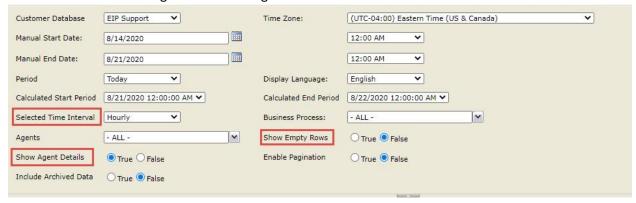


## 2.04 - Agent Interaction Summary (Agent Report)

Overview: 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



#### 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)



### **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.