

Agent by Queue Report

10/24/18

13:10

Queue	AgentID	Accepted	Handle Time	Handle TimeAvg	WrapUp Time	WrapUp TimeAvg	Hold Time	Hold TimeAvg
DN053873	Agt000148	3	454	151	43	14	0	0
DN053884	Agt000148	0	0	0	6	6	0	0
DN054080	Agt000148	1	76	76	15	15	0	0
DN054084	Agt000148	1	82	82	12	12	0	0
DN054091	Agt000175	0	674	674	226	226	0	0
DN054473	Agt000223	1	131	131	0	0	0	0
DN053423	Agt000228	0	900	900	0	0	0	0
DN054204	Agt000270	0	774	774	126	126	0	0
DN054080	Agt000274	0	900	900	0	0	0	0
DN054208	Agt000277	1	146	146	0	0	0	0
DN054237	Agt000277	0	691	691	47	47	0	0
DN054237	Agt000301	0	17	17	20	20	0	0
DN054879	Agt000320	1	59	59	24	24	0	0

End Agent by Virtual Queue Report

Agent Daily Report
10/24/18

AgentID	Accepted	Login Time	Avail Time	NotReady Time	Handle Time	Handle TimeAvg	WrapUp Time	WrapUp TimeAvg	Hold Time	HoldTime Avg	Direct	Direct Time	Direct TimeAvg	Made	Made Time	Made TimeAvg
Agt000148	5	900	56	0	611	122	75	15	0	0	0	0	0	0	0	0
Agt000175	0	900	0	0	674	674	226	226	0	0	0	0	0	0	0	0
Agt000223	1	900	89	680	131	131	0	0	0	0	0	0	0	1	56	56
Agt000228	0	900	0	0	900	900	0	0	0	0	0	0	0	0	0	0
Agt000270	0	900	0	0	774	774	126	126	0	0	0	0	0	0	0	0
Agt000274	0	900	0	0	900	900	0	0	0	0	0	0	0	0	0	0
Agt000277	1	900	16	0	837	837	47	47	0	0	0	0	0	0	0	0
Agt000301	0	900	0	863	17	17	20	20	0	0	0	0	0	1	846	846
Agt000310	0	353	0	353	0	0	0	0	0	0	0	0	0	0	0	0
Agt000320	2	900	764	0	87	44	48	24	0	0	0	0	0	0	0	0
Agt000323	0	900	0	900	0	0	0	0	0	0	0	0	0	0	0	0
Agt000337	0	261	0	0	259	259	2	2	0	0	0	0	0	0	0	0
Agt000358	1	900	10	310	580	580	0	0	0	0	0	0	0	0	0	0
Agt000360	0	900	0	900	0	0	0	0	0	0	0	0	0	0	0	0

End Agent Daily Report

Queue Report
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Queue	Offered	Accepted	Accepted Time	Accepted TimeAvg	Threshold Serviced	Threshold Abandoned	Abandoned	Handle Time	Handle TimeAvg	WrapUp Time	WrapUp TimeAvg	Hold Time	Hold TimeAvg	Service Level	Backlog	Backlog Expired	Backlog NotExpired
DN053203	1	1	60	60	1	0	0	971	971	136	136	0	0	10000	0	0	0
DN053207	9	8	453	57	8	1	0	3128	391	482	60	0	0	8888	0	0	0
DN055163	7	7	22	3	7	0	0	4216	602	114	16	0	0	10000	0	0	0
DN055164	1	1	22	22	1	0	0	40	40	106	106	0	0	10000	0	0	0
DN055165	21	21	166	8	21	0	0	6883	328	806	38	0	0	10000	0	0	0
DN055167	0	0	0	0	0	0	0	900	900	0	0	0	0	10000	0	0	0

End Queue Report