ACD-A-009 - ACD Agent Status Report

Description

In this report for every selected agent the consolidated performance values per ACD group and status are displayed as a sum.

Selection Criteria

Period	Agent status will be considered exactly within the time intervals and the proportionate duration are calculated.
	For calls, the group entry within the time intervals is relevant. Call duration/ringing time will be calculated completely (thus also in case of exceedance of a time interval).
Agents	Agents, whose performance is to be calculated.

Columns

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	Name	The name of the ACD agent status value
	Counter	Number transitions in this status
	Min. Duration	Shortest retention time in this status
	Max. Duration	Longest retention time in this status
	Average Duration	Average retention time in this status
	Total Duration	Total retention time in this status