



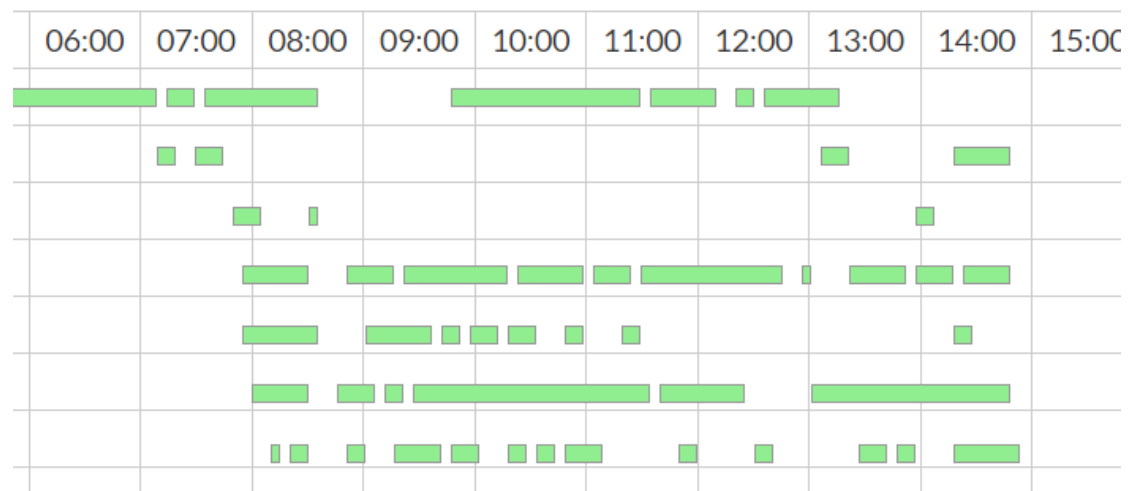
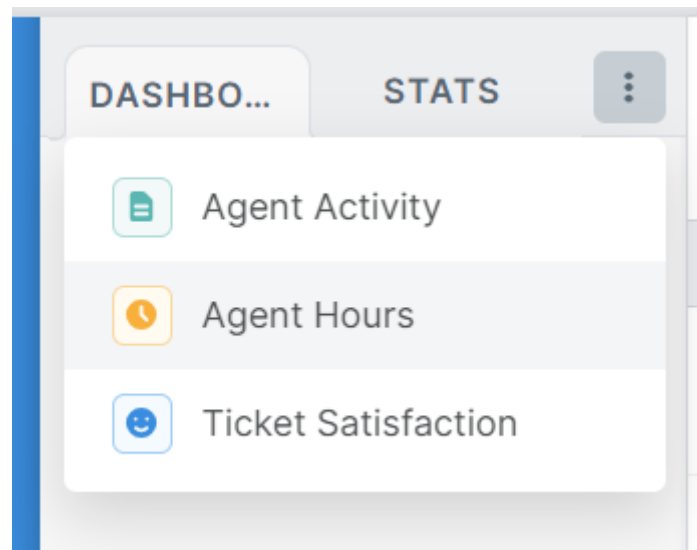
[Γνωσιακή βάση](#) > [Using Deskpro](#) > [Reports](#) > [What does the Agent Hours report track?](#)

## What does the Agent Hours report track?

Ben Henley - 2023-08-01 - [Σχόλια \(0\)](#) - [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.