

24/06/2024 16:03:56

LastRefresh VN Time

Date Report

01/06/2024

30/06/2024

Org Leader 4

Nguyen, Thi Anh Nguyet

Org Leader 5

Le, Minh Tam

EmployeeName

Search

Amanda Nguyen

Anthony Tran

Chloe Huynh

Flora Le

Jane Tran

Jo Nguyen

Jun Huynh

Kayden Huynh

Luke Vu

Peter T Trinh

Sandra Le Thao

Tom Le

TC.NET

TC.NET Core - Frontline Support
| TC.NET Core - Production Integr...

Country
Vietnam

Timezone
VNT

Region
All

Country
Vietnam

Reset

Actual Cases Closed vs. Target - Individual

Actual Cases Closed

Target

120	180
100	65
93	180
115	180
59	
50	65
110	180
161	180
188	180
34	
9	

% Utilization by Individual

80%

60%

70.0%	70.9%	68.8%	58.6%	64.8%	47.0%	78.1%	56.5%	60.2%
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UserName	EffectiveAtZone	Timezone	Hours	Type	Notes
Amanda Nguyen	06/06/2024 01:34:40	VNT	0.25	NonCustomer	Assisted Jun
Amanda Nguyen	10/06/2024 23:01:52	VNT	0.41	NonCustomer	Department meeting
Amanda Nguyen	06/06/2024 23:11:54	VNT	0.25	NonCustomer	monitor intercom - created new c
Amanda Nguyen	10/06/2024 20:17:14	VNT	4.00	TimeOff	Off
Amanda Nguyen	20/06/2024 03:34:58	VNT	4.00	TimeOff	off 4h
Amanda Nguyen	07/06/2024 22:58:32	VNT	0.25	NonCustomer	team meeting
Amanda Nguyen	14/06/2024 01:13:16	VNT	0.25	NonCustomer	team meeting
Amanda Nguyen	14/06/2024 01:13:16	VNT	0.25	NonCustomer	UKG
Amanda Nguyen	14/06/2024 22:07:08	VNT	0.25	NonCustomer	UKG
Amanda Nguyen	15/06/2024 06:29:13	VNT	0.50	NonCustomer	weekly review
Amanda Nauven	14/06/2024 05:32:49	VNT	0.58	CustomerSupport	checked, advised
Total			932.78		

PTO Hours by Employee

Month

June

EmployeeEnglishName	3	7	10	12	17	19	20
Amanda Nguyen			4.00				4.00
Flora Le							
Jo Nguyen		4.00		4.00			
Kayden Huynh						4.00	4.00
Luke Vu	4.00				4.00		