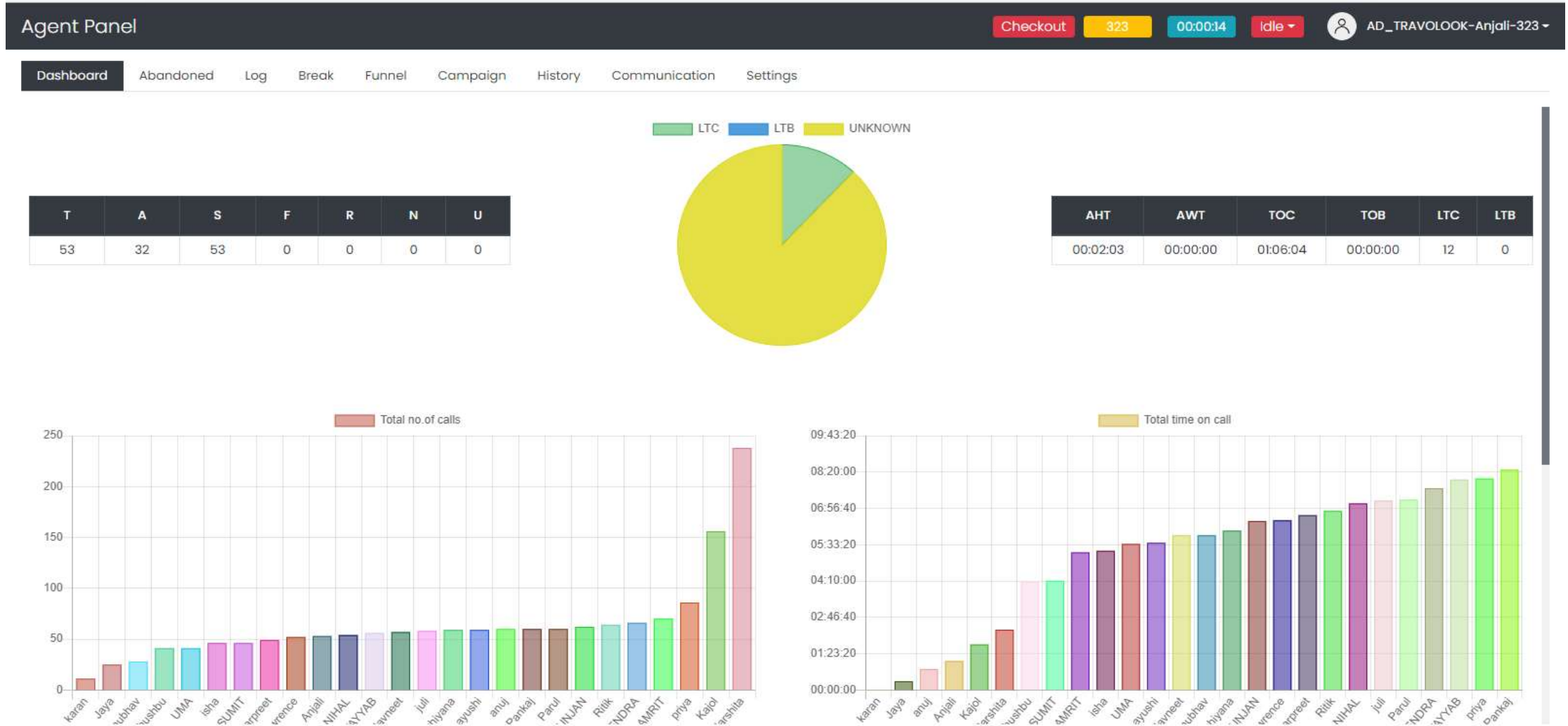


## AGENT PANEL- DASHBOARD

This is default page loading on login or after disposition. This page gives complete idea of queue metrics of self and an overview of other agents helps to compare, compete and improvise.



## AGENT PANEL- ABANDONED

All calls either 'ABANDONED' (Disconnected by caller after not being attended) or 'EXIT WITH TIMEOUT' (disconnected by system after a specific time set by system as timeout) are displayed here in ascending order and will be in display for 7 days.

The screenshot shows a web browser window with the URL `103.208.201.118/caller/index.php`. The page title is "Agent Panel". In the top right corner, there are status indicators: "Checkout" (red), "323" (green), "00:01:31" (blue), and "Idle" (red). The user's name is "AD\_TRAVOLOOK-Anjali-323".

The main content area is titled "Abandoned" and contains a table with the following columns: #, Caller Id, Status, Timestamp, Queue, Call duration, Call disposition, and a "Call" button. The table lists 10 abandoned calls, all with a status of "ABANDON" and a call duration of 0. The queue for all calls is "AD\_TRAVOLOOK" and the disposition is "W".

At the bottom of the table, there is a pagination control showing "Showing 1 to 10 of 5,694 entries". The "Show" dropdown is set to "10" entries. The pagination buttons include "Previous", "1", "2", "3", "4", "5", "570", and "Next".

#	Caller Id	Status	Timestamp	Queue	Call duration	Call disposition	
1	919548267440	ABANDON	2021-06-07 22:48:41	AD_TRAVOLOOK	0	W	Call
2	919870731009	ABANDON	2021-06-07 22:43:11	AD_TRAVOLOOK	0	W	Call
3	917760892326	ABANDON	2021-06-07 22:39:35	AD_TRAVOLOOK	0	W	Call
4	919548267440	ABANDON	2021-06-07 22:36:27	AD_TRAVOLOOK	0	W	Call
5	919079997811	ABANDON	2021-06-07 22:34:31	AD_TRAVOLOOK	0	W	Call
6	919167200534	ABANDON	2021-06-07 22:34:16	AD_TRAVOLOOK	0	W	Call
7	9491115076	ABANDON	2021-06-07 22:32:40	AD_TRAVOLOOK	0	W	Call
8	917666525454	ABANDON	2021-06-07 22:31:59	AD_TRAVOLOOK	0	W	Call
9	917202022203	ABANDON	2021-06-07 22:26:11	AD_TRAVOLOOK	0	W	Call
10	919920168235	ABANDON	2021-06-07 22:24:32	AD_TRAVOLOOK	0	W	Call

## AGENT PANEL- LOG

This report displays logs of all disposition for today, to refer or review any of them within the day.

The screenshot displays the 'Agent Panel' interface. At the top, there are browser tabs for 'WordPress', 'Com1 IPPEX Solution', and 'Agent'. The address bar shows '103.208.201.118/caller/index.php'. The 'Agent Panel' header includes a 'Checkout' button, a green box with '323', a blue box with '00:02:08', a red box with 'Idle', and a user profile for 'AD\_TRAVOLOOK-Anjali-323'. Below the header is a navigation menu with 'Dashboard', 'Abandoned', 'Log' (selected), 'Break', 'Funnel', 'Campaign', 'History', 'Communication', and 'Settings'. A search bar is located on the right side of the log area.

#	Campaign	Mobile	Disposition	Second disposition	Cdr disposition	Remarks	Billsec	Time
1	AD_TRAVOLOOK	009146368189	S	Successful	ANSWERED	Successful#	149	2021-06-07 20:26:32
2	AD_TRAVOLOOK	008826373753	S	Successful	ANSWERED	Successful#	580	2021-06-07 20:06:53
3	AD_TRAVOLOOK	009494504188	S	Successful	ANSWERED	Successful#	128	2021-06-07 19:24:31
4	AD_TRAVOLOOK	008802969543	S	Successful	ANSWERED	Successful#	169	2021-06-07 19:21:05
5	AD_TRAVOLOOK	009004761804	S	Successful	ANSWERED	Successful#	38	2021-06-07 19:16:16
6	AD_TRAVOLOOK	009895055180	S	Successful	ANSWERED	Successful#	213	2021-06-07 19:15:22
7	AD_TRAVOLOOK	009004761804	S	Successful	ANSWERED	Successful#	104	2021-06-07 19:04:38
8	AD_TRAVOLOOK	009492701333	S	Successful	ANSWERED	Successful#	157	2021-06-07 18:57:33
9	AD_TRAVOLOOK	008722037028	S	Successful	ANSWERED	Successful#	0	2021-06-07 18:08:16
10	AD_TRAVOLOOK	009004761804	S	Successful	ANSWERED	Successful#	382	2021-06-07 18:07:58

At the bottom of the log area, there is a 'Show 10 entries' dropdown and a 'Showing 1 to 10 of 53 entries' indicator. A pagination control shows 'Previous', '1' (selected), '2', '3', '4', '5', '6', and 'Next'.

The Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray with the time '10:49 PM 6/7/2021'.

## AGENT PANEL- HISTORY

This displays the list of campaign the agent is logged on. If it is outbound, it can only be single, while inbound can have multiple campaigns.

The screenshot shows the 'Agent Panel' interface with the 'History' tab selected. The page displays a table of call history for agent METROPOLIS-PRIYA-298. The table includes columns for call number, login time, first call, last call, total login time, extension, and various call counts (cntt, cnta, cnts, cntf, cntr, cntn, cntu, toc, oht, awtl, tob, ltc, ltb). The table shows 10 entries, with a search bar and pagination controls at the bottom.

#	Login time	First call	Last call	Total login time	Extension	cntt	cnta	cnts	cntf	cntr	cntn	cntu	toc	oht	awtl	tob	ltc	ltb
1	2021-06-07 09:06:40	2021-06-07 09:31:24	2021-06-07 19:04:30	09:57:50	203	314	314	3	0	0	0	311	02:04:56	00:00:23	00:00:18	00:45:01	21	8
2	2021-06-06 09:14:47	2021-06-06 09:49:03	2021-06-06 16:57:21	06:42:34	203	262	262	2	0	0	0	260	02:23:54	00:00:30	00:00:16	00:53:57	36	13
3	2021-06-05 09:14:51	2021-06-05 09:31:34	2021-06-05 18:44:17	09:29:26	203	325	325	2	0	0	0	323	02:33:42	00:00:28	00:00:17	00:26:23	27	5
4	2021-06-04 09:14:12	2021-06-04 09:31:12	2021-06-04 18:59:52	09:45:40	203	352	352	3	0	0	0	349	02:47:23	00:00:28	00:00:17	00:47:17	29	8
5	2021-06-03 09:39:40	2021-06-02 09:31:53	2021-06-03 18:56:00	09:16:20	203	363	363	1	0	0	0	362	03:08:21	00:00:31	00:00:26	01:13:01	34	13
6	2021-06-02 09:14:15	2021-06-01 09:30:54	2021-06-02 18:41:24	09:27:09	203	349	349	1	0	0	0	348	02:44:41	00:00:28	00:00:32	01:40:22	29	18
7	2021-06-01 09:20:54	2021-06-31 09:30:55	2021-06-01 18:26:57	09:06:03	203	363	363	1	0	0	0	362	02:47:01	00:00:27	00:00:19	01:29:33	31	18
8	2021-05-31 09:08:35	2021-05-31 09:30:55	2021-05-31 19:00:03	09:53:28	203	515	515	1	0	0	0	514	04:02:27	00:00:28	00:00:09	01:25:09	41	14
9	2021-05-29 09:11:33	2021-05-29 09:31:07	2021-05-29 17:42:49	08:31:16	203	291	291	0	0	0	0	291	01:53:07	00:00:23	00:00:10	03:37:48	22	43
10	2021-05-28 09:04:48	2021-05-28 09:31:05	2021-05-28 17:09:58	08:05:10	203	322	322	0	0	0	0	322	02:37:39	00:00:29	00:00:10	01:28:05	32	18

Show 10 entries Showing 1 to 10 of 30 entries Previous 1 2 3 Next

## AGENT PANEL- DISPOSITION

This is the disposition screen where the top row has the 6 standard data as well as the table with past disposition data across many campaigns and operators. On top the screen you have the campaign name that is useful if is inbound campaign along with call timer. When the call is in progress a screen to enter any data is allowed and on call disconnection the disposition screen will appear.

9840563375 Disposition Pending

PD\_METROPOLIS\_base dr new 5\_6R7 288 00:00:28

Number	Name	Email
9840563375		

User data 1	User data 2	User data 3

Call log

#	Disposition	Remarks	Done by	Done at
No Records found.				

Disposition

Call notes

Home

Reschedule

Unsuccessful

Successful

Funnel

No Response

Next call pause

Black list

## CALL CENTRE DASHBOARD- GENIE-LIVE

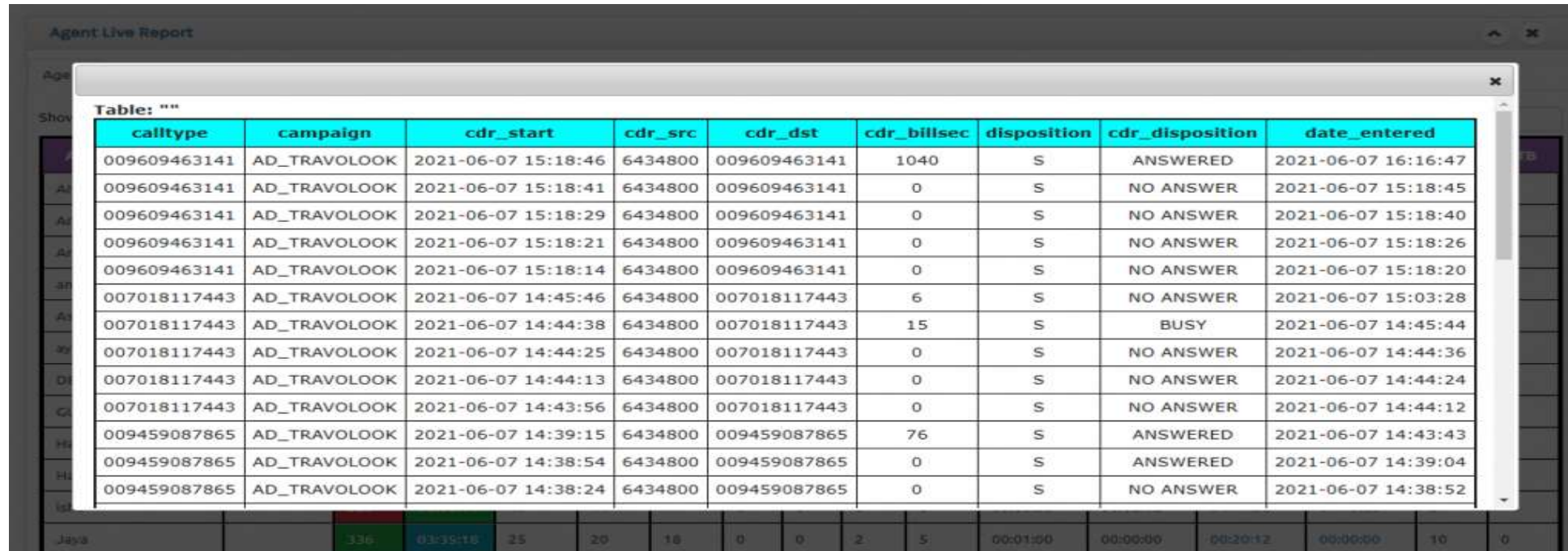
This is the queue monitoring tool usually accessible to the team leader to help manage and monitor all



\* optimised in chrome with minimum 19" display screen or in mobile browsers \*

## AGENTLIVE CALL DETAILS REPORT

it displays agent call and disposition data for the day



The screenshot shows a software window titled "Agent Live Report" with a table of call details. The table has the following columns: calltype, campaign, cdr\_start, cdr\_src, cdr\_dst, cdr\_billsec, disposition, cdr\_disposition, and date\_entered. The data rows show various call records with their respective details.

calltype	campaign	cdr_start	cdr_src	cdr_dst	cdr_billsec	disposition	cdr_disposition	date_entered
009609463141	AD_TRAVOLOOK	2021-06-07 15:18:46	6434800	009609463141	1040	S	ANSWERED	2021-06-07 16:16:47
009609463141	AD_TRAVOLOOK	2021-06-07 15:18:41	6434800	009609463141	0	S	NO ANSWER	2021-06-07 15:18:45
009609463141	AD_TRAVOLOOK	2021-06-07 15:18:29	6434800	009609463141	0	S	NO ANSWER	2021-06-07 15:18:40
009609463141	AD_TRAVOLOOK	2021-06-07 15:18:21	6434800	009609463141	0	S	NO ANSWER	2021-06-07 15:18:26
009609463141	AD_TRAVOLOOK	2021-06-07 15:18:14	6434800	009609463141	0	S	NO ANSWER	2021-06-07 15:18:20
007018117443	AD_TRAVOLOOK	2021-06-07 14:45:46	6434800	007018117443	6	S	NO ANSWER	2021-06-07 15:03:28
007018117443	AD_TRAVOLOOK	2021-06-07 14:44:38	6434800	007018117443	15	S	BUSY	2021-06-07 14:45:44
007018117443	AD_TRAVOLOOK	2021-06-07 14:44:25	6434800	007018117443	0	S	NO ANSWER	2021-06-07 14:44:36
007018117443	AD_TRAVOLOOK	2021-06-07 14:44:13	6434800	007018117443	0	S	NO ANSWER	2021-06-07 14:44:24
007018117443	AD_TRAVOLOOK	2021-06-07 14:43:56	6434800	007018117443	0	S	NO ANSWER	2021-06-07 14:44:12
009459087865	AD_TRAVOLOOK	2021-06-07 14:39:15	6434800	009459087865	76	S	ANSWERED	2021-06-07 14:43:43
009459087865	AD_TRAVOLOOK	2021-06-07 14:38:54	6434800	009459087865	0	S	ANSWERED	2021-06-07 14:39:04
009459087865	AD_TRAVOLOOK	2021-06-07 14:38:24	6434800	009459087865	0	S	NO ANSWER	2021-06-07 14:38:52

## AGENT LIVE REPORT

it displays live extn status, disposition count and queue

**Extn Status-**  
 Red - extn busy,  
 Green- Free,  
 Yellow- not registered

**Timer- time of  
 current call, blue  
 indicates pause  
 status**

**Disposition count**  
 T-Calls Attempted, A - Answered,  
 S-Successful, F-Funnel,  
 R-Reschedule, N- No response,  
 U- Unsuccessful

**AHT- Average handling time, AWT- Average  
 Wrapup time, TOC- time on call, TOB- time  
 on break, LTC- likely time on call, LTB- likely  
 time on break**

Agent Live Report																
Agent																
Show 100 entries <span style="float: right;">Search: <input type="text"/></span>																
Agent	TL	Ext	Timer	T	A	S	F	R	N	U	AHT	AWT	TOC	TOB	LTC	LTB
AMRIT		328	00:06:28	37	37	37	0	0	0	0	00:04:50	00:01:25	02:59:14	00:04:55	64	2
Anjali	karan	323	04:50:28	35	17	35	0	0	0	0	00:00:44	00:00:00	00:12:31	00:00:00	6	0
Anubhav		354	00:02:24	23	23	23	0	0	0	0	00:12:09	00:02:32	04:39:36	00:46:24	73	12
anuj		333	08:27:20	20	15	12	0	0	5	3	00:01:07	00:00:00	00:16:48	00:00:00	4	0
Ashiyana		325	00:15:02	52	52	52	0	0	0	0	00:06:33	00:02:29	05:40:48	00:58:27	64	11
ayushi		353	00:09:53	40	40	40	0	0	0	0	00:05:58	00:01:11	03:59:04	00:17:21	59	4
DEPENDRA		337	00:06:10	44	43	44	0	0	0	0	00:07:20	00:01:08	05:15:35	01:05:24	76	16
GUNJAN		340	00:04:09	19	19	19	0	0	0	0	00:06:00	00:00:42	01:54:03	00:30:10	64	17
Harpreet		321	00:07:01	32	32	32	0	0	0	0	00:07:25	00:00:50	03:57:41	00:40:36	66	11
Harshita		339	00:29:26	124	78	29	0	0	8	87	00:00:30	00:00:00	00:40:00	00:00:00	15	0
isha		320	00:03:50	40	40	40	0	0	0	0	00:07:00	00:02:13	04:40:05	01:13:27	54	14



# AGENTLIVE BREAK DETAILS REPORT

break details of a specific agent for the day

Agent Live Report

Agent

Show 101 entries

Agent	TL	E
AHMIT		32
Anjali	karan	32
Anubhav		35
anuj		33
Ashiyana		32
ayushi		35
DEPENDRA		33
CUNJAN		34
Harpreet		31
Harshita		31
Isha		32

Table: "TOB Live Report"

start_time	close_time	duration	event_status	reason
2021-06-07 11:11:37	-	-	I	Login
2021-06-07 11:35:57	2021-06-07 11:36:00	00:00:03	P	Idle
2021-06-07 11:44:33	2021-06-07 11:44:38	00:00:05	P	Idle
2021-06-07 13:35:26	2021-06-07 13:35:28	00:00:02	P	Idle
2021-06-07 14:54:04	2021-06-07 14:54:05	00:00:01	P	Idle
2021-06-07 14:57:05	2021-06-07 14:57:09	00:00:04	P	Idle
2021-06-07 14:58:51	2021-06-07 14:59:04	00:00:13	P	Idle
2021-06-07 15:12:49	2021-06-07 15:17:16	00:04:27	P	Nature Call
2021-06-07 16:23:08			P	Nature Call

Search:

TOC	TOB	LTC	LTB
03:00:03	00:04:55	59	2
00:29:51	00:00:00	13	0
04:51:52	00:46:24	76	12
00:16:48	00:00:00	4	0
00:40:48	00:58:27	62	11
04:10:04	00:17:21	60	4
00:26:00	01:03:24	75	15
02:05:09	00:30:10	66	16
04:03:03	00:40:36	64	11
00:40:00	00:00:00	15	0
04:44:38	01:13:28	54	14

## AGENT PRODUCTIVITY REPORT

It stores productivity data of all callers, it is stored permanently unless deleted

CNTT- total count of calls

CNTA- total answered calls

CNTS- successful disposition calls

TOC- time on call

AHT - Avg Handling Time

AWT - Avg Wrapup Time

TOC - Time on call

TOB - Time on break

LTC - Likely time on call

LTB - Likely time on break

agent_name	login_time	first_call	last_call	total_login_time	extension	cntt	cnta	cnts	cntf	cntr	cntrn	cntu	toc	aht	awt1	tob	ltc	ltb
Bhawana	6/6/2021 7:03	6/6/2021 7:09	6/6/2021 17:00	9:57:14	350	63	63	63	0	0	0	0	6:18:25	0:06:00	0:00:26	1:12:04	63	12
Harshita	6/6/2021 7:05	6/6/2021 7:36	6/6/2021 18:00	10:54:45	339	105	87	10	0	0	0	95	2:22:15	0:01:38	0:00:00	0:00:00	22	0
Ashiyana	6/6/2021 7:07	6/6/2021 7:19	6/6/2021 16:25	9:17:47	325	62	61	62	0	0	0	0	4:35:06	0:04:30	0:01:51	1:14:32	49	13
isha	6/6/2021 7:24	6/6/2021 7:33	6/6/2021 16:36	9:11:56	320	64	64	64	0	0	0	0	4:59:20	0:04:40	0:01:42	1:02:41	54	11
anuj	6/6/2021 7:42	6/6/2021 7:50	6/6/2021 13:12	5:29:38	333	55	38	14	0	0	39	2	1:08:36	0:01:48	0:00:00	0:00:00	21	0
SUMIT	6/6/2021 8:02	6/6/2021 8:11	6/6/2021 17:05	9:03:33	359	44	44	44	0	0	0	0	4:29:49	0:06:07	0:04:42	0:18:18	50	3
Ritik	6/6/2021 8:49	6/6/2021 8:55	6/6/2021 18:02	9:13:11	349	46	46	46	0	0	0	0	5:26:08	0:07:05	0:00:50	0:45:23	59	8
Anubhav	6/6/2021 8:59	6/6/2021 9:08	6/6/2021 18:03	9:04:03	354	55	55	55	0	0	0	0	6:04:35	0:06:37	0:01:10	0:44:50	67	8
DEPENDRA	6/6/2021 9:01	6/6/2021 9:37	6/6/2021 20:08	11:06:43	337	50	50	50	0	0	0	0	6:47:09	0:08:08	0:02:07	1:22:50	61	12
UMA	6/6/2021 9:02	6/6/2021 9:22	6/6/2021 18:06	9:04:00	348	38	38	38	0	0	0	0	4:26:16	0:07:00	0:02:25	1:18:21	49	14
ayushi	6/6/2021 9:05	6/6/2021 9:14	6/6/2021 18:10	9:04:13	330	62	62	62	0	0	0	0	4:26:41	0:04:18	0:01:08	0:44:03	49	8
NIHAL	6/6/2021 9:06	6/6/2021 9:11	6/6/2021 20:02	10:56:12	335	55	55	55	0	0	0	0	6:50:30	0:07:27	0:01:02	0:31:52	63	5
TAYYAB	6/6/2021 9:07	6/6/2021 9:12	6/6/2021 20:02	10:55:17	338	65	64	65	0	0	0	0	6:00:31	0:05:37	0:01:02	1:29:22	55	14
Harpreet	6/6/2021 9:58	6/6/2021 10:18	6/6/2021 21:51	11:52:54	321	34	34	34	0	0	0	0	4:30:32	0:07:57	0:01:01	3:49:49	38	32
priya	6/6/2021 9:59	6/6/2021 10:11	6/6/2021 20:05	10:06:32	331	74	73	74	0	0	0	0	6:17:26	0:05:10	0:00:13	0:03:36	62	1
Imran	6/6/2021 10:00	6/6/2021 10:19	6/6/2021 19:00	9:00:14	332	46	46	46	0	0	0	0	5:00:50	0:06:32	0:01:33	1:13:19	56	14
Lowrence	6/6/2021 10:03	6/6/2021 10:24	6/6/2021 19:02	8:59:26	352	44	44	44	0	0	0	0	4:49:40	0:06:35	0:01:28	0:55:57	54	10
Navneet	6/6/2021 10:11	6/6/2021 10:13	6/6/2021 19:25	9:13:58	322	39	39	39	0	0	0	0	5:01:07	0:07:43	0:01:15	0:58:56	54	11
juli	6/6/2021 10:57	6/6/2021 11:09	6/6/2021 20:04	9:07:36	356	45	45	45	0	0	0	0	5:14:32	0:06:59	0:00:57	1:09:27	57	13
GUNJAN	6/6/2021 11:09	6/6/2021 11:13	6/6/2021 20:59	9:49:44	340	57	57	57	0	0	0	0	4:16:02	0:04:29	0:00:46	0:35:28	43	6
AMRIT	6/6/2021 11:14	6/6/2021 11:36	6/6/2021 21:35	10:20:21	328	44	44	44	0	0	0	0	3:26:25	0:04:41	0:00:57	2:07:58	33	21
khushbu	6/6/2021 13:16	6/6/2021 13:16	6/6/2021 22:00	8:43:43	342	36	36	36	0	0	0	0	2:54:26	0:04:50	0:01:42	0:45:38	33	9

## AGENT TIMER REPORT

agent	login_time	logout_time	duration
Harshita	6/6/2021 7:05	6/6/2021 17:43	10:37:26
SUMIT	6/6/2021 8:02	6/6/2021 17:05	9:03:18
anuj	6/6/2021 9:23	6/6/2021 13:40	4:16:13
anuj	6/6/2021 13:40	6/7/2021 7:55	18:14:53
GUNJAN	6/6/2021 16:54	6/6/2021 16:54	0:00:03
SUMIT	6/6/2021 17:05	6/6/2021 17:05	0:00:02
Harshita	6/6/2021 17:43	6/6/2021 18:00	0:17:04
DEPENDRA	6/6/2021 20:08	6/7/2021 9:03	12:55:47

## ABANDONED CALL REPORT

This report stores abandoned call data of the call centre, reports are stored permanently unless deleted

callerid	status	timestamp	queue	position	originalPosition	holdtime
9840134990	ABANDON	6/7/2021 9:31	PD_METROPOLIS_base R611K_O4L	1	1	3
9840340083	ABANDON	6/7/2021 9:34	PD_METROPOLIS_base R611K_O4L	1	2	7
9843894527	EXITWITHTIMEOUT	6/7/2021 9:34	PD_METROPOLIS_base R611K_O4L	1	1	15
9840038380	ABANDON	6/7/2021 9:34	PD_METROPOLIS_base R611K_O4L	1	3	5
9444029655	ABANDON	6/7/2021 9:34	PD_METROPOLIS_base R611K_O4L	2	4	8
9444930971	EXITWITHTIMEOUT	6/7/2021 9:34	PD_METROPOLIS_base R611K_O4L	1	2	15
9840483988	EXITWITHTIMEOUT	6/7/2021 9:34	PD_METROPOLIS_base R611K_O4L	1	2	15
9841291985	EXITWITHTIMEOUT	6/7/2021 9:34	PD_METROPOLIS_base R611K_O4L	1	3	15
9840985799	EXITWITHTIMEOUT	6/7/2021 9:36	PD_METROPOLIS_base R611K_O4L	1	2	15
9840727998	ABANDON	6/7/2021 9:36	PD_METROPOLIS_base R611K_O4L	3	3	4
9841005526	EXITWITHTIMEOUT	6/7/2021 9:36	PD_METROPOLIS_base R611K_O4L	1	1	15
9444495929	EXITWITHTIMEOUT	6/7/2021 9:38	PD_METROPOLIS_base R611K_O4L	1	1	15
9841005373	EXITWITHTIMEOUT	6/7/2021 9:38	PD_METROPOLIS_base R611K_O4L	1	2	15
9444107017	EXITWITHTIMEOUT	6/7/2021 9:39	PD_METROPOLIS_base R611K_O4L	1	2	15
9884410838	ABANDON	6/7/2021 9:39	PD_METROPOLIS_base R611K_O4L	1	2	8
9840244551	ABANDON	6/7/2021 9:39	PD_METROPOLIS_base R611K_O4L	1	3	10
9840330343	ABANDON	6/7/2021 9:41	PD_METROPOLIS_base R611K_O4L	1	1	8
9381041500	ABANDON	6/7/2021 9:46	PD_METROPOLIS_base R611K_O4L	1	1	3
9444143796	ABANDON	6/7/2021 9:47	PD_METROPOLIS_base R611K_O4L	2	2	4
9444153023	EXITWITHTIMEOUT	6/7/2021 9:47	PD_METROPOLIS_base R611K_O4L	1	1	15
9897021320	ABANDON	6/7/2021 9:50	PD_METROPOLIS_base R611K_O4L	2	2	7
9952000229	ABANDON	6/7/2021 9:50	PD_METROPOLIS_base R611K_O4L	1	1	9
9840030864	EXITWITHTIMEOUT	6/7/2021 9:54	PD_METROPOLIS_base R611K_O4L	1	2	15

## CALL CENTRE SUITE VOICE LOGGER

option to scan voice logger data, play & download, can be filtered datewise, selective agents, disposition or even number wise or part of a number

### Voice Logger

Type  Today  Datewise

From Date

To Date

Call Disposition

Agent

Number

Show  entries Search:

Agent	Campaign	Dis	Remarks	Start	Number	Dur	Type	Action
Bhawana	AD_TRAVOLOOK	S	Successful	2021-06-04 07:46:58	918287790984	375	Incoming - AD	<input type="button" value="▶"/> <input type="button" value="⏸"/>
Bhawana	AD_TRAVOLOOK	S	Successful	2021-06-04 07:35:42	917303505171	647	Incoming - AD	<input type="button" value="▶"/> <input type="button" value="⏸"/>
Bhawana	AD_TRAVOLOOK	S	Successful	2021-06-04 07:24:37	919742832534	627	Incoming - AD	<input type="button" value="▶"/> <input type="button" value="⏸"/>
Bhawana	AD_TRAVOLOOK	S	Successful	2021-06-04 07:23:09	919335661934	70	Incoming - AD	<input type="button" value="▶"/> <input type="button" value="⏸"/>
Bhawana	AD_TRAVOLOOK	S	Successful	2021-06-04 07:15:11	916005504028	457	Incoming - AD	<input type="button" value="▶"/> <input type="button" value="⏸"/>

## AGENT PAUSE REPORT

it displays all pause events of all agents for the day, this data is stored only for one day , whereas a consolidated pause report is available permanently with agent report

agent	pause_reason	event_time	event_close_time	timediff
isha	Nature Call	6/6/2021 8:52	6/6/2021 8:56	0:03:42
isha	Tea Break	6/6/2021 10:14	6/6/2021 10:30	0:15:28
isha	Idle	6/6/2021 10:32	6/6/2021 10:32	0:00:02
isha	Nature Call	6/6/2021 11:41	6/6/2021 11:50	0:09:17
isha	Nature Call	6/6/2021 12:08	6/6/2021 12:12	0:03:59
isha	Food Break	6/6/2021 14:15	6/6/2021 14:45	0:30:13
isha	Logged Out	6/6/2021 16:36		
Imran	Tea Break	6/6/2021 12:35	6/6/2021 12:51	0:16:36
Imran	Idle	6/6/2021 14:09	6/6/2021 14:09	0:00:02
Imran	Idle	6/6/2021 14:49	6/6/2021 14:51	0:01:46
Imran	Idle	6/6/2021 14:56	6/6/2021 14:56	0:00:22
Imran	Food Break	6/6/2021 15:02	6/6/2021 15:34	0:31:33
Imran	Tea Break	6/6/2021 17:45	6/6/2021 18:04	0:19:02
Imran	Idle	6/6/2021 18:44	6/6/2021 18:48	0:03:58
khushbu	Follow Up	6/6/2021 13:17	6/6/2021 13:20	0:02:11
khushbu	Idle	6/6/2021 14:06	6/6/2021 14:06	0:00:01
khushbu	Follow Up	6/6/2021 15:01	6/6/2021 15:20	0:18:31
khushbu	Tea Break	6/6/2021 15:40	6/6/2021 15:40	0:00:08
khushbu	Tea Break	6/6/2021 15:50	6/6/2021 16:05	0:14:51
khushbu	Follow Up	6/6/2021 16:08	6/6/2021 16:28	0:20:36
khushbu	Food Break	6/6/2021 16:47	6/6/2021 17:17	0:30:31
khushbu	Follow Up	6/6/2021 17:17	6/6/2021 17:51	0:33:57
khushbu	Idle	6/6/2021 18:00	6/6/2021 18:00	0:00:01
khushbu	Idle	6/6/2021 18:29	6/6/2021 18:29	0:00:02
juli	Meeting	6/6/2021 13:50	6/6/2021 13:54	0:03:45