

Agent Overview Report

Date From: 5-8-2023 To: 5-14-2023

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

Printed on: 5-14-2023 at 01:21:39

Date: 5-8-2023 **Queue:** Cardiology

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	13	00:00:04	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:52	04:34:10
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	10	00:00:05	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:51	05:17:54
Total	23	00:00:04	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:01:43	09:52:04

Date: 5-8-2023 **Queue:** Emergency Dept

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	25	00:00:21	00:00:00	00:00:12	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:01:05	05:22:05
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	25	00:00:21	00:00:00	00:00:12	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:01:05	05:22:05

Date: 5-8-2023 **Queue:** Maternity Ward

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext in Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	1	80:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:03	05:22:05
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	1	00:00:08	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:03	05:22:05
Date: 5-8-202	23	Queue	: Priori	ty													
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	04:34:07
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	05:17:54
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	09:52:01
Date: 5-9-202	23	Queue	: Cardi	iology													
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00

Date: 5-9-2023 **Queue:** Emergency Dept

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	21	00:01:29	00:00:00	00:00:10	0	0	00:00:00	1	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	0	00:02:54	04:49:49
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	21	00:01:29	00:00:00	00:00:10	0	0	00:00:04	1	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	0	00:02:54	04:49:49
Date: 5-9-202	23	Queue	: Mate	rnity W	ard												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	3	00:03:52	00:00:00	00:00:00	0	0	00:00:00	1	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	0	80:00:00	04:49:49
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	3	00:03:52	00:00:00	00:00:00	0	0	00:00:04	1	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	0	80:00:00	04:49:49
Date: 5-9-202	23	Queue	: Priori	ty													
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00

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Date: 5-10-2023 **Queue:** Cardiology

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Agent 1

Total

Mamoon Remote

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Agent Name 801002 801002	∞ ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	o Ext In Calls	o Ext Out Calls	00:00:00 Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 6:0 (Outbound)	AUX 3 6:00 (Assist on Call)	00:00:00 AUX 1 (Toilet)	0:00:00 AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	7	00:00:31	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:39	02:23:48
Total	15	00:00:32	00:00:00	00:00:06	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:01:21	08:19:14
Date: 5-10-20	23	Queu	e: Eme	ergency	Dept												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	17	00:03:58	00:00:00	00:00:13	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:41	02:41:10
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	17	00:03:58	00:00:00	00:00:13	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:41	02:41:10
Date: 5-10-20	23	Queu	e: Mat	ernity V	Vard												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	2	00:00:11	00:00:00	00:00:04	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:06	02:41:10
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	2	00:00:11	00:00:00	00:00:04	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:06	02:41:10

Date: 5-10-2023 **Queue:** Priority

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	05:55:26
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	02:23:48
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	08:19:14
Date: 5-11-20)23	Queu	e: Car	diology													
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	1	00:01:25	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:05	01:09:11
Total	1	00:01:25	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:05	01:09:11
Date: 5-11-20	023	Queu	e: Eme	ergency	Dept												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext in Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	10	00:00:14	00:00:00	00:00:00	0	0	00:00:00	6	00:02:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:56	0	00:00:30	05:44:46
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	10	00:00:14	00:00:00	00:00:00	0	0	00:00:56	6	00:02:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:56	0	00:00:30	05:44:46

Date: 5-11-2023 **Queue:** Maternity Ward

Asghar Hassan 0 00:00:00 0:00:00 00:00:00 00:00:00 0 0 0:00:0	00:00:00 00:00 00:00:36 05:44 00:00:36 05:44 00:00:36 05:44 00:00:36 05:44 00:00:36 05:44 00:00:36 05:44 00:00:00 00:00 00:00:00 00:00 00:00:00 00:00	Statled Time State of the control of
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Total 0	00:00:00 00:00 00:00:36 05:44 00:00:36 05:44 00:00:00 00:00 00:00:00 00:00 00:00:00 00:00 00:00:00 00:00	Statted Time Statted Time 0:00:00 0:00:00 0:00:00 0:00:00 0:00:00
Total 4 00:00:38 00:00:00 00:00:04 0 0 00:00:56 6 00:02:08 00:00:00 00:00:0	00:00:36 05:44 00:00:36 05:44 00:00:00 00:00 00:00:00 00:00 00:00:00 00:00 00:00:00 00:00	Staffed Time Staffed Time 00:00:00
Date: 5-11-2023 Queue: Priority Page Pa	00:00 00:00:00 00:00 00:00:00 Time Time Staff Agent Ring Staff Agent Rin	Staffed Time
Agent Name Agent Name Agent Name Bo1002 801002 O 00:00:00 O 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	00:00:00 00:00 00:00:00 00:00 00:00:00 00:00	0:00:00
801002 801002	00:00:00 00:00 00:00:00 00:00 00:00:00 00:00	0:00:00
Abdul Rehman 0 00:00:00 00:00:00 00:00:00 0 0 00:00:	00:00:00 00:00 00:00:00 00:00	0:00:00
Abdul Rehman 0 00:00:00 00:00:00 00:00:00 0 0 00:00:	00:00:00 00:00 00:00:00 00:00	0:00:00
Mamoon Remote 0 00:00:00 00:00:00 0 0 00:00:00 0 00:00:		0.00.00
Total 0 00:00:00 00:00:00 00:00:00 0 0 00:00:	00.00.00 01.00	0.00.00
Date: 5-12-2023 Queue: Cardiology	00.00.00 01.08	1:09:11
	00:00:00 01:09	1:09:11
Sall)		
CD Calls CD Calls Ag ACD Ag ACD Ag ACW At Out Call	Agent Ring Time	Staffed Time
Agent Name 축 축 축 축 ŵ ŵ ŵ ŵ ŵû ŵû 축인 축축 축단 준변 중 FZ	: ∢F 0	Ś
801002 801002 0 00:00:00 00:00:00 0 0 00:00:00 0 0 00:00:		0:00:00
Abdul Rehman 0 00:00:00 00:00:00 00:00:00 0 0 00:00:		0:00:00
Agent 1 0 00:00:00 00:00:00 00 00:00:00 0 0 00:00:		0:00:00
Mamoon Remote 0 00:00:00 00:00:00 00:00:00 0 0 00:00:	00:00:00 00:00	0:00:00
Total 0 00:00:00 00:00:00 00:00:00 0 0 00:00:	00:00:00 00:00	0:00:00

Date: 5-12-2023 **Queue:** Emergency Dept

Agent Name	ACD Calls	Avg ACD Tim	Avg ACW Tim	Avg Hold Tim	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Cal	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Tim	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	4	80:00:00	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:10	01:32:48
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	4	00:00:08	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:10	01:32:48
Date: 5-12-2	023	Queu	e: Mat	ernity W	/ard												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext in Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:32:48
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:32:48
Date: 5-12-2	023	Queu	e: Prio	rity													
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00