

Agent Report - Performance Summary

Date From: 5-15-2023 To: 5-21-2023

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

Printed on: 5-26-2023 at 17:25:04

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	00:00:00	00:00:07	00:00:03	1	00:00:08	00:00:08	0	00:00	100	05:33:12	0	09:20 :42	05:33:31
Priority	10:19:54	00:00:00	00:00:07	00:00:03	0	00:00:00	00:00:00	0	00:00	100	05:33:12	0	09:20 :42	05:33:31
Total		00:00:00	00:00:14	00:00:03	1	00:00:04	00:00:08	0	00:00	100		0		

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 Transferrec	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	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	0	09:20 :42	
Total		00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00			0		

Agent: Agent 1

Queue Name Cardiology Priority	Time Agent Logged In	00:00:00 00:00:00 00:00:00 Unavailable	00:00:00 Mrap-up	00:00:00 Time	o o Total Calls Handled	00:00:00 Talk Time	00:00:00 00:00:00 00:00:00	o o Calls Transferred	00:00 00:00 Time O:00	Occupancy %	00:00:00	o o Total Calls Not Accepted	09:20 :42 09:20 :42	Total Time Logged In
Total		00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00			0		
Agent: Mamoo	n Remote 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	13:15:22	00:00:00	00:00:42	00:00:07	0	00:00:00	00:00:00	0	00:00	100	00:05:07	0	09:20 :42	00:05:49
Priority	13:15:22	00:00:00	00:00:42	00:00:07	0	00:00:00	00:00:00	0	00:00 :00	100	00:05:07	0	09:20 :42	00:05:49
Total		00:00:00	00:01:24	00:00:07	0	00:00:00	00:00:00	0	00:00 :00	100		0		
Agent: Marsha	All Sherma Logged In Logged In	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

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Agent: Umar Ijaz

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Emergency Dept

Maternity Ward

Total

Queue Name Emergency Dept	Time Agent Logged In	S Total Time S Unavailable	00:00 Wrap-up Time	Avg. Wrap-up Time	Total Calls Handled	Avg. Talk Time	Total Talk Time	ہ Calls Transferred	8:00 AVG. Hold Time	Occupancy %	9 <u>E</u> <u>9</u> <u>9</u> 09:20:37	O Total Calls Not Accepted	Logged Out Time	Total Time Cogged In
Maternity Ward	12:01:31	00:00:00	00:00:00	00:00:00	3	00:00:08	00:00:24	3	:01 00:00 :01	100	09:20:37	0	:00 15:30 :00	09:39:52
Total		00:00:00	00:00:00	00:00:00	24	00:00:17	00:09:40	18	00:00	100		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	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	0	09:20 :42	
Total		00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00			0		
Agent: Asghar H	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	0	09:20 :41	

Total

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