Precision Queue Reporting

Precision Queue Activity

You can report on precision queues using Agent Precision Queue reports and Precision Queue reports.

Agent Precision Queue reports. Report on all of the agents in one or more precision queues. For an agent who belongs to more than one precision queue, these reports allow you to monitor that agent across all of those precision queues.

Precision Queue reports. Monitor operational performance. For example, you could compare the performance of several precision queues or see if calls are being distributed evenly by your routing scripts and configuration.