



## Agent Overview Summary Report

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

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

Printed on: 29-05-2023 at 19:16:41

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	48	00:00:09	00:00:00	00:00:02	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	12	00:09:46	21:17:54
Abdul Rehman	10	00:00:16	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:56	01:04:33
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	33	00:00:14	00:00:00	00:00:00	0	2	00:00:06	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:04:15	35:22:21
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	264	00:01:18	00:00:00	00:00:05	0	0	00:00:00	22	00:06:35	00:00:00	00:00:00	00:00:00	00:00:00	00:03:28	0	00:36:31	62:00:46
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	355	00:01:01	00:00:00	00:00:04	0	0	00:03:28	22	00:06:35	00:00:00	00:00:00	00:00:00	00:00:00	00:03:28	12	00:51:28	119:45:34