Users

Webitel user status report:

- **Calls by extensions per hours** - This table visualizes the number of calls in the context of operators with grouping per hour. The darker the fill - the more calls.
- **Extensions by directions** - The number of calls to directions in the context of users.
- **Users work log** - user status log:
    - User
    - Time of stay in the status of CC
    - Time without registering SIP \ WebRTC phone
    - Time with registration SIP \ WebRTC phone
    - During conversation
    - 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 "break" and "do not disturb").
- **On break** - The reasons for the break.