



Agent Report - Performance Summary

Date From: 01-05-2023 To: 29-05-2023

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

Printed on: 29-05-2023 at 18:41:52

Agent: Umar Ijaz

Queue Name	Time Agent Logged In	Total Time Unavailable	Wrap-up Time	Avg. Wrap-up Time	Total Calls Handled	Avg. Talk Time	Total Talk Time	Calls Transferred	AVG. Hold Time	Occupancy %	Idle Time	Total Calls Not Accepted	Logged Out Time	Total Time Logged In
Emergency Dept	00:00:31	00:00:00	00:00:00	00:00:00	238	00:01:21	05:24:04	87	00:00:11	100	54:07:05	0	13:56:35	62:00:46
Maternity Ward	00:00:31	00:00:00	00:00:00	00:00:00	26	00:00:50	00:21:41	15	00:00:04	100	54:07:05	0	13:56:35	62:00:46
Total		00:00:00	00:00:00	00:00:00	264	00:01:05	05:45:45	102	00:00:08	100		0		

Agent: 801002 801002

Queue Name	Time Agent Logged In	Total Time Unavailable	Wrap-up Time	Avg. Wrap-up Time	Total Calls Handled	Avg. Talk Time	Total Talk Time	Calls Transferred	AVG. Hold Time	Occupancy %	Idle Time	Total Calls Not Accepted	Logged Out Time	Total Time Logged In
Cardiology	10:19:54	00:46:19	00:17:27	00:00:08	48	00:00:09	00:07:48	0	00:00:07	96.38	19:38:11	12	09:20:42	21:17:54
Priority	10:19:54	00:46:19	00:16:58	00:00:08	0	00:00:00	00:00:00	0	00:00:00	96.37	19:38:11	0	09:20:42	21:17:25
Total		01:32:38	00:34:25	00:00:08	48	00:00:04	00:07:48	0	00:00:03	96.38		12		

Agent: Abdul Rehman

Queue Name	Time Agent Logged In	Total Time Unavailable	Wrap-up Time	Avg. Wrap-up Time	Total Calls Handled	Avg. Talk Time	Total Talk Time	Calls Transferred	AVG. Hold Time	Occupancy %	Idle Time	Total Calls Not Accepted	Logged Out Time	Total Time Logged In
Cardiology	15:34:27	00:00:00	00:06:28	00:00:12	10	00:00:16	00:02:48	0	00:00:00	100	00:54:21	0	09:20:42	01:04:33
Priority	15:34:27	00:00:00	00:06:28	00:00:12	0	00:00:00	00:00:00	0	00:00:00	100	00:54:21	0	09:20:42	01:04:33
Total		00:00:00	00:12:56	00:00:12	10	00:00:08	00:02:48	0	00:00:00	100		0		

Agent: Agent 1

Queue Name	Time Agent Logged In	Total Time Unavailable	Wrap-up Time	Avg. Wrap-up Time	Total Calls Handled	Avg. Talk Time	Total Talk Time	Calls Transferred	AVG. Hold Time	Occupancy %	Idle Time	Total Calls Not Accepted	Logged Out Time	Total Time Logged In
Cardiology		00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00		00:00:00	0	09:20:42	
Priority		00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00		00:00:00	0	09:20:42	
Total		00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00			0		

Agent: Mamoon Remote

Queue Name	Time Agent Logged In	Total Time Unavailable	Wrap-up Time	Avg. Wrap-up Time	Total Calls Handled	Avg. Talk Time	Total Talk Time	Calls Transferred	AVG. Hold Time	Occupancy %	Idle Time	Total Calls Not Accepted	Logged Out Time	Total Time Logged In
Cardiology	10:02:59	06:37:45	00:19:32	00:00:09	33	00:00:14	00:07:55	0	00:00:10	81.26	27:53:25	0	09:20:42	35:22:21
Priority	10:02:59	06:37:45	00:19:32	00:00:09	0	00:00:00	00:00:00	0	00:00:00	81.26	27:53:25	0	09:20:42	35:22:21
Total		13:15:30	00:39:04	00:00:09	33	00:00:07	00:07:55	0	00:00:05	81.26		0		

Agent: Marshall Sherman

Queue Name	Time Agent Logged In	Total Time Unavailable	Wrap-up Time	Avg. Wrap-up Time	Total Calls Handled	Avg. Talk Time	Total Talk Time	Calls Transferred	AVG. Hold Time	Occupancy %	Idle Time	Total Calls Not Accepted	Logged Out Time	Total Time Logged In
Emergency Dept		00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00		00:00:00	0	09:20:41	
Maternity Ward		00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00		00:00:00	0	09:20:41	
Total		00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00			0		

Agent: Zeeshan Faisal

Queue Name	Time Agent Logged In	Total Time Unavailable	Wrap-up Time	Avg. Wrap-up Time	Total Calls Handled	Avg. Talk Time	Total Talk Time	Calls Transferred	AVG. Hold Time	Occupancy %	Idle Time	Total Calls Not Accepted	Logged Out Time	Total Time Logged In
Emergency Dept		00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00		00:00:00	0	09:20:42	
Maternity Ward		00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00		00:00:00	0	09:20:42	
Total		00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00			0		

Agent: Asghar Hassan

Queue Name	Time Agent Logged In	Total Time Unavailable	Wrap-up Time	Avg. Wrap-up Time	Total Calls Handled	Avg. Talk Time	Total Talk Time	Calls Transferred	AVG. Hold Time	Occupancy %	Idle Time	Total Calls Not Accepted	Logged Out Time	Total Time Logged In
Maternity Ward		00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00		00:00:00	0	09:20:41	
Total		00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00			0		