



Agent Report - Performance Summary

Date From: 5-26-2023 To: 5-26-2023

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

Printed on: 5-26-2023 at 15:01:39

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	13:28:24	00:00:00	00:00:29	00:00:29	0	00:00:00	00:00:00	0	00:00:00	100	00:00:09	0	13:29:03	00:00:38
Priority	13:28:24	00:00:00	00:00:29	00:00:29	0	00:00:00	00:00:00	0	00:00:00	100	00:00:09	0	13:29:03	00:00:38
Total		00:00:00	00:00:58	00:00:29	0	00:00:00	00:00:00	0	00:00:00	100		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	10:42:58	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	100	00:22:06	0	11:06:23	00:22:06
Maternity Ward	10:42:58	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	100	00:22:06	0	11:06:23	00:22:06
Total		00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	100		0		