



Queue Report - Agent 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 17:47:25

Agent Name	ACD Calls Answered	Avg. ACD Talk Time	Total Wrap-up Time	Avg. Hold Time	Internal Calls (Received)	Internal Calls (Made)	Total Time on Internal Calls (Made)	External Calls (Made)	Total Time on External Calls (Made)	Unavailable Instances	Total Time Unavailable	ACD Calls Not Accepted	Staffed Time
801002 801002	1	00:00:08	00:00:07	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00	0	05:33:31
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00
Mamoon Remote	0	00:00:00	00:00:42	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00	0	00:05:49
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00
Umar Ijaz	24	00:00:24	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00	0	09:39:52
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00
Total	25	00:00:23	00:00:49	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00	0	15:19:12