

# Agents Report

This report presents comprehensive statistics about all queue agents.

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## About

The **Agents Report for Extension <extension\_name>** page displays detailed information about the queue agents' activity such as the number of answered calls, their duration, the agent's availability or the number of sessions per agent. For personalized details about the activity of a particular agent, you can navigate to the agent's report page.

To access this page, click the **Agents Report** tab. The statistical data is structured in several sections, that are explained below.

## Overview

This section details queue agents (remote or local agents and queue supervisors).

- **Number of agents:** The total number of queue agents currently assigned to the queue (supervisors included).
- **Average logged in time:** The average time the queue agents were logged in to the queue, in the defined time interval.
- **Minimum logged in time:** The minimum time a queue agent was logged in to the queue, in the defined time interval.
- **Maximum logged in time:** The maximum time a queue agent was logged in to the queue, in the defined time interval.
- **Total agents time:** The total time all the queue agents were logged in to the queue, in the defined time interval.
- **Average on pause time:** The average length of the queue agents' pauses, in the defined time interval.
- **Minimum on pause time:** The minimum time a queue agent was paused, in the defined time interval.
- **Maximum on pause time:** The maximum time a queue agent was paused, in the defined time interval.
- **Total agents pause time:** The total length of all the queue agents' pauses, in the defined time interval.

## Availability

This section details the actual time an agent spent active in the queue.

- **Type:** Local agent or remote queue agent.
- **Agent:** The queue agent's name and the extension number (e.g. Joe Doe (0003\*001)) for the local agents/supervisors or the name and the Agent ID (e.g. Remote agent #1 (2588) for the remote agents).  
Click this link to open the Agent <agent\_name> Status page for personalized statistics about the queue agent's activity.
- **Logged in time:** The total time the queue agent was logged in to the queue, in the defined time interval. Click this link to open the Agent Logs page that displays the date and time the agent logged in and out.
- **On pause time:** The total time the queue agent was paused, in the defined time interval.
- **Effective time:** The effective time the queue agent was active (Logged in time - On pause time). This is a proper indicator of the agents' efficiency.

## Sessions

This section details the sessions of each queue agent.

- **Type:** Local queue agent or remote queue agent.
- **Agent:** The queue agent's name and the extension number (e.g. Joe Doe (0003\*001)) for the local agents/supervisors or the name and the Agent ID (e.g. Remote agent #1 (2588) for the remote agents).  
Click this [link](#) to open the Agent <agent\_name> Status page for personalized statistics about the queue agent's activity.
- **Sessions:** The number of sessions. A session is the interval spent by the agent logged in to the queue. Click this [link](#) to open the Agent <agent\_name> Session Details page for details about the queue agent's sessions.
- **Average time per session:** The average time spent logged in by an queue agent, per session.
- **Paused:** The number of times the queue agent used the pause feature (e.g. dialed \*96EXTENSION\_NUMBER from his keypad).
- **Average time per pause:** The average length of the queue agent's pauses.
- **Pause %:** The percentage of pause time out of the total sessions' time.
- **Pauses per session:** The number of pauses taken by the queue agent per session.

## Answered calls

This section details the queue agents' answered calls.

- **Type:** Local queue agent or remote queue agent.

- **Agent:** The queue agent's name and the extension number (e.g. Joe Doe (0003\*001)) for the local agents/supervisors or the name and the Agent ID (e.g. Remote agent #1 (2588) for the remote agents).  
Click this link to open the Agent <agent\_name> Status page for personalized statistics about the queue agent's activity.
- **Calls:** The total number of calls answered by a queue agent in the defined time interval. Click this link to open the Agent <agent\_name> Calls page for details about the his answered calls.
- **Total call time:** The total length of all the calls answered by the queue agent, in the defined time interval.
- **Average call time:** The average length of an answered call, in the defined time interval.
- **Average wait time:** The average time the caller had to wait in queue before his call was answered by an agent, in the defined time interval.
- **% of queue calls:** The percentage of the agent's answered calls out of the total queue's answered calls, in the defined time interval.

The graphical representation helps you visualize the percentage.

## Statistics for certain time intervals

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between <start\_date> and <end\_date>

Where:

- **<start\_date>:** The starting date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd. Default: the first day of the current month.
- **<end\_date>:** The ending date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd. Default: the current date.

After you have decided on the time interval you want the statistics to be displayed for, click the [Search](#) link. The graphics will be updated.

The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

## Agent Logs

The Agent Logs page displays a list with the date and time the agent logged in and out of the queue:

### Action

This column displays if the queue agent Logged in or Logged out of the queue.

### Log time

The date and time the action was performed. When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between <start\_date> and <end\_date>

Related topics

[Answered calls report](#)

[Unanswered calls report](#)

[Calls distribution report](#)