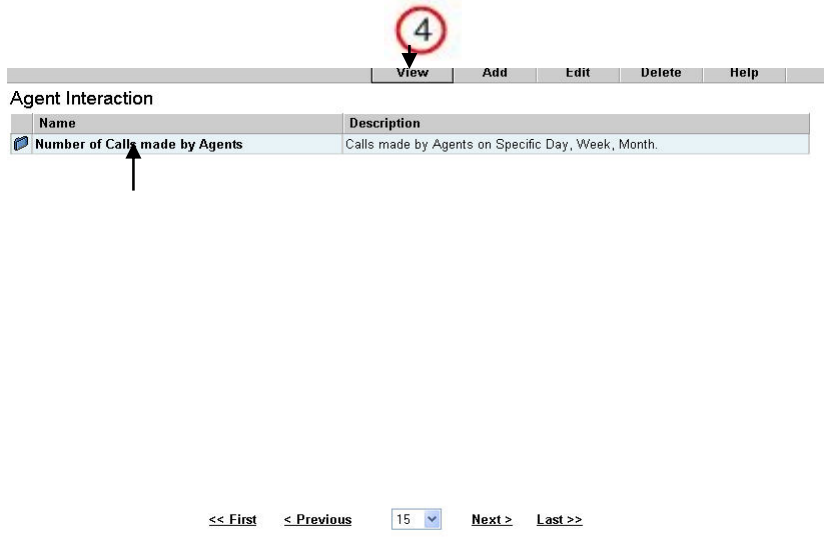
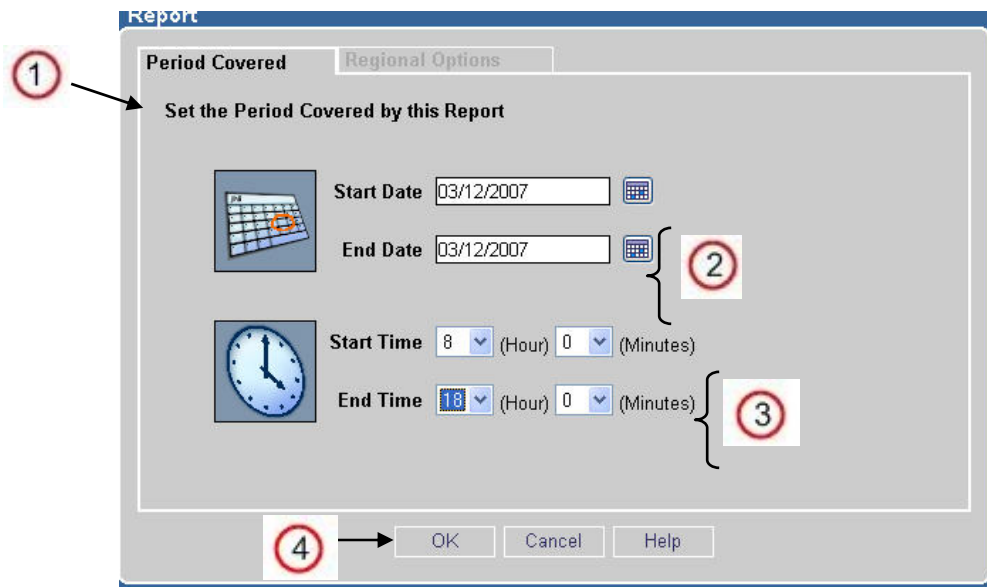


Agent Utilization Report in Administration Manager:

1. Click Reports from Navigation Pane
2. Click Agent Utilization
3. Click Number of Calls Made by Agents in Agent Interaction Window
4. Click View



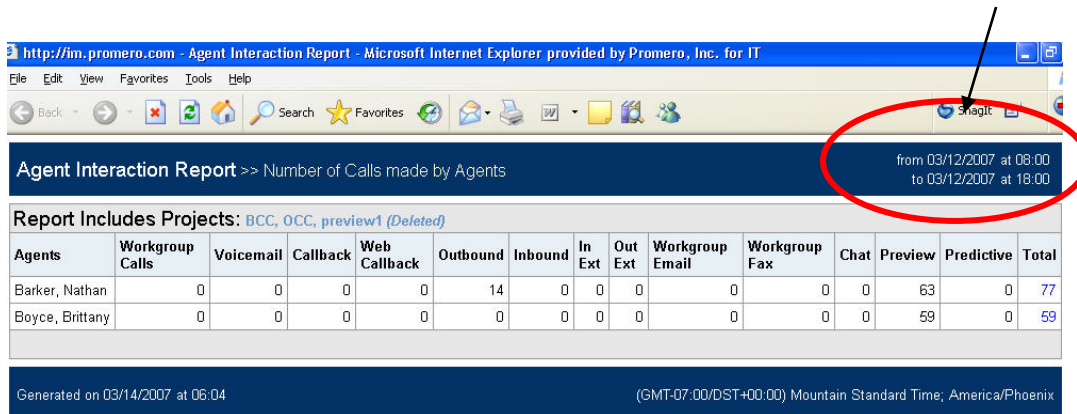
1. The Period Covered window displays.
2. Click Calendar and select start date. Click Calendar and select end date.
NOTE: To view one day, start and end dates are same date. To view one week, start and end dates cover a week timeframe and likewise for a month.
3. Select Start time by clicking down arrow. Select End Time by clicking down arrow.
4. Click OK.



You report displays:

Note: The Time frame is listed in upper right corner of screen. It shows the Agent interaction for one day.

- To show one week, change the Period Covered to one week (i.e. 3/5/07 to 3/12/07)
- To show one month, change the Period Covered to one month (i.e. 2/12/07 to 3/12/07)



Agent Interaction Report >> Number of Calls made by Agents

Report Includes Projects: BCC, OCC, preview1 (Deleted)

Agents	Workgroup Calls	Voicemail	Callback	Web Callback	Outbound	Inbound	In Ext	Out Ext	Workgroup Email	Workgroup Fax	Chat	Preview	Predictive	Total
Barker, Nathan	0	0	0	0	14	0	0	0	0	0	0	63	0	77
Boyce, Brittany	0	0	0	0	0	0	0	0	0	0	0	59	0	59

Generated on 03/14/2007 at 06:04 (GMT-07:00/DST+00:00) Mountain Standard Time; America/Phoenix

To save and transport to other users:

1. Click File (in above image)
2. Click Save As
3. Select the location you want to save the file.
4. Enter Filename
5. Select Save as type drop down and select file type (recommend you select type displayed)
6. Click Save.

