User Manual.
Total NR	The total amount of time the user spent in the Not Ready state, based on the total amount of time the user was logged on to ice. For more information on the Not Ready state, refer to the iceBar User Manual.
Total Wrap	The total amount of time the user spent in the Wrapup state.
Avg Wrap	The average time the user spent in the Wrapup state.
Alerting Time	
Avg Alerting	The average amount of time contacts alerted at the user's workstation, based on the total number of contacts that were presented to the user. This can be summarized by the following equation:

Users Table Columns	
Column Name	Explanation
	$\frac{\text{Total time calls alerted}}{\text{Total number of calls received since user logged on}}$
Avg Alerting (D)	<p>The average amount of time direct contacts alerted at the user's workstation, based on the total number of direct contacts that were presented to the user.</p> <p>This can be summarized by the following equation:</p> $\frac{\text{Total time direct calls alerted}}{\text{Total number of direct calls received since user logged on}}$
Avg Alerting (Q)	<p>The average amount of time queued contacts alerted at the user's workstation, based on the total number of queued contacts that were presented to the user.</p> <p>This can be summarized by the following equation:</p> $\frac{\text{Total time queued calls alerted}}{\text{Total number of queued calls received since user logged on}}$
Alerting	<p>The total amount of time the calls have alerted at the user's workstation since the user first logged on for the current day.</p> <p>Note: does not include alerting time for calls that were rejected or not answered. This number includes both Total Alerting From Queue and Total Alerting Direct.</p>
Alerting (D)	<p>The total amount of time direct voice contacts have alerted at the user's workstation.</p>
Alerting (Q)	<p>The total amount of time queued voice contacts have alerted at the user's workstation.</p>
Total Contacts	<p>Refers to the total number of contacts the user handled.</p> <p>Note: this statistic includes contacts placed and contacts received.</p>
Total Contacts Received	<p>Refers to the total number of received.</p>
Contact Duration	<p>Refers to the total amount of time that a user spent on direct and queued contacts.</p> <p>Direct calls are those that do not arrive from the queue. They could be user-to-user calls or calls that are directed to a specific user through a dial-by-extension workflow.</p>
Calls	
Calls Handled	<p>The total number of calls received or placed since the user first logged on for the day.</p>

Users Table Columns	
Column Name	Explanation
Queued Calls	The number of queued calls (presented directly from the queue or through a transfer) that the user received for the current day.
Direct Calls	The number of direct calls presented directly to the user on the current day.
Answered Calls (Q)	The number of queued calls that the user answered.
Queued Transfers	The number of transferred queued calls that the user answered.
Direct Transfers	The number of direct calls the user answered.
External Calls Placed	The number of outbound calls (including calls that users began to dial but did not complete due to invalid or busy destination) the user placed.
Internal Calls Placed	The number of calls the user placed to other users in the contact center.
Call Transfers	<p>The number of direct or outbound calls that were transferred to and answered by the user.</p> <p>For example, if User X has received a direct call or placed an outbound call, and then transferred the call to User Y, it will show in User Y statistics as a Direct Transfer Received.</p>
Avg Call	<p>The average amount of time a user spent handling direct and queued calls, based on the total number of calls the user received since the user first logged on for the current day.</p> <p>This can be summarized by the following equation:</p> $\frac{\text{Total time spent handling calls}}{\text{Total number of calls received since user logged on}}$
Avg Call (Q)	<p>The average amount of time a user spent handling calls from the queue, based on the total number of queued calls the user received since the user first logged on for the current day.</p> <p>This can be summarized by the following equation:</p> $\frac{\text{Total time spent handling queued calls}}{\text{Total number of queued calls received since user logged on}}$
Avg Call (D)	<p>The average amount of time a user spent handling direct calls, based on the total number of direct calls the user received since the user first logged on for the current day.</p> <p>This can be summarized by the following equation:</p>

Users Table Columns	
Column Name	Explanation
	$\frac{\text{Total time spent handling direct calls}}{\text{Total number of direct calls received since user logged on}}$
Call Duration (Q)	The total amount of time a user spent on handling voice contacts from the queue.
Call Duration (D)	The total amount of time a user spent on handling direct voice contacts.
IMs	
IMs Handled	The total number of instant messages the user handled, including direct IMs, IMs from the queue, and/or inbound and outbound IMs placed by the user.
Ext IMs	The number of outbound instant messages placed.
Int IMs	The number of instant messages the user placed to other users in the contact center.
Avg IM	The average time a user spent on handling instant message contacts.
Queued IMs	The number of instant messages the user received from the queue.
Answered IMs(Q)	The total number of instant messages the user handled from the queue.
Direct IMs	The total number of instant messages the user received directly from other ice users.
Xfered IMs(D)	The total number of direct instant messages the user transferred.
Xfered IMs(Q)	The total number of queued instant messages the user transferred.
Xfered IMs	The total number of instant messages the user transferred, including direct and queued.
IM Duration	The total amount of time a user spent on handling instant message contacts. Note: This statistic includes Transferred IMs From Queue, Transferred IMs Direct, and IM Transfers Made.
Emails	
Emails (R)	The number of direct and queued email messages the user received.
Ext Emails	The number of outbound email messages placed.
Int Emails	The number of email messages the user placed to other users in the contact center.

Users Table Columns	
Column Name	Explanation
Xfered Emails (D)	The number of transferred emails that the user received directly.
Xfered Emails (Q)	The number of transferred emails that the user received from the queue.
Xfered Emails	The number of emails the user transferred to another user.
Avg Email	The average time a user spent on handling email contacts.
Queued Email	The number of email messages the user received from the queue.
Answered Emails(Q)	The total number of email messages the user handled from the queue.
Direct Emails	The total number of email messages the user received directly from other ice users.
Email Duration	The total amount of time a user spent on handling email contacts.
Active Contacts	
Active Contacts	The total number of contacts the user is actively handling.
Active Voice	The total number of voice contacts the user is actively handling.
Active IMs	The total number of IM contacts the user is actively handling.
Active Emails	The total number of Email contacts the user is actively handling.
Active Autodial	The total number of Autodial contacts the user is actively handling.

By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Column Headers

Column Header Actions

Click the *Actions* button on the right side of the column name as shown below to open the menu of options.

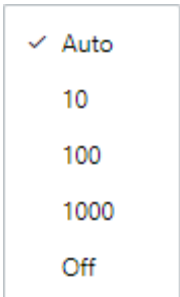
ID	Image	Name	Display Name	Role Name	State	State Duration	Voice Address	IM A
1001		Laura	Laura (1001)	User	No Reason	0.01:57:16		
1002		Lucas	Lucas (1002)	User	No Reason	0.05:50:43	sip:Lucas@com...	sip:Lu
1003		Paula	Paula (1003)	User	Logged Off	12.02:08:51	sip:Paula@com...	sip:Pa
1004		Francis	Francis (1004)	User	No Reason	0.18:37:43	sip:Francis@co...	sip:Fi
1101		Sylvie	Sylvie (1101)	Team Lead	No Reason	0.18:37:02	sip:Sylvie@com...	sip:Sy
1102		Antonio	Antonio (1102)	Team Lead	Logged Off	12.02:08:51	sip:Antonio@co...	sip:An
1201		Andrea	Andrea (1201)	Supervisor	Logged Off	12.02:08:51	sip:Andrea@co...	sip:An

	Pin Column	Ctrl+Alt+P >
	Autosize This Column	Ctrl+Alt+Q
	Autosize All Columns	Ctrl+Alt+A
	Size Columns To Fit	Ctrl+Alt+F
	Expand Column Groups	Ctrl+Alt+E
	Collapse Column Groups	Ctrl+Alt+G
	Clear Filter From This Column	Ctrl+Alt+C
	Clear Filters From All Columns	Ctrl+Alt+X
	Save Columns	Ctrl+Alt+S
	Restore Columns	Ctrl+Alt+R
	Reset Columns	Ctrl+Alt+Z
	Pagination	Ctrl+Alt+I >
	Show Sidebar	Ctrl+Alt+T >
	Hide Sidebar	Ctrl+Alt+T

Select an option from the menu to configure the columns and rows in the table.

The table below explains the menu options provided.

Column Heading Menu Options	
Menu Option	Function
Pin Column	Select this option to lock the column on to one side of the table. Options include: <ul style="list-style-type: none"> ▪ Pin Left ▪ Pin Right ▪ No Pin
Autosize This Column	Resize the selected column to only the necessary width.

Column Heading Menu Options	
Menu Option	Function
Autosize All Columns	Resize all columns to only the necessary width.
Size Columns To Fit	Resize all columns to only the minimum width.
Expand Column Groups	Display all columns within each group.
Collapse Column Groups	Hide columns to display Group Names.
Clear Filter From This Column	Remove all filters added to the selected column.
Clear Filters From All Columns	Remove all filters from all columns in the table.
Save Columns	Save the current column settings.
Restore Columns	Revert column settings to the previous version.
Reset Columns	Reset column settings to the default settings.
Pagination	<p>Sets the number of rows displayed in the table.</p>  <p>Auto will fit as many rows as possible without using a scrollbar. Off to turn off pagination and display all rows on the same page.</p>
Show Sidebar	Display sidebar options including Filter and Column settings.
Hide Sidebar	Hide sidebar options including Filter and Column settings.

Column Header Sorting

Select the column name to sort the rows in the table by the selected column.

The screenshot shows a table titled 'USERS' with the following columns: ID, Image, Name, Display Name, Role Name, State, State Duration, Voice Address, IM Address, and Email. The 'ID' column header is highlighted in green, and a mouse cursor is pointing to it. The table contains 8 rows of user data.

ID	Image	Name	Display Name	Role Name	State	State Duration	Voice Address	IM Address	Email /
1001		Laura	Laura (1001)	User	No Reason	0:02:05:35			
1002		Lucas	Lucas (1002)	User	No Reason	0:05:59:02	sip:Lucas@com...	sip:Lucas@co...	Lucas@
1003		Paula	Paula (1003)	User	Logged Off	12:02:17:10	sip:Paula@com...	sip:Paula@co...	Paula@
1004		Francis	Francis (1004)	User	No Reason	0:18:46:02	sip:Francis@co...	sip:Francis@c...	Francis
1101		Sylvie	Sylvie (1101)	Team Lead	No Reason	0:18:45:21	sip:Sylvie@com...	sip:Sylvie@c...	Sylvie@
1102		Antonio	Antonio (1102)	Team Lead	Logged Off	12:02:17:10	sip:Antonio@co...	sip:Antonio...	Antoni
1201		Andrea	Andrea (1201)	Supervisor	Logged Off	12:02:17:10	sip:Andrea@co...	sip:Andrea@...	Andres
1202		Marcel	Marcel (1202)	Supervisor	Logged Off	12:02:17:10	sip:Marcel@co...	sip:Marcel@c...	Marcel

The screenshot shows the same 'USERS' table, but now the 'Name' column header is highlighted in green, indicating it is selected for sorting. The rows are sorted alphabetically by name.

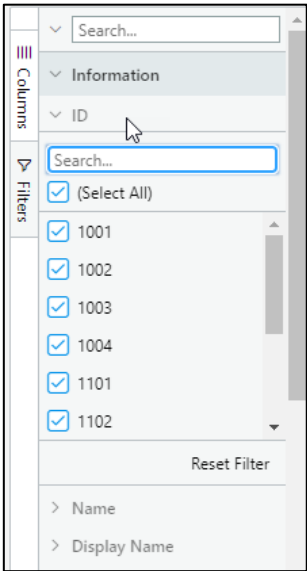
ID	Image	Name	Display Name	Role Name	State	State Duration	Voice Address	IM Address	Email /
9999		Global Admin	Global Admin (9999)	Global Admin	Logged Off	0:18:45:29			
9998		Switch Admin	Switch Admin (9998)	Administrator	Logged Off	12:02:17:21			
1301		Julie	Julie (1301)	Administrator	Ready	0:18:21:56	sip:Julie@comp...	sip:Julie@co...	Julie@
1202		Marcel	Marcel (1202)	Supervisor	Logged Off	12:02:17:21	sip:Marcel@co...	sip:Marcel@c...	Marcel
1201		Andrea	Andrea (1201)	Supervisor	Logged Off	12:02:17:21	sip:Andrea@co...	sip:Andrea@...	Andres
1102		Antonio	Antonio (1102)	Team Lead	Logged Off	12:02:17:21	sip:Antonio@co...	sip:Antonio...	Antoni
1101		Sylvie	Sylvie (1101)	Team Lead	No Reason	0:18:45:32	sip:Sylvie@com...	sip:Sylvie@c...	Sylvie@
1004		Francis	Francis (1004)	User	No Reason	0:18:46:13	sip:Francis@co...	sip:Francis@c...	Francis

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of users.

The screenshot shows the 'USERS' table with the 'Filters' heading on the left side highlighted. A context menu is open over the table, showing options: 'Send Quick Message', 'Log On/Off Queues', 'Toggle to Ready State', and 'Log off of ice'. The table contains 14 rows of user data.

ID	Image	Name	Display Name	Role Name	State	State Duration	Voice Address	IM Address	Email Address	Login Address	Logon Server	See
1001		Laura	Laura (1001)	User	No Reason	0:00:03:42						0
1002		Lucas	Lucas (1002)	User	Ready	0:00:27:14	sip:Lucas@computer-talk.com	sip:Lucas@computer-talk.com	Lucas@comput...			0
1003		Paula	Paula (1003)	User	Logged Off	11:07:58:56	sip:Paula@computer-talk.com	sip:Paula@computer-talk.com	Paula@comput...			0
1004		Francis	Francis (1004)	User	No Reason	0:00:27:48	sip:Francis@computer-talk.com	sip:Francis@computer-talk.com	Francis@comput...			0
1101		Sylvie	Sylvie (1101)	Team Lead	No Reason	0:00:27:07	sip:Sylvie@computer-talk.com	sip:Sylvie@computer-talk.com	Sylvie@comput...			0
1102		Antonio	Antonio (1102)	Team Lead	Logged Off	11:07:58:56	sip:Antonio@computer-talk.com	sip:Antonio@computer-talk.com	Antonio@comp...			0
1201		Andrea	Andrea (1201)	Supervisor	Logged Off	11:07:58:56	sip:Andrea@computer-talk.com	sip:Andrea@computer-talk.com	Andrea@comp...			0
1202		Marcel	Marcel (1202)	Supervisor	Logged Off	11:07:58:56	sip:Marcel@computer-talk.com	sip:Marcel@computer-talk.com	Marcel@comp...			0
1301		Julie	Julie (1301)	Administrator	Ready	0:00:03:31	sip:Julie@computer-talk.com	sip:Julie@computer-talk.com	Julie@comput...			0
9998		Switch Admin	Switch Admin (9998)	Administrator	Logged Off	11:07:58:56						0
9999		Global Admin	Global Admin (9999)	Global Admin	Logged Off	0:00:27:04						0



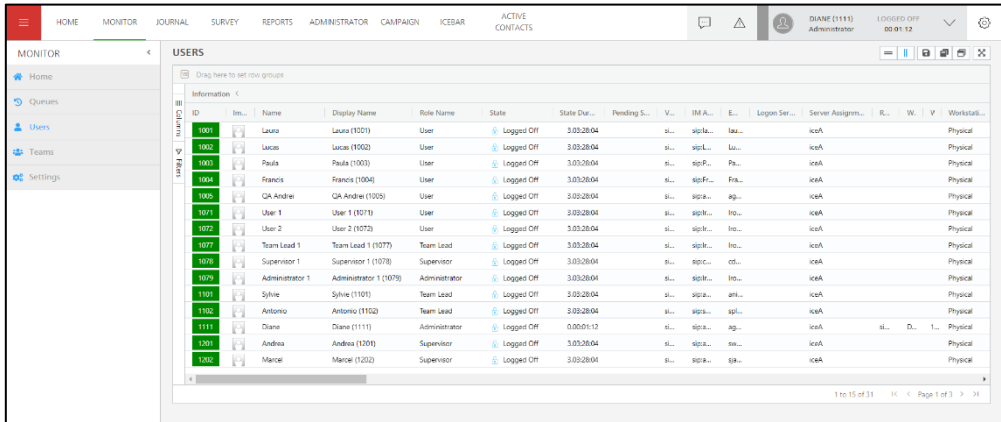
The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a column name in the list.

Row Groups

Click and drag columns to the top of the grid to categorize or group the rows in the grid.

An example of using Row Groups:



1. Click and drag the Role Name column to the top of the grid.

USERS

Role Name

Information <

ID	Role Name	Image	Name	Display Name
1001	User		Laura	Laura (1001)
1002	User		Lucas	Lucas (1002)
1003	User		Paula	Paula (1003)

2. The rows are now grouped by Role Name:

USERS

Role Name

Information <

Group	ID	Image	Name	Role Name	Display Name	State
> User (4)						
> Team Lead (2)						
> Supervisor (2)						
> Administrator (2)						
> Global Admin (1)						

Note: You can add multiple columns to the top of the grid to create nested groups.

Right-click menu options

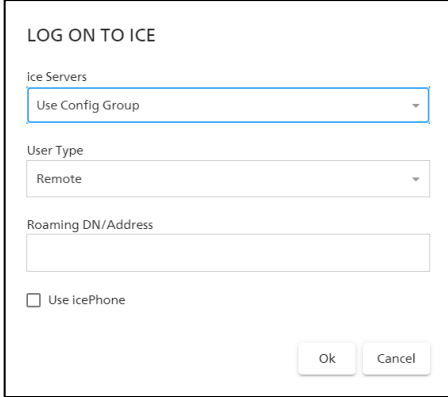
Right-click on a row in the table to perform additional tasks, such as log in the user or toggle their state from Ready to Not Ready.

USERS

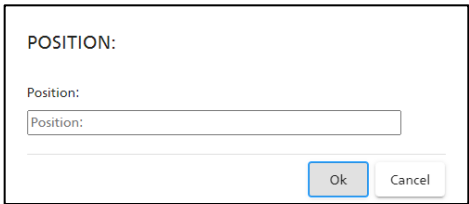
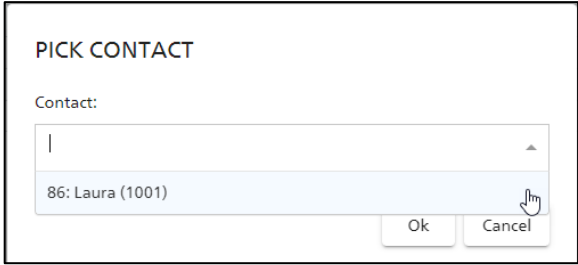
Information <

ID	Image	Name	Display Name	Role Name	State	State Duration	Voice Address	IM Address	Email Address	Login Address	Login Server	Set
1001		Laura	Laura (1001)	User	No Reason	0:00:03:42						
1002		Lucas	Lucas (1002)	User	Ready	0:00:27:14	sip:Lucas@computer-talk.com	sip:Lucas@computer-talk.com	Lucas@comput...			
1003		Paula	Paula (1003)	User	Logged Off	11:07:58:56	sip:Paula@computer-talk.com	sip:Paula@computer-talk.com	Paula@comput...			
1004		Francis	Francis (1004)	User	No Reason	0:00:27:48	sip:Francis@computer-talk.com	sip:Francis@computer-talk.com	Francis@comput...			
1101		Sylvie	Sylvie (1101)	Team Lead	No Reason	0:00:27:07	sip:Sylvie@computer-talk.com	sip:Sylvie@computer-talk.com	Sylvie@comput...			
1102		Antonio	Antonio (1102)	Team Lead	Logged Off	11:07:58:56	sip:Antonio@computer-talk.com	sip:Antonio@computer-talk.com	Antonio@comp...			
1201		Andrea	Andrea (1201)	Supervisor	Logged Off	11:07:58:56	sip:Andrea@computer-talk.com	sip:Andrea@computer-talk.com	Andrea@comp...			
1202		Marcel	Marcel (1202)	Supervisor	Logged Off	11:07:58:56	sip:Marcel@computer-talk.com	sip:Marcel@computer-talk.com	Marcel@comp...			
1301		Julie	Julie (1301)	Administrator	Ready	0:00:03:31	sip:Julie@computer-talk.com	sip:Julie@computer-talk.com	Julie@comput...			
9999		Switch Admin	Switch Admin (9999)	Administrator	Logged Off	11:07:58:56						
9999		Global Admin	Global Admin (9999)	Global Admin	Logged Off	0:00:27:04						

The table below provides information on right-click menu options in the Users gallery.

User Table Right-Click Menu	
Menu Option	Function
Log on to ice	<p>Log the user onto ice.</p>  <p>Select the 'Use icePhone' box to set the user's connectivity to the icePhone for the user.</p> <p>Note: This option is only available when the user is logged off. The 'ACS Settings' COS must be enabled in iceAdministrator in order for the user to use the icePhone feature.</p>
Send Quick Message	Select this option to use the Quick Text feature and send a message to the selected user.
Log On/Off Queues	<p>Logs the user on or off select queues.</p> <ol style="list-style-type: none"> 1. Select this right-click option. 2. A pop up will appear, prompting you to select queue(s) to log the user on or off. Select the checkbox next to Log On to log the user on to all queues.

User Table Right-Click Menu																									
Menu Option	Function																								
	<div style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">LOG ON/OFF QUEUES</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"><input type="checkbox"/> Log On</th> <th style="text-align: left;">Queue ID</th> <th style="text-align: left;">Queue Name</th> </tr> </thead> <tbody> <tr> <td></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td>6002</td> <td>Tech Support Voice Q...</td> </tr> <tr> <td><input type="checkbox"/></td> <td>6003</td> <td>Customer Service Voi...</td> </tr> <tr> <td><input type="checkbox"/></td> <td>6101</td> <td>Sales Voice French Qu...</td> </tr> <tr> <td><input type="checkbox"/></td> <td>6500</td> <td>Email Queue</td> </tr> <tr> <td><input type="checkbox"/></td> <td>6900</td> <td>Training Queue</td> </tr> <tr> <td><input type="checkbox"/></td> <td>7000</td> <td>IM Queue</td> </tr> </tbody> </table> <p style="text-align: right; margin-top: 10px;"> <input type="button" value="Ok"/> <input type="button" value="Cancel"/> </p> </div> <p>Note: This option is only available when the user is logged on and if <i>Force Logon All Queues</i> is disabled.</p>	<input type="checkbox"/> Log On	Queue ID	Queue Name		<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	6002	Tech Support Voice Q...	<input type="checkbox"/>	6003	Customer Service Voi...	<input type="checkbox"/>	6101	Sales Voice French Qu...	<input type="checkbox"/>	6500	Email Queue	<input type="checkbox"/>	6900	Training Queue	<input type="checkbox"/>	7000	IM Queue
<input type="checkbox"/> Log On	Queue ID	Queue Name																							
	<input type="text"/>	<input type="text"/>																							
<input type="checkbox"/>	6002	Tech Support Voice Q...																							
<input type="checkbox"/>	6003	Customer Service Voi...																							
<input type="checkbox"/>	6101	Sales Voice French Qu...																							
<input type="checkbox"/>	6500	Email Queue																							
<input type="checkbox"/>	6900	Training Queue																							
<input type="checkbox"/>	7000	IM Queue																							
Call User	<p>Select this option to call the selected user.</p> <p>Note: If you are on-hook, you will receive a call to your Connection Address/Remote DN.</p>																								
Monitor User	<p>Select this option to perform silent monitoring on the selected user.</p> <p>Note: You may only monitor one user at a time. The monitor, coach and call user buttons will not be available for any other users while you are in the monitoring state.</p>																								
Coach User	<p>Select this option to perform coaching on the selected user.</p>																								
Toggle to Monitor	<p>Select this option to toggle from coaching to monitoring the selected user.</p> <p>Note: This option is only available when you are in the coaching state.</p>																								
Stop Monitoring User	<p>Select this option to stop monitoring the selected user.</p> <p>Note: This option is only available when you are in the monitoring state.</p>																								

User Table Right-Click Menu	
Menu Option	Function
Stop Coaching	Select this option to stop coaching. Note: This option is only available when you are in the coaching state.
Toggle to Ready State	Change the user's state to Ready. Note: This option is only available when the user is logged on.
Toggle Not Ready	Change the user's state to Not Ready. Note: This option is only available when the user is logged on.
Pick PAQ Call	Select this option to pick a call from the user's PAQ. In the window that appears, enter the position number to pick from: 
Pick Contact	Select this option to pick the contact that the user is currently handling.  Note: This option is only available when the user is handling a contact.
Pick Held Call	Select this option to pick the call that the user has placed on hold. Note: This option is only available when the user has a caller on hold.
Log off of ice	Log the user off ice. Note: This option is only available when the user is logged on.

This section has discussed the User gallery, User statistics, and the right-click options. The next section describes how to drill down into statistics for individual users.

Note: The statistics are updated in real time. For example, when a call is picked up from the queue, the total call duration statistic will increase accordingly.

Details Table for the Users Gallery

To find more information about a user:

1. Click on the row in the user table.
2. The Details Table for that user will display.

ID	Image	Name	Display Name	Role Name	State	State Duration	Voice
1001		Laura	Laura (1001)	User	Logged Off	1:04:10:40	sip:U
1002		Lucas	Lucas (1002)	User	Logged Off	8:03:53:37	sip:U
1003		Paula	Paula (1003)	User	Logged Off	8:03:53:37	sip:P
1004		Francis	Francis (1004)	User	Logged Off	8:03:53:37	sip:P
1101		Sylvie	Sylvie (1101)	Team Lead	Logged Off	8:03:53:37	sip:TL
1102		Antonio	Antonio (1102)	Team Lead	Logged Off	8:03:53:37	sip:A
1201		Andrea	Andrea (1201)	Supervisor	Logged Off	8:03:53:37	sip:A
1302		Marcel	Marcel (1302)	Supervisor	Logged Off	8:03:53:37	sip:M
1301		Julie	Julie (1301)	Administrator	Logged Off	8:03:53:37	sip:J
9998		Switch Admin	Switch Admin (9998)	Administrator	Logged Off	8:03:53:37	
9999		Global Admin	Global Admin (9999)	Global Admin	Logged Off	8:03:53:37	

Property	Value
Lucas (1002)	
Statistics	
Answered Queued Calls Received	0
Average Alerting	0:00:00:00
Average Alerting Direct	0:00:00:00
Average Alerting From Queue	0:00:00:00
Average Call Duration	0:00:00:00
Average Direct Call Duration	0:00:00:00
Average Email Duration	0:00:00:00
Average Instant Message Duration	0:00:00:00
Average Queued Call Duration	0:00:00:00
Average Wrap Up Duration	0:00:00:00
Calls From Queue	0
Calls Handled	0
Call Transfers Made	0
Direct Calls Received	0
Direct Transfers Received	0
Emails Received	0
Email Transfers Made	0
External Calls Placed	0
Total Instant Messages Handled	0
Internal Calls Placed	0
Total Alerting	0:00:00:00
Total Alerting Direct	0:00:00:00
Total Alerting From Queue	0:00:00:00
Total Call Duration Placed	0:00:00:00

The Details Table consists of the following sections:

- Information
 - Summary statistics for the user.
- Contacts
 - A list of all contacts handled by the user today.
- Activities
 - A list of all activities and state changes by the user today.
- Queues
 - Which queues the user is assigned to.
- Teams
 - Which teams the user is assigned to.

Each section can be resized, so you can fit the information you want to see. Scrollbars are available when information does not fit into a section of the panel (i.e., there is too much information).

The screenshot displays the 'USERS' interface. On the left, a table lists users with columns: ID, Image, Name, Display Name, Role Name, State, State Duration, and Voice. The right pane shows the 'USER - LAURA (1001)' details, including an 'Information' tab with a table of statistics.

ID	Image	Name	Display Name	Role Name	State	State Duration	Voice
1001		Laura	Laura (1001)	User	No Reason	0:00:10:02	sip:R
1002		Lucas	Lucas (1002)	User	Ready	0:00:33:34	sip:LL
1003		Paula	Paula (1003)	User	Logged Off	11:08:05:16	sip:Pj
1004		Francis	Francis (1004)	User	No Reason	0:00:34:08	sip:Ff
1101		Sylvie	Sylvie (1101)	Team Lead	No Reason	0:00:33:27	sip:Pj
1102		Antonio	Antonio (1102)	Team Lead	Logged Off	11:08:05:16	sip:R
1201		Andrea	Andrea (1201)	Supervisor	Logged Off	11:08:05:16	sip:A
1202		Marcel	Marcel (1202)	Supervisor	Logged Off	11:08:05:16	sip:M
1301		Julie	Julie (1301)	Administrator	Ready	0:00:09:51	sip:U
9998		Switch Admin	Switch Admin (9998)	Administrator	Logged Off	11:08:05:16	sip:U
9999		Global Admin	Global Admin (9999)	Global Admin	Logged Off	0:00:33:24	sip:K

Property	Value
Laura (1001)	
Statistics	
Answered Queued Calls Received	0
Average Alerting	0:00:00:00
Average Alerting Direct	0:00:00:00
Average Alerting From Queue	0:00:00:00
Average Call Duration	0:00:00:00
Average Direct Call Duration	0:00:00:00
Average Email Duration	0:00:00:00
Average Instant Message Duration	0:00:00:00
Average Queued Call Duration	0:00:00:00
Average Wrap Up Duration	0:00:00:18
Calls From Queue	0
Calls Handled	0
Call Transfers Made	0
Direct Calls Received	0
Direct Transfers Received	0
Emails Received	0
Email Transfers Made	0
External Calls Placed	2
Total Instant Messages Handled	0
Internal Calls Placed	1
Total Alerting	0:00:00:00
Total Alerting Direct	0:00:00:00
Total Alerting From Queue	0:00:00:00
Total Full Duration Placed	0:00:00:00

The list of all users are displayed on the left, allowing for easy comparison among users. You can view the Details Table for other users by clicking on the rows housed in the table on the left.

Information Tab

This is the largest portion of the Users Details Table.

Columns Options

The Detail Table for Users provides all information and data points for the selected user. Click the Columns heading on the left of the table and use the checkboxes to display and hide the information.

The screenshot shows the 'USERS' gallery on the left and the 'USER - LAURA (1001)' detailed view on the right. The gallery table has columns: ID, Image, Name, Display Name, Role Name, State, State Duration, and Voice. The detailed view shows tabs for Information, Contacts, Activities, Queues, and Teams. The 'Information' tab is active, displaying a table with columns for Property and Value.

ID	Image	Name	Display Name	Role Name	State	State Duration	Voice
1001		Laura	Laura (1001)	User	No Reason	0.00:19:08	sip:k
1002		Lucas	Lucas (1002)	User	Ready	0.00:42:40	sip:l
1003		Paule	Paule (1003)	User	Logged Off	11.08:14:22	sip:p
1004		Francis	Francis (1004)	User	No Reason	0.00:43:14	sip:f
1191		Sylvie	Sylvie (1101)	Team Lead	No Reason	0.00:43:33	sip:s
1192		Antonio	Antonio (1102)	Team Lead	Logged Off	11.08:14:22	sip:a
1281		Andrea	Andrea (1201)	Supervisor	Logged Off	11.08:14:22	sip:a
1302		Marcel	Marcel (1202)	Supervisor	Logged Off	11.08:14:22	sip:m
1301		Julie	Julie (1301)	Administrator	Ready	0.00:18:57	sip:j
9998		Switch Admin	Switch Admin (9998)	Administrator	Logged Off	11.08:14:22	
9999		Global Admin	Global Admin (9999)	Global Admin	Logged Off	0.00:42:30	sip:k

Property	Value
Type	Laura (1001)
Statistics	
Answered Queued Calls Received	0
Average Alerting	0.00:00:00
Average Alerting Direct	0.00:00:00
Average Alerting From Queue	0.00:00:00
Average Call Duration	0.00:00:00
Average Direct Call Duration	0.00:00:00
Average Email Duration	0.00:00:00
Average Instant Message Duration	0.00:00:00
Average Queued Call Duration	0.00:00:00
Average Wrap Up Duration	0.00:00:18
Calls From Queue	0
Calls Handled	0
Call Transfers Made	0
Direct Calls Received	0
Direct Transfers Received	0
Emails Received	0
Email Transfers Made	0
External Calls Placed	2
Total Instant Messages Handled	0
Internal Calls Placed	1
Total Alerting	0.00:00:00
Total Alerting Direct	0.00:00:00
Total Alerting From Queue	0.00:00:00
Total Calls Placed	0.00:00:00

The gallery will refresh with the selected columns.

The table below explains the columns you can display.

User Information Tab Columns	
Column Name	Explanation
Type	Type of user data. Options include Information and Statistics.
Property	All informational and statistic properties for users.
Value	The value of the information and statistic properties for the selected user.

By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the options available to filter your list of data points.

The screenshot displays the 'USERS' section of the iceMonitor interface. On the left, a table lists users with columns for ID, Image, Name, Display Name, Role Name, State, State Duration, and Value. The user 'Laura (1001)' is selected. On the right, the 'USER - LAURA (1001)' view is open, showing a 'Statistics' tab with a list of performance metrics and their values.

ID	Image	Name	Display Name	Role Name	State	State Duration	Value
1001		Laura	Laura (1001)	User	No Reason	0:00:19:17	sp/k
1002		Lucas	Lucas (1002)	User	Ready	0:00:42:49	sp/L
1003		Paula	Paula (1003)	User	Logged Off	11:08:14:31	sp/R
1004		Francis	Francis (1004)	User	No Reason	0:00:43:23	sp/F
1101		Sylvie	Sylvie (1101)	Team Lead	No Reason	0:00:42:42	sp/S
1102		Antonio	Antonio (1102)	Team Lead	Logged Off	11:08:14:31	sp/A
1201		Andrea	Andrea (1201)	Supervisor	Logged Off	11:08:14:31	sp/A
1202		Marcel	Marcel (1202)	Supervisor	Logged Off	11:08:14:31	sp/M
1301		Julie	Julie (1301)	Administrator	Ready	0:00:19:06	sp/k
9998		Switch Admin	Switch Admin (9998)	Administrator	Logged Off	11:08:14:31	
9999		Global Admin	Global Admin (9999)	Global Admin	Logged Off	0:00:42:39	sp/k

Property	Value
Answered Queued Calls Received	0
Average Alerting	0.0000:00
Average Alerting Direct	0.0000:00
Average Alerting From Queue	0.0000:00
Average Call Duration	0.0000:00
Average Direct Call Duration	0.0000:00
Average Email Duration	0.0000:00
Average Instant Message Duration	0.0000:00
Average Queued Call Duration	0.0000:00
Average Wrap Up Duration	0.0000:18
Calls From Queue	0
Calls Handled	0
Call Transfers Made	0
Direct Calls Received	0
Direct Transfers Received	0
Emails Received	0
Email Transfers Made	0
External Calls Placed	2
Total Instant Messages Handled	0
Internal Calls Placed	1
Total Alerting	0.0000:00
Total Alerting Direct	0.0000:00
Total Alerting From Queue	0.0000:00
Total Call Duration Direct	0.0000:00

The screenshot shows a filter gallery with a search field at the top. Below the search field, there are sections for 'Type', 'Filters', and 'Property'. The 'Type' section has a search field and a '(Select All)' checkbox. The 'Filters' section has checkboxes for 'Information' and 'Statistics'. A 'Reset Filter' button is located at the bottom of the gallery.

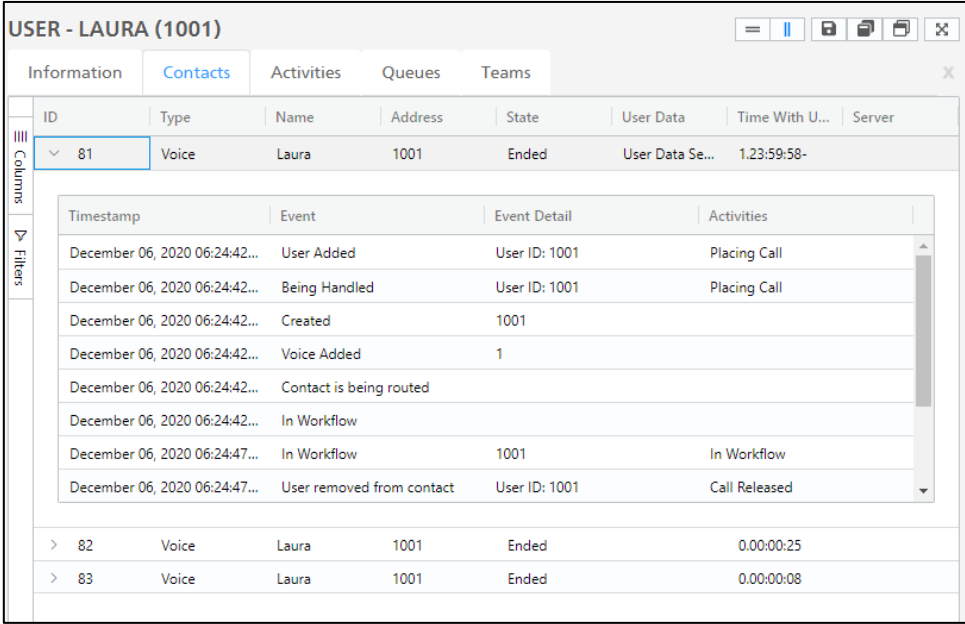
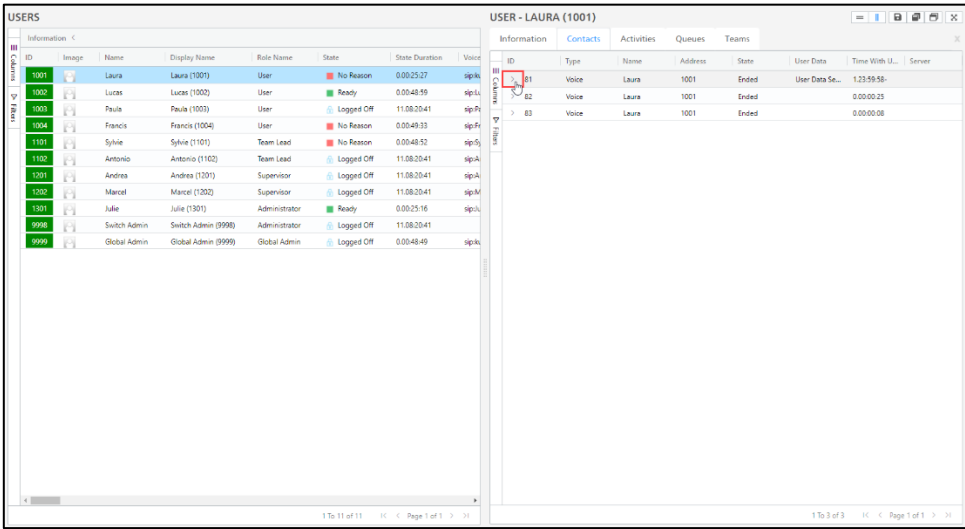
The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

Contacts Tab

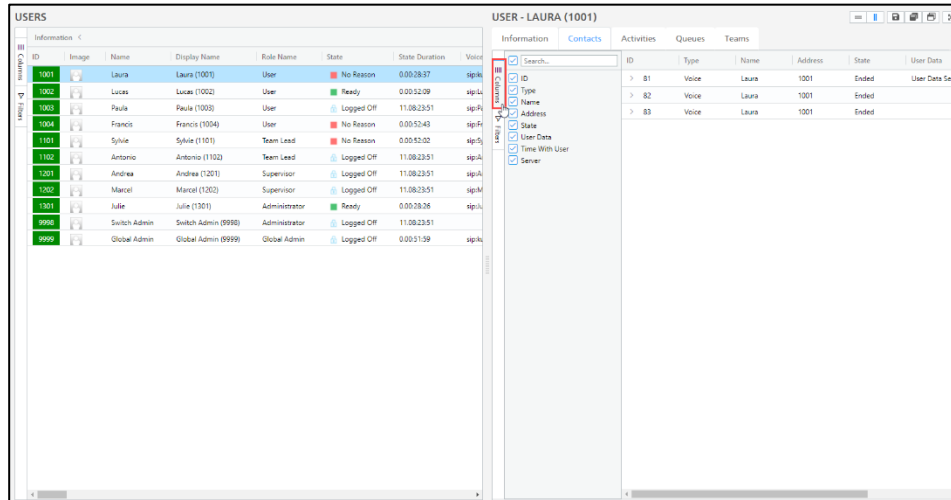
The Contacts Tab will provide information on the contacts handled by the selected user today.

To view details for the contacts handled by the selected user, click the arrow under the ID column:



Columns Options

The Contacts tab provides information regarding the contacts handled by the selected user today. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

User Contacts Tab Columns	
Column Name	Explanation
ID	The unique ID for the contact handled by the user.
Type	The type of contact. Options include Voice, IM, Autodial, and Email.
Name	The name of the contact handled by the user.
Address	The address of the contact handled by the user – e.g., phone number, email, or SIP address.
State	The state of the contact handled by the user.
User Data	Contents of the User Data field for the contact handled by the user.
Time With User	The amount of time the user spent handling the contact.
Server	The server that the contact was handled on.

By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list.

ID	Image	Name	Display Name	Role Name	State	State Duration	Voice
1001		Laura	Laura (1001)	User	No Reason	0:00:28:44	sip/A
1002		Lucas	Lucas (1002)	User	Ready	0:00:32:16	sip/LU
1003		Paula	Paula (1003)	User	Logged Off	11:08:23:58	sip/P
1004		Francis	Francis (1004)	User	No Reason	0:00:52:50	sip/Fr
1101		Sylvie	Sylvie (1101)	Team Lead	No Reason	0:00:32:09	sip/S
1102		Antonio	Antonio (1102)	Team Lead	Logged Off	11:08:23:58	sip/A
1201		Andrea	Andrea (1201)	Supervisor	Logged Off	11:08:23:58	sip/A
1202		Manoel	Manoel (1202)	Supervisor	Logged Off	11:08:23:58	sip/M
1401		Julie	Julie (1401)	Administrator	Ready	0:00:28:33	sip/A
9998		Switch Admin	Switch Admin (9998)	Administrator	Logged Off	11:08:23:58	sip/A
9999		Global Admin	Global Admin (9999)	Global Admin	Logged Off	0:00:02:00	sip/A

Search...

Columns

- > ID
- > Type

Filters

Search...

- (Select All)
- Voice
- IM
- Autodial
- Email

Reset Filter

> Name

The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

Activities

In this section, you can see the user's activities and various state changes for the current date.

Columns Options

Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.

The gallery will refresh with the selected columns.

The table below explains the columns you can display.

User Activities Tab Columns	
Column Name	Explanation
Event Time	Date and time of the event.
State	The state associated with the event.
Server	The server that the user is logged into for the associated event.

By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list.

ID	Image URL	Name	Display...	Role Name	State	State Time
1001		Laura	Laura (1001)	User	Wrapup	0.002902
1002		Lucas	Lucas (1002)	User	Ready	0.002902
1003		Pluia	Pluia (1003)	User	Logged Off	2.025042
1004		Francis	Francis (1004)	User	Logged Off	2.025042
1101		Sylvie	Sylvie (1101)	Team Lead	Logged Off	2.025042
1102		Antonio	Antonio (11...	Team Lead	Logged Off	2.025041
1201		Andrea	Andrea (1201)	Supervisor	Logged Off	2.025041
1202		Marcel	Marcel (1202)	Supervisor	Logged Off	2.025041
1301		Julie	Julie (1301)	Administrator	Logged Off	4.002930
9996		Switch Admin	Switch Admi...	Administrator	Logged Off	4.002518
9999		Globe Admin	Globe Admi...	Globe Admin	Not Ready	0.002014

Search...

Columns

EventTime

Search...

(Select All)

November 01, 2020 04:18:23 PM

November 01, 2020 06:30:10 PM

November 01, 2020 06:30:16 PM

November 01, 2020 06:30:24 PM

November 01, 2020 06:30:55 PM

November 01, 2020 06:31:07 PM

Filters

State

The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

Queues Tab

In this section, you can see the queues the user is assigned to by clicking the *Queues* tab.

USER - LAURA (1001)

Information Contacts Activities **Queues** Teams

ID	Name	Short Name	Status	TASA	TASA2
6001	Sales Voice Queue	Sales	Day Service	0.00:00:45	0.00:01:00
6002	Tech Support Voice Q...	TechSupp	Day Service	0.00:00:45	0.00:01:00
6004	Default Name (6004)	Df6004	Day Service	0.00:00:45	0.00:01:00
6500	Email Queue	Df6500	Day Service	0.00:00:45	0.00:01:00

Columns Options

Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.

USERS

ID	Image	Name	Display Name	Role Name	Status	State	Duration	Voicemail
1001		Laura	Laura (1001)	User	No Reason	0.00:14:04	spk	
1002		Lucas	Lucas (1002)	User	Ready	0.00:37:36	spk	
1003		Paula	Paula (1003)	User	Logged Off	11.08:29:18	spk	
1004		Francis	Francis (1004)	User	No Reason	0.00:08:10	spk	
1005		Sylvie	Sylvie (1005)	Team Lead	No Reason	0.00:37:28	spk	
1006		Antonio	Antonio (1006)	Team Lead	Logged Off	11.08:29:18	spk	
1007		Andrea	Andrea (1007)	Supervisor	Logged Off	11.08:29:18	spk	
1008		Marcel	Marcel (1008)	Supervisor	Logged Off	11.08:29:18	spk	
1009		Julie	Julie (1009)	Administrator	Ready	0.00:33:53	spk	
0998		Switch Admin	Switch Admin (0998)	Administrator	Logged Off	11.08:29:18	spk	
0999		Global Admin	Global Admin (0999)	Global Admin	Logged Off	0.00:17:26	spk	

USER - LAURA (1001)

Information Contacts Activities **Queues** Teams

ID	Name	Short Name	Status	TASA
6001	Sales Voice Queue	Sales	Day Service	0.00:00:45
6002	Tech Support Voice Q...	TechSupp	Day Service	0.00:00:45
6004	Default Name (6004)	Df6004	Day Service	0.00:00:45
6500	Email Queue	Df6500	Day Service	0.00:00:45

The gallery will refresh with the selected columns.

The table below explains the columns you can display.

User Queue Assignment Columns	
Column Name	Explanation
ID	Queue ID as per the queue's profile in iceAdministrator.
Name	Queue Name as per the queue's profile in iceAdministrator.
Short Name	Queue Short Name as per the queue's profile in iceAdministrator.
Status	The current status of the queue.
TASA	The queue's Target Average Speed of Answer as per the queue's profile in iceAdministrator.
TASA2	The queue's Target Average Speed of Answer 2 as per the queue's profile in iceAdministrator.

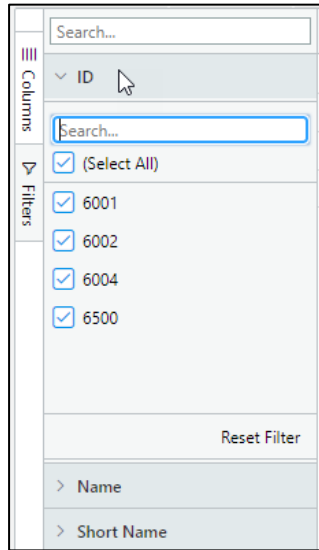
By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list.

The screenshot displays the iceMonitor interface. On the left, a table titled 'USERS' lists various users with columns for ID, Image, Name, Display Name, Role Name, Status, State Duration, and Voice. The user 'Laura (1001)' is highlighted. On the right, a detailed view for 'USER - LAURA (1001)' is shown, featuring a 'Columns' dropdown menu with a search field and a list of available columns: ID, Name, Short Name, Status, TASA, and TASA2. The 'Columns' menu is currently open, showing the selected columns for the user's queue assignments.



The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

Right-click menu options

Right-click on a row in the table to perform additional tasks, such as log off all users from the queue.

ID	Image	Name	Display Name	Role Name	State	State Duration	Voice
1001		Laura	Laura (1001)	User	No Reason	0:00:39:20	sipA
1002		Lucas	Lucas (1002)	User	Ready	0:01:01:52	sipA
1003		Paula	Paula (1003)	User	Logged Off	11:08:33:34	sipA
1004		Francis	Francis (1004)	User	No Reason	0:01:00:28	sipA
1101		Sylvie	Sylvie (1101)	Team Lead	No Reason	0:01:01:45	sipA
1102		Antonio	Antonio (1102)	Team Lead	Logged Off	11:08:33:34	sipA
1201		Andrea	Andrea (1201)	Supervisor	Logged Off	11:08:33:34	sipA
1202		Marcel	Marcel (1202)	Supervisor	Logged Off	11:08:33:34	sipM
1301		Julie	Julie (1301)	Administrator	Ready	0:00:38:09	sipU
9998		Switch Admin	Switch Admin (9998)	Administrator	Logged Off	11:08:33:34	sipU
9999		Global Admin	Global Admin (9999)	Global Admin	Logged Off	0:01:01:42	sipA

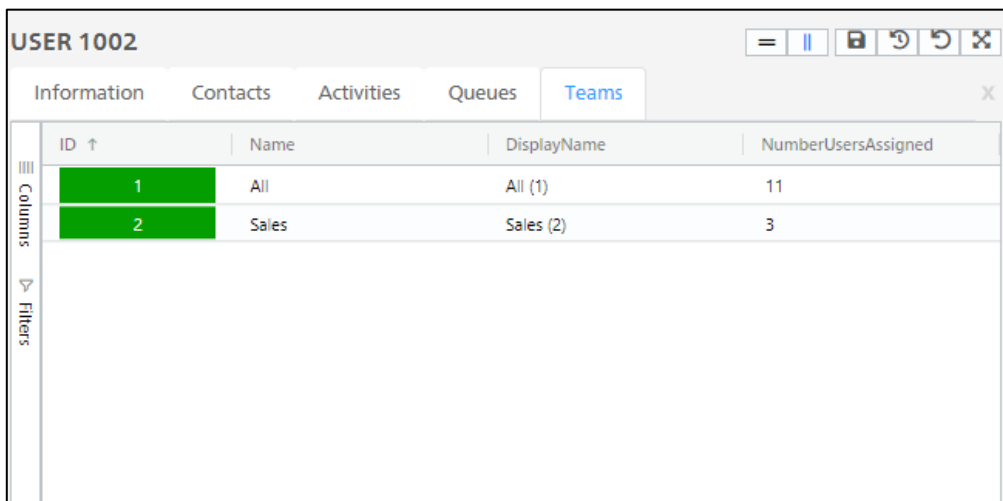
ID	Name	Short Name	Status	TASA	TASA2
6001	Sales Voice Queue	Sales	Day Service	0:00:00:45	0:00:01:00
6002	Tech Support Voice Q...	TechSupp			0:00:01:00
6004	Default Name (6004)	D16004			0:00:01:00
6500	Email Queue	D16500			0:00:01:00

The menu options that are available to you depends on whether or not you are logged on and whether or not the user you wish to interact with is logged on. For more information, refer to Chapter 2: The Queues Screen Right-click menu options on page 40.

Teams Tab

In this section, you can see the teams the user is assigned to by clicking the *Teams* tab.

Click *Teams* to see the teams that this user has been assigned to.



USER 1002

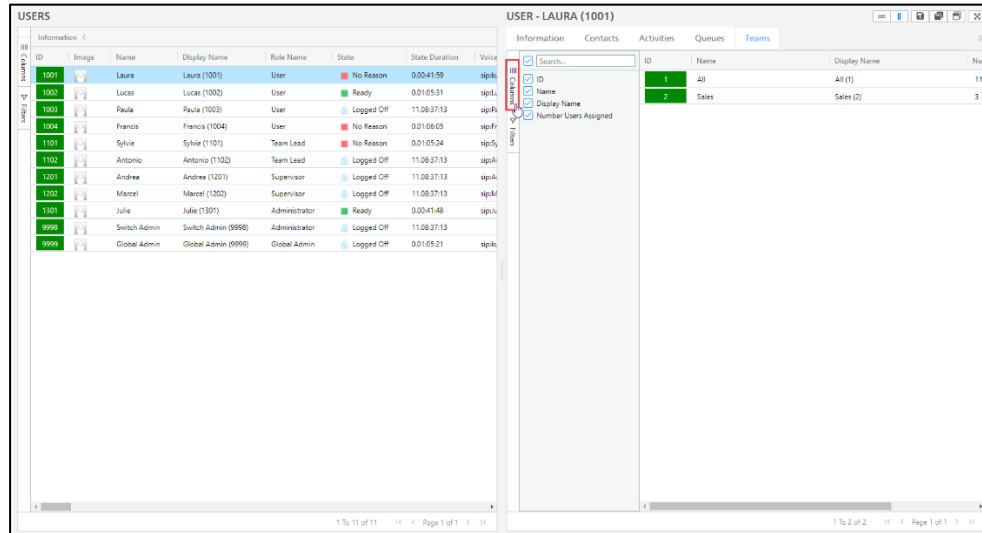
Information Contacts Activities Queues Teams

ID ↑	Name	DisplayName	NumberUsersAssigned
1	All	All (1)	11
2	Sales	Sales (2)	3

Columns Filters

Columns Options

Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

User Team Assignment Columns	
Column Name	Explanation
ID	Team ID as per the team's profile in iceAdministrator.
Name	Team Name as per the team's profile in iceAdministrator.
Display Name	Refers to the Team Name and Team ID.
Number Users Assigned	The number of users assigned to the team.

By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of teams.

The screenshot displays the 'USERS' management interface. On the left, a table lists various users with columns for ID, Image, Name, Display Name, Role Name, State, State Duration, and Voice. The user 'Laura (1001)' is selected. On the right, the 'USER - LAURA (1001)' detail view is shown, featuring tabs for 'Information', 'Contacts', 'Activities', 'Queues', and 'Teams'. The 'Information' tab is active, showing a search field and a table with columns for ID, Name, and Display Name. The table contains three rows: 'All (1)' with ID 1, 'Sales' with ID 2, and 'Sales (2)' with ID 3. Below the table, there is a section for 'Number Users Assigned'.

This screenshot shows the 'Columns' and 'Filters' sidebar. The 'Columns' section has a search field and a list of columns: 'ID' and 'Name'. The 'Filters' section has a search field and a list of filter options: '(Select All)', 'All', and 'Sales'. A 'Reset Filter' button is located at the bottom of the sidebar.

The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

Right-click menu options

Right-click on a row in the table to perform additional tasks, such as logging off all users in the team.

The screenshot displays the iceMonitor interface. On the left, a 'USERS' table lists various users with columns for ID, Name, Display Name, Role Name, State, State Duration, and Voice. The 'USER - LAURA (1001)' panel on the right shows a 'Teams' tab with a table of teams and a context menu open over the 'Sales' team. The context menu options are:

- Send Quick Message To All Assigned Users In Team
- Send Quick Message To Logged On Users In Team
- Log Off All Users In This Team

ID	Name	Display Name	Role Name	State	State Duration	Voice
1001	Laura	Laura (1001)	User	No Reason	0:00:44:43	sip:A
1000	Lucas	Lucas (1002)	User	Ready	0:01:08:15	sip:L
1003	Paula	Paula (1003)	User	Logged Off	11:08:39:57	sip:A
1004	Francis	Francis (1004)	User	No Reason	0:01:08:49	sip:F
1101	Sylvie	Sylvie (1101)	Team Lead	No Reason	0:01:08:08	sip:S
1102	Antonio	Antonio (1102)	Team Lead	Logged Off	11:08:39:57	sip:A
1201	Andrea	Andrea (1201)	Supervisor	Logged Off	11:08:39:57	sip:A
1202	Marcel	Marcel (1202)	Supervisor	Logged Off	11:08:39:57	sip:M
1301	Julie	Julie (1301)	Administrator	Ready	0:00:44:32	sip:A
9998	Switch Admin	Switch Admin (9998)	Administrator	Logged Off	11:08:39:57	sip:A
9999	Global Admin	Global Admin (9999)	Global Admin	Logged Off	0:01:08:05	sip:A

ID	Name	Display Name	Number Users Assigned
1	All		11
2	Sales		3

The menu options that are available to you depends on whether or not the user you wish to interact with is logged on and whether or not you have permission to manage the user. For more information, refer to Chapter 4: The Teams Screen Right-click menu options on page 101.



Chapter 4: The Teams Gallery

The next available gallery view is the Teams gallery, accessible through the Teams icon. It displays statistics for all teams in your contact center.

The screenshot shows a dashboard with a navigation menu on the left and a main content area. The navigation menu includes Home, Queues, Users, Teams, and Settings. The main content area is titled 'TEAMS' and displays a table with columns for ID, Name, Display Name, Assigned, Logged On, On Contact, Not Ready, Contacts, Avg Alerts, Avg Call, Avg Call(C), Avg Call(CD), Avg IM D..., and Avg Ex. The table contains four rows of data for different teams.

ID	Name	Display Name	Assigned	Logged On	On Contact	Not Ready	Contacts	Contacts ...	Avg Alerts...	Avg Call	Avg Call(C)	Avg Call(CD)	Avg IM D...	Avg Ex
All	All (1)	All (1)	8	0	0	0	0	0	0.000000	0.000000	0.000000	0.000000	0.000000	0.0000
Sales	Sales (2)	Sales (2)	3	0	0	0	0	0	0.000000	0.000000	0.000000	0.000000	0.000000	0.0000
Customer Service	Customer Service (3)	Customer Service (3)	2	0	0	0	0	0	0.000000	0.000000	0.000000	0.000000	0.000000	0.0000
POs	POs (4)	POs (4)	18	1	0	1	1	1	0.000018	0.000000	0.000000	0.000000	0.000047	0.0000

Each row represents a Team. Each row presents high level information about the team – Team name, Team ID, and the number of team members. The background colour of the Team ID indicates whether the user is meeting threshold requirements. For information on how to configure thresholds, refer to Thresholds on page 137. To modify threshold colors, refer to Display Settings on page 139.

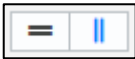



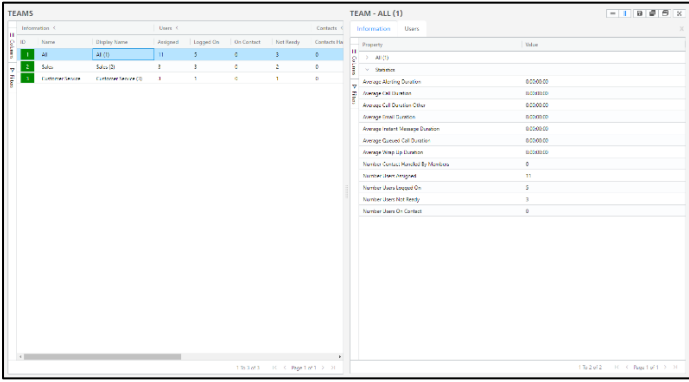







Note:

- All user types have access to the Teams gallery.
- Your user type controls your ability to view information about the different users.
For example, Administrators can view all the information for all the Users, Team Leaders, and Supervisors in the switch. In contrast, Team Leaders can only view the statistics and information on team members. For more information on user types and levels of access, refer to What Different User Types Can Do on page 24.

The Team Gallery Toolbar

You can configure the gallery view by using the following options:

iceMonitor Tool Bar	
Toolbar Item	Function
Layout Options	<p>These options will modify the arrangement of the team table and the team detail table.</p>   Use this button to display the tables horizontally.   Use this button to display the tables vertically. 

iceMonitor Tool Bar	
Toolbar Item	Function
Layout Saving Options	<p>These options will allow you to save your layout changes or revert your changes.</p>  <p> Use this button to save the layout changes.</p> <p> Use this button to restore your layout to a previously saved layout.</p> <p> Use this button to reset your layout to the default settings.</p> <p> Use the button to enter Full Screen Mode. To exit full screen, use the ESC button on your keyboard.</p> <p>For more information on how to manage your layouts, please refer to page 17.</p>

Columns Options

The Teams grid provides all information and data points for each Team. Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.

The screenshot shows the 'TEAMS' interface. On the left, a 'Columns' sidebar is open, showing a list of columns with checkboxes. The main table displays data for three teams:

ID	Name	Display ...	Assigned	Logged ...	On Cont...	Not Ready	Contacts...	Avg Aler...	Avg Call	Avg Call[...	Avg Call[...
1	All	All (1)	11	3	1	0	0	0.000000	0.000000	0.000000	0.000000
2	Sales	Sales (2)	3	2	1	0	0	0.000000	0.000000	0.000000	0.000000
3	Customer S...	Customer S...	3	0	0	0	0	0.000000	0.000000	0.000000	0.000000

The gallery will refresh with the selected columns.

The table below explains the columns you can display.

Teams Table Columns	
Column Name	Explanation
Information	
ID	Refers to the Team ID.
Name	Refers to the Team Name.
Display Name	Refers to the Team Name and Team ID.
Users	
Assigned	The total number of users assigned to the Team.
Logged on	The total number of users logged on from the Team.
On Contact	The total number of users handling a contact from the Team.
Not Ready	The total number of users in Not Ready state from the Team.
Contacts	
Contacts Handled	The total contacts handled by members of the Team, includes placed and received contacts.
Contacts Handled (R)	The total contacts handled by members of the Team, includes only received contacts.

Teams Table Columns	
Column Name	Explanation
Avg Alerting	The average time spent in alerting state by members of the Team.
Avg Call	The average time spent on a call by members of the Team.
Avg Call (Q)	The average time spent on a queued call by members of the Team.
Avg Call (D)	The average time spent on a direct call by members of the Team.
Avg IM Duration	The average time spent on handling an IM by members of the Team.
Avg Email	The average time spent on handling an email by members of the Team.
Avg Wrap	The average time spent in Wrap Up state by members of the Team.

By default, all columns are displayed on the table.

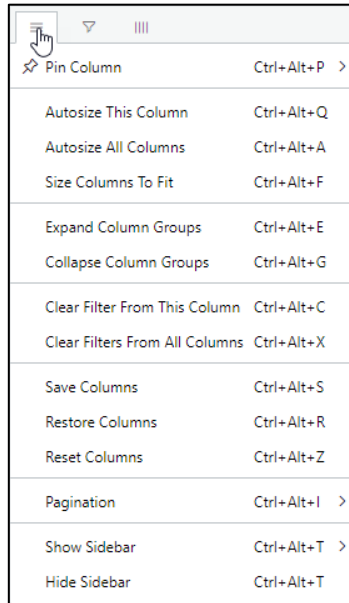
Note: Use the search field to find a column name in the list.

Column Headers

Column Header Actions

Click the *Actions* button on the right side of the column name as shown below to open the menu of options.

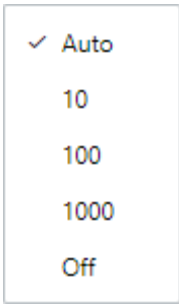
ID	Name	Display Name	Assigned	Logged On	On Contact	Not Ready	Contacts Handled	Avg Aler
1	All	All (1)	11	5	0	4	0	0.00:00:0
2	Sales	Sales (2)	3	3	0	3	0	0.00:00:0
3	Customer Service	Customer Service (3)	3	1	0	1	0	0.00:00:0



Select an option from the menu to configure the columns and rows in the table.

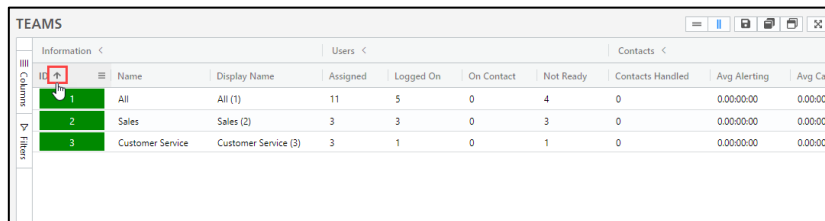
The table below explains the menu options provided.

Column Heading Menu Options	
Menu Option	Function
Pin Column	Select this option to lock the column on to one side of the table. Options include: <ul style="list-style-type: none"> ▪ Pin Left ▪ Pin Right ▪ No Pin
Autosize This Column	Resize the selected column to only the necessary width.
Autosize All Columns	Resize all columns to only the necessary width.
Size Columns To Fit	Resize all columns to only the minimum width.
Expand Column Groups	Display all columns within each group.
Collapse Column Groups	Hide columns to display Group Names.

Column Heading Menu Options	
Menu Option	Function
Clear Filter From This Column	Remove all filters added to the selected column.
Clear Filters From All Columns	Remove all filters from all columns in the table.
Save Columns	Save the current column settings.
Restore Columns	Revert column settings to the previous version.
Reset Columns	Reset column settings to the default settings.
Pagination	<p>Sets the number of rows displayed in the table.</p>  <p>Auto will fit as many rows as possible without using a scrollbar. Off to turn off pagination and display all rows on the same page.</p>
Show Sidebar	Display sidebar options including Filter and Column settings.
Hide Sidebar	Hide sidebar options including Filter and Column settings.

Column Header Sorting

Select the column name to sort the rows in the table by the selected column.



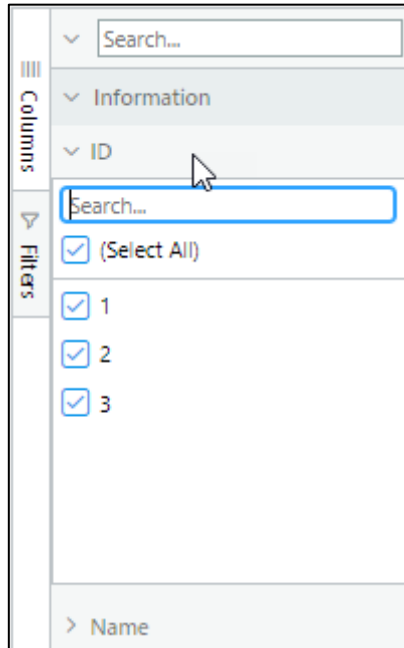
Information <	Users <	Contacts <						
Name	Display Name	Assigned	Logged On	On Contact	Not Ready	Contacts Handled	Avg Alerting	Avg Cal
1 All	All (1)	11	5	0	4	0	0.0000:00	0.0000:
2 Sales	Sales (2)	3	3	0	3	0	0.0000:00	0.0000:
3 Customer Service	Customer Service (3)	3	1	0	1	0	0.0000:00	0.0000:

ID	Name	Display Name	Assigned	Logged On	On Contact	Not Ready	Contacts Handled	Avg Alerting	Avg Call
3	Customer Service	Customer Service (3)	3	1	0	1	0	0.000000	0.000000
2	Sales	Sales (2)	3	3	0	3	0	0.000000	0.000000
1	All	All (1)	11	5	0	4	0	0.000000	0.000000

Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of Teams.

ID	Name	Display ...	Assigned	Logged ...	On Cont...	Not Ready	Contacts...	Avg Aler...	Avg Call	Avg Call(...)	Avg Call(...)
1	All	All (1)	11	3	1	1	0	0.000000	0.000000	0.000000	0.000000
2	Sales	Sales (2)	3	2	1	0	0	0.000000	0.000000	0.000000	0.000000
3	Customer S...	Customer S...	3	0	0	0	0	0.000000	0.000000	0.000000	0.000000



The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a column name in the list.

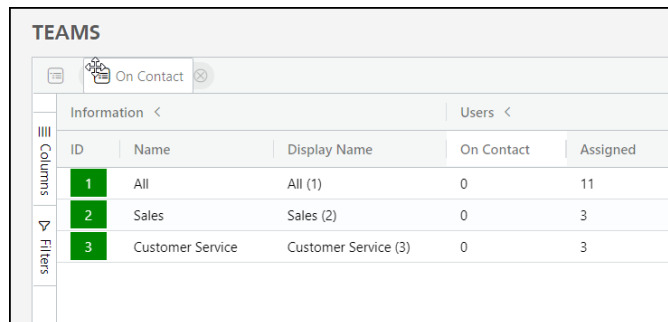
Row Groups

Click and drag columns to the top of the grid to categorize or group the rows in the grid.

An example of using Row Groups:

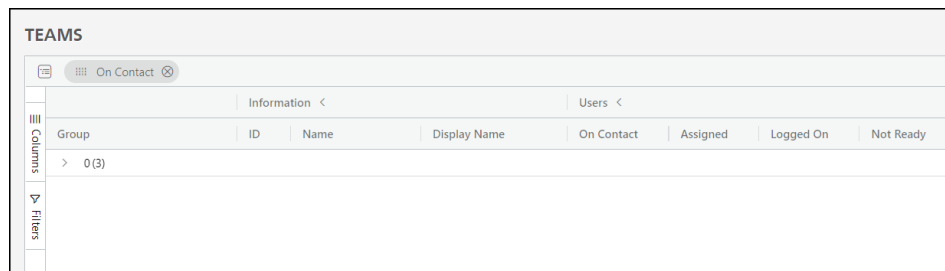
Information <		Users <				Contacts <			Avg Alert...	Avg Call	Avg Call(Q)	Avg Call(D)	Avg IM D...	Avg En
ID	Name	Display Name	Assigned	Logged On	On Contact	Not Ready	Contacts ...	Contacts ...						
All	All (1)		8	0	0	0	0	0	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00
Sales	Sales (2)		3	0	0	0	0	0	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00
Customer Service	Customer Service (3)		2	0	0	0	0	0	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00
POs	POs (4)		18	1	0	1	1	1	0.00:00:18	0.00:00:00	0.00:00:00	0.00:00:00	0.00:00:47	0.00:00

2. Click and drag the On Contact column to the top of the grid.



TEAMS				
Information <			Users <	
ID	Name	Display Name	On Contact	Assigned
1	All	All (1)	0	11
2	Sales	Sales (2)	0	3
3	Customer Service	Customer Service (3)	0	3

3. The rows are now grouped by On Contact:



TEAMS							
On Contact							
Information <				Users <			
Group	ID	Name	Display Name	On Contact	Assigned	Logged On	Not Ready
>	0 (3)						

Note: You can add multiple columns to the top of the grid to create nested groups.

Right-click menu options

Right-click on a row in the table to perform additional tasks, such as send quick messages or log off all users in a team.

ID	Name	Display Name	Assigned	Logged On	On Contact	Not Ready	Contacts Handled	Avg Alerting	Avg Cal
3	Customer Service	Customer Service (3)	3	1	0	1	0	0.00:00:00	0.00:00:00
2	Sales				0	3	0	0.00:00:00	0.00:00:00
1	All				0	4	0	0.00:00:00	0.00:00:00

The table below provides information on right-click menu options in the Team gallery.

Teams Table Right-Click Menu	
Menu Option	Function
Send Quick Message to All Assigned Users In Team	Select this option to use the Quick Text feature and send a message to all users assigned to the selected Team.
Send Quick message to Logged On Users In Team	Select this option to use the Quick Text feature and send a message to all logged on users assigned to the selected Team.
Log Off All Users In This Team	Select this option to log off all users assigned to this team.

This section has discussed the Team gallery, Team statistics, and the right click options. The next section describes how to drill down into statistics for individual teams.

Note: The statistics are updated in real time.

Details Table for the Teams Gallery

To find more information about a team:

1. Click on the row in the team table.
2. The Details Table for that team will display.

The screenshot displays the iceMonitor interface. On the left, the 'TEAMS' section shows a table with columns: ID, Name, Display Name, Assigned, Logged On, On Contact, Not Ready, and Contacts Ha. The table contains three rows: 'All (1)', 'Sales (2)', and 'Customer Service (3)'. The 'All (1)' row is selected. On the right, the 'TEAM - ALL (1)' details panel is open, showing two tabs: 'Information' and 'Users'. The 'Information' tab is active, displaying a table with columns: Property and Value. The table lists various statistics for the team, such as Average Alerting Duration, Average Call Duration, and Number Users Assigned.

Property	Value
> All (1)	
Statistics	
Average Alerting Duration	0.00:00.00
Average Call Duration	0.00:00.00
Average Call Duration Other	0.00:00.00
Average Email Duration	0.00:00.00
Average Instant Message Duration	0.00:00.00
Average Queued Call Duration	0.00:00.00
Average Wrap Up Duration	0.00:00.00
Number Contact Handled By Members	0
Number Users Assigned	11
Number Users Logged On	0
Number Users Not Ready	0
Number Users On Contact	0

The Details Table consists of the following sections:

- Information
 - Summary statistics for the team.
- Users
 - Which users are assigned to the team.

Each section can be resized, so you can fit the information you want to see. Scrollbars are available when information does not fit into a section of the panel (i.e., there is too much information).

The screenshot displays the 'TEAMS' section on the left and the 'TEAM - ALL (1)' details on the right.

TEAMS Table:

ID	Name	Display Name	Assigned	Logged On	On Contact	Not Ready	Contacts Ha
1	All	All (1)	11	5	0	3	0
2	Sales	Sales (2)	3	3	0	2	0
3	Customer Service	Customer Service (3)	3	1	0	1	0

TEAM - ALL (1) Details:

Information Users

Property

- > All (1)
- Statistics
- Average Alerting Duration
- Average Call Duration
- Average Call Duration Other
- Average Email Duration
- Average Instant Message Duration
- Average Queued Call Duration
- Average Wrap Up Duration
- Number Contact Handled By Members
- Number Users Assigned
- Number Users Logged On
- Number Users Not Ready
- Number Users On Contact

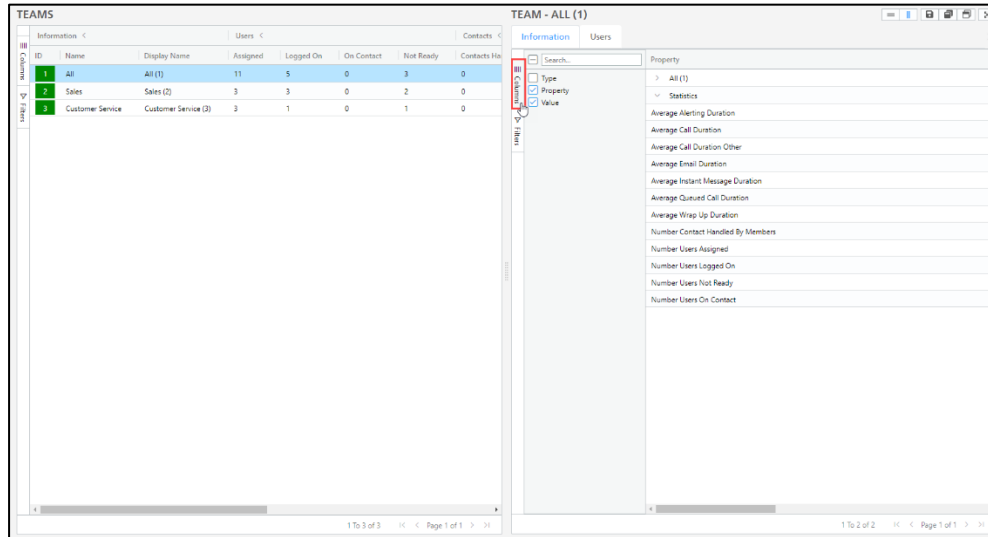
The list of all teams are displayed on the left, allowing for easy comparison among teams. You can view the Details Table for other teams by clicking on the rows housed in the table on the left.

Information Tab

This is the largest portion of the Teams Details Table.

Columns Options

The Detail Table for teams provides all information and data points for the selected team. Click the *Columns* heading on the left of the table and use the checkboxes to show and hide the information.



The gallery will refresh with the selected columns.

The table below explains the columns you can display.

Teams Information Tab Columns	
Column Name	Explanation
Type	Type of team data. Options include Information and Statistics.
Property	All informational and statistic properties for teams.
Value	The value of the information and statistic properties for the selected team.

By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

Click the Filters heading on the left of the table and use the options available to filter your list of data points.

The screenshot displays two side-by-side panels. The left panel, titled 'TEAMS', shows a table with columns: ID, Name, Display Name, Assigned, Logged On, On Contact, Not Ready, and Contacts Hit. The data is as follows:

ID	Name	Display Name	Assigned	Logged On	On Contact	Not Ready	Contacts Hit
1	All	All (1)	11	5	0	3	0
2	Sales	Sales (2)	3	3	0	2	0
3	Customer Service	Customer Service (2)	3	1	0	1	0

The right panel, titled 'TEAM - ALL (1)', shows a search field and a list of properties under the 'Information' tab. The properties listed are:

- Property: All (1)
- Type: Statistics
- Property: Average Alerting Duration
- Value: Average Call Duration
- Property: Average Call Duration Other
- Value: Average Email Duration
- Property: Average Instant Message Duration
- Value: Average Queued Call Duration
- Property: Average Wrap Up Duration
- Value: Number Contact Handled By Members
- Property: Number Users Assigned
- Value: Number Users Logged On
- Property: Number Users Not Ready
- Value: Number Users On Contact

This screenshot shows a vertical filter menu. At the top is a search field labeled 'Search...'. Below it is a section for 'Type' with a dropdown arrow and a search field. Under 'Type', there are three checked items: '(Select All)', 'Information', and 'Statistics'. At the bottom of the menu is a 'Reset Filter' button. Below the filter menu, there are two more sections: 'Property' and 'Value', each with a right-pointing arrow.

The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

Users Tab

In this section, you can see all the users that are assigned to the team by clicking the *Users* tab.

TEAM - ALL (1)

Information Users

ID	Image	Name	State	State Duration	Role Name
1001		Laura	No Reason	0.01:08:34	User
1002		Lucas	Ready	0.01:32:06	User
1003		Paula	Logged Off	11.09:03:48	User
1004		Francis	No Reason	0.01:32:40	User
1101		Sylvie	No Reason	0.01:31:59	Team Lead
1102		Antonio	Logged Off	11.09:03:48	Team Lead
1201		Andrea	Logged Off	11.09:03:48	Supervisor
1202		Marcel	Logged Off	11.09:03:48	Supervisor
1301		Julie	Ready	0.01:08:23	Administrator
9998		Switch Admin	Logged Off	11.09:03:48	Administrator
9999		Global Admin	Logged Off	0.01:31:56	Global Admin

Columns Options

Click the Columns heading on the left of the table and use the checkboxes to show and hide the information.

TEAMS

ID	Name	Display Name	Assigned	Logged On	On Contact	Not Ready	Contacts Ha
1	All	All (1)	11	5	0	3	0
2	Sales	Sales (2)	3	3	0	2	0
3	Customer Service	Customer Service (3)	3	1	0	1	0

TEAM - ALL (1)

Information Users

ID	Image	Name	State	State Duration	Role Name
1001		Laura	No Reason	0.01:08:28	User
1002		Lucas	Ready	0.01:32:58	User
1003		Paula	Logged Off	11.09:04:40	User
1004		Francis	No Reason	0.01:33:32	User
1101		Sylvie	No Reason	0.01:32:51	Team Lead
1102		Antonio	Logged Off	11.09:04:40	Team Lead
1201		Andrea	Logged Off	11.09:04:40	Supervisor
1202		Marcel	Logged Off	11.09:04:40	Supervisor
1301		Julie	Ready	0.01:08:13	Administrator
9998		Switch Admin	Logged Off	11.09:04:40	Administrator
9999		Global Admin	Logged Off	0.01:32:48	Global Admin

The gallery will refresh with the selected columns.

The table below explains the columns you can display.

Team User Assignments Tab Columns	
Column Name	Explanation
ID	User ID as per the user's profile in iceAdministrator.
Image	URL of the image as per the user's profile in iceAdministrator.
Name	Name of the user as per the user's profile in iceAdministrator.
State	The current state of the user.
State Duration	The current state time of the user.
Role Name	The user's role name as per the user's profile in iceAdministrator.

By default, all columns are displayed on the table.

Note: Use the search field to find a column name in the list.

Filter Options

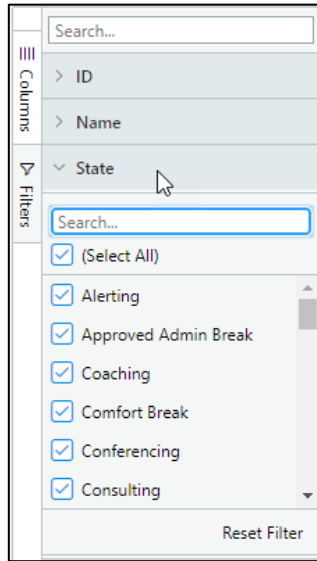
Click the Filters heading on the left of the table and use the data points available to filter your list of users.

The screenshot displays the 'TEAM - ALL (1)' interface. On the left, there is a 'Filters' sidebar with a table showing filter options:

ID	Name	Display Name	Assigned	Logged On	On Contact	Not Ready	Contacts Ha
1	All	All (1)	11	5	0	3	0
2	Sales	Sales (2)	3	3	0	2	0
3	Customer Service	Customer Service (3)	3	1	0	1	0

The main table on the right shows user details for 'TEAM - ALL (1)'. The columns are: ID, Image, Name, State, and State Duration. The data rows are:

ID	Image	Name	State	State Duration
0001		Laura	No Reason	0:01:09:31
0002		Lucas	Ready	0:01:53:09
0003		Paula	Logged Off	11:09:04:45
0004		Francis	No Reason	0:01:53:37
0005		Sylvie	No Reason	0:01:52:56
0006		Antonio	Logged Off	11:09:04:45
0007		Andrea	Logged Off	11:09:04:45
0008		Marnel	Logged Off	11:09:04:45
0009		Julie	Ready	0:01:09:30
0010		Switch Admin	Logged Off	11:09:04:45
0011		Global Admin	Logged Off	0:01:52:53

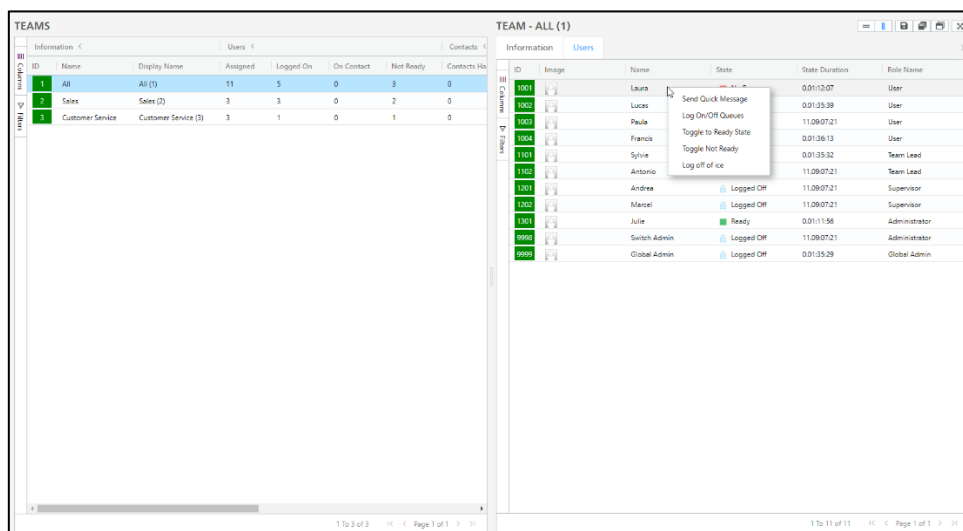


The gallery will refresh according to the filter conditions selected.

Note: Use the search field to find a property name in the list.

Right-click menu options

Right-click on a row in the table to perform additional tasks, such as logging in a user and changing their state.



The menu options that are available to you depends on whether or not you are logged on and whether or not the user you wish to interact with is logged on. For more information, refer to Chapter 3: The Users Screen Right-click menu options on page 70.



Chapter 5: The Home Screen

The Home Screen represents the highest level at which you can view information about your contact center. It can be used to provide a summary of the contact center or a table of contents for quick access to the information that you need frequently.

The screenshot displays the Ice Home Screen interface. The top navigation bar includes HOME, MONITOR, JOURNAL, SURVEY, REPORTS, ADMINISTRATOR, CAMPAIGN, ICEBAR, and ACTIVE CONTACTS. The user profile shows DIANE (1111) Administrator, READY, and the time 09:09:28. The left sidebar contains MONITOR, Home, Queues, Users, Teams, and Settings. The main content area is split into two panels: QUEUES and USERS.

QUEUES (Ice Servers: Aggregate)

ID	Name	Short Name	Status	TASA	TASA2	Server
5000	Default Name (S...	DF5000	Day Service	00:00:45	00:01:00	Aggregate
6000	Default Name (E...	DE6000	Day Service	00:00:45	00:01:00	Aggregate
6001	Sales Voice Que...	Sales VQ	Day Service	00:00:45	00:01:00	Aggregate
6002	Tech Support Vo...	TechSupp	Day Service	00:00:45	00:01:00	Aggregate
6003	Customer Servic...	CusServ	Day Service	00:00:45	00:01:00	Aggregate
6101	Sales Voice Fren...	FSales	Day Service	00:00:45	00:01:00	Aggregate
6102	Tech Support V...	FTechSupp	Day Service	00:00:45	00:01:00	Aggregate
6103	Customer Servic...	FTCusServ	Day Service	00:00:45	00:01:00	Aggregate
6500	Email Queue	Email	Day Service	00:00:45	00:01:00	Aggregate
6510	Email French Qu...	FrEmail	Day Service	00:00:45	00:01:00	Aggregate
6900	Training Queue	Training	Day Service	00:00:45	00:01:00	Aggregate
6910	French Training ...	FrTraining	Day Service	00:00:45	00:01:00	Aggregate
7000	IM Queue	IM	Day Service	00:00:45	00:01:00	Aggregate
7100	IM French Queue	FrIM	Day Service	00:00:45	00:01:00	Aggregate

USERS

ID	Name	Display Name	Role Name	State	State Dur...
1001	Laura	Laura (1001)	User	Logged Off	3.01:19.5
1002	Lucas	Lucas (1002)	User	Logged Off	3.01:19.5
1003	Paula	Paula (1003)	User	Logged Off	3.01:19.5
1004	Francis	Francis (1004)	User	Logged Off	3.01:19.5
1005	QA Andrei	QA Andrei (1005)	User	Logged Off	3.01:19.5
1071	User 1	User 1 (1071)	User	Logged Off	3.01:19.5
1072	User 2	User 2 (1072)	User	Logged Off	3.01:19.5
1077	Team Lead 1	Team Lead 1 (10...	Team Lead	Logged Off	3.01:19.5
1078	Supervisor 1	Supervisor 1 (10...	Supervisor	Logged Off	3.01:19.5
1079	Administrator 1	Administrator 1 ...	Administrator	Logged Off	3.01:19.5
1101	Sylvie	Sylvie (1101)	Team Lead	Logged Off	3.01:19.5
1102	Antonio	Antonio (1102)	Team Lead	Logged Off	3.01:19.5
1111	Diane	Diane (1111)	Administrator	Ready	00:00:05.2
1201	Andrea	Andrea (1201)	Supervisor	Logged Off	3.01:19.5
1202	Marcel	Marcel (1202)	Supervisor	Logged Off	3.01:19.5
1301	Julie	Julie (1301)	Administrator	Logged Off	0.01:13.4
1302	Mark	Mark (1302)	Administrator	Logged Off	3.01:19.5

All user types have access to the Home Screen. For more information on user types, refer to page What Different User Types Can Do on page 24.

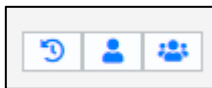
How to configure your Home Screen

This section provides information on how to do the following:

- How to add or remove the tables
- How to lock the tables
- How to configure the columns on the tables
- How to organize the home screen
- How to save and restore your home screen layout

How to Add or Remove the Tables

There are separate tables for users, queues, and team information. Use the following buttons to add or remove the tables from the home screen:



QUEUES					USERS					TEAMS				
ID	Name	Short Name	Status	TASA	ID	Image	Name	Display Name	Role Name	ID	Name	Display Name	Assigned	Logged On
6001	Sales Voice Queue	Sales	Day Service	0.000	1001		Laura	Laura (1001)	User	1	All	All (1)	11	5
6002	Tech Support Voice Queue	TechSupp	Day Service	0.000	1002		Lucas	Lucas (1002)	User	2	Sales	Sales (2)	3	3
6003	Customer Service Voice Queue	CustServ	Night Service	0.000	1003		Paula	Paula (1003)	User	3	Customer Service	Customer Service (3)	3	1
6004	Default Name (6004)	D6004	Day Service	0.000	1004		Francis	Francis (1004)	User					
6005	Email Queue	D6500	Day Service	0.000	1101		Sylvie	Sylvie (1101)	Team Lead					
					1102		Antonio	Antonio (1102)	Team Lead					
					1201		Andrea	Andrea (1201)	Supervisor					
					1202		Marcel	Marcel (1202)	Supervisor					
					1301		Julie	Julie (1301)	Administrator					
					9998		Switch Admin	Switch Admin (9998)	Administrator					
					9999		Global Admin	Global Admin (9999)	Global Admin					

You can change the layout of the table and it will not affect the information displayed on the home screen.

The screen is populated horizontally from the upper left corner. New items are placed after existing items.

You can also toggle to the full-screen mode from the home screen. The full-screen mode is recommended for wallboard displays.

How to lock the tables

Use the lock icon to lock the order of the tables on the Home page.



If locked, the views will remain in the order Queues (left), Users (center), and Teams (right).

If unlocked, the views will be displayed in the order that the tables are added in.

How to configure the columns on the tables

Add columns

1. Select *Columns* on the left side of the table.
2. Review the list of data points and select the checkbox to add the column to the table.

The screenshot shows three panels: QUEUES, USERS, and TEAMS. Each panel has a 'Columns' sidebar on the left with a search bar and a list of data points with checkboxes. The main area of each panel displays a table of data.

ID	Name	Short Name
6001	Sales Voice Queue	Sales
6002	Tech Support Voice Queue	TechSup
6003	Customer Service Voice Queue	CustSer
6004	Default Name (6004)	DH6004
6500	Email Queue	DH6500

ID	Image	Name	Display Name
1001		Laura	Laura (T)
1002		Lucas	Lucas (T)
1003		Paula	Paula (T)
1004		Francis	Francis (T)
1101		Sylvie	Sylvie (T)
1102		Antonio	Antonio
1201		Andrea	Andrea (T)
1202		Marcel	Marcel (T)
1301		Julie	Julie (T)
9998		Switch Admin	Switch A
9999		Global Admin	Global A

ID	Name	Display Name
1	All	All (1)
2	Sales	Sales (2)
3	Customer Service	Customer Service (3)

Remove columns

1. Select *Columns* on the left side of the table.
2. Review the list of data points and unselect the checkbox to remove the column from the table.

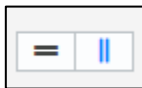
Collapse and expand columns

Use the arrows on the right side of the category names to hide or display all columns within a category.

The screenshot shows three side-by-side tables. The first table is titled 'QUEUES' and has columns for 'Queue N...', 'Queue S...', 'Status', and 'Target A...'. The second table is titled 'USERS' and has columns for 'ID #', 'Image URL', 'Name', 'Display ...', and 'Role'. The third table is titled 'TEAMS' and has columns for 'ID #', 'Name', 'Display ...', 'Assigned', and 'Logp...'. Red boxes highlight the expand/collapse arrows on the right side of the category names.

How to organize your Home Screen

Use the following buttons to organize the tables on the home screen:



Use the Horizontal View to display all tables side by side:

The screenshot shows three side-by-side tables in horizontal view. The first table is titled 'QUEUES' and has columns for 'Queue N...', 'Queue S...', 'Status', and 'Target A...'. The second table is titled 'USERS' and has columns for 'ID #', 'Image URL', 'Name', 'Display ...', and 'Role'. The third table is titled 'TEAMS' and has columns for 'ID #', 'Name', 'Display ...', 'Assigned', and 'Logp...'. The tables are displayed side-by-side.

Use the Vertical View to display all tables one over the other:

Queue...	Avg Offe...	Contacts...	Abandon...	Offered	Handled	Handled ...	Handled...	Handled...	Handled...	% Aband...	% Handl...	% Handl...	Short Ab...	Assigned
6000	0.000000	0	0	0	0	0	0	0	0	0%	0%	0%	0	0

ID #	Total Rea...	Avg Aler...	Avg Aler...	Avg Aler...	Alerting	Alerting(...	Alerting(...	Total Co...	Contact ...	Calli Ha...	Queued ...	Direct Ca...	Answer...
1001	0.000000	0.000000	0.000000	0.000000	0.000000	0.000000	0.000000	0	0.000000	0	0	0	0
1002	0.000000	0.000000	0.000000	0.000000	0.000000	0.000000	0.000000	0	0.000000	0	0	0	0
1003	0.000000	0.000000	0.000000	0.000000	0.000000	0.000000	0.000000	0	0.000000	0	0	0	0
1004	0.000000	0.000000	0.000000	0.000000	0.000000	0.000000	0.000000	0	0.000000	0	0	0	0


ID #	Assigned	Contacts...	Avg Aler...	Avg Call	Avg Call(...	Avg Call(...	Avg IM ...	Avg Email	Avg Wrap
1	11	0	0.000000	0.000000	0.000000	0.000000	0.000000	0.000000	0.000000
2	3	0	0.000000	0.000000	0.000000	0.000000	0.000000	0.000000	0.000000
3	3	0	0.000000	0.000000	0.000000	0.000000	0.000000	0.000000	0.000000

How to save and restore your Home Screen layout


Use the following buttons to save and restore your Home Screen configurations.




Save layout configurations

After configuring your Home Screen, use the disk icon  to save your layout. This layout will remain on your home page the next time you open iceMonitor.

Restore layout configurations


Use the restore button  if you wish to restore your Home Screen to a previously saved layout.

Reset layout configurations

Use the reset button  if you wish to reset your Home Screen to the default iceMonitor layout.

Toggle to full-screen

This iceMonitor can be projected onto a display and monitored regularly throughout the day.

Use the expand button  to toggle to full-screen mode.

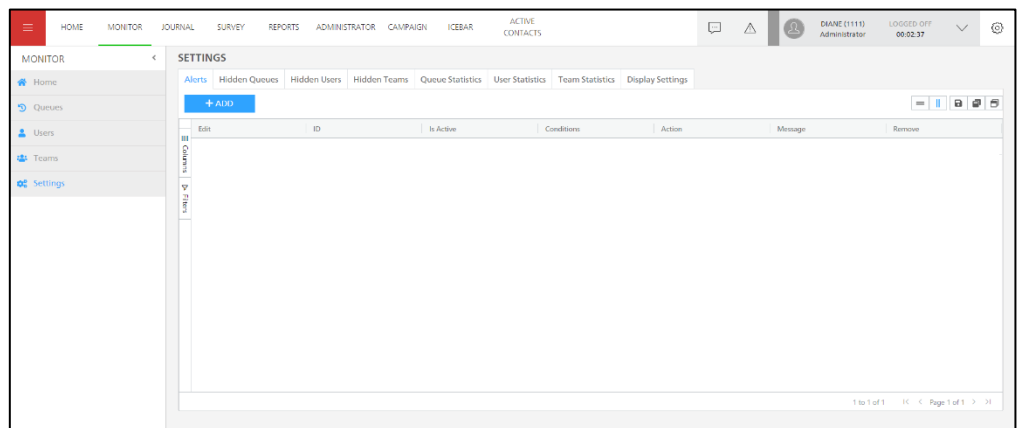
To exit full-screen mode, select ESC on your keyboard.

For more information on how to manage your layouts, please refer to page 17.



Chapter 6: Settings

The last available gallery view is Settings, accessible through the Settings icon. It displays the configurable settings for your iceMonitor tool.



The Settings screen provides options to configure the iceMonitor display.

Note: iceMonitor refreshes after you have made changes to settings. The next time you log on, iceMonitor will still display the new configuration.

By default, the Alerts tab is open. To configure a different part of iceMonitor, click on the appropriate tab.

The tabs and the items you can configure under them are described in the table below:

iceMonitor Settings	
Tab Name	Function
Alerts	Configure alerts that can be sent out through email, appear on the iceMonitor as a pop up, or displayed on a Microsoft Teams channel.
Hidden Queues	Hide queues that you do not need to view or show hidden queues.
Hidden Users	Hide users that you do not need to view or show hidden users.
Hidden Teams	Hide teams that you do not need to view or show hidden teams.
Queue Statistics	Configure the names of the statistic columns and the threshold settings for queue statistics.
User Statistics	Configure the names of the statistic columns and the threshold settings for user statistics.
Team Statistics	Configure the names of the statistic columns and the threshold settings for team statistics.
Display Settings	Configure other display settings such as labels used and threshold colors.

Alerts

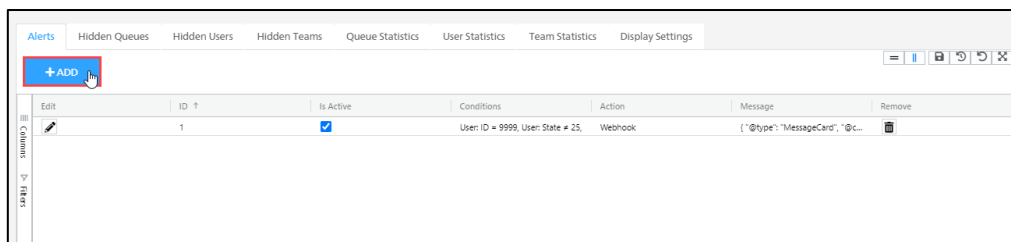
iceMonitor can send alerts to the iceMonitor browser, to email addresses, or to a Microsoft Teams channel when a certain threshold is reached.

Note: These alerts apply to your iceMonitor account – other users will not receive the same alerts unless you configure and send it to them through email or Microsoft Teams channel.

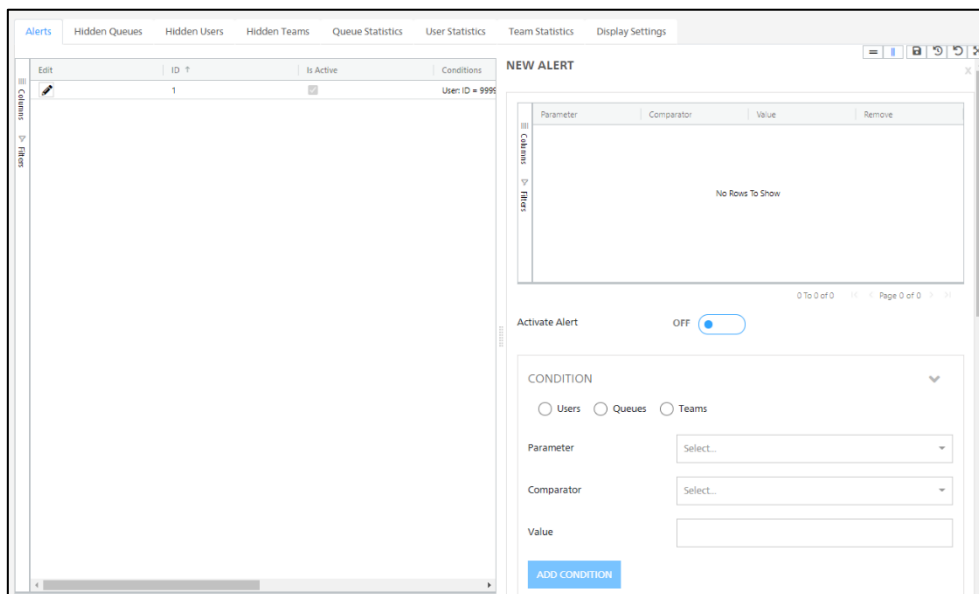
Click the *Alerts* tab to add a new alert or edit an existing alert. This panel is composed of an *Add* button and a table of all existing alerts.

To build a new alert expression, complete the following steps:

1. Click *Add*.



2. The New Alert form expands on the right to include several text boxes, drop-down menus, radio button, and button options. Fields and buttons are greyed out until you have added a condition.

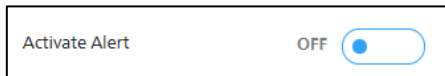


- A notification alert is composed of 4 configurable components: Condition, Server, Notification, and Time.

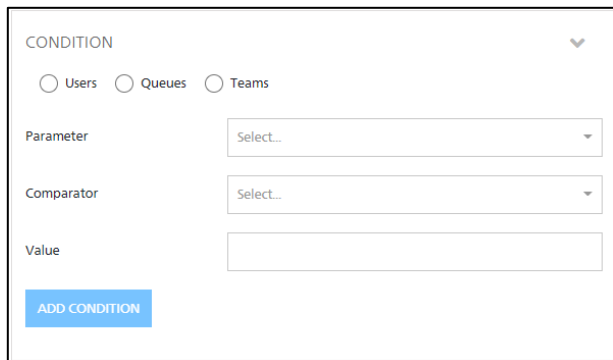
All 4 components must be completed before you can save the alert.

Note:

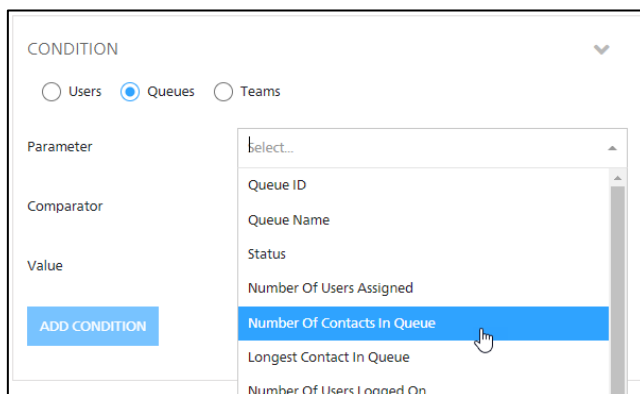
- By default, Activate Alert is disabled.



- Remember to save the alert before leaving this tab. If you leave this tab without saving the alert, when you return to the New Alert form, the information will no longer be available.
- Select the type of condition that you wish to create: User, Queue, Team, or Contact. Click the corresponding radio button.

A form titled "CONDITION" with a dropdown arrow on the right. Below the title are three radio buttons: "Users", "Queues", and "Teams". The "Users" radio button is selected. Below the radio buttons are three input fields: "Parameter" (a dropdown menu with "Select..." text), "Comparator" (a dropdown menu with "Select..." text), and "Value" (a text input field). At the bottom left is a blue button labeled "ADD CONDITION".

- Select a parameter from the Parameter drop-down. This contains the same options as the Sort By options available for that type of condition.

A form titled "CONDITION" with a dropdown arrow on the right. Below the title are three radio buttons: "Users", "Queues", and "Teams". The "Queues" radio button is selected. Below the radio buttons are three input fields: "Parameter" (a dropdown menu with a list of options), "Comparator" (a dropdown menu with "Select..." text), and "Value" (a text input field). The "Parameter" dropdown menu is open, showing a list of options: "Queue ID", "Queue Name", "Status", "Number Of Users Assigned", "Number Of Contacts In Queue", "Longest Contact In Queue", and "Number Of Users Logged On". The "Number Of Contacts In Queue" option is highlighted in blue and has a mouse cursor pointing to it. At the bottom left is a blue button labeled "ADD CONDITION".

For information on user parameters, refer to Column Options on page 60.

- After you have selected a parameter, the Comparator dropdown list becomes available. Depending on the parameter you have selected, the options available in the Comparator dropdown changes. For the available options for each Parameter, refer to Appendix B: Conditions for Alerts.

CONDITION

Users Queues Teams

Parameter: Number Of Contacts In Queue

Comparator: Select...
contains
contains any
≠
=
>

Value

ADD CONDITION

- Enter a value for the condition.

CONDITION

Users Queues Teams

Parameter: Number Of Contacts In Queue

Comparator: >

Value: 10

ADD CONDITION

You can enter alphanumeric text or select from a drop-down menu where available. For information on what you can put into the Value field for different Parameters, refer to Appendix B: Conditions for Alerts on page 145. iceMonitor will validate statistics against the condition you have set here.

Click *Add Condition* to add the condition to the conditions table.

- Continue until you have all the conditions you need for your alert. After you have finished creating conditions, proceed to the next step.

Note:

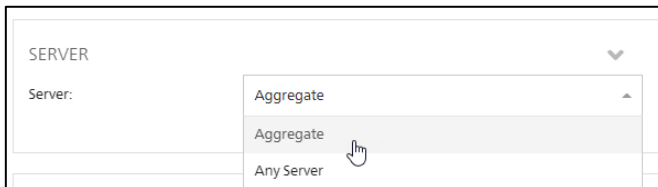
- All conditions in the list must be true for the alert to trigger.
- Once you create one condition, the Notification section is no longer greyed out.

9. To remove an existing condition, highlight the condition and click the trash can icon.



That condition is removed from the Conditions table.

10. Select a Server Name from the drop down that is associated with this alert.



11. Configure the notification of the alert.

Select either Notify me in the UI, Send Email, or Webhook. By default, Notify me in the UI is selected.

NOTIFICATION ▼

Notify me in the UI
 Send Email

Webhook

Message

▼

INSERT VALUE

Notify me in UI:

When this option is selected, the alert will appear in the iceMonitor and iceManager interface.

The screenshot shows the iceMonitor interface with the 'MONITOR' tab selected. The 'QUEUES' section is active, displaying a table of queue information. A yellow alert box is visible at the bottom of the 'QUEUES' section, indicating an alert triggered by the 'Notify me in UI' option.

ID	Name	Short Name	Status	TASA	TASA2	Server
5000	Default Name (S...	D15000	Day Service	00:00:48	00:01:00	Aggregate
6000	Default Name (L...	D16000	Day Service	00:00:48	00:01:00	Aggregate
6001	Sales Voice Que...	Sales VO	Day Service	00:00:48	00:01:00	Aggregate
6002	Tech Support Vo...	TechSupp	Day Service	00:00:48	00:01:00	Aggregate
6101	Customer Servic...	CurServ	Day Service	00:00:45	00:01:00	Aggregate
6102	Sales Voice Fren...	FSales	Day Service	00:00:45	00:01:00	Aggregate
6103	Tech Support V...	FTechSrv	Day Service	00:00:45	00:01:00	Aggregate
6103	Customer Servic...	FCurSrv	Day Service	00:00:45	00:01:00	Aggregate
6500	Email Queue	Email	Day Service	00:00:48	00:01:00	Aggregate
6510	Email French Qu...	FEEmail	Day Service	00:00:48	00:01:00	Aggregate
6900	Training Queue	Training	Day Service	00:00:48	00:01:00	Aggregate
6910	French Training ...	FTTraining	Day Service	00:00:48	00:01:00	Aggregate
7000	IM Queue	IM	Day Service	00:00:45	00:01:00	Aggregate
7100	IM French Queue	IFIM	Day Service	00:00:45	00:01:00	Aggregate

Alerts -

12-03 09:30 PM ✕

The number of contact in queue is greater than 20.

1. Type the message you want to send in the Message textbox.
2. Select the appropriate variable that represents the value you would like to display when the alert appears. The *Insert Value* button will remain greyed out until the drop-down is opened and a variable is selected.

NOTIFICATION ▼

Notify me in the UI Send Email

Webhook

Message

Message

▼

INSERT VALUE

An example of the message that appears with the alert that we have set up so far could be as follows:

Message

The number of contacts in queue is
<@NumberContactsQueued@> and Number of Users in
Not Ready is <@NumberUsersNotReady@>..

Number Of Users Not Ready ▼

INSERT VALUE

You will be notified when the threshold has been met.

The screenshot shows the iceMonitor interface with the following data:

ID	Name	Short Name	Status	TASA	TASA2	Server
5000	Default Name (S...	DS5000	Day Service	00:00:45	00:01:00	Aggregate
6000	Default Name (S...	DS6000	Day Service	00:00:45	00:01:00	Aggregate
6001	Sales Voice Que...	Sales VQ	Day Service	00:00:45	00:01:00	Aggregate
6002	Tech Support Vo...	TechSupp	Day Service	00:00:45	00:01:00	Aggregate
6003	Customer Servic...	CustSrv	Day Service	00:00:45	00:01:00	Aggregate
6101	Sales Voice Fren...	FrSales	Day Service	00:00:45	00:01:00	Aggregate
6102	Tech Support V...	FrTchSpp	Day Service	00:00:45	00:01:00	Aggregate
6103	Customer Servic...	FrCstSrv	Day Service	00:00:45	00:01:00	Aggregate
6500	Email Queue	Email	Day Service	00:00:45	00:01:00	Aggregate
6510	Email French Qu...	FrEmail	Day Service	00:00:45	00:01:00	Aggregate
6800	Training Queue	Training	Day Service	00:00:45	00:01:00	Aggregate
6910	French Training ...	FrTrng	Day Service	00:00:45	00:01:00	Aggregate
7000	IM Queue	IM	Day Service	00:00:45	00:01:00	Aggregate
7100	IM French Queue	FrIM	Day Service	00:00:45	00:01:00	Aggregate

ID	Im...	Name	Display Name	Role Name	State	State
1001		Laura	Laura (1001)	User	Logged Off	3.0
1002		Lucas	Lucas (1002)	User	Logged Off	3.0
1003		Paula	Paula (1003)	User	Logged Off	3.0
1004		Francis	Francis (1004)	User	Logged Off	3.0
1006		QA Andrei	QA Andrei (1005)	User	Logged Off	3.0
1071		User 1	User 1 (1071)	User	Logged Off	3.0
1072		User 2	User 2 (1072)	User	Logged Off	3.0
1077		Team Lead 1	Team Lead 1 (1077)	Team Lead	Logged Off	3.0
1078		Supervisor 1	Supervisor 1 (1078)	Supervisor	Logged Off	3.0
1079		Administrator 1	Administrator 1 (1079)	Administrator	Logged Off	3.0
1101		Sylvie	Sylvie (1101)	Team Lead	Logged Off	3.0
1102		Antonio	Antonio (1102)	Team Lead	Logged Off	3.0
1111		Diane	Diane (1111)	Administrator	No Reason	0.0
1201		Andrea	Andrea (1201)	Supervisor	Logged Off	3.0

Send Email

- Once you select Send Email, the Message textbox and Address textboxes become available.

NOTIFICATION ▼

Notify me in the UI
 Send Email

Webhook

Message

INSERT VALUE

Address

ADD ADDRESS
REMOVE ADDRESS

- Type the message you want to send in the Message textbox.

The screenshot shows a configuration window titled "NOTIFICATION" with a dropdown arrow. It contains three radio buttons: "Notify me in the UI", "Send Email" (which is selected), and "Webhook". Below this is a "Message" section with a text area containing the text: "Number of Contacts in queue is <@NumberContactsQueued@> and Number of Users in Not Ready is". Underneath the text area is a dropdown menu and a blue "INSERT VALUE" button. At the bottom, there is an "Address" section with a text input field, a blue "ADD ADDRESS" button, and a larger empty text area with a blue "REMOVE ADDRESS" button.

Use the drop-down below the text box to select the value you want to be referred to.

3. Enter the email address you wish to send the alert to and click *Add Address*.

The screenshot shows a close-up of the "Address" section. It features a text input field containing the email address "supervisors@computer-talk.com". To the right of the input field are two blue buttons: "ADD ADDRESS" and "REMOVE ADDRESS". A mouse cursor is pointing at the "ADD ADDRESS" button. Below the input field is a larger empty text area.

Repeat until you have inputted all the email addresses you need to.

Note: If you type in an invalid email, iceMonitor will not allow you to add the address. Correct the mistake and continue adding addresses.

Address

supervisors@computer-talk.com

ADD ADDRESS

REMOVE ADDRESS

4. To remove existing email addresses in the list, highlight the address and click the checkbox and select *Remove Address*.

Address

ADD ADDRESS

REMOVE ADDRESS

supervisors@computer-talk.com

Play Audio

Select this option to configure audio for the alert.

Note: Audio alerts are only available for the "Notify me in the UI" option.

Play Audio

In Monitor In Manager

Audio Link:

Repeat: Indefinitely

Pause Between Audio (s):

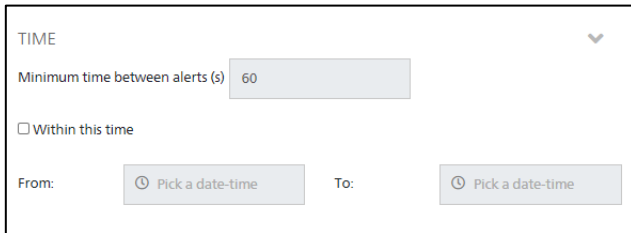
The table below explains the fields available to configure audio for an alert.

Audio Alert Options	
Field	Explanation
In Monitor	Select this option to play the audio alert only when iceMonitor is open.
In Manager	Select this option to play the audio when iceManager is open to any page, including but not limited to iceMonitor.
Audio Link	<p>Enter the URL or the audio file name. Use the Play button to play the audio file.</p> <p>Note:</p> <ul style="list-style-type: none"> • Audio files must be placed onto the server in order to have access through iceMonitor. Format includes: <ul style="list-style-type: none"> • url: [https://server:port]/assets/Audio/Alerts/ • Supported formats include: <ul style="list-style-type: none"> • .ogg • .wav • .mp3 • 3 audio files are accessible by default. To use one of the default audios, enter one of the following into the Audio Link field: <ol style="list-style-type: none"> 1. alert1.mp3 2. alert2.mp3 3. alert3.mp3
Repeat	<p>Enter the number of times to repeat the audio file. Select the Indefinitely checkbox to continuously play the audio file.</p> <p>Note: Valid input includes 0 to 2147483647</p>
Pause Between Audio (s)	<p>Enter the number of seconds in between repeating the audio file.</p> <p>Note: Valid input includes 0 to 2147483647</p>

12. In the Time section, you can specify the alert interval and when you wish to receive these alerts.

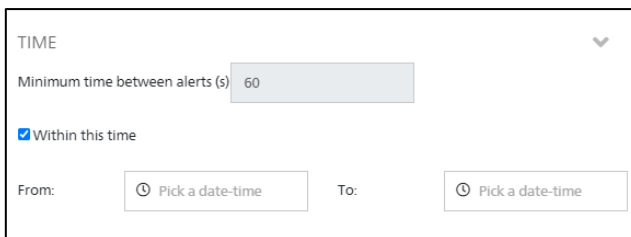
By default, the minimum time between each alert is 1 minute (or 60 seconds). By default, “Within this time” is disabled.

Note: 60 seconds is the lowest interval time allowed.



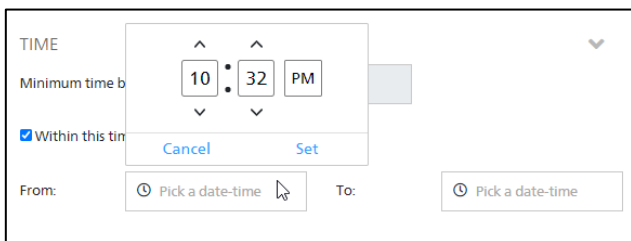
The screenshot shows a configuration panel titled "TIME" with a dropdown arrow. It contains a text input field for "Minimum time between alerts (s)" with the value "60". Below this is a checkbox labeled "Within this time" which is currently unchecked. At the bottom, there are two date-time pickers labeled "From:" and "To:", each with a clock icon and the text "Pick a date-time".

To specify a time frame in which you wish to receive these alerts, enable Within this time and click the clock icon.



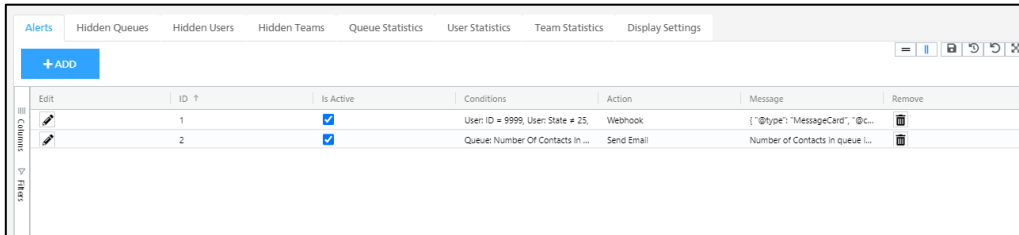
This screenshot is identical to the previous one, but the checkbox for "Within this time" is now checked.

When you click the clock icon, a drop-down containing hours appears. Select the appropriate From and To times before proceeding.



This screenshot shows the "From:" date-time picker with its dropdown menu open. The dropdown displays a time selection interface with two spinners for hours and minutes, and a "PM" button. The hours spinner shows "10" and the minutes spinner shows "32". Below the spinners are "Cancel" and "Set" buttons. The "To:" picker remains closed.

13. Click *Save* to add it to the alert list.



Edit	ID ↑	Is Active	Conditions	Action	Message	Remove
	1	<input checked="" type="checkbox"/>	User: ID = 9999, User: State = 25	Webhook	{ "@type": "MessageCard", "@c...	
	2	<input checked="" type="checkbox"/>	Queue: Number Of Contacts in ...	Send Email	Number of Contacts in queue L...	

You can adjust the size of the columns by dragging the borders.

14. To remove an alert, highlight the alert on the list and click the trash can icon.

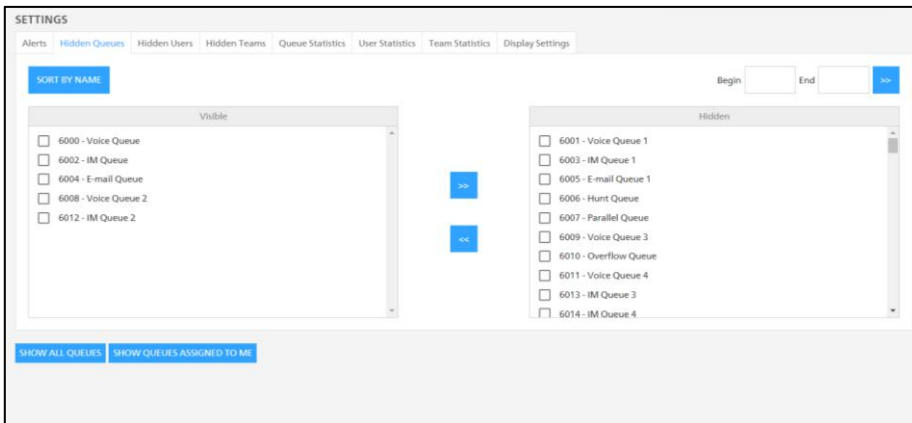
Note:

- iceMonitor will validate conditions from the top of the list to the bottom, so add conditions in a logical order. All conditions must be true for an alert to be sent.
- It is recommended that you do not put too many conditions onto one alert – you can always create a new alert to address different thresholds.

Hidden Users/Queues/Teams

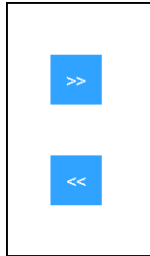
The Hidden Users, Hidden Queues, and Hidden Teams tabs allow you to hide the rows you do not need to see or show the rows that you wish to see in the respective tables. You can also modify the display so that only the Users, Teams, and/or Queues that are assigned to you are shown.

The details panel consists of a Sort By Name button, arrow buttons, range selection, and two columns. This panel is the same for the three tabs, so this topic is covered in one section.



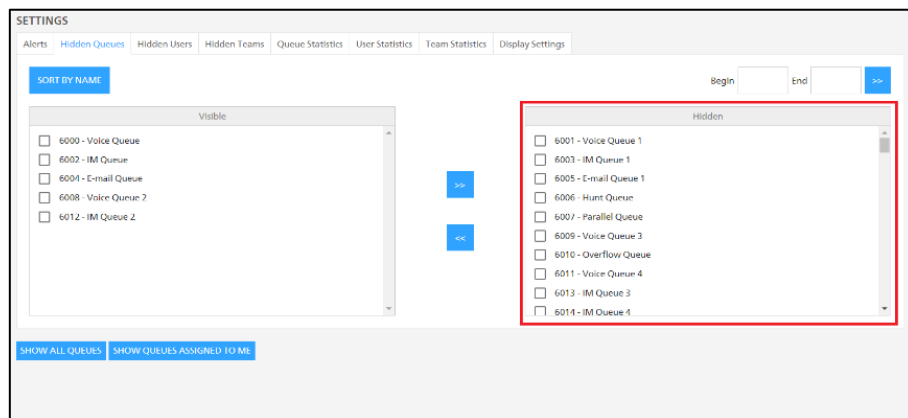
To hide a user, queue, or team:

1. Find the user/queue/team you wish to hide in the left column, using the scroll bar or the search bar.
2. Highlight the row and click the >> button.



To move more than one row, select multiple checkboxes before clicking the >> button.

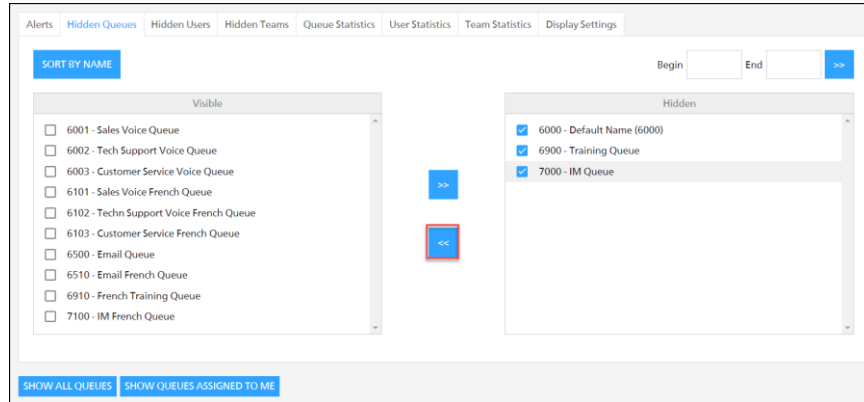
3. The row will appear on the right column.



As you add more rows to the hidden list, a scroll bar will appear so you can navigate through the list.

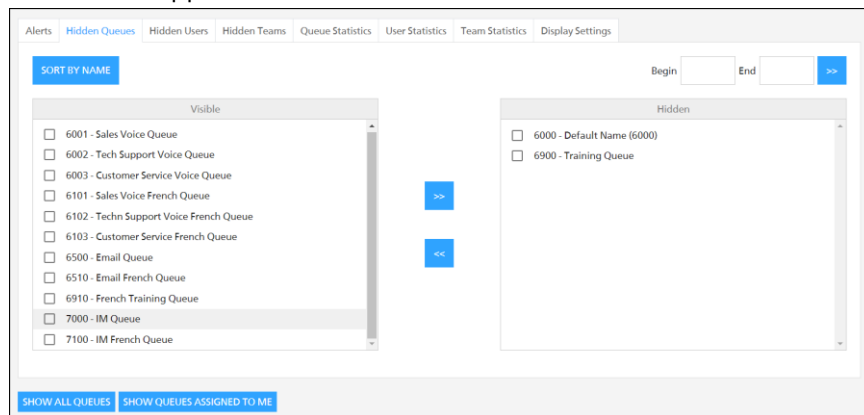
To show a user/queue/team:

1. Find the user/queue/team you wish to show in the right column, using the scroll bar.
2. Select the checkbox next to the row and click the << button.



To move more than one row, select multiple checkboxes before clicking the << button.

3. The row will appear on the left column.



As you add more rows to the visible list, a scroll bar will appear so you can navigate through the list.

Filter Buttons

The filter buttons at the bottom of the Hidden Queues, Hidden Users, and Hidden Teams pages allow you to filter your queues, users and teams list.

The table below outlines the different filter options available on each page.

Filter	Description
Hidden Queues	
Show all queues	Select this option to show all queues.
Show queues assigned to me	Select this option to only show the queues assigned to you.
Hidden Users	
Show All Users	Select this option to show all users.
Show users in queues assigned to me	Select this option to show only the users who share at least one queue assignment in common with you.
Show users in teams assigned to me	Select this option to show users who share at least one team assignment in common with you.
Show users in queues/teams assigned to me	Select this option to show users who share either a queue assignment or a team assignment with you.
Hidden Teams	
Show all teams	Select this option to show all teams.
Show teams assigned to me	Select this option to show only show teams assigned to you.

User Statistics/Queue Statistics/Team Statistics

The User Statistics, Queue Statistics, and Team Statistics tabs allow you change the column names and threshold for each statistic.

The details panel consists of a table. This panel is the same for the three tabs, so this topic is covered in one section.

The User Statistics tab is comprised of a table with eight columns:

- Name
- Short Label
- Relative Value
- Prefer Large Values
- Show Warning Threshold
- Show Critical Threshold
- Warning Level Threshold
- Critical Level Threshold

Alerts	Hidden Queues	Hidden Users	Hidden Teams	Queue Statistics	User Statistics	Team Statistics	Display Settings		
Name	Short Label	Relative Value	Prefer Large Values	Show Warning Thresh...	Show Critical Threshold	Warning Threshold	Critical Threshold		
Total Contact Duration	Contact Duration	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	70%	85%		
Total Contacts	Total Contacts	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	70%	85%		
Total Call Duration From ...	Call Duration(Q)	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	70%	85%		
Total Call Duration Direct	Call Duration(D)	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	70%	85%		
Total Email Duration	Email Duration	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	70%	85%		
Total IM Duration	IM Duration	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	70%	85%		
Total Alerting	Alerting	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	70%	85%		
Total Alerting From Queue	Alerting(Q)	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	70%	85%		
Total Alerting Direct	Alerting(D)	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	70%	85%		
Calls Handled	Calls Handled	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	70%	85%		
Call Transfers Made	Call Transfers	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	70%	85%		

To sort the table by a column header, click on the column header. A triangle will appear next to the header name. Upward pointing triangle indicates ascending order and a downwards pointing triangle indicates descending order.

Name

All parameters for the Queue, User, or Team gallery view are listed in this column.

Relative Value

This is used to configure the thresholds:

To modify the Relative Value field, double-click on it.

Name	Short Label	Relative Value
Number Of Users Assigned	Assigned	0
Number Of Contacts In Queue	Contacts Queued	10
Longest Contact In Queue	Longest In Queue	0
Number Of Users Logged On	Logged On	0
Number Of Users On Contact	On Contact	0
Number Of Users Ready	Ready	0
Number Of Users Not Ready	Not Ready	0
Number Of Contacts Offered	Offered	0

Note: iceMonitor collects data before it resets at the conclusion of each day. The reset time can be configured in iceAdministrator. Once the data has been reset, it is no longer part of the statistic calculations displayed in the tables.

Prefer Large Values

Select the checkbox in the Prefer Large Values column to indicate that large values are better than small values for that statistic. By default, Prefer Large Values is disabled (i.e., the checkboxes are unchecked). When Prefer Large Values is enabled, the Color Threshold will adjust accordingly.

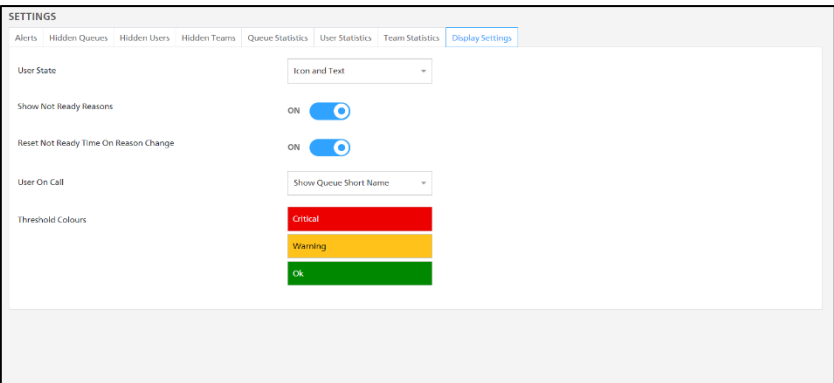
Example: For a help desk supervisor, a large number of users on contact indicates that things are operating as expected but a large number of abandoned calls indicates that something requires attention. In this case, large values for one statistic is great but large values for another shows that something is wrong.

To ensure iceMonitor accurately reflects this, enable Prefer Large Values checkbox for the Number of Users On Contact statistic. Verify the Prefer Large Values checkbox for Number of Contacts Abandoned row remains disabled. This will ensure the Color Threshold adjusts accordingly.




Display Settings

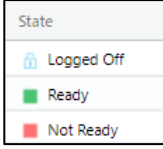
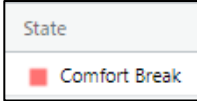

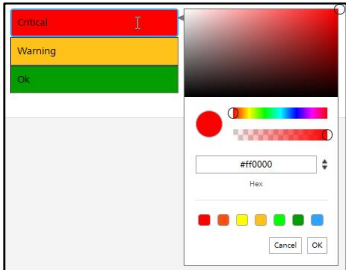
The Display Settings for Users, Supervisors, Team Leads, and Administrator contain the following options:

1. User Information Settings
2. Threshold Color Settings








The table below describes the options you can change:














Name of Field/Drop-down	Description
User State	Select an option from the dropdown to display the user's state in the Users Table. The options include: <ol style="list-style-type: none"> 1. Text Only <div data-bbox="570 1392 699 1465" style="border: 1px solid black; padding: 2px; margin: 5px 0;"> State Logged Off </div> 2. Icon Only <div data-bbox="570 1556 683 1717" style="border: 1px solid black; padding: 2px; margin: 5px 0;"> State    </div> 3. Icon and Text














	
<p>Show Not Ready Reasons</p>	<p>Select this checkbox to show the specific not ready reason that agents had selected.</p> 
<p>Reset Not Ready Time On Reason Change</p>	<p>Restart the Not Ready timer whenever a user changes their Not Ready reason code. This is used to represent the time spent in each Not Ready reason.</p>
<p>User On Call</p>	<p>Select an option from the dropdown to display the queue details for the current call that the user is handling. The options include:</p> <ol style="list-style-type: none"> 1. Show Queue Name 2. Show Queue Short Name 3. Show Queue ID
<p>Threshold Colors</p>	<p>Configure the threshold colors for all statistics. To do this:</p> <ol style="list-style-type: none"> 1. Select Critical, Warning, or Ok.  2. Select a color for the threshold and click OK. 





Appendix A: User State icons

User States	
Icon	Description
	Logged Off – the user is logged off.
	Logged On – the user is in the process of logging on.
	Ready – the user in is a Ready state, indicating he or she is available to handle incoming calls.
	<p>Not Ready – the user is Not Ready, indicating he or she is unavailable to take incoming calls.</p> <p>The user's Not Ready Reason will be displayed under user information.</p> <p>If a No Reason is displayed this means that the user was placed into the Not Ready state as a result of a missed call.</p> <p>Note: A user with the Disable Auto Not Ready class of service feature enabled stays in the Ready state after a missed call. This class of service feature is usually disabled.</p>
	Wrap Up – This icon is displayed when the user has the class of service feature that allows them to enter a Wrap-up state after each queued call. The user stays in the Wrap-up state until they make themselves Ready again.

User States	
Icon	Description
	Picking PAQ Call – the user is using the Pick PAQ feature on iceBar to pick a call out of a Personal Access Queue (PAQ).
	Picking Held Call – the user is using the Pick Held feature on iceBar to pick a call that has been placed on hold by another iceBar user.
	Picking Ringing Call – the user is using the Pick Ring feature on iceBar to pick a call that is ringing at another iceBar workstation.
	Picking ACD Call – the user is using the Pick ACD Call feature on iceBar to retrieve a call that is waiting in a queue that they do not normally take calls from.
	Alerting – a contact is alerting at the user’s workstation. Depending on the configuration of ice, this can mean the user’s phone is ringing, or the user is hearing a beep in his or her headset.
	Placing Call – the user is initiating a call.
	On Call – the user is either on an inbound or outbound call. This symbol is only displayed if you have opened iceMonitor after the user placed or received a call.
	On Call-Internal – the user is on a user-to-user call.
	On Call-Direct – the user is on a call that has been placed directly to the user, as opposed to a call that arrives from a queue.
	On Call-External – the user is on an external call.
	On Call-From Queue – the user is on a call that originated in a queue.
	Swapping PAQ Call – the user is swapping the call they are currently handling for a call that is waiting in their Personal User Queue (PAQ).
	On Email – the user is currently in the Email state. A user enters the Email state upon receiving an email message through ice.

User States	
Icon	Description
	On IM – the user is handling a queued instant message.
	On Web Chat – the user is handling a queued web chat.
	Consulting – the user is on a consultation call. This allows the user to put their caller into a holding state while they place a call to a third party. A consultation call is initiated with the <i>Consult</i> or <i>Conference</i> button on iceBar.
	Conferencing – the user is on a conference call. This allows the user to have a three-way conversation with the caller and a third party. A conference call is initiated with the <i>Conference</i> button on iceBar.
	Transferring a Call – the user is transferring a call. A transfer is initiated with the <i>Transfer</i> button on iceBar.
	Holding – the user has placed a caller on hold.
	Held – the user is currently on hold. You see this symbol if the user is placed on hold while on a user-to-user call
	Re-routing Call – the user is being re-routed. For example, the user is re-routed if he or she calls another user and is then call-forwarded to voicemail.
	Monitoring – the user is performing Silent Monitoring.
	In PAQ – the user is waiting in another user's Personal User Queue (PAQ).
	Receiving Fast Busy – Indicates a fast busy status. The user has received a fast busy tone because of a dialing error when making an outbound call or other user error.
	Unknown State – Indicates a possible communication problem with ice.
	In Workflow – the user has called a workflow DN. A workflow DN is a four-digit number that acts as an access point to a specific part of the workflow. For example, each queue number is a workflow DN that allows the user to direct calls to the queue or transfer calls to the queue.

User States	
Icon	Description
	Initiating call
	Listening to the audio file

Appendix B: Conditions for Alerts

To ensure that you receive the information that you need, iceMonitor provides many parameters, enabling you to specify the type of alert you want to receive.

Note the definitions of the symbols and word that follow:

- \neq : does not equal to
- $=$: equal to
- $>$: greater than
- \geq : equal to or greater than
- $<$: less than
- \leq : equal to or less than
- String: sequence of numbers, characters, and symbols such as @

In the table below, parameters, the available comparators, and value to input are displayed.

User conditions		
Parameter	Available Comparators	Value to input
Domain	≠, =	Numeric
Email Address	≠, =	String
ID	≠, =	Numeric
IM Address	≠, =	String
Name	≠, =	String
Role Name	≠, =	Alphanumeric
State	≠, =	Select from drop-down
Voice Address	≠, =	Alphanumeric
Answered Queued Calls Received	>, ≥, <, ≤, =, ≠	Numeric
Average Alerting	>, ≥, <, ≤, =, ≠	Numeric
Average Alerting Direct	>, ≥, <, ≤, =, ≠	Numeric
Average Alerting From Queue	>, ≥, <, ≤, =, ≠	Numeric
Average Call Duration	>, ≥, <, ≤, =, ≠	Numeric
Average Direct Call Duration	>, ≥, <, ≤, =, ≠	Numeric
Average Email Duration	>, ≥, <, ≤, =, ≠	Numeric
Average IM Duration	>, ≥, <, ≤, =, ≠	Numeric
Average Queued Call Duration	>, ≥, <, ≤, =, ≠	Numeric
Average Wrap	>, ≥, <, ≤, =, ≠	Numeric
Call Transfers Made	>, ≥, <, ≤, =, ≠	Numeric
Calls From Queue	>, ≥, <, ≤, =, ≠	Numeric

User conditions		
Parameter	Available Comparators	Value to input
Calls Handled	>, ≥, <, ≤, =, ≠	Numeric
Direct Calls Received	>, ≥, <, ≤, =, ≠	Numeric
Direct Transfers Received	>, ≥, <, ≤, =, ≠	Numeric
Email Transfers Made	>, ≥, <, ≤, =, ≠	Numeric
Emails Received	>, ≥, <, ≤, =, ≠	Numeric
External Calls Placed	>, ≥, <, ≤, =, ≠	Numeric
IMs Received	>, ≥, <, ≤, =, ≠	Numeric
Internal Calls Placed	>, ≥, <, ≤, =, ≠	Numeric
Total Alerting	>, ≥, <, ≤, =, ≠	Numeric
Total Alerting Direct	>, ≥, <, ≤, =, ≠	Numeric
Total Alerting From Queue	>, ≥, <, ≤, =, ≠	Numeric
Total Call Duration Direct	>, ≥, <, ≤, =, ≠	Numeric
Total Call Duration From Queue	>, ≥, <, ≤, =, ≠	Numeric
Total Contact Duration	>, ≥, <, ≤, =, ≠	Numeric
Total Contacts	>, ≥, <, ≤, =, ≠	Numeric
Total Email Duration	>, ≥, <, ≤, =, ≠	Numeric
Total IM Duration	>, ≥, <, ≤, =, ≠	Numeric
Total Not Ready Time	>, ≥, <, ≤, =, ≠	Numeric
Total Ready Time	>, ≥, <, ≤, =, ≠	Numeric
Total Wrap Time	>, ≥, <, ≤, =, ≠	Numeric
Xfered Emails Direct	>, ≥, <, ≤, =, ≠	Numeric

User conditions		
Parameter	Available Comparators	Value to input
Xfered Emails From Queue	>, ≥, <, ≤, =, ≠	Numeric
Xfered Queued Calls Received	>, ≥, <, ≤, =, ≠	Numeric

Queue conditions		
Parameter	Available Comparators	Value to input
Queue ID	>, ≥, <, ≤, =, ≠	Numeric
Queue Name	≠, =	String
Status	≠, =	Select from drop-down
Target Average Speed Of Answer	>, ≥, <, ≤, =, ≠	Numeric
Target Average Speed Of Answer 2	>, ≥, <, ≤, =, ≠	Numeric
Average Queue Time Abandoned	>, ≥, <, ≤, =, ≠	Numeric
Average Handled Queued Duration	>, ≥, <, ≤, =, ≠	Numeric
Average Offered Queued Duration	>, ≥, <, ≤, =, ≠	Numeric
Estimated Wait Time	>, ≥, <, ≤, =, ≠	Numeric
Grade Of Service	>, ≥, <, ≤, =, ≠	Numeric
Grade Of Service 2	>, ≥, <, ≤, =, ≠	Numeric
Longest Contact In Queue	>, ≥, <, ≤, =, ≠	Numeric
Number Of Contacts Abandoned	>, ≥, <, ≤, =, ≠	Numeric
Number Of Contacts Handled In Other Queues	>, ≥, <, ≤, =, ≠	Numeric

Queue conditions		
Parameter	Available Comparators	Value to input
Number Of Contacts Handled	>, ≥, <, ≤, =, ≠	Numeric
Number Of Contacts Handled Less Than TASA	>, ≥, <, ≤, =, ≠	Numeric
Number Of Contacts Handled Less Than TASA2	>, ≥, <, ≤, =, ≠	Numeric
Number Of Contacts Offered	>, ≥, <, ≤, =, ≠	Numeric
Number Of Contacts In Queue	>, ≥, <, ≤, =, ≠	Numeric
Number Of Users Assigned	>, ≥, <, ≤, =, ≠	Numeric
Number Of Users Logged On	>, ≥, <, ≤, =, ≠	Numeric
Number Of Users Not Ready	>, ≥, <, ≤, =, ≠	Numeric
Number Of Users On Contact	>, ≥, <, ≤, =, ≠	Numeric
Number Of Users Ready	>, ≥, <, ≤, =, ≠	Numeric
Percentage Of Contacts Abandoned	>, ≥, <, ≤, =, ≠	Numeric
Percentage Of Contacts In Other Queues	>, ≥, <, ≤, =, ≠	Numeric
Percentage Of Contacts In This Queue	>, ≥, <, ≤, =, ≠	Numeric
Short Abandons	>, ≥, <, ≤, =, ≠	Numeric

Team Conditions		
Parameter	Available Comparators	Value to input
Team ID	>, ≥, <, ≤, =, ≠	Numeric
Team Name	≠, =	String
Average Alerting Duration	>, ≥, <, ≤, =, ≠	Numeric
Average Call Duration	>, ≥, <, ≤, =, ≠	Numeric
Average Call Duration Other	>, ≥, <, ≤, =, ≠	Numeric
Average Email Duration	>, ≥, <, ≤, =, ≠	Numeric
Average IM Duration	>, ≥, <, ≤, =, ≠	Numeric
Average Queued Call Duration	>, ≥, <, ≤, =, ≠	Numeric
Average Wrap	>, ≥, <, ≤, =, ≠	Numeric
Number Of Contacts Handled By Members	>, ≥, <, ≤, =, ≠	Numeric
Number Of Users Assigned	>, ≥, <, ≤, =, ≠	Numeric
Number Of Users Logged On	>, ≥, <, ≤, =, ≠	Numeric
Number Of Users Not Ready	>, ≥, <, ≤, =, ≠	Numeric
Number Of Users On Contact	>, ≥, <, ≤, =, ≠	Numeric

Contact Conditions		
Parameter	Available Comparators	Value to input
Contact Group ID	>, ≥, <, ≤, =, ≠	Numeric
Contact Group Name	≠, =	Alphanumeric

Contact ID	>, ≥, <, ≤, =, ≠	Numeric
End Time	>, ≥, <, ≤, =, ≠	Numeric
Contact Type	≠, =	Select from drop-down
Originator Address	≠, =	Alphanumeric
Originator Name	≠, =	Alphanumeric
Receiving Address	≠, =	Alphanumeric
Start Time	>, ≥, <, ≤, =, ≠	Numeric
State	≠, =	Select from drop-down
User Data	≠, =	Alphanumeric

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