



Agent Utilization By Campaign

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

Campaign :											
Agent	Logged In	Calls	Connected / Talk			Wrap-up			Preview		
	Time		Avg	Total	%	Avg	Total	%	Avg	Total	%
[REDACTED]	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0
	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0
	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0
	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0
	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0
	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0
	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0
	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0
	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0
	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0
	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0
	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0
Total:	00:00:00	0		00:00:00			00:00:00			00:00:00	
Average:	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0

Campaign : ARM Collections											
Agent	Logged In	Calls	Connected / Talk			Wrap-up			Preview		
	Time		Avg	Total	%	Avg	Total	%	Avg	Total	%
[REDACTED]	00:24:00	2	00:00:08	00:00:16	1.1	00:00:00	00:00:00	0.0	00:00:29	00:00:58	4.0
	02:05:53	5	00:00:54	00:04:29	3.6	00:00:01	00:00:04	0.1	00:21:22	01:46:48	84.8
Total:	02:29:53	7		00:04:45			00:00:04			01:47:46	
Average:	01:14:56	4	00:00:41	00:02:22	2.3	00:00:01	00:00:02	0.0	00:15:24	00:53:53	44.4

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Campaign : DH Collections											
Agent	Logged In	Calls	Connected / Talk			Wrap-up			Preview		
	Time		Avg	Total	%	Avg	Total	%	Avg	Total	%
	00:02:20	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0
Total:	00:02:20	0		00:00:00			00:00:00			00:00:00	
Average:	00:02:20	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0

Campaign : Dialer											
Agent	Logged In	Calls	Connected / Talk			Wrap-up			Preview		
	Time		Avg	Total	%	Avg	Total	%	Avg	Total	%
	5:04:44:05	1,633	00:05:27	6:04:30:00	119.1	00:04:35	5:04:51:42	100.1	00:00:00	00:00:00	0.0
	5:04:44:04	1,618	00:05:31	6:04:40:58	119.2	00:04:38	5:04:52:05	100.1	00:00:00	00:00:00	0.0
	5:04:44:05	1,576	00:05:40	6:04:40:12	119.2	00:04:45	5:04:47:04	100.0	00:00:00	00:00:00	0.0
	5:04:44:04	1,601	00:05:35	6:04:50:26	119.3	00:04:41	5:04:52:28	100.1	00:00:00	00:00:00	0.0
	5:04:44:02	1,629	00:05:28	6:04:25:56	119.0	00:04:36	5:04:55:41	100.2	00:00:00	00:00:00	0.0
	5:04:44:04	1,627	00:05:29	6:04:32:33	119.1	00:04:36	5:04:51:49	100.1	00:00:00	00:00:00	0.0
Total:	31:04:24:24	9,684		37:03:40:05			31:05:10:49			00:00:00	
Average:	5:04:44:04	1,614	00:05:31	6:04:36:41	119.1	00:04:39	5:04:51:48	100.1	00:00:00	00:00:00	0.0

Campaign : Lead Gen											
Agent	Logged In	Calls	Connected / Talk			Wrap-up			Preview		
	Time		Avg	Total	%	Avg	Total	%	Avg	Total	%
	00:02:32	2	00:00:06	00:00:13	8.6	00:00:00	00:00:00	0.0	00:00:12	00:00:23	15.2
	00:06:21	1	00:00:43	00:00:43	11.3	00:00:00	00:00:00	0.0	00:04:12	00:04:12	66.2
	00:11:45	5	00:00:11	00:00:56	7.9	00:00:01	00:00:04	0.6	00:01:04	00:05:20	45.4
	00:05:55	7	00:00:16	00:01:50	31.0	00:00:00	00:00:02	0.6	00:00:29	00:03:26	58.0
	00:02:53	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:02:48	97.3
	00:00:24	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0
	00:04:23	2	00:00:36	00:01:11	27.0	00:00:00	00:00:01	0.4	00:01:30	00:03:01	69.0
	00:00:36	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:34	93.4
	00:13:58	1	00:00:34	00:00:34	4.1	00:00:00	00:00:00	0.0	00:05:22	00:05:22	38.4
	00:02:06	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:10	7.9
	00:05:21	3	00:00:25	00:01:15	23.3	00:00:00	00:00:01	0.3	00:01:21	00:04:03	75.6

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Total:	00:56:14	21		00:06:42			00:00:08		00:29:19	
Average:	00:05:07	2	00:00:19	00:00:37	10.3	00:00:00	00:00:01	0.2	00:01:24	00:02:40 51.5

Campaign : Salesforce Demo											
Agent	Logged In		Connected / Talk			Wrap-up			Preview		
	Time	Calls	Avg	Total	%	Avg	Total	%	Avg	Total	%
	00:01:26	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:41	47.8
	15:19:23:41	1	00:00:31	00:00:31	0.0	00:05:34	00:05:34	0.0	14:00:14:28	14:00:14:28	88.6
	00:02:37	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:02:34	98.2
	01:13:03	3	00:00:49	00:02:28	3.4	00:00:59	00:02:57	4.0	00:00:51	00:02:32	3.5
	01:48:35	8	00:01:32	00:12:14	11.3	00:00:03	00:00:24	0.4	00:11:58	01:35:45	88.2
	00:02:40	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:44	27.5
Total:	15:22:32:01	12		00:15:13			00:08:55			14:01:56:44	
Average:	2:15:45:20	2	00:01:16	00:02:32	2.4	00:00:45	00:01:29	0.7	1:04:09:44	2:08:19:27	59.0

Campaign : Samurai Protective Coatings											
Agent	Logged In		Connected / Talk			Wrap-up			Preview		
	Time	Calls	Avg	Total	%	Avg	Total	%	Avg	Total	%
	00:02:48	2	00:00:27	00:00:54	32.2	00:00:01	00:00:02	1.2	00:00:50	00:01:39	59.0
	00:48:40	1	00:00:32	00:00:32	1.1	00:03:25	00:03:25	7.0	00:04:27	00:04:27	9.1
	00:02:06	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0
Total:	00:53:34	3		00:01:26			00:03:27			00:06:06	
Average:	00:17:51	1	00:00:29	00:00:29	11.1	00:01:09	00:01:09	2.7	00:02:02	00:02:02	22.7

Campaign : TS Preview											
Agent	Logged In		Connected / Talk			Wrap-up			Preview		
	Time	Calls	Avg	Total	%	Avg	Total	%	Avg	Total	%
	01:19:17	1	00:00:16	00:00:16	0.3	00:00:09	00:00:09	0.2	00:00:09	00:00:09	0.2
	01:30:02	3	00:00:19	00:00:57	1.1	00:00:07	00:00:20	0.4	00:00:26	00:01:17	1.4
	00:00:45	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0
	01:24:42	1	00:00:03	00:00:03	0.1	00:00:07	00:00:07	0.1	00:09:45	00:09:45	11.5
	01:50:16	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:07:57	7.2
	00:14:39	1	00:00:08	00:00:08	0.9	00:00:00	00:00:00	0.0	00:09:11	00:09:11	62.7
	00:02:06	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:30	23.8

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Campaign : TS Preview											
Agent	Logged In	Calls	Connected / Talk			Wrap-up			Preview		
	Time		Avg	Total	%	Avg	Total	%	Avg	Total	%
	01:45:21	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0
Total:	08:07:09	6		00:01:24			00:00:36			00:28:49	
Average:	01:00:54	1	00:00:14	00:00:10	0.3	00:00:06	00:00:04	0.1	00:04:48	00:03:36	13.4

Campaign : WizardNet											
Agent	Logged In	Calls	Connected / Talk			Wrap-up			Preview		
	Time		Avg	Total	%	Avg	Total	%	Avg	Total	%
	00:01:21	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0
	00:02:53	0	00:00:00	00:00:00	0.0	00:00:00	00:00:01	0.6	00:00:00	00:02:43	94.2
	00:03:11	3	00:00:25	00:01:14	38.8	00:00:10	00:00:30	15.7	00:00:24	00:01:13	38.2
	00:04:31	1	00:00:12	00:00:12	4.4	00:00:42	00:00:42	15.5	00:03:32	00:03:32	78.1
	00:03:22	2	00:00:26	00:00:53	26.2	00:00:16	00:00:33	16.3	00:00:56	00:01:53	55.9
	00:04:30	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0
	00:02:06	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:45	35.7
Total:	00:21:55	6		00:02:19			00:01:46			00:10:06	
Average:	00:03:08	1	00:00:23	00:00:20	9.9	00:00:18	00:00:15	6.9	00:01:41	00:01:27	43.2

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