

Agent Dashboard Overview

The Agent Dashboard is the user level agent's main work area within Flow. From the Agent Dashboard, an Agent can change their status, see general information about the Queues they are assigned to, update their activity, and see Screen Pop information related to the call if enabled. Do note that some web browsers or installed plugins to web browser may cause Screen Pops to not be blocked. Please ensure that agent web browser(s) used with Flow **always allow pop-ups from Flow**. The Dashboard also reminds the Agent to connect to an extension if they have forgotten to do so at their workstation prior to logging into Flow.

Seth Morrow ▾

Agent Dashboard

Agent Dashboard

2017-10-13 06:34:26 Current Status: Talking

My Assignments

Queue	Calls	Talking	Waiting	Wait Time
Main Support Queue	4	1	0	-

My Calls

Call 23533

00:01:11

Queue Name

Main Support Queue

Caller Name

NOCTEL

Caller Number

+15037644300

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- [Updating a Agent Password](#)
- [Agent Login](#)
- [Agent Click-to-Transfer](#)
- [Agent Status](#)