

Agent Performance Detail for Queue by Interval

Date Time : 10/31/2015 6:00:00 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															
6:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
6:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
7:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
7:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
8:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
8:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
9:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
9:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
10:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
10:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
11:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
11:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
Customer Service	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00	0	:00:00	:00:00	0	:00:00	:00:00

Agent Performance Detail for Queue by Interval

Date Time : 10/31/2015 6:00:00 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
Help Desk															
6:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
6:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
7:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
7:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
8:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
8:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
9:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
9:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
10:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
10:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
11:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
11:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
Help Desk	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00	0	:00:00	:00:00	0	:00:00	:00:00

Agent Performance Detail for Queue by Interval

Date Time : 10/31/2015 6:00:00 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	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00	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 Performance Detail for Queue by Interval

Date Time : 10/31/2015 6:00:00 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				
	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														
6:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	0	1.13	:00:00						
7:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	0	1.18	:00:00						
7:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	0	1.26	:00:00						
8:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	0	1.23	:00:00						
8:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	0	1.09	:00:00						
9:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	0	1.19	:00:00						
9:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	0	1.09	:00:00						
10:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	0	1.21	:00:00						
10:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	0	1.18	:00:00						
11:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	0	1.38	:00:00						
11:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	0	1.16	:00:00						
No WorkGroup	0	:00:00	:00:00	:00:00	:00:00	0	1.19	:00:00	0	:00:00	:00:00	31	:00:15	:07:45

Agent Performance Detail for Queue by Interval

Date Time : 10/31/2015 6:00:00 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				
	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
ints														
Customer Satisfaction														
6:00:00 AM	15	:02:05	:31:22	:00:09	:02:20	:00:00	10	1.26	:03:31					
6:30:00 AM	13	:01:52	:24:22	:00:12	:02:30	:00:00	12	1.13	:06:18					
7:00:00 AM	15	:01:34	:23:25	:00:09	:02:20	:00:00	13	1.18	:08:22					
7:30:00 AM	15	:02:00	:30:01	:00:09	:02:20	:00:00	11	1.26	:04:33					
8:00:00 AM	12	:02:36	:31:08	:00:12	:02:20	:00:00	14	1.23	:03:46					
8:30:00 AM	14	:01:36	:22:29	:00:09	:02:10	:00:00	12	1.09	:07:27					
9:00:00 AM	15	:01:42	:25:29	:00:11	:02:40	:00:00	12	1.19	:06:26					
9:30:00 AM	15	:01:34	:23:34	:00:09	:02:20	:00:00	10	1.09	:06:07					
10:00:00 AM	15	:01:44	:26:06	:00:09	:02:20	:00:00	11	1.21	:06:41					
10:30:00 AM	12	:02:11	:26:16	:00:12	:02:20	:00:00	13	1.18	:05:57					
11:00:00 AM	15	:02:07	:31:47	:00:09	:02:10	:00:00	13	1.38	:05:48					
11:30:00 AM	12	:01:57	:23:26	:00:12	:02:20	:00:00	11	1.16	:08:01					
Customer Satisfaction	168	:01:54	05:19:25	:00:10	:28:10	:00:00	142	1.20	01:12:57	0	:00:00	:00:00	0	:00:00