



Agent Report - League Table

Date From: 01-05-2023 To: 31-05-2023

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

Printed on: 01-06-2023 at 17:20:59

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
801002 801002	6	78	63% (18)	98% (29)	78% (31)	8	71
Abdul Rehman	2	66	11% (3)	93% (27)	90% (36)	5	12
Mamoon Remote	7	74	44% (13)	90% (27)	86% (34)	4	45
Umar Ijaz	18	84	66% (19)	98% (29)	92% (36)	15	313

Daily Breakdown Agent: 801002 801002

Date	Daily Score	Agent Availability (Score)	Answered within 10 Seconds (Score)	Calls Accepted by Agent (Score)	Calls Answered
02/05/2023	79	41% (12)	100% (30)	93% (37)	16
05/05/2023	66	8% (2)	100% (30)	83% (33)	6
08/05/2023	94	100% (30)	92% (27)	92% (37)	14
10/05/2023	89	100% (30)	100% (30)	72% (29)	11
17/05/2023	100	100% (30)	100% (30)	100% (40)	1
22/05/2023	49	30% (9)	100% (30)	26% (10)	23

Daily Breakdown Agent: Abdul Rehman

Date	Daily Score	Agent Availability (Score)	Answered within 10 Seconds (Score)	Calls Accepted by Agent (Score)	Calls Answered
02/05/2023	60	7% (2)	87% (26)	80% (32)	10

03/05/2023	74	16% (4)	100% (30)	100% (40)	2
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**Daily Breakdown
Agent: Mamoon Remote**

Date	Daily Score	Agent Availability (Score)	Answered within 10 Seconds (Score)	Calls Accepted by Agent (Score)	Calls Answered
02/05/2023	59	45% (13)	100% (30)	38% (15)	13
03/05/2023	85	100% (30)	50% (15)	100% (40)	2
05/05/2023	68	11% (3)	100% (30)	87% (35)	8
08/05/2023	90	100% (30)	100% (30)	76% (30)	13
10/05/2023	78	42% (12)	85% (25)	100% (40)	7
11/05/2023	72	8% (2)	100% (30)	100% (40)	1
23/05/2023	70	0% (0)	100% (30)	100% (40)	1

**Daily Breakdown
Agent: Umar Ijaz**

Date	Daily Score	Agent Availability (Score)	Answered within 10 Seconds (Score)	Calls Accepted by Agent (Score)	Calls Answered
01/05/2023	79	62% (18)	100% (30)	77% (31)	9
02/05/2023	78	29% (8)	100% (30)	100% (40)	2
03/05/2023	66	10% (3)	100% (30)	83% (33)	6
06/05/2023	96	100% (30)	100% (30)	91% (36)	78
07/05/2023	100	100% (30)	100% (30)	100% (40)	2
08/05/2023	100	100% (30)	100% (30)	100% (40)	26
09/05/2023	98	100% (30)	100% (30)	96% (38)	25
10/05/2023	90	67% (20)	100% (30)	100% (40)	19
11/05/2023	97	100% (30)	92% (27)	100% (40)	14
12/05/2023	81	38% (11)	100% (30)	100% (40)	4
16/05/2023	79	29% (8)	92% (27)	108% (43)	12
18/05/2023	96	88% (26)	100% (30)	100% (40)	7
20/05/2023	88	60% (18)	100% (30)	100% (40)	4
23/05/2023	76	70% (21)	100% (30)	62% (25)	27
24/05/2023	85	73% (22)	95% (28)	86% (34)	23
25/05/2023	86	73% (22)	100% (30)	85% (34)	14

27/05/2023	76	48% (14)	100% (30)	80% (32)	21
30/05/2023	76	36% (10)	100% (30)	90% (36)	20