

# Account's status

Report on the status of operators:

- **Work log of the Call Center agents** - time indicators:
  - Operator name
  - Last time to enter CC mode
  - Last time to exit the CC mode
  - Total duration of stay in CC mode
  - Talk and postprocess time
  - Call waiting time (idle)
  - Time spent in the status of "Break"
  - Stay in "Do Not Disturb" Status
  - The ratio of time in conversation to time waiting for a call (excluding breaks and do not disturb).
- **On break** - Reasons for the break