

Shift reports

Shift reports in Puzzel WFM gives a summary of shift times and activities performed by each agent. You can create a report based on a Campaign, Team or an individual agent. There are three standard shift reports available as listed below:

- Shift Hours Report
- Shift & Activity Summary report
- Activity Summary report

Shift Hours Report

This report gives a detailed summary of total number of hours worked by each agent less the unpaid hours [lunch break etc]. You can also generate this report for all agents involved in a campaign or for an individual agent.

Shift Hours Report

Report Options

Forename	Surname	Team Name	Campaign	Total Hours	Unpaid Hours	Paid Hours
Aleksandar	Universal	Universal		51	3	48
Henrik	Universal	Universal		42	3	39
Daniela	Universal	Universal		51	3	48
Simon	Universal	Universal		48	6	42
Jorn	Universal	Universal		48	6	42
Willy	Universal	Universal		54	6	48
Steffen	Universal	Universal		48	6	42
Kim	Universal	Universal		48	6	42
Katja	Universal	Universal		48	6	42
				438	45	393

Shift & Activity Summary Report

This is a summary report about the total hours worked by an agent and the time spent on other activities such as lunch and break times. It also lists the number of days of absence for each individual if any. You can also toggle the **Aggregate** button to generate the report that derives the summary of each agent over a certain period of time.

Shift & Activity Summary Report

Report Options ▼

Forename	Surname	Team Name	Campaign	Date	Paid Hours	Unpaid Hours	Total Hours	Break	Lunch	Absence
Aleksandar	Universal	Universal		Feb 15, 2021	8	0.5	8.5	0.5	0.5	0
Daniela	Universal	Universal		Feb 15, 2021	8	0.5	8.5	0.5	0.5	0
Henrik	Universal	Universal		Feb 15, 2021	6.5	0.5	7	0	0.5	0
Jorn	Universal	Universal		Feb 15, 2021	7	1	8	0.5	1	0
Katja	Universal	Universal		Feb 15, 2021	7	1	8	0.5	1	0
Kim	Universal	Universal		Feb 15, 2021	7	1	8	0.5	1	0
Simon	Universal	Universal		Feb 15, 2021	7	1	8	0.5	1	0
Steffen	Universal	Universal		Feb 15, 2021	7	1	8	0.5	1	0
Willy	Universal	Universal		Feb 15, 2021	8	1	9	0.5	1	0
Aleksandar	Universal	Universal		Feb 16, 2021	8	0.5	8.5	0.5	0.5	0

Activity Summary Report

This is a summary report of the activities performed by an agent when not on a call, for example lunch or break times. In essence, this report is a subset of the above report.

Activity Summary Report

Report Options ▼

Forename	Surname	Team Name	Break	Lunch	Absence
Aleksandar	Universal	Universal	6	6	0
Henrik	Universal	Universal	0	6	0
Daniela	Universal	Universal	6	6	0
Simon	Universal	Universal	6	12	0
Jorn	Universal	Universal	6	12	0
Willy	Universal	Universal	6	12	0
Steffen	Universal	Universal	6	12	0
Kim	Universal	Universal	5.5	11	7
Katja	Universal	Universal	5.5	11	7
			47	88	14

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