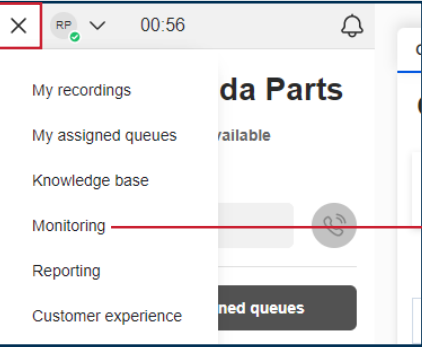


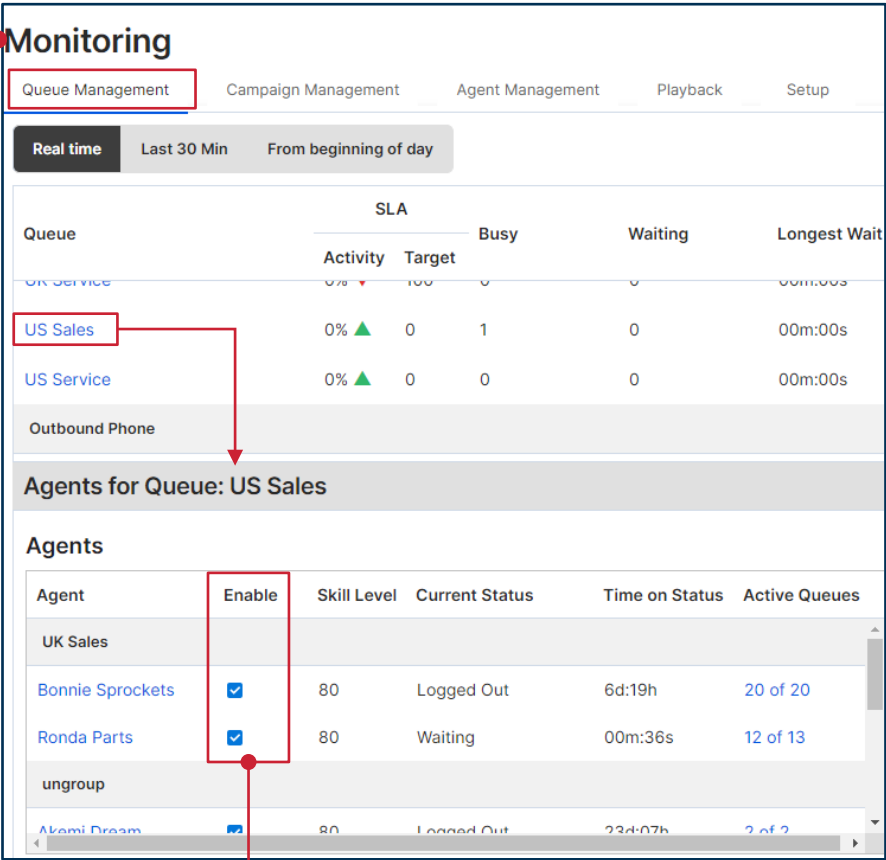
Access Monitoring

1. Select Menu
2. Select Monitoring



Analyze Queue data

1. To view metrics and SLA target of a channel queue, select the Queue Management tab
2. Select a Queue name to view assigned Agents
3. To add or remove an agent from a queue, Check the Enable box



Start monitoring

1. Open the Agent Management tab
2. Select Monitor
3. Select an Agent
4. In the pop-up box at the bottom of the screen, select Start Monitoring
5. Accept the incoming calls to listen to the Agent's calls
6. Select Finish Monitoring to end

