



Agent Consolidated Summary Report

Date From: 01-04-2023 To: 28-04-2023

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

Printed on: 28-04-2023 at 08:09:56

Agent Name	ACD Calls	Avg ACD Time	Total Wrapup Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	Total Unavailable Instances	Total Unavailable Time)	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	20	00:00:07	00:07:15	00:00:00	0	0	00:00:00	0	00:00:00	6	00:09:41	0	00:01:40	10:41:07
Abdul Rehman	0	00:00:00	00:06:13	00:00:00	0	0	00:00:00	0	00:00:00	8	00:01:30	2	00:01:11	00:39:17
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	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	00:00:00
Mamoon Remote	19	00:04:42	00:31:42	00:00:00	0	0	00:00:00	0	00:00:00	6	00:54:44	5	00:04:08	15:05:10
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	00:00:00
Umar Ijaz	131	00:00:59	00:00:00	00:00:11	0	0	00:00:00	15	00:09:58	0	00:00:00	0	00:09:22	48:48:29
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	00:00:00
Total	170	00:01:18	00:45:10	00:00:09	0	0	00:04:29	15	00:09:58	20	01:05:55	7	00:16:21	75:14:03