



User Productivity Summary

Date: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Media Type: Call

Summaries Per User

User	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
Grand Total	73041	72212	0.99	15	0.00	814	0.01	14	0.00	218:23:36.12	00:04:22	00:25:59	00:00:00	10:04:54:45	00:00:12	229:04:56:56	00:04:34	7	00:10:43	31874	00:00:16
Site : 1																					
Aar	3	3	1.00	0	0.00	0	0.00	0	0.00	00:05:15	00:01:45	00:00:04	00:00:01	00:00:30	00:00:10	00:05:49	00:01:56	0	00:00:00	4	00:01:22
Abi	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Ada	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Alla	144	144	1.00	0	0.00	0	0.00	0	0.00	20:34:02	00:08:34	00:00:00	00:00:00	00:54:35	00:00:23	21:28:37	00:08:57	0	00:00:00	0	00:00:00
Allie	3598	3598	1.00	0	0.00	0	0.00	0	0.00	4:09:53:30	00:01:46	00:00:00	00:00:00	09:59:32	00:00:10	4:19:53:02	00:01:56	0	00:00:00	4546	00:00:15
Am	369	369	1.00	0	0.00	0	0.00	0	0.00	2:06:05:24	00:08:48	00:00:00	00:00:00	02:21:01	00:00:23	2:08:26:25	00:09:11	0	00:00:00	0	00:00:00
Anv	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
An	3	2	0.67	0	0.00	1	0.33	0	0.00	00:05:26	00:02:43	00:00:14	00:00:07	00:00:04	00:00:02	00:05:44	00:02:52	0	00:00:00	0	00:00:00
Ba	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	1	00:00:01	0	00:00:00
Be	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Bei	299	299	1.00	0	0.00	0	0.00	0	0.00	1:20:18:48	00:08:54	00:00:00	00:00:00	03:31:05	00:00:42	1:23:49:53	00:09:36	0	00:00:00	0	00:00:00
Bill	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Bol	5874	5874	1.00	0	0.00	0	0.00	0	0.00	9:06:14:23	00:02:16	00:00:00	00:00:00	16:18:56	00:00:10	9:22:33:19	00:02:26	0	00:00:00	582	00:00:15
Bol	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Bol	4	4	1.00	0	0.00	0	0.00	0	0.00	00:01:46	00:00:26	00:00:00	00:00:00	00:00:00	00:00:00	00:01:46	00:00:26	0	00:00:00	2	00:00:48
Bo	694	694	1.00	0	0.00	0	0.00	0	0.00	3:23:43:16	00:08:17	00:00:00	00:00:00	01:51:57	00:00:10	4:01:35:13	00:08:26	0	00:00:00	0	00:00:00
Bo	1	1	1.00	0	0.00	0	0.00	0	0.00	00:05:02	00:05:02	00:00:08	00:00:08	00:00:10	00:00:10	00:05:20	00:05:20	0	00:00:00	0	00:00:00
Bri	20	16	0.80	0	0.00	4	0.20	2	0.10	00:43:14	00:02:42	00:05:18	00:00:20	00:02:08	00:00:08	00:50:40	00:03:10	0	00:00:00	16	00:00:48
Br	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	1	00:00:06
Bri	5570	5570	1.00	0	0.00	0	0.00	0	0.00	8:08:52:12	00:02:10	00:00:00	00:00:00	15:28:16	00:00:10	9:00:20:28	00:02:20	0	00:00:00	1153	00:00:15
Bri	112	112	1.00	0	0.00	0	0.00	1	0.01	15:30:35	00:08:19	00:00:00	00:00:00	01:21:45	00:00:44	16:52:20	00:09:02	0	00:00:00	0	00:00:00
Bri	127	127	1.00	0	0.00	0	0.00	0	0.00	19:04:10	00:09:01	00:00:00	00:00:00	00:46:45	00:00:22	19:50:55	00:09:23	0	00:00:00	0	00:00:00
Cl	136	136	1.00	0	0.00	0	0.00	0	0.00	19:35:41	00:08:39	00:00:00	00:00:00	00:55:40	00:00:25	20:31:21	00:09:03	0	00:00:00	0	00:00:00
Cl	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Cl	17	11	0.65	0	0.00	6	0.35	1	0.06	00:41:10	00:03:45	00:01:06	00:00:06	00:01:20	00:00:07	00:43:36	00:03:58	0	00:00:00	0	00:00:00
Ch	501	501	1.00	0	0.00	0	0.00	0	0.00	3:00:08:09	00:08:38	00:00:00	00:00:00	01:21:10	00:00:10	3:01:29:19	00:08:48	0	00:00:00	0	00:00:00

This document was created using an EVALUATION version of ActiveReports. Only a licensed user may legally create reports for use in production. Please report infractions or address questions to sales@grapecity.us.com. Copyright © 2002-2010 GrapeCity, inc. All rights reserved.

User	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
Chi	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Chris	258	258	1.00	0	0.00	0	0.00	0	0.00	1:13:14.01	00:08:40	00:00:00	00:00:00	01:43:23	00:00:24	1:14:57.24	00:09:04	0	00:00:00	0	00:00:00
clm	3666	3666	1.00	0	0.00	0	0.00	0	0.00	4:09:36.24	00:01:44	00:00:00	00:00:00	10:11:09	00:00:10	4:19:47.33	00:01:54	0	00:00:00	4268	00:00:15
Coc	132	132	1.00	0	0.00	0	0.00	0	0.00	20:12:46	00:09:11	00:00:00	00:00:00	01:05:05	00:00:30	21:17:51	00:09:41	0	00:00:00	0	00:00:00
Col	6	3	0.50	0	0.00	3	0.50	0	0.00	00:01:11	00:00:24	00:00:00	00:00:00	00:00:10	00:00:03	00:01:21	00:00:27	0	00:00:00	11	00:00:46
Cra	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Dal	690	690	1.00	0	0.00	0	0.00	0	0.00	4:00:47.50	00:08:25	00:00:00	00:00:00	01:51:30	00:00:10	4:02:39.20	00:08:35	0	00:00:00	0	00:00:00
Dar	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
De	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	2	00:02:28
De	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
De	11	8	0.73	0	0.00	3	0.27	0	0.00	01:10:57	00:08:52	00:00:52	00:00:06	00:01:10	00:00:09	01:12:59	00:09:07	0	00:00:00	15	00:01:01
De	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
De	7	4	0.57	0	0.00	3	0.43	0	0.00	00:03:33	00:00:53	00:00:00	00:00:00	00:00:20	00:00:05	00:03:53	00:00:58	0	00:00:00	1	00:00:20
De	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Da	8	5	0.63	1	0.13	2	0.25	1	0.13	01:29:25	00:17:53	00:00:24	00:00:05	00:00:05	00:00:01	01:29:54	00:17:59	0	00:00:00	3	00:06:04
De	2	2	1.00	0	0.00	0	0.00	0	0.00	00:03:02	00:01:31	00:00:09	00:00:04	00:00:10	00:00:05	00:03:21	00:01:40	0	00:00:00	0	00:00:00
Do	3703	3702	1.00	1	0.00	0	0.00	0	0.00	4:09:59.19	00:01:43	00:00:00	00:00:00	10:17:02	00:00:10	4:20:16.21	00:01:53	0	00:00:00	4262	00:00:15
Do	598	598	1.00	0	0.00	0	0.00	0	0.00	3:10:20.00	00:08:16	00:00:00	00:00:00	07:15:00	00:00:44	3:17:35.00	00:08:59	0	00:00:00	0	00:00:00
Do	108	108	1.00	0	0.00	0	0.00	0	0.00	15:45:59	00:08:46	00:00:00	00:00:00	00:43:59	00:00:24	16:29:58	00:09:10	0	00:00:00	0	00:00:00
Eliz	192	192	1.00	0	0.00	0	0.00	0	0.00	1:02:39.00	00:08:20	00:00:00	00:00:00	02:15:45	00:00:42	1:04:54.45	00:09:02	0	00:00:00	0	00:00:00
Ell	1634	1634	1.00	0	0.00	0	0.00	0	0.00	6:04:27.27	00:05:27	00:00:00	00:00:00	00:00:00	00:00:00	6:04:27.27	00:05:27	0	00:00:00	0	00:00:00
Eri	4810	4810	1.00	0	0.00	0	0.00	0	0.00	8:22:13.26	00:02:40	00:00:00	00:00:00	13:21:25	00:00:10	9:11:34.51	00:02:50	1	00:00:12	933	00:00:15
Er	7	5	0.71	2	0.29	0	0.00	0	0.00	00:02:54	00:00:35	00:00:00	00:00:00	00:00:40	00:00:08	00:03:34	00:00:43	0	00:00:00	0	00:00:00
Er	7	4	0.57	0	0.00	3	0.43	0	0.00	00:21:20	00:05:20	00:00:17	00:00:04	00:00:37	00:00:09	00:22:14	00:05:34	0	00:00:00	7	00:00:40
E	766	766	1.00	0	0.00	0	0.00	0	0.00	4:12:54.43	00:08:32	00:00:00	00:00:00	05:27:27	00:00:26	4:18:22.10	00:08:58	0	00:00:00	0	00:00:00
F	126	126	1.00	0	0.00	0	0.00	0	0.00	19:37:09	00:09:21	00:00:00	00:00:00	01:04:30	00:00:31	20:41:39	00:09:51	0	00:00:00	0	00:00:00
F	3	3	1.00	0	0.00	0	0.00	0	0.00	00:04:30	00:01:30	00:00:00	00:00:00	00:00:30	00:00:10	00:05:00	00:01:40	0	00:00:00	0	00:00:00
F	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	4	00:54:53
C	723	723	1.00	0	0.00	0	0.00	0	0.00	2:06:01.45	00:04:29	00:00:00	00:00:00	01:59:40	00:00:10	2:08:01.25	00:04:39	0	00:00:00	0	00:00:00
G	134	134	1.00	0	0.00	0	0.00	0	0.00	18:27:26	00:08:16	00:00:00	00:00:00	00:21:40	00:00:10	18:49:06	00:08:26	0	00:00:00	0	00:00:00
g	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
C	879	879	1.00	0	0.00	0	0.00	0	0.00	1:05:04.18	00:01:59	00:00:00	00:00:00	02:26:30	00:00:10	1:07:30.48	00:02:09	0	00:00:00	5148	00:00:15
H	618	618	1.00	0	0.00	0	0.00	0	0.00	1:22:13.17	00:04:29	00:00:00	00:00:00	01:42:40	00:00:10	1:23:55.57	00:04:39	0	00:00:00	0	00:00:00
H	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
H	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
He	126	126	1.00	0	0.00	0	0.00	0	0.00	19:02:01	00:09:04	00:00:00	00:00:00	00:42:25	00:00:20	19:44:26	00:09:24	0	00:00:00	0	00:00:00

This document was created using an EVALUATION version of ActiveReports. Only a licensed user may legally create reports for use in production. Please report infractions or address questions to sales@grapecity.us.com. Copyright © 2002-2010 GrapeCity, inc. All rights reserved.