

Agent Name	Agent ID	Agent Extension	Calls Presented	Calls Handled	Calls Abandoned
Patrick Houf	Pa86204	54380	51	51	0
Darian Veals	da120076	60275	38	38	0
Jessica Sandoval	je117915	57680	56	52	4
I'Lisha Wisham	il119779	57687	35	35	0

Total Logged In Time	Avg Logged-In Time	Not Ready Time	Not Ready Time (%)	Ready Time	Ready Time (%)
7:52:40	3:56:20	1:15:24	15.95	3:39:40	46.47
15:35:01	7:54:04	1:38:52	10.57	10:40:39	68.52
16:00:30	7:59:58	9:09:24	57.2	4:19:24	27.01
21:57:19	8:01:32	15:23:25	70.1	3:10:13	14.44

Reserved Time	Reserved Time (%)	Talking Time	Talking Time (%)	Work Time	Work Time (%)
0:06:50	1.45	2:26:33	31	0:24:13	5.12
0:00:04	0.01	3:13:26	20.69	0:02:00	0.21
0:04:53	0.51	2:00:49	12.58	0:26:00	2.71
0:02:13	0.17	3:04:54	14.04	0:16:34	1.26

Avg Handle Time	Max Handle Time	Avg Talk Time	Max Talk Time	Avg Hold Time	Max Hold Time
0:03:19	0:10:50	0:02:22	0:10:20	0:00:28	0:04:38
0:05:33	0:31:25	0:05:04	0:31:05	0:00:00	0:00:18
0:02:48	0:06:07	0:02:16	0:05:37	0:00:02	0:00:11
0:05:45	0:16:51	0:05:11	0:16:21	0:00:04	0:01:57

Avg Work Time	Max Work Time	Avg Idle Time	Max Idle Time	Handle Ratio	Total Inbound
0:00:28	0:00:30	0:09:25	0:30:57	1	104
0:00:28	0:00:30	0:02:01	0:31:41	1	78
0:00:30	0:00:30	0:05:44	0:30:32	1	112
0:00:29	0:00:30	0:03:46	0:35:52	1	70

Inbound ACD - Total	Inbound ACD - Avg Talk Time	Inbound ACD - Avg Hold Time
51	0:02:22	0:00:28
38	0:05:04	0:00:00
52	0:02:16	0:00:02
35	0:05:11	0:00:04

Inbound ACD - Avg Work Time	Inbound Non-ACD On IPCC - Total	Inbound Non-ACD On IPCC - Avg Talk Time
0:00:28	53	0:03:03
0:00:28	40	0:06:18
0:00:30	60	0:02:27
0:00:29	35	0:05:20

Inbound Non-ACD On IPCC - Max Talk Time	Inbound Non-ACD On Non-IPCC - Total
0:10:25	0
0:31:07	0
0:11:17	0
0:16:24	0

Inbound Non-ACD On Non-IPCC - Avg Talk Time	Inbound Non-ACD On Non-IPCC - Max Talk Time
0:00:00	0:00:00
0:00:00	0:00:00
0:00:00	0:00:00
0:00:00	0:00:00

Outbound On IPCC - Total	Outbound On IPCC - Avg Call Time	Outbound On IPCC - Max Call Time
42	0:00:17	0:03:05
9	0:00:58	0:07:47
28	0:00:09	0:00:11
12	0:00:25	0:01:57

Outbound On Non-IPCC - Total	Outbound On Non-IPCC - Avg Call Time
0	0:00:00
0	0:00:00
0	0:00:00
0	0:00:00

Outbound On Non-IPCC - Max Call Time	ACD - Transfer In	Non-ACD - Transfer In	ACD - Transfer Out
0:00:00	4	0	20
0:00:00	2	0	4
0:00:00	0	0	14
0:00:00	2	0	5

Non-ACD - Transfer Out	ACD - Conference	Non-ACD - Conference
0	0	0
0	0	0
0	0	0
0	1	0