



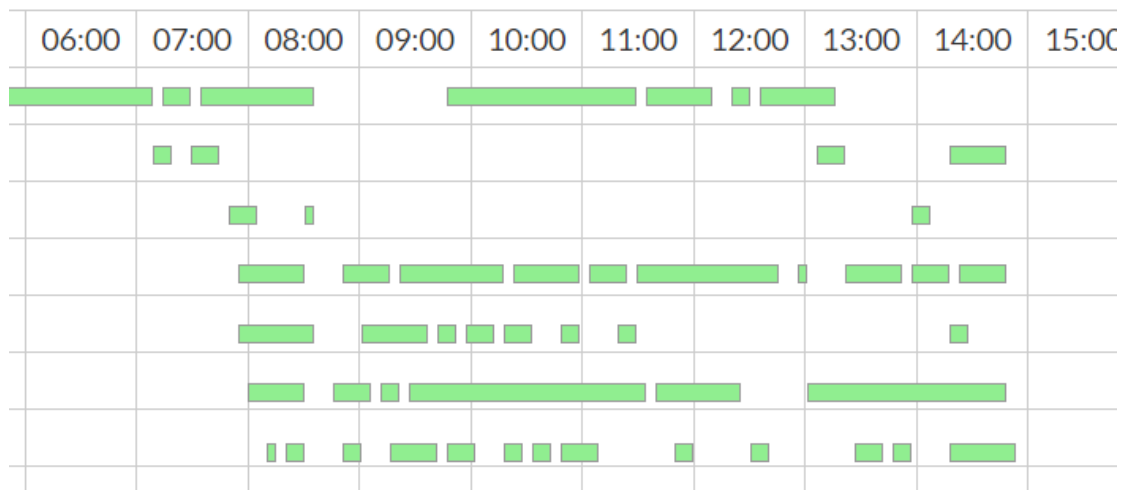
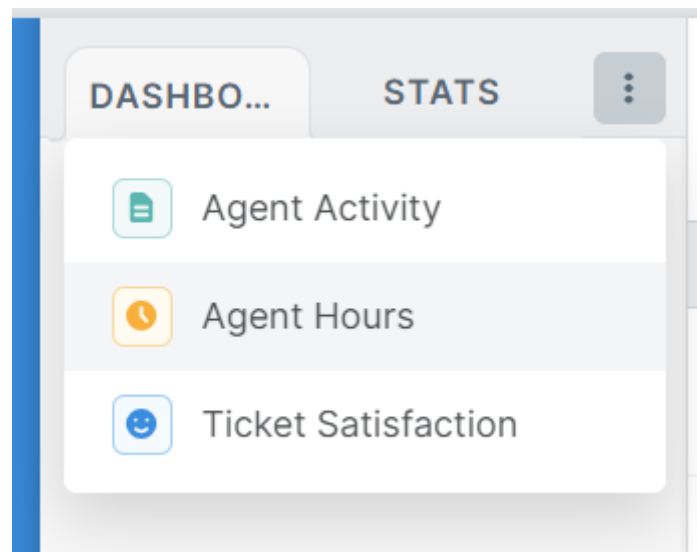
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?What does the Agent Hours report track

[Reports](#) - (0) [تعليقات](#) - Ben Henley - 2023-08-01

:Question

?Under **Reports** > **Agent Hours**, what do the green bars for each agent actually depict



:Answer

The Agent Hours report shows agent activity within the interface. In other words, the green bars show times when the agent is logged in and *using* the agent interface (writing a reply, clicking something, even moving the

.(mouse

.Breaks do not necessarily indicate that the interface window was closed, just that it was not being actively used