



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 15:06:12

League Table

| 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 | 63% (18) | 98% (29) | 78% (31) | 8 | 71 |

League Table

| 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 | 11% (3) | 93% (27) | 90% (36) | 5 | 12 |

League Table

| 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 | 44% (13) | 90% (27) | 86% (34) | 4 | 45 |

League Table

| 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 | 66% (19) | 98% (29) | 92% (36) | 15 | 313 |