Agent Report - League Table

Date From: 01-05-2023 To: 31-05-2023

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

Printed on: 31-05-2023 at 12:37:19

Agent: 801002 801002   **Queue:** Cardiology   **Score:** 71

Summary

Days Worked	Agent Availability (Score)	Answered by Agent within 10 Seconds (Score)	Calls Answered by Agent (Score)	Avg. Calls Answered Daily	Total Calls Answered
6	39% (**11**)	98% (**29**)	78% (**31**)	8	71

Breakdown

Date	Daily Score	Agent Availability (Score)	Answered within 10 Seconds (Score)	Calls Answered by Agent (Score)	Calls Answered
02/05/2023	73	20% (**6**)	100% (**30**)	93% (**37**)	16
05/05/2023	64	4% (**1**)	100% (**30**)	83% (**33**)	6
08/05/2023	81	56% (**17**)	92% (**27**)	92% (**37**)	14
10/05/2023	79	68% (**20**)	100% (**30**)	72% (**29**)	11
17/05/2023	90	69% (**20**)	100% (**30**)	100% (**40**)	1
22/05/2023	44	15% (**4**)	100% (**30**)	26% (**10**)	23

Agent: Abdul Rehman   **Queue:** Cardiology   **Score:** 64

Summary

Days Worked	Agent Availability (Score)	Answered by Agent within 10 Seconds (Score)	Calls Answered by Agent (Score)	Avg. Calls Answered Daily	Total Calls Answered
2	5% (**1**)	93% (**27**)	90% (**36**)	5	12

Breakdown

Date	Daily Score	Agent Availability (Score)	Answered within 10 Seconds (Score)	Calls Answered by Agent (Score)	Calls Answered
02/05/2023	59	3% (**1**)	87% (**26**)	80% (**32**)	10
03/05/2023	72	8% (**2**)	100% (**30**)	100% (**40**)	2

Agent: Mamoon Remote   **Queue:** Cardiology   **Score:** 70

Summary

Days Worked	Agent Availability (Score)	Answered by Agent within 10 Seconds (Score)	Calls Answered by Agent (Score)	Avg. Calls Answered Daily	Total Calls Answered
7	31% (**9**)	90% (**27**)	86% (**34**)	4	45

Breakdown

Date	Daily Score	Agent Availability (Score)	Answered within 10 Seconds (Score)	Calls Answered by Agent (Score)	Calls Answered
02/05/2023	52	22% (**6**)	100% (**30**)	38% (**15**)	13
03/05/2023	85	100% (**30**)	50% (**15**)	100% (**40**)	2
05/05/2023	66	5% (**1**)	100% (**30**)	87% (**35**)	8
08/05/2023	80	66% (**19**)	100% (**30**)	76% (**30**)	13
10/05/2023	72	21% (**6**)	85% (**25**)	100% (**40**)	7
11/05/2023	71	4% (**1**)	100% (**30**)	100% (**40**)	1
23/05/2023	70	0% (**0**)	100% (**30**)	100% (**40**)	1

Agent: Umar Ijaz   **Queue:** Emergency Dept   **Score:** 77

Summary

Days Worked	Agent Availability (Score)	Answered by Agent within 10 Seconds (Score)	Calls Answered by Agent (Score)	Avg. Calls Answered Daily	Total Calls Answered
18	39% (**11**)	99% (**29**)	94% (**37**)	13	271

Breakdown

Date	Daily Score	Agent Availability (Score)	Answered within 10 Seconds (Score)	Calls Answered by Agent (Score)	Calls Answered
01/05/2023	72	31% (**9**)	100% (**30**)	83% (**33**)	6
02/05/2023	74	14% (**4**)	100% (**30**)	100% (**40**)	1
03/05/2023	71	5% (**1**)	100% (**30**)	100% (**40**)	3
06/05/2023	94	92% (**27**)	100% (**30**)	91% (**36**)	74
07/05/2023	91	71% (**21**)	100% (**30**)	100% (**40**)	2
08/05/2023	90	67% (**20**)	100% (**30**)	100% (**40**)	25
09/05/2023	86	60% (**18**)	100% (**30**)	95% (**38**)	22
10/05/2023	80	33% (**10**)	100% (**30**)	100% (**40**)	17
11/05/2023	91	72% (**21**)	100% (**30**)	100% (**40**)	10
12/05/2023	75	19% (**5**)	100% (**30**)	100% (**40**)	4
16/05/2023	75	14% (**4**)	92% (**27**)	108% (**43**)	12
18/05/2023	83	44% (**13**)	100% (**30**)	100% (**40**)	6
20/05/2023	79	30% (**9**)	100% (**30**)	100% (**40**)	2
23/05/2023	65	35% (**10**)	100% (**30**)	62% (**25**)	24
24/05/2023	77	36% (**11**)	94% (**28**)	94% (**37**)	18
25/05/2023	75	36% (**11**)	100% (**30**)	85% (**34**)	14

27/05/2023	69	24% (**7**)	100% (**30**)	80% (**32**)	21
30/05/2023	75	18% (**5**)	100% (**30**)	100% (**40**)	10

Agent: Umar Ijaz **Queue:** Maternity Ward **Score:** 75

Summary

Days Worked	Agent Availability (Score)	Answered by Agent within 10 Seconds (Score)	Calls Answered by Agent (Score)	Avg. Calls Answered Daily	Total Calls Answered
13	41% (**12**)	98% (**29**)	85% (**34**)	2	42

Breakdown

Date	Daily Score	Agent Availability (Score)	Answered within 10 Seconds (Score)	Calls Answered by Agent (Score)	Calls Answered
01/05/2023	65	31% (**9**)	100% (**30**)	66% (**26**)	3
02/05/2023	74	14% (**4**)	100% (**30**)	100% (**40**)	1
03/05/2023	58	5% (**1**)	100% (**30**)	66% (**26**)	3
06/05/2023	87	92% (**27**)	100% (**30**)	75% (**30**)	4
08/05/2023	90	67% (**20**)	100% (**30**)	100% (**40**)	1
09/05/2023	88	60% (**18**)	100% (**30**)	100% (**40**)	3
10/05/2023	80	33% (**10**)	100% (**30**)	100% (**40**)	2
11/05/2023	84	72% (**21**)	75% (**22**)	100% (**40**)	4
18/05/2023	83	44% (**13**)	100% (**30**)	100% (**40**)	1
20/05/2023	79	30% (**9**)	100% (**30**)	100% (**40**)	2
23/05/2023	67	35% (**10**)	100% (**30**)	66% (**26**)	3
24/05/2023	65	36% (**11**)	100% (**30**)	60% (**24**)	5
30/05/2023	67	18% (**5**)	100% (**30**)	80% (**32**)	10