

# FreedomQ Dashboard

**Navigation:** Menu Dashboard/FreedomQ

**Overview:** This page shows information that relates to incomplete callback calls and allows users to manage them as filter callback information, callback now, re-order priority callback, remove...

### FreedomQ Dashboard

Facility: 20104 DNIS lab NBT

#### Queue Info

Queue ID	Queue Name	ACD Queue	Callback Queue	Waiting Time	Auto Callback
20024	Test Normal Queue	0	1		<input checked="" type="checkbox"/>

#### Agent Info

Agent ID	Agent Name	Extension	Status	Answered Calls	Talk Time
50038	Agent 38	40018	Auto In	1	

#### Waiting Contacts

Phone call

No.	Phone Number	Estimated Callback Time	Remain	Status	Attempts	Waitlist Time	Last Callback Time	Queue
1	1.657.300.6641	10:25 AM	0 min	Failed: Answer Machine	1	04/27/2023 10:24 AM	04/27/2023 10:24 AM	20024 - Test Normal Queue

[Click here to download the excel template](#)

#### Selected Call Info

**Callback Now**

message ---

audio\_link <http://192.168.1.132/recording...>

ANI 16573006641

calltime 2023-04-26 20:24:57

Callback Time 04/27/2023 10:25 AM

Offer Callback 04/27/2023 10:24 AM

## Facility

Select a facility to see Queue info, Agent Info, and callback items by Facility which is set by role for multiple users using.

Because the Facilities are loaded by roles, so you should assign the Facilities to the user's roles that manage them:

- Access the DNIS page (Configuration > Screen Pop > DNIS)

Home > Configuration > Screen Pop > DNIS

### DNIS List

DNIS	DNIS Name	Toll Free	DID	Role	Date Updated
20104	20104 DNIS lab NBT			Administrators Agents Managers	04/27/2023 09:54:23

1

20 items per page

1 - 1 of 1 items

- Assign the DNIS(s) for the roles that the users can manage them

Edit

DNIS 20104

DNIS Name 20104 DNIS lab NBT

Toll Free

DID

Role 

Administrators Agents Managers

Administrators  
Agents  
Managers  
Supervisors

## Queue Info

Show info of queues that associate with the selected facility.

## Agent Info

Show info of agents that associate with the selected facility.

## Waiting for Callback

Show a list of the calls that need to callback, ordered by Remain time descending. These callback items are created by the caller go to FreedomQ App and accept the callback offer or import from an excel file.

### Auto callback

The system will auto call the phone number that belongs to the queue having Auto Callback setting when the Remain time is matched or the queue is empty and the agent in the queue is available (Login and Auto-In status).

The callback process will also start when selecting the callback item and click "Callback Now" button.

### Manual callback

The system will not auto callback the calls that belong to the queue not having Auto Callback setting. Users have to callback manually by clicking "Callback Now" button.

### Callback detail info

- Remove icon: allow the user to remove the callback item. This action will be recorded.
- No.: The order number.
- Phone Number: callback number.
- Estimated Callback Time: the time when the system could callback.
- Remain: The time remaining before callback. This value could be minus because no agent is available to answer the callback.
- Status:
  - Queue:* waiting for the callback.
  - Calling:* Start callback.
  - Calling: Connected:* The callback is answered.
  - Failed: Busy/No Answer:* The customer Reject/Not answer the callback or the phone number is busy.
  - Failed: Abandon:* The customer answers the callback and hangup before the agent answering.
  - Calling: Wait In Queue:* The customer accepts the callback and waits in queue for an agent to answer.
  - Voluntary callback:* The customer has a voluntary call before the system callback.
- The callback will be removed when the agent answers.
- Attempts: The number of times the item is called back.
- Last Callback Time: The last time callback.
- Waitlist Time: The time to create the callback.
- Queue: where the callback will be pushed to
- Selected Call Info
  - message:* The message of the caller when he accepted the callback offer
  - audio\_link:* The voice message link to listen
  - ANI:* Callback Phone number
  - calltime:* the time of the inbound call where the caller accepted the callback offer
  - Callback Time:* Estimated Callback Time
  - Offer Callback:* The time to create the callback.

## Import/Export and Cleanup

Admin can use an excel template file to import a list of phone numbers to callback and be able to export the current callback list on the dashboard as well.

Cleanup: allow Admin to remove all callback items.