

Dashboard Overview - INTV Realtime Report

Overview

The **Interviewer Dashboard (INTVDash)** is a real-time monitoring tool that displays live calling activity broken down by interviewer, for every active project currently running on the phone room floor. It is accessible to anyone on the internal network and requires no login.

INTVDash is located in the **Maxwell Portal**, under **PhoneOps Dashboard** in the left-hand navigation menu.

How It Works

The dashboard automatically refreshes every **15 seconds** and is active daily from **9:00 AM to 2:00 AM**. When multiple projects are running simultaneously, each project appears as its own table on the same page, stacked vertically. A **last update timestamp** is displayed at the top of the page, reflecting the most recent data received from the system.

If you need to pause and review the numbers more closely, a **Pause Refresh** drop-down is available at the top of the page. Clicking it stops the auto-refresh until you resume it.

Reading the Dashboard

Each project table is labeled with its **Job Name** and contains one row per interviewer currently or recently assigned to that project. The first row is always a **Shift Total**, which provides a rolled-up summary across all interviewers for that project.

Set Page Refresh Frequency: 10 second refresh There are 5 seconds left until page refresh.

Dashboard Report_v6 for 20260317 Updated 17 MAR 2026 17:03
Click on either the "Booth" or "Interviewer" or "Status" header to re-sort the order

Job Name:brz17s

Booth	Interviewer	Last Active/Status	Hours Logged	Production Time	Completes	Production Rate	Calls Made	Calls Per Hour	Calls Per Complete	LOI
000	Shift Total	N/A	2.67	2.67	6	2.25	29	11	5	18.08
1004	Christina Rodriguez	14:09 Quit	2.67	2.67	6	2.25	29	11	5	18.08

Job Name:clp

Booth	Interviewer	Last Active/Status	Hours Logged	Production Time	Completes	Production Rate	Calls Made	Calls Per Hour	Calls Per Complete	LOI
000	Shift Total	N/A	7.88	7.81	30	3.84	250	32	8	3.29
1064	Aida Santos	13:57 Quit	3.92	3.91	17	4.35	109	28	6	3.00
1171	Joanne Wilson	14:01 Quit	3.97	3.90	13	3.33	141	36	11	3.57

Job Name:csmt

Booth	Interviewer	Last Active/Status	Hours Logged	Production Time	Completes	Production Rate	Calls Made	Calls Per Hour	Calls Per Complete	LOI
000	Shift Total	N/A	15.05	13.97	28	2.00	716	51	26	7.87
1004	Christina Rodriguez	16:55 Quit	4.08	3.79	8	2.11	172	45	22	22.35
1039	Jamie Jaraczewski	16:54 Quit	6.89	6.15	12	1.95	295	48	25	8.31
1141	Sherre Duffin	16:14 Quit	4.08	4.03	8	1.99	249	62	31	8.68

Job Name:ets

Booth	Interviewer	Last Active/Status	Hours Logged	Production Time	Completes	Production Rate	Calls Made	Calls Per Hour	Calls Per Complete	LOI
000	Shift Total	N/A	29.25	25.66	98	3.82	692	27	7	3.60
1005	Lizcett Rivera	14:08 Quit	3.99	3.35	12	3.58	71	21	6	3.95
1065	Britney Beamon	14:02 Quit	3.59	2.59	11	4.25	41	16	4	5.90
1067	Linda Hall	13:59 Quit	3.98	3.76	18	4.79	104	28	6	3.28
1112	Anthony Mobley	13:02 Between Survey	2.01	2.01	17	8.46	60	30	4	7.93
1126	Nyasiah Sterling	13:02 Quit	3.03	2.86	4	1.40	30	10	8	7.39
1141	Sherre Duffin	12:06 Quit	1.93	1.69	7	4.14	43	25	6	6.70
1164	Denise Ireland	13:59 Break	3.53	3.06	11	3.59	165	54	15	8.14
1331	Elisabeth Ozuna	14:15 Quit	3.53	3.10	10	3.23	59	19	6	3.99
1459	Kaitlyn Geddes	14:04 Quit	3.66	3.25	8	2.46	119	37	15	3.08

Column Definitions

Column	Description
Booth	The interviewer's assigned booth number in the system.
Interviewer	The interviewer's name.
Last Active / Status	A timestamp and status code reflecting the last update received from that interviewer. See <i>Status Codes</i> below.
Hours Logged	Total hours the interviewer has been logged into the system during the current shift.

Column	Description
Production Time	Time spent actively in productive calling (excludes breaks, meetings, etc.).
Completes	Number of completed surveys recorded for this interviewer on this project.
Production Rate	Completes per production hour.
Calls Made	Total number of outbound calls placed by this interviewer.
Calls Per Hour	Average calls placed per production hour.
Calls Per Complete	Average number of calls required to achieve one complete.
LOI	Length of Interview -- the average duration (in minutes) of completed surveys for this interviewer.

Viewing Historical Reports

At the bottom of every INTVDash page, two navigation links are available:

[**Yesterday's Report \(20260316\)**](#)

[**Back to Most Current Report**](#)

- **Yesterday's Report (yyyymmdd)** -- Loads the report for the previous day. The date is shown in the link label so you always know which day you are navigating to.
- **Back to Most Current Report** -- Returns you to today's live, auto-refreshing dashboard.

Historical data is available going back weeks to months. If you want to jump directly to a specific date rather than clicking through day by day, you can manually enter the date into the browser's address bar using the following format:

```
/dashboard_report_20260315.html
```

Replace **20260315** with the date you want to view in **YYYYMMDD** format.

Row Color Coding

A dash (-) in any numeric column indicates a zero or null value -- no data recorded for that interviewer in that category yet.

- **White row** -- Interviewer is currently logged in and active on the project.
 - **Yellow row** -- Interviewer has logged out.
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Status Codes

The **Last Active / Status** column displays the time of the last system update alongside one of the following status codes:

Status	Meaning
Dialing	Interviewer is actively dialing outbound calls.
Screening	Interviewer is on a call and going through the screener portion of the survey.
In Interview	Interviewer is actively conducting a survey interview.
Wrap Up	Interviewer has finished a call and is completing any post-call wrap-up steps before dialing again.
Between Survey	Interviewer is between calls, waiting to be connected to the next dial attempt.
Quit	Interviewer has exited the project. Row will appear yellow.
Unknown Status	Typically happens when an interviewer logs in, and immediate back out. The dashboard looks for information sent via the survey script, to fill the status. If they never load a survey, Unknown Status will be shown.
Meeting	Interviewer is in a meeting and temporarily away from dialing.
Lunch	Interviewer is on a lunch break.
Break	Interviewer is on a short break.

Revision #1

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