



Agent Utilization

DateTime: 10/27/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Campaign: Is not null

Agent	Logged In Time	Dialer Calls						Non-Dialer Calls						Idle Time		DND / Break Time				
		Connected / Talk			Preview / Wrap-up			Inbound Calls			Manual Dialed Calls			Total	%	Total	%			
		Calls	Avg	Total	%	Avg	Total	%	Calls	Avg	Total	%	Calls					Avg	Total	%
	00:00:00	242	00:05:39	22:49:28	0.0	00:00:01	00:05:52	0.0	0	00:00:00	00:00:00	0.0	0	00:00:00	00:00:00	0.0	01:03:25	0.0	00:00:00	0.0
	00:00:00	251	00:05:24	22:37:38	0.0	00:00:01	00:05:59	0.0	0	00:00:00	00:00:00	0.0	0	00:00:00	00:00:00	0.0	01:11:58	0.0	00:00:00	0.0
	00:03:13	0	00:00:00	00:00:00	0.0	00:00:00	00:03:08	97.3	0	00:00:00	00:00:00	0.0	0	00:00:00	00:00:00	0.0	00:00:05	2.6	00:00:00	0.0
	00:10:11	2	00:01:09	00:02:19	22.7	00:02:34	00:05:09	50.5	0	00:00:00	00:00:00	0.0	0	00:00:00	00:00:00	0.0	00:00:02	0.3	00:02:41	26.3
	00:00:00	251	00:05:25	22:42:08	0.0	00:00:01	00:06:02	0.0	0	00:00:00	00:00:00	0.0	0	00:00:00	00:00:00	0.0	01:10:22	0.0	00:00:00	0.0
	00:00:00	242	00:05:37	22:42:10	0.0	00:00:01	00:05:51	0.0	0	00:00:00	00:00:00	0.0	0	00:00:00	00:00:00	0.0	01:06:55	0.0	00:00:00	0.0
	00:00:00	246	00:05:32	22:41:42	0.0	00:00:01	00:05:42	0.0	0	00:00:00	00:00:00	0.0	0	00:00:00	00:00:00	0.0	01:08:16	0.0	00:00:00	0.0
	00:00:00	250	00:05:27	22:45:33	0.0	00:00:01	00:06:05	0.0	0	00:00:00	00:00:00	0.0	0	00:00:00	00:00:00	0.0	01:07:55	0.0	00:00:00	0.0
Total:	00:13:24	1484	5:16:20:58			00:43:48			0	00:00:00			0	00:00:00			06:48:58		00:02:41	
Average:						00:05:28	326.6		0	00:00:00	00:00:00	0.0	0	00:00:00	00:00:00	0.0	00:51:07	3049.7	0	20.0