

AUTOBOX Web Supervisor

The Autobox Web Supervisor for Five9 is where supervisors can manage Five9 services for agents in their organization. If you have access to a Five9 supervisor account, you can sign in to the Supervisor Console.

Features

Agent State

- Name
- Username
- State
- State Duration
- Call Type
- Reason Duration
- Reason Since

Skill Status

- Name
- Logged In
- On Call
- In Ready
- Calls in Queue
- Queue Time
- Longest Wait

Users

- Username
- Account Type



Enterprise G Connected

Web Supervisor

Softphone: 1212354 • Range: Current day (From Midnight) • Campaign Manager Rolling Period: 5 Mins • Filters: All Agent Groups, All Skills

Agent State					Users			
USERNAME	FULL NAME	STATE	STATE DURATION	CALL TYPE	USERNAME	FULL NAME	ACCOUNT TYPE	SESSION START
martha@2example.com	Martha Wilks	Ready	00:02:23	Inbound	martha@2example.com	Martha Wilks	Administrator	Mon Nov 28 2016 10:55:13
craig@netson@example.com	Craig Nelson	Ready	00:07:12	Inbound	craig@netson@example.com	Craig Nelson	Administrator	Mon Nov 28 2016 11:58:13
timothy@00@example.com	Timothy George	On Call	00:00:22	Inbound	timothy@00@example.com	Timothy George	Administrator	Mon Nov 28 2016 11:25:13
andrew_@5@example.com	Andrew Gilbert	On Call	00:15:45	Inbound	andrew_@5@example.com	Andrew Gilbert	Supervisor	Mon Nov 28 2016 11:56:13
kerenwh@1@example.com	Keresh Ferguson	On Call	00:15:56	Agent				
catherine_@1@example.com	Catherine Adams	On Call	00:23:57	Inbound				
olivia_@6@example.com	Olivia Patterson	On Call	00:46:22	Inbound				
ethan@1@example.com	Ethan Gardner	Not Ready	01:12:13	Inbound				
david_@1@example.com	David Ellis	Not Ready	01:12:47	Inbound				
philip_@8@example.com	Philip Newman	Not Ready	00:12:38	Inbound				
stephanie_@5@example.com	Stephanie Peters	Not Ready	00:24:23	Agent				

Skills Status					
NAME	LOGGED IN	ON CALL	IN READY	CALLS IN QUEUE	QUEUE TIME
Skill 1	21	6	1	0	00:00
Skill Name	23	6	1	0	00:00
Skill example	14	4	0	0	00:00
Skill name Again	29	6	0	0	00:00

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craig@netson@example.com	Craig Nelson	Ready	00:07:12	Inbound	craig@netson@example.com	Craig Nelson	Administrator	Mon Nov 28 2016 11:58:13
timothy@00@example.com	Timothy George	On Call	00:00:22	Inbound	timothy@00@example.com	Timothy George	Administrator	Mon Nov 28 2016 11:25:13
andrew_@5@example.com	Andrew Gilbert	On Call	00:15:45	Inbound	andrew_@5@example.com	Andrew Gilbert	Supervisor	Mon Nov 28 2016 11:56:13
kerenwh@1@example.com	Keresh Ferguson	On Call	00:15:56	Agent				
catherine_@1@example.com	Catherine Adams	On Call	00:23:57	Inbound				
olivia_@6@example.com	Olivia Patterson	On Call	00:46:22	Inbound				
ethan@1@example.com	Ethan Gardner	Not Ready	01:12:13	Inbound				
david_@1@example.com	David Ellis	Not Ready	01:12:47	Inbound				
philip_@8@example.com	Philip Newman	Not Ready	00:12:38	Inbound				
stephanie_@5@example.com	Stephanie Peters	Not Ready	00:24:23	Agent				

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