Agent Overview Summary Report

Date From: 01-03-2023 To: 31-03-2023

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

Printed on: 26-04-2023 at 17:43:31

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	17	00:00:09	00:00:07	00:00:01	1	1	00:00:25	9	00:07:46	00:00:14	00:00:04	00:01:24	00:00:03	00:06:01	5	00:02:49	34:26:59
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
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
Mamoon Remote	26	00:01:06	00:00:00	00:00:04	6	0	00:00:00	2	00:00:20	00:00:00	00:00:00	00:00:34	00:00:00	00:00:20	16	00:14:43	23:36:26
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	00:02:32	00:00:00	00:00:17	0	0	00:00:00	10	00:08:15	00:00:00	00:00:00	00:00:00	00:00:00	00:07:43	0	00:00:53	48:09:50
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	60	00:01:14	00:00:07	00:00:07	7	0	00:14:04	21	00:16:21	00:00:14	00:00:04	00:01:58	00:00:03	00:14:04	21	00:18:25	106:13:15