What does the Agent Hours report track?
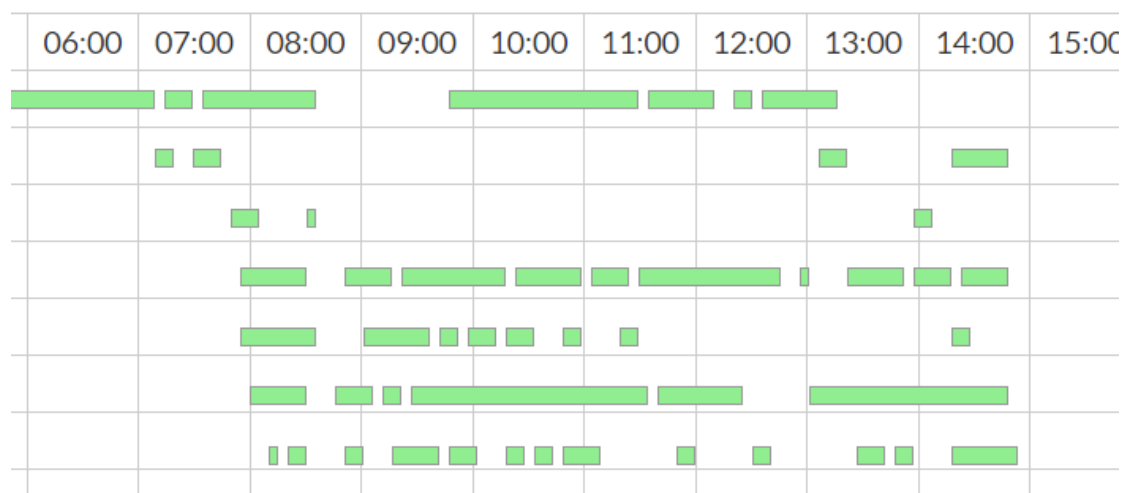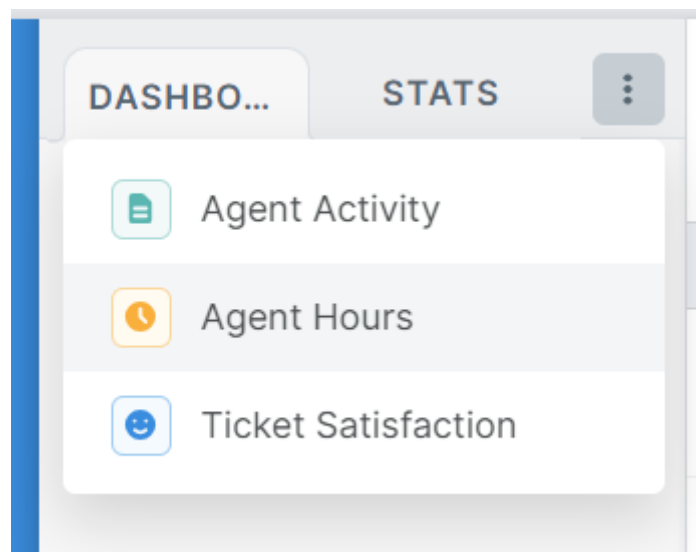
Ben Henley - 2023-08-01 - Kommentare (0) - Reports

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.