

Break System

November 19 2025

Contents

1. Agent Dashboard Break History
2. Manager Dashboard



Break History

Date	Break type	Start Time	Expected End Time	End Time	Status	Violated Time
28/10/2025	Tea Break	12:26:17	12:36:17	--	On-going	--
27/10/2025	Tea Break	16:26:33	16:36:33	16:40:33	Ended	00:04:00
26/10/2025	Tea Break	12:26:17	12:36:17	12:34:42	Ended	--
25/10/2025	Tea Break	12:26:17	12:36:17	12:34:42	Ended	--
25/10/2025	Tea Break	12:26:17	12:36:17	12:34:42	Ended	--
27/10/2025	Tea Break	16:26:33	16:36:33	16:40:33	Ended	00:05:27
25/10/2025	Tea Break	12:26:17	12:36:17	12:34:42	Ended	--
25/10/2025	Tea Break	12:26:17	12:36:17	12:34:42	Ended	--
25/10/2025	Tea Break	12:26:17	12:36:17	12:34:42	Ended	--
25/10/2025	Tea Break	12:26:17	12:36:17	12:34:42	Ended	--
25/10/2025	Tea Break	12:26:17	12:36:17	12:34:42	Ended	--

Manage Agents

Manage Breaks

Team Breaks Feed

ID	Agent Name	Status	Break Type	Start Time	Expected End Time	Break Violation	
047	Agent Name	On-Break	Tea Break	12:36:17	12:46:17	--	
193	Agent Name	Online	--	--	--	--	
024	Agent Name	On-Break	Tea Break	12:36:17	12:46:17	00:05:24	
037	Agent Name	Online	--	--	--	--	
112	Agent Name	Online	--	--	--	--	
163	Agent Name	Online	--	--	--	--	