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Queue Monitoring

Navigation to Reporting Queue Monitoring, gains access to the page in the following diagram. This allows you to see a live Queue Status of selected Queues. This view is refreshed every ten seconds so it is a semi live status. The information field shows the following information fields.

- 1) Hold Time - This is the estimated hold time within the queue at the current time
- 2) Calls In Q - This is the total calls in Queue at this time connecting and holding.
- 3) Target Time - This shows the number of calls which have fallen outside the Target estimate
- 4) Answered - This displays Calls Answered
- 5) Abandoned - This is the Calls Abandoned display.
- 6) % in Target - This shows a percentage of calls Answered within Target Estimate.

Agent/Member Color Key:

- Green: Idle (logged in)
 - Red: On a call
 - Yellow: Ringing
 - Grey: Unavailable (Not Logged In)
 - White: Paused
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- Calls is the number of calls taken by the agent/memeber.
 - Pen is a designation of the priority set for that agent/member in the ring group. Lower numbers will get calls first.