Agent 'On Break' Mode

An operator can place themselves in an **'On Break'** mode. To do so, the operator must be in the 'Standby' state, with no inbound or outbound calls attached to the station. The mode is initiated by pressing 'Alt-Sign-Off'. Alternatively, the mode can be initiated by pressing the 'Alt' key while clicking the 'On/Off' button on the Agent main window. The following window will be displayed:

A timer will run, showing the amount of time the station has been in the **'On Break**' mode. The main Agent window will also revert to partial transparency as further emphasis of the mode. To exit the **'On Break'** mode, the operator can press the 'Clear' key. Alternatively, they can click just below the timer display.

Other operators and supervisors can observe which stations are **'On Break'** through the 'Station Activity' tab of the Agent 'System Status' window. A station that is **'On Break'** will display as in the following:

The 'State' of the station is color-coded as Yellow. In addition, the text indicates **'ON BREAK'** and the time that the **'On Break'** mode started.

When an operator goes into the **'On Break'** mode, they remain signed-on; consequently, their session statistics will remain the same throughout the break period, and will continue when the operator leaves the **'On Break'** mode.

By default, dispatchers will not be given new pages if they are **'On-Break'**. However, you can over-ride this by configuring SDM so that new incomplete page tickets will still be routed to them. Refer to the checkbox on the 'Station Capabilities' tab of the 'System Configuration'.

Operator Statistics Reports

When the **'On-Break'** feature was implemented, the Operator Statistics window was reformatted to include more variety in the reports.

The desired report is selected using a radio button.
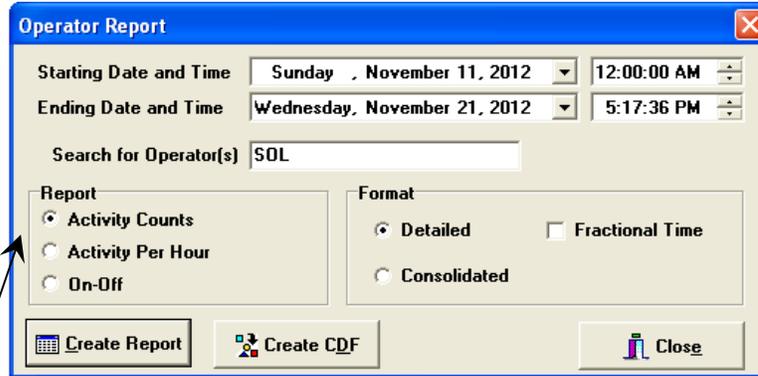
♦ **'Activity Counts'** is the name for the former **'Detailed/Totals'** report format. As before two formats are allowed: a consolidated report with one-line per operator and a detailed report that shows each operator session over the time-frame.

♦ **'Activity Per Hour'** is a variation on the 'Activity Counts' report that shows average activity per hour.

♦ **'On-Off'** shows every sign-on, sign-off, start of break and end of break.

A Detailed Activity Count is pictured below.

Operator Detail Report – Activity Counts

Opr	Time-ON	Time-OFF	Min.	Stn	Ansr-Time	Calls	Remvd	OnHld	OfHld	Dials	MsgTk	MsgDv	Pages	Dptch	Patch	Recrd	Locat	Rmndr	Brk-Time
SOL	18-Nov-12 15:23	18-Nov-12 17:18	115	1	13:48	16	0	0	0	7	8	7	11	0	0	0	0	1	0:00
SOL	18-Nov-12 17:04	18-Nov-12 17:40	36	4	4:27	9	0	1	1	3	3	4	7	0	0	0	1	1	0:00
SOL	18-Nov-12 18:21	18-Nov-12 22:02	221	4	30:56	34	0	1	1	8	18	20	19	0	2	0	0	3	0:00
SOL	19-Nov-12 15:22	19-Nov-12 18:23	181	2	46:39	106	0	2	2	13	19	22	24	0	0	0	5	2	0:00
SOL	19-Nov-12 19:10	19-Nov-12 22:00	170	2	25:09	34	0	0	1	8	15	17	21	0	1	0	0	2	15:00

A Consolidated Activity Count of the same data is pictured below.

Operator Consolidated Report – Activity Counts

Opr	Time-ON	Time-OFF	Min.	Ansr-Time	Calls	Remvd	OnHld	OfHld	Dials	MsgTk	MsgDv	Pages	Dptch	Patch	Recrd	Locat	Rmndr	Brk-Time
SOL	18-Nov-12 15:23	19-Nov-12 22:00	723	120:59	199	0	4	5	39	63	70	82	0	3	0	6	9	15:00

At right is a Detailed On-Off report showing a break

Operator Detail Report – On-Off

Opr	Action	Stn	Time-ON	Time-OFF	Duration
SYS	SGN-ON	50	12-Nov-12 15:36		
SYS	SGN-OFF	50	12-Nov-12 15:36	14-Nov-12 16:12	36:00
SYS	SGN-ON	50	14-Nov-12 16:13		
SYS	SGN-OFF	50	14-Nov-12 16:13	15-Nov-12 17:08	55:00
SYS	SGN-ON	50	16-Nov-12 12:23		
SYS	SGN-OFF	50	16-Nov-12 12:32	16-Nov-12 12:48	16:00
SYS	SGN-ON	50	21-Nov-12 13:14		
SYS	BRK-ON	50	21-Nov-12 13:36		
SYS	BRK-OFF	50	21-Nov-12 13:36	21-Nov-12 13:56	20:07