Agent Pause Summary

Field	Description
Agent Name	Name of the agent logged
Date	The date within the date range selected
Pause Status	Various pause codes the agent has used during date range
Pause Duration	How long each pause code has been active
Avg Pause	Average pause time for the agent per individual pause
Max Pause	Longest pause time across the particular pause code
Num Pauses	# of pauses for the agent

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