



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																					
Aaron Robertson	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 Chandra	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
Adam Elkins	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
Allan Lucus	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 Eutsey	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
Amy Cooper	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
Andrew Rogosin	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
Andy Starrett	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
Barry Hartwig	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
Becky Oliver	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
Beth Collier	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 Gildea	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
Bob Kemna	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
Bob Shappell	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
Bob Spearman	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
Bob Tomatoe	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
Boubacar Diallo	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
Brad Forsythe	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
Bradley Forsythe	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
Brian Boudouris	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
Brian Williams	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
Bruce Knapp	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
Chad Mimms	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
Charles Avila	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
Chas Bowman	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
Chris Herr	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

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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
Chris Majer	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
Christian Leedy	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
Clinton Hunsucker	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
Cody Hollars	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
Colin Steeples	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
Craig Dahlinger	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
Dale Pierce	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
Dan Joons	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
Danilo Rivera	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
Darryl Goldfain	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
Dave Gussin	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
David Bedwell	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
David Bolefski	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
David Fuller	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
David Ham	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
Dennis Medeiros	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
Dona Bellin	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
Doug Mygrant	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
Doug Noll	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
Elizabeth Sanders	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
Ellis McBride	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
Eric Longnecker	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
Eric Sewell	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
Erik Skoog	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
Ethan Peterson	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
Fernando Hartzler	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
Fred Wruck	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
FreedomVoice Agent2	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
Gerard Campbell	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
Gino Andre	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
guest.9001	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
Guy Risk	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
Harriet Terry	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
Harry Berg	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
Heiko Kuhn	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
Helmut Grohnert	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

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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
Henrietta Hall	1619	1619	1.00	0	0.00	0	0.00	0	0.00	6:04:40:43	00:05:31	00:00:00	00:00:00	00:00:00	00:00:00	6:04:40:43	00:05:31	0	00:00:00	0	00:00:00
Hillary Kehrer	798	798	1.00	0	0.00	0	0.00	0	0.00	4:13:46:44	00:08:15	00:00:00	00:00:00	05:38:01	00:00:25	4:19:24:45	00:08:41	0	00:00:00	0	00:00:00
Hope Martin	152	152	1.00	0	0.00	0	0.00	0	0.00	21:18:47	00:08:25	00:00:00	00:00:00	01:00:56	00:00:24	22:19:43	00:08:49	0	00:00:00	0	00:00:00
Howard Frenkel	7	5	0.71	0	0.00	2	0.29	2	0.29	01:01:32	00:12:18	00:01:32	00:00:18	00:00:53	00:00:11	01:03:57	00:12:47	1	00:00:09	1	00:00:41
I3 Partner25	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	2	00:00:51	4	00:03:30
I3 Partner26	5	3	0.60	0	0.00	2	0.40	0	0.00	00:28:34	00:09:31	00:00:00	00:00:00	00:00:36	00:00:12	00:29:10	00:09:43	0	00:00:00	3	00:01:08
I3 Partner302	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
I3 Partner332	2	2	1.00	0	0.00	0	0.00	0	0.00	00:00:37	00:00:18	00:01:32	00:00:46	00:00:30	00:00:15	00:02:39	00:01:20	0	00:00:00	5	00:01:11
I3 Partner365	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
I3 Partner370	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	00:00:13	0	00:00:00
I3 Partner371	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	00:00:10	0	00:00:00
I3 Partner374	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
I3 Partner375	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
I3 Partner6	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	3	00:03:11
Jaime Gonzalez	4	4	1.00	0	0.00	0	0.00	0	0.00	00:24:20	00:06:05	00:02:19	00:00:35	00:00:40	00:00:10	00:27:19	00:06:50	0	00:00:00	2	00:00:59
Jamie Mang	259	259	1.00	0	0.00	0	0.00	0	0.00	1:12:47:14	00:08:31	00:00:00	00:00:00	01:35:11	00:00:22	1:14:22:25	00:08:53	0	00:00:00	0	00:00:00
Jason Bender	116	116	1.00	0	0.00	0	0.00	0	0.00	17:03:55	00:08:50	00:00:00	00:00:00	00:50:40	00:00:26	17:54:35	00:09:16	0	00:00:00	0	00:00:00
	641	641	1.00	0	0.00	0	0.00	0	0.00	3:18:08:37	00:08:26	00:00:00	00:00:00	07:48:15	00:00:44	4:01:56:52	00:09:10	0	00:00:00	0	00:00:00
Jason Carter	4	3	0.75	0	0.00	1	0.25	0	0.00	00:02:01	00:00:40	00:00:26	00:00:09	00:00:25	00:00:08	00:02:52	00:00:57	0	00:00:00	0	00:00:00
Jason Lee	270	270	1.00	0	0.00	0	0.00	0	0.00	1:14:04:01	00:08:28	00:00:00	00:00:00	00:42:20	00:00:09	1:14:46:21	00:08:37	0	00:00:00	0	00:00:00
Javier Birdsall	1777	1777	1.00	0	0.00	0	0.00	0	0.00	2:09:21:57	00:01:56	00:00:00	00:00:00	04:56:02	00:00:10	2:14:17:59	00:02:06	0	00:00:00	4331	00:00:15
Jen Ayton	3	3	1.00	0	0.00	0	0.00	0	0.00	00:04:31	00:01:30	00:00:00	00:00:00	00:00:30	00:00:10	00:05:01	00:01:40	0	00:00:00	0	00:00:00
Jenifer Carpenter	762	762	1.00	0	0.00	0	0.00	0	0.00	4:07:41:40	00:08:10	00:00:00	00:00:00	05:30:25	00:00:26	4:13:12:05	00:08:36	0	00:00:00	0	00:00:00
Jenna Eickman	163	163	1.00	0	0.00	0	0.00	0	0.00	23:54:13	00:08:48	00:00:00	00:00:00	01:02:25	00:00:23	1:00:56:38	00:09:11	0	00:00:00	0	00:00:00
	196	196	1.00	0	0.00	0	0.00	0	0.00	1:04:08:09	00:08:37	00:00:00	00:00:00	02:22:59	00:00:44	1:06:31:08	00:09:21	0	00:00:00	0	00:00:00
Jennifer Rios	131	131	1.00	0	0.00	0	0.00	0	0.00	19:31:52	00:08:57	00:00:00	00:00:00	00:48:00	00:00:22	20:19:52	00:09:19	0	00:00:00	0	00:00:00
Jennifer Wilson	3	0	0.00	3	1.00	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
	402	402	1.00	0	0.00	0	0.00	0	0.00	2:08:37:33	00:08:27	00:00:00	00:00:00	04:54:39	00:00:44	2:13:32:12	00:09:11	0	00:00:00	0	00:00:00
Jeroen Buis	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
Jessie Hinchey	127	127	1.00	0	0.00	0	0.00	0	0.00	18:30:50	00:08:45	00:00:00	00:00:00	01:04:05	00:00:30	19:34:55	00:09:15	0	00:00:00	0	00:00:00
Jo Howell	121	121	1.00	0	0.00	0	0.00	0	0.00	16:27:03	00:08:09	00:00:00	00:00:00	00:47:10	00:00:23	17:14:13	00:08:33	0	00:00:00	0	00:00:00
Jody Roberts	1	1	1.00	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	5	00:02:48
John Capone	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
John Carr	538	538	1.00	0	0.00	0	0.00	0	0.00	3:04:12:34	00:08:30	00:00:00	00:00:00	01:27:04	00:00:10	3:05:39:38	00:08:40	0	00:00:00	0	00:00:00
John Watkinson	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
Johnny Watkinson	5	3	0.60	0	0.00	2	0.40	0	0.00	01:11:13	00:23:44	00:00:27	00:00:09	00:00:10	00:00:03	01:11:50	00:23:57	0	00:00:00	0	00:00:00

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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
Jos Mols	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
Juan Mazuera	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
Juanma Gutierrez	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	00:01:23
Julian Hernandez	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
Julianne Havel	125	125	1.00	0	0.00	0	0.00	0	0.00	18:54:29	00:09:05	00:00:00	00:00:00	01:04:20	00:00:31	19:58:49	00:09:35	0	00:00:00	0	00:00:00
Julie Smith	340	340	1.00	0	0.00	0	0.00	0	0.00	1:23:47:17	00:08:26	00:00:00	00:00:00	00:55:47	00:00:10	2:00:43:04	00:08:36	0	00:00:00	0	00:00:00
Julio Friedland	135	135	1.00	0	0.00	0	0.00	0	0.00	18:19:31	00:08:09	00:00:00	00:00:00	01:05:00	00:00:29	19:24:31	00:08:38	0	00:00:00	0	00:00:00
Julio Garcia	8	8	1.00	0	0.00	0	0.00	0	0.00	00:18:26	00:02:18	00:00:06	00:00:01	00:01:20	00:00:10	00:19:52	00:02:29	0	00:00:00	3	00:01:31
Julio Gonzalez	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
Justin Hawkins	12	12	1.00	0	0.00	0	0.00	0	0.00	00:14:37	00:01:13	00:00:00	00:00:00	00:01:01	00:00:05	00:15:38	00:01:18	0	00:00:00	3	00:01:01
Karl Stoneking	710	710	1.00	0	0.00	0	0.00	0	0.00	4:01:30:55	00:08:14	00:00:00	00:00:00	01:54:30	00:00:10	4:03:25:25	00:08:24	0	00:00:00	0	00:00:00
Kathy Johnson	117	117	1.00	0	0.00	0	0.00	0	0.00	17:04:13	00:08:45	00:00:00	00:00:00	00:19:00	00:00:10	17:23:13	00:08:55	0	00:00:00	0	00:00:00
Kenya Wolken	132	132	1.00	0	0.00	0	0.00	0	0.00	20:22:14	00:09:16	00:00:00	00:00:00	01:08:30	00:00:31	21:30:44	00:09:47	0	00:00:00	0	00:00:00
	111	111	1.00	0	0.00	0	0.00	0	0.00	16:39:08	00:09:00	00:00:00	00:00:00	01:18:00	00:00:42	17:57:08	00:09:42	0	00:00:00	0	00:00:00
Lance Guan	278	278	1.00	0	0.00	0	0.00	0	0.00	1:15:54:38	00:08:37	00:00:00	00:00:00	01:55:57	00:00:25	1:17:50:35	00:09:02	0	00:00:00	0	00:00:00
Lance Hursey	172	172	1.00	0	0.00	0	0.00	0	0.00	1:00:13:49	00:08:27	00:00:00	00:00:00	00:55:45	00:00:19	1:01:09:34	00:08:47	0	00:00:00	0	00:00:00
	133	133	1.00	0	0.00	0	0.00	0	0.00	18:57:13	00:08:33	00:00:00	00:00:00	01:35:15	00:00:43	20:32:28	00:09:16	0	00:00:00	0	00:00:00
	103	103	1.00	0	0.00	0	0.00	0	0.00	14:24:29	00:08:24	00:00:00	00:00:00	01:11:15	00:00:42	15:35:44	00:09:05	0	00:00:00	0	00:00:00
Laurent Millan	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	00:03:58
Leandro Scavuzzo	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
Lesley Martin	4301	4301	1.00	0	0.00	0	0.00	0	0.00	9:00:44:07	00:03:01	00:00:00	00:00:00	11:56:44	00:00:10	9:12:40:51	00:03:11	0	00:00:00	839	00:00:15
Lessie MacAslan	2	2	1.00	0	0.00	0	0.00	0	0.00	00:03:00	00:01:30	00:00:00	00:00:00	00:00:20	00:00:10	00:03:20	00:01:40	0	00:00:00	0	00:00:00
Linda Herr	159	159	1.00	0	0.00	0	0.00	0	0.00	22:57:47	00:08:40	00:00:00	00:00:00	00:24:50	00:00:09	23:22:37	00:08:49	0	00:00:00	0	00:00:00
Linda Zollar	142	142	1.00	0	0.00	0	0.00	0	0.00	20:20:58	00:08:36	00:00:00	00:00:00	00:22:20	00:00:09	20:43:18	00:08:45	0	00:00:00	0	00:00:00
Lisa Schwartz	168	168	1.00	0	0.00	0	0.00	0	0.00	1:00:26:03	00:08:44	00:00:00	00:00:00	00:26:40	00:00:10	1:00:52:43	00:08:53	0	00:00:00	0	00:00:00
Lisa Weed	117	117	1.00	0	0.00	0	0.00	0	0.00	17:01:07	00:08:44	00:00:00	00:00:00	00:18:50	00:00:10	17:19:57	00:08:53	0	00:00:00	0	00:00:00
Lonnie Wiesner	143	143	1.00	0	0.00	0	0.00	0	0.00	19:56:29	00:08:22	00:00:00	00:00:00	00:58:50	00:00:25	20:55:19	00:08:47	0	00:00:00	0	00:00:00
Madeline Gilbert	179	0	0.00	0	0.00	179	1.00	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
Marianne Desjardins	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
Mark Malin	133	133	1.00	0	0.00	0	0.00	0	0.00	19:47:39	00:08:56	00:00:00	00:00:00	00:20:40	00:00:09	20:08:19	00:09:05	0	00:00:00	0	00:00:00
Mark Piskadlo	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
Marylyn Patrick	2	2	1.00	0	0.00	0	0.00	0	0.00	00:03:00	00:01:30	00:00:00	00:00:00	00:00:20	00:00:10	00:03:20	00:01:40	0	00:00:00	0	00:00:00
Mathew Autin	285	285	1.00	0	0.00	0	0.00	0	0.00	1:17:44:38	00:08:47	00:00:00	00:00:00	01:50:45	00:00:23	1:19:35:23	00:09:11	0	00:00:00	0	00:00:00
Matt Arrandale	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
Matt Gustitus	4503	4503	1.00	0	0.00	0	0.00	0	0.00	9:10:23:32	00:03:01	00:00:00	00:00:00	12:30:24	00:00:10	9:22:53:56	00:03:11	0	00:00:00	612	00:00:15
Melissa Clark	116	116	1.00	0	0.00	0	0.00	0	0.00	17:33:22	00:09:05	00:00:00	00:00:00	00:54:30	00:00:28	18:27:52	00:09:33	0	00:00:00	0	00:00:00

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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
	98	98	1.00	0	0.00	0	0.00	0	0.00	14:33:36	00:08:55	00:00:00	00:00:00	01:10:30	00:00:43	15:44:06	00:09:38	0	00:00:00	0	00:00:00
Melissa Patterson	119	119	1.00	0	0.00	0	0.00	0	0.00	17:28:41	00:08:49	00:00:00	00:00:00	00:51:20	00:00:26	18:20:01	00:09:15	0	00:00:00	0	00:00:00
Michael Logan	12	10	0.83	0	0.00	2	0.17	0	0.00	01:11:20	00:07:08	00:00:00	00:00:00	00:01:10	00:00:07	01:12:30	00:07:15	0	00:00:00	0	00:00:00
Michael Shrall	3	3	1.00	0	0.00	0	0.00	1	0.33	00:00:15	00:00:05	00:00:04	00:00:01	00:00:33	00:00:11	00:00:52	00:00:17	0	00:00:00	2	00:00:17
Mike Bode	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	00:01:00
Mike Murphy	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
Mike Rice	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
Mike Wagamon	127	127	1.00	0	0.00	0	0.00	0	0.00	18:40:29	00:08:49	00:00:00	00:00:00	00:54:25	00:00:26	19:34:54	00:09:15	0	00:00:00	0	00:00:00
Milagros Dilullo	109	109	1.00	0	0.00	0	0.00	0	0.00	15:53:08	00:08:45	00:00:00	00:00:00	00:54:40	00:00:30	16:47:48	00:09:15	0	00:00:00	0	00:00:00
Monica Venancio	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	00:00:07
Monty Sanders	155	155	1.00	0	0.00	0	0.00	0	0.00	22:23:32	00:08:40	00:00:00	00:00:00	00:24:50	00:00:10	22:48:22	00:08:50	0	00:00:00	0	00:00:00
Morgan Young	140	140	1.00	0	0.00	0	0.00	0	0.00	20:32:49	00:08:48	00:00:00	00:00:00	01:10:05	00:00:30	21:42:54	00:09:18	0	00:00:00	0	00:00:00
Neil Kindell	175	175	1.00	0	0.00	0	0.00	0	0.00	23:51:37	00:08:11	00:00:00	00:00:00	01:05:10	00:00:22	1:00:56:47	00:08:33	0	00:00:00	0	00:00:00
Nicholas Miller	258	258	1.00	0	0.00	0	0.00	1	0.00	1:14:50:20	00:09:02	00:00:00	00:00:00	01:45:47	00:00:25	1:16:36:07	00:09:27	0	00:00:00	0	00:00:00
Noemi Amoroso	300	0	0.00	0	0.00	300	1.00	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
Partner 572	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	3	00:03:54
Partner 602	1	0	0.00	1	1.00	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	8	00:05:50
Partner 603	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	00:00:36
Partner 673	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	00:02:28
Partner 678	9	6	0.67	0	0.00	3	0.33	1	0.11	00:07:08	00:01:11	00:00:00	00:00:00	00:01:30	00:00:15	00:08:38	00:01:26	0	00:00:00	17	00:00:50
Partner 681	6	3	0.50	1	0.17	2	0.33	1	0.17	00:06:21	00:02:07	00:00:26	00:00:09	00:00:45	00:00:15	00:07:32	00:02:31	0	00:00:00	7	00:00:56
Partner 713	3	1	0.33	0	0.00	2	0.67	0	0.00	00:06:03	00:06:03	00:02:28	00:02:28	00:00:15	00:00:15	00:08:46	00:08:46	0	00:00:00	0	00:00:00
Partner 732	10	8	0.80	1	0.10	1	0.10	0	0.00	00:03:39	00:00:27	00:00:00	00:00:00	00:01:11	00:00:09	00:04:50	00:00:36	0	00:00:00	6	00:00:28
Paul Burmiester	134	134	1.00	0	0.00	0	0.00	0	0.00	19:48:53	00:08:52	00:00:00	00:00:00	00:47:09	00:00:21	20:36:02	00:09:13	0	00:00:00	0	00:00:00
Paul Causey	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
Penelope Pyne	2945	2945	1.00	0	0.00	0	0.00	0	0.00	3:13:42:57	00:01:45	00:00:00	00:00:00	08:10:53	00:00:10	3:21:53:50	00:01:55	0	00:00:00	5004	00:00:15
Percy Bowman	598	598	1.00	0	0.00	0	0.00	0	0.00	1:20:41:55	00:04:29	00:00:00	00:00:00	01:38:40	00:00:10	1:22:20:35	00:04:39	0	00:00:00	0	00:00:00
Peter Tailby	9	2	0.22	0	0.00	7	0.78	0	0.00	00:02:23	00:01:12	00:00:00	00:00:00	00:00:20	00:00:10	00:02:43	00:01:22	0	00:00:00	2	00:00:24
Phil Merriman	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
Quentin Clark	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
Rachel Conner	623	623	1.00	0	0.00	0	0.00	0	0.00	1:22:32:47	00:04:29	00:00:00	00:00:00	01:42:20	00:00:10	2:00:15:07	00:04:39	0	00:00:00	0	00:00:00
Ramon Szeitszam	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	00:01:14
Raul Rincon	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
Rian Logan	4	2	0.50	0	0.00	2	0.50	0	0.00	00:05:47	00:02:54	00:00:00	00:00:00	00:00:20	00:00:10	00:06:07	00:03:04	0	00:00:00	16	00:03:40
Robert Chuvalas	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
Robin West	116	116	1.00	0	0.00	0	0.00	0	0.00	17:27:01	00:09:02	00:00:00	00:00:00	00:49:50	00:00:26	18:16:51	00:09:27	0	00:00:00	0	00:00:00

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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
Robyn Stokes	1	1	1.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:10	00:00:10	00:00:10	0	00:00:00	0	00:00:00
Rolando Lawrence	1577	1577	1.00	0	0.00	0	0.00	0	0.00	6:04:39:02	00:05:39	00:00:00	00:00:00	00:00:00	00:00:00	6:04:39:02	00:05:39	0	00:00:00	0	00:00:00
	191	191	1.00	0	0.00	0	0.00	0	0.00	1:02:17:35	00:08:16	00:00:00	00:00:00	02:14:15	00:00:42	1:04:31:50	00:08:58	0	00:00:00	0	00:00:00
Roxie Kamel	153	153	1.00	0	0.00	0	0.00	0	0.00	22:02:16	00:08:39	00:00:00	00:00:00	00:55:40	00:00:22	22:57:56	00:09:00	0	00:00:00	0	00:00:00
Rudy Hunter	1602	1602	1.00	0	0.00	0	0.00	0	0.00	6:04:47:56	00:05:34	00:00:00	00:00:00	00:00:00	00:00:00	6:04:47:56	00:05:34	0	00:00:00	0	00:00:00
Russ Johnson	1	1	1.00	0	0.00	0	0.00	0	0.00	00:05:34	00:05:34	00:00:23	00:00:23	00:00:15	00:00:15	00:06:12	00:06:12	0	00:00:00	1	00:00:08
Ryan McAdams	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
	130	130	1.00	0	0.00	0	0.00	0	0.00	18:53:43	00:08:43	00:00:00	00:00:00	01:30:04	00:00:42	20:23:47	00:09:25	0	00:00:00	0	00:00:00
Sara Newman	1630	1630	1.00	0	0.00	0	0.00	0	0.00	6:04:26:12	00:05:28	00:00:00	00:00:00	00:00:00	00:00:00	6:04:26:12	00:05:28	0	00:00:00	0	00:00:00
	116	116	1.00	0	0.00	0	0.00	0	0.00	16:37:32	00:08:36	00:00:00	00:00:00	01:21:58	00:00:42	17:59:30	00:09:18	0	00:00:00	0	00:00:00
Scott Ridgway	1	1	1.00	0	0.00	0	0.00	0	0.00	00:01:55	00:01:55	00:00:00	00:00:00	00:00:13	00:00:13	00:02:08	00:02:08	0	00:00:00	1	00:01:09
Scott Stallings	113	113	1.00	0	0.00	0	0.00	0	0.00	16:12:04	00:08:36	00:00:00	00:00:00	00:39:05	00:00:21	16:51:09	00:08:57	0	00:00:00	0	00:00:00
Scott Wilson	119	119	1.00	0	0.00	0	0.00	0	0.00	18:31:07	00:09:20	00:00:00	00:00:00	00:52:48	00:00:27	19:23:55	00:09:47	0	00:00:00	0	00:00:00
Sean Hadden	116	116	1.00	0	0.00	0	0.00	0	0.00	17:11:40	00:08:54	00:00:00	00:00:00	00:58:40	00:00:30	18:10:20	00:09:24	0	00:00:00	0	00:00:00
Serena Colvard	140	140	1.00	0	0.00	0	0.00	0	0.00	20:23:37	00:08:44	00:00:00	00:00:00	00:52:50	00:00:23	21:16:27	00:09:07	0	00:00:00	0	00:00:00
Shailesh Govekar	1	0	0.00	1	1.00	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
Shane Chuvalas	8	4	0.50	0	0.00	4	0.50	0	0.00	00:27:44	00:06:56	00:01:56	00:00:29	00:00:36	00:00:09	00:30:16	00:07:34	0	00:00:00	3	00:00:14
Sharon Fletcher	1628	1628	1.00	0	0.00	0	0.00	0	0.00	6:04:25:48	00:05:28	00:00:00	00:00:00	00:00:00	00:00:00	6:04:25:48	00:05:28	0	00:00:00	0	00:00:00
Sharron Kensey	134	134	1.00	0	0.00	0	0.00	0	0.00	19:28:33	00:08:43	00:00:00	00:00:00	00:47:15	00:00:21	20:15:48	00:09:04	0	00:00:00	0	00:00:00
Shelia Miller	127	127	1.00	0	0.00	0	0.00	0	0.00	18:40:26	00:08:49	00:00:00	00:00:00	00:19:30	00:00:09	18:59:56	00:08:59	0	00:00:00	0	00:00:00
	96	96	1.00	0	0.00	0	0.00	0	0.00	13:19:26	00:08:20	00:00:00	00:00:00	01:09:00	00:00:43	14:28:26	00:09:03	0	00:00:00	0	00:00:00
SimJNB User2	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
Sofia Feit	146	146	1.00	0	0.00	0	0.00	0	0.00	21:10:20	00:08:42	00:00:00	00:00:00	00:56:15	00:00:23	22:06:35	00:09:05	0	00:00:00	0	00:00:00
Stephen Irecki	6	1	0.17	2	0.33	3	0.50	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
Stephen Rhodes	1	1	1.00	0	0.00	0	0.00	0	0.00	00:03:42	00:03:42	00:00:00	00:00:00	00:00:07	00:00:07	00:03:49	00:03:49	0	00:00:00	0	00:00:00
Stephen Walter	1	1	1.00	0	0.00	0	0.00	0	0.00	00:07:09	00:07:09	00:02:12	00:02:12	00:00:00	00:00:00	00:09:21	00:09:21	0	00:00:00	1	00:17:38
Steve Saad	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
Steven Simms	110	110	1.00	0	0.00	0	0.00	0	0.00	15:52:56	00:08:40	00:00:00	00:00:00	00:17:50	00:00:10	16:10:46	00:08:50	0	00:00:00	0	00:00:00
Ted Frison	127	127	1.00	0	0.00	0	0.00	0	0.00	18:12:04	00:08:36	00:00:00	00:00:00	00:57:56	00:00:27	19:10:00	00:09:03	0	00:00:00	0	00:00:00
Ted Malm	145	144	0.99	0	0.00	1	0.01	0	0.00	22:00:25	00:09:10	00:00:00	00:00:00	00:48:17	00:00:20	22:48:42	00:09:30	0	00:00:00	0	00:00:00
Tim Passios	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
Tim Smith	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
Todd Andersen	3	2	0.67	0	0.00	1	0.33	0	0.00	00:00:35	00:00:18	00:00:43	00:00:22	00:00:19	00:00:10	00:01:37	00:00:48	0	00:00:00	0	00:00:00
Tom Bova	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
Tom Davis	132	132	1.00	0	0.00	0	0.00	0	0.00	18:11:02	00:08:16	00:00:00	00:00:00	00:52:40	00:00:24	19:03:42	00:08:40	0	00:00:00	0	00:00:00
Tom Fisher	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

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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
Tom Van Lemmens	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
Tony Kelch	125	125	1.00	0	0.00	0	0.00	0	0.00	18:04:07	00:08:40	00:00:00	00:00:00	00:47:05	00:00:23	18:51:12	00:09:03	0	00:00:00	0	00:00:00
	192	192	1.00	0	0.00	0	0.00	0	0.00	1:04:13:37	00:08:49	00:00:00	00:00:00	02:15:21	00:00:42	1:06:28:58	00:09:32	0	00:00:00	0	00:00:00
Tonya Simpson	126	126	1.00	0	0.00	0	0.00	0	0.00	17:36:38	00:08:23	00:00:00	00:00:00	00:52:10	00:00:25	18:28:48	00:08:48	0	00:00:00	0	00:00:00
Trent Vance	19	17	0.89	1	0.05	1	0.05	3	0.16	00:34:18	00:02:01	00:02:50	00:00:10	00:02:18	00:00:08	00:39:26	00:02:19	0	00:00:00	20	00:00:36
Wesley Brown	2	1	0.50	0	0.00	1	0.50	0	0.00	00:00:52	00:00:52	00:00:00	00:00:00	00:00:10	00:00:10	00:01:02	00:01:02	0	00:00:00	0	00:00:00
William Young	253	253	1.00	0	0.00	0	0.00	0	0.00	1:12:48:20	00:08:44	00:00:00	00:00:00	01:36:00	00:00:23	1:14:24:20	00:09:06	0	00:00:00	0	00:00:00
Yasuaki Fukui	2	1	0.50	0	0.00	1	0.50	0	0.00	00:00:14	00:00:14	00:00:03	00:00:03	00:00:10	00:00:10	00:00:27	00:00:27	0	00:00:00	0	00:00:00
Yasushi Obata	1	1	1.00	0	0.00	0	0.00	0	0.00	00:03:14	00:03:14	00:00:00	00:00:00	00:00:10	00:00:10	00:03:24	00:03:24	0	00:00:00	0	00:00:00
Yasushi Okano	9	6	0.67	0	0.00	3	0.33	0	0.00	00:16:18	00:02:43	00:00:00	00:00:00	00:00:50	00:00:08	00:17:08	00:02:51	0	00:00:00	0	00:00:00
Zach Johnson	112	112	1.00	0	0.00	0	0.00	0	0.00	16:45:53	00:08:59	00:00:00	00:00:00	00:42:00	00:00:22	17:27:53	00:09:21	0	00:00:00	0	00:00:00
Zachary Perrott	270	0	0.00	1	0.00	269	1.00	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

Summaries Per User And Queue

Queue	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
Site : 1																					
Aaron Robertson	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
Marketing	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	0	00:00:00
WrapUpWG	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	00:01:22
Abi Chandra	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
-	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
Adam Elkins	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
-	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
Allan Lucus	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
Customer Service	87	87	1.00	0	0.00	0	0.00	0	0.00	12:51:00	00:08:52	00:00:00	00:00:00	00:13:20	00:00:09	13:04:20	00:09:01	0	00:00:00	0	00:00:00
Help Desk	57	57	1.00	0	0.00	0	0.00	0	0.00	07:43:02	00:08:07	00:00:00	00:00:00	00:41:15	00:00:43	08:24:17	00:08:51	0	00:00:00	0	00:00:00
Allie Eutsey	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
-	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	4546	00:00:15
Customer Satisfaction	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	0	00:00:00
Amy Cooper	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
Customer Service	218	218	1.00	0	0.00	0	0.00	0	0.00	1:07:13:08	00:08:36	00:00:00	00:00:00	00:33:50	00:00:09	1:07:46:58	00:08:45	0	00:00:00	0	00:00:00
Help Desk	151	151	1.00	0	0.00	0	0.00	0	0.00	22:52:16	00:09:05	00:00:00	00:00:00	01:47:11	00:00:43	1:00:39:27	00:09:48	0	00:00:00	0	00:00:00
Andrew Rogosin	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
-	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

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Summaries Per User And Queue

Queue	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
Andy Starrett	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
-	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
Marketing	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
Barry Hartwig	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
-	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
Becky Oliver	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
-	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
Beth Collier	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
Help Desk	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 Gildea	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
-	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
Bob Kemna	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
-	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	582	00:00:15
Customer Satisfaction	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	0	00:00:00
Bob Shappell	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
-	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
Bob Spearman	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
-	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	00:00:48
Insurance	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	0	00:00:00
Bob Tomatoe	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
-	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
Customer Service	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
Boubacar Diallo	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
Marketing	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
Brad Forsythe	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
-	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	6	00:01:14
ARM Collections	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	00:00:37
Claims	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	00:00:31
FeedBack	4	4	1.00	0	0.00	0	0.00	0	0.00	00:00:17	00:00:04	00:00:00	00:00:00	00:00:18	00:00:04	00:00:35	00:00:09	0	00:00:00	0	00:00:00
Marketing	16	12	0.75	0	0.00	4	0.25	2	0.13	00:42:57	00:03:35	00:05:18	00:00:26	00:01:50	00:00:09	00:50:05	00:04:10	0	00:00:00	3	00:00:45
Sales	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	00:00:19
Sales Specialist	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	3	00:00:20
Bradley Forsythe	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
-	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

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Summaries Per User And Queue

Queue	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
Brian Boudouris	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
-	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	1153	00:00:15
Customer Satisfaction	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	0	00:00:00
Brian Williams	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
Help Desk	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
Bruce Knapp	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
Customer Service	74	74	1.00	0	0.00	0	0.00	0	0.00	11:04:54	00:08:59	00:00:00	00:00:00	00:11:30	00:00:09	11:16:24	00:09:08	0	00:00:00	0	00:00:00
Help Desk	53	53	1.00	0	0.00	0	0.00	0	0.00	07:59:16	00:09:03	00:00:00	00:00:00	00:35:15	00:00:40	08:34:31	00:09:42	0	00:00:00	0	00:00:00
Chad Mimms	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
Customer Service	73	73	1.00	0	0.00	0	0.00	0	0.00	10:05:25	00:08:18	00:00:00	00:00:00	00:12:10	00:00:10	10:17:35	00:08:28	0	00:00:00	0	00:00:00
Help Desk	63	63	1.00	0	0.00	0	0.00	0	0.00	09:30:16	00:09:03	00:00:00	00:00:00	00:43:30	00:00:41	10:13:46	00:09:45	0	00:00:00	0	00:00:00
Charles Avila	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
-	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
Chas Bowman	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
Marketing	16	11	0.69	0	0.00	5	0.31	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
MemberServices	1	0	0.00	0	0.00	1	1.00	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 Herr	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
Customer Service	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
Chris Majer	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
-	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
Christian Leedy	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
Customer Service	138	138	1.00	0	0.00	0	0.00	0	0.00	19:30:56	00:08:29	00:00:00	00:00:00	00:21:38	00:00:09	19:52:34	00:08:39	0	00:00:00	0	00:00:00
Help Desk	120	120	1.00	0	0.00	0	0.00	0	0.00	17:43:05	00:08:52	00:00:00	00:00:00	01:21:45	00:00:41	19:04:50	00:09:32	0	00:00:00	0	00:00:00
Clinton Hunsucker	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
-	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	4268	00:00:15
Customer Satisfaction	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	0	00:00:00
Cody Hollars	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
Customer Service	55	55	1.00	0	0.00	0	0.00	0	0.00	08:31:31	00:09:18	00:00:00	00:00:00	00:08:50	00:00:10	08:40:21	00:09:28	0	00:00:00	0	00:00:00
Help Desk	77	77	1.00	0	0.00	0	0.00	0	0.00	11:41:15	00:09:06	00:00:00	00:00:00	00:56:15	00:00:44	12:37:30	00:09:50	0	00:00:00	0	00:00:00
Colin Steeples	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
-	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	9	00:00:46
Marketing	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	2	00:00:44
Craig Dahlinger	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

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Summaries Per User And Queue

Queue	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
-	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
Dale Pierce	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
Customer Service	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
Dan Joons	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
-	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
Danilo Rivera	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
-	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
Sales Specialist	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
Darryl Goldfain	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
-	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
Dave Gussin	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
-	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	00:01:04
Marketing	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	1	00:01:56
Sales Specialist	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	13	00:00:56
David Bedwell	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
-	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
David Bolefski	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
Marketing	2	0	0.00	0	0.00	2	1.00	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	00:00:20
Sales Specialist	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
Zendesk	5	4	0.80	0	0.00	1	0.20	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	0	00:00:00
David Fuller	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
-	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
David Ham	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
-	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
Care Center	4	3	0.75	0	0.00	1	0.25	1	0.25	00:08:41	00:02:54	00:00:15	00:00:05	00:00:00	00:00:00	00:08:56	00:02:59	0	00:00:00	3	00:06:04
ClientServices	2	2	1.00	0	0.00	0	0.00	0	0.00	01:20:44	00:40:22	00:00:09	00:00:04	00:00:05	00:00:02	01:20:58	00:40:29	0	00:00:00	0	00:00:00
IPA TeleHealth	2	0	0.00	1	0.50	1	0.50	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
Dennis Medeiros	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
Marketing	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
Dona Bellin	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
-	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	4262	00:00:15
Customer Satisfaction	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	0	00:00:00
Doug Mygrant	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
Help Desk	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

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Summaries Per User And Queue

Queue	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
Doug Noll	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
Customer Service	56	56	1.00	0	0.00	0	0.00	0	0.00	08:13:44	00:08:49	00:00:00	00:00:00	00:08:50	00:00:09	08:22:34	00:08:58	0	00:00:00	0	00:00:00
Help Desk	52	52	1.00	0	0.00	0	0.00	0	0.00	07:32:15	00:08:42	00:00:00	00:00:00	00:35:09	00:00:41	08:07:24	00:09:22	0	00:00:00	0	00:00:00
Elizabeth Sanders	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
Help Desk	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
Ellis McBride	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
Dialer	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
Eric Longnecker	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
-	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	00:00:12	933	00:00:15
Customer Satisfaction	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	0	00:00:00	0	00:00:00
Eric Sewell	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
IPA TeleHealth	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
Erik Skoog	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
-	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
Marketing	6	4	0.67	0	0.00	2	0.33	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	0	00:00:00
MemberServices	1	0	0.00	0	0.00	1	1.00	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
Sales Specialist	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	7	00:00:40
Ethan Peterson	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
Customer Service	403	403	1.00	0	0.00	0	0.00	0	0.00	2:09:29:56	00:08:34	00:00:00	00:00:00	01:05:10	00:00:10	2:10:35:06	00:08:43	0	00:00:00	0	00:00:00
Help Desk	363	363	1.00	0	0.00	0	0.00	0	0.00	2:03:24:47	00:08:30	00:00:00	00:00:00	04:22:17	00:00:43	2:07:47:04	00:09:13	0	00:00:00	0	00:00:00
Fernando Hartzler	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
Customer Service	48	48	1.00	0	0.00	0	0.00	0	0.00	07:24:56	00:09:16	00:00:00	00:00:00	00:07:30	00:00:09	07:32:26	00:09:26	0	00:00:00	0	00:00:00
Help Desk	78	78	1.00	0	0.00	0	0.00	0	0.00	12:12:13	00:09:23	00:00:00	00:00:00	00:57:00	00:00:44	13:09:13	00:10:07	0	00:00:00	0	00:00:00
Fred Wruck	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
IPA Intelligent Mobile Connect	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
FreedomVoice Agent2	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
-	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
Gerard Campbell	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
Support	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
Gino Andre	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
Customer Service	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
guest.9001	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

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Summaries Per User And Queue

Queue	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
-	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
Guy Risk	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
-	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	5148	00:00:15
Customer Satisfaction	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	0	00:00:00
Harriet Terry	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
Support	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
Harry Berg	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
-	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
Heiko Kuhn	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
-	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
Helmut Grohnert	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
Customer Service	78	78	1.00	0	0.00	0	0.00	0	0.00	12:07:16	00:09:19	00:00:00	00:00:00	00:11:40	00:00:09	12:18:56	00:09:28	0	00:00:00	0	00:00:00
Help Desk	48	48	1.00	0	0.00	0	0.00	0	0.00	06:54:45	00:08:38	00:00:00	00:00:00	00:30:45	00:00:38	07:25:30	00:09:17	0	00:00:00	0	00:00:00
Henrietta Hall	1619	1619	1.00	0	0.00	0	0.00	0	0.00	6:04:40:43	00:05:31	00:00:00	00:00:00	00:00:00	00:00:00	6:04:40:43	00:05:31	0	00:00:00	0	00:00:00
Dialer	1619	1619	1.00	0	0.00	0	0.00	0	0.00	6:04:40:43	00:05:31	00:00:00	00:00:00	00:00:00	00:00:00	6:04:40:43	00:05:31	0	00:00:00	0	00:00:00
Hillary Kehrer	798	798	1.00	0	0.00	0	0.00	0	0.00	4:13:46:44	00:08:15	00:00:00	00:00:00	05:38:01	00:00:25	4:19:24:45	00:08:41	0	00:00:00	0	00:00:00
Customer Service	432	432	1.00	0	0.00	0	0.00	0	0.00	2:11:39:51	00:08:17	00:00:00	00:00:00	01:09:42	00:00:10	2:12:49:33	00:08:27	0	00:00:00	0	00:00:00
Help Desk	366	366	1.00	0	0.00	0	0.00	0	0.00	2:02:06:53	00:08:13	00:00:00	00:00:00	04:28:19	00:00:44	2:06:35:12	00:08:57	0	00:00:00	0	00:00:00
Hope Martin	152	152	1.00	0	0.00	0	0.00	0	0.00	21:18:47	00:08:25	00:00:00	00:00:00	01:00:56	00:00:24	22:19:43	00:08:49	0	00:00:00	0	00:00:00
Customer Service	87	87	1.00	0	0.00	0	0.00	0	0.00	11:24:24	00:07:52	00:00:00	00:00:00	00:14:00	00:00:10	11:38:24	00:08:02	0	00:00:00	0	00:00:00
Help Desk	65	65	1.00	0	0.00	0	0.00	0	0.00	09:54:23	00:09:09	00:00:00	00:00:00	00:46:56	00:00:43	10:41:19	00:09:52	0	00:00:00	0	00:00:00
Howard Frenkel	7	5	0.71	0	0.00	2	0.29	2	0.29	01:01:32	00:12:18	00:01:32	00:00:18	00:00:53	00:00:11	01:03:57	00:12:47	1	00:00:09	1	00:00:41
-	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	00:00:09	1	00:00:41
Marketing	6	4	0.67	0	0.00	2	0.33	2	0.33	01:01:13	00:15:18	00:01:32	00:00:23	00:00:38	00:00:10	01:03:23	00:15:51	0	00:00:00	0	00:00:00
WrapUpWG	1	1	1.00	0	0.00	0	0.00	0	0.00	00:00:19	00:00:19	00:00:00	00:00:00	00:00:15	00:00:15	00:00:34	00:00:34	0	00:00:00	0	00:00:00
I3 Partner25	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	2	00:00:51	4	00:03:30
-	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	2	00:00:51	4	00:03:30
I3 Partner26	5	3	0.60	0	0.00	2	0.40	0	0.00	00:28:34	00:09:31	00:00:00	00:00:00	00:00:36	00:00:12	00:29:10	00:09:43	0	00:00:00	3	00:01:08
Partners	5	3	0.60	0	0.00	2	0.40	0	0.00	00:28:34	00:09:31	00:00:00	00:00:00	00:00:36	00:00:12	00:29:10	00:09:43	0	00:00:00	3	00:01:08
I3 Partner302	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
Partners	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
I3 Partner332	2	2	1.00	0	0.00	0	0.00	0	0.00	00:00:37	00:00:18	00:01:32	00:00:46	00:00:30	00:00:15	00:02:39	00:01:20	0	00:00:00	5	00:01:11
-	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	3	00:01:16
MemberServices	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	00:00:43

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Summaries Per User And Queue

Queue	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
Partners	2	2	1.00	0	0.00	0	0.00	0	0.00	00:00:37	00:00:18	00:01:32	00:00:46	00:00:30	00:00:15	00:02:39	00:01:20	0	00:00:00	1	00:01:24
I3 Partner365	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
-	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
I3 Partner370	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	00:00:13	0	00:00:00
-	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	00:00:13	0	00:00:00
I3 Partner371	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	00:00:10	0	00:00:00
-	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	00:00:10	0	00:00:00
I3 Partner374	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
-	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
I3 Partner375	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
-	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
I3 Partner6	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	3	00:03:11
-	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	00:00:13
MemberServices	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	00:07:51
Partners	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	00:01:29
Jaime Gonzalez	4	4	1.00	0	0.00	0	0.00	0	0.00	00:24:20	00:06:05	00:02:19	00:00:35	00:00:40	00:00:10	00:27:19	00:06:50	0	00:00:00	2	00:00:59
Marketing	4	4	1.00	0	0.00	0	0.00	0	0.00	00:24:20	00:06:05	00:02:19	00:00:35	00:00:40	00:00:10	00:27:19	00:06:50	0	00:00:00	2	00:00:59
Jamie Mang	259	259	1.00	0	0.00	0	0.00	0	0.00	1:12:47:14	00:08:31	00:00:00	00:00:00	01:35:11	00:00:22	1:14:22:25	00:08:53	0	00:00:00	0	00:00:00
Customer Service	155	155	1.00	0	0.00	0	0.00	0	0.00	22:28:20	00:08:42	00:00:00	00:00:00	00:24:40	00:00:10	22:53:00	00:08:51	0	00:00:00	0	00:00:00
Help Desk	104	104	1.00	0	0.00	0	0.00	0	0.00	14:18:54	00:08:16	00:00:00	00:00:00	01:10:31	00:00:41	15:29:25	00:08:56	0	00:00:00	0	00:00:00
Jason Bender	116	116	1.00	0	0.00	0	0.00	0	0.00	17:03:55	00:08:50	00:00:00	00:00:00	00:50:40	00:00:26	17:54:35	00:09:16	0	00:00:00	0	00:00:00
Customer Service	57	57	1.00	0	0.00	0	0.00	0	0.00	08:36:08	00:09:03	00:00:00	00:00:00	00:08:40	00:00:09	08:44:48	00:09:12	0	00:00:00	0	00:00:00
Help Desk	59	59	1.00	0	0.00	0	0.00	0	0.00	08:27:47	00:08:36	00:00:00	00:00:00	00:42:00	00:00:43	09:09:47	00:09:19	0	00:00:00	0	00:00:00
	641	641	1.00	0	0.00	0	0.00	0	0.00	3:18:08:37	00:08:26	00:00:00	00:00:00	07:48:15	00:00:44	4:01:56:52	00:09:10	0	00:00:00	0	00:00:00
Help Desk	641	641	1.00	0	0.00	0	0.00	0	0.00	3:18:08:37	00:08:26	00:00:00	00:00:00	07:48:15	00:00:44	4:01:56:52	00:09:10	0	00:00:00	0	00:00:00
Jason Carter	4	3	0.75	0	0.00	1	0.25	0	0.00	00:02:01	00:00:40	00:00:26	00:00:09	00:00:25	00:00:08	00:02:52	00:00:57	0	00:00:00	0	00:00:00
-	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
Marketing	3	2	0.67	0	0.00	1	0.33	0	0.00	00:00:23	00:00:12	00:00:00	00:00:00	00:00:20	00:00:10	00:00:43	00:00:22	0	00:00:00	0	00:00:00
MemberServices	1	1	1.00	0	0.00	0	0.00	0	0.00	00:01:38	00:01:38	00:00:26	00:00:26	00:00:05	00:00:05	00:02:09	00:02:09	0	00:00:00	0	00:00:00
Jason Lee	270	270	1.00	0	0.00	0	0.00	0	0.00	1:14:04:01	00:08:28	00:00:00	00:00:00	00:42:20	00:00:09	1:14:46:21	00:08:37	0	00:00:00	0	00:00:00
Customer Service	270	270	1.00	0	0.00	0	0.00	0	0.00	1:14:04:01	00:08:28	00:00:00	00:00:00	00:42:20	00:00:09	1:14:46:21	00:08:37	0	00:00:00	0	00:00:00
Javier Birdsall	1777	1777	1.00	0	0.00	0	0.00	0	0.00	2:09:21:57	00:01:56	00:00:00	00:00:00	04:56:02	00:00:10	2:14:17:59	00:02:06	0	00:00:00	4331	00:00:15
-	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	4331	00:00:15
Customer Satisfaction	1777	1777	1.00	0	0.00	0	0.00	0	0.00	2:09:21:57	00:01:56	00:00:00	00:00:00	04:56:02	00:00:10	2:14:17:59	00:02:06	0	00:00:00	0	00:00:00

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Summaries Per User And Queue

Queue	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
Jen Ayton	3	3	1.00	0	0.00	0	0.00	0	0.00	00:04:31	00:01:30	00:00:00	00:00:00	00:00:30	00:00:10	00:05:01	00:01:40	0	00:00:00	0	00:00:00
IPA Intelligent Mobile Connect	3	3	1.00	0	0.00	0	0.00	0	0.00	00:04:31	00:01:30	00:00:00	00:00:00	00:00:30	00:00:10	00:05:01	00:01:40	0	00:00:00	0	00:00:00
Jenifer Carpenter	762	762	1.00	0	0.00	0	0.00	0	0.00	4:07:41:40	00:08:10	00:00:00	00:00:00	05:30:25	00:00:26	4:13:12:05	00:08:36	0	00:00:00	0	00:00:00
Customer Service	396	396	1.00	0	0.00	0	0.00	0	0.00	2:04:54:45	00:08:01	00:00:00	00:00:00	01:04:10	00:00:10	2:05:58:55	00:08:11	0	00:00:00	0	00:00:00
Help Desk	366	366	1.00	0	0.00	0	0.00	0	0.00	2:02:46:55	00:08:19	00:00:00	00:00:00	04:26:15	00:00:44	2:07:13:10	00:09:03	0	00:00:00	0	00:00:00
Jenna Eickman	163	163	1.00	0	0.00	0	0.00	0	0.00	23:54:13	00:08:48	00:00:00	00:00:00	01:02:25	00:00:23	1:00:56:38	00:09:11	0	00:00:00	0	00:00:00
Customer Service	95	95	1.00	0	0.00	0	0.00	0	0.00	13:55:28	00:08:48	00:00:00	00:00:00	00:15:10	00:00:10	14:10:38	00:08:57	0	00:00:00	0	00:00:00
Help Desk	68	68	1.00	0	0.00	0	0.00	0	0.00	09:58:45	00:08:48	00:00:00	00:00:00	00:47:15	00:00:42	10:46:00	00:09:30	0	00:00:00	0	00:00:00
	196	196	1.00	0	0.00	0	0.00	0	0.00	1:04:08:09	00:08:37	00:00:00	00:00:00	02:22:59	00:00:44	1:06:31:08	00:09:21	0	00:00:00	0	00:00:00
Help Desk	196	196	1.00	0	0.00	0	0.00	0	0.00	1:04:08:09	00:08:37	00:00:00	00:00:00	02:22:59	00:00:44	1:06:31:08	00:09:21	0	00:00:00	0	00:00:00
Jennifer Rios	131	131	1.00	0	0.00	0	0.00	0	0.00	19:31:52	00:08:57	00:00:00	00:00:00	00:48:00	00:00:22	20:19:52	00:09:19	0	00:00:00	0	00:00:00
Customer Service	79	79	1.00	0	0.00	0	0.00	0	0.00	12:03:20	00:09:09	00:00:00	00:00:00	00:12:00	00:00:09	12:15:20	00:09:18	0	00:00:00	0	00:00:00
Help Desk	52	52	1.00	0	0.00	0	0.00	0	0.00	07:28:32	00:08:38	00:00:00	00:00:00	00:36:00	00:00:42	08:04:32	00:09:19	0	00:00:00	0	00:00:00
Jennifer Wilson	3	0	0.00	3	1.00	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
Insurance	3	0	0.00	3	1.00	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
	402	402	1.00	0	0.00	0	0.00	0	0.00	2:08:37:33	00:08:27	00:00:00	00:00:00	04:54:39	00:00:44	2:13:32:12	00:09:11	0	00:00:00	0	00:00:00
Help Desk	402	402	1.00	0	0.00	0	0.00	0	0.00	2:08:37:33	00:08:27	00:00:00	00:00:00	04:54:39	00:00:44	2:13:32:12	00:09:11	0	00:00:00	0	00:00:00
Jeroen Buis	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
-	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
Jessie Hinchey	127	127	1.00	0	0.00	0	0.00	0	0.00	18:30:50	00:08:45	00:00:00	00:00:00	01:04:05	00:00:30	19:34:55	00:09:15	0	00:00:00	0	00:00:00
Customer Service	50	50	1.00	0	0.00	0	0.00	0	0.00	07:52:40	00:09:27	00:00:00	00:00:00	00:07:50	00:00:09	08:00:30	00:09:37	0	00:00:00	0	00:00:00
Help Desk	77	77	1.00	0	0.00	0	0.00	0	0.00	10:38:10	00:08:17	00:00:00	00:00:00	00:56:15	00:00:44	11:34:25	00:09:01	0	00:00:00	0	00:00:00
Jo Howell	121	121	1.00	0	0.00	0	0.00	0	0.00	16:27:03	00:08:09	00:00:00	00:00:00	00:47:10	00:00:23	17:14:13	00:08:33	0	00:00:00	0	00:00:00
Customer Service	72	72	1.00	0	0.00	0	0.00	0	0.00	09:31:39	00:07:56	00:00:00	00:00:00	00:11:10	00:00:09	09:42:49	00:08:06	0	00:00:00	0	00:00:00
Help Desk	49	49	1.00	0	0.00	0	0.00	0	0.00	06:55:24	00:08:29	00:00:00	00:00:00	00:36:00	00:00:44	07:31:24	00:09:13	0	00:00:00	0	00:00:00
Jody Roberts	1	1	1.00	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	5	00:02:48
-	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	5	00:02:48
Sales Specialist	1	1	1.00	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
John Capone	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
-	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
John Carr	538	538	1.00	0	0.00	0	0.00	0	0.00	3:04:12:34	00:08:30	00:00:00	00:00:00	01:27:04	00:00:10	3:05:39:38	00:08:40	0	00:00:00	0	00:00:00
Customer Service	538	538	1.00	0	0.00	0	0.00	0	0.00	3:04:12:34	00:08:30	00:00:00	00:00:00	01:27:04	00:00:10	3:05:39:38	00:08:40	0	00:00:00	0	00:00:00
John Watkinson	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
-	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

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Summaries Per User And Queue

Queue	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
Johnny Watkinson	5	3	0.60	0	0.00	2	0.40	0	0.00	01:11:13	00:23:44	00:00:27	00:00:09	00:00:10	00:00:03	01:11:50	00:23:57	0	00:00:00	0	00:00:00
-	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
Marketing	5	3	0.60	0	0.00	2	0.40	0	0.00	01:11:13	00:23:44	00:00:27	00:00:09	00:00:10	00:00:03	01:11:50	00:23:57	0	00:00:00	0	00:00:00
Jos Mols	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
-	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
Juan Mazuera	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
-	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
Juanma Gutierrez	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	00:01:23
Sales Specialist	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	00:01:23
Julian Hernandez	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
-	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
Julianne Havel	125	125	1.00	0	0.00	0	0.00	0	0.00	18:54:29	00:09:05	00:00:00	00:00:00	01:04:20	00:00:31	19:58:49	00:09:35	0	00:00:00	0	00:00:00
Customer Service	45	45	1.00	0	0.00	0	0.00	0	0.00	07:04:35	00:09:26	00:00:00	00:00:00	00:07:20	00:00:10	07:11:55	00:09:36	0	00:00:00	0	00:00:00
Help Desk	80	80	1.00	0	0.00	0	0.00	0	0.00	11:49:54	00:08:52	00:00:00	00:00:00	00:57:00	00:00:43	12:46:54	00:09:35	0	00:00:00	0	00:00:00
Julie Smith	340	340	1.00	0	0.00	0	0.00	0	0.00	1:23:47:17	00:08:26	00:00:00	00:00:00	00:55:47	00:00:10	2:00:43:04	00:08:36	0	00:00:00	0	00:00:00
Customer Service	340	340	1.00	0	0.00	0	0.00	0	0.00	1:23:47:17	00:08:26	00:00:00	00:00:00	00:55:47	00:00:10	2:00:43:04	00:08:36	0	00:00:00	0	00:00:00
Julio Friedland	135	135	1.00	0	0.00	0	0.00	0	0.00	18:19:31	00:08:09	00:00:00	00:00:00	01:05:00	00:00:29	19:24:31	00:08:38	0	00:00:00	0	00:00:00
Customer Service	58	58	1.00	0	0.00	0	0.00	0	0.00	07:34:35	00:07:50	00:00:00	00:00:00	00:09:30	00:00:10	07:44:05	00:08:00	0	00:00:00	0	00:00:00
Help Desk	77	77	1.00	0	0.00	0	0.00	0	0.00	10:44:56	00:08:23	00:00:00	00:00:00	00:55:30	00:00:43	11:40:26	00:09:06	0	00:00:00	0	00:00:00
Julio Garcia	8	8	1.00	0	0.00	0	0.00	0	0.00	00:18:26	00:02:18	00:00:06	00:00:01	00:01:20	00:00:10	00:19:52	00:02:29	0	00:00:00	3	00:01:31
-	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	00:01:34
Accounting	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	00:01:23
Marketing	8	8	1.00	0	0.00	0	0.00	0	0.00	00:18:26	00:02:18	00:00:06	00:00:01	00:01:20	00:00:10	00:19:52	00:02:29	0	00:00:00	0	00:00:00
Julio Gonzalez	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
-	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
Justin Hawkins	12	12	1.00	0	0.00	0	0.00	0	0.00	00:14:37	00:01:13	00:00:00	00:00:00	00:01:01	00:00:05	00:15:38	00:01:18	0	00:00:00	3	00:01:01
-	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
Marketing	6	6	1.00	0	0.00	0	0.00	0	0.00	00:09:52	00:01:39	00:00:00	00:00:00	00:00:31	00:00:05	00:10:23	00:01:44	0	00:00:00	0	00:00:00
Sales Specialist	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	3	00:01:01
Zendesk	6	6	1.00	0	0.00	0	0.00	0	0.00	00:04:45	00:00:48	00:00:00	00:00:00	00:00:30	00:00:05	00:05:15	00:00:52	0	00:00:00	0	00:00:00
Karl Stoneking	710	710	1.00	0	0.00	0	0.00	0	0.00	4:01:30:55	00:08:14	00:00:00	00:00:00	01:54:30	00:00:10	4:03:25:25	00:08:24	0	00:00:00	0	00:00:00
Customer Service	710	710	1.00	0	0.00	0	0.00	0	0.00	4:01:30:55	00:08:14	00:00:00	00:00:00	01:54:30	00:00:10	4:03:25:25	00:08:24	0	00:00:00	0	00:00:00
Kathy Johnson	117	117	1.00	0	0.00	0	0.00	0	0.00	17:04:13	00:08:45	00:00:00	00:00:00	00:19:00	00:00:10	17:23:13	00:08:55	0	00:00:00	0	00:00:00
Customer Service	117	117	1.00	0	0.00	0	0.00	0	0.00	17:04:13	00:08:45	00:00:00	00:00:00	00:19:00	00:00:10	17:23:13	00:08:55	0	00:00:00	0	00:00:00

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Summaries Per User And Queue

Queue	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
Kenya Wolken	132	132	1.00	0	0.00	0	0.00	0	0.00	20:22:14	00:09:16	00:00:00	00:00:00	01:08:30	00:00:31	21:30:44	00:09:47	0	00:00:00	0	00:00:00
Customer Service	51	51	1.00	0	0.00	0	0.00	0	0.00	07:30:32	00:08:50	00:00:00	00:00:00	00:08:30	00:00:10	07:39:02	00:09:00	0	00:00:00	0	00:00:00
Help Desk	81	81	1.00	0	0.00	0	0.00	0	0.00	12:51:42	00:09:32	00:00:00	00:00:00	01:00:00	00:00:44	13:51:42	00:10:16	0	00:00:00	0	00:00:00
	111	111	1.00	0	0.00	0	0.00	0	0.00	16:39:08	00:09:00	00:00:00	00:00:00	01:18:00	00:00:42	17:57:08	00:09:42	0	00:00:00	0	00:00:00
Help Desk	111	111	1.00	0	0.00	0	0.00	0	0.00	16:39:08	00:09:00	00:00:00	00:00:00	01:18:00	00:00:42	17:57:08	00:09:42	0	00:00:00	0	00:00:00
Lance Guan	278	278	1.00	0	0.00	0	0.00	0	0.00	1:15:54:38	00:08:37	00:00:00	00:00:00	01:55:57	00:00:25	1:17:50:35	00:09:02	0	00:00:00	0	00:00:00
Customer Service	144	144	1.00	0	0.00	0	0.00	0	0.00	21:02:49	00:08:46	00:00:00	00:00:00	00:23:10	00:00:10	21:25:59	00:08:56	0	00:00:00	0	00:00:00
Help Desk	134	134	1.00	0	0.00	0	0.00	0	0.00	18:51:49	00:08:27	00:00:00	00:00:00	01:32:47	00:00:42	20:24:36	00:09:08	0	00:00:00	0	00:00:00
Lance Hursey	172	172	1.00	0	0.00	0	0.00	0	0.00	1:00:13:49	00:08:27	00:00:00	00:00:00	00:55:45	00:00:19	1:01:09:34	00:08:47	0	00:00:00	0	00:00:00
Customer Service	119	119	1.00	0	0.00	0	0.00	0	0.00	15:28:58	00:07:48	00:00:00	00:00:00	00:19:00	00:00:10	15:47:58	00:07:58	0	00:00:00	0	00:00:00
Help Desk	53	53	1.00	0	0.00	0	0.00	0	0.00	08:44:51	00:09:54	00:00:00	00:00:00	00:36:45	00:00:42	09:21:36	00:10:36	0	00:00:00	0	00:00:00
	133	133	1.00	0	0.00	0	0.00	0	0.00	18:57:13	00:08:33	00:00:00	00:00:00	01:35:15	00:00:43	20:32:28	00:09:16	0	00:00:00	0	00:00:00
Help Desk	133	133	1.00	0	0.00	0	0.00	0	0.00	18:57:13	00:08:33	00:00:00	00:00:00	01:35:15	00:00:43	20:32:28	00:09:16	0	00:00:00	0	00:00:00
	103	103	1.00	0	0.00	0	0.00	0	0.00	14:24:29	00:08:24	00:00:00	00:00:00	01:11:15	00:00:42	15:35:44	00:09:05	0	00:00:00	0	00:00:00
Help Desk	103	103	1.00	0	0.00	0	0.00	0	0.00	14:24:29	00:08:24	00:00:00	00:00:00	01:11:15	00:00:42	15:35:44	00:09:05	0	00:00:00	0	00:00:00
Laurent Millan	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	00:03:58
Marketing	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	00:03:58
Leandro Scavuzzo	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
-	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
Lesley Martin	4301	4301	1.00	0	0.00	0	0.00	0	0.00	9:00:44:07	00:03:01	00:00:00	00:00:00	11:56:44	00:00:10	9:12:40:51	00:03:11	0	00:00:00	839	00:00:15
-	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	839	00:00:15
Customer Satisfaction	4301	4301	1.00	0	0.00	0	0.00	0	0.00	9:00:44:07	00:03:01	00:00:00	00:00:00	11:56:44	00:00:10	9:12:40:51	00:03:11	0	00:00:00	0	00:00:00
Lessie MacAslan	2	2	1.00	0	0.00	0	0.00	0	0.00	00:03:00	00:01:30	00:00:00	00:00:00	00:00:20	00:00:10	00:03:20	00:01:40	0	00:00:00	0	00:00:00
IPA Intelligent Mobile Connect	2	2	1.00	0	0.00	0	0.00	0	0.00	00:03:00	00:01:30	00:00:00	00:00:00	00:00:20	00:00:10	00:03:20	00:01:40	0	00:00:00	0	00:00:00
Linda Herr	159	159	1.00	0	0.00	0	0.00	0	0.00	22:57:47	00:08:40	00:00:00	00:00:00	00:24:50	00:00:09	23:22:37	00:08:49	0	00:00:00	0	00:00:00
Customer Service	159	159	1.00	0	0.00	0	0.00	0	0.00	22:57:47	00:08:40	00:00:00	00:00:00	00:24:50	00:00:09	23:22:37	00:08:49	0	00:00:00	0	00:00:00
Linda Zollar	142	142	1.00	0	0.00	0	0.00	0	0.00	20:20:58	00:08:36	00:00:00	00:00:00	00:22:20	00:00:09	20:43:18	00:08:45	0	00:00:00	0	00:00:00
Customer Service	142	142	1.00	0	0.00	0	0.00	0	0.00	20:20:58	00:08:36	00:00:00	00:00:00	00:22:20	00:00:09	20:43:18	00:08:45	0	00:00:00	0	00:00:00
Lisa Schwartz	168	168	1.00	0	0.00	0	0.00	0	0.00	1:00:26:03	00:08:44	00:00:00	00:00:00	00:26:40	00:00:10	1:00:52:43	00:08:53	0	00:00:00	0	00:00:00
Customer Service	168	168	1.00	0	0.00	0	0.00	0	0.00	1:00:26:03	00:08:44	00:00:00	00:00:00	00:26:40	00:00:10	1:00:52:43	00:08:53	0	00:00:00	0	00:00:00
Lisa Weed	117	117	1.00	0	0.00	0	0.00	0	0.00	17:01:07	00:08:44	00:00:00	00:00:00	00:18:50	00:00:10	17:19:57	00:08:53	0	00:00:00	0	00:00:00
Customer Service	117	117	1.00	0	0.00	0	0.00	0	0.00	17:01:07	00:08:44	00:00:00	00:00:00	00:18:50	00:00:10	17:19:57	00:08:53	0	00:00:00	0	00:00:00
Lonnie Wiesner	143	143	1.00	0	0.00	0	0.00	0	0.00	19:56:29	00:08:22	00:00:00	00:00:00	00:58:50	00:00:25	20:55:19	00:08:47	0	00:00:00	0	00:00:00

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Summaries Per User And Queue

Queue	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
Customer Service	81	81	1.00	0	0.00	0	0.00	0	0.00	11:11:01	00:08:17	00:00:00	00:00:00	00:12:20	00:00:09	11:23:21	00:08:26	0	00:00:00	0	00:00:00
Help Desk	62	62	1.00	0	0.00	0	0.00	0	0.00	08:45:28	00:08:29	00:00:00	00:00:00	00:46:30	00:00:45	09:31:58	00:09:14	0	00:00:00	0	00:00:00
Madeline Gilbert	179	0	0.00	0	0.00	179	1.00	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
Customer Service	79	0	0.00	0	0.00	79	1.00	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
Help Desk	100	0	0.00	0	0.00	100	1.00	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
Marianne Desjardins	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
-	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
Mark Malin	133	133	1.00	0	0.00	0	0.00	0	0.00	19:47:39	00:08:56	00:00:00	00:00:00	00:20:40	00:00:09	20:08:19	00:09:05	0	00:00:00	0	00:00:00
Customer Service	133	133	1.00	0	0.00	0	0.00	0	0.00	19:47:39	00:08:56	00:00:00	00:00:00	00:20:40	00:00:09	20:08:19	00:09:05	0	00:00:00	0	00:00:00
Mark Piskadlo	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
-	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
Marylyn Patrick	2	2	1.00	0	0.00	0	0.00	0	0.00	00:03:00	00:01:30	00:00:00	00:00:00	00:00:20	00:00:10	00:03:20	00:01:40	0	00:00:00	0	00:00:00
IPA Intelligent Mobile Connect	2	2	1.00	0	0.00	0	0.00	0	0.00	00:03:00	00:01:30	00:00:00	00:00:00	00:00:20	00:00:10	00:03:20	00:01:40	0	00:00:00	0	00:00:00
Mathew Autin	285	285	1.00	0	0.00	0	0.00	0	0.00	1:17:44:38	00:08:47	00:00:00	00:00:00	01:50:45	00:00:23	1:19:35:23	00:09:11	0	00:00:00	0	00:00:00
-	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
Customer Service	162	162	1.00	0	0.00	0	0.00	0	0.00	1:00:08:26	00:08:56	00:00:00	00:00:00	00:24:30	00:00:09	1:00:32:56	00:09:06	0	00:00:00	0	00:00:00
Help Desk	123	123	1.00	0	0.00	0	0.00	0	0.00	17:36:12	00:08:35	00:00:00	00:00:00	01:26:15	00:00:42	19:02:27	00:09:17	0	00:00:00	0	00:00:00
Matt Arrandale	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
-	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
Matt Gustitus	4503	4503	1.00	0	0.00	0	0.00	0	0.00	9:10:23:32	00:03:01	00:00:00	00:00:00	12:30:24	00:00:10	9:22:53:56	00:03:11	0	00:00:00	612	00:00:15
-	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	612	00:00:15
Customer Satisfaction	4503	4503	1.00	0	0.00	0	0.00	0	0.00	9:10:23:32	00:03:01	00:00:00	00:00:00	12:30:24	00:00:10	9:22:53:56	00:03:11	0	00:00:00	0	00:00:00
Melissa Clark	116	116	1.00	0	0.00	0	0.00	0	0.00	17:33:22	00:09:05	00:00:00	00:00:00	00:54:30	00:00:28	18:27:52	00:09:33	0	00:00:00	0	00:00:00
Customer Service	49	49	1.00	0	0.00	0	0.00	0	0.00	07:34:12	00:09:16	00:00:00	00:00:00	00:08:00	00:00:10	07:42:12	00:09:26	0	00:00:00	0	00:00:00
Help Desk	67	67	1.00	0	0.00	0	0.00	0	0.00	09:59:10	00:08:57	00:00:00	00:00:00	00:46:30	00:00:42	10:45:40	00:09:38	0	00:00:00	0	00:00:00
	98	98	1.00	0	0.00	0	0.00	0	0.00	14:33:36	00:08:55	00:00:00	00:00:00	01:10:30	00:00:43	15:44:06	00:09:38	0	00:00:00	0	00:00:00
Help Desk	98	98	1.00	0	0.00	0	0.00	0	0.00	14:33:36	00:08:55	00:00:00	00:00:00	01:10:30	00:00:43	15:44:06	00:09:38	0	00:00:00	0	00:00:00
Melissa Patterson	119	119	1.00	0	0.00	0	0.00	0	0.00	17:28:41	00:08:49	00:00:00	00:00:00	00:51:20	00:00:26	18:20:01	00:09:15	0	00:00:00	0	00:00:00
Customer Service	61	61	1.00	0	0.00	0	0.00	0	0.00	08:36:16	00:08:28	00:00:00	00:00:00	00:09:20	00:00:09	08:45:36	00:08:37	0	00:00:00	0	00:00:00
Help Desk	58	58	1.00	0	0.00	0	0.00	0	0.00	08:52:25	00:09:11	00:00:00	00:00:00	00:42:00	00:00:43	09:34:25	00:09:54	0	00:00:00	0	00:00:00
Michael Logan	12	10	0.83	0	0.00	2	0.17	0	0.00	01:11:20	00:07:08	00:00:00	00:00:00	00:01:10	00:00:07	01:12:30	00:07:15	0	00:00:00	0	00:00:00
Marketing	12	10	0.83	0	0.00	2	0.17	0	0.00	01:11:20	00:07:08	00:00:00	00:00:00	00:01:10	00:00:07	01:12:30	00:07:15	0	00:00:00	0	00:00:00

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Summaries Per User And Queue

Queue	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
Michael Shrall	3	3	1.00	0	0.00	0	0.00	1	0.33	00:00:15	00:00:05	00:00:04	00:00:01	00:00:33	00:00:11	00:00:52	00:00:17	0	00:00:00	2	00:00:17
-	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	00:00:17
Marketing	1	1	1.00	0	0.00	0	0.00	0	0.00	00:00:04	00:00:04	00:00:04	00:00:04	00:00:10	00:00:10	00:00:18	00:00:18	0	00:00:00	0	00:00:00
WrapUpWG	2	2	1.00	0	0.00	0	0.00	1	0.50	00:00:11	00:00:06	00:00:00	00:00:00	00:00:23	00:00:12	00:00:34	00:00:17	0	00:00:00	0	00:00:00
Mike Bode	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	00:01:00
-	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	00:00:46
Sales Specialist	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	00:01:14
Mike Murphy	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
-	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
Mike Rice	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
-	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
Mike Wagamon	127	127	1.00	0	0.00	0	0.00	0	0.00	18:40:29	00:08:49	00:00:00	00:00:00	00:54:25	00:00:26	19:34:54	00:09:15	0	00:00:00	0	00:00:00
Customer Service	65	65	1.00	0	0.00	0	0.00	0	0.00	09:50:09	00:09:05	00:00:00	00:00:00	00:10:10	00:00:09	10:00:19	00:09:14	0	00:00:00	0	00:00:00
Help Desk	62	62	1.00	0	0.00	0	0.00	0	0.00	08:50:20	00:08:33	00:00:00	00:00:00	00:44:15	00:00:43	09:34:35	00:09:16	0	00:00:00	0	00:00:00
Milagros Dilullo	109	109	1.00	0	0.00	0	0.00	0	0.00	15:53:08	00:08:45	00:00:00	00:00:00	00:54:40	00:00:30	16:47:48	00:09:15	0	00:00:00	0	00:00:00
Customer Service	40	40	1.00	0	0.00	0	0.00	0	0.00	06:21:53	00:09:33	00:00:00	00:00:00	00:06:40	00:00:10	06:28:33	00:09:43	0	00:00:00	0	00:00:00
Help Desk	69	69	1.00	0	0.00	0	0.00	0	0.00	09:31:15	00:08:17	00:00:00	00:00:00	00:48:00	00:00:42	10:19:15	00:08:58	0	00:00:00	0	00:00:00
Monica Venancio	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	00:00:07
-	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	00:00:07
Monty Sanders	155	155	1.00	0	0.00	0	0.00	0	0.00	22:23:32	00:08:40	00:00:00	00:00:00	00:24:50	00:00:10	22:48:22	00:08:50	0	00:00:00	0	00:00:00
Customer Service	155	155	1.00	0	0.00	0	0.00	0	0.00	22:23:32	00:08:40	00:00:00	00:00:00	00:24:50	00:00:10	22:48:22	00:08:50	0	00:00:00	0	00:00:00
Morgan Young	140	140	1.00	0	0.00	0	0.00	0	0.00	20:32:49	00:08:48	00:00:00	00:00:00	01:10:05	00:00:30	21:42:54	00:09:18	0	00:00:00	0	00:00:00
Customer Service	57	57	1.00	0	0.00	0	0.00	0	0.00	08:22:39	00:08:49	00:00:00	00:00:00	00:09:20	00:00:10	08:31:59	00:08:59	0	00:00:00	0	00:00:00
Help Desk	83	83	1.00	0	0.00	0	0.00	0	0.00	12:10:10	00:08:48	00:00:00	00:00:00	01:00:45	00:00:44	13:10:55	00:09:32	0	00:00:00	0	00:00:00
Neil Kindell	175	175	1.00	0	0.00	0	0.00	0	0.00	23:51:37	00:08:11	00:00:00	00:00:00	01:05:10	00:00:22	1:00:56:47	00:08:33	0	00:00:00	0	00:00:00
Customer Service	106	106	1.00	0	0.00	0	0.00	0	0.00	13:59:55	00:07:55	00:00:00	00:00:00	00:17:10	00:00:10	14:17:05	00:08:05	0	00:00:00	0	00:00:00
Help Desk	69	69	1.00	0	0.00	0	0.00	0	0.00	09:51:42	00:08:35	00:00:00	00:00:00	00:48:00	00:00:42	10:39:42	00:09:16	0	00:00:00	0	00:00:00
Nicholas Miller	258	258	1.00	0	0.00	0	0.00	1	0.00	1:14:50:20	00:09:02	00:00:00	00:00:00	01:45:47	00:00:25	1:16:36:07	00:09:27	0	00:00:00	0	00:00:00
Customer Service	136	136	1.00	0	0.00	0	0.00	0	0.00	20:54:57	00:09:14	00:00:00	00:00:00	00:21:50	00:00:10	21:16:47	00:09:23	0	00:00:00	0	00:00:00
Help Desk	122	122	1.00	0	0.00	0	0.00	1	0.01	17:55:23	00:08:49	00:00:00	00:00:00	01:23:57	00:00:41	19:19:20	00:09:30	0	00:00:00	0	00:00:00
Noemi Amoroso	300	0	0.00	0	0.00	300	1.00	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
Customer Service	184	0	0.00	0	0.00	184	1.00	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
Help Desk	116	0	0.00	0	0.00	116	1.00	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
Partner 572	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	3	00:03:54

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Summaries Per User And Queue

Queue	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
-	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	00:05:34
Sales Specialist	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	00:00:35
Partner 602	1	0	0.00	1	1.00	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	8	00:05:50
-	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	00:00:10
Partners	1	0	0.00	1	1.00	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	6	00:07:43
Partner 603	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	00:00:36
-	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	00:00:36
Partner 673	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	00:02:28
-	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	00:02:28
Partner 678	9	6	0.67	0	0.00	3	0.33	1	0.11	00:07:08	00:01:11	00:00:00	00:00:00	00:01:30	00:00:15	00:08:38	00:01:26	0	00:00:00	17	00:00:50
-	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	7	00:00:36
Partners	9	6	0.67	0	0.00	3	0.33	1	0.11	00:07:08	00:01:11	00:00:00	00:00:00	00:01:30	00:00:15	00:08:38	00:01:26	0	00:00:00	10	00:01:00
Partner 681	6	3	0.50	1	0.17	2	0.33	1	0.17	00:06:21	00:02:07	00:00:26	00:00:09	00:00:45	00:00:15	00:07:32	00:02:31	0	00:00:00	7	00:00:56
-	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	3	00:00:42
Partners	6	3	0.50	1	0.17	2	0.33	1	0.17	00:06:21	00:02:07	00:00:26	00:00:09	00:00:45	00:00:15	00:07:32	00:02:31	0	00:00:00	2	00:01:04
Sales Specialist	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	00:01:08
Partner 713	3	1	0.33	0	0.00	2	0.67	0	0.00	00:06:03	00:06:03	00:02:28	00:02:28	00:00:15	00:00:15	00:08:46	00:08:46	0	00:00:00	0	00:00:00
-	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
Partners	3	1	0.33	0	0.00	2	0.67	0	0.00	00:06:03	00:06:03	00:02:28	00:02:28	00:00:15	00:00:15	00:08:46	00:08:46	0	00:00:00	0	00:00:00
Sales Specialist	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
Partner 732	10	8	0.80	1	0.10	1	0.10	0	0.00	00:03:39	00:00:27	00:00:00	00:00:00	00:01:11	00:00:09	00:04:50	00:00:36	0	00:00:00	6	00:00:28
-	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	00:00:40
FeedBack	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	00:00:25
IPA HR Onboarding	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	00:00:20
IPA Life Insurance Demo	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	00:00:21
Partners	10	8	0.80	1	0.10	1	0.10	0	0.00	00:03:39	00:00:27	00:00:00	00:00:00	00:01:11	00:00:09	00:04:50	00:00:36	0	00:00:00	0	00:00:00
Paul Burmiester	134	134	1.00	0	0.00	0	0.00	0	0.00	19:48:53	00:08:52	00:00:00	00:00:00	00:47:09	00:00:21	20:36:02	00:09:13	0	00:00:00	0	00:00:00
Customer Service	81	81	1.00	0	0.00	0	0.00	0	0.00	12:19:57	00:09:08	00:00:00	00:00:00	00:12:30	00:00:09	12:32:27	00:09:17	0	00:00:00	0	00:00:00
Help Desk	53	53	1.00	0	0.00	0	0.00	0	0.00	07:28:56	00:08:28	00:00:00	00:00:00	00:34:39	00:00:39	08:03:35	00:09:07	0	00:00:00	0	00:00:00
Paul Causey	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
IPA Intelligent Mobile Connect	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
Penelope Pyne	2945	2945	1.00	0	0.00	0	0.00	0	0.00	3:13:42:57	00:01:45	00:00:00	00:00:00	08:10:53	00:00:10	3:21:53:50	00:01:55	0	00:00:00	5004	00:00:15
-	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	5004	00:00:15

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Summaries Per User And Queue

Queue	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
Customer Satisfaction	2945	2945	1.00	0	0.00	0	0.00	0	0.00	3:13:42:57	00:01:45	00:00:00	00:00:00	08:10:53	00:00:10	3:21:53:50	00:01:55	0	00:00:00	0	00:00:00
Percy Bowman	598	598	1.00	0	0.00	0	0.00	0	0.00	1:20:41:55	00:04:29	00:00:00	00:00:00	01:38:40	00:00:10	1:22:20:35	00:04:39	0	00:00:00	0	00:00:00
Support	598	598	1.00	0	0.00	0	0.00	0	0.00	1:20:41:55	00:04:29	00:00:00	00:00:00	01:38:40	00:00:10	1:22:20:35	00:04:39	0	00:00:00	0	00:00:00
Peter Tailby	9	2	0.22	0	0.00	7	0.78	0	0.00	00:02:23	00:01:12	00:00:00	00:00:00	00:00:20	00:00:10	00:02:43	00:01:22	0	00:00:00	2	00:00:24
-	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	00:00:29
Marketing	9	2	0.22	0	0.00	7	0.78	0	0.00	00:02:23	00:01:12	00:00:00	00:00:00	00:00:20	00:00:10	00:02:43	00:01:22	0	00:00:00	1	00:00:20
Phil Merriman	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
-	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
Quentin Clark	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
Sales Specialist	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
Rachel Conner	623	623	1.00	0	0.00	0	0.00	0	0.00	1:22:32:47	00:04:29	00:00:00	00:00:00	01:42:20	00:00:10	2:00:15:07	00:04:39	0	00:00:00	0	00:00:00
Support	623	623	1.00	0	0.00	0	0.00	0	0.00	1:22:32:47	00:04:29	00:00:00	00:00:00	01:42:20	00:00:10	2:00:15:07	00:04:39	0	00:00:00	0	00:00:00
Ramon Szeitszam	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	00:01:14
Sales Specialist	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	00:01:14
Raul Rincon	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
-	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
Rian Logan	4	2	0.50	0	0.00	2	0.50	0	0.00	00:05:47	00:02:54	00:00:00	00:00:00	00:00:20	00:00:10	00:06:07	00:03:04	0	00:00:00	16	00:03:40
-	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	00:00:44
ARM Collections	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	5	00:06:39
Marketing	4	2	0.50	0	0.00	2	0.50	0	0.00	00:05:47	00:02:54	00:00:00	00:00:00	00:00:20	00:00:10	00:06:07	00:03:04	0	00:00:00	0	00:00:00
Sales Specialist	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	10	00:02:29
Robert Chuvalas	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
-	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
Robin West	116	116	1.00	0	0.00	0	0.00	0	0.00	17:27:01	00:09:02	00:00:00	00:00:00	00:49:50	00:00:26	18:16:51	00:09:27	0	00:00:00	0	00:00:00
Customer Service	59	59	1.00	0	0.00	0	0.00	0	0.00	09:11:32	00:09:21	00:00:00	00:00:00	00:09:20	00:00:09	09:20:52	00:09:30	0	00:00:00	0	00:00:00
Help Desk	57	57	1.00	0	0.00	0	0.00	0	0.00	08:15:29	00:08:42	00:00:00	00:00:00	00:40:30	00:00:43	08:55:59	00:09:24	0	00:00:00	0	00:00:00
Robyn Stokes	1	1	1.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:10	00:00:10	00:00:10	0	00:00:00	0	00:00:00
Marketing	1	1	1.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:10	00:00:10	00:00:10	0	00:00:00	0	00:00:00
Rolando Lawrence	1577	1577	1.00	0	0.00	0	0.00	0	0.00	6:04:39:02	00:05:39	00:00:00	00:00:00	00:00:00	00:00:00	6:04:39:02	00:05:39	0	00:00:00	0	00:00:00
Dialer	1577	1577	1.00	0	0.00	0	0.00	0	0.00	6:04:39:02	00:05:39	00:00:00	00:00:00	00:00:00	00:00:00	6:04:39:02	00:05:39	0	00:00:00	0	00:00:00
	191	191	1.00	0	0.00	0	0.00	0	0.00	1:02:17:35	00:08:16	00:00:00	00:00:00	02:14:15	00:00:42	1:04:31:50	00:08:58	0	00:00:00	0	00:00:00
Help Desk	191	191	1.00	0	0.00	0	0.00	0	0.00	1:02:17:35	00:08:16	00:00:00	00:00:00	02:14:15	00:00:42	1:04:31:50	00:08:58	0	00:00:00	0	00:00:00
Roxie Kamel	153	153	1.00	0	0.00	0	0.00	0	0.00	22:02:16	00:08:39	00:00:00	00:00:00	00:55:40	00:00:22	22:57:56	00:09:00	0	00:00:00	0	00:00:00
Customer Service	91	91	1.00	0	0.00	0	0.00	0	0.00	13:15:01	00:08:44	00:00:00	00:00:00	00:14:10	00:00:09	13:29:11	00:08:54	0	00:00:00	0	00:00:00

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Summaries Per User And Queue

Queue	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
Help Desk	62	62	1.00	0	0.00	0	0.00	0	0.00	08:47:15	00:08:30	00:00:00	00:00:00	00:41:30	00:00:40	09:28:45	00:09:10	0	00:00:00	0	00:00:00
Rudy Hunter	1602	1602	1.00	0	0.00	0	0.00	0	0.00	6:04:47:56	00:05:34	00:00:00	00:00:00	00:00:00	00:00:00	6:04:47:56	00:05:34	0	00:00:00	0	00:00:00
Dialer	1602	1602	1.00	0	0.00	0	0.00	0	0.00	6:04:47:56	00:05:34	00:00:00	00:00:00	00:00:00	00:00:00	6:04:47:56	00:05:34	0	00:00:00	0	00:00:00
Russ Johnson	1	1	1.00	0	0.00	0	0.00	0	0.00	00:05:34	00:05:34	00:00:23	00:00:23	00:00:15	00:00:15	00:06:12	00:06:12	0	00:00:00	1	00:00:08
-	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
FeedBack	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
Insurance Agents	1	1	1.00	0	0.00	0	0.00	0	0.00	00:05:34	00:05:34	00:00:23	00:00:23	00:00:15	00:00:15	00:06:12	00:06:12	0	00:00:00	0	00:00:00
Marketing	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	00:00:08
Ryan McAdams	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
-	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
	130	130	1.00	0	0.00	0	0.00	0	0.00	18:53:43	00:08:43	00:00:00	00:00:00	01:30:04	00:00:42	20:23:47	00:09:25	0	00:00:00	0	00:00:00
Help Desk	130	130	1.00	0	0.00	0	0.00	0	0.00	18:53:43	00:08:43	00:00:00	00:00:00	01:30:04	00:00:42	20:23:47	00:09:25	0	00:00:00	0	00:00:00
Sara Newman	1630	1630	1.00	0	0.00	0	0.00	0	0.00	6:04:26:12	00:05:28	00:00:00	00:00:00	00:00:00	00:00:00	6:04:26:12	00:05:28	0	00:00:00	0	00:00:00
Dialer	1630	1630	1.00	0	0.00	0	0.00	0	0.00	6:04:26:12	00:05:28	00:00:00	00:00:00	00:00:00	00:00:00	6:04:26:12	00:05:28	0	00:00:00	0	00:00:00
	116	116	1.00	0	0.00	0	0.00	0	0.00	16:37:32	00:08:36	00:00:00	00:00:00	01:21:58	00:00:42	17:59:30	00:09:18	0	00:00:00	0	00:00:00
Help Desk	116	116	1.00	0	0.00	0	0.00	0	0.00	16:37:32	00:08:36	00:00:00	00:00:00	01:21:58	00:00:42	17:59:30	00:09:18	0	00:00:00	0	00:00:00
Scott Ridgway	1	1	1.00	0	0.00	0	0.00	0	0.00	00:01:55	00:01:55	00:00:00	00:00:00	00:00:13	00:00:13	00:02:08	00:02:08	0	00:00:00	1	00:01:09
-	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	00:01:09
Partners	1	1	1.00	0	0.00	0	0.00	0	0.00	00:01:55	00:01:55	00:00:00	00:00:00	00:00:13	00:00:13	00:02:08	00:02:08	0	00:00:00	0	00:00:00
Scott Stallings	113	113	1.00	0	0.00	0	0.00	0	0.00	16:12:04	00:08:36	00:00:00	00:00:00	00:39:05	00:00:21	16:51:09	00:08:57	0	00:00:00	0	00:00:00
Customer Service	72	72	1.00	0	0.00	0	0.00	0	0.00	10:39:02	00:08:53	00:00:00	00:00:00	00:11:20	00:00:09	10:50:22	00:09:02	0	00:00:00	0	00:00:00
Help Desk	41	41	1.00	0	0.00	0	0.00	0	0.00	05:33:02	00:08:07	00:00:00	00:00:00	00:27:45	00:00:41	06:00:47	00:08:48	0	00:00:00	0	00:00:00
Scott Wilson	119	119	1.00	0	0.00	0	0.00	0	0.00	18:31:07	00:09:20	00:00:00	00:00:00	00:52:48	00:00:27	19:23:55	00:09:47	0	00:00:00	0	00:00:00
Customer Service	57	57	1.00	0	0.00	0	0.00	0	0.00	09:03:45	00:09:32	00:00:00	00:00:00	00:08:49	00:00:09	09:12:34	00:09:42	0	00:00:00	0	00:00:00
Help Desk	62	62	1.00	0	0.00	0	0.00	0	0.00	09:27:22	00:09:09	00:00:00	00:00:00	00:43:59	00:00:43	10:11:21	00:09:52	0	00:00:00	0	00:00:00
Sean Hadden	116	116	1.00	0	0.00	0	0.00	0	0.00	17:11:40	00:08:54	00:00:00	00:00:00	00:58:40	00:00:30	18:10:20	00:09:24	0	00:00:00	0	00:00:00
Customer Service	47	47	1.00	0	0.00	0	0.00	0	0.00	06:22:52	00:08:09	00:00:00	00:00:00	00:07:40	00:00:10	06:30:32	00:08:19	0	00:00:00	0	00:00:00
Help Desk	69	69	1.00	0	0.00	0	0.00	0	0.00	10:48:48	00:09:24	00:00:00	00:00:00	00:51:00	00:00:44	11:39:48	00:10:09	0	00:00:00	0	00:00:00
Serena Colvard	140	140	1.00	0	0.00	0	0.00	0	0.00	20:23:37	00:08:44	00:00:00	00:00:00	00:52:50	00:00:23	21:16:27	00:09:07	0	00:00:00	0	00:00:00
Customer Service	85	85	1.00	0	0.00	0	0.00	0	0.00	12:10:33	00:08:36	00:00:00	00:00:00	00:13:50	00:00:10	12:24:23	00:08:45	0	00:00:00	0	00:00:00
Help Desk	55	55	1.00	0	0.00	0	0.00	0	0.00	08:13:04	00:08:58	00:00:00	00:00:00	00:39:00	00:00:43	08:52:04	00:09:40	0	00:00:00	0	00:00:00
Shailesh Govekar	1	0	0.00	1	1.00	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
Marketing	1	0	0.00	1	1.00	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
Shane Chuvalas	8	4	0.50	0	0.00	4	0.50	0	0.00	00:27:44	00:06:56	00:01:56	00:00:29	00:00:36	00:00:09	00:30:16	00:07:34	0	00:00:00	3	00:00:14

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Summaries Per User And Queue

Queue	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
-	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	00:00:08
Marketing	8	4	0.50	0	0.00	4	0.50	0	0.00	00:27:44	00:06:56	00:01:56	00:00:29	00:00:36	00:00:09	00:30:16	00:07:34	0	00:00:00	1	00:00:26
Sharon Fletcher	1628	1628	1.00	0	0.00	0	0.00	0	0.00	6:04:25:48	00:05:28	00:00:00	00:00:00	00:00:00	00:00:00	6:04:25:48	00:05:28	0	00:00:00	0	00:00:00
Dialer	1628	1628	1.00	0	0.00	0	0.00	0	0.00	6:04:25:48	00:05:28	00:00:00	00:00:00	00:00:00	00:00:00	6:04:25:48	00:05:28	0	00:00:00	0	00:00:00
Sharron Kensey	134	134	1.00	0	0.00	0	0.00	0	0.00	19:28:33	00:08:43	00:00:00	00:00:00	00:47:15	00:00:21	20:15:48	00:09:04	0	00:00:00	0	00:00:00
Customer Service	86	86	1.00	0	0.00	0	0.00	0	0.00	12:37:33	00:08:49	00:00:00	00:00:00	00:13:30	00:00:09	12:51:03	00:08:58	0	00:00:00	0	00:00:00
Help Desk	48	48	1.00	0	0.00	0	0.00	0	0.00	06:51:00	00:08:34	00:00:00	00:00:00	00:33:45	00:00:42	07:24:45	00:09:16	0	00:00:00	0	00:00:00
Shelia Miller	127	127	1.00	0	0.00	0	0.00	0	0.00	18:40:26	00:08:49	00:00:00	00:00:00	00:19:30	00:00:09	18:59:56	00:08:59	0	00:00:00	0	00:00:00
Customer Service	127	127	1.00	0	0.00	0	0.00	0	0.00	18:40:26	00:08:49	00:00:00	00:00:00	00:19:30	00:00:09	18:59:56	00:08:59	0	00:00:00	0	00:00:00
	96	96	1.00	0	0.00	0	0.00	0	0.00	13:19:26	00:08:20	00:00:00	00:00:00	01:09:00	00:00:43	14:28:26	00:09:03	0	00:00:00	0	00:00:00
Help Desk	96	96	1.00	0	0.00	0	0.00	0	0.00	13:19:26	00:08:20	00:00:00	00:00:00	01:09:00	00:00:43	14:28:26	00:09:03	0	00:00:00	0	00:00:00
SimJNB User2	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
-	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
Sofia Feit	146	146	1.00	0	0.00	0	0.00	0	0.00	21:10:20	00:08:42	00:00:00	00:00:00	00:56:15	00:00:23	22:06:35	00:09:05	0	00:00:00	0	00:00:00
Customer Service	87	87	1.00	0	0.00	0	0.00	0	0.00	12:48:48	00:08:50	00:00:00	00:00:00	00:13:30	00:00:09	13:02:18	00:09:00	0	00:00:00	0	00:00:00
Help Desk	59	59	1.00	0	0.00	0	0.00	0	0.00	08:21:32	00:08:30	00:00:00	00:00:00	00:42:45	00:00:43	09:04:17	00:09:14	0	00:00:00	0	00:00:00
Stephen Irecki	6	1	0.17	2	0.33	3	0.50	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
Marketing	6	1	0.17	2	0.33	3	0.50	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
Stephen Rhodes	1	1	1.00	0	0.00	0	0.00	0	0.00	00:03:42	00:03:42	00:00:00	00:00:00	00:00:07	00:00:07	00:03:49	00:03:49	0	00:00:00	0	00:00:00
-	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
Marketing	1	1	1.00	0	0.00	0	0.00	0	0.00	00:03:42	00:03:42	00:00:00	00:00:00	00:00:07	00:00:07	00:03:49	00:03:49	0	00:00:00	0	00:00:00
Stephen Walter	1	1	1.00	0	0.00	0	0.00	0	0.00	00:07:09	00:07:09	00:02:12	00:02:12	00:00:00	00:00:00	00:09:21	00:09:21	0	00:00:00	1	00:17:38
-	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
Marketing	1	1	1.00	0	0.00	0	0.00	0	0.00	00:07:09	00:07:09	00:02:12	00:02:12	00:00:00	00:00:00	00:09:21	00:09:21	0	00:00:00	1	00:17:38
Steve Saad	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
-	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
Steven Simms	110	110	1.00	0	0.00	0	0.00	0	0.00	15:52:56	00:08:40	00:00:00	00:00:00	00:17:50	00:00:10	16:10:46	00:08:50	0	00:00:00	0	00:00:00
Customer Service	110	110	1.00	0	0.00	0	0.00	0	0.00	15:52:56	00:08:40	00:00:00	00:00:00	00:17:50	00:00:10	16:10:46	00:08:50	0	00:00:00	0	00:00:00
Ted Frison	127	127	1.00	0	0.00	0	0.00	0	0.00	18:12:04	00:08:36	00:00:00	00:00:00	00:57:56	00:00:27	19:10:00	00:09:03	0	00:00:00	0	00:00:00
Customer Service	59	59	1.00	0	0.00	0	0.00	0	0.00	08:43:21	00:08:52	00:00:00	00:00:00	00:09:11	00:00:09	08:52:32	00:09:02	0	00:00:00	0	00:00:00
Help Desk	68	68	1.00	0	0.00	0	0.00	0	0.00	09:28:43	00:08:22	00:00:00	00:00:00	00:48:45	00:00:43	10:17:28	00:09:05	0	00:00:00	0	00:00:00
Ted Malm	145	144	0.99	0	0.00	1	0.01	0	0.00	22:00:25	00:09:10	00:00:00	00:00:00	00:48:17	00:00:20	22:48:42	00:09:30	0	00:00:00	0	00:00:00
Customer Service	94	93	0.99	0	0.00	1	0.01	0	0.00	14:08:07	00:09:07	00:00:00	00:00:00	00:14:30	00:00:09	14:22:37	00:09:17	0	00:00:00	0	00:00:00
Help Desk	51	51	1.00	0	0.00	0	0.00	0	0.00	07:52:18	00:09:16	00:00:00	00:00:00	00:33:47	00:00:40	08:26:05	00:09:55	0	00:00:00	0	00:00:00

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Summaries Per User And Queue

Queue	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
Tim Passios	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
-	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
Tim Smith	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
-	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
Todd Andersen	3	2	0.67	0	0.00	1	0.33	0	0.00	00:00:35	00:00:18	00:00:43	00:00:22	00:00:19	00:00:10	00:01:37	00:00:48	0	00:00:00	0	00:00:00
-	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
Marketing	3	2	0.67	0	0.00	1	0.33	0	0.00	00:00:35	00:00:18	00:00:43	00:00:22	00:00:19	00:00:10	00:01:37	00:00:48	0	00:00:00	0	00:00:00
Tom Bova	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
-	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
Tom Davis	132	132	1.00	0	0.00	0	0.00	0	0.00	18:11:02	00:08:16	00:00:00	00:00:00	00:52:40	00:00:24	19:03:42	00:08:40	0	00:00:00	0	00:00:00
Customer Service	76	76	1.00	0	0.00	0	0.00	0	0.00	10:37:41	00:08:23	00:00:00	00:00:00	00:12:10	00:00:10	10:49:51	00:08:33	0	00:00:00	0	00:00:00
Help Desk	56	56	1.00	0	0.00	0	0.00	0	0.00	07:33:21	00:08:06	00:00:00	00:00:00	00:40:30	00:00:43	08:13:51	00:08:49	0	00:00:00	0	00:00:00
Tom Fisher	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
-	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
Tom Van Lemmens	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
Sales Specialist	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
Tony Kelch	125	125	1.00	0	0.00	0	0.00	0	0.00	18:04:07	00:08:40	00:00:00	00:00:00	00:47:05	00:00:23	18:51:12	00:09:03	0	00:00:00	0	00:00:00
Customer Service	76	76	1.00	0	0.00	0	0.00	0	0.00	11:11:09	00:08:50	00:00:00	00:00:00	00:11:50	00:00:09	11:22:59	00:08:59	0	00:00:00	0	00:00:00
Help Desk	49	49	1.00	0	0.00	0	0.00	0	0.00	06:52:58	00:08:26	00:00:00	00:00:00	00:35:15	00:00:43	07:28:13	00:09:09	0	00:00:00	0	00:00:00
	192	192	1.00	0	0.00	0	0.00	0	0.00	1:04:13:37	00:08:49	00:00:00	00:00:00	02:15:21	00:00:42	1:06:28:58	00:09:32	0	00:00:00	0	00:00:00
Help Desk	192	192	1.00	0	0.00	0	0.00	0	0.00	1:04:13:37	00:08:49	00:00:00	00:00:00	02:15:21	00:00:42	1:06:28:58	00:09:32	0	00:00:00	0	00:00:00
Tonya Simpson	126	126	1.00	0	0.00	0	0.00	0	0.00	17:36:38	00:08:23	00:00:00	00:00:00	00:52:10	00:00:25	18:28:48	00:08:48	0	00:00:00	0	00:00:00
Customer Service	64	64	1.00	0	0.00	0	0.00	0	0.00	09:17:41	00:08:43	00:00:00	00:00:00	00:10:10	00:00:10	09:27:51	00:08:52	0	00:00:00	0	00:00:00
Help Desk	62	62	1.00	0	0.00	0	0.00	0	0.00	08:18:57	00:08:03	00:00:00	00:00:00	00:42:00	00:00:41	09:00:57	00:08:44	0	00:00:00	0	00:00:00
Trent Vance	19	17	0.89	1	0.05	1	0.05	3	0.16	00:34:18	00:02:01	00:02:50	00:00:10	00:02:18	00:00:08	00:39:26	00:02:19	0	00:00:00	20	00:00:36
-	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	15	00:00:27
Marketing	19	17	0.89	1	0.05	1	0.05	3	0.16	00:34:18	00:02:01	00:02:50	00:00:10	00:02:18	00:00:08	00:39:26	00:02:19	0	00:00:00	2	00:00:01
Sales Specialist	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	3	00:01:45
Wesley Brown	2	1	0.50	0	0.00	1	0.50	0	0.00	00:00:52	00:00:52	00:00:00	00:00:00	00:00:10	00:00:10	00:01:02	00:01:02	0	00:00:00	0	00:00:00
Marketing	2	1	0.50	0	0.00	1	0.50	0	0.00	00:00:52	00:00:52	00:00:00	00:00:00	00:00:10	00:00:10	00:01:02	00:01:02	0	00:00:00	0	00:00:00
William Young	253	253	1.00	0	0.00	0	0.00	0	0.00	1:12:48:20	00:08:44	00:00:00	00:00:00	01:36:00	00:00:23	1:14:24:20	00:09:06	0	00:00:00	0	00:00:00
Customer Service	145	145	1.00	0	0.00	0	0.00	0	0.00	20:55:47	00:08:40	00:00:00	00:00:00	00:22:30	00:00:09	21:18:17	00:08:49	0	00:00:00	0	00:00:00
Help Desk	108	108	1.00	0	0.00	0	0.00	0	0.00	15:52:33	00:08:49	00:00:00	00:00:00	01:13:30	00:00:41	17:06:03	00:09:30	0	00:00:00	0	00:00:00
Yasuaki Fukui	2	1	0.50	0	0.00	1	0.50	0	0.00	00:00:14	00:00:14	00:00:03	00:00:03	00:00:10	00:00:10	00:00:27	00:00:27	0	00:00:00	0	00:00:00

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Summaries Per User And Queue

Queue	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
Marketing	2	1	0.50	0	0.00	1	0.50	0	0.00	00:00:14	00:00:14	00:00:03	00:00:03	00:00:10	00:00:10	00:00:27	00:00:27	0	00:00:00	0	00:00:00
Yasushi Obata	1	1	1.00	0	0.00	0	0.00	0	0.00	00:03:14	00:03:14	00:00:00	00:00:00	00:00:10	00:00:10	00:03:24	00:03:24	0	00:00:00	0	00:00:00
Marketing	1	1	1.00	0	0.00	0	0.00	0	0.00	00:03:14	00:03:14	00:00:00	00:00:00	00:00:10	00:00:10	00:03:24	00:03:24	0	00:00:00	0	00:00:00
Yasushi Okano	9	6	0.67	0	0.00	3	0.33	0	0.00	00:16:18	00:02:43	00:00:00	00:00:00	00:00:50	00:00:08	00:17:08	00:02:51	0	00:00:00	0	00:00:00
Marketing	9	6	0.67	0	0.00	3	0.33	0	0.00	00:16:18	00:02:43	00:00:00	00:00:00	00:00:50	00:00:08	00:17:08	00:02:51	0	00:00:00	0	00:00:00
Zach Johnson	112	112	1.00	0	0.00	0	0.00	0	0.00	16:45:53	00:08:59	00:00:00	00:00:00	00:42:00	00:00:22	17:27:53	00:09:21	0	00:00:00	0	00:00:00
Customer Service	67	67	1.00	0	0.00	0	0.00	0	0.00	10:22:11	00:09:17	00:00:00	00:00:00	00:10:30	00:00:09	10:32:41	00:09:27	0	00:00:00	0	00:00:00
Help Desk	45	45	1.00	0	0.00	0	0.00	0	0.00	06:23:42	00:08:32	00:00:00	00:00:00	00:31:30	00:00:42	06:55:12	00:09:14	0	00:00:00	0	00:00:00
Zachary Perrott	270	0	0.00	1	0.00	269	1.00	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
Customer Service	176	0	0.00	1	0.01	175	0.99	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
Help Desk	94	0	0.00	0	0.00	94	1.00	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

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