

Operator`s KPI

Extensions - .
Internal number - .

Agents Inbound talk metriks CC - .

Total talk time - .
Avg talk time - .
Avg hold time - .
Avg waiting time -

Work log of the Call Center agents

Extension -

Last In - .

Last Out - .

At Work -

Busy - ""

Idle -

On Break -

DND - " "

Utilization - , ""