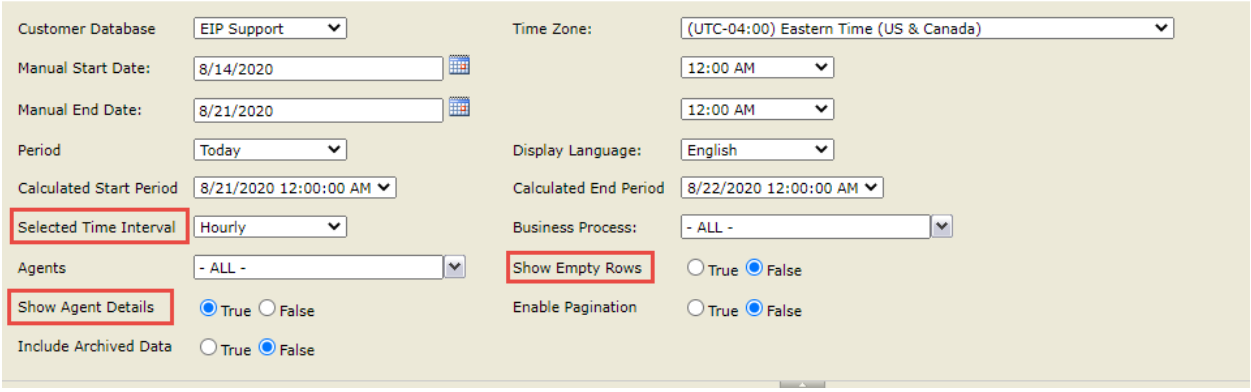
2.04 – Agent Interaction Summary (Agent Report)

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

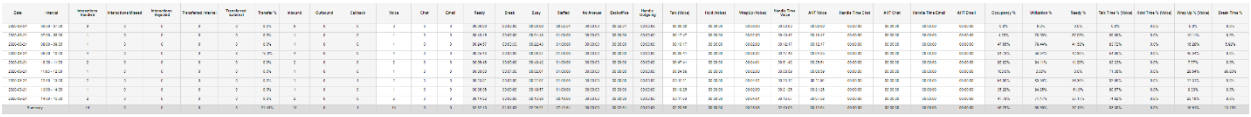
Key Report Information:

- Occupancy: 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)

- Utilization: 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.