



## Agent Report - Performance 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 17:36:28

**Agent:** Umar Ijaz

| 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 | 00:00:31             | 00:00:00               | 00:00:00     | 00:00:00          | 238                 | 00:01:21       | 05:24:04        | 87                | 00:00:11       | 100         | 54:07:05  | 0                        | 13:56:35        | 62:00:46             |
| Maternity Ward | 00:00:31             | 00:00:00               | 00:00:00     | 00:00:00          | 26                  | 00:00:50       | 00:21:41        | 15                | 00:00:04       | 100         | 54:07:05  | 0                        | 13:56:35        | 62:00:46             |
| Total          |                      | 00:00:00               | 00:00:00     | 00:00:00          | 264                 | 00:01:05       | 05:45:45        | 102               | 00:00:08       | 100         |           | 0                        |                 |                      |

**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             | 00:46:19               | 00:17:27     | 00:00:08          | 48                  | 00:00:09       | 00:07:48        | 0                 | 00:00:07       | 96.38       | 19:38:11  | 12                       | 09:20:42        | 21:17:54             |
| Priority   | 10:19:54             | 00:46:19               | 00:16:58     | 00:00:08          | 0                   | 00:00:00       | 00:00:00        | 0                 | 00:00:00       | 96.37       | 19:38:11  | 0                        | 09:20:42        | 21:17:25             |
| Total      |                      | 01:32:38               | 00:34:25     | 00:00:08          | 48                  | 00:00:04       | 00:07:48        | 0                 | 00:00:03       | 96.38       |           | 12                       |                 |                      |

**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 Transferred | AVG. Hold Time | Occupancy % | Idle Time | Total Calls Not Accepted | Logged Out Time | Total Time Logged In |
|------------|----------------------|------------------------|--------------|-------------------|---------------------|----------------|-----------------|-------------------|----------------|-------------|-----------|--------------------------|-----------------|----------------------|
| Cardiology | 15:34:27             | 00:00:00               | 00:06:28     | 00:00:12          | 10                  | 00:00:16       | 00:02:48        | 0                 | 00:00:00       | 100         | 00:54:21  | 0                        | 09:20:42        | 01:04:33             |
| Priority   | 15:34:27             | 00:00:00               | 00:06:28     | 00:00:12          | 0                   | 00:00:00       | 00:00:00        | 0                 | 00:00:00       | 100         | 00:54:21  | 0                        | 09:20:42        | 01:04:33             |
| Total      |                      | 00:00:00               | 00:12:56     | 00:00:12          | 10                  | 00:00:08       | 00:02:48        | 0                 | 00:00:00       | 100         |           | 0                        |                 |                      |

## Agent: Agent 1

| 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 |                      | 00:00:00               | 00:00:00     | 00:00:00          | 0                   | 00:00:00       | 00:00:00        | 0                 | 00:00:00       |             | 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       |             | 00:00:00  | 0                        | 09:20:42        |                      |
| Total      |                      | 00:00:00               | 00:00:00     | 00:00:00          | 0                   | 00:00:00       | 00:00:00        | 0                 | 00:00:00       |             |           | 0                        |                 |                      |

## Agent: Mamoon Remote

| 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 | 10:02:59             | 06:37:45               | 00:19:32     | 00:00:09          | 33                  | 00:00:14       | 00:07:55        | 0                 | 00:00:10       | 81.26       | 27:53:25  | 0                        | 09:20:42        | 35:22:21             |
| Priority   | 10:02:59             | 06:37:45               | 00:19:32     | 00:00:09          | 0                   | 00:00:00       | 00:00:00        | 0                 | 00:00:00       | 81.26       | 27:53:25  | 0                        | 09:20:42        | 35:22:21             |
| Total      |                      | 13:15:30               | 00:39:04     | 00:00:09          | 33                  | 00:00:07       | 00:07:55        | 0                 | 00:00:05       | 81.26       |           | 0                        |                 |                      |

## Agent: Marshall Sherman

| 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       |             | 00:00:00  | 0                        | 09:20:41        |                      |
| Maternity Ward |                      | 00:00:00               | 00:00:00     | 00:00:00          | 0                   | 00:00:00       | 00:00:00        | 0                 | 00:00:00       |             | 00:00:00  | 0                        | 09:20:41        |                      |
| Total          |                      | 00:00:00               | 00:00:00     | 00:00:00          | 0                   | 00:00:00       | 00:00:00        | 0                 | 00:00:00       |             |           | 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       |             | 00:00:00  | 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       |             | 00:00:00  | 0                        | 09:20:42        |                      |
| Total          |                      | 00:00:00               | 00:00:00     | 00:00:00          | 0                   | 00:00:00       | 00:00:00        | 0                 | 00:00:00       |             |           | 0                        |                 |                      |

### Agent: Asghar Hassan

| 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 |
|----------------|----------------------|------------------------|--------------|-------------------|---------------------|----------------|-----------------|-------------------|----------------|-------------|-----------|--------------------------|-----------------|----------------------|
| Maternity Ward |                      | 00:00:00               | 00:00:00     | 00:00:00          | 0                   | 00:00:00       | 00:00:00        | 0                 | 00:00:00       |             | 00:00:00  | 0                        | 09:20:41        |                      |
| Total          |                      | 00:00:00               | 00:00:00     | 00:00:00          | 0                   | 00:00:00       | 00:00:00        | 0                 | 00:00:00       |             |           | 0                        |                 |                      |