Reporting

Puzzel Workforce Management provides the real time agent adherence data, which can be compared with the scheduled status to determine the percentage adherence of each agent. You can also generate Shift and holiday reports which gives a summary of shift duration and activities performed by agents and their holiday status.

This sections helps you understand various reports you could generate for Adherence, Shifts and Holidays

- [Adherence reports](#)
- [Shift reports](#)
- [Holiday reports](#)
- [Payroll reports](#)