ACD-A-016 - ACD Agent Status Report Totals

Description

In this report for every selected agent the consolidated status times and counters are summed up over the selected interval.

Selection Criteria

Period	Agent status will be considered exactly within the time intervals specified.
Agents	Agents, whose performance is to be calculated.

Columns

ACD Agent Status	Name	The name of the ACD agent status value
	Counter	Number transitions in this status
	Min. Duration (s)	Shortest retention time in this status (s)
	Min. Duration (HH:mm:ss)	Shortest retention time in this status (HH:mm:ss)
	Max. Duration (s)	Longest retention time in this status (s)
	Max. Duration (HH:mm:ss)	Longest retention time in this status (HH:mm:ss)
	Average Duration (s)	Average retention time in this status (s)
	Average Duration (HH:mm:ss)	Average retention time in this status (HH:mm:ss)
	Total Duration (s)	Total retention time in this status (s)
	Total Duration (HH:mm:ss)	Total retention time in this status (HH:mm:ss)