Agent Calls

Field	Description
Agent Name	Name of the agent
Date	The date within the date range selected
Tot Login	Total amount of time the agent has been logged in
Calls In	# of inbound calls to the agent while the agent is logged in
Queue In	# of inbound queue calls only
Agent In	# of non-queue inbound calls
Avg Talk In	Average time agent is talking for inbound calls
Tot Talk In	Total time the agent is talking for inbound calls
Calls Out	# of outbound calls from agent while the agent is logged in
Dialer Out	# of dialer calls only
Agent Out	# of outbound calls only

Field	Description
Avg Talk Out	Average time agent is talking for outbound calls
Tot Talk Out	Total time agent is talking on the phone for outbound calls
Tot Calls	# of total calls
Tot Talk	Total time the agent is talking on all calls
Avg Answer	Avg amount of time it takes an agent to pick up a ringing call
Longest Wait	Max time a caller waited before getting picked up Wait times for both inbound and outbound queue calls
Tot Hold In	Total time agents put callers on hold for all queue calls
Tot Pause	Total time agents put callers on hold for all queue calls
Avg Pause	Avg time agents put callers on hold for all queue calls
Pauses	# of pauses
Missed Rings	# of calls that rang the agent who didn't pick up Ex: call rings agent's phone, gives up, next agent answers The first agent has a missed ring.

Xfer Calls	# of calls the agent received that were transferred

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