Agent Report - Availability Summary

Date From: 01-05-2023 To: 29-05-2023

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

Printed on: 29-05-2023 at 18:10:12

Queue: Emergency Dept

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
									Umar Ijaz
02:27:33	02:29:01	02:29:01	00:00:37	00:00:00	00:00:00	19	19	0	Umar Ijaz
01:10:11	01:11:44	01:11:46	00:00:20	00:00:00	00:00:00	10	11	0	Umar Ijaz
00:12:04	00:25:24	00:25:24	00:11:35	00:00:00	00:00:00	5	20	0	Umar Ijaz
02:57:14	02:57:14	02:57:14	00:00:00	00:00:00	00:00:00	14	16	0	Umar Ijaz
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	62	0	Umar Ijaz
04:53:23	07:21:50	07:21:50	02:10:49	00:02:10	00:00:00	56	57	0	Umar Ijaz
05:40:01	05:48:59	05:48:59	00:00:12	00:01:52	00:00:00	62	62	0	Umar Ijaz
05:06:27	05:22:05	05:22:05	00:09:03	00:00:00	00:00:00	59	69	0	Umar Ijaz
03:44:57	04:50:02	04:50:02	00:31:16	00:02:32	00:00:00	35	38	0	Umar Ijaz
01:25:26	02:41:10	02:41:10	01:07:36	00:02:24	00:00:00	16	28	0	Umar Ijaz
05:19:05	05:46:19	05:46:19	00:02:21	00:00:00	00:00:00	36	39	0	Umar Ijaz
01:32:00	01:32:48	01:32:48	00:00:34	00:00:00	00:00:00	6	8	0	Umar Ijaz
00:59:25	01:11:14	01:11:14	00:07:35	00:02:39	00:00:00	17	17	0	Umar Ijaz
03:27:22	03:33:23	03:33:23	00:01:15	00:00:31	00:00:00	26	26	0	Umar Ijaz
01:01:05	01:01:38	01:01:38	00:00:00	00:00:00	00:00:00	10	11	0	Umar Ijaz
02:24:43	02:25:35	02:25:35	00:00:26	00:00:00	00:00:00	10	10	0	Umar Ijaz

Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences	Agent Name
01:28:02	01:28:02	01:28:02	00:00:00	00:00:00	00:00:00	17	17	0	Umar Ijaz
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Umar Ijaz
02:15:00	02:49:51	02:49:51	00:12:18	00:00:00	00:00:00	17	26	0	Umar Ijaz
02:37:13	02:56:43	02:56:43	00:11:17	00:00:00	00:00:00	11	11	0	Umar Ijaz
02:38:02	02:56:29	02:56:32	00:14:09	00:00:00	00:00:00	32	37	0	Umar Ijaz
01:14:58	01:14:58	01:14:58	00:00:00	00:00:00	00:00:00	14	14	0	Umar Ijaz
01:32:54	01:56:17	01:56:17	00:22:41	00:00:00	00:00:00	10	10	0	Total

Queue: Maternity Ward

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
									Umar Ijaz
02:27:33	02:29:01	02:29:01	00:00:25	00:00:00	00:00:00	19	19	0	Umar Ijaz
01:10:11	01:11:44	01:11:46	00:00:10	00:00:00	00:00:00	10	11	0	Umar Ijaz
00:12:04	00:25:24	00:25:24	00:01:03	00:00:00	00:00:00	5	20	0	Umar Ijaz
02:57:14	02:57:14	02:57:14	00:00:00	00:00:00	00:00:00	14	15	0	Umar Ijaz
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	62	0	Umar Ijaz
04:53:23	07:21:50	07:21:50	00:00:51	00:00:00	00:00:00	56	57	0	Umar Ijaz
05:40:01	05:48:59	05:48:59	00:00:00	00:00:00	00:00:00	62	62	0	Umar Ijaz
05:06:27	05:22:05	05:22:05	00:00:08	00:00:00	00:00:00	59	68	0	Umar Ijaz
03:44:57	04:50:02	04:50:02	00:11:37	00:00:00	00:00:00	35	38	0	Umar Ijaz
01:25:26	02:41:10	02:41:10	00:00:23	00:00:00	00:00:00	16	28	0	Umar Ijaz
05:19:05	05:46:19	05:46:19	00:02:35	00:15:28	00:00:00	36	39	0	Umar Ijaz
01:32:00	01:32:48	01:32:48	00:00:00	00:00:00	00:00:00	6	8	0	Umar Ijaz
00:59:25	01:11:14	01:11:14	00:00:00	00:00:00	00:00:00	17	17	0	Umar Ijaz
03:27:22	03:33:23	03:33:23	00:00:13	00:00:37	00:00:00	26	26	0	Umar Ijaz
01:01:05	01:01:38	01:01:38	00:00:00	00:00:00	00:00:00	10	11	0	Umar Ijaz
02:24:43	02:25:35	02:25:35	00:00:11	00:00:00	00:00:00	10	10	0	Umar Ijaz
01:28:02	01:28:02	01:28:02	00:00:00	00:00:00	00:00:00	17	17	0	Umar Ijaz

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Umar Ijaz
02:15:00	02:49:51	02:49:51	00:01:03	00:00:00	00:00:00	17	26	0	Umar Ijaz
02:37:13	02:56:43	02:56:43	00:03:02	00:00:00	00:00:00	11	11	0	Umar Ijaz
02:38:02	02:56:29	02:56:32	00:00:00	00:00:00	00:00:00	32	37	0	Umar Ijaz
01:14:58	01:14:58	01:14:58	00:00:00	00:00:00	00:00:00	14	14	0	Umar Ijaz
01:32:54	01:56:17	01:56:17	00:00:00	00:00:00	00:00:00	10	10	0	Total

Queue: Cardiology

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
									801002 801002
01:32:31	01:39:43	01:40:04	00:01:09	00:00:00	00:01:19	4	7	4	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	16	0	801002 801002
01:26:12	01:44:39	01:55:46	00:00:00	00:00:00	00:00:00	4	5	0	801002 801002
00:16:38	00:21:23	00:21:23	00:00:26	00:00:00	00:00:00	19	63	0	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	801002 801002
04:25:30	04:34:12	04:34:52	00:00:57	00:00:00	00:00:51	16	21	5	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	3	0	801002 801002
05:17:59	05:55:26	05:55:26	00:04:33	00:00:00	00:28:08	10	20	3	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	801002 801002
05:33:12	05:33:31	05:33:31	00:00:08	00:00:00	00:00:00	1	1	0	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	801002 801002
01:06:00	01:28:22	01:28:22	00:00:35	00:00:00	00:16:01	3	3	5	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	10	0	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	8	0	801002 801002
00:00:09	00:00:38	00:00:38	00:00:00	00:00:00	00:00:00	1	1	0	Total

Queue: Cardiology

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
									Abdul Rehman
00:12:22	00:16:50	00:16:50	00:01:38	00:00:00	00:00:00	2	3	0	Abdul Rehman
00:35:32	00:38:33	00:38:33	00:01:10	00:00:00	00:00:00	4	20	0	Abdul Rehman
00:00:13	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	2	5	0	Abdul Rehman
00:06:14	00:08:40	00:09:43	00:00:00	00:00:00	00:00:00	16	84	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	16	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	3	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	12	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	10	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	8	0	Total

Queue: Cardiology

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
									Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	16	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	3	0	Agent 1

Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences	Agent Name
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	62	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	16	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	3	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	12	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	10	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	8	0	Total

Queue: Cardiology

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
									Mamoon Remote
01:44:26	01:50:01	01:50:01	00:00:56	00:00:00	00:00:00	3	4	0	Mamoon Remote
18:13:20	19:15:35	19:15:35	00:00:15	00:00:00	00:59:14	14	26	4	Mamoon Remote
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Mamoon Remote
00:20:22	00:28:35	00:28:35	00:00:40	00:00:00	00:01:04	29	85	3	Mamoon Remote
00:00:38	00:00:49	00:00:49	00:00:00	00:00:00	00:00:04	2	3	1	Mamoon Remote
04:58:55	05:18:00	05:18:00	00:00:55	00:00:00	00:01:14	23	30	4	Mamoon Remote
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	3	0	Mamoon Remote
01:31:12	02:23:48	02:23:48	00:03:38	00:00:00	00:40:51	12	21	2	Mamoon Remote
00:17:31	01:09:11	01:09:11	00:01:25	00:00:00	00:49:08	3	7	1	Mamoon Remote
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Mamoon Remote
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Mamoon Remote

Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences	Agent Name
00:00:09	00:00:12	00:00:12	00:00:00	00:00:00	00:00:00	1	1	0	Mamoon Remote
00:04:58	00:05:37	00:05:37	00:00:00	00:00:00	00:00:00	5	7	0	Mamoon Remote
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Mamoon Remote
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Mamoon Remote
00:01:25	04:07:45	04:07:45	00:00:06	00:00:00	04:05:32	2	11	1	Mamoon Remote
00:20:55	00:21:58	00:21:58	00:00:00	00:00:00	00:00:38	1	1	2	Mamoon Remote
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	8	0	Mamoon Remote
00:19:34	00:20:50	00:20:50	00:00:00	00:00:00	00:00:00	4	4	0	Total

Queue: Emergency Dept

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
									Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	16	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	3	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	62	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	16	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	3	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	12	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	10	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	8	0	Total

Queue: Emergency Dept

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
									Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	16	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	3	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	62	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	16	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	3	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	12	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	10	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	8	0	Total

Queue: Maternity Ward

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
									Asghar Hassan
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Asghar Hassan
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	16	0	Asghar Hassan
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	3	0	Asghar Hassan

									Agent Name
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	62	0	Asghar Hassan
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Asghar Hassan
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	16	0	Asghar Hassan
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	3	0	Asghar Hassan
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	12	0	Asghar Hassan
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Asghar Hassan
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Asghar Hassan
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Asghar Hassan
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Asghar Hassan
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Asghar Hassan
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Asghar Hassan
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	10	0	Asghar Hassan
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	8	0	Total

Queue: Maternity Ward

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
									Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	16	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	3	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	62	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	16	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	3	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	12	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Marshall Sherman

00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	10	0	Marshall Sherman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	8	0	Total

Queue: Maternity Ward

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
									Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	16	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	62	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	15	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	3	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	12	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	10	0	Zeeshan Faisal
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	8	0	Total

Queue: Priority

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
									801002 801002
01:32:31	01:39:43	01:40:04	00:00:00	00:00:00	00:01:19	4	7	4	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	16	0	801002 801002
01:26:12	01:44:13	01:55:20	00:00:00	00:00:00	00:00:00	3	5	0	801002 801002
00:16:38	00:21:23	00:21:23	00:00:00	00:00:00	00:00:00	19	63	0	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	801002 801002
04:25:30	04:34:09	04:34:49	00:00:00	00:00:00	00:00:51	15	21	5	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	3	0	801002 801002
05:17:59	05:55:26	05:55:26	00:00:00	00:00:00	00:28:08	10	20	3	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	801002 801002
05:33:12	05:33:31	05:33:31	00:00:00	00:00:00	00:00:00	1	1	0	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	801002 801002
01:06:00	01:28:22	01:28:22	00:00:00	00:00:00	00:16:01	3	3	5	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	10	0	801002 801002
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	8	0	801002 801002
00:00:09	00:00:38	00:00:38	00:00:00	00:00:00	00:00:00	1	1	0	Total

Queue: Priority

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
									Abdul Rehman
00:12:22	00:16:50	00:16:50	00:00:00	00:00:00	00:00:00	2	3	0	Abdul Rehman
00:35:32	00:38:33	00:38:33	00:00:00	00:00:00	00:00:00	4	20	0	Abdul Rehman
00:00:13	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	2	4	0	Abdul Rehman

Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences	Agent Name
00:06:14	00:08:40	00:09:43	00:00:00	00:00:00	00:00:00	16	84	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	15	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	3	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	12	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	10	0	Abdul Rehman
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	8	0	Total

Queue: Priority

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
									Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	16	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	62	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	15	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	3	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	12	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0	Agent 1

Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences	Agent Name
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	10	0	Agent 1
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	8	0	Total

Queue: Priority

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
Mamoon Remote									
Mamoon Remote	01:44:26	01:50:01	01:50:01	00:00:00	00:00:00	00:00:00	3	4	0
Mamoon Remote	18:13:20	19:15:35	19:15:35	00:00:00	00:00:00	00:59:14	14	26	4
Mamoon Remote	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	3	0
Mamoon Remote	00:20:22	00:28:35	00:28:35	00:00:00	00:00:00	00:01:04	29	85	3
Mamoon Remote	00:00:38	00:00:49	00:00:49	00:00:00	00:00:00	00:00:04	2	3	1
Mamoon Remote	04:58:55	05:18:00	05:18:00	00:00:00	00:00:00	00:01:14	23	29	4
Mamoon Remote	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	3	0
Mamoon Remote	01:31:12	02:23:48	02:23:48	00:00:00	00:00:00	00:40:51	12	21	2
Mamoon Remote	00:17:31	01:09:11	01:09:11	00:00:00	00:00:00	00:49:08	3	7	1
Mamoon Remote	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0
Mamoon Remote	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	4	0
Mamoon Remote	00:00:09	00:00:12	00:00:12	00:00:00	00:00:00	00:00:00	1	1	0
Mamoon Remote	00:04:58	00:05:37	00:05:37	00:00:00	00:00:00	00:00:00	5	7	0
Mamoon Remote	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0
Mamoon Remote	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0
Mamoon Remote	00:01:25	04:07:45	04:07:45	00:00:00	00:00:00	04:05:32	2	11	1
Mamoon Remote	00:20:55	00:21:58	00:21:58	00:00:00	00:00:00	00:00:38	1	1	2
Mamoon Remote	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	8	0
Total	00:19:34	00:20:50	00:20:50	00:00:00	00:00:00	00:00:00	4	4	0