

User Productivity



Date Time Range: 10/31/2015 12:00:00 AM - 10/31/2015 11:59:59 PM
 Media Type: Call
 User: <All>
 Group Order: User, Queue, Interval

	Offered	Answered		Abandoned		Flow Outs		Transferred		Talk Time		Hold Time		ACW Time		Handle Time		NON-ACD			
		#	%	#	%	#	%	#	%	Duration	Average	Duration	Average	Duration	Average	Duration	Average	IN #	Average	OUT #	Average
Summary	6,646	6,628	99.7	0	0.0	18	0.3	0	0.0	20:06:28:05	00:04:24	00:00:00	00:00:00	20:09:16	00:00:11	21:01:37:21	00:04:35	1	00:07:49	2,426	00:00:15
itsey	340	340	100.0	0	0.0	0	0.0	0	0.0	09:47:47	00:01:44	00:00:00	00:00:00	00:56:30	00:00:10	10:44:17	00:01:54	0	00:00:00	356	00:00:15
-	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	356	00:00:15
00:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	9	00:00:16
00:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	11	00:00:14
01:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	8	00:00:15
01:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	5	00:00:15
02:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	6	00:00:16
02:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	8	00:00:14
03:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	3	00:00:15
03:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	4	00:00:15
04:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	7	00:00:15
04:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	6	00:00:15
05:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	8	00:00:15
05:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	4	00:00:15
06:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	3	00:00:15
07:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	5	00:00:15
07:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	2	00:00:15
08:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	2	00:00:15
08:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	4	00:00:15
09:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	3	00:00:15
09:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	3	00:00:15
10:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	3	00:00:15
10:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	2	00:00:15
11:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	1	00:00:15

Print Date: 7/19/2017 9:06:34AM

Genesys

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	Offered	Answered		Abandoned		Flow Outs		Transferred		Talk Time		Hold Time		ACW Time		Handle Time		NON-ACD			
		#	%	#	%	#	%	#	%	Duration	Average	Duration	Average	Duration	Average	Duration	Average	IN #	Average	OUT #	Average
Summary	6,646	6,628	99.7	0	0.0	18	0.3	0	0.0	20:05:28:05	00:04:24	00:00:00	00:00:00	20:09:16	00:00:11	21:01:37:21	00:04:35	1	00:07:49	2,426	00:00:15
11:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	3	00:00:15
12:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	1	00:00:15
12:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	2	00:00:15
13:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	12	00:00:15
13:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	11	00:00:15
14:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	3	00:00:15
14:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	5	00:00:15
15:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	4	00:00:15
15:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	12	00:00:15
16:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	13	00:00:15
16:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	13	00:00:15
17:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	8	00:00:15
17:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	6	00:00:15
18:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	10	00:00:15
18:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	13	00:00:15
19:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	13	00:00:15
19:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	13	00:00:15
20:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	8	00:00:15
20:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	17	00:00:15
21:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	11	00:00:15
21:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	19	00:00:15
22:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	10	00:00:15
22:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	14	00:00:15
23:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	19	00:00:15
23:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	9	00:00:15
Customer Satisfaction	340	340	100.0	0	0.0	0	0.0	0	0.0	09:47:47	00:01:44	00:00:00	00:00:00	00:56:30	00:00:10	10:44:17	00:01:54	0	00:00:00	0	00:00:00
00:00	7	7	100.0	0	0.0	0	0.0	0	0.0	00:12:48	00:01:50	00:00:00	00:00:00	00:01:10	00:00:10	00:13:58	00:02:00	0	00:00:00	0	00:00:00
00:30	5	5	100.0	0	0.0	0	0.0	0	0.0	00:09:11	00:01:50	00:00:00	00:00:00	00:00:44	00:00:09	00:09:55	00:01:59	0	00:00:00	0	00:00:00

	Offered	Answered		Abandoned		Flow Outs		Transferred		Talk Time		Hold Time		ACW Time		Handle Time		NON-ACD			
		#	%	#	%	#	%	#	%	Duration	Average	Duration	Average	Duration	Average	Duration	Average	IN #	Average	OUT #	Average
Summary	6,646	6,628	99.7	0	0.0	18	0.3	0	0.0	20:06:28.05	00:04:24	00:00:00	00:00:00	20:09:16	00:00:11	21:01:37:21	00:04:35	1	00:07:49	2,426	00:00:15
01:00	10	10	100.0	0	0.0	0	0.0	0	0.0	00:15:41	00:01:34	00:00:00	00:00:00	00:01:36	00:00:10	00:17:17	00:01:44	0	00:00:00	0	00:00:00
01:30	12	12	100.0	0	0.0	0	0.0	0	0.0	00:19:33	00:01:38	00:00:00	00:00:00	00:02:03	00:00:10	00:21:36	00:01:48	0	00:00:00	0	00:00:00
02:00	3	3	100.0	0	0.0	0	0.0	0	0.0	00:06:00	00:02:00	00:00:00	00:00:00	00:00:37	00:00:12	00:06:37	00:02:12	0	00:00:00	0	00:00:00
02:30	10	10	100.0	0	0.0	0	0.0	0	0.0	00:14:28	00:01:27	00:00:00	00:00:00	00:01:30	00:00:09	00:15:58	00:01:36	0	00:00:00	0	00:00:00
03:00	5	5	100.0	0	0.0	0	0.0	0	0.0	00:09:36	00:01:55	00:00:00	00:00:00	00:01:00	00:00:12	00:10:36	00:02:07	0	00:00:00	0	00:00:00
03:30	3	3	100.0	0	0.0	0	0.0	0	0.0	00:05:12	00:01:44	00:00:00	00:00:00	00:00:20	00:00:07	00:05:32	00:01:51	0	00:00:00	0	00:00:00
04:00	8	8	100.0	0	0.0	0	0.0	0	0.0	00:11:43	00:01:28	00:00:00	00:00:00	00:01:21	00:00:10	00:13:04	00:01:38	0	00:00:00	0	00:00:00
04:30	11	11	100.0	0	0.0	0	0.0	0	0.0	00:20:09	00:01:50	00:00:00	00:00:00	00:01:50	00:00:10	00:21:59	00:02:00	0	00:00:00	0	00:00:00
05:00	3	3	100.0	0	0.0	0	0.0	0	0.0	00:05:39	00:01:53	00:00:00	00:00:00	00:00:39	00:00:13	00:06:18	00:02:06	0	00:00:00	0	00:00:00
05:30	7	7	100.0	0	0.0	0	0.0	0	0.0	00:14:00	00:02:00	00:00:00	00:00:00	00:01:00	00:00:09	00:15:00	00:02:09	0	00:00:00	0	00:00:00
06:00	7	7	100.0	0	0.0	0	0.0	0	0.0	00:11:30	00:01:39	00:00:00	00:00:00	00:01:20	00:00:11	00:12:50	00:01:50	0	00:00:00	0	00:00:00
06:30	8	8	100.0	0	0.0	0	0.0	0	0.0	00:14:50	00:01:51	00:00:00	00:00:00	00:01:20	00:00:10	00:16:10	00:02:01	0	00:00:00	0	00:00:00
07:00	5	5	100.0	0	0.0	0	0.0	0	0.0	00:09:50	00:01:58	00:00:00	00:00:00	00:00:50	00:00:10	00:10:40	00:02:08	0	00:00:00	0	00:00:00
07:30	6	6	100.0	0	0.0	0	0.0	0	0.0	00:09:27	00:01:34	00:00:00	00:00:00	00:01:00	00:00:10	00:10:27	00:01:44	0	00:00:00	0	00:00:00
08:00	1	1	100.0	0	0.0	0	0.0	0	0.0	00:02:00	00:02:00	00:00:00	00:00:00	00:00:10	00:00:10	00:02:10	00:02:10	0	00:00:00	0	00:00:00
08:30	8	8	100.0	0	0.0	0	0.0	0	0.0	00:15:29	00:01:56	00:00:00	00:00:00	00:01:10	00:00:09	00:16:39	00:02:05	0	00:00:00	0	00:00:00
09:00	9	9	100.0	0	0.0	0	0.0	0	0.0	00:15:31	00:01:43	00:00:00	00:00:00	00:01:40	00:00:11	00:17:11	00:01:55	0	00:00:00	0	00:00:00
09:30	10	10	100.0	0	0.0	0	0.0	0	0.0	00:17:13	00:01:43	00:00:00	00:00:00	00:01:30	00:00:09	00:18:43	00:01:52	0	00:00:00	0	00:00:00
10:00	5	5	100.0	0	0.0	0	0.0	0	0.0	00:08:03	00:01:37	00:00:00	00:00:00	00:01:00	00:00:12	00:09:03	00:01:49	0	00:00:00	0	00:00:00
10:30	6	6	100.0	0	0.0	0	0.0	0	0.0	00:10:41	00:01:47	00:00:00	00:00:00	00:01:00	00:00:10	00:11:41	00:01:57	0	00:00:00	0	00:00:00
11:00	6	6	100.0	0	0.0	0	0.0	0	0.0	00:10:27	00:01:44	00:00:00	00:00:00	00:00:50	00:00:08	00:11:17	00:01:53	0	00:00:00	0	00:00:00
11:30	6	6	100.0	0	0.0	0	0.0	0	0.0	00:11:43	00:01:57	00:00:00	00:00:00	00:01:10	00:00:12	00:12:53	00:02:09	0	00:00:00	0	00:00:00
12:00	6	6	100.0	0	0.0	0	0.0	0	0.0	00:08:00	00:01:20	00:00:00	00:00:00	00:01:00	00:00:10	00:09:00	00:01:30	0	00:00:00	0	00:00:00
12:30	4	4	100.0	0	0.0	0	0.0	0	0.0	00:06:20	00:01:35	00:00:00	00:00:00	00:00:40	00:00:10	00:07:00	00:01:45	0	00:00:00	0	00:00:00
13:00	7	7	100.0	0	0.0	0	0.0	0	0.0	00:12:19	00:01:46	00:00:00	00:00:00	00:01:00	00:00:09	00:13:19	00:01:54	0	00:00:00	0	00:00:00
13:30	8	8	100.0	0	0.0	0	0.0	0	0.0	00:12:57	00:01:37	00:00:00	00:00:00	00:01:30	00:00:11	00:14:27	00:01:48	0	00:00:00	0	00:00:00
14:00	6	6	100.0	0	0.0	0	0.0	0	0.0	00:10:35	00:01:46	00:00:00	00:00:00	00:00:50	00:00:08	00:11:25	00:01:54	0	00:00:00	0	00:00:00
14:30	11	11	100.0	0	0.0	0	0.0	0	0.0	00:17:00	00:01:33	00:00:00	00:00:00	00:01:50	00:00:10	00:18:50	00:01:43	0	00:00:00	0	00:00:00

	Offered	Answered		Abandoned		Flow Outs		Transferred		Talk Time		Hold Time		ACW Time		Handle Time		NON-ACD			
		#	%	#	%	#	%	#	%	Duration	Average	Duration	Average	Duration	Average	Duration	Average	IN #	Average	OUT #	Average
Summary	6,646	6,628	99.7	0	0.0	18	0.3	0	0.0	20:05:28:05	00:04:24	00:00:00	00:00:00	20:09:16	00:00:11	21:01:37:21	00:04:35	1	00:07:49	2,426	00:00:15
15:00	6	6	100.0	0	0.0	0	0.0	0	0.0	00:11:36	00:01:56	00:00:00	00:00:00	00:01:00	00:00:10	00:12:36	00:02:06	0	00:00:00	0	00:00:00
15:30	5	5	100.0	0	0.0	0	0.0	0	0.0	00:09:38	00:01:56	00:00:00	00:00:00	00:01:00	00:00:12	00:10:38	00:02:08	0	00:00:00	0	00:00:00
16:00	7	7	100.0	0	0.0	0	0.0	0	0.0	00:11:42	00:01:40	00:00:00	00:00:00	00:01:10	00:00:10	00:12:52	00:01:50	0	00:00:00	0	00:00:00
16:30	6	6	100.0	0	0.0	0	0.0	0	0.0	00:10:32	00:01:45	00:00:00	00:00:00	00:01:00	00:00:10	00:11:32	00:01:55	0	00:00:00	0	00:00:00
17:00	10	10	100.0	0	0.0	0	0.0	0	0.0	00:18:08	00:01:49	00:00:00	00:00:00	00:01:30	00:00:09	00:19:38	00:01:58	0	00:00:00	0	00:00:00
17:30	7	7	100.0	0	0.0	0	0.0	0	0.0	00:09:27	00:01:21	00:00:00	00:00:00	00:01:10	00:00:10	00:10:37	00:01:31	0	00:00:00	0	00:00:00
18:00	8	8	100.0	0	0.0	0	0.0	0	0.0	00:12:57	00:01:37	00:00:00	00:00:00	00:01:20	00:00:10	00:14:17	00:01:47	0	00:00:00	0	00:00:00
18:30	10	10	100.0	0	0.0	0	0.0	0	0.0	00:15:50	00:01:35	00:00:00	00:00:00	00:01:40	00:00:10	00:17:30	00:01:45	0	00:00:00	0	00:00:00
19:00	7	7	100.0	0	0.0	0	0.0	0	0.0	00:14:40	00:02:06	00:00:00	00:00:00	00:01:10	00:00:10	00:15:50	00:02:16	0	00:00:00	0	00:00:00
19:30	7	7	100.0	0	0.0	0	0.0	0	0.0	00:13:47	00:01:58	00:00:00	00:00:00	00:01:20	00:00:11	00:15:07	00:02:10	0	00:00:00	0	00:00:00
20:00	11	11	100.0	0	0.0	0	0.0	0	0.0	00:18:37	00:01:42	00:00:00	00:00:00	00:01:40	00:00:09	00:20:17	00:01:51	0	00:00:00	0	00:00:00
20:30	7	7	100.0	0	0.0	0	0.0	0	0.0	00:12:44	00:01:49	00:00:00	00:00:00	00:01:20	00:00:11	00:14:04	00:02:01	0	00:00:00	0	00:00:00
21:00	9	9	100.0	0	0.0	0	0.0	0	0.0	00:14:27	00:01:36	00:00:00	00:00:00	00:01:20	00:00:09	00:15:47	00:01:45	0	00:00:00	0	00:00:00
21:30	5	5	100.0	0	0.0	0	0.0	0	0.0	00:10:27	00:02:05	00:00:00	00:00:00	00:01:00	00:00:12	00:11:27	00:02:17	0	00:00:00	0	00:00:00
22:00	12	12	100.0	0	0.0	0	0.0	0	0.0	00:18:17	00:01:31	00:00:00	00:00:00	00:01:50	00:00:09	00:20:07	00:01:41	0	00:00:00	0	00:00:00
22:30	7	7	100.0	0	0.0	0	0.0	0	0.0	00:13:49	00:01:58	00:00:00	00:00:00	00:01:20	00:00:11	00:15:09	00:02:10	0	00:00:00	0	00:00:00
23:00	5	5	100.0	0	0.0	0	0.0	0	0.0	00:09:47	00:01:57	00:00:00	00:00:00	00:00:50	00:00:10	00:10:37	00:02:07	0	00:00:00	0	00:00:00
23:30	8	8	100.0	0	0.0	0	0.0	0	0.0	00:13:27	00:01:41	00:00:00	00:00:00	00:01:10	00:00:09	00:14:37	00:01:50	0	00:00:00	0	00:00:00
per	48	48	100.0	0	0.0	0	0.0	0	0.0	06:57:02	00:08:41	00:00:00	00:00:00	00:19:10	00:00:24	07:16:12	00:09:05	0	00:00:00	0	00:00:00
Customer Service	28	28	100.0	0	0.0	0	0.0	0	0.0	04:11:48	00:09:00	00:00:00	00:00:00	00:04:10	00:00:09	04:15:58	00:09:08	0	00:00:00	0	00:00:00
13:00	2	2	100.0	0	0.0	0	0.0	0	0.0	00:23:57	00:11:58	00:00:00	00:00:00	00:00:20	00:00:10	00:24:17	00:12:08	0	00:00:00	0	00:00:00
13:30	2	2	100.0	0	0.0	0	0.0	0	0.0	00:15:11	00:07:36	00:00:00	00:00:00	00:00:10	00:00:05	00:15:21	00:07:40	0	00:00:00	0	00:00:00
14:00	1	1	100.0	0	0.0	0	0.0	0	0.0	00:20:18	00:20:18	00:00:00	00:00:00	00:00:20	00:00:20	00:20:38	00:20:38	0	00:00:00	0	00:00:00
14:30	2	2	100.0	0	0.0	0	0.0	0	0.0	00:13:39	00:06:50	00:00:00	00:00:00	00:00:10	00:00:05	00:13:49	00:06:54	0	00:00:00	0	00:00:00
15:00	2	2	100.0	0	0.0	0	0.0	0	0.0	00:19:49	00:09:54	00:00:00	00:00:00	00:00:30	00:00:15	00:20:19	00:10:10	0	00:00:00	0	00:00:00
15:30	1	1	100.0	0	0.0	0	0.0	0	0.0	00:00:50	00:00:50	00:00:00	00:00:00	00:00:00	00:00:00	00:00:50	00:00:50	0	00:00:00	0	00:00:00
16:00	1	1	100.0	0	0.0	0	0.0	0	0.0	00:15:32	00:15:32	00:00:00	00:00:00	00:00:10	00:00:10	00:15:42	00:15:42	0	00:00:00	0	00:00:00
16:30	1	1	100.0	0	0.0	0	0.0	0	0.0	00:08:30	00:08:30	00:00:00	00:00:00	00:00:10	00:00:10	00:08:40	00:08:40	0	00:00:00	0	00:00:00

	Offered	Answered		Abandoned		Flow Outs		Transferred		Talk Time		Hold Time		ACW Time		Handle Time		NON-ACD			
		#	%	#	%	#	%	#	%	Duration	Average	Duration	Average	Duration	Average	Duration	Average	IN #	Average	OUT #	Average
Summary	6,646	6,628	99.7	0	0.0	18	0.3	0	0.0	20:05:28.05	00:04:24	00:00:00	00:00:00	20:09:16	00:00:11	21:01:37.21	00:04:35	1	00:07:49	2,426	00:00:15
17:00	2	2	100.0	0	0.0	0	0.0	0	0.0	00:07:48	00:03:54	00:00:00	00:00:00	00:00:10	00:00:05	00:07:58	00:03:59	0	00:00:00	0	00:00:00
17:30	1	1	100.0	0	0.0	0	0.0	0	0.0	00:10:48	00:10:48	00:00:00	00:00:00	00:00:10	00:00:10	00:10:58	00:10:58	0	00:00:00	0	00:00:00
18:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:08:41	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:08:41	00:00:00	0	00:00:00	0	00:00:00
19:00	2	2	100.0	0	0.0	0	0.0	0	0.0	00:21:12	00:10:36	00:00:00	00:00:00	00:00:10	00:00:05	00:21:22	00:10:41	0	00:00:00	0	00:00:00
19:30	2	2	100.0	0	0.0	0	0.0	0	0.0	00:04:40	00:02:20	00:00:00	00:00:00	00:00:20	00:00:10	00:05:00	00:02:30	0	00:00:00	0	00:00:00
20:00	2	2	100.0	0	0.0	0	0.0	0	0.0	00:22:01	00:11:00	00:00:00	00:00:00	00:00:30	00:00:15	00:22:31	00:11:16	0	00:00:00	0	00:00:00
20:30	1	1	100.0	0	0.0	0	0.0	0	0.0	00:06:58	00:06:58	00:00:00	00:00:00	00:00:10	00:00:10	00:07:08	00:07:08	0	00:00:00	0	00:00:00
21:00	2	2	100.0	0	0.0	0	0.0	0	0.0	00:08:18	00:04:09	00:00:00	00:00:00	00:00:10	00:00:05	00:08:28	00:04:14	0	00:00:00	0	00:00:00
21:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:11:59	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00	00:12:09	00:00:00	0	00:00:00	0	00:00:00
22:00	2	2	100.0	0	0.0	0	0.0	0	0.0	00:18:17	00:09:08	00:00:00	00:00:00	00:00:10	00:00:05	00:18:27	00:09:14	0	00:00:00	0	00:00:00
22:30	1	1	100.0	0	0.0	0	0.0	0	0.0	00:09:36	00:09:36	00:00:00	00:00:00	00:00:20	00:00:20	00:09:56	00:09:56	0	00:00:00	0	00:00:00
23:30	1	1	100.0	0	0.0	0	0.0	0	0.0	00:03:44	00:03:44	00:00:00	00:00:00	00:00:00	00:00:00	00:03:44	00:03:44	0	00:00:00	0	00:00:00
Help Desk	20	20	100.0	0	0.0	0	0.0	0	0.0	02:45:14	00:08:16	00:00:00	00:00:00	00:15:00	00:00:45	03:00:14	00:09:01	0	00:00:00	0	00:00:00
13:30	1	1	100.0	0	0.0	0	0.0	0	0.0	00:07:32	00:07:32	00:00:00	00:00:00	00:00:45	00:00:45	00:08:17	00:08:17	0	00:00:00	0	00:00:00
14:30	1	1	100.0	0	0.0	0	0.0	0	0.0	00:04:07	00:04:07	00:00:00	00:00:00	00:00:45	00:00:45	00:04:52	00:04:52	0	00:00:00	0	00:00:00
15:00	1	1	100.0	0	0.0	0	0.0	0	0.0	00:05:20	00:05:20	00:00:00	00:00:00	00:00:00	00:00:00	00:05:20	00:05:20	0	00:00:00	0	00:00:00
15:30	1	1	100.0	0	0.0	0	0.0	0	0.0	00:15:52	00:15:52	00:00:00	00:00:00	00:01:30	00:01:30	00:17:22	00:17:22	0	00:00:00	0	00:00:00
16:30	3	3	100.0	0	0.0	0	0.0	0	0.0	00:13:07	00:04:22	00:00:00	00:00:00	00:01:30	00:00:30	00:14:37	00:04:52	0	00:00:00	0	00:00:00
17:00	1	1	100.0	0	0.0	0	0.0	0	0.0	00:14:58	00:14:58	00:00:00	00:00:00	00:01:30	00:01:30	00:16:28	00:16:28	0	00:00:00	0	00:00:00
17:30	2	2	100.0	0	0.0	0	0.0	0	0.0	00:13:24	00:06:42	00:00:00	00:00:00	00:01:30	00:00:45	00:14:54	00:07:27	0	00:00:00	0	00:00:00
19:30	2	2	100.0	0	0.0	0	0.0	0	0.0	00:18:30	00:09:15	00:00:00	00:00:00	00:01:30	00:00:45	00:20:00	00:10:00	0	00:00:00	0	00:00:00
20:30	1	1	100.0	0	0.0	0	0.0	0	0.0	00:11:02	00:11:02	00:00:00	00:00:00	00:00:45	00:00:45	00:11:47	00:11:47	0	00:00:00	0	00:00:00
21:30	2	2	100.0	0	0.0	0	0.0	0	0.0	00:11:48	00:05:54	00:00:00	00:00:00	00:00:45	00:00:22	00:12:33	00:06:16	0	00:00:00	0	00:00:00
22:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:08:47	00:00:00	00:00:00	00:00:00	00:00:45	00:00:00	00:09:32	00:00:00	0	00:00:00	0	00:00:00
22:30	2	2	100.0	0	0.0	0	0.0	0	0.0	00:11:22	00:05:41	00:00:00	00:00:00	00:00:57	00:00:28	00:12:19	00:06:10	0	00:00:00	0	00:00:00
23:00	2	2	100.0	0	0.0	0	0.0	0	0.0	00:11:14	00:05:37	00:00:00	00:00:00	00:01:18	00:00:39	00:12:32	00:06:16	0	00:00:00	0	00:00:00
23:30	1	1	100.0	0	0.0	0	0.0	0	0.0	00:18:11	00:18:11	00:00:00	00:00:00	00:01:30	00:01:30	00:19:41	00:19:41	0	00:00:00	0	00:00:00
Summary	561	561	100.0	0	0.0	0	0.0	0	0.0	20:57:36	00:02:15	00:00:00	00:00:00	01:33:30	00:00:10	22:31:06	00:02:25	0	00:00:00	15	00:00:15