

Agent Performance Detail for Queue by Date by Interaction Type

Date Time : 10/31/2015 12:00:00 AM - 10/31/2015 11:59:59 AM

Shift : <All>

Site ID : <All>

Agents /Workgroups: <All>



	Ints	Avg Talk	Total Talk	Avg ACW	Total ACW	Avg Speed Ans	Local Disc	Load Ratio
10/31/2015								
Customer Satisfaction								
Call	161	:01:45	04:40:44	:00:10	:26:50	:00:00	96	
Callback	110	:00:17	:31:11	:00:10	:18:20	:00:00	110	
Chat	106	:02:54	05:07:47	:00:10	:18:00	:00:00	108	
Email	5	:03:01	:15:05	:00:10	:00:50	:00:00	5	
Customer Satisfaction	382	:01:40	10:34:47	:00:10	01:04:00	:00:00	319	1.19
10/31/2015	382	:01:40	10:34:47	:00:10	01:04:00	:00:00	319	1.19
Agent Summary	382	:01:40	10:34:47	:00:10	01:04:00	:00:00	319	1.19

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	Ints	Avg Talk	Total Talk	Avg ACW	Total ACW	Avg Speed Ans	Local Disc	Load Ratio
10/31/2015								
Customer Satisfaction								
Call	288	:02:12	10:34:10	:00:10	:48:00	:00:01	222	
Callback	3	:00:17	:00:51	:00:10	:00:30	:00:00	3	
Chat	5	:02:55	:14:34	:00:10	:00:50	:00:00	5	
Email	23	:02:54	01:06:37	:00:10	:03:50	:00:00	23	
Customer Satisfaction	319	:02:15	11:56:12	:00:10	:53:10	:00:01	253	1.11
10/31/2015								
Agent Summary	319	:02:15	11:56:12	:00:10	:53:10	:00:01	253	1.11

	Ints	Avg Talk	Total Talk	Avg ACW	Total ACW	Avg Speed Ans	Local Disc	Load Ratio
10/31/2015								
Customer Service								
Call	46	:09:02	06:55:32	:00:09	:07:10	:00:00	0	
Chat	45	:02:16	01:41:53	:00:10	:07:30	:00:00	28	
Email	19	:02:44	:52:05	:00:10	:03:10	:00:00	19	
Customer Service	110	:05:11	09:29:30	:00:10	:17:50	:00:00	47	1.02
10/31/2015								
Agent Summary	110	:05:11	09:29:30	:00:10	:17:50	:00:00	47	1.02