

# User Performance Summary

Date Time : 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM



Site ID : <All>

Agents : <All>

Media Type : Call

	<u>OFFERED</u>	<u>ANS #</u>	<u>FLOW #</u>	<u>AVG TALK</u>	<u>AVG HOLD</u>	<u>AVG ACW</u>	<u>AVG HANDLE</u>	<u>IN</u>	<u>NON - ACD</u>			<u>XFER #</u>	<u>DND</u>	<u>HOLD #</u>	<u>LOCAL DISC #</u>	
									<u>AVG IN</u>	<u>OUT</u>	<u>AVG OUT</u>					
													:11:16			
<b>ERTSON</b>																
marketing	3	3	0	:01:45	:00:01	:00:10	:01:56	0	:00:00	0	:00:00	0	NA	1	2	
call	3	3	0	:01:45	:00:01	:00:10	:01:56	0	:00:00	0	:00:00	0	NA	1	2	
wrapupwg	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	4	:01:22	0	NA	0	0	
call	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	4	:01:22	0	NA	0	0	
<b>SUMMARY</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>:01:45</b>	<b>:00:01</b>	<b>:00:10</b>	<b>:01:56</b>	<b>0</b>	<b>:00:00</b>	<b>4</b>	<b>:01:22</b>	<b>0</b>	<b>NA</b>	<b>1</b>	<b>2</b>	
													:00:00			
<b>IA</b>																
no workgroup	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0	
call	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0	
<b>SUMMARY</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>:00:00</b>	<b>:00:00</b>	<b>:00:00</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>0</b>	
													:00:00			
<b>JKINS</b>																
no workgroup	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0	
call	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0	
<b>SUMMARY</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>:00:00</b>	<b>:00:00</b>	<b>:00:00</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>0</b>	
													232:13:05			
<b>JUS</b>																
customer service	87	87	0	:08:52	:00:00	:00:09	:09:01	0	:00:00	0	:00:00	0	NA	0	0	
call	87	87	0	:08:52	:00:00	:00:09	:09:01	0	:00:00	0	:00:00	0	NA	0	0	
help desk	57	57	0	:08:07	:00:00	:00:43	:08:51	0	:00:00	0	:00:00	0	NA	0	0	
call	57	57	0	:08:07	:00:00	:00:43	:08:51	0	:00:00	0	:00:00	0	NA	0	0	
<b>SUMMARY</b>	<b>144</b>	<b>144</b>	<b>0</b>	<b>:08:34</b>	<b>:00:00</b>	<b>:00:23</b>	<b>:08:57</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>0</b>	

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	OFFERED	ANS #	FLOW #	AVG TALK	AVG HOLD	AVG ACW	AVG HANDLE	IN	NON - ACD			XFER #	DND	HOLD #	LOCAL DISC #
									AVG IN	OUT	AVG OUT				
<b>SEY</b>															208:21:40
no workgroup	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	4,546	:00:15	0	NA	0	0
call	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	4,546	:00:15	0	NA	0	0
customer satisfaction	3,598	3,598	0	:01:46	:00:00	:00:10	:01:56	0	:00:00	0	:00:00	0	NA	0	2,187
call	3,598	3,598	0	:01:46	:00:00	:00:10	:01:56	0	:00:00	0	:00:00	0	NA	0	2,187
<b>SUMMARY</b>	<b>3,598</b>	<b>3,598</b>	<b>0</b>	<b>:01:46</b>	<b>:00:00</b>	<b>:00:10</b>	<b>:01:56</b>	<b>0</b>	<b>:00:00</b>	<b>4,546</b>	<b>:00:15</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>2,187</b>
<b>OPER</b>															249:36:08
customer service	218	218	0	:08:36	:00:00	:00:09	:08:45	0	:00:00	0	:00:00	0	NA	0	0
call	218	218	0	:08:36	:00:00	:00:09	:08:45	0	:00:00	0	:00:00	0	NA	0	0
help desk	151	151	0	:09:05	:00:00	:00:43	:09:48	0	:00:00	0	:00:00	0	NA	0	0
call	151	151	0	:09:05	:00:00	:00:43	:09:48	0	:00:00	0	:00:00	0	NA	0	0
<b>SUMMARY</b>	<b>369</b>	<b>369</b>	<b>0</b>	<b>:08:48</b>	<b>:00:00</b>	<b>:00:23</b>	<b>:09:11</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>0</b>
<b>SIN</b>															:00:00
no workgroup	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0
call	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0
<b>SUMMARY</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>:00:00</b>	<b>:00:00</b>	<b>:00:00</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>0</b>

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									AVG IN	OUT	AVG OUT				
[REDACTED] AETT													11:49:45		
no workgroup	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0
call	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0
marketing	3	2	1	:02:43	:00:07	:00:02	:02:52	0	:00:00	0	:00:00	0	NA	1	2
call	3	2	1	:02:43	:00:07	:00:02	:02:52	0	:00:00	0	:00:00	0	NA	1	2
<b>SUMMARY</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>:02:43</b>	<b>:00:07</b>	<b>:00:02</b>	<b>:02:52</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>NA</b>	<b>1</b>	<b>2</b>
[REDACTED] TWIG													:00:00		
no workgroup	0	0	0	:00:00	:00:00	:00:00	:00:00	1	:00:01	0	:00:00	0	NA	0	0
call	0	0	0	:00:00	:00:00	:00:00	:00:00	1	:00:01	0	:00:00	0	NA	0	0
<b>SUMMARY</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>:00:00</b>	<b>:00:00</b>	<b>:00:00</b>	<b>:00:00</b>	<b>1</b>	<b>:00:01</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>0</b>
[REDACTED] ER													:00:00		
no workgroup	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0
call	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0
<b>SUMMARY</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>:00:00</b>	<b>:00:00</b>	<b>:00:00</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>0</b>
[REDACTED] LIER													251:36:19		
help desk	299	299	0	:08:54	:00:00	:00:42	:09:36	0	:00:00	0	:00:00	0	NA	0	0
call	299	299	0	:08:54	:00:00	:00:42	:09:36	0	:00:00	0	:00:00	0	NA	0	0
<b>SUMMARY</b>	<b>299</b>	<b>299</b>	<b>0</b>	<b>:08:54</b>	<b>:00:00</b>	<b>:00:42</b>	<b>:09:36</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>0</b>

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<b>JEAN</b>																:00:00
no workgroup	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0	
call	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0	
<b>SUMMARY</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>:00:00</b>	<b>:00:00</b>	<b>:00:00</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>0</b>	
<b>MNA</b>																248:36:34
no workgroup	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	582	:00:15	0	NA	0	0	
call	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	582	:00:15	0	NA	0	0	
customer satisfaction	5,874	5,874	0	:02:16	:00:00	:00:10	:02:26	0	:00:00	0	:00:00	0	NA	0	4,809	
call	5,874	5,874	0	:02:16	:00:00	:00:10	:02:26	0	:00:00	0	:00:00	0	NA	0	4,809	
<b>SUMMARY</b>	<b>5,874</b>	<b>5,874</b>	<b>0</b>	<b>:02:16</b>	<b>:00:00</b>	<b>:00:10</b>	<b>:02:26</b>	<b>0</b>	<b>:00:00</b>	<b>582</b>	<b>:00:15</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>4,809</b>	
<b>PELL</b>																:00:00
no workgroup	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0	
call	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0	
<b>SUMMARY</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>:00:00</b>	<b>:00:00</b>	<b>:00:00</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>0</b>	
<b>AMAN</b>																:08:39
no workgroup	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	2	:00:49	0	NA	0	0	
call	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	2	:00:49	0	NA	0	0	
insurance	4	4	0	:00:27	:00:00	:00:00	:00:27	0	:00:00	0	:00:00	0	NA	0	3	
call	4	4	0	:00:27	:00:00	:00:00	:00:27	0	:00:00	0	:00:00	0	NA	0	3	
<b>SUMMARY</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>:00:27</b>	<b>:00:00</b>	<b>:00:00</b>	<b>:00:27</b>	<b>0</b>	<b>:00:00</b>	<b>2</b>	<b>:00:49</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>3</b>	

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									<u>AVG IN</u>	<u>OUT</u>	<u>AVG OUT</u>					
													192:14:52			
<b>ATOE</b>																
no workgroup	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0	
call	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0	
customer service	694	694	0	:08:17	:00:00	:00:10	:08:26	0	:00:00	0	:00:00	0	NA	0	0	
call	694	694	0	:08:17	:00:00	:00:10	:08:26	0	:00:00	0	:00:00	0	NA	0	0	
<b>SUMMARY</b>	<b>694</b>	<b>694</b>	<b>0</b>	<b>:08:17</b>	<b>:00:00</b>	<b>:00:10</b>	<b>:08:26</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>0</b>	
													02:41:36			
<b>HALLO</b>																
marketing	1	1	0	:05:02	:00:08	:00:10	:05:20	0	:00:00	0	:00:00	0	NA	1	0	
call	1	1	0	:05:02	:00:08	:00:10	:05:20	0	:00:00	0	:00:00	0	NA	1	0	
<b>SUMMARY</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>:05:02</b>	<b>:00:08</b>	<b>:00:10</b>	<b>:05:20</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>0</b>	<b>NA</b>	<b>1</b>	<b>0</b>	