

2009-03-30 to 2009-03-30 CID -- ALL USER GROUPS -- PM SUBMIT

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Agent Performance Detail 2009-03-31 00:50:01
 Time range: 2009-03-30 17:45:01 to 2009-03-30 23:59:59

----- AGENTS Details -----

CALL STATS BREAKDOWN:

USER NAME	ID	CALLS	TIME	PAUSE	PAUSAVG	WAIT	WAITAVG	TALK	TALKAVG	DISPO	DISPAVG	XFER	N	DNC	C2	C1	B7	B6	A
ASHLEE SMITH	1951	192	322:04	10:19	0:03	148:24	0:46	154:36	0:48	8:45	0:03	29	87	23	16	6	6	23	2
TROY JONES	2882	188	339:25	21:47	0:07	146:46	0:47	162:55	0:52	7:57	0:03	24	83	28	14	12	13	12	2
MARGO JOHNSON	1783	175	357:44	5:24	0:02	139:36	0:48	200:19	1:09	12:25	0:04	29	43	17	12	8	30	36	0
LYNETTE SMITH	1684	174	307:01	18:08	0:06	123:16	0:43	160:32	0:55	5:05	0:02	34	83	17	6	6	2	26	0
LAWRENCE JONES	2505	163	350:16	3:59	0:01	141:14	0:52	200:45	1:14	4:18	0:02	23	2	11	11	6	2	108	0
HARRY MILLER	2456	161	358:10	36:20	0:14	127:47	0:48	186:27	1:09	7:36	0:03	27	52	22	3	9	26	6	16
MICHAEL SMITH	2367	154	331:48	6:47	0:03	130:23	0:51	186:36	1:13	8:02	0:03	25	21	33	6	11	18	15	25
LARRY JONES	1238	142	258:36	0:23	0:00	125:28	0:53	123:23	0:52	9:22	0:04	17	56	13	14	8	33	0	1
RACHEL JOHNSON	1139	125	239:04	2:54	0:01	119:32	0:57	111:20	0:53	5:18	0:03	16	58	13	5	10	10	11	2
TOTALS	AGENTS:9	1474	2864:08	106:01	0:04	1202:26	0:49	1486:53	1:01	68:48	0:03	224	485	177	87	76	140	237	48

PAUSE CODE BREAKDOWN:

USER NAME	ID	TOTAL	NONPAUSE	PAUSE	LOGIN	
LYNETTE SMITH	1389	341:07	318:55	22:12	0:29	21:43
ASHLEE SMITH	1258	326:41	316:18	10:23	0:15	10:08
RACHEL JOHNSON	1337	246:32	237:28	9:04	3:47	5:17
LARRY JONES	1436	275:46	266:04	9:42	0:20	9:22
MARGO JOHNSON	1585	358:59	352:20	6:39	0:21	6:18
MICHAEL SMITH	2664	334:38	325:01	9:37	6:47	2:50
TROY JONES	2783	345:39	319:42	25:57	0:16	25:41
HARRY MILLER	2852	359:20	322:28	36:52	0:19	36:33
LAWRENCE JONES	2901	350:35	346:34	4:01	0:07	3:54
TOTALS	AGENTS:9	2939:17	2804:50	134:27	12:41	121:46

powered by

