

Agent Summary View

Within the Supervisor Home view, the Supervisor users can see relevant Agent information at a glance. Online Agents are displayed with stats that include:

- Agent's Photo
- Agent's Name
- Agent's Connected status:
 - X indicates that the agent has not connected to an extension.
 - A circle indicates the user is connected to an extension.
- Agent's Availability status
- Agent's ID number
- Running counter of how long Agent has been in their current status
- Mousing over an Agent will also show the Agent's skills and assigned Queues.

The screenshot displays the FLOW Supervisor Home interface. On the left is a dark sidebar with navigation links: Supervisor Home, Monitoring, Agents, Queues, Reporting, and Setup. The main content area is titled 'Supervisor Home' and features a 'My Activity' search bar at the top. To the right of the search bar are three status boxes: 'CALLS WAITING' (0), 'CURRENT WAIT TIME' (00:00:00), and 'CALLS TODAY' (5). Below these are two sections: 'Online Agents' and 'Offline Agents'. The 'Online Agents' section shows four agents: Amy House (Available, 1011 • 4:26:18), Beth Banks (Available, 1001 • 3:49:05), Kyle Evans (Lunch, 1000 • 4:29:50), and Seth Morrow (Available, 1002 • 0:04:37). The 'Offline Agents' section shows a row of seven agent photos with names: Jill C, Joan S, John W, Mike B, Sam B, Steve P, and Wanda B. At the bottom of the main area is a 'Team History' section with a paw print icon and a refresh button.

Beth has been Available for almost 4 hours (but is not connected to an extension) and Kyle has been at Lunch for almost as long...

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