

Call Center Performance Dashboard

From checking your queues to planning the next shift.

Product version 2.1.0 · 14 October 2026

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1. Before you begin

This guide is for call center managers, supervisors, shift leaders and people preparing reports. Configuration procedures are intended for users with the appropriate permissions.

Screenshots show a demonstration environment and an earlier interface release. Layout, names, values and available buttons may vary with deployment, permissions and language. Demonstration data does not represent a particular customer's results. The version number visible in screenshot footers may differ from the release described here.

Prepare your workstation

You need the application address, your access details and an up-to-date Chrome, Edge or Firefox browser. Full HD is recommended; the documented minimum panel resolution is 1366 × 768. Check the device clock and time zone. Your browser should allow normal website operation and session storage.

For a TV, use a 16:9 Full HD screen, a stable network connection and a device that stays awake during working hours. Sound requires the user to click the audio icon.

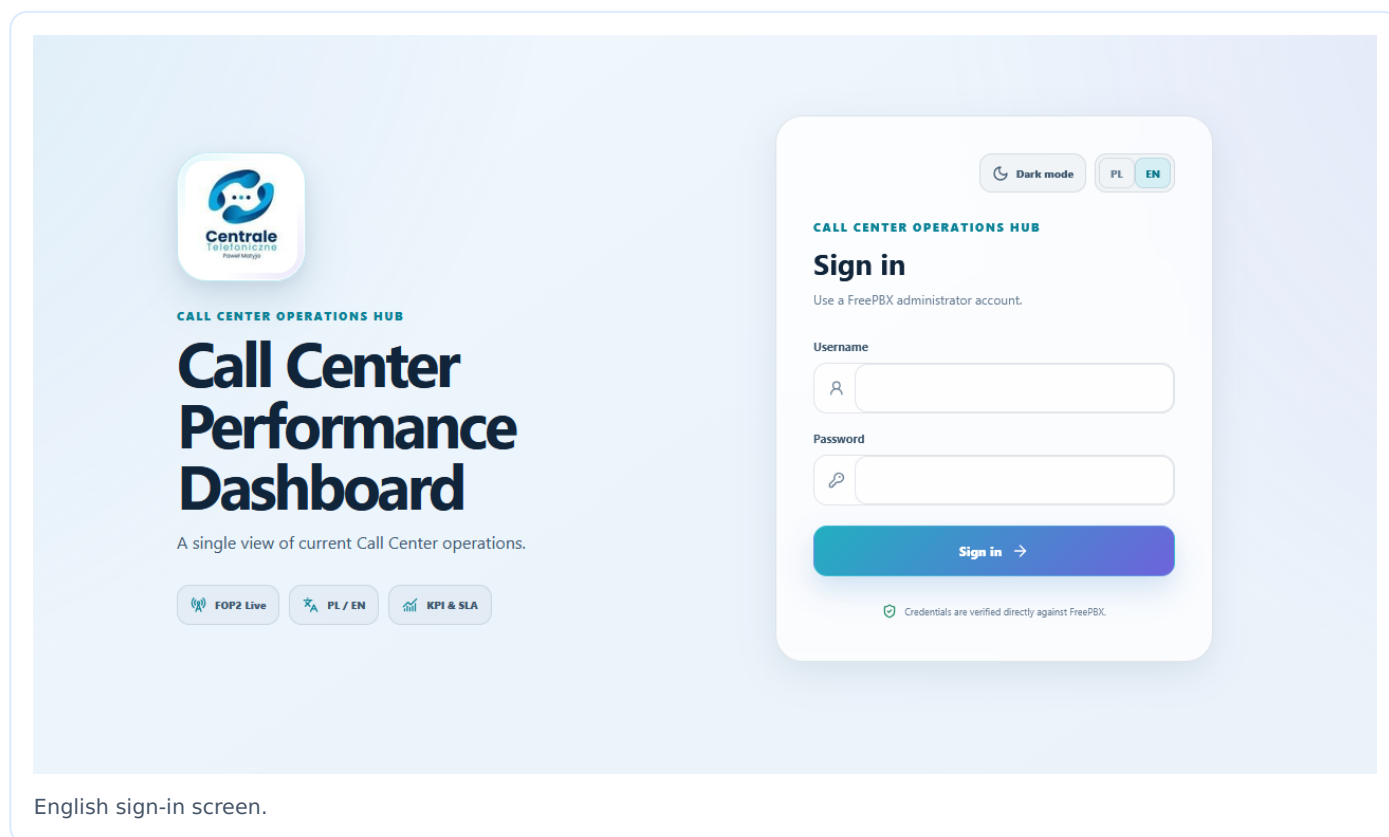
Access and roles

Access to the panel and permission to change settings are separate. Regular users see the views made available by their organisation. Call Center configuration and administrative settings are available to authorised users. If a tab is missing, ask your administrator to check your role.

2. Sign in and find your way around

1. Open the address provided by your administrator.
2. Select **PL** or **EN**.
3. Enter your details and click **Sign in**.
4. On the main screen, check **Connected**: this indicates access to current data.

If you open the application through the **Call management panel**, your organisation may provide automatic sign-in. If a sign-in form appears, use standard sign-in or contact your administrator. In an embedded agent view, signing out may follow the Call management panel session, without a separate sign-out button.



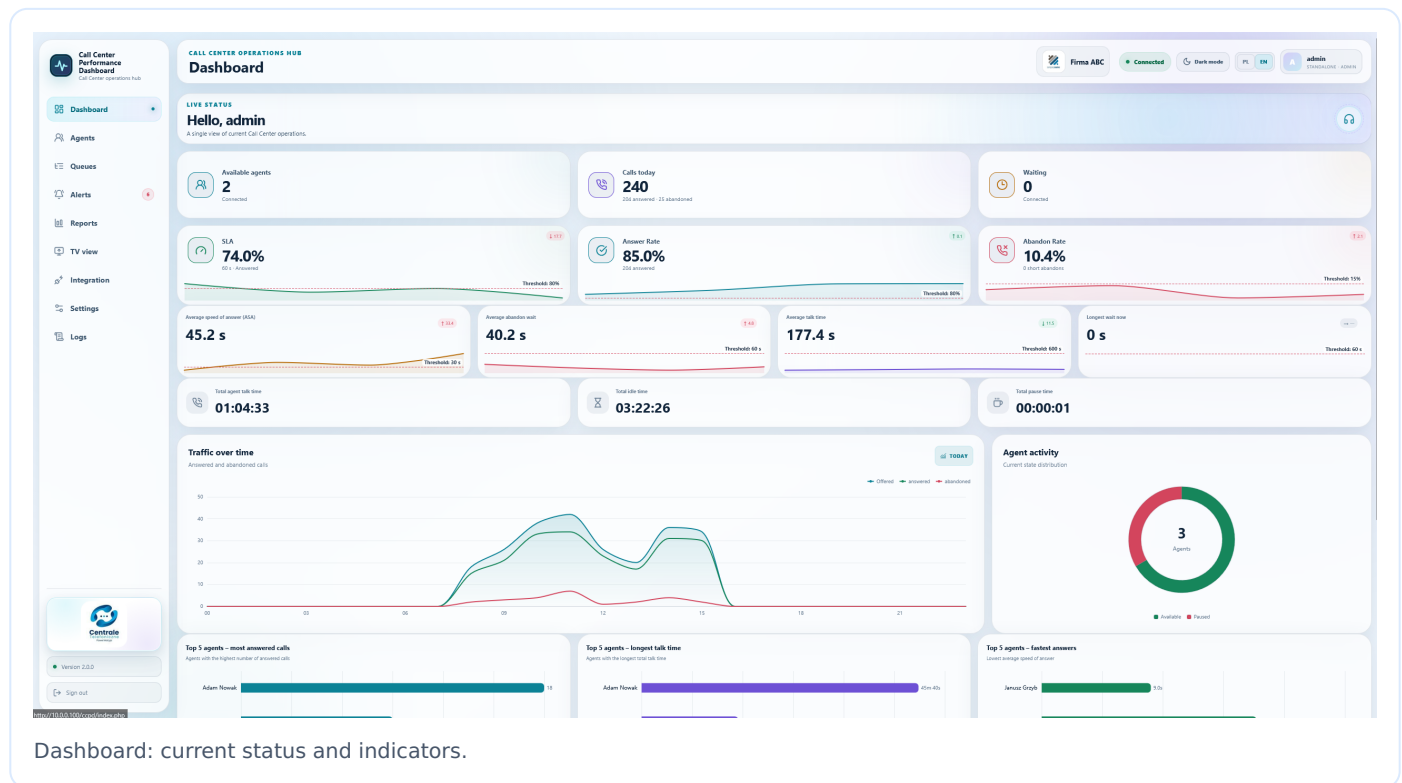
English sign-in screen.

Use the menu to open **Dashboard**, **Agents**, **Queues**, **Alerts**, **Reports** and **TV view**. Authorised users also see configuration and diagnostic areas. The header lets you select the language and a light or dark appearance.

Current views refresh automatically. If the status is **Disconnected**, check the connection again and report the issue if it persists. Refreshing the page can help after a computer wakes from sleep.

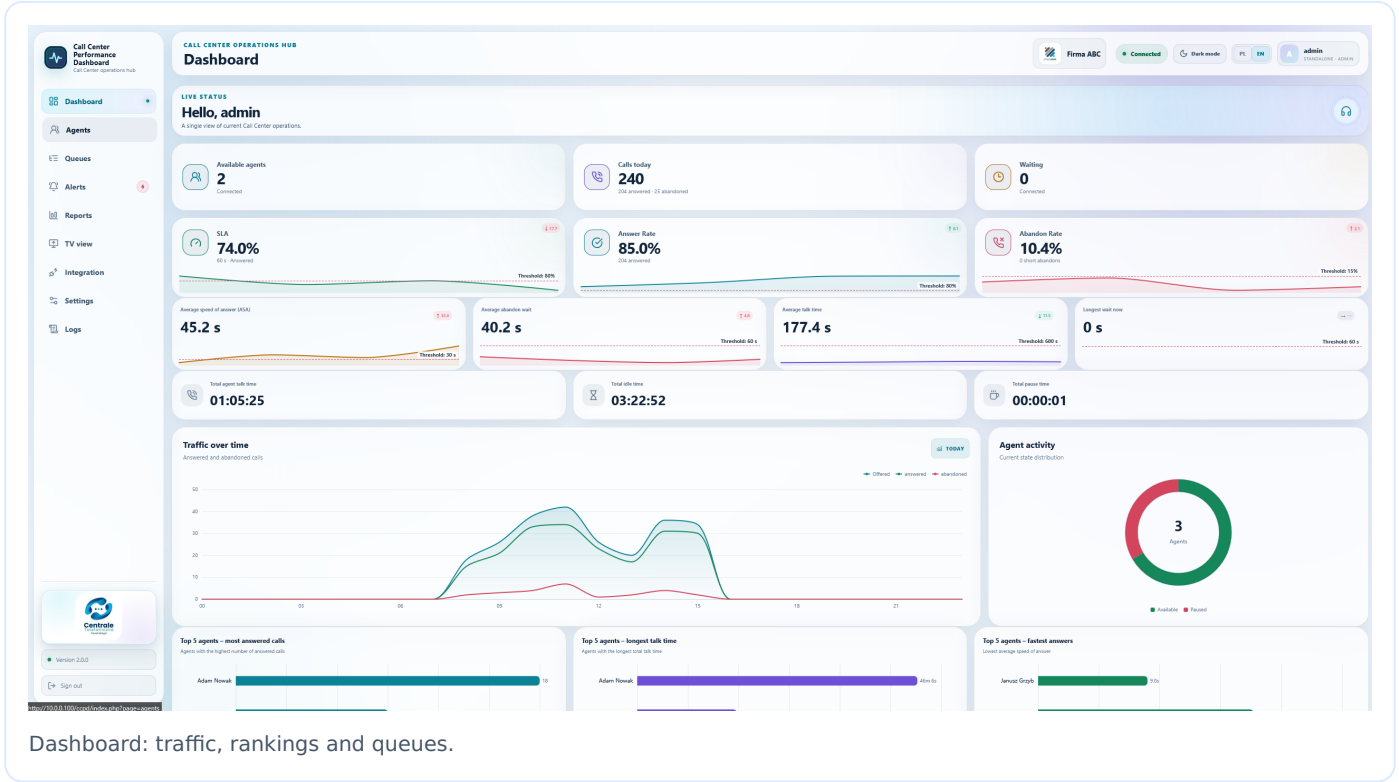
3. Dashboard: start with the shift

Begin with three questions: **how many customers are waiting, how many agents can answer and how long has the longest wait lasted?** Then review today's traffic and handling results.



1. Read the waiting customer and available agent counts.
2. Check the longest wait and alerts.
3. Open **Queues** to identify the team that needs attention.
4. In **Agents**, review states, calls and breaks.
5. Agree on action with the team in line with your working procedures.

The traffic chart shows offered, answered and abandoned calls throughout the day. Rankings show answered call counts, total talk time and answer speed. Small trend charts help compare recent time intervals.



Dashboard: traffic, rankings and queues.

4. Understanding results

Indicator	Meaning and use
Offered	Calls entering the queues being analysed; a measure of traffic volume.
Answered	Calls accepted by an agent.
Abandoned	Calls ended by customers while waiting.
Waiting	Customers currently waiting in a queue.
Available agents	People ready to accept a call.
Answer rate	Answered calls as a share of offered calls.
Abandon rate	Abandoned calls as a share of offered calls.
SLA	Service timeliness: the share answered within the target time under the selected formula.
ASA	Average waiting time before answer, from queue entry until the conversation starts.
Average time to abandon	How long customers waited before giving up.
Average talk time	Average conversation duration after answer.
Talk, pause, idle and unavailable time	Distribution of team time, interpreted alongside schedules and tasks.

Service timeliness: use a shared definition

Settings provide three SLA formulas: **Adjusted**, **Offered** and **Answered**. The first uses answered calls and long abandons; the second relates the result to offered calls, and the third to answered calls. The numerator counts calls answered within the target time. The policy for leaving a queue by pressing a key also affects the calculation.

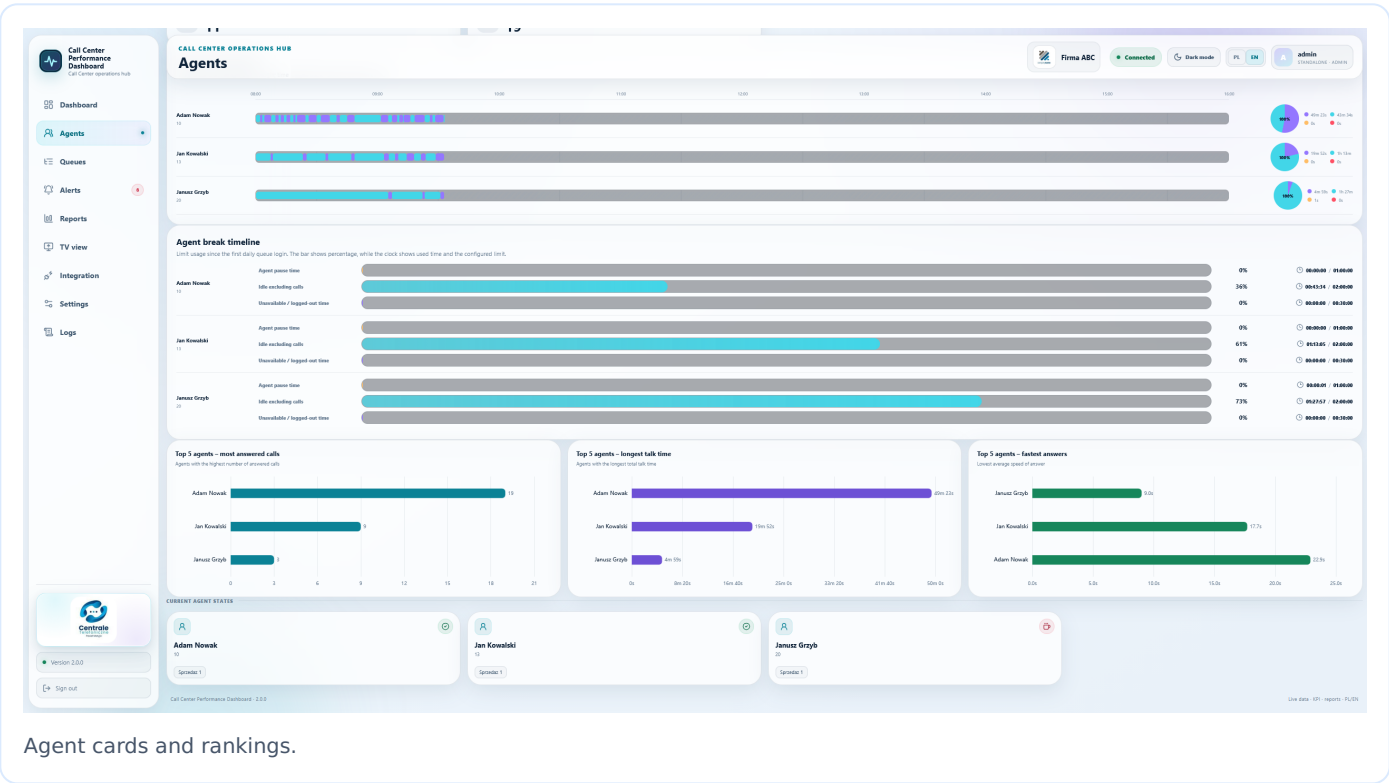
A **short abandon** is a customer leaving within a configured short interval. Adjusted SLA may exclude these calls from its denominator. The **EXITWITHKEY** setting refers to leaving a queue by pressing a key. Keep the definition and target time consistent when comparing periods.

Read percentages alongside call counts. Small volumes can produce large percentage swings. Discuss talk time and rankings in the context of case complexity and shift length.

5. Agents: presence, states and the working day

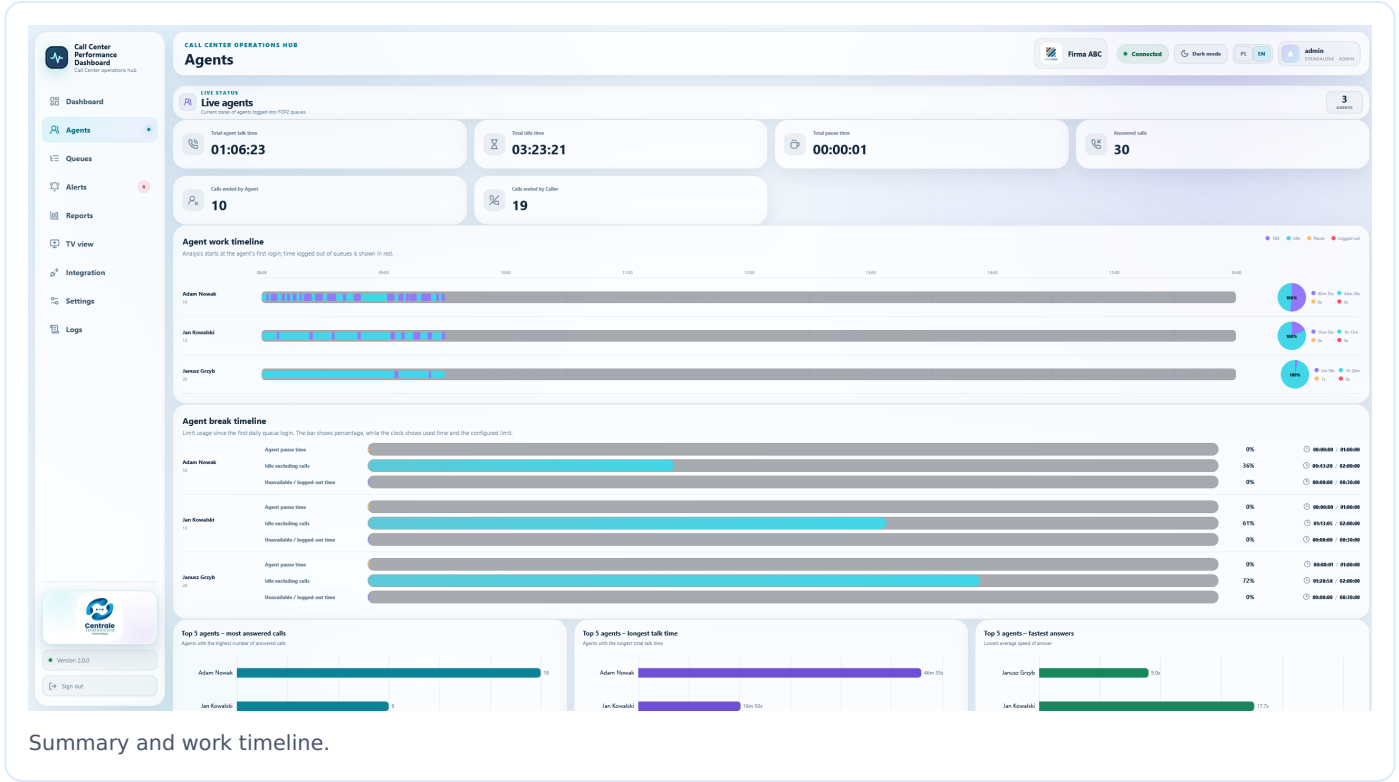
Agent cards show the person’s name, extension, queue assignments and current state.

State	Meaning
Available	Ready to accept a call.
Ringing	A call is being offered to the agent.
Talking	A conversation is in progress.
On hold	The conversation is waiting on hold.
Paused	A break from accepting calls.
Offline / unavailable	Outside queue readiness.



The **work timeline** shows talk, idle, pause and unavailable periods throughout the day. Select a person, locate a busy period and compare their activity with the schedule.

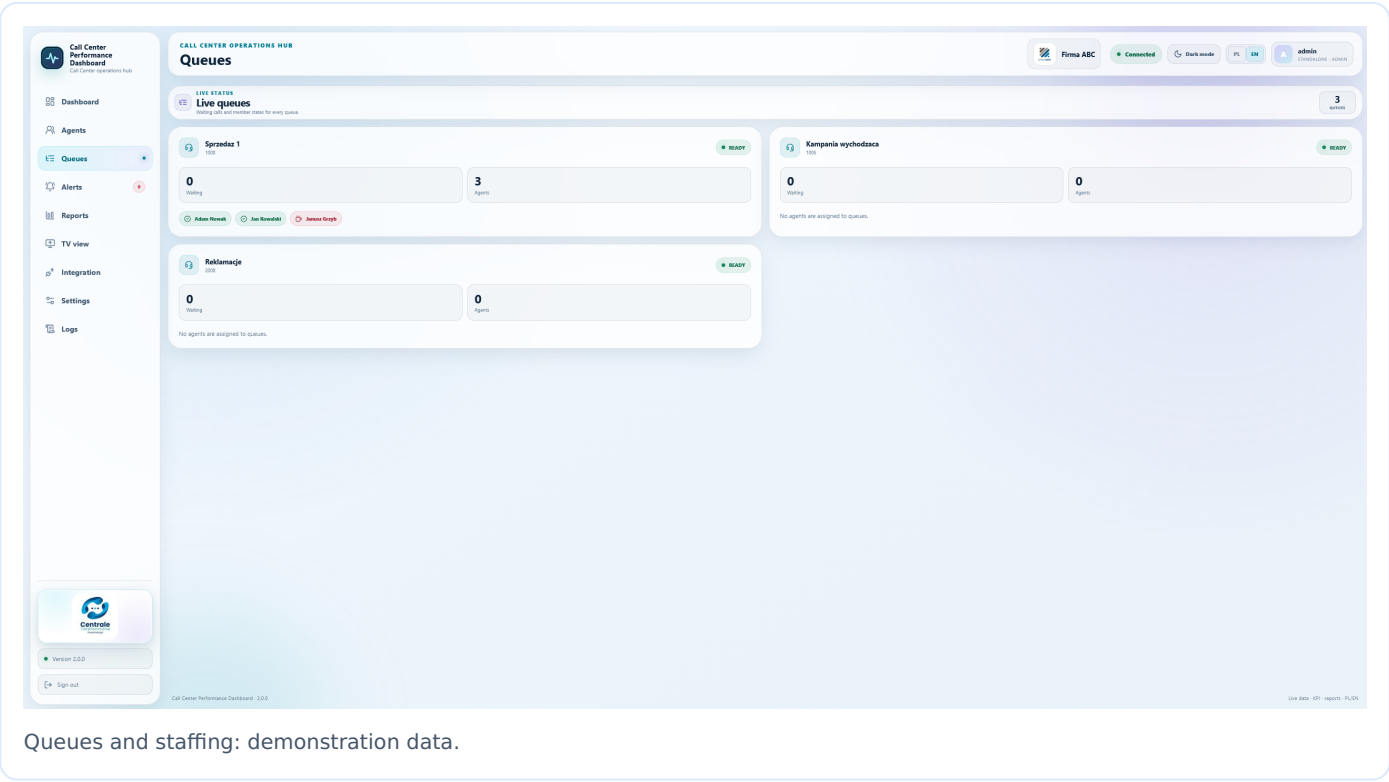
Limit utilisation bars show used pause, idle and unavailable time against configured limits. When a limit is exceeded, check the timeline for context. The summary also includes talk time, answered calls and calls ended by each party.



Summary and work timeline.

6. Queues: find where attention is needed

A queue card shows its name, number, waiting customers, members and their states. **Queue membership and available agent count are different measures.**



Queues and staffing: demonstration data.

The illustrated queues have zero waiting customers. The Sprzedaz 1 queue has three members; readiness is determined by their states. This is an example of reading the display, not evidence of an improvement caused by a manager.

When customers are waiting, compare waiting time, availability and breaks. If a single queue is affected, check its staffing and case mix. During a quiet period, use earlier daily reports to prepare the next shift.

7. Alerts: from message to action

Messages in the selected interface language draw attention to exceeded thresholds. Read the queue or person, current value, threshold and severity: **Warning** or **Critical**.

The screenshot shows the 'Alerts' section of the 'Call Center Operations Hub'. The interface includes a sidebar with navigation options like Dashboard, Agents, Queues, Alerts (selected), Reports, TV view, Integration, Settings, and Logs. The main area displays a list of active alerts under the heading 'Active alerts'. Each alert card shows a warning icon, a title, a description, current and configured values, and a 'Resume on TV' button. The alerts include:

- Extended answer time**: Average speed of answer is 43.6 s with a 30 s threshold. Current: 43.6 s, Configured threshold: 30 s.
- SLA below threshold**: Today SLA is 75% against a 80% threshold of 173 offered calls. Current: 75 %, Configured threshold: 80 %.
- SLA below threshold**: Today SLA is 71.7% against a 80% threshold of 67 offered calls. Current: 71.7 %, Configured threshold: 80 %.
- Extended answer time**: Average speed of answer is 49.0 s with a 30 s threshold. Current: 49 s, Configured threshold: 30 s.
- Calls ended by caller**: Calls ended 19 calls in total with a team threshold of 15. Current: 19 events, Configured threshold: 15 events.
- Calls ended by caller**: Calls ended 12 calls handled by Adam Nowak with a threshold of 10. Current: 12 events, Configured threshold: 10 events.

At the bottom of the dashboard, there is a section labeled 'Alerts and their controls.'

Alerts can cover waiting customers without available agents, long waits, pauses, idle periods, unavailability, handling results, talk and abandonment times, call endings and data availability. The active set depends on enabled rules and thresholds.

1. Read the message and identify the queue or person.
2. Check the corresponding view.
3. Agree on action with the team.
4. Use **Disable on TV** when taking responsibility for the message: the alert stays acknowledged in the panel, while its TV presentation and further sound are disabled for that episode.
5. **Resume on TV** restores it while the condition remains active. **Disable all on TV** applies to all current alerts.

Acknowledgement records that the issue has been taken up. After acting, also check the queue and threshold itself. Once a condition clears and later occurs again, the system may announce a new alert episode.

8. Reports: a day, a queue and period comparisons

Shortcuts include **7 days**, **30 days**, **quarter**, **half-year**, **year** and custom dates. You can analyse one day or a whole year. Select the period to match your question.

Report for a single queue

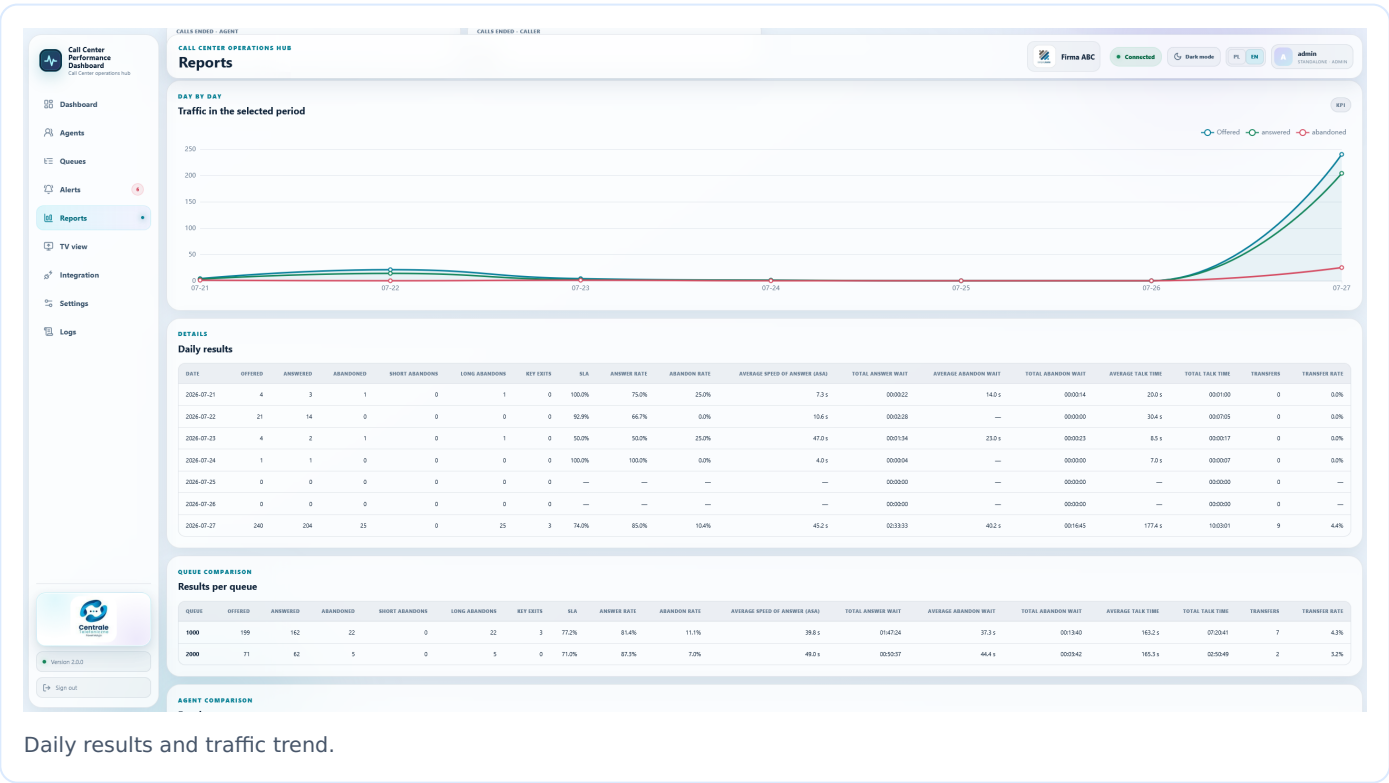
1. Open **Reports** and set the dates.
2. Select the queues report.
3. Clear **All** and select the queue you need.
4. Choose indicators, such as answered calls, abandoned calls and average waiting time before answer.
5. Click **Generate report** and check the dates and queue name in the result.

The global scope configured by the administrator defines the available queues and agents. Report filters narrow that set.

Individual days and queue comparisons

Select a week and generate the report. Each day has its own row. Identify a day needing attention, select that date and generate the report again. To compare queues, select several while keeping the same dates.

The chart presents offered, answered and abandoned traffic. Read waiting times in the relevant cards and table columns. Summary percentages use total counts for the period rather than a simple average of daily percentages.



Daily results and traffic trend.

Agent report

Select people, dates and the columns you need. Available measures include answered and missed attempts, waiting, talk and ringing times, pauses, idle time, unavailability, transfers and call endings. Compare results with tasks and schedules.

Call Center Performance Dashboard

Call Center Operations Hub

Dashboard

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Queues

Alerts

Reports

TV view

Integration

Settings

Logs

Call Center Performance Dashboard

Version 2.0.0

Sign out

CALL CENTER OPERATIONS HUB

Reports

07-2107-2207-2307-2407-2507-2607-27

Firma ABC

Connected

Dark mode

PL

EN

admin

PERSONAL

ADMIN

DETAILS

Daily results

DATE	OFFERED	ANSWERED	ABANDONED	SHORT ABANDONS	LONG ABANDONS	KEY EXITS	SLA	ANSWER RATE	ABANDON RATE	AVERAGE SPEED OF ANSWER (ASA)	TOTAL ANSWER WAIT	AVERAGE ABANDON WAIT	TOTAL ABANDON WAIT	AVERAGE TALK TIME	TOTAL TALK TIME	TRANSFERS	TRANSFER RATE	
2024-07-21	4	3	1	0	0	1	0	100.0%	75.0%	25.0%	7.3 s	000022	14.0 s	000014	20.0 s	000100	0	0.0%
2024-07-22	21	14	0	0	0	0	0	82.3%	66.7%	0.0%	10.6 s	000018	---	000000	35.4 s	000705	0	0.0%
2024-07-23	4	2	1	0	1	0	0	50.0%	50.0%	25.0%	47.0 s	000134	25.0 s	000023	8.3 s	000017	0	0.0%
2024-07-24	1	1	0	0	0	0	0	100.0%	100.0%	0.0%	4.0 s	000004	---	000000	7.0 s	000007	0	0.0%
2024-07-25	0	0	0	0	0	0	0	---	---	---	---	000000	---	000000	---	000000	0	---
2024-07-26	0	0	0	0	0	0	0	---	---	---	---	000000	---	000000	---	000000	0	---
2024-07-27	240	204	25	0	25	3	74.0%	85.0%	15.4%	45.2 s	023533	40.2 s	001645	177.4 s	100301	9	4.4%	

QUEUE COMPARISON

Results per queue

QUEUE	OFFERED	ANSWERED	ABANDONED	SHORT ABANDONS	LONG ABANDONS	KEY EXITS	SLA	ANSWER RATE	ABANDON RATE	AVERAGE SPEED OF ANSWER (ASA)	TOTAL ANSWER WAIT	AVERAGE ABANDON WAIT	TOTAL ABANDON WAIT	AVERAGE TALK TIME	TOTAL TALK TIME	TRANSFERS	TRANSFER RATE
1000	100	142	22	0	22	3	77.2%	81.4%	11.1%	38.4 s	014734	37.3 s	001340	162.2 s	072047	7	4.3%
2000	71	62	5	0	5	0	71.0%	87.3%	7.0%	40.5 s	005017	44.6 s	000342	165.3 s	025049	2	3.2%

AGENT COMPARISON

Results per agent

AGENT	OFFERED	ANSWERED	UNANSWERED BY AGENT	ANSWER RATE	AVERAGE SPEED OF ANSWER (ASA)	TOTAL ANSWER WAIT	MAXIMUM ANSWER WAIT	AVERAGE TALK TIME	TOTAL TALK TIME	MAXIMUM TALK TIME	TOTAL BIDDING TIME	AVERAGE BIDDING TIME	MAXIMUM BIDDING TIME	TOTAL IDLE TIME	TOTAL PHONE TIME	UNAVAILABLE_SECONDS	TRANSFER
Adam Nowak (1)	124	103	23	83.1%	45.4 s	011447	000333	146.4 s	005311	000611	001847	8.0 s	000028	114801	072302	060214	
Jan Kowalski (2)	96	74	22	77.1%	39.9 s	004911	000405	174.0 s	002352	000700	001353	6.7 s	000035	115430	084653	000000	
Janina Grylls (3)	53	47	6	88.7%	43.5 s	003403	000426	178.8 s	000829	000658	000646	7.7 s	000024	081524	115528	000000	
TOTAL	275	224	51	81.5%	43.3 s	003801	000426	495.2 s	006708	000709	003244	8.2 s	000035	301501	094513	060214	

Processed 1708 events for the selected range

Line data: 107 - requests: 76,270

Report tables.

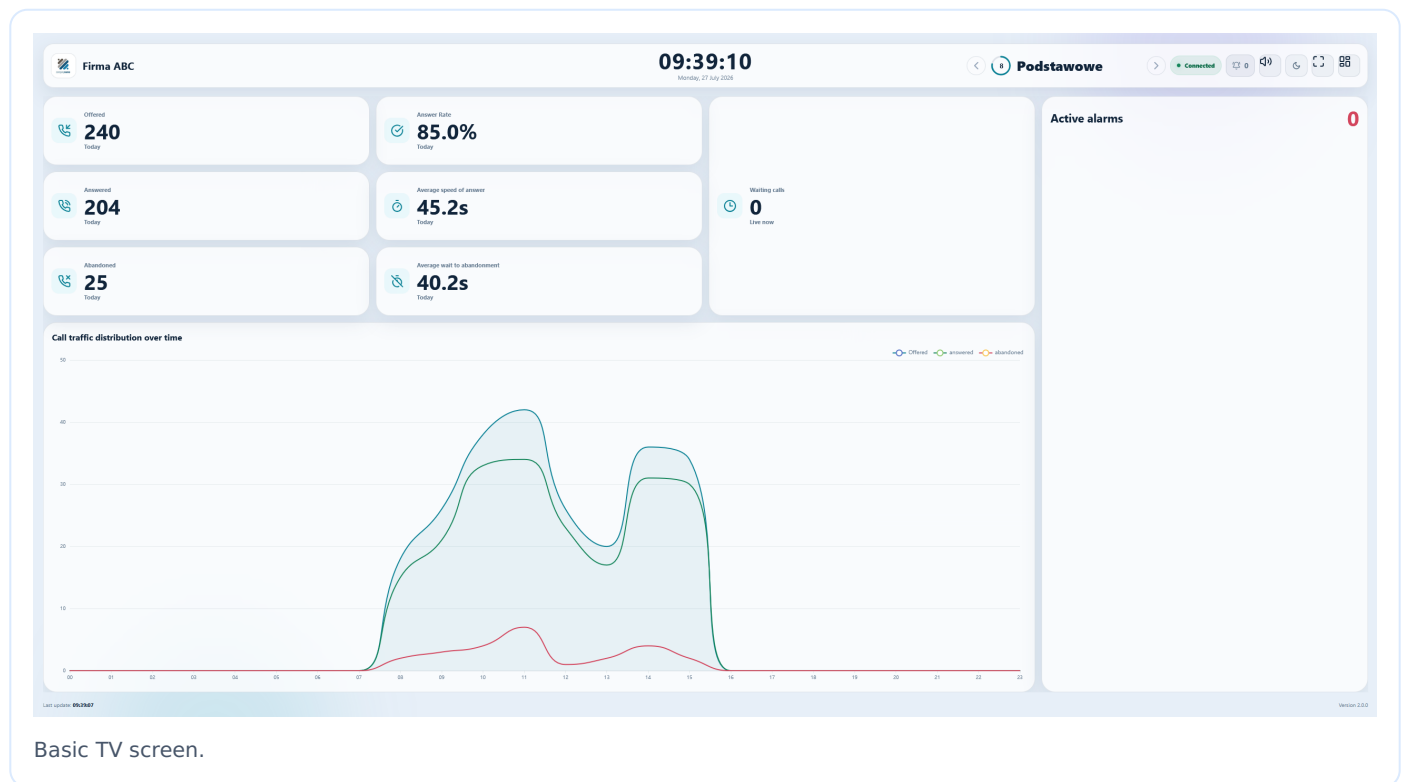
Export to a spreadsheet

After checking the generated report, click **Export CSV**. Open the file in a spreadsheet and save it with the dates in its name. The export reflects the current filters. Compare reports that use consistent scope and indicator definitions.

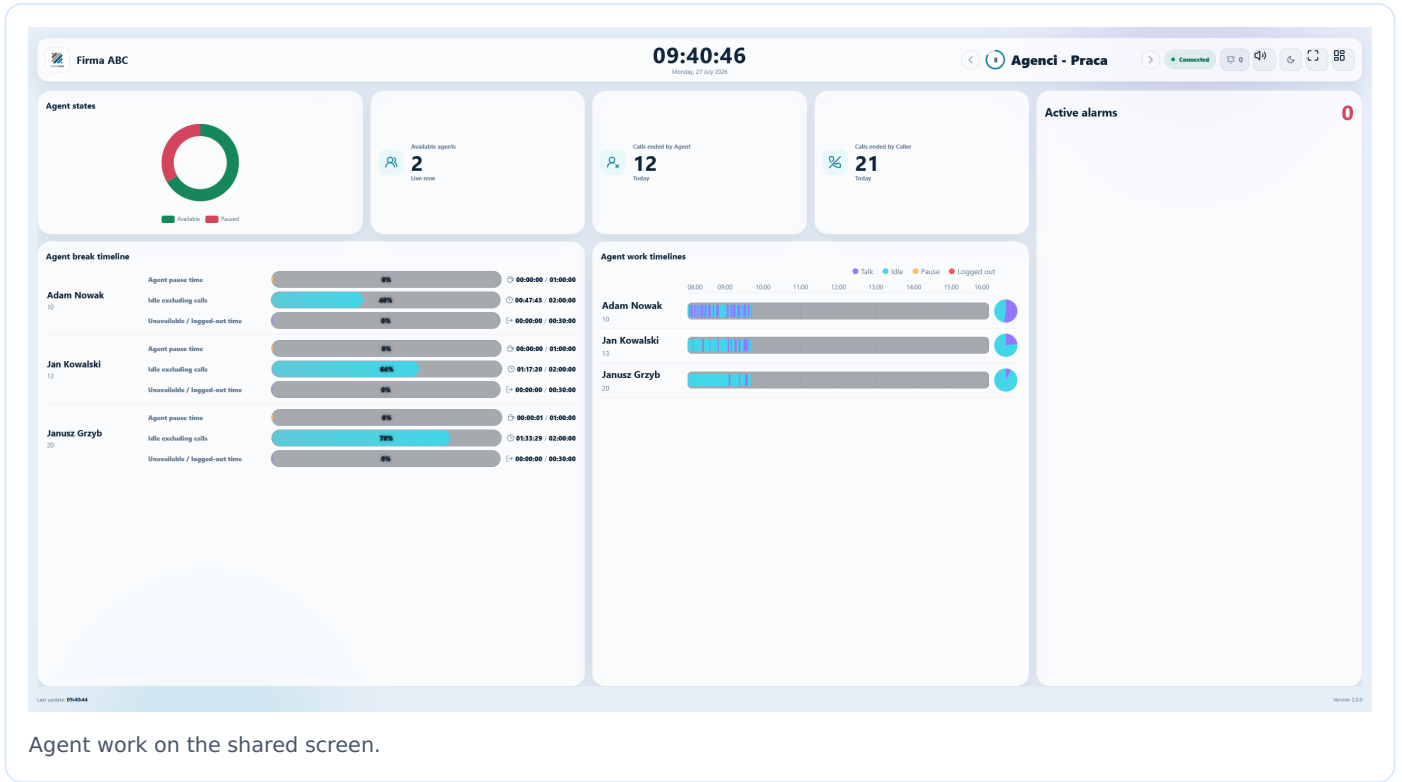
9. A shared TV screen

1. Open **TV view** on the device in your team area.
2. Enable full screen with the button or the **F** key.
3. Click the sound icon and check the volume.
4. Check readability from the team's workstations.

TV view has separate access provided as part of the deployment. Agree on access and visible data with your administrator.



Depending on configuration, TV shows results, waiting customers, alerts, queues, agent states, rankings and work timelines. Views rotate in the configured order. Arrows move to the previous or next screen; the title and countdown identify the current rotation step.



Agent work on the shared screen.

A screensaver may operate outside working days and hours. The schedule uses additional days off and the displaying device's clock. Sound for a new alert depends on configuration and the browser's audio readiness.

10. Adapt the panel to your team

These procedures are for users authorised to access **Call Center configuration**. Record the previous value before changing it and agree when the new rule starts. Finish by clicking **Save settings**, allow an update cycle and check the result.

Company name, logo and data scope

Set the company name and logo shown in the panel and TV. Supported logos are PNG, JPG or WebP up to 5 MB; the name can contain up to 120 characters. Data scope selects the queues and agents included in views, reports and alerts.

Handling standards

Set the target answer time, timeliness formula, short-abandon threshold and queue-exit-by-key policy. Other fields cover work after calls, trend intervals and analytics update frequency.

Call Center Performance Dashboard

Call Center Operations Hub

Dashboard

Agents

Queues

Alerts

Reports

TV view

Integration

Settings

Logs

Call Center Operations Hub

Settings

Settings displayed in the Dashboard and TV view top bar.

Firma ABC

Connected

Check mode

PL

EN

admin

Logout

SLA and handling

7 parameters

SLA formula

Answered: answered calls only

Target answer time (seconds)

60

Short abandon (seconds)

5

EXITWITHKEY in SLA

Post-call wrap-up (seconds)

0

RPI trend alert (minutes)

120

Show separately

Agent analytics refresh (seconds)

5

Alerts and TV view

13 alert types

☒ FCR too low alert

☒ Waiting agent without an available agent

☒ Hold threshold exceeded

Data based alert — no threshold value

State based alert — no threshold value

Customer wait alert (seconds)

60

☒ Agent pause too long

☒ Long current agent idle time

☒ Full below threshold

Pause length alert (seconds)

15

Current conference calls alert (seconds)

30

Alert when SLA is below (%)

80

☒ Answer Rate below threshold

☒ High Abandon Rate

☒ Standard answer time

Alert when Answer Rate is below (%)

80

Alert when Abandon Rate is above (%)

15

Alert when AHT is above (seconds)

30

☒ Long wait before abandonment

☒ Long average talk time

☒ Calls ended by agent

Average abandonment wait alert (seconds)

60

Average talk time alert (seconds)

180

Team threshold for calls ended by agent

15

☒ Calls ended by caller

Global parameters, Administrator access only.

Save settings

Handling standards and thresholds.

Agent and queue rules

For each agent, you can tailor long-pause and idle thresholds, daily pause, idle and unavailable limits, and call-ending thresholds. For a queue, configure target answer time, waiting thresholds, no-available-agent alerts, result thresholds and minimum volume.

Minimum volume helps avoid percentage alerts based on isolated calls. Alert types have individual switches; globally disabling a type affects the panel, TV and sound while retaining saved individual rules.

Queue rules.

Schedule, sounds and screens

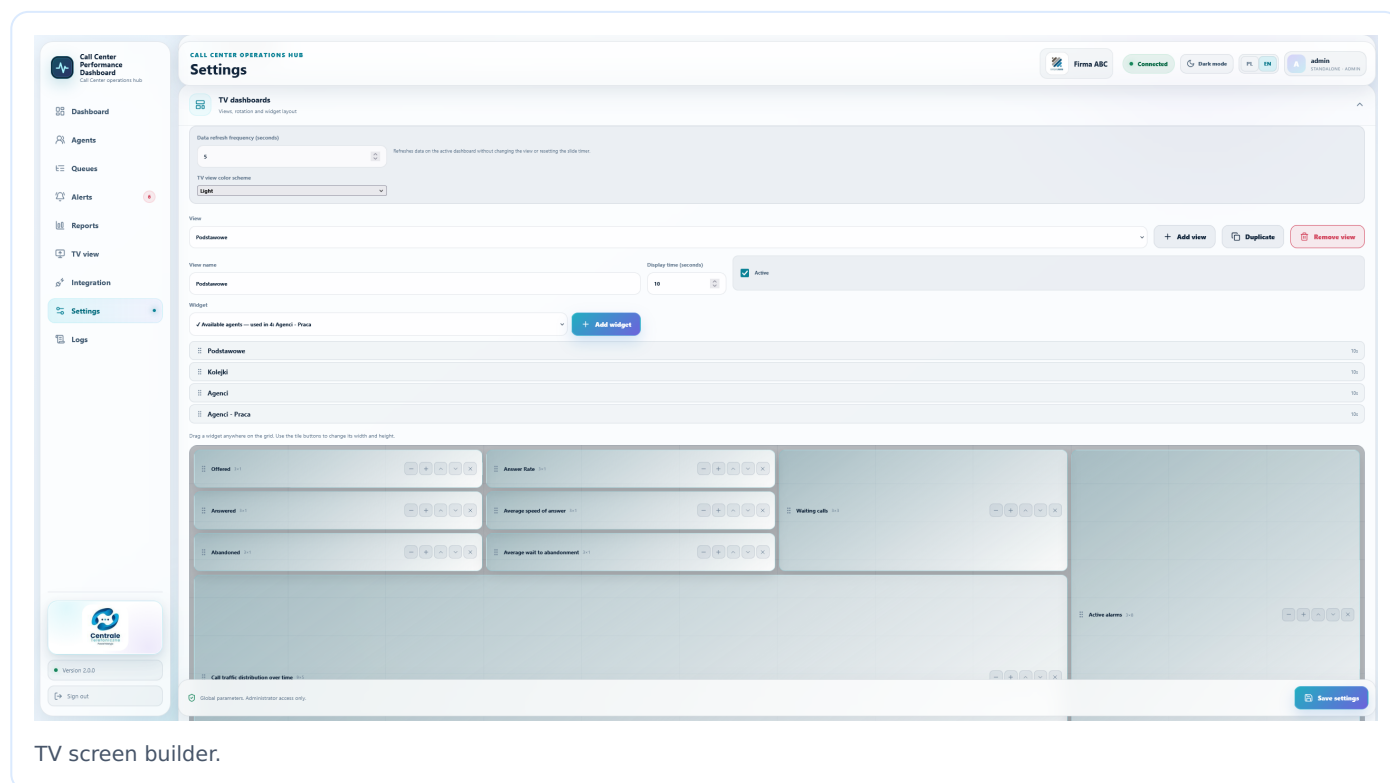
Select working days, start and end times, and additional days off. Configure the screensaver and TV availability to match your working arrangements.

Sounds can be assigned to individual alerts and previewed before saving. Start-of-day and end-of-day signals are also available. Custom WAV files can be up to 10 MB.

Selecting and previewing sounds.

The builder supports up to eight TV views. Add the required elements, position and resize them, name the view and set its order. You can duplicate, disable and delete views, choose colours, update frequency and display

durations from 5 to 300 seconds. Available elements include indicators, queues, alerts, rankings, traffic charts, agent states and timelines.



When **Unsaved changes** appears, click **Save settings**. Review the result on the actual TV afterwards.

11. The supervisor's working rhythm

Start of shift: check connection, waiting customers, availability, attendance and alerts. Start TV and sound.

During the day: read alerts alongside queue and team states. Compare busy hours with breaks and staffing plans. Agree on any support needed.

End of shift: generate the daily report, review individual queues, save any required CSV and record the context behind unusual results.

Weekly review: compare days and queues, review waiting times, abandons and activity patterns. Use the findings to prepare the next shift.

12. When something needs checking

Situation	What to do
Data stops changing	Check Connected/Disconnected, allow an update cycle and refresh the page. If it persists, report the view and time to your administrator.
An indicator has no value	Check whether the period contains the events needed for calculation, such as abandoned calls for average time to abandon.
An alert appears in the panel but not on TV	Check acknowledgement and use Resume on TV if it is still active and needed.
No sound	Click the audio icon and check volume, assigned file and alert acknowledgement.
Screensaver during a shift	Check the device clock, working days and hours, and additional days off.
Report will not generate	Check dates, selected people/queues and indicators. Narrow the period or column selection and try again.
Agent and queue counts differ	Allow for abandons before answer and transfers. Check scope and column definitions.
New settings are not visible	Save them, allow an update cycle and refresh the screen.
No access to a page or tab	Report the address, message and time so the administrator can check account, role and access rules.

Authorised users can use **Integration** to assess data availability and **Logs** to check the time and author of an operation. In Logs, select an event type and click **Refresh**. Connection and network access settings remain the deployment administrator's responsibility.

13. Data and support

Use your own account. End the session according to your sign-in method. Store exports containing team performance data where only authorised people can access them. Match the information shown on TV to its location.

When reporting an issue, provide the application version, view name, date and time, report period and whether it affects the panel, TV or both. Attach a screenshot containing only information appropriate to share.

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