Alma Arteaga

Agent ID	alma.arteaga@healthnet.com
Date	2022-03-08
Agent Name	Arteaga, Alma
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-08 3:02:08 PM
End	2022-03-08 6:12:38 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	01:32:13	00:51:40	8	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:10:44	00:20:18	15	
On the Phone Time (Status)	01:07:42	00:41:56	8	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	03:07:51	03:00:04	11	
Break Time (Status)	00:17:12	00:09:09	21	
Meeting Time (Status)	00:00:00	00:57:00	1	
Idle Time	01:42:57	01:11:59	17	
On the Phone Time	01:08:23	00:43:52	8	
Work Time	02:51:20	01:55:51	9	
Mail Count	0	0	1	
Voice Handled Count	15			
Inbound Voice Handled Count	10			
Outbound Voice Handled Count	5			
Handled Count	15	15	11	
Ring Average	00:00:01	00:00:00	24	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:03:55	00:01:28	23	
Out-Phone Time Average	00:01:07	00:01:17	16	
After Call Talk Time Average	00:00:43	00:12:37	19	
Handle Time Average	00:04:38	00:14:05	21	
Productive Time (%)	42	25	5	
Talk Time (%)	36	16	4	
Busy Time (%)	6	9	17	

Amber Urena

Agent ID	amber.urena@healthnet.com
Date	2022-03-08
Agent Name	Urena, Amber
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	
End	

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	00:00:00	00:51:40	15	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:00:00	00:20:18	1	
On the Phone Time (Status)	00:00:00	00:41:56	16	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	00:00:00	03:00:04	17	
Break Time (Status)	00:00:00	00:09:09	1	
Meeting Time (Status)	00:00:00	00:57:00	1	
Idle Time	00:00:00	01:11:59	1	
On the Phone Time	00:00:00	00:43:52	15	
Work Time	00:00:00	01:55:51	17	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	15	15	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:28	1	
Out-Phone Time Average	00:00:00	00:01:17	1	
After Call Talk Time Average	00:00:00	00:12:37	1	
Handle Time Average	00:00:00	00:14:05	1	
Productive Time (%)	0	25	17	
Talk Time (%)	0	16	15	
Busy Time (%)	0	9	1	

anais cardenas

Agent ID	anais.cardenas@healthnet.com
Date	2022-03-08
Agent Name	cardenas, anais
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	
End	

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	00:00:00	00:51:40	15	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:00:00	00:20:18	1	
On the Phone Time (Status)	00:00:00	00:41:56	16	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	00:00:00	03:00:04	17	
Break Time (Status)	00:00:00	00:09:09	1	
Meeting Time (Status)	00:00:00	00:57:00	1	
Idle Time	00:00:00	01:11:59	1	
On the Phone Time	00:00:00	00:43:52	15	
Work Time	00:00:00	01:55:51	17	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	15	15	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:28	1	
Out-Phone Time Average	00:00:00	00:01:17	1	
After Call Talk Time Average	00:00:00	00:12:37	1	
Handle Time Average	00:00:00	00:14:05	1	
Productive Time (%)	0	25	17	
Talk Time (%)	0	16	15	
Busy Time (%)	0	9	1	

Angelica Flores

Agent ID	angelica.flores@healthnet.com
Date	2022-03-08
Agent Name	Flores, Angelica
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-08 8:29:46 AM
End	2022-03-08 5:02:30 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	01:47:43	00:51:40	4	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:04:46	00:20:18	13	
On the Phone Time (Status)	00:50:55	00:41:56	9	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	08:29:36	03:00:04	2	
Break Time (Status)	00:16:45	00:09:09	20	
Meeting Time (Status)	05:29:27	00:57:00	25	
Idle Time	01:52:29	01:11:59	19	
On the Phone Time	00:51:06	00:43:52	9	
Work Time	02:43:35	01:55:51	10	
Mail Count	0	0	1	
Voice Handled Count	16			
Inbound Voice Handled Count	9			
Outbound Voice Handled Count	7			
Handled Count	16	15	10	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:02:26	00:01:28	17	
Out-Phone Time Average	00:03:50	00:01:17	24	
After Call Talk Time Average	00:00:18	00:12:37	14	
Handle Time Average	00:02:44	00:14:05	15	
Productive Time (%)	11	25	16	
Talk Time (%)	10	16	12	
Busy Time (%)	1	9	12	

Arianna Luna

Agent ID	arianna.luna@centene.com
Date	2022-03-08
Agent Name	Luna, Arianna
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-08 8:50:11 AM
End	2022-03-08 12:36:52 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	00:00:00	00:51:40	15	
Busy Time (Project)	00:00:12	00:00:00	25	
Busy Time (Call Work)	00:47:56	00:20:18	24	
On the Phone Time (Status)	00:02:09	00:41:56	15	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	03:46:35	03:00:04	10	
Break Time (Status)	00:00:00	00:09:09	1	
Meeting Time (Status)	02:56:18	00:57:00	21	
Idle Time	00:48:08	01:11:59	10	
On the Phone Time	00:00:00	00:43:52	15	
Work Time	00:48:08	01:55:51	16	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	15	15	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:28	1	
Out-Phone Time Average	00:00:00	00:01:17	1	
After Call Talk Time Average	00:47:56	00:12:37	24	
Handle Time Average	00:47:56	00:14:05	24	
Productive Time (%)	21	25	13	
Talk Time (%)	0	16	15	
Busy Time (%)	21	9	23	

Carolina Reyes

Agent ID	carolina.reyes@healthnet.com
Date	2022-03-08
Agent Name	Reyes, Carolina
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-08 3:02:58 PM
End	2022-03-08 5:31:22 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	01:44:53	00:51:40	5	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:17:06	00:20:18	20	
On the Phone Time (Status)	00:10:49	00:41:56	14	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	02:28:24	03:00:04	14	
Break Time (Status)	00:15:36	00:09:09	18	
Meeting Time (Status)	00:00:00	00:57:00	1	
Idle Time	02:01:59	01:11:59	20	
On the Phone Time	00:10:47	00:43:52	14	
Work Time	02:12:46	01:55:51	14	
Mail Count	0	0	1	
Voice Handled Count	14			
Inbound Voice Handled Count	4			
Outbound Voice Handled Count	10			
Handled Count	14	15	13	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:31	00:01:28	12	
Out-Phone Time Average	00:00:40	00:01:17	13	
After Call Talk Time Average	00:01:13	00:12:37	20	
Handle Time Average	00:01:44	00:14:05	11	
Productive Time (%)	19	25	15	
Talk Time (%)	7	16	14	
Busy Time (%)	12	9	21	

Christina Cisneros

Agent ID	christina.x.cisneros@healthnet.com
Date	2022-03-08
Agent Name	Cisneros, Christina
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	
End	

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	00:00:00	00:51:40	15	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:00:00	00:20:18	1	
On the Phone Time (Status)	00:00:00	00:41:56	16	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	00:00:00	03:00:04	17	
Break Time (Status)	00:00:00	00:09:09	1	
Meeting Time (Status)	00:00:00	00:57:00	1	
Idle Time	00:00:00	01:11:59	1	
On the Phone Time	00:00:00	00:43:52	15	
Work Time	00:00:00	01:55:51	17	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	15	15	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:28	1	
Out-Phone Time Average	00:00:00	00:01:17	1	
After Call Talk Time Average	00:00:00	00:12:37	1	
Handle Time Average	00:00:00	00:14:05	1	
Productive Time (%)	0	25	17	
Talk Time (%)	0	16	15	
Busy Time (%)	0	9	1	

Cinthya Vasquez

Agent ID	cinthya.n.vasquez@healthnet.com
Date	2022-03-08
Agent Name	Vasquez, Cinthya
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-08 9:01:15 AM
End	2022-03-08 5:26:03 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	01:09:36	00:51:40	12	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:07:13	00:20:18	14	
On the Phone Time (Status)	02:33:55	00:41:56	1	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	04:04:11	03:00:04	9	
Break Time (Status)	00:04:43	00:09:09	14	
Meeting Time (Status)	00:08:44	00:57:00	19	
Idle Time	01:16:49	01:11:59	11	
On the Phone Time	02:47:50	00:43:52	2	
Work Time	04:04:39	01:55:51	3	
Mail Count	0	0	1	
Voice Handled Count	26			
Inbound Voice Handled Count	6			
Outbound Voice Handled Count	20			
Handled Count	26	15	7	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:03:17	00:01:28	22	
Out-Phone Time Average	00:06:46	00:01:17	25	
After Call Talk Time Average	00:00:17	00:12:37	13	
Handle Time Average	00:03:34	00:14:05	19	
Productive Time (%)	72	25	2	
Talk Time (%)	69	16	1	
Busy Time (%)	3	9	14	

Cristina Rivera

Agent ID	cristina.rivera@healthnet.com
Date	2022-03-08
Agent Name	Rivera, Cristina
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-08 7:30:50 AM
End	2022-03-08 5:00:57 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	01:49:24	00:51:40	3	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:00:04	00:20:18	11	
On the Phone Time (Status)	00:25:11	00:41:56	12	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	02:14:39	03:00:04	15	
Break Time (Status)	00:00:00	00:09:09	1	
Meeting Time (Status)	00:00:00	00:57:00	1	
Idle Time	01:49:28	01:11:59	18	
On the Phone Time	00:27:38	00:43:52	12	
Work Time	02:17:06	01:55:51	12	
Mail Count	0	0	1	
Voice Handled Count	15			
Inbound Voice Handled Count	3			
Outbound Voice Handled Count	12			
Handled Count	15	15	11	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:01:23	00:01:28	14	
Out-Phone Time Average	00:01:44	00:01:17	17	
After Call Talk Time Average	00:00:00	00:12:37	1	
Handle Time Average	00:01:23	00:14:05	10	
Productive Time (%)	21	25	13	
Talk Time (%)	21	16	9	
Busy Time (%)	0	9	1	

Daniel Silva

Agent ID	daniel.silva@healthnet.com
Date	2022-03-08
Agent Name	Silva, Daniel
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	
End	

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	00:00:00	00:51:40	15	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:00:00	00:20:18	1	
On the Phone Time (Status)	00:00:00	00:41:56	16	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	00:00:00	03:00:04	17	
Break Time (Status)	00:00:00	00:09:09	1	
Meeting Time (Status)	00:00:00	00:57:00	1	
Idle Time	00:00:00	01:11:59	1	
On the Phone Time	00:00:00	00:43:52	15	
Work Time	00:00:00	01:55:51	17	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	15	15	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:28	1	
Out-Phone Time Average	00:00:00	00:01:17	1	
After Call Talk Time Average	00:00:00	00:12:37	1	
Handle Time Average	00:00:00	00:14:05	1	
Productive Time (%)	0	25	17	
Talk Time (%)	0	16	15	
Busy Time (%)	0	9	1	

Elza Aguirre

Agent ID	elza.aguirre@healthnet.com
Date	2022-03-08
Agent Name	Aguirre, Elza
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-08 1:31:27 PM
End	2022-03-08 6:04:43 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	01:58:54	00:51:40	2	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:17:14	00:20:18	21	
On the Phone Time (Status)	02:02:25	00:41:56	2	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	04:33:16	03:00:04	6	
Break Time (Status)	00:14:43	00:09:09	16	
Meeting Time (Status)	00:00:00	00:57:00	1	
Idle Time	02:16:08	01:11:59	24	
On the Phone Time	02:54:14	00:43:52	1	
Work Time	05:10:22	01:55:51	1	
Mail Count	0	0	1	
Voice Handled Count	54			
Inbound Voice Handled Count	8			
Outbound Voice Handled Count	46			
Handled Count	54	15	1	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:02:44	00:01:28	19	
Out-Phone Time Average	00:02:57	00:01:17	22	
After Call Talk Time Average	00:00:19	00:12:37	15	
Handle Time Average	00:03:03	00:14:05	17	
Productive Time (%)	70	25	3	
Talk Time (%)	64	16	2	
Busy Time (%)	6	9	17	

Jennifer Martinez

Agent ID	jennifer.martinez@healthnet.com
Date	2022-03-08
Agent Name	Martinez, Jennifer
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-08 2:59:38 PM
End	2022-03-08 5:56:10 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	01:08:33	00:51:40	13	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:12:31	00:20:18	16	
On the Phone Time (Status)	00:33:36	00:41:56	11	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	02:00:02	03:00:04	16	
Break Time (Status)	00:03:43	00:09:09	13	
Meeting Time (Status)	00:01:39	00:57:00	18	
Idle Time	01:21:04	01:11:59	13	
On the Phone Time	00:34:41	00:43:52	11	
Work Time	01:55:45	01:55:51	15	
Mail Count	0	0	1	
Voice Handled Count	21			
Inbound Voice Handled Count	7			
Outbound Voice Handled Count	14			
Handled Count	21	15	9	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:01:56	00:01:28	15	
Out-Phone Time Average	00:00:57	00:01:17	14	
After Call Talk Time Average	00:00:36	00:12:37	18	
Handle Time Average	00:02:32	00:14:05	13	
Productive Time (%)	39	25	6	
Talk Time (%)	29	16	5	
Busy Time (%)	10	9	20	

Jorge Nolasco

Agent ID	jorge.nolasco@healthnet.com
Date	2022-03-08
Agent Name	Nolasco, Jorge
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-08 8:32:31 AM
End	2022-03-08 5:02:44 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	01:20:09	00:51:40	9	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:45:09	00:20:18	23	
On the Phone Time (Status)	01:44:32	00:41:56	5	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	04:04:15	03:00:04	8	
Break Time (Status)	00:14:25	00:09:09	15	
Meeting Time (Status)	00:00:00	00:57:00	1	
Idle Time	02:05:18	01:11:59	21	
On the Phone Time	01:40:11	00:43:52	5	
Work Time	03:45:29	01:55:51	4	
Mail Count	0	0	1	
Voice Handled Count	36			
Inbound Voice Handled Count	16			
Outbound Voice Handled Count	20			
Handled Count	36	15	3	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:03:08	00:01:28	21	
Out-Phone Time Average	00:02:20	00:01:17	20	
After Call Talk Time Average	00:01:15	00:12:37	21	
Handle Time Average	00:04:23	00:14:05	20	
Productive Time (%)	60	25	4	
Talk Time (%)	41	16	3	
Busy Time (%)	18	9	22	

Jose Penate

Agent ID	jose.penate@healthnet.com
Date	2022-03-08
Agent Name	Penate, Jose
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-08 1:20:37 PM
End	2022-03-08 5:59:06 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	00:00:00	00:51:40	15	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	04:18:20	00:20:18	25	
On the Phone Time (Status)	00:00:00	00:41:56	16	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	04:18:20	03:00:04	7	
Break Time (Status)	00:00:00	00:09:09	1	
Meeting Time (Status)	00:00:00	00:57:00	1	
Idle Time	04:18:20	01:11:59	25	
On the Phone Time	00:00:00	00:43:52	15	
Work Time	04:18:20	01:55:51	2	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	15	15	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:28	1	
Out-Phone Time Average	00:00:00	00:01:17	1	
After Call Talk Time Average	04:18:20	00:12:37	25	
Handle Time Average	04:18:20	00:14:05	25	
Productive Time (%)	100	25	1	
Talk Time (%)	0	16	15	
Busy Time (%)	100	9	25	

Agent Scorecard (juanita.l.serrato@healthnet.com)

Agent ID	juanita.l.serrato@healthnet.com
Date	2022-03-08
Agent Name	
Agent Profile	

Daily Activity

Start	
End	

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	00:00:00	00:33:47	2	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:00:00	00:07:57	1	
On the Phone Time (Status)	00:00:00	01:26:11	2	
Out to Lunch Time (Status)	00:00:00	00:15:12	1	
Online Time	00:00:00	04:12:35	2	
Break Time (Status)	00:00:00	00:08:20	1	
Meeting Time (Status)	00:00:00	01:41:10	1	
Idle Time	00:00:00	00:41:44	1	
On the Phone Time	00:00:00	01:48:20	2	
Work Time	00:00:00	02:30:04	2	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	7	2	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:05:03	1	
Out-Phone Time Average	00:00:00	00:08:11	1	
After Call Talk Time Average	00:00:00	00:00:37	1	
Handle Time Average	00:00:00	00:05:39	1	
Productive Time (%)	0	23	2	
Talk Time (%)	0	22	2	
Busy Time (%)	0	2	1	

Robert Martin

Agent ID	juanr.martin@healthnet.com
Date	2022-03-08
Agent Name	Martin, Robert
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-08 8:00:54 AM
End	2022-03-08 4:30:08 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	01:01:33	00:51:40	14	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:15:21	00:20:18	19	
On the Phone Time (Status)	01:30:00	00:41:56	7	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	08:29:14	03:00:04	3	
Break Time (Status)	00:20:57	00:09:09	22	
Meeting Time (Status)	05:21:23	00:57:00	24	
Idle Time	01:16:54	01:11:59	12	
On the Phone Time	01:34:43	00:43:52	6	
Work Time	02:51:37	01:55:51	8	
Mail Count	0	0	1	
Voice Handled Count	37			
Inbound Voice Handled Count	8			
Outbound Voice Handled Count	29			
Handled Count	37	15	2	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:02:51	00:01:28	20	
Out-Phone Time Average	00:02:05	00:01:17	18	
After Call Talk Time Average	00:00:25	00:12:37	16	
Handle Time Average	00:03:16	00:14:05	18	
Productive Time (%)	22	25	11	
Talk Time (%)	19	16	11	
Busy Time (%)	3	9	14	

Kevin Argueta

Agent ID	kevin.argueta@healthnet.com
Date	2022-03-08
Agent Name	Argueta, Kevin
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	
End	

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	00:00:00	00:51:40	15	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:00:00	00:20:18	1	
On the Phone Time (Status)	00:00:00	00:41:56	16	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	00:00:00	03:00:04	17	
Break Time (Status)	00:00:00	00:09:09	1	
Meeting Time (Status)	00:00:00	00:57:00	1	
Idle Time	00:00:00	01:11:59	1	
On the Phone Time	00:00:00	00:43:52	15	
Work Time	00:00:00	01:55:51	17	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	15	15	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:28	1	
Out-Phone Time Average	00:00:00	00:01:17	1	
After Call Talk Time Average	00:00:00	00:12:37	1	
Handle Time Average	00:00:00	00:14:05	1	
Productive Time (%)	0	25	17	
Talk Time (%)	0	16	15	
Busy Time (%)	0	9	1	

Agent Scorecard (laura.n.cabrera@healthnet.com)

Agent ID	laura.n.cabrera@healthnet.com
Date	2022-03-08
Agent Name	
Agent Profile	

Daily Activity

Start	2022-03-08 9:05:12 AM
End	2022-03-08 5:31:50 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	01:07:34	00:33:47	1	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:15:53	00:07:57	2	
On the Phone Time (Status)	02:52:21	01:26:11	1	
Out to Lunch Time (Status)	00:30:24	00:15:12	2	
Online Time	08:25:10	04:12:35	1	
Break Time (Status)	00:16:39	00:08:20	2	
Meeting Time (Status)	03:22:19	01:41:10	2	
Idle Time	01:23:27	00:41:44	2	
On the Phone Time	03:36:40	01:48:20	1	
Work Time	05:00:07	02:30:04	1	
Mail Count	0	0	1	
Voice Handled Count	13			
Inbound Voice Handled Count	9			
Outbound Voice Handled Count	4			
Handled Count	13	7	1	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:10:05	00:05:03	2	
Out-Phone Time Average	00:16:21	00:08:11	2	
After Call Talk Time Average	00:01:13	00:00:37	2	
Handle Time Average	00:11:18	00:05:39	2	
Productive Time (%)	46	23	1	
Talk Time (%)	43	22	1	
Busy Time (%)	3	2	2	

Miguel Rodriguez

Agent ID	miguel.x.rodriguez@healthnet.com
Date	2022-03-08
Agent Name	Rodriguez, Miguel
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	
End	

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	00:00:00	00:51:40	15	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:00:00	00:20:18	1	
On the Phone Time (Status)	00:00:00	00:41:56	16	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	00:00:00	03:00:04	17	
Break Time (Status)	00:00:00	00:09:09	1	
Meeting Time (Status)	00:00:00	00:57:00	1	
Idle Time	00:00:00	01:11:59	1	
On the Phone Time	00:00:00	00:43:52	15	
Work Time	00:00:00	01:55:51	17	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	15	15	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:28	1	
Out-Phone Time Average	00:00:00	00:01:17	1	
After Call Talk Time Average	00:00:00	00:12:37	1	
Handle Time Average	00:00:00	00:14:05	1	
Productive Time (%)	0	25	17	
Talk Time (%)	0	16	15	
Busy Time (%)	0	9	1	

Mildred Siracusa

Agent ID	mildred.g.siracusa-moreno@healthnet.com
Date	2022-03-08
Agent Name	Siracusa, Mildred
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-08 8:30:45 AM
End	2022-03-08 6:00:26 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	02:14:56	00:51:40	1	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:00:00	00:20:18	1	
On the Phone Time (Status)	01:37:32	00:41:56	6	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	04:42:18	03:00:04	5	
Break Time (Status)	00:15:50	00:09:09	19	
Meeting Time (Status)	00:34:00	00:57:00	20	
Idle Time	02:14:56	01:11:59	22	
On the Phone Time	01:20:24	00:43:52	7	
Work Time	03:35:20	01:55:51	5	
Mail Count	0	0	1	
Voice Handled Count	35			
Inbound Voice Handled Count	20			
Outbound Voice Handled Count	15			
Handled Count	35	15	4	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:02:37	00:01:28	18	
Out-Phone Time Average	00:00:59	00:01:17	15	
After Call Talk Time Average	00:00:00	00:12:37	1	
Handle Time Average	00:02:37	00:14:05	14	
Productive Time (%)	28	25	9	
Talk Time (%)	28	16	6	
Busy Time (%)	0	9	1	

Myrna Vazquez

Agent ID	myrna.vazquez@healthnet.com
Date	2022-03-08
Agent Name	Vazquez, Myrna
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-08 2:59:54 PM
End	2022-03-08 6:02:04 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	01:32:57	00:51:40	7	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:42:04	00:20:18	22	
On the Phone Time (Status)	00:18:39	00:41:56	13	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	03:02:10	03:00:04	12	
Break Time (Status)	00:28:30	00:09:09	23	
Meeting Time (Status)	00:00:00	00:57:00	1	
Idle Time	02:15:01	01:11:59	23	
On the Phone Time	00:17:53	00:43:52	13	
Work Time	02:32:54	01:55:51	11	
Mail Count	0	0	1	
Voice Handled Count	22			
Inbound Voice Handled Count	7			
Outbound Voice Handled Count	15			
Handled Count	22	15	8	
Ring Average	00:00:01	00:00:00	24	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:59	00:01:28	13	
Out-Phone Time Average	00:00:25	00:01:17	12	
After Call Talk Time Average	00:01:55	00:12:37	23	
Handle Time Average	00:02:54	00:14:05	16	
Productive Time (%)	33	25	8	
Talk Time (%)	10	16	12	
Busy Time (%)	23	9	24	

Paul Friel

Agent ID	paul.r.friel@healthnet.com
Date	2022-03-08
Agent Name	Friel, Paul
Agent Profile	healthnet-disabled

Daily Activity

Start	
End	

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	00:00:00	00:00:00	1	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:00:00	00:00:00	1	
On the Phone Time (Status)	00:00:00	00:00:00	1	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	00:00:00	00:00:00	1	
Break Time (Status)	00:00:00	00:00:00	1	
Meeting Time (Status)	00:00:00	00:00:00	1	
Idle Time	00:00:00	00:00:00	1	
On the Phone Time	00:00:00	00:00:00	1	
Work Time	00:00:00	00:00:00	1	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	0	1	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:00:00	1	
Out-Phone Time Average	00:00:00	00:00:00	1	
After Call Talk Time Average	00:00:00	00:00:00	1	
Handle Time Average	00:00:00	00:00:00	1	
Productive Time (%)	0	0	1	
Talk Time (%)	0	0	1	
Busy Time (%)	0	0	1	

Rosie Nunez

Agent ID	rosie.x.nunez@healthnet.com
Date	2022-03-08
Agent Name	Nunez, Rosie
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-08 3:19:31 PM
End	2022-03-08 6:00:17 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	01:18:39	00:51:40	10	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:12:34	00:20:18	17	
On the Phone Time (Status)	00:36:14	00:41:56	10	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	02:40:46	03:00:04	13	
Break Time (Status)	00:31:57	00:09:09	25	
Meeting Time (Status)	00:01:22	00:57:00	17	
Idle Time	01:31:13	01:11:59	15	
On the Phone Time	00:42:07	00:43:52	10	
Work Time	02:13:20	01:55:51	13	
Mail Count	0	0	1	
Voice Handled Count	8			
Inbound Voice Handled Count	5			
Outbound Voice Handled Count	3			
Handled Count	8	15	14	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:04:02	00:01:28	24	
Out-Phone Time Average	00:03:18	00:01:17	23	
After Call Talk Time Average	00:01:34	00:12:37	22	
Handle Time Average	00:05:36	00:14:05	23	
Productive Time (%)	34	25	7	
Talk Time (%)	26	16	7	
Busy Time (%)	8	9	19	

Roy Garcia

Agent ID	roy.x.garcia@healthnet.com
Date	2022-03-08
Agent Name	Garcia, Roy
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	
End	

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	00:00:00	00:51:40	15	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:00:00	00:20:18	1	
On the Phone Time (Status)	00:00:00	00:41:56	16	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	00:00:00	03:00:04	17	
Break Time (Status)	00:00:00	00:09:09	1	
Meeting Time (Status)	00:00:00	00:57:00	1	
Idle Time	00:00:00	01:11:59	1	
On the Phone Time	00:00:00	00:43:52	15	
Work Time	00:00:00	01:55:51	17	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	15	15	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:28	1	
Out-Phone Time Average	00:00:00	00:01:17	1	
After Call Talk Time Average	00:00:00	00:12:37	1	
Handle Time Average	00:00:00	00:14:05	1	
Productive Time (%)	0	25	17	
Talk Time (%)	0	16	15	
Busy Time (%)	0	9	1	

Saadia Orantes-Lopez

Agent ID	saadia.b.orantes-lopez@healthnet.com
Date	2022-03-08
Agent Name	Orantes-Lopez, Saadia
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-08 7:30:09 AM
End	2022-03-08 4:02:26 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	01:35:15	00:51:40	6	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:03:51	00:20:18	12	
On the Phone Time (Status)	01:53:25	00:41:56	4	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	08:31:08	03:00:04	1	
Break Time (Status)	00:15:05	00:09:09	17	
Meeting Time (Status)	04:43:32	00:57:00	23	
Idle Time	01:39:06	01:11:59	16	
On the Phone Time	01:48:42	00:43:52	4	
Work Time	03:27:48	01:55:51	6	
Mail Count	0	0	1	
Voice Handled Count	35			
Inbound Voice Handled Count	12			
Outbound Voice Handled Count	23			
Handled Count	35	15	4	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:01:57	00:01:28	16	
Out-Phone Time Average	00:02:12	00:01:17	19	
After Call Talk Time Average	00:00:07	00:12:37	12	
Handle Time Average	00:02:04	00:14:05	12	
Productive Time (%)	22	25	11	
Talk Time (%)	21	16	9	
Busy Time (%)	1	9	12	

Stephanie Tejada

Agent ID	stephanie.a.tejada@healthnet.com
Date	2022-03-08
Agent Name	Tejada, Stephanie
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	
End	

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	00:00:00	00:51:40	15	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:00:00	00:20:18	1	
On the Phone Time (Status)	00:00:00	00:41:56	16	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	00:00:00	03:00:04	17	
Break Time (Status)	00:00:00	00:09:09	1	
Meeting Time (Status)	00:00:00	00:57:00	1	
Idle Time	00:00:00	01:11:59	1	
On the Phone Time	00:00:00	00:43:52	15	
Work Time	00:00:00	01:55:51	17	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	15	15	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:28	1	
Out-Phone Time Average	00:00:00	00:01:17	1	
After Call Talk Time Average	00:00:00	00:12:37	1	
Handle Time Average	00:00:00	00:14:05	1	
Productive Time (%)	0	25	17	
Talk Time (%)	0	16	15	
Busy Time (%)	0	9	1	

Tony De La Hoya

Agent ID	tony.delahoya@healthnet.com
Date	2022-03-08
Agent Name	De La Hoya, Tony
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-08 9:00:07 AM
End	2022-03-08 5:30:09 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	01:17:07	00:51:40	11	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:12:44	00:20:18	18	
On the Phone Time (Status)	02:01:04	00:41:56	3	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	08:28:50	03:00:04	4	
Break Time (Status)	00:29:31	00:09:09	24	
Meeting Time (Status)	04:28:24	00:57:00	22	
Idle Time	01:29:51	01:11:59	14	
On the Phone Time	01:57:51	00:43:52	3	
Work Time	03:27:42	01:55:51	7	
Mail Count	0	0	1	
Voice Handled Count	29			
Inbound Voice Handled Count	10			
Outbound Voice Handled Count	19			
Handled Count	29	15	6	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:04:56	00:01:28	25	
Out-Phone Time Average	00:02:34	00:01:17	21	
After Call Talk Time Average	00:00:26	00:12:37	17	
Handle Time Average	00:05:22	00:14:05	22	
Productive Time (%)	26	25	10	
Talk Time (%)	23	16	8	
Busy Time (%)	3	9	14	

Zach Thomas

Agent ID	zthomas@revation.com
Date	2022-03-08
Agent Name	Thomas, Zach
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	
End	

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	00:00:00	00:51:40	15	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:00:00	00:20:18	1	
On the Phone Time (Status)	00:00:00	00:41:56	16	
Out to Lunch Time (Status)	00:00:00	00:00:00	1	
Online Time	00:00:00	03:00:04	17	
Break Time (Status)	00:00:00	00:09:09	1	
Meeting Time (Status)	00:00:00	00:57:00	1	
Idle Time	00:00:00	01:11:59	1	
On the Phone Time	00:00:00	00:43:52	15	
Work Time	00:00:00	01:55:51	17	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	15	15	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:28	1	
Out-Phone Time Average	00:00:00	00:01:17	1	
After Call Talk Time Average	00:00:00	00:12:37	1	
Handle Time Average	00:00:00	00:14:05	1	
Productive Time (%)	0	25	17	
Talk Time (%)	0	16	15	
Busy Time (%)	0	9	1	