Per-Queue Per-Agent

Field	Description
Queue	Queue name all the agents are logged into
Agent Name	Name of the agent logged into the particular queue
Date	The date within the date range selected
Tot Login	Total time agent has been logged in for the particular queue
Tot Calls	# of calls the agent answered for the particular queue
Avg Talk	Average talk time per call for the particular queue calls
Tot Talk	Total talk time across all calls for the particular queue calls
Answer Speed	Average ring time per particular queue call

Field	Description
Longest Wait	Max time a caller waited before getting picked up for queue
Tot Hold	Total hold time callers are on hold for the particular queue
Avg Hold	Average hold time per call for the particular queue
Tot Pause	Total pause time for the agent for the particular queue
Avg Pause	Average pause time for the agent for the particular queue
Pauses	# of pauses for the agent for the particular queue
Missed Rings	# of calls that rang the agent who didn't pick up
Xfer Calls	# of calls agent received that were transferred to the queue