

# Agent Performance Summary 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					
	In	Avg in Talk	Total Time in	Out	Avg Out Talk	Total Time Out								
	Ints	Avg Talk	Total Talk	Avg ACW	Total ACW	Avg Speed Ans	Local Disc	Load Ratio	In	Avg in Talk	Total Time in	Out	Avg Out Talk	Total Time Out
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
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
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
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
Agent Summary	319	:02:15	11:56:12	:00:10	:53:10	:00:01	253	1.09	0	:00:00	:00:00	3	:00:15	:00:45
Agent Summary	110	:05:11	09:29:30	:00:10	:17:50	:00:00	47	1.01	0	:00:00	:00:00	0	:00:00	:00:00

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	ACD								Non ACD					
	Ints	Avg Talk	Total Talk	Avg ACW	Total ACW	Avg Speed Ans	Local Disc	Load Ratio	In	Avg in Talk	Total Time in	Out	Avg Out Talk	Total Time Out
Agent Summary	334	:02:01	11:14:29	:00:10	:55:42	:00:01	229	1.11	0	:00:00	:00:00	26	:00:15	:06:30
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
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
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
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
Agent Summary	116	:04:50	09:19:43	:00:10	:19:00	:00:00	46	1.02	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