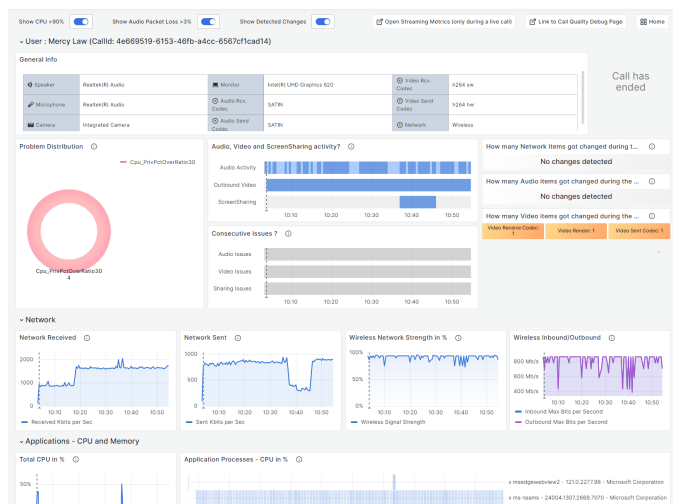# Real Time Call Data – Details for an individual user

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.

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** and 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.