



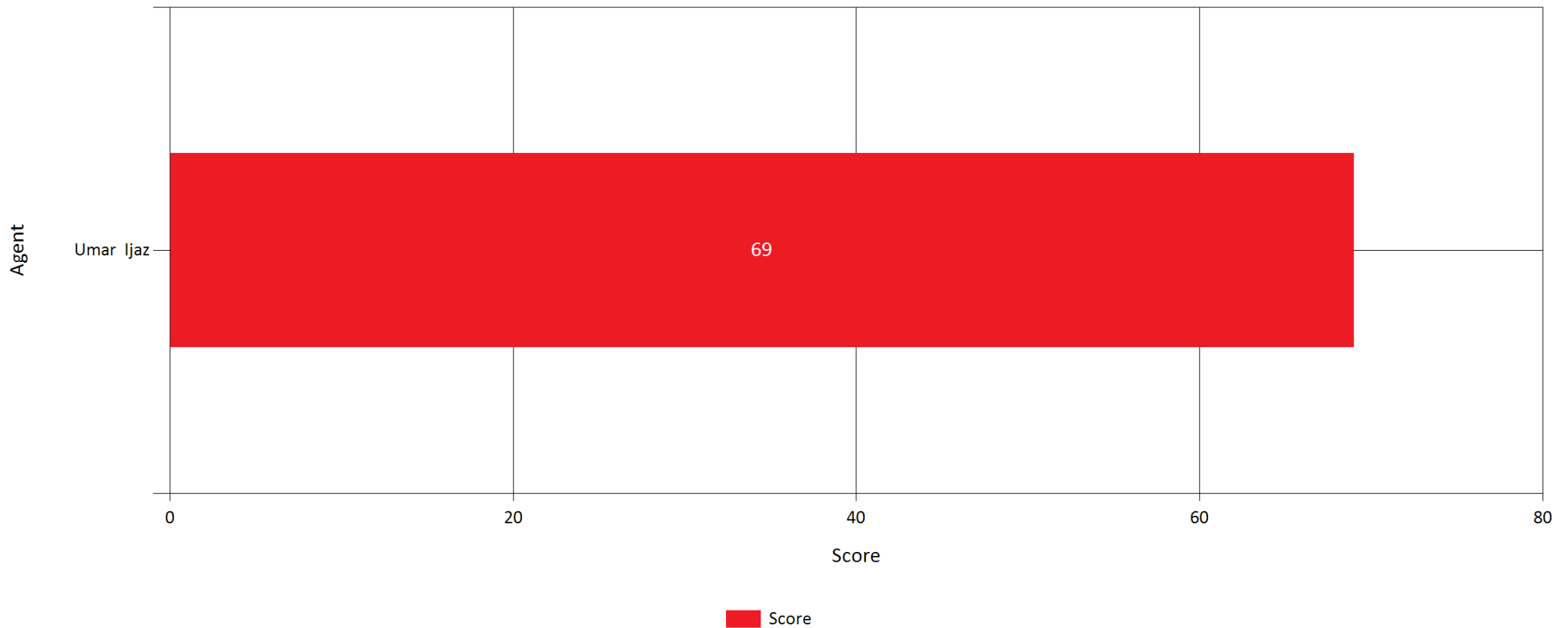
## Agent Report - League Table

Date From: 5-29-2023 To: 6-4-2023

Time Between: 00:00:00 and: 23:59:59

Printed on: 6-7-2023 at 12:39:32

Agent Report - League Table



League Table

Agent Name	Overall Score	Days Worked	Agent Availability (Score)	Answered by Agent within 10 Seconds (Score)	Calls Answered by Agent (Score)	Avg. Calls Answered Daily	Total Calls Answered
Umar Ijaz	3	69	22% (6)	91% (27)	90% (36)	7	26

Daily Breakdown  
Agent: Umar Ijaz

Date	Daily Score	Agent Availability (Score)	Answered within 10 Seconds (Score)	Calls Accepted by Agent (Score)	Calls Answered
5/30/2023	76	36% (10)	100% (30)	90% (36)	20
6/1/2023 1	61	24% (7)	75% (22)	80% (32)	5
6/2/2023 1	71	5% (1)	100% (30)	100% (40)	1