**AGENT SPECIFIC DAILY CALL STATUS**

Each agent should be able to display the following screen information for **themselves only** for TODAY or for any other previous day entered (within 1 year). Supervisors should be able to pull any user.

1 - Number of calls and callbacks ANSWERED (today or previous date entered)

2 – Average Speed to Answer calls for TODAY (or previous date entered)

3 – Talk time – the total amount of minutes TALKING TODAY (or previous date entered)

4 – HOLD time – the total amount of minutes on HOLD TODAY (or previous date entered)

5 – After Call Work time – the total amount of minutes ACW TODAY (or previous date entered)

6 – Minutes today in **each Call Status (show all used, not limited to this list)**

**Available**

**Available, No ACD**

**Lunch**

**At a training session**

**Additional Follow up**

**Out of Office**

**ACD – Agent Not Answering**

**DEPARTMENT DAILY CALL STATUS**

Summarize the following workgroups for TODAY or any other previous day entered (within 1 year)

MCSS Nav Patient

MCSS Nav Callbacks

MCSS Nav Nurse

MCSS Nav MCH

MCSS Nav MyChart

FD ACO Boeing

TUS Nautilus CS

MCSS Laguna Woods

1 - Number of calls currently in call and callback queue for ALL

2 - Number of calls and callbacks ANSWERED (today or previous date entered)

3 – Average Speed to Answer calls for TODAY (or previous date entered)

4 – Talk time – the total amount of minutes TALKING TODAY (or previous date entered)

5 – HOLD time – the total amount of minutes on HOLD TODAY (or previous date entered)

6 – After Call Work time – the total amount of minutes ACW TODAY (or previous date entered)

7 – Minutes today in each call status **listed as indicated above (all used).**