

# ShoreTel Workgroup Agent Detail Login/Logout Report

The ShoreTel Workgroup Agent Detail Login/Logout Report shows exactly when each agent has logged in and out of their Workgroups. Parameters:

Date Range and Time Range (within each day) to bound the report data.

Agent Extensions: Optional range(s) of agent extension numbers on which to report. Default is all.

The output grouping is by day, then by Workgroup, and then by agent.

Example (names are obscured in this sample for privacy):

Created		<b>Workgroup Agent Detail Login/Logout Report</b>										Reporting Period	
10/7/2011 2:42 pm												8:00:00a	10/7/2011 6:00:00p
Date	WorkGroup	Agent Name	Agent #	Logged In	Logged Out	Duration Logged In	Day	Bounded	Concurrent				
September 22, 2009													
EFC (220)													
	C	M	375	11:02:31a	1:20:36p	2h 18m 05s							
				1:37:16p	1:57:45p	0h 20m 29s							
				2:04:34p	3:29:42p	1h 25m 08s							
				4:01:27p	6:04:06p	1h 58m 33s			Y				
						<u>6h 02m 15s</u>							
	D	M	340	9:10:06a	9:43:14a	0h 33m 08s							
				9:57:57a	11:42:19a	1h 44m 22s							
				11:52:15a	11:55:58a	0h 03m 43s							
				11:58:17a	12:09:57p	0h 11m 40s							
				12:18:39p	12:36:00p	0h 17m 21s							
				12:43:49p	12:58:56p	0h 15m 07s							
				1:29:26p	4:48:22p	3h 18m 56s							
				4:50:37p	4:59:33p	0h 08m 56s							
				5:29:09p	5:55:56p	0h 26m 47s							
						<u>7h 00m 00s</u>							
	C	K	335	7:47:16a	8:54:28a	0h 54m 28s			Y				
				8:56:31a	9:13:56a	0h 17m 25s							
				9:26:14a	10:30:11a	1h 03m 57s							
				10:33:19a	10:56:42a	0h 23m 23s							
				11:02:01a	11:43:06a	0h 41m 05s							
				11:45:09a	12:00:59p	0h 15m 50s							
				12:29:20p	1:55:22p	1h 26m 02s							
				2:12:30p	3:27:16p	1h 14m 46s							
				3:29:15p	3:53:50p	0h 24m 35s							
						<u>6h 41m 31s</u>							
	H	J	339	11:09:24a	11:43:32a	0h 34m 08s							
				11:50:39a	12:44:41p	0h 54m 02s							
				12:55:43p	2:59:52p	2h 04m 09s							
				3:38:11p	4:21:24p	0h 43m 13s							
				4:25:29p	5:06:00p	0h 40m 31s							
				5:19:21p	6:25:37p	0h 40m 39s			Y				
						<u>5h 36m 42s</u>							

For each agent, the name and number is shown, along with the series of logged in and logged out times along with the calculated duration. A total logged in duration is given for each agent for the indicated Workgroup and day.

There are 3 flags indicated:

Day – If non-blank, the duration on that row spanned multiple days (the number of days will be shown).

Bounded – If “Y” is indicated, the duration on that row was adjusted due to the time range parameter. You can see in the example, the first agent’s last period was 4:01:27 PM through 6:04:06 PM but the duration is actually shorter because this report’s time range parameter went from 8:00 AM to 6:00 PM. So, the duration on that line only covers 4:01:27 PM through 6:00 PM.

Concurrent – If “Y” is indicated, the agent was logged into more than one Workgroup at that same time.