## Real Time Call Data – Details for an individual user

This page shows you the real time metrics collected by our agent during a call for a specific user. To see this page, first open a call from the call list and then click on the link "Real Time Data" behind the user you want to inspect.

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At the top you will have insight into the third party devices used, Codec and network type. Below you'll find a **donut chart showing the issues detected** a nd how many intervals of 30 seconds thes occured during the call.

Next to this, a timeline shows you what the user utilized (Audio, Video, Screensharing) during the call and in what form. Below that another timeline shows the **consecutive issues that occured at what time**. Note! Not all issues are shown here, just the once that impacted more than one consecutive 30 second interval.

On the right a section shows **changes occuring for Network/Audio and Video**. Changes can be anything, like changes in the codec used or switches from network or Wi-Fi network. These also appear as grey time indicators in the graph.

The page is further divided into separate sections for Applications, Audio, Video and Screensharing with specific metrics for each. For information on

individual graphs & metrics, click the little

in the top left-hand corner of the graph you're interested in.

Apart from the change indicators there are also **warning thresholds** for when a device goes over 90% CPU utilization and when the Audio Packet Loss is greater than 3%. These appear as red line indicators when they occur.

Visibility of warnings and changes can be enabled/disabled using the toggles in the top.

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