



# Viewing Agent Performance and Status Reports

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Analytics Workspace

Activity

Workspace

Contacts

Analytics

Digital and Telephony

User Management

Locations

+

Statuses

Evaluations

Development

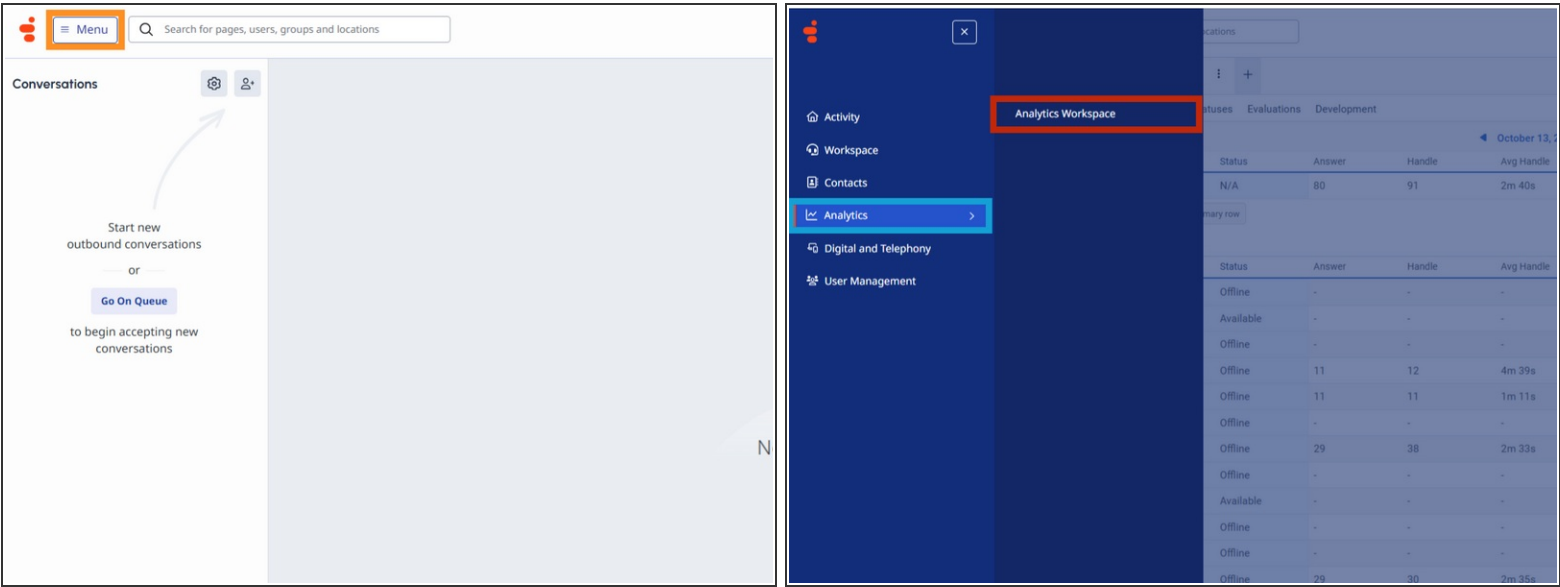
October 13, 2025

| Status | Answer | Handle | Avg Handle |
|--------|--------|--------|------------|
| N/A    | 80     | 91     | 2m 40s     |

Primary row

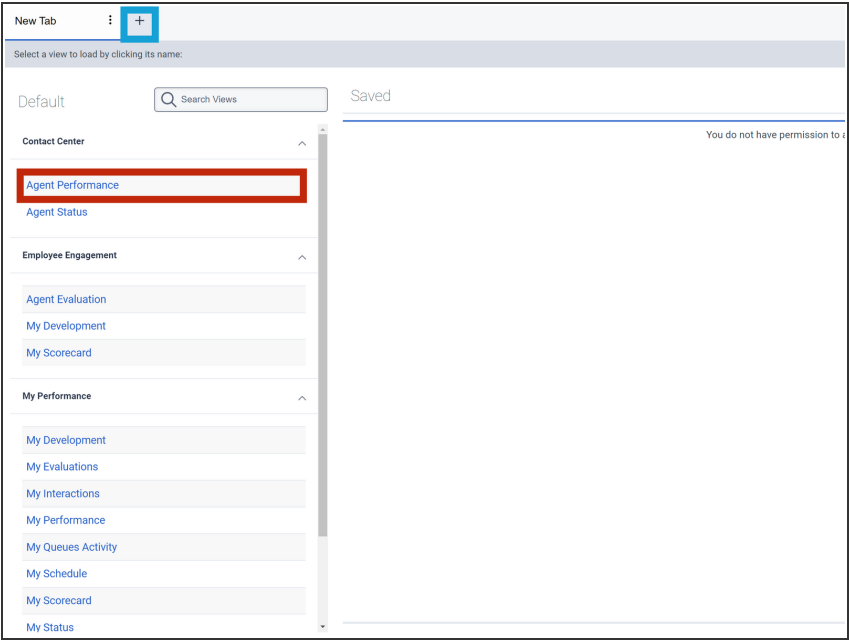
| Status    | Answer | Handle | Avg Handle |
|-----------|--------|--------|------------|
| Offline   | -      | -      | -          |
| Available | -      | -      | -          |
| Offline   | -      | -      | -          |
| Offline   | 11     | 12     | 4m 39s     |
| Offline   | 11     | 11     | 1m 11s     |
| Offline   | -      | -      | -          |
| Offline   | 29     | 38     | 2m 33s     |
| Offline   | -      | -      | -          |
| Available | -      | -      | -          |
| Offline   | -      | -      | -          |
| Offline   | -      | -      | -          |
| Offline   | 29     | 30     | 2m 35s     |

## Step 1 — Viewing Agent Performance and Status Reports



- Click **Menu**
- Click **Analytics**
- Click **Analytics Workspace**

## Step 2



- ☑ If a performance tab is already open:
- Click **+**
- ☑ Once a new tab is available:
- Select **Agent Performance**

Step 3

Agent Performance

Performance

Statures

Evaluations

May 23, 2023

|  | Time in Status | Status | Answer | Handle | Avg Handle | Avg Talk | Avg |
|--|----------------|--------|--------|--------|------------|----------|-----|
|  | N/A            | N/A    | -      | 13     | 1m 20s     | 27s      | -   |

Select a column in the summary row

Tue 2306:00 AM12:00 PM

Agent

| Agent              | Time in Status | Status  | Answer | Handle | Avg Handle | Avg Talk | Avg |
|--------------------|----------------|---------|--------|--------|------------|----------|-----|
| Alicia Arreola     | 2h 21m 20s     | Offline |        | 1      | 3m 35s     | 31s      | -   |
| Chole Crump        | 1h 38m 37s     | Offline |        | 1      | 36s        | -        | -   |
| Christina McGarvey | 2h 34m 17s     | Meeting |        | 1      | 38s        | 8s       | -   |
| Ciya Swanigan      | 1h 38m 34s     | Offline |        | 1      | 34s        | 10s      | -   |
| Cynthia Deleo      | 11 days        | Offline |        | -      | -          | -        | -   |
| Deirdre O'Hara     | 1h 38m 40s     | Offline |        | 1      | 50s        | 7s       | -   |
| Dian Bennett-Jones | 11 days        | Offline |        | -      | -          | -        | -   |
| Diane Smith        | 8 days         | Offline |        | -      | -          | -        | -   |
| Jasmine Washington | 11 days        | Offline |        | -      | -          | -        | -   |
| Jennifer Hensley   | 11 days        | Offline |        | -      | -          | -        | -   |

Agent Status

Statures

Performance

Evaluations

May 23, 2023

|  | Time in Status | Status | Logged In   | On Queue   | Idle      | Not Responding | Off Queue |
|--|----------------|--------|-------------|------------|-----------|----------------|-----------|
|  | N/A            | N/A    | 14h 40m 32s | 6h 12m 30s | 5h 55m 5s | -              | 8h 28m 3s |

Select a column in the summary row

Tue 2306:00 AM12:00 PM

Agent

| Agent              | Time in Status      | Status  | Logged In  | On Queue | Idle    | Not Responding | Off Queue |
|--------------------|---------------------|---------|------------|----------|---------|----------------|-----------|
| Alicia Arreola     | 2h 21m 52s          | Offline | 52m 14s    | 24m 49s  | 21m 15s | -              | 27m 25s   |
| Chole Crump        | 1h 39m 9s           | Offline | 29m 36s    | 20m 59s  | 20m 23s | -              | 8m 38s    |
| Christina McGarvey | 2h 34m 49s          | Meeting | 3h 13m 37s | 7m 41s   | 7m 4s   | -              | 3h 5m 56s |
| Ciya Swanigan      | 1h 39m 6s           | Offline | 30m 35s    | 22m 34s  | 22m 0s  | -              | 8m 2s     |
| Cynthia Deleo      | 11 days 17h 38m 50s | Offline | -          | -        | -       | -              | -         |
| Deirdre O'Hara     | 1h 39m 12s          | Offline | 36m 46s    | 22m 0s   | 21m 10s | -              | 14m 46s   |
| Dian Bennett-Jones | 11 days 17h 38m 50s | Offline | -          | -        | -       | -              | -         |
| Diane Smith        | 8 days 1h 8m 12s    | Offline | -          | -        | -       | -              | -         |
| Jasmine Washington | 11 days 18h 47m 7s  | Offline | -          | -        | -       | -              | -         |
| Jennifer Hensley   | 11 days 18h 47m     | Offline | -          | -        | -       | -              | -         |

- Agent Performance Tab
- Agent Statuses and Time in Status
- Agent Statuses Tab
- Break Down of Statuses and Time in Status