

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)