



[홈페이지](#) > [피드백](#) > [Feature Request](#) > [Agent hours report enhancements](#)

Agent hours report enhancements Collecting Feedback

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- 포럼 이름: #Feature Request

Would it be possible to add the following to the Agent hours report.

Filtering by more variables.

At the moment you can only filter by date. It would be useful to filter on agent, team and department as well.

Permissions

Split permission for Agent hours report out from the overall reports permission so you could give managers access to it without giving them access to the full reports interface.

This would also be helpful for Agent Activity and Ticket Satisfaction.