![SUPERVISOR logo]

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	00:00:00	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	00:00:00	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	00:00:00	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 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: 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	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
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: 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: 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	12:01:31	00:00:00	00:00:00	00:00:00	21	00:00:26	00:09:16	15	00:00:01	100	09:20:37	0	15:30:00	09:39:52
Maternity Ward	12:01:31	00:00:00	00:00:00	00:00:00	3	00:00:08	00:00:24	3	00:00:01	100	09:20:37	0	15:30:00	09:39:52
Total		00:00:00	00:00:00	00:00:00	24	00:00:17	00:09:40	18	00:00:01	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		00:00:00	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		