

2.04 – Agent Interaction Summary (Agent Report)

<u>Overview</u>: Provides insight into key agent metrics, interaction performance and time distribution.

Recommended Parameters:

- Selected Time Interval: Set your desired interval (the available choices depend on the time period selected)
- Show Agent Details: Activates a detailed breakdown for each agent.
- Show Empty Rows: Activate if you want blank rows for intervals with no data Set any specific Business Process or Agent level filtering

Customer Database EIP Suppo	rt 🗸	Time Zone:	(UTC-04:00) Eastern Time (US & Canada)	~
Manual Start Date: 8/14/2020		1	12:00 AM 🗸	
Manual End Date: 8/21/2020		1	12:00 AM 🗸	
Period Today	~	Display Language:	English	
Calculated Start Period 8/21/2020	12:00:00 AM 🗙	Calculated End Period	8/22/2020 12:00:00 AM 🗸	
Selected Time Interval Hourly	~	Business Process:	- ALL -	
Agents - ALL -	<u> </u>	Show Empty Rows	◯ True	
Show Agent Details	False	Enable Pagination	◯ True False	
Include Archived Data O True	False			

Recommended Export Type: Excel Key

Report Information:

• Utilization: The percentage of Staffed Time that agents are either Busy handling an interaction or waiting for an interaction to arrive.

(Busy/Ready/Offered/Dialing/WaitingFor) ÷ (Staffed)

• Occupancy: The percentage of time that agents Busy handling an interaction divided by the total time that agents are either Busy handling an interaction or waiting for an interaction to arrive.

(Busy/Dialing/WaitingFor%) ÷ (Busy/Ready/WaitingFor%/Dialing/Offered)

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Supporting Reports

1.01 - Detailed Agent Activity Report - Audit tracking including agent ACD state changes as well as interaction activity.

1.04 - Agents Break Report - Per agent listing of each break category, duration as well as date/time.

2.01 - Detailed Agent Interactions Report - Agent inbound and outbound interaction history.