Agent Unavailability Report

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

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

Printed on: 17-04-2023 at 14:40:12

Agent: 801002 801002

Unavailability Code	Reason	Number of Instances	Total Time
ACW	After call work	1	00:00:07
AUX3	Assistance	1	00:00:04
AUX4	Break Time	1	00:00:03
AUX2	Call out	3	00:00:14
ME001	Meeting	2	00:06:07
AUX1	Toilet Break	5	00:01:24
TR001	Training	2	00:04:39
Total		15	00:12:38

Agent: Mamoon Remote

Unavailability Code	Reason	Number of Instances	Total Time
ME001	Meeting	15	00:18:55
RI001	Reactive internal request	10	00:21:38
AUX1	Toilet Break	1	00:00:34
Total		26	00:41:07