

Alma Arteaga

Agent ID	alma.arteaga@healthnet.com
Date	2022-03-09
Agent Name	Arteaga, Alma
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-09 9:32:31 AM
End	2022-03-09 6:04:47 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	02:10:34	02:02:42	14	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:31:50	00:26:11	13	
On the Phone Time (Status)	04:46:33	01:50:57	1	
Out to Lunch Time (Status)	00:30:03	00:15:59	14	
Online Time	08:32:14	05:24:11	2	
Break Time (Status)	00:33:14	00:20:14	22	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	02:42:24	02:39:46	11	
On the Phone Time	05:37:31	01:57:48	1	
Work Time	08:19:55	04:37:34	2	
Mail Count	0	0	1	
Voice Handled Count	43			
Inbound Voice Handled Count	31			
Outbound Voice Handled Count	12			
Handled Count	43	53	15	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:06:52	00:01:27	25	
Out-Phone Time Average	00:04:39	00:01:19	25	
After Call Talk Time Average	00:00:44	00:00:34	19	
Handle Time Average	00:07:36	00:02:01	25	
Productive Time (%)	72	34	1	
Talk Time (%)	66	25	1	
Busy Time (%)	6	9	10	

Amber Urena

Agent ID	amber.urena@healthnet.com
Date	2022-03-09
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	02:02:42	17	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:00:00	00:26:11	1	
On the Phone Time (Status)	00:00:00	01:50:57	18	
Out to Lunch Time (Status)	00:00:00	00:15:59	1	
Online Time	00:00:00	05:24:11	19	
Break Time (Status)	00:00:00	00:20:14	1	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	00:00:00	02:39:46	1	
On the Phone Time	00:00:00	01:57:48	19	
Work Time	00:00:00	04:37:34	19	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	53	19	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:27	1	
Out-Phone Time Average	00:00:00	00:01:19	1	
After Call Talk Time Average	00:00:00	00:00:34	1	
Handle Time Average	00:00:00	00:02:01	1	
Productive Time (%)	0	34	19	
Talk Time (%)	0	25	18	
Busy Time (%)	0	9	1	

anais cardenas

Agent ID	anais.cardenas@healthnet.com
Date	2022-03-09
Agent Name	cardenas, anais
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-09 9:00:38 AM
End	2022-03-09 12:14:49 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	01:52:00	02:02:42	15	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:37:49	00:26:11	18	
On the Phone Time (Status)	00:29:43	01:50:57	16	
Out to Lunch Time (Status)	00:00:00	00:15:59	1	
Online Time	03:14:11	05:24:11	18	
Break Time (Status)	00:14:39	00:20:14	10	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	02:29:49	02:39:46	10	
On the Phone Time	00:29:43	01:57:48	16	
Work Time	02:59:32	04:37:34	17	
Mail Count	0	0	1	
Voice Handled Count	22			
Inbound Voice Handled Count	15			
Outbound Voice Handled Count	7			
Handled Count	22	53	16	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:01:04	00:01:27	11	
Out-Phone Time Average	00:01:02	00:01:19	12	
After Call Talk Time Average	00:01:43	00:00:34	24	
Handle Time Average	00:02:47	00:02:01	18	
Productive Time (%)	35	34	16	
Talk Time (%)	15	25	16	
Busy Time (%)	19	9	23	

Angelica Flores

Agent ID	angelica.flores@healthnet.com
Date	2022-03-09
Agent Name	Flores, Angelica
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-09 8:30:31 AM
End	2022-03-09 5:06:31 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	03:15:34	02:02:42	8	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:50:48	00:26:11	23	
On the Phone Time (Status)	03:13:05	01:50:57	6	
Out to Lunch Time (Status)	00:30:22	00:15:59	19	
Online Time	08:26:48	05:24:11	12	
Break Time (Status)	00:36:59	00:20:14	23	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	04:06:22	02:39:46	18	
On the Phone Time	03:16:41	01:57:48	7	
Work Time	07:23:03	04:37:34	11	
Mail Count	0	0	1	
Voice Handled Count	69			
Inbound Voice Handled Count	40			
Outbound Voice Handled Count	29			
Handled Count	69	53	12	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:03:05	00:01:27	23	
Out-Phone Time Average	00:02:07	00:01:19	21	
After Call Talk Time Average	00:00:44	00:00:34	19	
Handle Time Average	00:03:49	00:02:01	23	
Productive Time (%)	49	34	8	
Talk Time (%)	39	25	8	
Busy Time (%)	10	9	18	

Arianna Luna

Agent ID	arianna.luna@centene.com
Date	2022-03-09
Agent Name	Luna, Arianna
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-09 8:59:48 AM
End	2022-03-09 5:30:47 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	00:00:00	02:02:42	17	
Busy Time (Project)	04:32:09	00:10:53	25	
Busy Time (Call Work)	00:01:50	00:26:11	8	
On the Phone Time (Status)	00:00:45	01:50:57	17	
Out to Lunch Time (Status)	00:00:00	00:15:59	1	
Online Time	08:30:59	05:24:11	3	
Break Time (Status)	00:00:00	00:20:14	1	
Meeting Time (Status)	03:56:15	00:17:15	25	
Idle Time	04:33:59	02:39:46	23	
On the Phone Time	00:01:37	01:57:48	18	
Work Time	04:35:36	04:37:34	15	
Mail Count	0	0	1	
Voice Handled Count	4			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	4			
Handled Count	4	53	18	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:27	1	
Out-Phone Time Average	00:00:24	00:01:19	8	
After Call Talk Time Average	00:00:28	00:00:34	15	
Handle Time Average	00:00:28	00:02:01	8	
Productive Time (%)	54	34	4	
Talk Time (%)	0	25	18	
Busy Time (%)	54	9	25	

Carolina Reyes

Agent ID	carolina.reyes@healthnet.com
Date	2022-03-09
Agent Name	Reyes, Carolina
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-09 9:03:42 AM
End	2022-03-09 5:31:01 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	04:50:04	02:02:42	2	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:31:16	00:26:11	11	
On the Phone Time (Status)	02:04:54	01:50:57	14	
Out to Lunch Time (Status)	00:30:36	00:15:59	24	
Online Time	08:27:19	05:24:11	11	
Break Time (Status)	00:30:29	00:20:14	19	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	05:21:20	02:39:46	24	
On the Phone Time	02:06:51	01:57:48	14	
Work Time	07:28:11	04:37:34	9	
Mail Count	0	0	1	
Voice Handled Count	107			
Inbound Voice Handled Count	61			
Outbound Voice Handled Count	46			
Handled Count	107	53	6	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:57	00:01:27	10	
Out-Phone Time Average	00:01:07	00:01:19	13	
After Call Talk Time Average	00:00:18	00:00:34	11	
Handle Time Average	00:01:15	00:02:01	9	
Productive Time (%)	31	34	17	
Talk Time (%)	25	25	15	
Busy Time (%)	6	9	10	

Christina Cisneros

Agent ID	christina.x.cisneros@healthnet.com
Date	2022-03-09
Agent Name	Cisneros, Christina
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-09 8:00:12 AM
End	2022-03-09 4:30:24 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	03:30:29	02:02:42	6	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:34:51	00:26:11	14	
On the Phone Time (Status)	03:24:41	01:50:57	5	
Out to Lunch Time (Status)	00:30:04	00:15:59	15	
Online Time	08:30:12	05:24:11	5	
Break Time (Status)	00:30:07	00:20:14	15	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	04:05:20	02:39:46	17	
On the Phone Time	03:22:58	01:57:48	6	
Work Time	07:28:18	04:37:34	8	
Mail Count	0	0	1	
Voice Handled Count	86			
Inbound Voice Handled Count	45			
Outbound Voice Handled Count	41			
Handled Count	86	53	8	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:02:09	00:01:27	20	
Out-Phone Time Average	00:01:55	00:01:19	17	
After Call Talk Time Average	00:00:24	00:00:34	14	
Handle Time Average	00:02:33	00:02:01	14	
Productive Time (%)	47	34	12	
Talk Time (%)	40	25	7	
Busy Time (%)	7	9	14	

Cinthya Vasquez

Agent ID	cinthya.n.vasquez@healthnet.com
Date	2022-03-09
Agent Name	Vasquez, Cinthya
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-09 9:01:20 AM
End	2022-03-09 5:31:45 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	03:14:53	02:02:42	10	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:04:15	00:26:11	9	
On the Phone Time (Status)	03:01:12	01:50:57	7	
Out to Lunch Time (Status)	00:30:32	00:15:59	22	
Online Time	07:15:36	05:24:11	14	
Break Time (Status)	00:21:42	00:20:14	13	
Meeting Time (Status)	00:03:02	00:17:15	23	
Idle Time	03:19:08	02:39:46	14	
On the Phone Time	03:41:19	01:57:48	4	
Work Time	07:00:27	04:37:34	12	
Mail Count	0	0	1	
Voice Handled Count	78			
Inbound Voice Handled Count	34			
Outbound Voice Handled Count	44			
Handled Count	78	53	9	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:01:40	00:01:27	13	
Out-Phone Time Average	00:03:19	00:01:19	24	
After Call Talk Time Average	00:00:03	00:00:34	8	
Handle Time Average	00:01:43	00:02:01	11	
Productive Time (%)	52	34	5	
Talk Time (%)	51	25	2	
Busy Time (%)	1	9	8	

Cristina Rivera

Agent ID	cristina.rivera@healthnet.com
Date	2022-03-09
Agent Name	Rivera, Cristina
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-09 7:31:19 AM
End	2022-03-09 5:01:07 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	04:52:46	02:02:42	1	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:34:55	00:26:11	15	
On the Phone Time (Status)	02:50:15	01:50:57	11	
Out to Lunch Time (Status)	00:21:34	00:15:59	13	
Online Time	09:18:32	05:24:11	1	
Break Time (Status)	00:39:02	00:20:14	24	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	05:27:41	02:39:46	25	
On the Phone Time	02:56:45	01:57:48	11	
Work Time	08:24:26	04:37:34	1	
Mail Count	0	0	1	
Voice Handled Count	115			
Inbound Voice Handled Count	51			
Outbound Voice Handled Count	64			
Handled Count	115	53	2	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:01:42	00:01:27	14	
Out-Phone Time Average	00:01:00	00:01:19	11	
After Call Talk Time Average	00:00:18	00:00:34	11	
Handle Time Average	00:02:00	00:02:01	12	
Productive Time (%)	38	34	15	
Talk Time (%)	32	25	14	
Busy Time (%)	6	9	10	

Daniel Silva

Agent ID	daniel.silva@healthnet.com
Date	2022-03-09
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	02:02:42	17	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:00:00	00:26:11	1	
On the Phone Time (Status)	00:00:00	01:50:57	18	
Out to Lunch Time (Status)	00:00:00	00:15:59	1	
Online Time	00:00:00	05:24:11	19	
Break Time (Status)	00:00:00	00:20:14	1	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	00:00:00	02:39:46	1	
On the Phone Time	00:00:00	01:57:48	19	
Work Time	00:00:00	04:37:34	19	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	53	19	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:27	1	
Out-Phone Time Average	00:00:00	00:01:19	1	
After Call Talk Time Average	00:00:00	00:00:34	1	
Handle Time Average	00:00:00	00:02:01	1	
Productive Time (%)	0	34	19	
Talk Time (%)	0	25	18	
Busy Time (%)	0	9	1	

Elza Aguirre

Agent ID	elza.aguirre@healthnet.com
Date	2022-03-09
Agent Name	Aguirre, Elza
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-09 9:30:10 AM
End	2022-03-09 6:00:24 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	03:59:54	02:02:42	3	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:31:42	00:26:11	12	
On the Phone Time (Status)	02:56:46	01:50:57	9	
Out to Lunch Time (Status)	00:30:33	00:15:59	23	
Online Time	08:30:14	05:24:11	4	
Break Time (Status)	00:31:19	00:20:14	21	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	04:31:36	02:39:46	20	
On the Phone Time	03:14:29	01:57:48	8	
Work Time	07:46:05	04:37:34	3	
Mail Count	0	0	1	
Voice Handled Count	117			
Inbound Voice Handled Count	38			
Outbound Voice Handled Count	79			
Handled Count	117	53	1	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:01:48	00:01:27	16	
Out-Phone Time Average	00:01:13	00:01:19	14	
After Call Talk Time Average	00:00:16	00:00:34	10	
Handle Time Average	00:02:04	00:02:01	13	
Productive Time (%)	44	34	14	
Talk Time (%)	38	25	9	
Busy Time (%)	6	9	10	

Jennifer Martinez

Agent ID	jennifer.martinez@healthnet.com
Date	2022-03-09
Agent Name	Martinez, Jennifer
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-09 9:30:23 AM
End	2022-03-09 5:59:23 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	03:36:58	02:02:42	5	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:54:49	00:26:11	24	
On the Phone Time (Status)	02:38:34	01:50:57	12	
Out to Lunch Time (Status)	00:30:06	00:15:59	17	
Online Time	07:56:19	05:24:11	13	
Break Time (Status)	00:15:52	00:20:14	11	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	04:31:47	02:39:46	21	
On the Phone Time	03:01:08	01:57:48	10	
Work Time	07:32:55	04:37:34	5	
Mail Count	0	0	1	
Voice Handled Count	115			
Inbound Voice Handled Count	43			
Outbound Voice Handled Count	72			
Handled Count	115	53	2	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:02:05	00:01:27	17	
Out-Phone Time Average	00:00:49	00:01:19	10	
After Call Talk Time Average	00:00:29	00:00:34	16	
Handle Time Average	00:02:34	00:02:01	15	
Productive Time (%)	50	34	7	
Talk Time (%)	38	25	9	
Busy Time (%)	12	9	19	

Jorge Nolasco

Agent ID	jorge.nolasco@healthnet.com
Date	2022-03-09
Agent Name	Nolasco, Jorge
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-09 8:30:15 AM
End	2022-03-09 5:00:20 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	03:15:16	02:02:42	9	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	01:16:34	00:26:11	25	
On the Phone Time (Status)	02:57:38	01:50:57	8	
Out to Lunch Time (Status)	00:30:07	00:15:59	18	
Online Time	08:29:42	05:24:11	9	
Break Time (Status)	00:30:07	00:20:14	15	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	04:31:50	02:39:46	22	
On the Phone Time	02:54:43	01:57:48	12	
Work Time	07:26:33	04:37:34	10	
Mail Count	0	0	1	
Voice Handled Count	92			
Inbound Voice Handled Count	47			
Outbound Voice Handled Count	45			
Handled Count	92	53	7	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:02:06	00:01:27	18	
Out-Phone Time Average	00:01:33	00:01:19	15	
After Call Talk Time Average	00:00:50	00:00:34	22	
Handle Time Average	00:02:56	00:02:01	20	
Productive Time (%)	49	34	8	
Talk Time (%)	34	25	13	
Busy Time (%)	15	9	21	

Jose Penate

Agent ID	jose.penate@healthnet.com
Date	2022-03-09
Agent Name	Penate, Jose
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-09 1:56:37 PM
End	2022-03-09 5:43:32 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	00:00:00	02:02:42	17	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:35:05	00:26:11	16	
On the Phone Time (Status)	00:00:00	01:50:57	18	
Out to Lunch Time (Status)	00:00:00	00:15:59	1	
Online Time	03:46:55	05:24:11	17	
Break Time (Status)	00:00:00	00:20:14	1	
Meeting Time (Status)	03:11:50	00:17:15	24	
Idle Time	00:35:05	02:39:46	8	
On the Phone Time	00:04:57	01:57:48	17	
Work Time	00:40:02	04:37:34	18	
Mail Count	0	0	1	
Voice Handled Count	8			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	8			
Handled Count	8	53	17	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:27	1	
Out-Phone Time Average	00:00:42	00:01:19	9	
After Call Talk Time Average	00:04:23	00:00:34	25	
Handle Time Average	00:04:23	00:02:01	24	
Productive Time (%)	18	34	18	
Talk Time (%)	2	25	17	
Busy Time (%)	15	9	21	

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

Agent ID	juanita.l.serrato@healthnet.com
Date	2022-03-09
Agent Name	
Agent Profile	

Daily Activity

Start	
End	

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	00:00:00	01:00:17	2	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:00:00	00:10:39	1	
On the Phone Time (Status)	00:00:00	02:19:36	2	
Out to Lunch Time (Status)	00:00:00	00:15:11	1	
Online Time	00:00:00	04:04:39	2	
Break Time (Status)	00:00:00	00:17:32	1	
Meeting Time (Status)	00:00:00	00:01:25	1	
Idle Time	00:00:00	01:10:56	1	
On the Phone Time	00:00:00	02:18:08	2	
Work Time	00:00:00	03:29:03	2	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	41	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	00:01:49	1	
Out-Phone Time Average	00:00:00	00:01:14	1	
After Call Talk Time Average	00:00:00	00:00:08	1	
Handle Time Average	00:00:00	00:01:57	1	
Productive Time (%)	0	31	2	
Talk Time (%)	0	28	2	
Busy Time (%)	0	2	1	

Robert Martin

Agent ID	juanr.martin@healthnet.com
Date	2022-03-09
Agent Name	Martin, Robert
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-09 8:00:47 AM
End	2022-03-09 4:30:48 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	02:23:20	02:02:42	12	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:35:46	00:26:11	17	
On the Phone Time (Status)	03:34:14	01:50:57	4	
Out to Lunch Time (Status)	00:31:00	00:15:59	25	
Online Time	08:30:01	05:24:11	6	
Break Time (Status)	01:25:41	00:20:14	25	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	02:59:06	02:39:46	13	
On the Phone Time	03:33:36	01:57:48	5	
Work Time	06:32:42	04:37:34	13	
Mail Count	0	0	1	
Voice Handled Count	72			
Inbound Voice Handled Count	26			
Outbound Voice Handled Count	46			
Handled Count	72	53	11	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:03:09	00:01:27	24	
Out-Phone Time Average	00:02:40	00:01:19	23	
After Call Talk Time Average	00:00:30	00:00:34	17	
Handle Time Average	00:03:39	00:02:01	22	
Productive Time (%)	49	34	8	
Talk Time (%)	42	25	6	
Busy Time (%)	7	9	14	

Kevin Argueta

Agent ID	kevin.argueta@healthnet.com
Date	2022-03-09
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	02:02:42	17	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:00:00	00:26:11	1	
On the Phone Time (Status)	00:00:00	01:50:57	18	
Out to Lunch Time (Status)	00:00:00	00:15:59	1	
Online Time	00:00:00	05:24:11	19	
Break Time (Status)	00:00:00	00:20:14	1	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	00:00:00	02:39:46	1	
On the Phone Time	00:00:00	01:57:48	19	
Work Time	00:00:00	04:37:34	19	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	53	19	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:27	1	
Out-Phone Time Average	00:00:00	00:01:19	1	
After Call Talk Time Average	00:00:00	00:00:34	1	
Handle Time Average	00:00:00	00:02:01	1	
Productive Time (%)	0	34	19	
Talk Time (%)	0	25	18	
Busy Time (%)	0	9	1	

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

Agent ID	laura.n.cabrera@healthnet.com
Date	2022-03-09
Agent Name	
Agent Profile	

Daily Activity

Start	2022-03-09 9:01:15 AM
End	2022-03-09 5:30:17 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	02:00:34	01:00:17	1	
Busy Time (Project)	00:00:00	00:00:00	1	
Busy Time (Call Work)	00:21:17	00:10:39	2	
On the Phone Time (Status)	04:39:12	02:19:36	1	
Out to Lunch Time (Status)	00:30:22	00:15:11	2	
Online Time	08:09:18	04:04:39	1	
Break Time (Status)	00:35:03	00:17:32	2	
Meeting Time (Status)	00:02:50	00:01:25	2	
Idle Time	02:21:51	01:10:56	2	
On the Phone Time	04:36:15	02:18:08	1	
Work Time	06:58:06	03:29:03	1	
Mail Count	0	0	1	
Voice Handled Count	82			
Inbound Voice Handled Count	24			
Outbound Voice Handled Count	58			
Handled Count	82	41	1	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:03:38	00:01:49	2	
Out-Phone Time Average	00:02:27	00:01:14	2	
After Call Talk Time Average	00:00:16	00:00:08	2	
Handle Time Average	00:03:54	00:01:57	2	
Productive Time (%)	61	31	1	
Talk Time (%)	56	28	1	
Busy Time (%)	4	2	2	

Miguel Rodriguez

Agent ID	miguel.x.rodriguez@healthnet.com
Date	2022-03-09
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	02:02:42	17	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:00:00	00:26:11	1	
On the Phone Time (Status)	00:00:00	01:50:57	18	
Out to Lunch Time (Status)	00:00:00	00:15:59	1	
Online Time	00:00:00	05:24:11	19	
Break Time (Status)	00:00:00	00:20:14	1	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	00:00:00	02:39:46	1	
On the Phone Time	00:00:00	01:57:48	19	
Work Time	00:00:00	04:37:34	19	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	53	19	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:27	1	
Out-Phone Time Average	00:00:00	00:01:19	1	
After Call Talk Time Average	00:00:00	00:00:34	1	
Handle Time Average	00:00:00	00:02:01	1	
Productive Time (%)	0	34	19	
Talk Time (%)	0	25	18	
Busy Time (%)	0	9	1	

Mildred Siracusa

Agent ID	mildred.g.siracusa-moreno@healthnet.com
Date	2022-03-09
Agent Name	Siracusa, Mildred
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	
End	

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	00:00:00	02:02:42	17	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:00:00	00:26:11	1	
On the Phone Time (Status)	00:00:00	01:50:57	18	
Out to Lunch Time (Status)	00:00:00	00:15:59	1	
Online Time	00:00:00	05:24:11	19	
Break Time (Status)	00:00:00	00:20:14	1	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	00:00:00	02:39:46	1	
On the Phone Time	00:00:00	01:57:48	19	
Work Time	00:00:00	04:37:34	19	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	53	19	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:27	1	
Out-Phone Time Average	00:00:00	00:01:19	1	
After Call Talk Time Average	00:00:00	00:00:34	1	
Handle Time Average	00:00:00	00:02:01	1	
Productive Time (%)	0	34	19	
Talk Time (%)	0	25	18	
Busy Time (%)	0	9	1	

Myrna Vazquez

Agent ID	myrna.vazquez@healthnet.com
Date	2022-03-09
Agent Name	Vazquez, Myrna
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-09 9:32:32 AM
End	2022-03-09 6:00:10 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	03:44:24	02:02:42	4	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:46:15	00:26:11	21	
On the Phone Time (Status)	02:55:20	01:50:57	10	
Out to Lunch Time (Status)	00:30:31	00:15:59	21	
Online Time	08:27:38	05:24:11	10	
Break Time (Status)	00:31:06	00:20:14	20	
Meeting Time (Status)	00:00:02	00:17:15	22	
Idle Time	04:30:39	02:39:46	19	
On the Phone Time	03:04:19	01:57:48	9	
Work Time	07:34:58	04:37:34	4	
Mail Count	0	0	1	
Voice Handled Count	77			
Inbound Voice Handled Count	49			
Outbound Voice Handled Count	28			
Handled Count	77	53	10	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:02:07	00:01:27	19	
Out-Phone Time Average	00:01:57	00:01:19	19	
After Call Talk Time Average	00:00:36	00:00:34	18	
Handle Time Average	00:02:43	00:02:01	16	
Productive Time (%)	45	34	13	
Talk Time (%)	36	25	11	
Busy Time (%)	9	9	17	

Paul Friel

Agent ID	paul.r.friel@healthnet.com
Date	2022-03-09
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	2022-03-09
Agent Name	Nunez, Rosie
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-09 11:31:31 AM
End	2022-03-09 6:01:11 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	02:11:12	02:02:42	13	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:42:40	00:26:11	20	
On the Phone Time (Status)	02:29:10	01:50:57	13	
Out to Lunch Time (Status)	00:13:33	00:15:59	12	
Online Time	06:06:53	05:24:11	15	
Break Time (Status)	00:30:18	00:20:14	18	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	02:53:52	02:39:46	12	
On the Phone Time	02:37:53	01:57:48	13	
Work Time	05:31:45	04:37:34	14	
Mail Count	0	0	1	
Voice Handled Count	52			
Inbound Voice Handled Count	32			
Outbound Voice Handled Count	20			
Handled Count	52	53	13	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:02:16	00:01:27	21	
Out-Phone Time Average	00:02:33	00:01:19	22	
After Call Talk Time Average	00:00:49	00:00:34	21	
Handle Time Average	00:03:05	00:02:01	21	
Productive Time (%)	55	34	2	
Talk Time (%)	43	25	5	
Busy Time (%)	12	9	19	

Roy Garcia

Agent ID	roy.x.garcia@healthnet.com
Date	2022-03-09
Agent Name	Garcia, Roy
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-09 12:30:17 PM
End	2022-03-09 4:31:25 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	01:38:45	02:02:42	16	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:48:37	00:26:11	22	
On the Phone Time (Status)	01:17:41	01:50:57	15	
Out to Lunch Time (Status)	00:00:00	00:15:59	1	
Online Time	04:01:08	05:24:11	16	
Break Time (Status)	00:16:05	00:20:14	12	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	02:27:22	02:39:46	9	
On the Phone Time	01:23:15	01:57:48	15	
Work Time	03:50:37	04:37:34	16	
Mail Count	0	0	1	
Voice Handled Count	44			
Inbound Voice Handled Count	34			
Outbound Voice Handled Count	10			
Handled Count	44	53	14	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:01:44	00:01:27	15	
Out-Phone Time Average	00:01:55	00:01:19	17	
After Call Talk Time Average	00:01:06	00:00:34	23	
Handle Time Average	00:02:50	00:02:01	19	
Productive Time (%)	55	34	2	
Talk Time (%)	35	25	12	
Busy Time (%)	20	9	24	

Saadia Orantes-Lopez

Agent ID	saadia.b.orantes-lopez@healthnet.com
Date	2022-03-09
Agent Name	Orantes-Lopez, Saadia
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-09 7:29:52 AM
End	2022-03-09 4:00:04 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	03:24:22	02:02:42	7	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:17:05	00:26:11	10	
On the Phone Time (Status)	03:47:45	01:50:57	2	
Out to Lunch Time (Status)	00:30:24	00:15:59	20	
Online Time	08:29:53	05:24:11	8	
Break Time (Status)	00:30:17	00:20:14	17	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	03:41:27	02:39:46	15	
On the Phone Time	03:50:39	01:57:48	2	
Work Time	07:32:06	04:37:34	6	
Mail Count	0	0	1	
Voice Handled Count	112			
Inbound Voice Handled Count	27			
Outbound Voice Handled Count	85			
Handled Count	112	53	5	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:01:11	00:01:27	12	
Out-Phone Time Average	00:02:05	00:01:19	20	
After Call Talk Time Average	00:00:09	00:00:34	9	
Handle Time Average	00:01:20	00:02:01	10	
Productive Time (%)	49	34	8	
Talk Time (%)	45	25	3	
Busy Time (%)	3	9	9	

Stephanie Tejada

Agent ID	stephanie.a.tejada@healthnet.com
Date	2022-03-09
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	02:02:42	17	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:00:00	00:26:11	1	
On the Phone Time (Status)	00:00:00	01:50:57	18	
Out to Lunch Time (Status)	00:00:00	00:15:59	1	
Online Time	00:00:00	05:24:11	19	
Break Time (Status)	00:00:00	00:20:14	1	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	00:00:00	02:39:46	1	
On the Phone Time	00:00:00	01:57:48	19	
Work Time	00:00:00	04:37:34	19	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	53	19	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:27	1	
Out-Phone Time Average	00:00:00	00:01:19	1	
After Call Talk Time Average	00:00:00	00:00:34	1	
Handle Time Average	00:00:00	00:02:01	1	
Productive Time (%)	0	34	19	
Talk Time (%)	0	25	18	
Busy Time (%)	0	9	1	

Tony De La Hoya

Agent ID	tony.delahoya@healthnet.com
Date	2022-03-09
Agent Name	De La Hoya, Tony
Agent Profile	healthnet-enroll-agent

Daily Activity

Start	2022-03-09 9:00:04 AM
End	2022-03-09 5:30:05 PM

KPI	Agent Value	Role Average	Role Rank	Goal
Online Time (Status)	03:06:57	02:02:42	11	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:38:25	00:26:11	19	
On the Phone Time (Status)	03:45:34	01:50:57	3	
Out to Lunch Time (Status)	00:30:04	00:15:59	15	
Online Time	08:30:01	05:24:11	6	
Break Time (Status)	00:29:01	00:20:14	14	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	03:45:22	02:39:46	16	
On the Phone Time	03:46:27	01:57:48	3	
Work Time	07:31:49	04:37:34	7	
Mail Count	0	0	1	
Voice Handled Count	113			
Inbound Voice Handled Count	22			
Outbound Voice Handled Count	91			
Handled Count	113	53	4	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:02:24	00:01:27	22	
Out-Phone Time Average	00:01:53	00:01:19	16	
After Call Talk Time Average	00:00:20	00:00:34	13	
Handle Time Average	00:02:44	00:02:01	17	
Productive Time (%)	52	34	5	
Talk Time (%)	44	25	4	
Busy Time (%)	8	9	16	

Zach Thomas

Agent ID	zthomas@revation.com
Date	2022-03-09
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	02:02:42	17	
Busy Time (Project)	00:00:00	00:10:53	1	
Busy Time (Call Work)	00:00:00	00:26:11	1	
On the Phone Time (Status)	00:00:00	01:50:57	18	
Out to Lunch Time (Status)	00:00:00	00:15:59	1	
Online Time	00:00:00	05:24:11	19	
Break Time (Status)	00:00:00	00:20:14	1	
Meeting Time (Status)	00:00:00	00:17:15	1	
Idle Time	00:00:00	02:39:46	1	
On the Phone Time	00:00:00	01:57:48	19	
Work Time	00:00:00	04:37:34	19	
Mail Count	0	0	1	
Voice Handled Count	0			
Inbound Voice Handled Count	0			
Outbound Voice Handled Count	0			
Handled Count	0	53	19	
Ring Average	00:00:00	00:00:00	1	
RONA	0	0	1	
ROAA	0	0	1	
In-Phone Time Average	00:00:00	00:01:27	1	
Out-Phone Time Average	00:00:00	00:01:19	1	
After Call Talk Time Average	00:00:00	00:00:34	1	
Handle Time Average	00:00:00	00:02:01	1	
Productive Time (%)	0	34	19	
Talk Time (%)	0	25	18	
Busy Time (%)	0	9	1	