



Reports



Users



Campaigns



Lists



Scripts



Filters



Inbound



User

Groups



Remote Agents



Admin

## Real-Time Main Report

[Choose Report Display Options](#)[RELOAD NOW](#)[MODIFY | SUMMARY](#)

refresh: 33

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DIAL LEVEL: 74.600  
DIALABLE LEADS: 594740  
HOPPER ( min/auto ): 16200 / 1140  
LEADS IN HOPPER: 11628

TRUNK SHORT/FILL: 376 / 376  
CALLS TODAY: 288536  
DROPPED / ANSWERED: 4.000 / 1355  
DROPPED PERCENT: 0.30%

FILTER: CUSTOM\_BW  
AVG AGENTS: 0.15  
DL DIFF: -2.75  
DIFF: -1817.00%

TIME: 2025-10-22 13:38:31  
DIAL METHOD: INBOUND\_MAN  
STATUSES: B, AB, AA, NA, NEW  
ORDER: DOWN COUNT

**513** current active calls   **431** calls ringing   **81** calls waiting for agents   **1** calls in IVR  
**4** agents logged in   **1** agents in calls   **3** agents waiting   **0** paused agents   **0** agents in dead calls   **0**  
agents in dispo

VICIDIAL: Calls Waiting

2025-10-22 13:38:31

STATUS	CAMPAIGN	PHONE NUMBER	SERVER IP	DIALTIME	CALL TYPE	PRIORITY
LIVE	1022	3144810163	67.198.237.96	1:14	OUTBALANCE	0
LIVE	1022	6362886591	67.198.237.96	1:14	OUTBALANCE	0
LIVE	1022	6364846430	174.139.16.219	1:11	OUTBALANCE	0
LIVE	1022	3144412435	174.139.16.219	1:08	OUTBALANCE	0
LIVE	1022	3146209588	67.198.205.58	1:07	OUT	0
LIVE	1022	3146008598	67.198.205.58	1:07	OUT	0
LIVE	1022	6366688190	67.198.205.58	1:07	OUT	0
LIVE	1022	3148688142	67.198.205.58	1:07	OUT	0
IVR	1022	3149205961	67.198.205.58	1:07	OUT	0
LIVE	1022	6083628260	67.198.237.96	1:05	OUTBALANCE	0
LIVE	1022	5736310010	98.126.31.51	1:03	OUT	0
LIVE	1022	3143302280	98.126.31.51	1:03	OUT	0
LIVE	1022	3149040078	67.198.237.96	1:00	OUTBALANCE	0
LIVE	1022	3144023474	174.139.16.202	0:56	OUTBALANCE	0
LIVE	1022	6362811718	67.198.237.96	0:53	OUTBALANCE	0
LIVE	1022	6188459248	174.139.16.219	0:53	OUTBALANCE	0
LIVE	1022	5104999193	67.198.237.96	0:53	OUTBALANCE	0
LIVE	1022	6364323231	174.139.16.202	0:53	OUTBALANCE	0
LIVE	1022	5733686131	98.126.31.51	0:50	OUT	0
LIVE	1022	6362202354	174.139.16.219	0:49	OUTBALANCE	0
LIVE	1022	6362782771	67.198.237.96	0:49	OUTBALANCE	0
LIVE	1022	3147390827	174.139.16.219	0:49	OUTBALANCE	0
LIVE	1022	6363325019	67.198.205.58	0:48	OUT	0
LIVE	1022	3147991662	67.198.205.58	0:48	OUT	0
LIVE	1022	3147217372	67.198.205.58	0:48	OUT	0
LIVE	1022	5735600273	67.198.205.58	0:48	OUT	0
LIVE	1022	6364851817	67.198.205.58	0:48	OUT	0
LIVE	1022	3149228667	67.198.205.58	0:48	OUT	0
LIVE	1022	3142886666	67.198.237.96	0:46	OUTBALANCE	0
LIVE	1022	3343448584	174.139.16.219	0:46	OUTBALANCE	0
LIVE	1022	5737018782	67.198.237.96	0:46	OUTBALANCE	0
LIVE	1022	3142104614	174.139.16.219	0:46	OUTBALANCE	0
LIVE	1022	6195641481	67.198.237.96	0:43	OUTBALANCE	0
LIVE	1022	7012353406	67.198.237.96	0:43	OUTBALANCE	0
LIVE	1022	3147361446	67.198.237.96	0:43	OUTBALANCE	0
LIVE	1022	6369339426	174.139.16.219	0:43	OUTBALANCE	0
LIVE	1022	3142811228	67.198.237.96	0:40	OUTBALANCE	0
LIVE	1022	6364939425	174.139.16.202	0:40	OUTBALANCE	0
LIVE	1022	3148460133	174.139.16.219	0:40	OUTBALANCE	0
LIVE	1022	6362306433	174.139.16.219	0:40	OUTBALANCE	0
LIVE	1022	6362851449	174.139.16.219	0:40	OUTBALANCE	0
LIVE	1022	6362794605	174.139.16.202	0:40	OUTBALANCE	0
LIVE	1022	5736782392	174.139.16.219	0:40	OUTBALANCE	0
LIVE	1022	6362788917	67.198.205.58	0:37	OUT	0
LIVE	1022	3149658096	67.198.237.96	0:37	OUTBALANCE	0
LIVE	1022	3149736263	174.139.16.219	0:37	OUTBALANCE	0
LIVE	1022	3143638457	174.139.16.202	0:37	OUTBALANCE	0
LIVE	1022	3148051311	67.198.237.96	0:37	OUTBALANCE	0
LIVE	1022	3147230969	67.198.205.58	0:37	OUT	0
LIVE	1022	3132471395	174.139.16.202	0:37	OUTBALANCE	0
LIVE	1022	3143030596	67.198.237.96	0:34	OUTBALANCE	0
LIVE	1022	6369283914	174.139.16.219	0:34	OUTBALANCE	0
LIVE	1022	8709261415	67.198.237.96	0:34	OUTBALANCE	0
LIVE	1022	5732209417	98.126.31.51	0:31	OUT	0
LIVE	1022	3148825719	174.139.16.219	0:30	OUTBALANCE	0
LIVE	1022	6362536759	67.198.237.96	0:30	OUTBALANCE	0
LIVE	1022	5737665647	174.139.16.219	0:30	OUTBALANCE	0
LIVE	1022	3146165856	174.139.16.219	0:27	OUTBALANCE	0
LIVE	1022	3147794541	67.198.237.96	0:27	OUTBALANCE	0

LIVE	1022	3142796295	67.198.237.96	0:27	OUTBALANCE	0
LIVE	1022	5737324183	67.198.237.96	0:21	OUTBALANCE	0
LIVE	1022	6369377222	67.198.237.96	0:21	OUTBALANCE	0
LIVE	1022	6364228194	174.139.16.219	0:21	OUTBALANCE	0
LIVE	1022	2698707510	67.198.237.96	0:21	OUTBALANCE	0
LIVE	1022	3145184405	174.139.16.219	0:21	OUTBALANCE	0
LIVE	1022	3148434261	67.198.237.96	0:21	OUTBALANCE	0
LIVE	1022	6363564691	174.139.16.219	0:21	OUTBALANCE	0
LIVE	1022	6362786353	67.198.237.96	0:21	OUTBALANCE	0
LIVE	1022	3143958053	174.139.16.202	0:21	OUTBALANCE	0
LIVE	1022	3148094833	98.126.31.51	0:20	OUT	0
LIVE	1022	6363526245	174.139.16.219	0:17	OUTBALANCE	0
LIVE	1022	3146470727	174.139.16.219	0:17	OUTBALANCE	0
LIVE	1022	6369477671	174.139.16.219	0:17	OUTBALANCE	0
LIVE	1022	3145673612	67.198.237.96	0:17	OUTBALANCE	0
LIVE	1022	6362851214	174.139.16.219	0:17	OUTBALANCE	0
LIVE	1022	3148533043	174.139.16.219	0:13	OUTBALANCE	0
LIVE	1022	6627159577	174.139.16.202	0:13	OUTBALANCE	0
LIVE	1022	3146067846	174.139.16.219	0:13	OUTBALANCE	0
LIVE	1022	3145182232	98.126.31.51	0:11	OUT	0
LIVE	1022	3145800779	67.198.237.96	0:10	OUTBALANCE	0
LIVE	1022	6369315765	174.139.16.219	0:10	OUTBALANCE	0
LIVE	1022	6362482995	67.198.237.96	0:06	OUTBALANCE	0

Agents Time On Calls Campaign: |ALL-ACTIVE| 2025-10-22 13:38:31

STATION	USER SHOW ID	INFO	SESSIONID	STATUS	MM:SS	CAMPAIGN	CALLS	HOLD	IN-GROUP
IAX2/1002	User02	+	8600051	READY	9:48	1022	19		
SIP/1004	User04	+	8600052	READY	8:20	1022	7		
SIP/1005	User05	+	8600051	READY	1:08	1022	18		
SIP/1003	User03	+	8600052	INCALL I	4:22	1022	11	0	StLouisXfer - StLouisXfer

4 agents logged in on all servers

System Load Average: 1.59 2.18 2.30 M

- Agent chatting
- Agent in email
- Agent waiting for call
- Agent waiting for call > 1 minute
- Agent waiting for call > 5 minutes
- Agent on call > 10 seconds
- Agent on call > 1 minute
- Agent on call > 5 minutes
- Agent Paused > 10 seconds
- Agent Paused > 1 minute
- Agent Paused > 5 minutes
- Agent Paused > 10 minutes
- Agent Paused > 15 minutes
- Agent in 3-WAY > 10 seconds
- Agent on a dead call