

## Adherence Activity Report (Preview)

This report gives you a summary of various activities performed by an agent/Team/Campaign over a certain period of time. If you toggle the Aggregate option in the report option window, you will be able to see all activities for an agent and the total time spent in performing them over a time period.

Adherence Activity Report

Report Options

| Forename   | Surname  | Team     | Activity         | Activity Begin          | Activity End            | Duration |
|------------|----------|----------|------------------|-------------------------|-------------------------|----------|
| John Vidar | Targeted | Targeted | Avail :Ready     | Jun 12 2023 8:12:01 AM  | Jun 12 2023 9:19:08 AM  | 01:07:07 |
| John Vidar | Targeted | Targeted | PAUSE :Pause     | Jun 12 2023 9:19:08 AM  | Jun 12 2023 10:20:32 AM | 01:01:24 |
| John Vidar | Targeted | Targeted | Lunch :Lunch     | Jun 12 2023 10:20:32 AM | Jun 12 2023 10:51:28 AM | 00:30:56 |
| John Vidar | Targeted | Targeted | Avail :Ready     | Jun 12 2023 10:51:28 AM | Jun 12 2023 10:51:46 AM | 00:00:18 |
| John Vidar | Targeted | Targeted | PAUSE :Pause     | Jun 12 2023 10:51:46 AM | Jun 12 2023 11:15:48 AM | 00:24:02 |
| John Vidar | Targeted | Targeted | Avail :Ready     | Jun 12 2023 11:15:48 AM | Jun 12 2023 12:54:42 PM | 01:38:54 |
| John Vidar | Targeted | Targeted | ADMIN :Admin (2) | Jun 12 2023 12:54:42 PM | Jun 12 2023 1:01:15 PM  | 00:06:33 |

## Column Descriptions

| Report Column  | Description   |
|----------------|---|
| Forename       |   |
| Surname        |   |
| Team           |   |
| Activity       | <Activity Code> <Activity Name>                                     |
| Activity Begin | Time that the agent is logged as changing to this activity          |
| Activity End   | Time the agent is logged as doing something else                    |
| Duration       | How long the agent stayed in the activity (= end time - start time) |