Managing Agents | Monitoring and reporting

Additional Resources

Please review the following resources to learn more:

[Agent statuses](#)

[Default user roles and permissions](#)

[Real time dashboards and monitoring pages](#)

[Standard reports: interaction data sets](#)

[Performance metrics report](#)

[Standard reports: supervisory monitoring data](#)

[Standard reports agents and teams data sets](#)

[Creating and viewing reports](#)

[Deactivated user reports](#)

[All activated user reports](#)

[Agent status summary and timeline report](#)