Dashboard / Stats

This section provides key performance metrics that help monitor agent activity and campaign effectiveness. These indicators allow supervisors and agents to understand performance, availability, and overall productivity in real time.

Below are the main metrics displayed in the **My Stats** section:

- **First Activity**
  Indicates the time when the agent performed their first action in the system (e.g., login, status change, or first interaction).
- **Last Activity**
  Shows the most recent action performed by the agent. This helps track current engagement and activity.
- **Login Time**
  Total time the agent has been logged into the system during the session.
- **Total Calls**
  Displays the total number of calls handled by the agent within the current session or selected period.
- **Break Time**
  Tracks the total time the agent has spent on break (intentional pauses such as lunch or rest).
- **Pause Time**
  Represents the total time the agent has been in pause status, meaning not receiving calls. This may include breaks or other non-available states.
- **Available Time**
  Indicates the total time the agent has been available to receive calls.
- **Talk Time**
  Measures the total time spent actively talking on calls. If no calls have been handled, this value will remain empty or at zero.
- **Calls Handled**
  Displays the total number of calls managed by the agent or campaign within a given period.
- **Conversion Rate**
  Indicates the percentage of successful outcomes (e.g., sales or completed objectives) compared to total calls.
- **Pause Time (Detailed)**
  Tracks how long agents remain inactive or unavailable for calls.

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