Agent Performance Detail for Queue

Date Time :	10/31/2015 12:00:00 AM - 10/31/2015 11:59:59 AM
Shift :	\<All\>
Site ID :	\<All\>
Agents /Workgroups:	\<All\>

Non ACD totals are shown by queue only to eliminate showing duplicate totals

	ACD									Non ACD					
	Ints	Avg Talk	Total Talk	Avg ACW	Total ACW	Avg Speed Ans	Local Disc	Load Ratio	Activated & Available	In	Avg in Talk	Total Time in	Out	Avg Out Talk	Total Time Out
10/31/2015															
Customer Service	0	:00:00	:00:00	:00:00	:00:00	:00:00	0		:00:00				0	:00:00	:00:00
Help Desk	0	:00:00	:00:00	:00:00	:00:00	:00:00	0		:00:00				0	:00:00	:00:00
10/31/2015	**0**	**:00:00**	**:00:00**	**:00:00**	**:00:00**	**:00:00**	**0**	**0.00**		**0**	**:00:00**	**:00:00**	**0**	**:00:00**	**:00:00**
Agent Summary	**0**	**:00:00**	**:00:00**	**:00:00**	**:00:00**	**:00:00**	**0**	**0.00**		**0**	**:00:00**	**:00:00**	**0**	**:00:00**	**:00:00**

	ACD									Non ACD					
	Ints	Avg Talk	Total Talk	Avg ACW	Total ACW	Avg Speed Ans	Local Disc	Load Ratio	Activated & Available	In	Avg in Talk	Total Time in	Out	Avg Out Talk	Total Time Out
10/31/2015															
No WorkGroup	0	:00:00	:00:00	:00:00	:00:00	:00:00	0		:00:00				110	:00:15	:27:30
Customer Satisfaction	382	:01:40	10:34:47	:00:10	01:04:00	:00:00	319		02:13:59				0	:00:00	:00:00
10/31/2015	**382**	**:01:40**	**10:34:47**	**:00:10**	**01:04:00**	**:00:00**	**319**	**1.18**		**0**	**:00:00**	**:00:00**	**110**	**:00:15**	**:27:30**
Agent Summary	**382**	**:01:40**	**10:34:47**	**:00:10**	**01:04:00**	**:00:00**	**319**	**1.18**		**0**	**:00:00**	**:00:00**	**110**	**:00:15**	**:27:30**

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		ACD									Non ACD				
Ints	Avg Talk	Total Talk	Avg ACW	Total ACW	Avg Speed Ans	Local Disc	Load Ratio	Activated & Available		In	Avg in Talk	Total Time in	Out	Avg Out Talk	Total Time Out
10/31/2015															
Customer Service	0	:00:00	:00:00	:00:00	:00:00	:00:00	0		:00:00				0	:00:00	:00:00
Help Desk	0	:00:00	:00:00	:00:00	:00:00	:00:00	0		:00:00				0	:00:00	:00:00
10/31/2015	**0**	**:00:00**	**:00:00**	**:00:00**	**:00:00**	**:00:00**	**0**	**0.00**		**0**	**:00:00**	**:00:00**	**0**	**:00:00**	**:00:00**
Agent Summary	**0**	**:00:00**	**:00:00**	**:00:00**	**:00:00**	**:00:00**	**0**	**0.00**		**0**	**:00:00**	**:00:00**	**0**	**:00:00**	**:00:00**

		ACD									Non ACD				
Ints	Avg Talk	Total Talk	Avg ACW	Total ACW	Avg Speed Ans	Local Disc	Load Ratio	Activated & Available		In	Avg in Talk	Total Time in	Out	Avg Out Talk	Total Time Out
10/31/2015															
Help Desk	0	:00:00	:00:00	:00:00	:00:00	:00:00	0		:00:00				0	:00:00	:00:00
10/31/2015	**0**	**:00:00**	**:00:00**	**:00:00**	**:00:00**	**:00:00**	**0**	**0.00**		**0**	**:00:00**	**:00:00**	**0**	**:00:00**	**:00:00**
Agent Summary	**0**	**:00:00**	**:00:00**	**:00:00**	**:00:00**	**:00:00**	**0**	**0.00**		**0**	**:00:00**	**:00:00**	**0**	**:00:00**	**:00:00**