

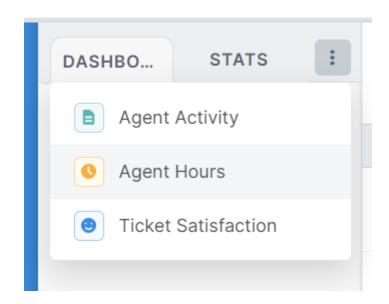
<u>Vidensbase</u> > <u>Using Deskpro</u> > <u>Reports</u> > <u>What does the Agent Hours report track?</u>

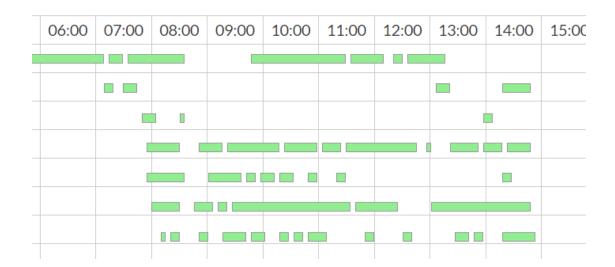
What does the Agent Hours report track?

Ben Henley - 2023-08-01 - Kommentarer (0) - Reports

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.