

Supervisor

Webchat Campaign Monitoring

This section displays real-time statistics for Webchat campaigns. It shows the current status of each Webchat campaign in real time, based on the parameters configured during campaign creation.

Bottom-left table

	CANALES	ESTADO	AGENTE	COMPLETADO	ACTIVAS	
		Activo	botbienvenida	0	0	08:02:59
		Libre	Lili	0	0	00:01:11

Icon: Agent status icon. It may display a phone icon when the agent is on a call, or the corresponding break icon when the agent is in a pause state.

Channels: If the agent is handling an active interaction, the corresponding channel logo will be displayed (SMS, Webchat, among others). Multiple channel icons may appear simultaneously when applicable.

Status: Real-time agent status. Available statuses include: Disconnected, Busy, Available, Available on Break, and Busy on Break (where “Break” refers to any configured break status).

Agent: Name of the agents assigned to the campaign.

Completed: Number of completed interactions per agent.

Active: Displays the number of active interactions currently assigned to the agent.

Time: Displays the time elapsed since the agent’s last status change.

Interaction Status

Displays the status of the active interaction based on the time thresholds configured in the Campaign Settings under Chat Time. The available interaction statuses are as follows:

- The interaction status will be displayed in green while it remains within the first configured time threshold.
- The interaction status will be displayed in yellow while it remains between the first and second configured time thresholds.
- The interaction status will be displayed in red when it exceeds the second configured time threshold and beyond.

- When the agent does not have an active interaction and the third configured time threshold is exceeded, an alert will be displayed in the agent's status.

Bottom-right table

If the campaign has customers waiting in the queue, the table on the right will be populated as shown in the following image.

EMAIL	NOMBRE	EN ESPERA
test@test.com	test	00:00:05

This table displays each customer's email address, name, and the time they have been waiting for assistance.

Agent Actions

When you click on an agent with an active interaction, the following options will be displayed:



- **Spy:** Allows the supervisor to view, in real time, the messages exchanged between the agent and the customer.
- **Screen Monitoring:** Allows the supervisor to view the agent's screen in real time. To display this option, Screen Monitoring must be enabled under Settings → Agents.
- **Info:** Displays a window containing the agent's detailed information.
- **Pause:** Allows the supervisor to place the agent into a paused state.
- **Log Out Agent:** Allows the supervisor to log the agent out of the portal. The agent must sign in again using their username and password to resume work.

Revision #2

Created 30 July 2026 19:28:03 by Alejandra Vega

Updated 31 July 2026 19:55:21 by Alejandra Vega