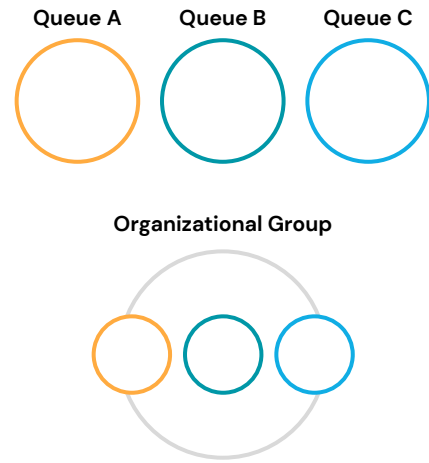


Introducing Organizational Groups to Admin Dashboard.

Organizational Groups provide useful segmentation of insights and are available in Realtime, as well as Conversation List.

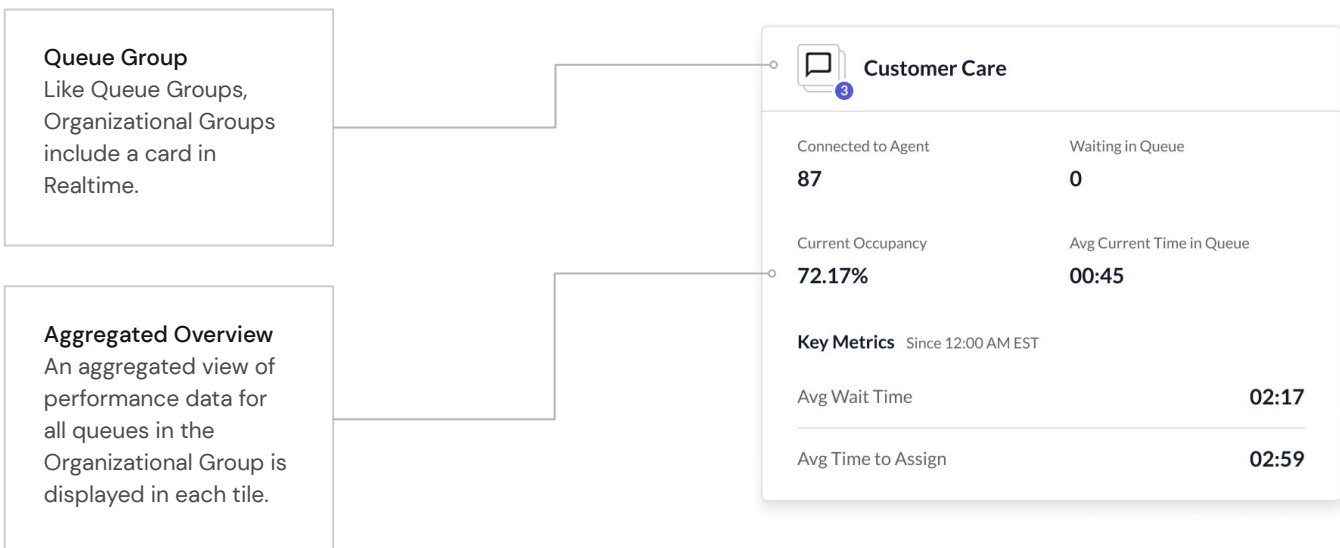
What are organizational groups?

Organizational groups are clusters of queues that represent different customer service departments and functions across your business. These groups allow you to create multiple flavors of Agent Desk based on agent needs and skills, and segment data in a meaningful and intuitive way in Admin Dashboard.



Organizational Groups in Realtime

Organizational Groups can be accessed within Realtime Dashboard. ASAPP will aggregate performance data for all queues within the group, and display the group as a queue within Realtime. Users can edit the visibility of Organizational Groups, but cannot edit the queues that belong to them.



Realtime: Organizational Group Queue Details

Like Queue Groups, Organizational Groups include a detailed view. Most of the same content and features available for a single queue are shared with Organizational Groups: Right Now metrics, Current Period metrics, and the Agent & Satisfaction Right Rail.

The screenshot shows the 'Current Conversation Activity' section for 'All Sales Queues'. The interface includes a sidebar with navigation options like 'METRICS', 'REALTIME', 'HISTORICAL REPORTING', 'SETTINGS', 'BUSINESS HOURS', 'TRIGGERS', 'CONTENT MANAGEMENT', 'CONVERSATION LIST', 'KNOWLEDGE BASE', 'USERS', and 'USER MANAGEMENT'. The main content area displays a table of conversation activity with columns for Issue ID, Agent Name, Queue, Time Assigned, Handle Time, and Avg Res. Time. A callout box highlights two specific rows in the table, with callouts 1 and 2 pointing to the '89 Conversations' count and the queue name 'Sales - E...' respectively.

Issue ID	Agent Name	Queue	Time Assigned	Handle Time	Avg Res. Time	Has Events
7411812970	Ahmad Disouza	EXPBILL • Sales - E...	10:13:22	00:02	00:01	Whisper sent
4214948489	Andrea Ennis	EXPBILL • Sales - E...	10:12:46	00:24	00:14	
5058843470	Ayla Arnošt	PAYPROB • Acquisition	10:11:31	00:56	00:24	
7254242255	Bren Vita	COMMPREFS • Sales - E...	10:10:46	01:01	00:24	

1

Aggregated Conversations

All conversations assigned to any queue in the Organizational Group are listed under the Conversations tab.

2

Link to Queue

For each Issue ID, the name of the queue the conversation is assigned to is displayed. Users can click the queue name to go to that single queue's detailed view.

Realtime: Organizational Group Queue Details, cntd.

Today's Performance
Analyze queue performance [View Data Dictionary](#)

Filter by: All Channels

Show rolling data since 12:00 AM

Volume

Offered - Total	Assigned to Agent - Total	Timed Out by Agent - Total
204	133	35

Queue Activity

Queued - Total	Queued - Eligible for Assignment	Max Queue Time
134	N/A	N/A
Avg Wait Time	Avg Time in Queue	Avg Time to Assign
02:19	06:27	04:08

Agents 2

Agents	Status	Time in Status	ART	AHT	Assignments
Ahmad Disouza	Available	12:09	02:14	04:42	3/3
Andrea Ennis	In meeting	02:16	--	--	0/3
Ayla Arnošt	Available	04:33	01:58	02:56	2/3
Bren Vita	In meeting	27:15	--	--	0/3
Baltasar Svanhildr	Available	02:19	03:17	01:45	1/2
Boris Love	Available	03:18	--	--	0/1
Dipali Magda	Coaching	12:44	--	--	0/3
Meena Randell	Available	08:47	02:12	03:19	1/3
Hassan Delice	Available	02:12	07:01	02:56	1/2
Hüseyin Natali	Available	04:22	02:59	05:10	1/3
Indra Parsifal	Available	12:09	04:34	02:16	3/3

1
Aggregated Performance Metrics
Performance data is aggregated to include all the queues that belong to the group.

2
Aggregated Agent List
The agent list includes all agents who belong to at least one queue within the group.

Organizational Groups in Conversation List

When a user is permitted to view agents in queues that span multiple Organizational Groups, a selector is displayed at the top of Conversation List. All Issue IDs associated with a group can be accessed from the selector.

Conversation List Sales

Today Filter

1,024 Conversations Refresh

	Issue ID & Handle Time	Issue Status	Agent & ID	Customer ID	Time Opened	Time Ended	First Intent	Queue
	09:12 7411812970	Live	Adahwolf Blitra 6967063191389	6967063191389	02/13/21 10:19:34	02/13/21 --	EXPBILL	Sales
	17:19 4214948489	Live	Andrea Ennis 2984727316068	2984727316068	02/13/21 9:16:55	02/13/21 9:29:56	EXPBILL	Sales
	3:56 5058843470	Live	Ayla Arnošt 5398132266492	5398132266492	02/13/21 9:34:46	02/13/21 9:40:37	PAVPROB	Acqui
	08:44 7254242255	Live	Bren Vita 6544002666825	6544002666825	02/13/21 10:21:34	02/13/21 --	COMMPREFS	Sales
	16:34 5320521237	Live	Baltasar Svanhildr 1432057138345	1432057138345	02/13/21 10:24:16	02/13/21 10:40:45	DISPUTE	Custo
	01:48 4333534363	Live	Boris Love 5900347386267	5900347386267	02/13/21 9:14:14	02/13/21 --	SEEBILL	--
	06:14 3518918963	Ended by Agent - Resolved	Dipali Magda 761411193781	761411193781	02/13/21 10:20:36	02/13/21 --	TRANSHST	Sales
	08:16 3872019456	SRS	Ensa Khajee 2274346657061	2274346657061	02/13/21 10:01:59	02/13/21 10:10:36	DISPUTE	Sales
	09:43 7242585717	Ended by Agent - Unresolved	Hassan Delice 7124694771940	7124694771940	02/13/21 9:40:17	02/13/21 9:50:36	PAVHST	Custo
	06:17 8141566246	Ended by Customer - Resolved	Hüseyin Natali 2657059999311	2657059999311	02/13/21 10:19:00	02/13/21 --	SEEBILL	Sales

Rows per page: 20 | 1-5 of 13

Organizational Groups in Conversation List, cntd.

Organizational Group Selector

The selector is displayed in the Conversation List navigation.

All Organizational Groups

Selecting 'All' displays all Issue IDs across all groups. Default "Customer" and "Agent" labels are then used for the table and filters.

The screenshot shows the 'Conversation List' interface. At the top right, there is a 'Sales' dropdown menu with an upward arrow. Below it, a dropdown menu is open, showing three options: 'All', 'Sales' (which is selected and has a checkmark), and 'Service'. Below the dropdown, the text '1,024 Conversations' is displayed next to a 'Refresh' button. The main content is a table with the following columns: 'Issue ID & Handle Time', 'Issue Status', and 'Agent & ID'. The table contains three rows of data:

Issue ID & Handle Time	Issue Status	Agent & ID
7411812970 09:12	Live	Adalwolf Bistra 6967063191389
4214948489 17:19	Live	Andrea Ennis 2984727316068
5058843470 3:56	Live	Ayla Arnošt 5398132266492

Filtering Content

Content filters in Conversation List reflect the Organizational Group selected in the top navigation. When selecting 'All', default filters and labels are available.