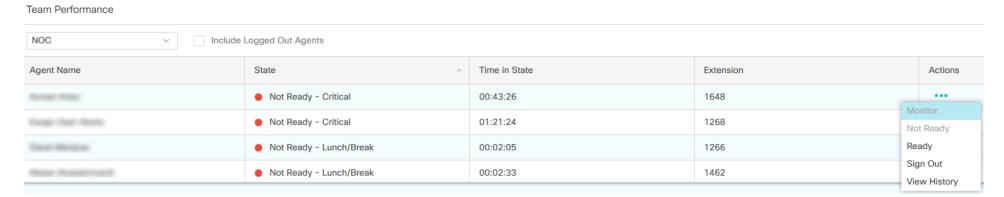## Log into Finesse

Open a web browser and go to https://wcurpconctrp01.wcupa.edu:8445/. Log into Finesse using your domain credentials

- Username: domain username
- Password: domain password
- Extension: agent extension

Manage Team > Team Performance (refreshes every 10 seconds)

This section shows the current state of your team. By default, you will only see logged in resources (check the box to include logged out agents). Under the actions column for each agent, you have the capability to set agents as ready/not ready, sign them out, or view the agents call/state history.

Team Performance

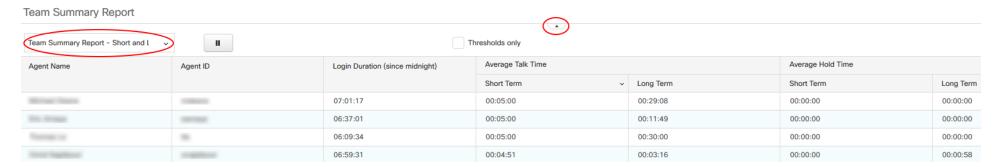| NOC ⌄	☐ Include Logged Out Agents			
Agent Name	State	Time in State	Extension	Actions
	● Not Ready – Critical	00:43:26	1648	•••
	● Not Ready – Critical	01:21:24	1268	Monitor
	● Not Ready – Lunch/Break	00:02:05	1266	Not Ready
	● Not Ready – Lunch/Break	00:02:33	1462	Ready
				Sign Out
				View History

Team Data > Team Summary Report - Short and Long Term Average

The Team Summary Report presents performance statistics of all the agents in the team for the current day based on short term and long term values

- Average Talk Time—Short Term: Average time the agent spent in Talking state in the last 5 minutes
- Average Talk Time—Long Term: Average time the agent spent in Talking state in the last 30 minutes
- Average Hold Time—Short Term: Average time the agent put the calls on hold in the last 5 minutes
- Average Hold Time—Long Term: Average time the agent put the calls on hold in the last 30 minutes

Team Summary Report

Team Summary Report - Short and l ▾   ‖   ☐ Thresholds only

Agent Name	Agent ID	Login Duration (since midnight)	Average Talk Time		Average Hold Time	
			Short Term ▾	Long Term	Short Term	Long Term
		07:01:17	00:05:00	00:29:08	00:00:00	00:00:00
		06:37:01	00:05:00	00:11:49	00:00:00	00:00:00
		06:09:34	00:05:00	00:30:00	00:00:00	00:00:00
		06:59:31	00:04:51	00:03:16	00:00:00	00:00:58

Queue Data > Voice CSQ Summary Report - Snapshot

Shows your current statistics since login

- Waiting Calls: current calls in queue
- Longest call in queue: if calls in queue how long has the oldest call been in queue
- Agents logged in: how many agents currently logged in to receive calls
- Agents talking: how many agents currently talking
- Agents ready: how many agents ready to receive calls
- Agents not ready: how many agents not ready to receive calls
- Agents in after call work: how many agents wrapping up after a call
- Agents reservice: agents currently selected to answer an inbound call

Voice CSQ Summary Report

CSQ Name	Waiting Calls	Longest Call in Queue	Agents Logged In ^	Agents Talking	Agents Ready	Agents Not Ready	Agents in After Call Work	Agents Reserved
CSQ-Demo	0	00:00:00	1	0	0	1	0	0

Queue Data > Voice CSQ Summary Report – Since Midnight

Shows your current statistics since login

- CSQ Name: Name of the CSQ
- Waiting Calls: Number of calls in queue for a CSQ
- Abandoned Calls: Number of calls that are abandoned for a CSQ
- Handled Calls: Number of calls that are answered by the agents in the CSQ
- Total Calls: Number of calls that are presented to the CSQ
- Longest Call in Queue: Longest wait time of any call before it is answered
- Longest Handle Time: Longest talk time of any call that the agent handled

Queue Data > Voice CSQ Summary Report – Short and Long Term Average

Shows your current statistics since login

- CSQ Name: Name of the CSQ
- Calls Abandoned—Short Term: Number of abandoned calls in the last 5 minutes
- Calls Abandoned—Long Term: Number of abandoned calls in the last 30 minutes
- Calls Dequeued—Short Term: Number of dequeued calls in the last 5 minutes
- Calls Dequeued—Long Term: Number of dequeued calls in the last 30 minutes
- Average Contact Handling Time—Short Term: Average handle time of the calls that are routed to the CSQ in the last 5 minutes
- Average Contact Handling Time—Long Term: Average handle time of the calls that are routed to the CSQ in the last 30 minutes
- Average Waiting Duration—Short Term: Average wait time of the calls that are routed to the CSQ in the last 5 minutes
- Average Waiting Duration—Long Term: Average wait time of the calls that are routed to the CSQ in the last 30 minutes
- Service Level—Short Term: Service level is measured in the last 5 minutes. The most recent service level is displayed in case there are no calls in the measurement window.
- Service Level—Long Term: Service level in the last 30 minutes

Team Data > Team Summary Report - Since Midnight

The Team Summary Report presents performance statistics of all the agents in the team for the current day, since midnight

- Login Duration: Total login duration of the agent
- Calls Offered: Number of calls that are sent to the agent, regardless of whether the agent answered the call
- Calls Handled: Number of calls that are answered by the agent
- Average Ring Time: Average ring time of calls before the calls were answered
- Average ring time = Total ring time / Calls handled
- Talk Time—Avg: Average time the agent spent in Talking state
- Average talk time = Total time in Talking state / Calls handled
- Talk Time—Max: Longest time the agent spent in Talking state
- Talk Time—Total: Total time the agent spent in Talking state
- Hold Time—Avg: Average time the agent put the calls on hold
- Average hold time = Total time calls were put on hold / Calls handled
- Hold Time—Max: Longest time the agent put a call on hold
- Hold Time—Total: Total time the agent put the calls on hold
- Ready Time—Avg: Average time the agent spent in Ready state
- Average ready time = Total time the agent spent in Ready state / Number of times the agent moved to Ready state
- Ready Time—Max: Longest time the agent spent in Ready state.
- Ready Time—Total: Total time the agent spent in Ready state
- Not Ready Time—Avg: Average time the agent spent in Not Ready state
- Average not ready time = Total time the agent spent in Not Ready state / Number of times the agent moved to Not Ready state
- Not Ready Time—Max: Longest time the agent spent in Not Ready state
- Not Ready Time—Total: Total time the agent spent in Not Ready state
- After Call Work Time—Avg: Average time the agent spent in Work state
- Average work time = Total time in Work state / Calls completed
- After Call Work Time—Max: Longest time the agent spent in Work state
- After Call Work Time—Total: Total time the agent spent in Work state

Team Summary Report

Team Summary Report - Since Midn ⌄   ❙❙   ☐ Thresholds only

Agen...	Agen...	Login...	Calls ...	Calls ...	Avera...	Talk Time			Hold Time			Ready Time			Not Ready Time			After Call Work Time		
						Avg	Max	Total	Avg	Max	Total	Avg	Max	Total	Avg	Max	Total	Avg	Max	Total
		07:27:28	6	4	00:00:07	00:08:28	00:12:10	00:33:54	00:00:42	00:02:49	00:02:49	00:04:29	00:13:43	00:35:52	00:56:34	03:03:02	06:10:07	00:01:00	00:01:00	00:04:00
		05:57:38	1	1	00:00:10	00:05:34	00:05:34	00:05:34	00:00:04	00:00:04	00:00:04	01:08:51	01:34:07	05:21:19	00:09:49	00:18:03	00:29:29	00:01:00	00:01:00	00:01:00