



Agent Report - League Table

Date From: 5-15-2023 To: 5-21-2023

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

Printed on: 5-25-2023 at 19:15:10

Agent: 801002 **Queue:** Cardiology **Score:** 90
801002

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
1	69% (20)	100% (30)	100% (40)	1	1

Breakdown

Date	Agent Availability (Score)	Answered within 10 Seconds (Score)	Calls Accepted by Agent (Score)	Daily Score	Calls Received
5/17/2023	69% (20)	100% (30)	100% (40)	90	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
3	29% (8)	97% (29)	102% (40)	7	20

Breakdown

Date	Agent Availability (Score)	Answered within 10 Seconds (Score)	Calls Accepted by Agent (Score)	Daily Score	Calls Received
5/16/2023	14% (4)	92% (27)	108% (43)	75	12
5/18/2023	44% (13)	100% (30)	100% (40)	83	6
5/20/2023	30% (9)	100% (30)	100% (40)	79	2

Agent: Umar Ijaz **Queue:** Maternity Ward **Score:** 81

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	37% (11)	100% (30)	100% (40)	1	3

Breakdown

Date	Agent Availability (Score)	Answered within 10 Seconds (Score)	Calls Accepted by Agent (Score)	Daily Score	Calls Received
5/18/2023	44% (13)	100% (30)	100% (40)	83	1
5/20/2023	30% (9)	100% (30)	100% (40)	79	2