

Currently viewing data for:

• Time zone: GMT+08:00
• Week: Mon to Sun

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 • [Cross-Closed](#) • [TBSR Web](#)



[Show Case Filters](#)
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[Show Booking Filters](#)
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Case Category	Case Channel	Case Language	Case Origin (group)	Case Origin	Case Source Name
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Employee Filters

Agent Name	Agent Super Region	Agent Title	Billable Group	Department	Employee Division
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Viewpoint Selection

Case/Event Parameter	Data Granularity	UTC Offset	Timepoint
2020-01-23T00:00:00Z	1h	+0800	2020-01-23T08:00:00Z
2020-01-23T01:00:00Z	1h	+0800	2020-01-23T09:00:00Z
2020-01-23T02:00:00Z	1h	+0800	2020-01-23T10:00:00Z
2020-01-23T03:00:00Z	1h	+0800	2020-01-23T11:00:00Z
2020-01-23T04:00:00Z	1h	+0800	2020-01-23T12:00:00Z
2020-01-23T05:00:00Z	1h	+0800	2020-01-23T13:00:00Z
2020-01-23T06:00:00Z	1h	+0800	2020-01-23T14:00:00Z
2020-01-23T07:00:00Z	1h	+0800	2020-01-23T15:00:00Z
2020-01-23T08:00:00Z	1h	+0800	2020-01-23T16:00:00Z
2020-01-23T09:00:00Z	1h	+0800	2020-01-23T17:00:00Z
2020-01-23T10:00:00Z	1h	+0800	2020-01-23T18:00:00Z
2020-01-23T11:00:00Z	1h	+0800	2020-01-23T19:00:00Z
2020-01-23T12:00:00Z	1h	+0800	2020-01-23T20:00:00Z
2020-01-23T13:00:00Z	1h	+0800	2020-01-23T21:00:00Z
2020-01-23T14:00:00Z	1h	+0800	2020-01-23T22:00:00Z
2020-01-23T15:00:00Z	1h	+0800	2020-01-23T23:00:00Z
2020-01-23T16:00:00Z	1h	+0800	2020-01-24T00:00:00Z
2020-01-23T17:00:00Z	1h	+0800	2020-01-24T01:00:00Z
2020-01-23T18:00:00Z	1h	+0800	2020-01-24T02:00:00Z
2020-01-23T19:00:00Z	1h	+0800	2020-01-24T03:00:00Z
2020-01-23T20:00:00Z	1h	+0800	2020-01-24T04:00:00Z
2020-01-23T21:00:00Z	1h	+0800	2020-01-24T05:00:00Z
2020-01-23T22:00:00Z	1h	+0800	2020-01-24T06:00:00Z
2020-01-23T23:00:00Z	1h	+0800	2020-01-24T07:00:00Z
2020-01-24T00:00:00Z	1h	+0800	2020-01-24T08:00:00Z
2020-01-24T01:00:00Z	1h	+0800	2020-01-24T09:00:00Z
2020-01-24T02:00:00Z	1h	+0800	2020-01-24T10:00:00Z
2020-01-24T03:00:00Z	1h	+0800	2020-01-24T11:00:00Z
2020-01-24T04:00:00Z	1h	+0800	2020-01-24T12:00:00Z
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2020-01-24T06:00:00Z	1h	+0800	2020-01-24T14:00:00Z
2020-01-24T07:00:00Z	1h	+0800	2020-01-24T15:00:00Z
2020-01-24T08:00:00Z	1h	+0800	2020-01-24T16:00:00Z
2020-01-24T09:00:00Z	1h	+0800	2020-01-24T17:00:00Z
2020-01-24T10:00:00Z	1h	+0800	2020-01-24T18:00:00Z
2020-01-24T11:00:00Z	1h	+0800	2020-01-24T19:00:00Z
2020-01-24T12:00:00Z	1h	+0800	2020-01-24T20:00:00Z
2020-01-24T13:00:00Z	1h	+0800	2020-01-24T21:00:00Z
2020-01-24T14:00:00Z	1h	+0800	2020-01-24T22:00:00Z
2020-01-24T15:00:00Z	1h	+0800	2020-01-24T23:00:00Z
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2020-01-24T17:00:00Z	1h	+0800	2020-01-25T01:00:00Z
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2020-01-24T19:00:00Z	1h	+0800	2020-01-25T03:00:00Z
2020-01-24T20:00:00Z	1h	+0800	2020-01-25T04:00:00Z
2020-01-24T21:00:00Z	1h	+0800	2020-01-25T05:00:00Z
2020-01-24T22:00:00Z	1h	+0800	2020-01-25T06:00:00Z
2020-01-24T23:00:00Z	1h	+0800	2020-01-25T07:00:00Z
2020-01-25T00:00:00Z	1h	+0800	2020-01-25T08:00:00Z
2020-01-25T01:00:00Z	1h	+0800	2020-01-25T09:00:00Z
2020-01-25T02:00:00Z	1h	+0800	2020-01-25T10:00:00Z
2020-01-25T03:00:00Z	1h	+0800	2020-01-25T11:00:00Z
2020-01-25T04:00:00Z	1h		

Cases Closed KPI Table ***

- Adult Project
- Online Testing
- Business Research

Showing Cases Closed separated by Employee Name by WEEK

Case Average Handle Time Trend

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Average Case Age Trend

© 2007 Strategic Learning Center, Inc. All rights reserved. | Employee Name: [REDACTED] | WFO: [REDACTED]