

## ■ Bad Metrics Agents from Commercial Office ■

August 02, 2025

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sp allan

- ■ 05:44:07 into shift, short on time connected — has 02:34:58 when expected is at least 05:09:42

sp chris

- ■ 05:44:07 into shift, short on time connected — has 03:49:01 when expected is at least 05:09:42

sp mathew

- ■ 05:44:07 into shift, short on time connected — has 04:05:59 when expected is at least 05:09:42
- ■ 05:44:07 into shift, high break time — took 01:10:01 (limit is 01:08:49)

sp steve

- ■ 05:44:07 into shift, short on time connected — has 04:07:01 when expected is at least 05:09:42
- ■ 05:44:07 into shift, high break time — took 01:09:00 (limit is 01:08:49)