Employee-
Break

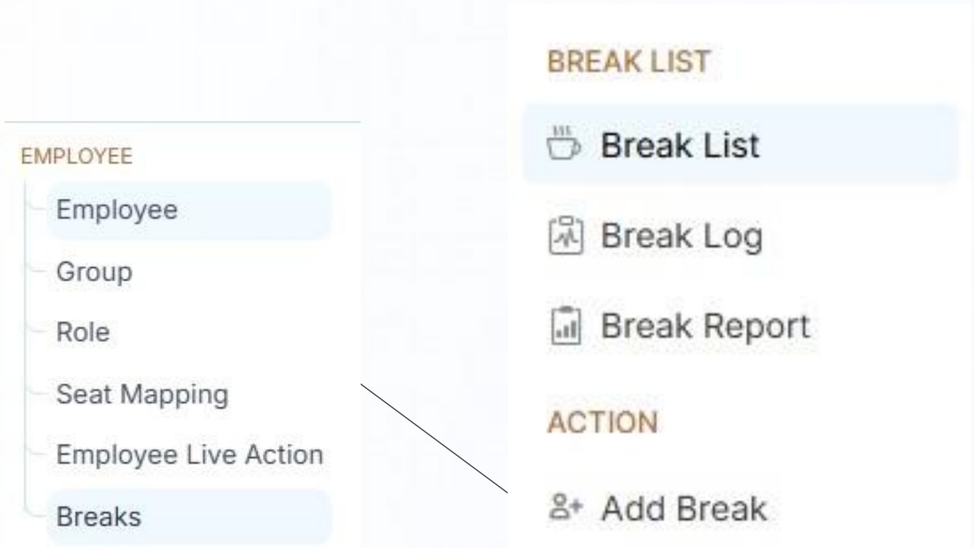
Hashmi infonetUser Guide

Mumbai, India

info@hashmitelecom.in

+91-8097064186

Hashmi Employee -Break List



Go to Employee from the left ribbon, select the 5th tab: Break.
This section allows admins to configure break types, monitor agent break activity, and analyze break usage through logs and reports.

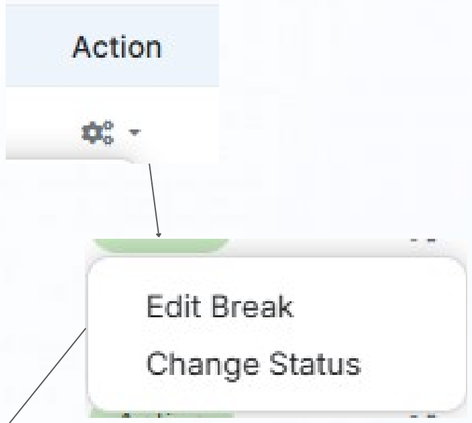
Break List

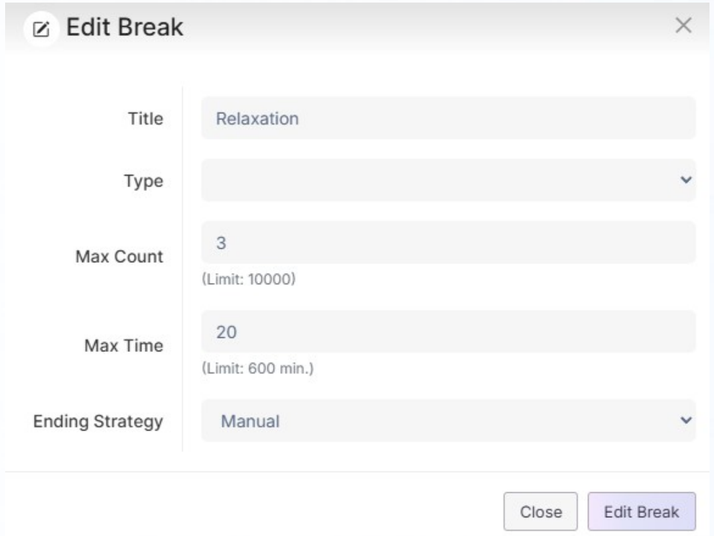
The Break List displays all break types configured in the system along with their limits and behavior.
Each break entry shows:

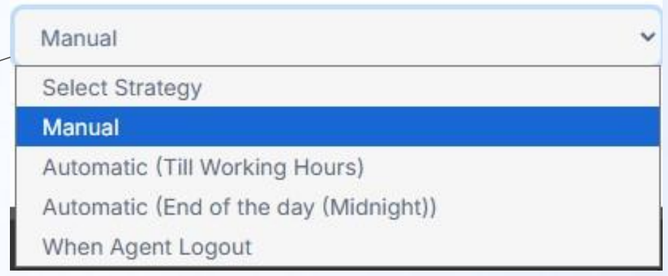
- Title - Name of the break (e.g., Lunch, Meeting, Relaxation).
- Create Date - When the break was created.
- Type - Category of break such as Meal Break, Meeting Break, or Quality Break.
- Max Count - Maximum number of times an agent can take this break.
- Max Time - Maximum allowed duration per break.
- Ending Strategy - Defines how the break ends (Manual or system-controlled).
- Status - Indicates whether the break is Active or Inactive.
- Date filters and search options help quickly locate specific breaks.



Hashmi Break - Break List







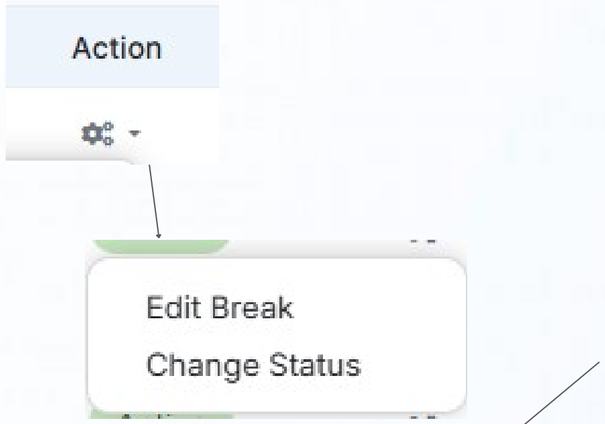
Each break has an Action menu with the following options:

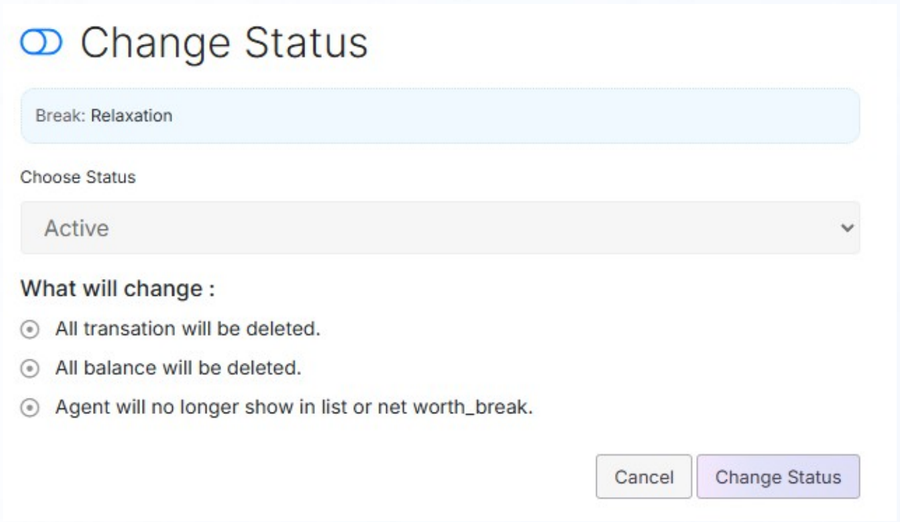
- **Edit Break**
- **Change Status**

Edit Break: Allows modification of break details such as title, type, maximum count, maximum time, and ending strategy. The Ending Strategy defines how and when a break will automatically end for an agent. Available strategies include:

- **Manual :**The break ends only when the agent manually selects the option to end the break. This provides full control to the agent and is typically used for flexible or short breaks.
- **Automatic (Till Working Hours) :** The break automatically ends once the agent's configured working hours are completed. This ensures no break continues beyond the assigned shift timing.
- **Automatic (End of the Day - Midnight):** The break automatically ends at the end of the day (12:00 AM). This is useful for long-running breaks or scenarios where shifts extend close to midnight.
- **When Agent Logout :** The break ends automatically when the agent logs out of the system. This prevents breaks from remaining active across sessions and ensures clean state management.

Hashmi Break - Break List





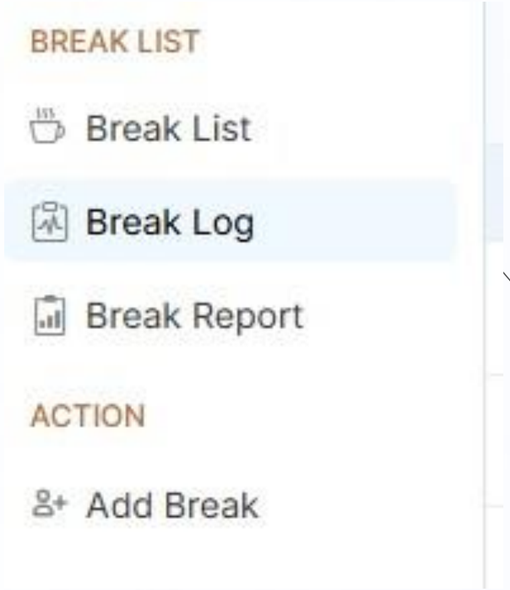
Change Status

Each break has an Action menu to change Status which enables activating or deactivating a break.

Key Elements

- When a break is deactivated:
- All related transactions are cleared.
- Associated balances are removed.
- The break no longer appears for agents in break selection.
- A confirmation dialog is shown before applying status changes.

Hashmi Break List: Break Log



Break Log

The Break Log provides a detailed, time-based record of all breaks taken by agents.

Key Elements::

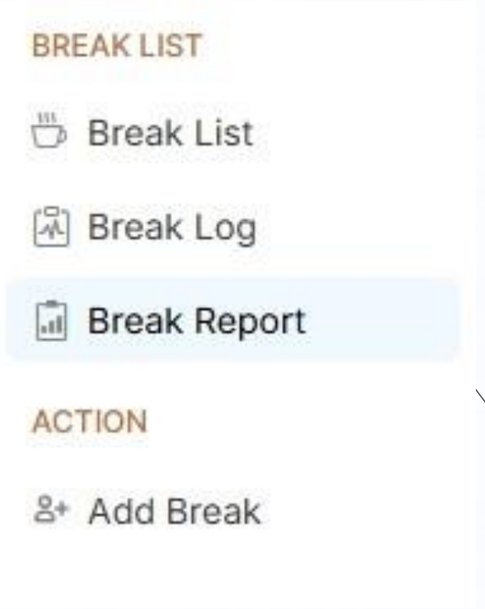
- **Employee -** Agent who took the break.
- **Break Title & Type -** Type of break used.
- **Start Time & End Time -** Exact timestamps of the break.
- **Duration -** Total time spent on the break.
- **End Break Strategy -** How the break was ended (Manual or Automatic)

Break Logs 27

Excel | Select Custom Date

Employee	Break Title	Break Type	Start Time	End Time	Duration	End Break Strategy
#3250 Bharti	Lunch	Meal Break	07 Jan 2026 01:32:37 pm	07 Jan 2026 01:33:02 pm	25 Sec	Manual
#7 Agent1	Meeting	Meeting Break	06 Jan 2026 10:47:38 am	--	--	Manual
#7 Agent1	Lunch	Meal Break	06 Jan 2026 10:47:27 am	--	--	Manual
#5 Akshit	Lunch	Meal Break	11 Dec 2025 11:09:26 am	11 Dec 2025 11:09:39 am	13 Sec	Manual
#13 Agent4	Tea break	undefined	10 Dec 2025 11:12:39 am	--	--	Manual

Hashmi Break List : Break Report

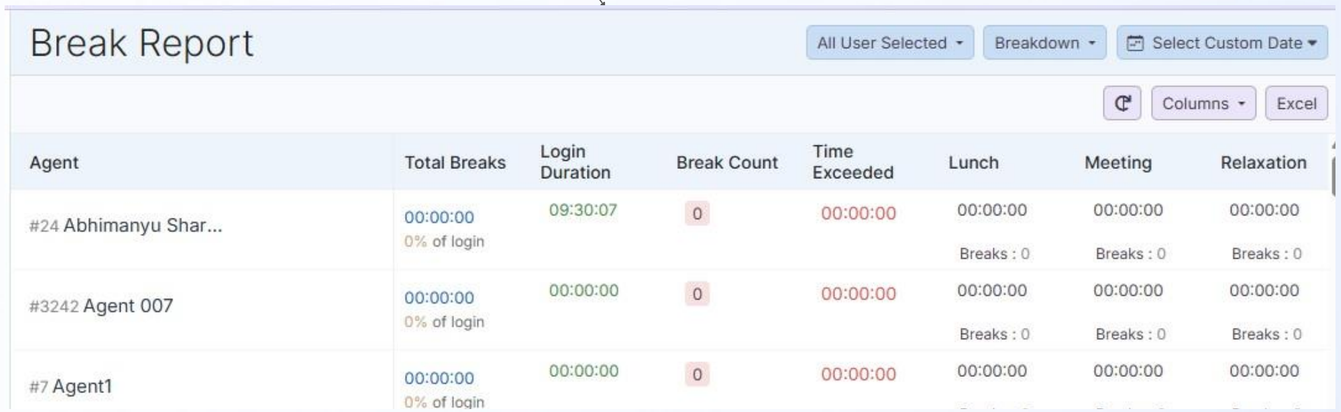


Break Report

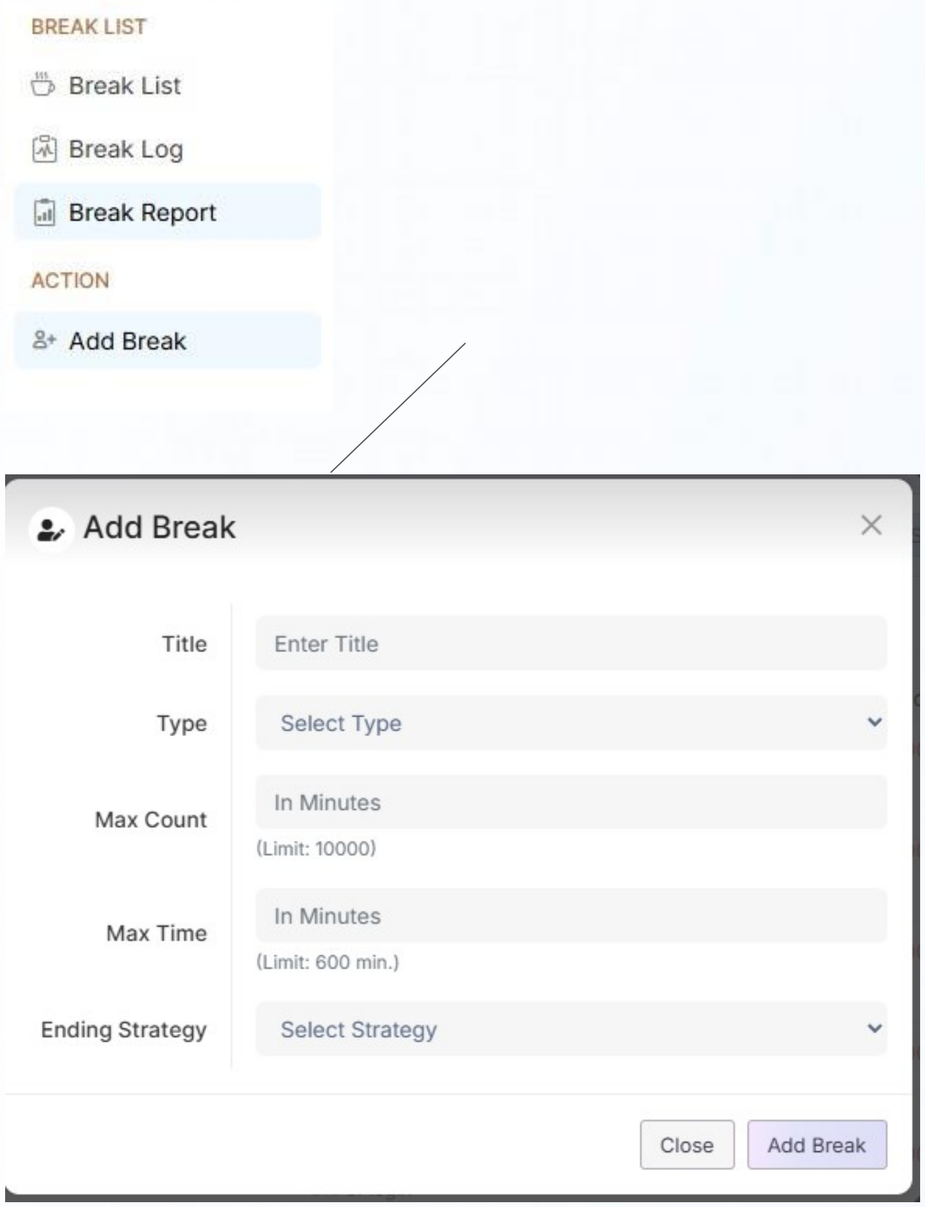
The Break Report offers a summarized and analytical view of break usage across agents and groups.

Key Elements:

- Viewing break data by Agent or Group
- Applying date range filters
- Selecting custom columns such as: Total Duration, Login Duration, Break Count, Total Exceeded, Lunch, Meeting, Relaxation, Break-wise time (Lunch, Meeting, Relaxation, etc.)
  Reports can be exported to Excel for further analysis and compliance tracking.



Employee (Break List) : Add Break



This section is used to create a new break type that agents can use during their login hours, with defined limits and ending behavior.

Navigation: Go to Employee- Break-Add Break

Key Fields:

- **Title:** Enter a clear name for the break (e.g., Lunch, Meeting, Relaxation). This name will be visible to agents.
- **Type :** Select the break category such as Meal Break, Meeting Break, or Quality Break for classification and reporting.
- **Max Count :** Defines how many times an agent can take this break. This helps control excessive or repeated break usage.
- **Max Time (In Minutes):** Sets the maximum duration allowed for the break. Once the time limit is reached, the break ends based on the selected ending strategy.
- **Ending Strategy :** Determines how the break will stop:
  - **Manual -** Agent must manually end the break
  - **Automatic (Till Working Hours) -** Break ends automatically when working hours end.
  - **Automatic (End of the Day - Midnight) -** Break ends at midnight
  - **When Agent Logout** - Break ends automatically when the agent logs out
- **Action :** Click Add Break to save and activate the break configuration.

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THANK YOU!

DO YOU HAVE ANY QUESTIONS?

info@hashmitelecom.in

+91-8097064186

www.hashmiinfonet.net