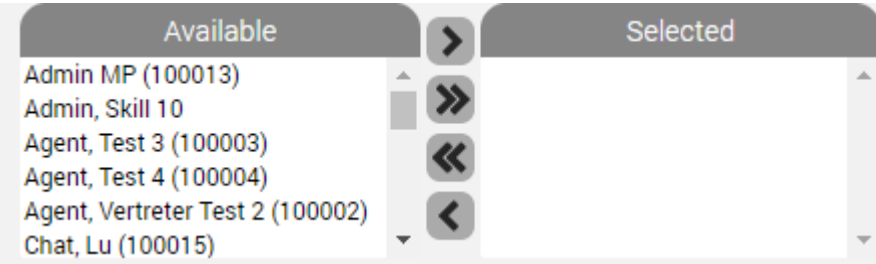# ACD-A-014 - ACD Supervisor and Agents Login Report

Description

In this report for every selected agent the status transitions (excluding post call) with time stamp and further information per ACD group is displayed.

Settings of the Report

Neben den Standardeinstellungen "Ausgabeformat" und "Zeitraum" stehen folgende weitere Einstellungen zur Verfügung:

Name	Value	Description
Groups		Selection of the groups for which the report is to be created
Agents		Selection of the Agents for which the report is to be created

Selection Criteria

Criterion	Description
Period	All status transitions are listed, whose start point falls within the set time interval.
Groups	Groups, whose agents are to be considered in the report.
Agents	Agents, who are to be considered in the report.

Columns

Name		Value
Groups		The name of the agent followed by the agent number in brackets or group name followed by the group number in brackets
ACD Agent Status	Start	Time of the status change
	End	Last time the agent in this group was in this status
	Name	Name of the agent status

Log Type		Trigger of the status change
		
		• Supervisor: The status change was carried out by a supervisor using the corresponding function in the web portal.
		• Web: The status change was carried out by the agent himself using the corresponding function in the web portal.
		• Auto Logout (<cause>): The status change was carried out automatically by the system. Possible causes:
		  ◦ Total: The agent was logged out because of the treshold value set for the group or by the user for total missed calls.
		  ◦ No Answer: The agent was logged out because of the treshold value set for the group or by the user for not answered calls.
		  ◦ Busy: The agent was logged out because of the treshold value set for the group or by the user for missed calls caused by a busy line.
		  ◦ Automatic: The agent was logged out because of a time control
		  ◦ IVR: The status change was carried out by the agent himself using the corresponding function in an IVR dialogue.