

Agent Performance

Top Section

Field	Type	Description
Name		
When		
Queue Calls		
Calls In		
Calls Out		
Calls Total		
Missed Rings		
Logged In		
Avg Talk Time		
Avg Answer Time		

Bottom Section

Field	Type	Description
Time		
Dept		
From Name		
From Number		
Agent		
To Name		

Field	Type	Description
To Number		
Answer		
Wait		
Talk		
Duration		
Play		

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