Allworx®

View Application User Guide

Version 1.0

Updated September 23, 2014

allworx®

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Contents

1   Introduction

The Allworx View web application provides dynamic, comprehensive usage reporting on the Allworx phone system. This application uses complete and accurate data of the Allworx phone system for users to make data-driven decisions with an easy-to-use web browser-based user interface to ensure:

- Subscription to the optimal number of outside lines
- Using business resources and personnel effectively
- Managing customer and associate calls quickly and efficiently
- Planning future growth for infrastructure and personnel

The Allworx View application offers two levels of reporting. The Allworx View CDR feature keys offers call detail reports and the Allworx View Automatic Call Distribution (ACDR) feature key (optional - requires the Allworx View CDR feature key) provides customizable dashboards for supervisors and agents, and displays the information - using any popular web browser. Using configurable alarms, supervisors and agents can recognize and react to high call volume situations to minimize abandoned calls and frustrated customers.

1.1   Who Should Read This Guide

Users that install and maintain Windows and Allworx View servers should read this guide. This guide expects the reader to have computer networking as well as Windows and Allworx server background knowledge.

1.2   Guide Purpose

The purpose of this guide is to assist end users in the set up and management of dashboards and reports.

2   Overview

2.1   About

Opens the About window, which provides information specific to the Allworx View application.

2.2   Allworx View Icons

Icon	Description	Icon	Description
▶	Additional information available for the line item.	〉	Moves a widget to the right.
▲	Close the additional information display for the line item.	〈	Moves a widget to the left.
◣	Pending alarm change not saved.	⌃	Moves a widget up.
📅	Enables immediate access to a calendar.	⌄	Moves a widget down.
🕐	Enables immediate access to a time schedule.	⌃	Hides a scrollable area edit window
🗑	Removes the current widget.	⌄	Displays a scrollable area edit window
⚠	Application update available.		

2.3   Launch Allworx View

The Allworx View application does not perform an auto log out after a period of time. If a user does not interact with the Allworx View application after 60 minutes, and then attempts to interact with the application, the application prompts the user to re-log in.

To launch the Allworx View application:

1. Open a new browser window and enter the URL:

```
https://<IP Address or DNS name>/AllworxView
```

The Allworx View page displays.

Consult with the Allworx View Administrator to obtain the IP Address, if necessary.

If the message "This Connection is Untrusted" displays, contact the Allworx View Administrator to determine if the web application with a self-signed certificate (in this case expect a warning) was installed..

2. Log in to the Allworx View server page with the assigned username and password.

The Allworx View log in requires enabled cookies for authentication purposes. If cookies are not enabled, an error message displays. Enable the cookies.

2.4　Agent Status

See Allworx Queuing and Automatic Call Distribution Guide Version 7.7 or later for more information.

Note:	If an agent is changing the status (logged in to logged out, logged out to logged in, or busy state), dashboards displaying the agent status show Admin Function in the Busy Reason column during the status transition.

3   Configure

The Configure feature enables users to manage the servers connected to the Allworx View application, system and queue alarms, SMTP settings, queue status, backup and restore the database, user settings, contacts, and the reports schedule.

3.1   Permissions

The Allworx View application determines user access based on the user log in credentials. The table below identifies permissions based on user type.

Feature Path	Allworx View Admin	Queue Supervisor	Queue Agent	Allworx User
Configure				
Servers	Yes	No	No	No
System Alarms	Yes	No	No	No
Queue Alarms	Yes	Yes	No	No
SMTP Settings	Yes	No	No	No
Queue Status	Yes	Yes	No	No
Backup/Restore Database	Yes	No	No	No
User Settings	Yes	No	No	No
Contacts	Yes	Yes	Yes	Yes
Reports Schedule	Yes	Yes	Yes	Yes

3.2   Servers

The Allworx View application enables administrators to individually add, update, or delete the Allworx servers communicating with the Allworx View server and displays the communicating servers in a single table.

To manage an Allworx server:

1. Open a new browser window and enter the Allworx View server IP address or DNS name (from the Network Administrator).

2. Log in with the username ViewAdmin and the password created during installation.

3. Navigate **Configure** > **Servers** to open the Manage My Servers page. All Allworx servers currently communicating with the Allworx View server display:

Option	Description/Action
Add Server	Links an Allworx server to the Allworx View application. The Add Server dialog box opens. 1. Enter the required information in the fields provided, and then click **Save**

Field	Description
Enter the Server IP Address	Type the Allworx server IP address.
Enter the Server Port number	The default port number automatically displays. If changing the port number, also update the Allworx server firewall.
Enter the Server Location	Type the Allworx server location.

	2. Authenticate the newly added server. Locate the Allworx Server line, and click **Login**. The Logon to Server dialog box opens. Enter the Allworx server Username and Password. When adding an Allworx server from a multi-site system, the Allworx View application automatically discovers the other Allworx servers in the multi-site system. Manually authenticate each server. 3. Click **Save** to add the server to the list or **Cancel** to ignore the request.
Save changes	Click to keep the updates.
Cancel changes	Click to ignore the changes.
<Column Heading>	Click to sort the server information by ascending or descending order of that data. Users cannot sort the server information by IP Address.
Delete	Removes an Allworx server from the Allworx View application. 1. Locate the server in the table, and click **Delete**. 2. Click **Confirm** to remove the server from the list or **Cancel** to ignore the request.

To manage the Allworx server information:

1. Log in to the Allworx View application with an Allworx username and password.

2. Navigate to **Configure** > **Servers** to open the Manage My Servers page. The table displays the added Allworx servers communicating with the Allworx View server.

3. Locate the server, click on the information, and update:

    • Location   • Port   • IP Address   • Enable

4. Click **Save changes** to update the information or **Cancel** to ignore the request. This adds the first Allworx server to the server list.

5. Click **Initialize** and provide the username and password of an Allworx user with Allworx View administrative permission. This initializes the server.

    The Allworx View application automatically discovers the IP addresses of other sites in a multi-site system. Initialize each site to connect the Allworx View application to each server.

3.3   Alarms

The Allworx View application and Allworx View ACD add-on application alarms enable supervisors and agents to recognize and react to high-volume call situations. When the Allworx View application exceeds the alarm threshold limits, it uses color coding in the dashboard and can send email or SMS notifications.

   •   Yellow - lower threshold limit
   •   Red - upper threshold limit

Any user with Allworx View administrative permissions can alter the threshold values. The Allworx View application displays a red triangle by changed, unsaved values. After saving the change, the red triangle no longer displays.

The Allworx View system alarms are specific to agents and servers and queue alarms are specific to call queues that are set up on the Allworx server.

To change System Alarm or Queue Alarm information:

1. Log in to the Allworx View application with an Allworx username and password.

2. Navigate to: **Configure** >:

Option	Description/Action
System Alarms	The list of System Alarms displays.

Option	Description/Action	
Queue Alarms	The list of Queue Alarms displays. Entered the required server information:	
	Select Server...	Click the drop-down arrow and select a server from the list
	Select Queue...	Click the drop-down arrow and select a queue from the list

3. Click a column title to toggle between ascending and descending order. Locate the Alarm Name, and then click:

Option	Description/Action
Threshold Lower	Click the value, and then click the up or down arrow to increase or decrease the limit value, respectively.
Threshold Upper	Click the value, and then click the up or down arrow to increase or decrease the limit value, respectively.
Alarm On	Click the value, and then Check or uncheck the box to enable or disable the option, respectively.

4. Click **Save changes** to update the information or **Cancel changes** to ignore the request.

3.3.1   Email and SMS Notification

Click the arrow left of the Alarm Name displays the Email List of users receiving email notifications. It is necessary to configure the SMTP prior to sending email notifications. See "SMTP Settings" on page 9 for more information.

To manage an alarm email list:

1. Verify the user has a valid email to SMS gateway. Verizon example: <10-digit number>@vtext.com. Contact the carrier in the event these instructions do not provide the proper SMS messaging to the cellular endpoint.

2. Log in to the Allworx View application with an Allworx username and password.

3. Navigate to **Configure** > **System Alarms** or **Configure** > **Queue Alarms**.

    For Queue Alarms, select the server and the queue from the drop-down lists.

    The list of respective Alarms displays. Click a column title to toggle between ascending and descending order.

4. Locate the Alarm, and click the arrow left of the Alarm name. An email dialog box with three tabs displays.

Tab Name	Description
Email List	Displays users selected to receive emails when an alarm occurs. To update user information, click Edit, update the information, and then click Update to save the changes or Cancel to ignore the changes. To delete a user from the Email List, click Delete, and then click OK to remove the contact from the Email List or Cancel to keep the user on the Email list.
Add Contact	Select users to receive emails when the alarm occurs. If contacts exist, locate the Select from existing contacts section, click the drop-down arrow. Select the contacts from the drop-down list. If the contact is unavailable, locate the Add new Contact section. 1. Enter the First Name, Last Name, and Email Address in the fields. 2. Click **Add Contact** to update the contact list.
Delete Contact	Permanently removes a user from the Contact list and email notifications when an alarm occurs. 1. Click the Select a contact... drop-down arrow and select the contact name. 2. Click **Delete Contact** to update the contact list.

5. Locate and click the arrow left of the Alarm Name to close the Email tabbed interface.

6. Click **Save changes** to keep the email notification updates or click **Cancel changes** to ignore the request.

3.4   SMTP Settings

Prior to sending alarm notifications, configure the SMTP settings for email delivery from the Allworx View application. Welcome456

To set up the email SMTP settings:

1. Log in to the Allworx View application with an Allworx username and password.

2. Navigate to **Configure** > **SMTP Settings**. The SMTP Configuration page displays.

3. Update the fields.

Field Name	Description/Action
SMTP Server (IP Address/Name)	Enter the email server IP Address or name.
Port Number	Enter the SMTP port.
From email address	Enter the email origin.

Field Name	Description/Action
Enable SMTP Notifications	Turns on the email notifications. Check box to enable.
User ID	Displays the email service username.
Password	Displays the email service user password.
Security Type	Click the drop-down arrow and select an option: • None • TLS • SSL
Requires Authentication	Required if the SMTP service requires a username and password to log in. Check box to enable. This is a one-time setup.

4. Click **Test Settings** to verify the information is correct or **Save Settings** to keep the current information.

3.5   Queue Status

Allworx View application computes many statistics using a Queue Status Period, which uses a sliding window for the time period in minutes. Administrators can adjust the Status period time frame. The Allworx View application displays a red triangle by changed values to indicate an unsaved change.

To manage the queue status configuration:

1. Log in to the Allworx View application with an Allworx username and password.

2. Navigate to **Configure** > **Queue Status**. The Manage Queue Status page displays.

3. Click **Select Server...** and select an option from the drop-down list.

4. Locate the Queue in the list. Click on the Status Period and adjust the Status Period.

5. Click **Save changes** to update the information or **Cancel changes** to ignore the request.

3.6   Backup/Restore Database

The Allworx View application enables the administrator to backup, restore, or purge the Allworx View database.

3.6.1   Backup

Administrators can click **Backup Now** to begin the database back up immediately or schedule a back

up to begin at another time. After a backup has completed, the Allworx View application provides a restore point in the Restore Data drop-down list.

To schedule or manage a backup:

1. Log in to the Allworx View application with an Allworx username and password.

2. Navigate to **Configure** > **Backup / Restore Database**. The Backup / Restore Status page displays.

Field Name	Description/Option
Snap events to slot boundaries	Moves or adds a schedule report, and the event snaps to the lines which occur: • Every day on month calendar • Every 30 minutes on week calendar • Every 30 minutes on day calendar When unselected, these events to do not align directly with those predefined units or lines on the calendar. Check the box to enable or disable.
Today Left/Right Arrows	Highlights the current day on the displayed calendar. Clicking the left and right arrows adjusts the displayed calendar to the previous or next day, week, or month from the calendar currently shown, respectively.
Calendar Icon	Displays the current month and year selection. Clicking the calendar heading enables adjusting from the current month to years and then decades. Clicking the left and right arrows adjusts the displayed calendar to the previous or next day, week, or month from the calendar currently shown, respectively.
Calendar View	Adjusts the calendar display. The Day and Week view enable the administrator to select a specific time to begin the backup. In the monthly view, the Allworx View application default start time is 12 AM. • Day • Week • Month

3. Double-click a day, and then a time on the displayed calendar or double-click an existing event. The Event dialog box opens. Enter or adjust the required information.

Field Name	Description/Option
Title	Enter a meaningful description of the scheduled event in the field provided.
Start	Displays the date and time the Allworx View application begins to generate the report. Click the calendar or clock icon to select the date and time, respectively.

Field Name	Description/Option
Repeat	Enables scheduling a backup on a regular basis.

Field	Options
Never	N/A
Daily	• Repeat every <x> day(s) • End (stops sending the report at the end of the schedule)
Weekly	• Repeat every <x> week(s) • Repeat on: (day of week) • End (stops sending the report at the end of the schedule)
Monthly	• Repeat every <x> month(s) • Repeat on: (day of week) • End (stops sending the report at the end of the schedule)
Yearly	• Repeat every <x> year(s) • Repeat on: (day of week) • End (stops sending the report at the end of the schedule)

4. Click **Save changes** to update the calendar or **Cancel changes** to ignore the request.

3.6.2   Restore from Backup

For restores, the Allworx View administrator must use the Allworx View application to perform the restore. The Allworx View application uses an encrypted file; therefore, copy/paste does not work.

To perform a restore from backup:

1. Log in to the Allworx View application with an Allworx username and password.

2. Navigate to **Configure** > **Backup / Restore Database**. The Backup / Restore Status page displays.

3. Locate the Restore from Backup: section and click the drop-down arrow. Select the restore point.

4. Click **Restore Database** to begin the restore.

3.6.3   Purge Database

Caution:	This action removes the information within the database and it is lost forever. Backup the database before doing a purge.

1. Log in to the Allworx View application with an Allworx username and password.

2. Navigate to **Configure** > **Backup / Restore Database**. The Backup / Restore Status page displays.

3. Locate the Purge Database: section. Enter the information:

Field Name	Description/Action
Start Date	Identifies the first day of the purge range. 1. Click the calendar icon to open the calendar and select a day. 2. Click the timer icon and select a time to begin.
End Date	Identifies the last day of the purge range. 1. Click the calendar icon to open the calendar and select a day. 2. Click the timer icon and select a time to begin.
Purge Call Data Purge Queue Event Data Agent Event Data Purge All Data	Identifies the data to purge. Check the option box to select.

4. Click **Purge Database** to begin.

3.7   User Settings

The User Settings page displays users and the level of access, active user, and administrator settings. Administrators can adjust the settings as necessary to meet requirements. The Allworx View application displays a red triangle by changed values to indicate an unsaved change.

Allworx view administrators only:

Click **Change View Administrator Password** to update the View Admin user account password.

Click **Edit System Default** to update the Agent Status Period.

To manage the User Settings:

1. Log in to the Allworx View application with an Allworx username and password.

2. Navigate to **Configure** > **User Settings**. The User Settings page displays.

3. Locate the user line in the table.

Column Name	Description
User Name	Identifies the user.

Column Name	Description
View Access	Identifies whether the user is able to see the Allworx View application. Click in the field to access the check box to enable or disable the access.
CDR Access	Identifies whether the user is able to access active calls widget on a dashboard or Call Life Cycle or Call Details report.
Active User	Identifies if the user is currently active on the Allworx Server.
Administrator	Identifies if the user has administrative permissions.

For advanced information, click the arrow left of the username.

Column Name	Description
Add Queue	Enables the user to have access to dashboards and reports for other ACD queues without being a supervisor or agent. 1. Click **Add Queue** The Add Queue to User dialog box opens. 2. Click the Select Server... drop-down arrow and click on the server name. 3. Click the Select Queue... drop-down arrow and click on a queue name. 4. Click **Add Queue** to confirm or **Cancel** to ignore the request. 5. Click **Save changes** to confirm or **Cancel changes** to ignore the change.
Queue Name	Identifies the user-assigned queues.
Agent	Identifies if the user takes calls from the queue
Monitor	Identifies the queue the user can access from the Allworx View application. Click the true or false field to select or deselect the option.
Supervisor	Identifies if the user has queue supervisor permissions.

4. Click **Save changes** to update the information or **Cancel changes** to ignore the request.

3.8   Contacts

Administrators can add, update, or delete contacts for email and SMS notifications.

To manage contacts:

1. Log in to the Allworx View application with an Allworx username and password.

2. Navigate to **Configure** > **Contacts**. The Contacts page displays.

Option	Description
Add a contact	1. Locate the Add New Contact section and enter the user First Name, Last Name, and Email. 2. Click **Add Contact** to save the information.

Option	Description
Update a contact	1. Locate the Contact List section and locate the user. 2. Click in the field and update the information. 3. Click **Save changes** to update the information or **Cancel changes** to restore the previously saved information.
Remove a contact	Locate the Contact List section, locate the user, and then click Delete.

3.9   Reports Schedule

Administrators can specify dates and times to begin generating reports. The Allworx View application displays a red triangle by changed values to indicate unsaved changes.

To manage scheduled reports:

1. Log in to the Allworx View application with an Allworx username and password.

2. Navigate to **Configure** > **Reports Schedule**. The User Settings page displays.

Field Name	Description/Option
Snap events to slot boundaries	Moves or adds a schedule report, and the event snaps to the lines which occur: • Every day on month calendar • Every 30 minutes on week calendar • Every 30 minutes on day calendar When unselected, these events to do not align directly with those predefined units or lines on the calendar. Check the box to enable or disable.
Today Left/Right Arrows	Highlights the current day on the displayed calendar. Clicking the left and right arrows adjusts the displayed calendar to the previous or next day, month, or decade from the calendar currently shown, respectively.
Calendar Icon	Displays the current month and year selection. Clicking the calendar heading enables adjusting the display from the current month to years and then decades. Clicking the left and right arrows adjusts the displayed calendar to the previous or next month from the calendar currently shown, respectively.
Calendar View	Adjusts the calendar display. The Day and Week view enable the administrator to select a time to begin the backup. Otherwise, the backup starts at • Day • Week • Month

3. Double-click a day, and then a time on the displayed calendar or double-click an existing event. The Event dialog box opens. Enter or adjust the required information.

Field Name	Description/Option
Title	Enter a meaningful description of the scheduled event in the field provided.
Start	Displays the Start date and time of the report. Click the calendar or clock icon to select the date and time, respectively.
Repeat	Enables scheduling a backup on a regular basis.

<table>
<thead>
<tr><th>Field</th><th>Options</th></tr>
</thead>
<tbody>
<tr><td>Never</td><td>N/A</td></tr>
<tr><td>Daily</td><td>• Repeat every <x> day(s)
• End (stops sending the report at the end of the schedule)</td></tr>
<tr><td>Weekly</td><td>• Repeat every <x> week(s)
• Repeat on: (day of week)
• End (stops sending the report at the end of the schedule)</td></tr>
<tr><td>Monthly</td><td>• Repeat every <x> month(s)
• Repeat on: (day of week)
• End (stops sending the report at the end of the schedule)</td></tr>
<tr><td>Yearly</td><td>• Repeat every <x> year(s)
• Repeat on: (day of week)
• End (stops sending the report at the end of the schedule)</td></tr>
</tbody>
</table>

Field Name	Description/Option
Report Name	Enter a descriptive title of the report in the field provided.
Recipients	The list of contacts created in "Contacts" on page 14 displays. Click the drop-down arrow and select the recipient from the list. Repeat for each recipient.
CSV Report PDF Report	Select the report type output. Check the box for each type of report type.

4. Click **Save** to update the information or **Cancel** to ignore the request.

4 Reports

The Reports feature enables specifying and managing information based on a set of criteria. For reports containing Agent Summary and Agent Matrix data, the user must be an agent assigned to an ACD queue (Fairness, Linear Priority, Sequential Round Robin) not a Call Queue (Ring All). For reports containing queue summary and matrix data, the data contains information for both ACD and Call Queues. See the Allworx Queuing and Automatic Call Distribution Guide for more information about queues and agents.

4.1 Permissions

The Allworx View application determines user access based on log in credentials. Any user is able to create and share a report with other users. However, to see queue information, the user must be a queue supervisor or a queue agent.

4.2 Report Configuration Overview

There are filters and operators available in the Allworx View reporting section to locate and return discrete sets of information within a large database across different filtering items. Operators are dependent upon the filter value type. EXAMPLE: "scope = Inbound" AND "Abandoned = True" to find all abandoned inbound calls.

Each filter is a separate query modifier. Currently, use entire strings to match against available values. The using the operator "Contains" produces a discrete set of information matching a substring or value to query the database.

Use multiple filters together to create a query which uses AND to make the query return a further filtered set with each additional filter applied. There is currently no mechanism to alter this with the choice of AND/OR logic or group terms with parenthesis. Return information must match 100% of user-entered text fields - including capitalization, spelling, and use of null.

4.2.1   Filter Descriptions

Filter Name	Description
Abandoned	A call ended by the caller while the call is not in an active state. There are two possible values: 1. True - call was ended by the caller during a state which it was not equal to Active. 2. False - call was **not** ended by the caller during a state which it was not equal to Active.
Call Duration	Length of time in total of the call.
Called Name	Caller ID name for the number called (callee)
Called Number	Caller ID number for the number called (callee)
Caller Name	Caller ID name provided to the Allworx server for the call.
Caller Number	Caller ID number provided to the Allworx server for the call.
Destination Description	Name associated with the destination device.
Destination Device	MAC Address or outside line specification of the device receiving the call.
DNIS Name	Dialed Number Identification Service name specified in the Allworx server for the number dialed. If there is no DNIS value specified for a DID number, the Allworx server enters the Caller ID for the number dialed.
DNIS Number	Dialed Number Identification Service number specified in the Allworx server for the number dialed. If there is no DNIS number value specified for a DID number, the Allworx server enters Caller ID for the number dialed.
DTMF	Dual Tone Multi-Frequency - digits entered during a call.
PIN	Codes used in a call. Visibility to this information is limited to Allworx View System Administrators.
Queue	Allworx ACD or ring-all queue in the Allworx server.
Scope	There are three possible values: 1. Internal - placing and receiving calls internally to the Allworx system. 2. Incoming - placing calls from outside the Allworx system to an internal extension. 3. Outgoing - placing calls internal to the Allworx system to an endpoint outside of the Allworx System.
Site Name	The Allworx server site name - most useful to filter multi-site calls.
Source Description	Description associated with the source device.

Filter Name	Description
Source Device	MAC Address or outside line specification of the device placing the call.
State	Current status of the call during the call leg. There are eight possible values: 1. Trying - attempting to connect. 2. Ringing - the connected call is ringing at the end point. 3. Active - call is active at both endpoints. 4. Complete - call has completed on the specified end point.
Terminator	Call participant that ends the call.

4.2.2   Operator Descriptions

Operator	Description	Field Type
=	Match all call requires that equal the values entered in the numeric text field.	• Numeric text field • Allworx server queue list • String text field
>	Match all call requires that are greater than the entered values.	• Numeric text field
<	Match all call requires that are less than the entered values entered.	• Numeric text field
>=	Match all call requires that are greater than or equal to the entered values.	• Numeric text field
<=	Match all call requires that are less than or equal to the entered values.	• Numeric text field
<>	Match all call records that do not equal the values entered in the text field.	• Allworx server queue list. • String text field
Contains	Match all call records containing values entered in the field. The match is explicit.	• String text field
Does not contain	Match all call records which do not contain values entered into the text field. The match is explicit.	• String text field.

4.2.3   Range Descriptions

Operator	Description
Fixed	Matches all criteria in a user-specified start and end date/time.
Today	Matches all criteria from 12:00 AM to 11:59 PM of the current day.
Yesterday	Matches all criteria from 12:00 AM to 11:59 PM of the previous day.
This Week	Matches all criteria from 12:00 AM Sunday to 11:59 PM Saturday of the current week.
Last Week	Matches all criteria from 12:00 AM Sunday to 11:59 PM Saturday of the previous week.
This Month	Matches all criteria from the first through the end of the current month.
Last Month	Matches all criteria from the first through the end of the previous month.
This Hour	Matches all criteria from the minute :00 through the current time.
Last Hour	Matches all criteria from the minute :00 through the minute :59 for the previous hour.
Past 60 Minutes	Matches all criteria from the current minute back to the previous 59 minutes.
Past 24 Hours	Matches all criteria from the current hour back to the previous 23 hours.

4.3   Manage Reports

The Manage Reports option displays a list available reports to sort, edit, or delete.

To manage the existing reports:

1. Log in to the Allworx View application with an Allworx username and password.

2. Navigate to **Reports** > **Manage Reports** and select an option:

Option	Description/Action
Show Reports by type:	Report type filter. Click the drop-down arrow and select all to view all reports or select a specific report type from the list.
<Column Heading>	Click to sort the reports by ascending or descending order of that data.
Edit	Enables changing the Report Name and the Shared status. Click **Update** to save the changes or **Cancel** to ignore the request.

Option	Description/Action
Delete	Removes the report from the list. Click **OK** to confirm or **Cancel** to ignore the request.

4.4   Call Detail Report

The Call Detail option enables users to configure or run a report specific to each call or set of calls matching the query details and filters.

4.4.1   Call Detail Report Management

To manage a Call Detail Report:

1. Log in to the Allworx View application with an Allworx username and password.

2. Navigate to **Reports** > **Call Detail** and select an option:

Option	Description/Action
Call Detail	Configure a new Call Detail report. See "Call Detail Query Configuration" on page 22 for more settings information
My Reports	Select an existing report configuration not shared with other users.
Shared Reports	Select an existing report configuration to share with other users.

3. Manage the report, click:

Option	Description/Action
Hide Details / Show Details	Remove or display the Query Details on the web page, respectively.
Run Query	Generate the Call Detail Report. The web page displays the report with the findings that meet the required criteria. Click any line in the report to open a new web page with additional details.
Save Query	Keep the report configuration to run at another time. Enter a report name in the field provided. Check the Share this report box to display the report in **Shared Reports**. Leave the box unchecked to display the report in **My Reports**.
<Report Line Item>	Opens the Call Life Cycle report.

Select an option to manage the data.

Option	Description/Action
Output format:	
Export to PDF	Save the report in a PDF format. Users can select to Open with Adobe Reader (default), select another available program, or save the file on the device.
Export to CSV	Save the report in a CSV format. Users can select to Open with Microsoft Office Excel (default), select another available program, or save the file on the device.
***NOTE**: When selecting the Export to CSV option, the numeric calculations are more precise for values such as averages and percentages than displayed within the application.	
Query Results:	
Click a column heading to sort the report by ascending or descending order of that data.	

4.4.2   Call Detail Query Configuration

Option	Description/Action
Query:	
Select a range:	Click the drop-down arrow and select an available range. See "Range Descriptions" on page 20 for more information.
Filters: (this section is optional)	
Select Item:	Click the drop-down arrow and select: a filter. See See "Filter Descriptions" on page 18 for more information.
Operator:	Click the drop-down arrow and select an operator. See See "Operator Descriptions" on page 19 for more information.
Value:	Enter the required query information in the field provided.
Show These Fields:	
Check or uncheck the available check boxes to include or exclude the information from the report. Users must select at least one field.	

4.5 Call Totals Report and Call Totals Matrix

The Call Totals report enables any Allworx user to configure or run a report or matrix specific to each call or set of calls matching the query details and filters.

4.5.1 Call Totals Report Matrix Management

To manage a Call Totals Report or Call Totals Matrix:

1. Log in to the Allworx View application with an Allworx username and password.

2. Navigate to **Reports** > **Call Totals** and select an option:

Option	Description/Action
Call Totals	Configure a new Call Total report. See "Call Totals Report Query Configuration" on page 25 for more settings information.
Call Totals Matrix	Setup a new Call Matrix report configuration. See "Call Totals Matrix Configuration" on page 26 for more settings information.
My Reports	Select an existing report configuration not shared with other users.
Shared Reports	Select an existing report configuration to share with other users.

3. Manage the report, click:

Option	Description/Action
Hide Details / Show Details	Remove or display the Query Details on the web page, respectively.
Run Query	Generate the Call Detail Report. The web page displays the report with the findings that meet the required criteria.
Save Query	Keep the report configuration to run at another time. Enter a report name in the field provided. Check the Share this report box to display the report in **Shared Reports**. Leave the box unchecked to display the report in **My Reports**.

The report displays on the web page. Select an option to manage the data.

Option	Description/Action
Output Format:	
Export to PDF	Save the report in a PDF format. Users can select to Open with Adobe Reader (default), select another available program, or save the file on the device.
Export to CSV	Save the report in a CSV format. Users can select to Open with Microsoft Office Excel (default), select another available program, or save the file on the device.
NOTE: When selecting the Export to CSV option, the numeric calculations are more precise for values such as averages and percentages than displayed within the application.	
Query Results:	
Click a column heading to sort the report or matrix by ascending or descending order of that data.	

4.5.2   Call Totals Report Query Configuration

Option	Description/Action
Query:	
Select the Report Type:	Click the drop-down arrow and select a range. Options include: • Call Volume by Hour • Call Volume by Day • Call Volume by Month
Select a Range:	Click the drop-down arrow and select an available range. See "Range Descriptions" on page 20 for more information.
Filters: (this section is optional)	
Select Item:	Click the drop-down arrow and select: a filter. See See "Filter Descriptions" on page 18 for more information.
Operator:	Click the drop-down arrow and select an operator. See See "Operator Descriptions" on page 19 for more information.
Value:	Enter the required query information in the field provided.
Show These Fields:	
Check or uncheck the available check boxes to include or exclude the information from the report. Users must select at least one field.	

4.5.3   Call Totals Matrix Configuration

Option	Description/Action
Query:	
Select a Range:	Click the drop-down arrow and select an available range. See "Range Descriptions" on page 20 for more information.
Group By: (Y-Axis)	The options selected in the Select a Range query determine the availability of the options available in Group By: (Y-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week •
Group By: (X-Axis)	The options selected in the Group By: (Y-Axis) query determine the availability of the options available in Group By: (X-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week •
Select a Field: (this section is optional)	
Check or uncheck the available check boxes to include or exclude the information from the report. Users must select at least one field.	

4.6   Lines in Use Report and Lines in Use Matrix

The Lines in Use option enables users to configure or run a report or matrix specific to all outgoing lines matching the query details and filters.

4.6.1   Lines in Use Report and Matrix Management

To manage a Lines in Use Report or Lines in Use Matrix:

1. Log in to the Allworx View application with an Allworx username and password.

2. Navigate to **Reports** > **Lines in Use** and select an option:

Option	Description/Action
Lines in Use	Setup a new Lines in Use report configuration. See "Lines in Use Report Query Configuration" on page 28 for more information about the settings.
Lines in Use Matrix	Setup a new Lines in Use Matrix report configuration. See "Lines in Use Matrix Configuration" on page 28 for more information about the settings.
My Reports	Select an existing report configuration not shared with other users.
Shared Reports	Select an existing report configuration to share with other users.

3. Manage the report, click:

Option	Description/Action
Hide Details / Show Details	Remove or display the Query Details on the web page, respectively.
Run Query	Generate the Call Detail Report. The web page displays the report with the findings that meet the required criteria.
Save Query	Keep the report configuration to run at another time. Enter a report name in the field provided. Check the Share this report box to display the report in **Shared Reports**. Leave the box unchecked to display the report in **My Reports**.

The report displays on the web page. Select an option to manage the data.

Option	Description/Action
Output format:	
Export to PDF	Save the report in a PDF format. Users can select to Open with Adobe Reader (default), select another available program, or save the file on the device.
Export to CSV	Save the report in a CSV format. Users can select to Open with Microsoft Office Excel (default), select another available program, or save the file on the device.
*NOTE: When selecting the Export to CSV option, the numeric calculations are more precise for values such as averages and percentages than displayed within the application.	
Query Results:	
Click a column heading to sort the report by ascending or descending order of that data.	

4.6.2   Lines in Use Report Query Configuration

Option	Description/Action
Query:	
Select Server:	Click the drop-down arrow and select an available server.
Select Line Groups:	Select available line group or groups from the multiple selection box.
Select a Range...	Click the drop-down arrow and select an available range. See "Range Descriptions" on page 20 for more information.
Group By...	Displays the percentage of use a line had during the period; this is not a count value of number of calls received on that line. The options selected in the Select a Range query determine the availability of the options available in Group By. Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a group. Options include: • Every 15 Minutes • Day • Entire Range • Every 30 Minutes • Day of Week • Every Second (lines in use only) • Hour • Month • Every Minute (lines in use only) **NOTE**: The Allworx View application rounds down the percentage values, if the value is less than 1.
Line Details:	Displays the information for each line connected to the server. Check or uncheck the box to enable or disable, respectively.
Show Maximum or Average:	
Displays the usage information for each line connected to the server.	

4.6.3   Lines in Use Matrix Configuration

Option	Description/Action
Query:	
Select Server:	Click the drop-down arrow and select an available server.
Select Line Groups:	Select available line group or groups from the multiple selection box.
Select a Range:	Click the drop-down arrow and select an available range. See "Range Descriptions" on page 20 for more information.

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Option	Description/Action
Group By: (Y-Axis)	The options selected in the Select a Range query determine the availability of the options available in Group By: (Y-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week •
Group By: (X-Axis)	The options selected in the Group By: (Y-Axis) query determine the availability of the options available in Group By: (X-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week •

Show Maximum or Average:

Displays the usage information for each line connected to the server.

4.7　Queue Summary Report and Matrix

The Queue Summary option enables queue supervisors or queue agents to configure or run a report or matrix specific to all queue activity matching the query details and filters.

4.7.1　Queue Summary Report and Matrix Management

To manage a Queue Summary Report or Queue Summary Matrix:

1. Log in to the Allworx View application with an Allworx username and password.

2. Navigate to **Reports** > **Queue** and select an option:

Option	Description/Action
Queue Summary	Setup a new Queue Summary report configuration. See "Queue Summary Report Query Configuration" on page 31 for more settings information.
Queue Summary Matrix	Setup a new Queue Summary Matrix report configuration. See "Queue Summary Matrix Configuration" on page 31 for more settings information.
My Reports	Select an existing report configuration not shared with other users.

Option	Description/Action
Shared Reports	Select an existing report configuration to share with other users.

3. Manage the report, click:

Option	Description/Action
Hide Details / Show Details	Remove or display the Query Details on the web page, respectively.
Run Query	Generate the Call Detail Report. The web page displays the report with the findings that meet the required criteria.
Save Query	Keep the report configuration to run at another time. Enter a report name in the field provided. Check the Share this report box to display the report in **Shared Reports**. Leave the box unchecked to display the report in **My Reports**.

The report displays on the web page. Select an option to manage the data.

Option	Description/Action
Output format:	
Export to PDF	Save the report in a PDF format. Users can select to Open with Adobe Reader (default), select another available program, or save the file on the device.
Export to CSV	Save the report in a CSV format. Users can select to Open with Microsoft Office Excel (default), select another available program, or save the file on the device.

*NOTE: When selecting the Export to CSV option, the numeric calculations are more precise for values such as averages and percentages than displayed within the application.

Query Results:

Click a column heading to sort the report by ascending or descending order of that data.

4.7.2   Queue Summary Report Query Configuration

Option	Description/Action
Query:	
Select Server:	Click the drop-down arrow and select an available server.
Select a Queue:	Click the drop-down arrow and select an available queue.
Select a Range...	Click the drop-down arrow and select an available range. See "Range Descriptions" on page 20 for more information.
Group By...	Displays the percentage of use a line had during the period; this is not a count value of number of calls received on that line. The options selected in the Select a Range query determine the availability of the options available in Group By. Click the drop-down arrow and select a group. Options include: • Every 15 Minutes • Every 30 Minutes • Hour • Day • Entire Range
Show These Fields:	
Check or uncheck the available check boxes to include or exclude the information from the report. Users must select at least one field.	

4.7.3   Queue Summary Matrix Configuration

Option	Description/Action
Query:	
Select Server:	Click the drop-down arrow and select an available server.
Select Line Groups:	Click the drop-down arrow and select an available server.
Select a Range:	Click the drop-down arrow and select an available range. See "Range Descriptions" on page 20 for more information.
Group By: (Y-Axis)	The options selected in the Select a Range query determine the availability of the options available in Group By: (Y-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week •

Option	Description/Action
Group By: (X-Axis)	The options selected in the Group By: (Y-Axis) query determine the availability of the options available in Group By: (X-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include:

• Every 15 Minutes	• Hour	• Week	• Month
• Every 30 Minutes	• Day	• Day of Week	•

Show These Fields:

Check or uncheck the available check boxes to include or exclude the information from the report. Users must select at least one field.

4.8   Agent Summary Report, Agent Summary Matrix, and Agent History Report

The Agent Summary/Agent History option enables users to configure or run a report or matrix specific to agent activity matching the query details and filters.

4.8.1   Report and Matrix Management

To manage a Report or Summary Matrix:

1. Log in to the Allworx View application with an Allworx username and password.

2. Navigate to **Reports** > **Agent** and select an option:

Option	Description/Action
Agent Summary	Setup a new Agent Summary report configuration. See "Agent Summary Report Query Configuration" on page 34 for more settings information.
Agent Summary Matrix	Setup a new Agent Summary Matrix report configuration. See "Agent Summary Matrix Configuration" on page 34 for more settings information.
Agent History	Set up a new Agent History report configuration.See "Agent History Report Query Configuration" on page 35 for more settings information.
My Reports	Select an existing report configuration not shared with other users.
Shared Reports	Select an existing report configuration to share with other users.

3. Manage the report, click:

Option	Description/Action
Hide Details / Show Details	Remove or display the Query Details on the web page, respectively.
Run Query	Generate the Call Detail Report. The web page displays the report with the findings that meet the required criteria.
Save Query	Keep the report configuration to run at another time. Enter a report name in the field provided. Check the Share this report box to display the report in **Shared Reports**. Leave the box unchecked to display the report in **My Reports**.

The report displays on the web page. To output the report into another format, click:

Option	Description/Action
Export to PDF	Save the report in a PDF format. Users can select to Open with Adobe Reader (default), select another available program, or save the file on the device.
Export to CSV	Save the report in a CSV format. Users can select to Open with Microsoft Office Excel (default), select another available program, or save the file on the device.

***NOTE**: When selecting the Export to CSV option, the numeric calculations are more precise for values such as averages and percentages than displayed within the application.

4.8.2   Agent Summary Report Query Configuration

Option	Description/Action
Query:	
Select Server:	Click the drop-down arrow and select an available server.
Select Agent:	Click the drop-down arrow and select an available agent.
Select a Range...	Click the drop-down arrow and select an available range. See "Range Descriptions" on page 20 for more information.
Group By...	Displays the percentage of use a line had during the period; this is not a count value of number of calls received on that line. The options selected in the Select a Range query determine the availability of the options available in Group By. Click the drop-down arrow and select a group. Options include: • Every 15 Minutes • Every 30 Minutes • Hour • Day • Entire Range
Show These Fields:	
Check or uncheck the available check boxes to include or exclude the information from the report. Users must select at least one field.	

4.8.3   Agent Summary Matrix Configuration

Option	Description/Action
Query:	
Select Server:	Click the drop-down arrow and select an available server.
Select Agent:	Select available agent or agents from the multiple selection box.
Select a Range:	Click the drop-down arrow and select an available range. See "Range Descriptions" on page 20 for more information.
Group By: (Y-Axis)	The options selected in the Select a Range query determine the availability of the options available in Group By: (Y-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include: • Every 15 Minutes • Hour • Week • Month • Every 30 Minutes • Day • Day of Week •

Option	Description/Action
Group By: (X-Axis)	The options selected in the Group By: (Y-Axis) query determine the availability of the options available in Group By: (X-Axis). Therefore, not all options identified below display with each range selection. Click the drop-down arrow and select a range. Options include:

• Every 15 Minutes	• Hour	• Week	• Month
• Every 30 Minutes	• Day	• Day of Week	•

Show These Fields:

Check or uncheck the available check boxes to include or exclude the information from the report. Users must select at least one field.

4.8.4   Agent History Report Query Configuration

Option	Description/Action
Query:	
Select Server:	Click the drop-down arrow and select an available server.
Select an Agent:	Click the drop-down arrow and select an available agent.
Select a Range:	Click the drop-down arrow and select an available range. See "Range Descriptions" on page 20 for more information.

5   Dashboards

The dashboard is the main controller of the Allworx View application. Users can manage (setup) or select from a list of dashboards as a home screen.

5.1   Permissions

The Allworx View application determines user access based on the log in credentials. Any Allworx user is able to create and share a dashboard with other users. However, to see queue information, the user must be a queue supervisor or a queue agent.

5.2   Manage Dashboards

The Manage Dashboard feature enables users to manage dashboards. To set dashboard as the home screen, click the radio button in the Home column associated with the dashboard.

To add, edit, or delete a dashboard:

1. Log in to the Allworx View application with an Allworx username and password.

2. Navigate to **Dashboards** > **Manage Dashboards**.

Option	Description/Action
Add Dashboard	Create and setup a new dashboard. The Add a new Dashboard dialog box displays. 1. Enter a dashboard name and description. 2. Click **Save** to create the new dashboard or **Cancel** to ignore the request.
<Dashboard Name>	Displays a saved dashboard. To customize the dashboard contents:. 1. Click the dashboard name and a new option displays in the feature selection area - Edit Dashboard. 2. Click **Edit Dashboard** to manage the dashboard settings.
Edit	Enables the user to update the Dashboard Name and Description in the fields provided. When complete, click Update to save the changes or Cancel to ignore the request. Requires no further action.
Delete	Enables the user to remove the dashboard from the server. Click OK to remove the dashboard or Cancel to ignore the request. Requires no further action.

5.3   Viewing and Editing a Dashboard

A dashboard is a customizable display of live information on calls, queues, and agents. When editing a dashboard, each dashboard item is a widget, and the Allworx View application places the widgets in scrollable areas on the display. The fault size of widgets and scrollable areas is designed to neatly fill a typical HD screen (1080p, 16:9 aspect ratio) with one Marquee area and up to three separate scrollable areas. Fill any area with the preferred widgets, and if all the widgets do not fit in the selected screen space, the area automatically begins to scroll periodically.

While editing a dashboard, additional controls display over each widget, to change the presentation order (by clicking on the up/down or left/right buttons), or change the widget contents (by clicking on the Configure button), or delete the widget (by clicking on the trash can icon).

1. Log in to the Allworx View application with an Allworx username and password.

2. Locate the feature options and click **Edit Dashboard**.

3. Enter or update the information using the drop-down arrows. See "Statistics and Calculations" on page 39 for more information. Use the gray up/down arrows to display or hide information, and the red left/right or up/down arrows to adjust the information order.

4. Repeat as necessary for Scrollable Areas Two and Three.

5. Click:

Option	Description/Action
Cancel	Ignores the configuration changes.
Preview	See the changes without affecting the current configuration.
Save As	Save the configuration with a new name; keeps the original configuration.
Save	Update the current configuration.

5.4   Statistics and Calculations

5.4.1   Agent Statistics

Term	Definition
Status Period	Interval of time (ending with the current time) used to compute Queue and Agent statistics. For example: if set to 30 minutes (default), then the statistics include the most recent 30 minutes of activity. Administrators can configure this period for each Queue or globally for Agents.
Status	Current status of the Agent. One of LOGGED OUT, IDLE, BUSY, ON CALL, WRAP UP. Agents with a wrap-up status do not show as busy status.
Busy Reason	Specific reason if the Agent Status is BUSY. It is undefined if the Agent is not BUSY.
Caller Number	The phone number of the caller when the Agent is ON CALL. Otherwise it is undefined.
Calls Missed	The number of missed calls of an Agent during the Status Period. Also known as RONA (roll-over no answer). A missed call is a call not answered in the number of rings set for the queue to set an agent status to "busy - missed call". This setting is found in Phone System > Call Queues / ACD > Maximum Rings before an agent is set to unavailable.
Time In Status	The period of time an Agent has been in the current Status.
Length of Call	The period of time an Agent has been servicing a call while ON CALL, Otherwise it is undefined.
Average Time to Answer	The average time to answer all the calls during the Status Period.
Calls Serviced	The number of calls answered during the Status Period.
Average Service Time	The average number of seconds an Agent spends servicing the calls answered during the Status Period.
Occupancy	The percentage of time an Agent was either ON CALL or in WRAP UP during the Status Period.
Station	The station the Agent logged in to service calls.
Logged In Queues	The number of Queues to which an Agent is currently logged in.
Agent Extension	The extension the Agent is using to service calls.

5.4.2   Queue Statistics

Term	Definition
Status Period	Interval of time (ending with the current time) used to compute Queue and Agent statistics. For example: if set to 30 minutes (default), then the statistics include the most recent 30 minutes of activity. Administrators can configure this period for each Queue or globally for Agents.
Calls Arriving	The total number of calls arriving in the queue during the status period.
Current Queue Depth	The number of calls currently waiting in the queue.
Maximum Queue Depth	The highest number of calls waiting in the queue at any point in time during the Status Period.
Call Abandon Rate	A call when the caller hangs up while the call is not in an active state.
Talk Time Average	The average number of seconds of talk time for calls answered from the Queue for all call answered during the Status Period.
Agents in Busy Status	The number of agents currently logged in to the queue that are in a Busy status.
Total Agents in Queue	The number of agents currently logged in to the queue.
Calls Serviced	The number of calls answered from the queue during the Status Period.
Average Queue Depth	The average of Current Queue Depth during the Status Period.
Service Level	The percentage of calls arriving answered in less than or equal to the value of the queue Wait Average alarm Lower Threshold during the Status Period.
Speed of Answer	The average time to answer (seconds) for calls serviced during the status period.
Average Wait Time	The average number of seconds callers are waiting during the Status Period.
Maximum Wait Time	The application maintains this value over the status period and does not reset the value when there are no calls in the queue.
Available Agents	The number of idle agents currently logged in to the queue.
Agents on Call	The number of agents currently logged in to the queue servicing a call.
Longest Wait	The period of time the oldest waiting call is in the queue.

5.5   Dashboard Settings

Use these dashboard settings when adding or updating a dashboard.

Option	Description/Action
Marquee Area	
Add a widget to the Marquee...	Users can add Marquees to display/scroll within the application. Click the drop-down arrow to select: • **Marquee** 1. Click the drop-down arrow and select an available Allworx server connected to the Allworx View server. 2. Click the drop-down arrow and select an available Queue associated with the server. 3. Check or uncheck the boxes to select options to display or hide. • Calls Arriving • Service Level • Wait Time • Calls Serviced • Speed of Answer • Wait Maximum • Queue Depth Average • Talk Time Average • Call Abandon Rate • Queue Depth Maximum 4. Click **Save** to update the information or **Cancel** to restore the previously saved information. • **Message** 1. Type a message to display in the Marquee. 2. Click **Save** to update the information or **Cancel** to restore the previously saved information.
Scrolling Cycle	Identifies the amount of time (in seconds) for each Marquee widget to to display before moving to the next Marquee widget. Enter a minimum value of 05.
Configure	Enables editing the current line information/configuration. Click Save to update the information or Cancel to restore the previously saved information.
	Removes the line from the marquee.
Scrollable Area <one, two, or three>	
Add a widget to this area...	Click the drop-down arrow to select:. • Agent Summary • Queue Summary • Active Calls • Agent Detail • Queue Detail • System Information • List of Agents • List of Queues

Option	Description/Action
• **Agent Summary** displays the selected information in a single column. • **Agent Detail** displays the selected information in two-columns. • **Agent List** displays the selected information in a linear format. The Running Service Time option is not available in this format.	1. Click the drop-down arrow and select an available Allworx server connected to the Allworx View server. 2. Click the drop-down arrow and select an Agent associated with the server. 3. Check or uncheck the boxes to select options to display (maximum 10) or hide. • Agent Status • Length of Call • Occupancy • Busy Reason • Average Time to Answer • Station • Call Number • Calls Serviced • Logged in Queues • Calls Missed • Average Handle Time • Agent Extension • Status Time • Running Service Time 4. Click **Save** to update the information or **Cancel** to restore the previously saved information.
• **Queue Summary** displays the selected information in a single column. • **Queue Detail** displays the selected information in two-columns. • **Queue List** displays the selected information in a linear format. The Longest Wait option is not available in this format.	1. Click the drop-down arrow and select an available Allworx server connected to the Allworx View server. 2. Click the drop-down arrow and select an Agent associated with the server. 3. Check or uncheck the boxes to select options to display (maximum 10) or hide. • Calls Arriving • Call Abandon Rate • Agents in Busy Status • Calls Serviced • Speed of Answer • Agents On Call • Current Queue Depth • Talk Time Average • Total Agents in Queue • Average Queue Depth • Average Wait Time • Longest Wait • Maximum Queue Depth • Maximum Wait Time • Service Level • Available Agents 4. Click **Save** to update the information or **Cancel** to restore the previously saved information.
• **Active Calls** displays the selected information from all servers (i.e., multi-site has 99 services, the Scrollable Area displays calls from all 99 servers). This option is available only to users with Allworx View administrative permissions. To enable the permission, see "User Settings" on page 13.	1. Check or uncheck the boxes to select options to display. • State • Caller Number • Type • Time • Recipient • Caller • Recipient Number 2. Click **Save** to update the information or **Cancel** to restore the previously saved information.

Option	Description/Action
• **System Information** displays the selected information from all servers (i.e., multi-site has 99 services, the Scrollable Area displays calls from all 99 servers).	1. Check or uncheck the boxes to select options to display. • Site Name • Software Version • Number of Users • Server Model • Lines in use • Number of Queues 2. Click **Save** to update the information or **Cancel** to restore the previously saved information.
Screen area size	Click the drop-down arrow and select an option from the list. • 1/3 Screen (Default) • 2/3 Screen • Full Screen
Scrolling Cycle	Enter a a minimum value of 1

5.6   Dashboard

Clicking this option provides a drop-down list of configured dashboards. Select a dashboard to make it active on the viewing screen.

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