

KB LEVEL: SVR	KB ARTICLE	KB NUMBER: 2019-04
	<i>How to force log out agent in Vici dial through Administrator</i>	

KB Category:	Internal		
Author:	Alvinn Medrano	Date:	04/12/2019

Problem Description:	N/A
Symptoms and Cause of the issue:	N/A

Note: Force log out of agents in Vicidial is usually performed when there's a request from Team Leaders whenever their agents forgot to log out.

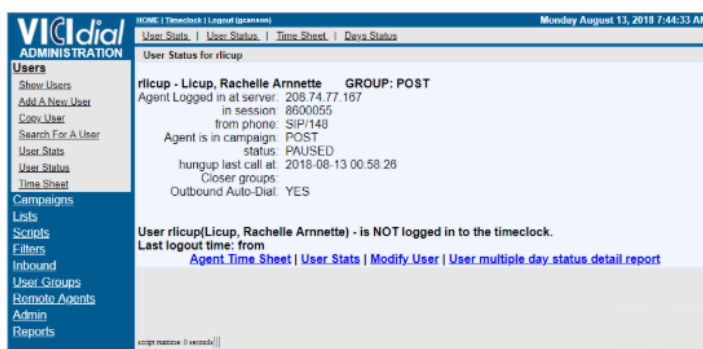


Gary Canson <gcanson@openaccessmarketing.com>

to Rovie, Keshia, Jaycee, Myka, OAM

Hi Rovie,

I am now able to access the **User Status** page but there is no option for **Force Log Out**. (Please see screenshot)



Thanks,

Figure 1

Procedure:

Step 1: Access Vicidial administrator via web link <http://208.74.77.167/vicidial/index.php>.

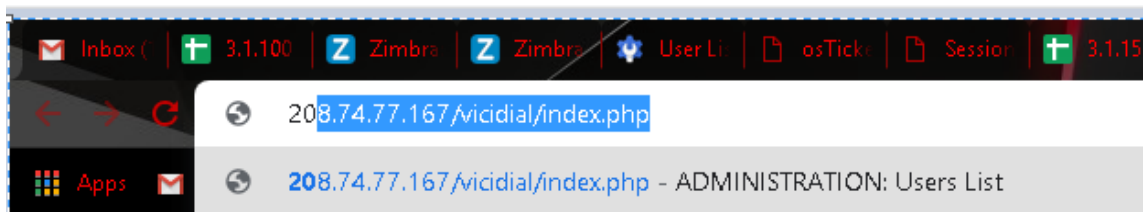


Figure 2

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Step 2: Type in the administrator credentials then sign in.

> Username: admin

> Password: P*****k

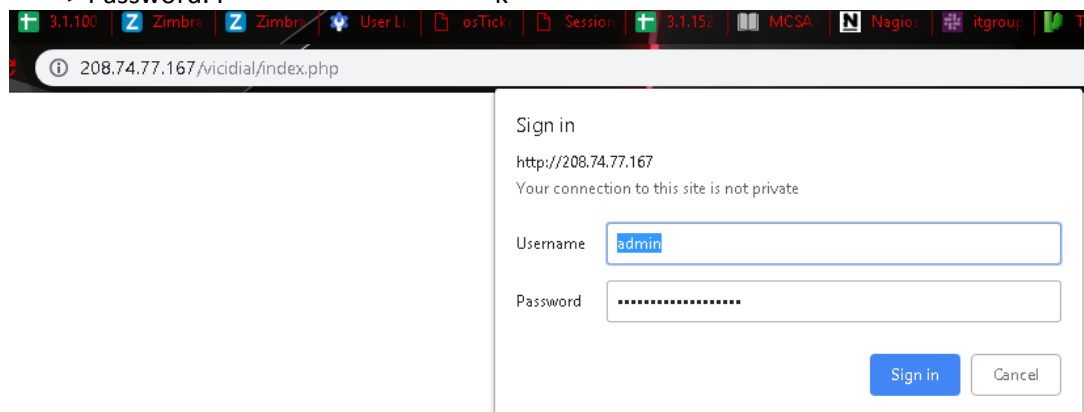


Figure 3

Step 3: In the Vicidial page Select reports.



Figure 4

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Step 5: In the Report category select **Real-Time Main Report**.

The screenshot shows the VICIdial Administration web interface. On the left is a navigation menu with links: Users, Campaigns, Lists, Scripts, Filters, Inbound, User Groups, Remote Agents, Admin, and Reports. The 'Reports' link is highlighted. The main content area is titled 'Server Stats and Reports'. Under the 'Real-Time Reports' section, there is a list of reports: 'Real-Time Main Report' (which is highlighted with a red box) and 'Real-Time Campaign Summary'. Below this, there is a section for 'Inbound and Outbound Calling Reports' with links to 'Inbound Report', 'Inbound Report by DID', 'Inbound Service Level Report', and 'Inbound Summary Hourly Report'.

Figure 5

Step 6: Select the requested agent that needed to be forced log out.

The screenshot shows the 'Real-Time Report' page in VICIdial. At the top, there are navigation links: Users, Campaigns, Lists, Scripts, Filters, Inbound, User Groups, Remote Agents, Admin, and Reports. The 'Reports' link is selected. Below the navigation bar, there are tabs: 'Choose Report Display Options', 'RELOAD NOW', 'MODIFY', and 'SUMMARY'. The 'SUMMARY' tab is active. The page displays various statistics: DIAL LEVEL: 0.895, TRUNK SHORT/FILL: 0/0, FILTER: NONE, TIME: 2019-03-22 15:01:17, DIALABLE LEADS: 0, CALLS TODAY: 167, AVG AGENTS: 0.58, DIAL METHOD: INBOUND_MAN, HOPPER (main/auto): 12032/0, DROPPED / CALLS: 0/167, DL DIFF: 0.00, STATUSES: NEW, LEADS IN HOPPER: 0, DROPPED PERCENT: 0%, DIFF: 0.00%, ORDER: DOWN, SALE: 0, NONSALES: 0. Below these statistics, it says 'NO LIVE CALLS WAITING'. Then, there are counts for different agent states: 35 agents logged in, 0 agents in calls, 0 agents waiting, 35 paused agents, 0 agents in dead calls, and 0 agents in dispo. At the bottom, there is a table titled 'VICIDIAL: Agents Time On Calls Campaign: [ALL-ACTIVE]' with columns: STATION, USER, SHOW ID, INFO, SESSIONID, STATUS, PAUSE, PPL SS, CAMPAIGN, CALLS, HOLD, and IN-GROUP. The table lists 35 agents with their respective details.

Figure 6

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Step 7: Click on the emergency log out.

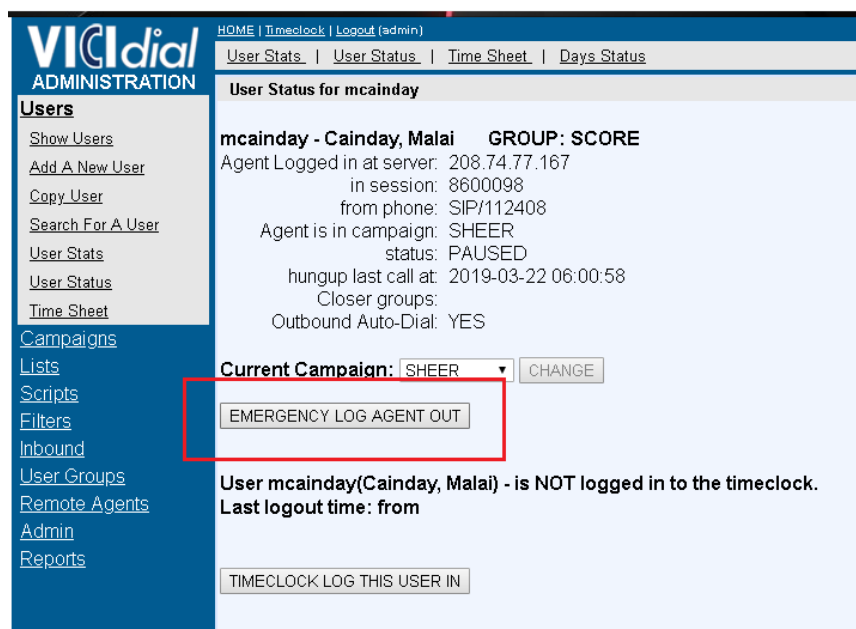


Figure 7

Verification:

Step 1: Agent that is emergency or forced log out will be not displaying on Vici dial reporting.

- Agents logged in will decrease to 34 from 35 after the forced logout.
- The agent that forced log out will not be shown in active queue.

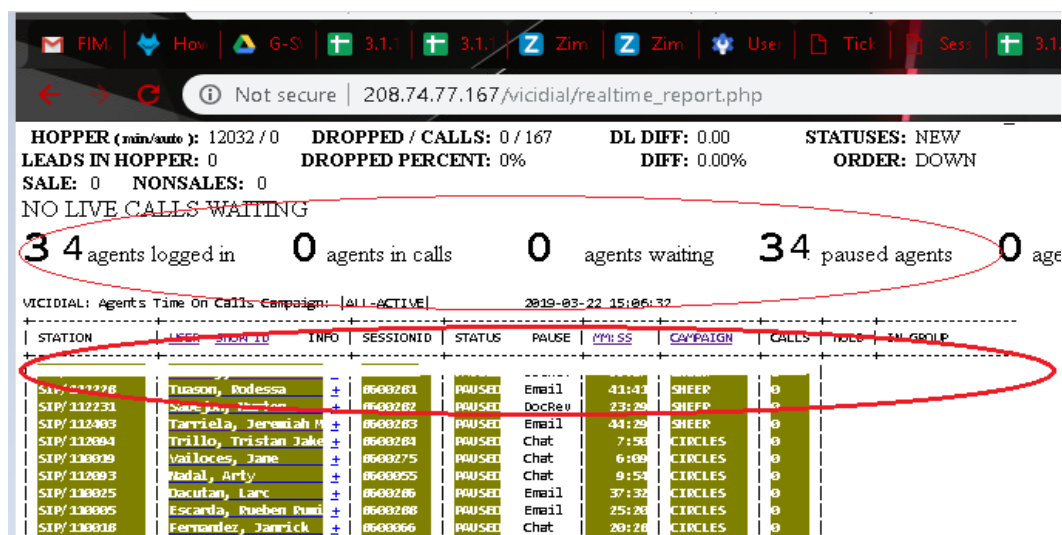


Figure 8

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