## ■ Bad Metrics Agents from West Office ■

## August 02, 2025

w ana
• ■ 05:44:07 into shift, short on time connected — has 04:01:01 when expected is at least 05:09:42
w atya
• ■ 05:44:07 into shift, short on time connected — has 04:52:58 when expected is at least 05:09:42
w bobby
• ■ 05:44:07 into shift, short on time connected — has 03:22:58 when expected is at least 05:09:42
w chavez
• ■ 05:44:07 into shift, short on time connected — has 03:55:58 when expected is at least 05:09:42
• ■ 05:44:07 into shift, high break time — took 01:10:58 (limit is 01:08:49)
w coronado

•  $\blacksquare$  05:44:07 into shift, short on time connected — has 04:00:00 when expected is at least 05:09:42

• ■ 05:44:07 into shift, short on time connected — has 01:01:01 when expected is at least 05:09:42
w fadi
• ■ 05:44:07 into shift, short on time connected — has 00:17:49 when expected is at least 05:09:42
w fisher
• ■ 05:44:07 into shift, short on time connected — has 04:13:58 when expected is at least 05:09:42
w gaucin
• ■ 05:44:07 into shift, short on time connected — has 03:58:01 when expected is at least 05:09:42
w guille
• ■ 05:44:07 into shift, short on time connected — has 04:04:01 when expected is at least 05:09:42
w hector
• ■ 05:44:07 into shift, short on time connected — has 00:47:52 when expected is at least 05:09:42

w duha

w jacob

•	■ 05:44:07 into shift, short on time connected — has 03:07:01 when expected is at least 05:09:42
•	■ 05:44:07 into shift, high wrap-up time — used 01:01:01 (limit is 00:51:37)
w	jair
•	■ 05:44:07 into shift, short on time connected — has 04:04:58 when expected is at least 05:09:42
w	jc
•	■ 05:44:07 into shift, short on time connected — has 03:52:01 when expected is at least 05:09:42
w	jerrel
•	■ 05:44:07 into shift, short on time connected — has 03:55:58 when expected is at least 05:09:42
w	joel
•	■ 05:44:07 into shift, short on time connected — has 04:10:58 when expected is at least 05:09:42
w	jonathan
•	■ 05:44:07 into shift, short on time connected — has 03:34:58 when expected is at least 05:09:42
•	■ 05:44:07 into shift, high wrap-up time — used 00:59:45 (limit is 00:51:37)

•	■ 05:44:07 into shift, short on time connected — has 04:33:00 when expected is at least 05:09:42
w	mahmoud
•	■ 05:44:07 into shift, short on time connected — has 04:45:00 when expected is at least 05:09:42
w	nana
•	■ 05:44:07 into shift, short on time connected — has 04:12:00 when expected is at least 05:09:42
w	ragb
•	■ 05:44:07 into shift, short on time connected — has 03:37:01 when expected is at least 05:09:42
w	ricky1
•	■ 05:44:07 into shift, short on time connected — has 04:01:58 when expected is at least 05:09:42
w	romo
•	■ 05:44:07 into shift, short on time connected — has 04:22:01 when expected is at least 05:09:42
	■ 05:44:07 into shift, high break time — took 01:27:00 (limit is 01:08:49)

w jonny

•	■ 05:44:07 into shift, short on time connected — has 04:18:00 when expected is at least 05:09:42
w t	illo
•	■ 05:44:07 into shift, short on time connected — has 04:07:01 when expected is at least 05:09:42
wv	erdin
•	■ 05:44:07 into shift, short on time connected — has 04:10:58 when expected is at least 05:09:42
w y	rael
•	■ 05:44:07 into shift, short on time connected — has 04:10:58 when expected is at least 05:09:42

w samuel