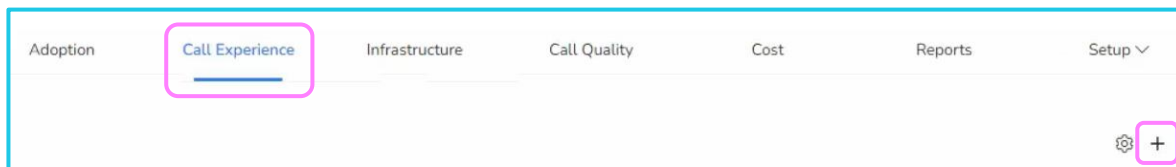# Call Queue Real Time KPI

The Real Time data provides information on Call Queue activity and can be added to dashboards.

Create a Real Time KPI

From the **Call Experience** dashboard:

- click add Widget to dashboard **+**
- select **KPI** from the **Widget list**
- select **Real Time** from the **KPI list**
- choose the required **KPI** from the **Type list**
- select the required **call queue** from the **Call Queue list**
- choose whether to display the call queue **Name** or **Number** from the **Call Queue Display Type**
- select a Refresh Interval
- set the KPI threshold in **Set Threshold** and click **OK.**

Adoption	Call Experience	Infrastructure	Call Quality	Cost	Reports	Setup ⌄

⚙ +

Settings ✕

Widget

KPI

ⓘ *Allows a single KPI to be placed on the dashboard.*

KPI

Real Time

Type

Available Agents

ⓘ *The number of Available Agents. Shown in real time.*

Call Queue

res.cq.UKManagedServices@soft-ex.net

Call Queue Display Type

Name

Refresh Interval

10 Seconds

Set Threshold

☑ Enable Threshold
☑ Reverse Order ⓘ

Count

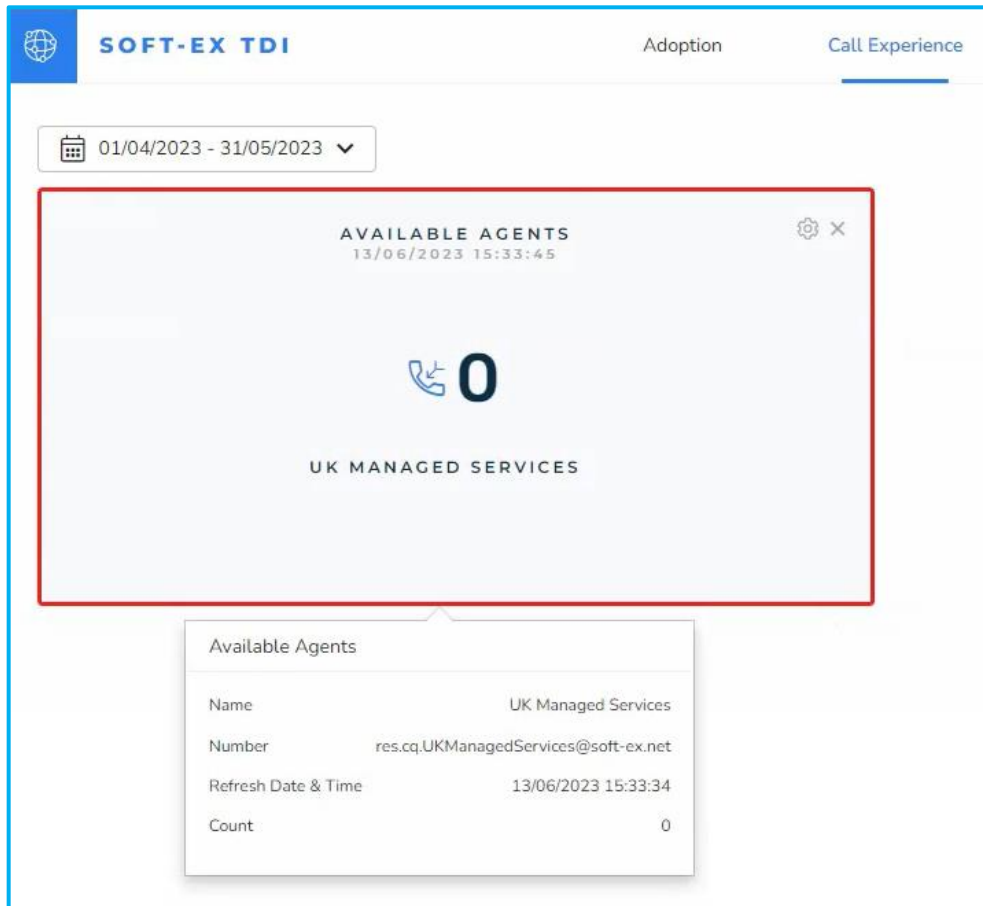| Danger ⓘ	Warning ⓘ	Good ⓘ
1	2	

OK   CLOSE

Soft-ex – Webex Calling

Real Time KPI created

Once the KPI is created, it is added to the Call Experience dashboard. You can resize or move the widget. A tool tip appears when you hover over the KPI which provides further information.

Multiple KPIs can be added to the same dashboard.

Learn more

Discover more at the [BT Support Centre >](#)