

# Email Hourly Interval Performance

Month

JulJun

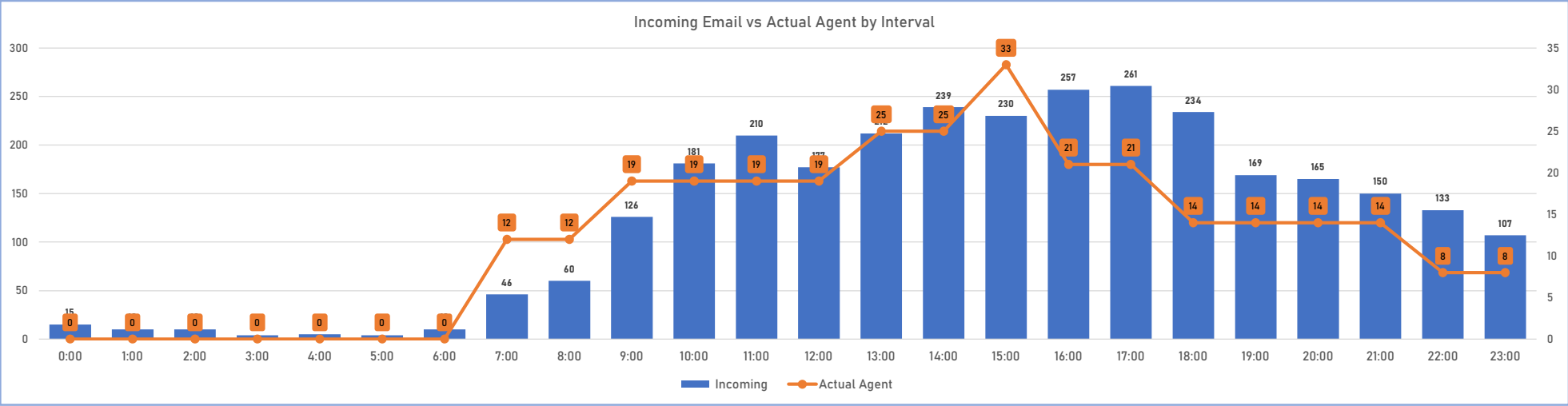
Week

31

Date

7/22/20227/23/20227/24/2022

Time	Forecast	Incoming	Incoming vs Forecast	Solved Tickets	Solved vs Incoming	FRT (mins)	First Reply Ontime	Next Reply Ontime	First Reply Breach	Next Reply Breach	Service Level	AHT (mins)	Cycle Late (mins)	Scheduled Agent	Actual Agent	Actual vs Scheduled
0:00	10	15	+50%	24	+60%	39.00			39	31		1.04	38.15			
1:00	2	10	+400%			55.13		1		11	8%		59.70			
2:00	4	10	+150%			72.81			1	11			67.88			
3:00	3	4	+33%			121.06			1	5			111.06			
4:00	4	5	+25%			265.11			1	2			245.11			
5:00	3	4	+33%			201.00				3			181.00			
6:00	74	10	-86%			256.69				4			241.69			
7:00	52	46	-12%	120	+161%	46.73	11	7	2	8	64%	1.89	28.05	13	12	92%
8:00	54	60	+11%	127	+112%	15.45	16	11	14	23	42%	1.54	8.45	13	12	92%
9:00	68	126	+85%	181	+44%	5.64	10	9	20	15	35%	2.71	6.91	20	19	95%
10:00	62	181	+192%	184	+2%	12.47	25	15	38	25	39%	2.51	19.90	20	19	95%
11:00	65	210	+223%	144	-31%	7.76	15	4	69	39	15%	3.43	8.56	20	19	95%
12:00	60	177	+195%	113	-36%	8.52	8	3	84	46	8%	3.04	7.17	20	19	95%
13:00	71	212	+199%	296	+40%	21.95	10	4	47	43	13%	2.55	20.57	27	25	93%
14:00	64	239	+273%	407	+70%	6.55	40	12	73	43	31%	1.86	8.54	27	25	93%
15:00	73	230	+215%	438	+90%	5.34	25	12	93	46	21%	1.79	5.34	36	33	92%
16:00	71	257	+262%	358	+39%	8.15	6	2	88	57	5%	1.85	7.96	23	21	91%
17:00	81	261	+222%	237	-9%	10.83	6	1	84	69	4%	1.56	10.57	23	21	91%
18:00	81	234	+189%	172	-26%	10.95	2	5	70	63	5%	1.49	11.41	16	14	88%
19:00	61	169	+177%	126	-25%	10.84	4	2	57	52	5%	2.84	10.94	16	14	88%
20:00	72	165	+129%	147	-11%	11.56	4	3	48	45	7%	3.90	12.45	16	14	88%
21:00	69	150	+117%	153	+2%	19.26	7	1	34	38	10%	3.34	19.74	16	14	88%
22:00	61	133	+118%	104	-22%	16.32	6	2	28	42	10%	2.38	17.40	9	8	89%
23:00	135	107	-21%	72	-33%	25.88	5	1	22	27	11%	1.46	23.39	9	8	89%
	1300	3015	+132%	3403	+13%	14.81	200	95	913	748	15%	2.24	15.06	324	297	92%



WhatsApp Hourly Interval Performance

Month

Jul

Jun

Week

26

27

28

29

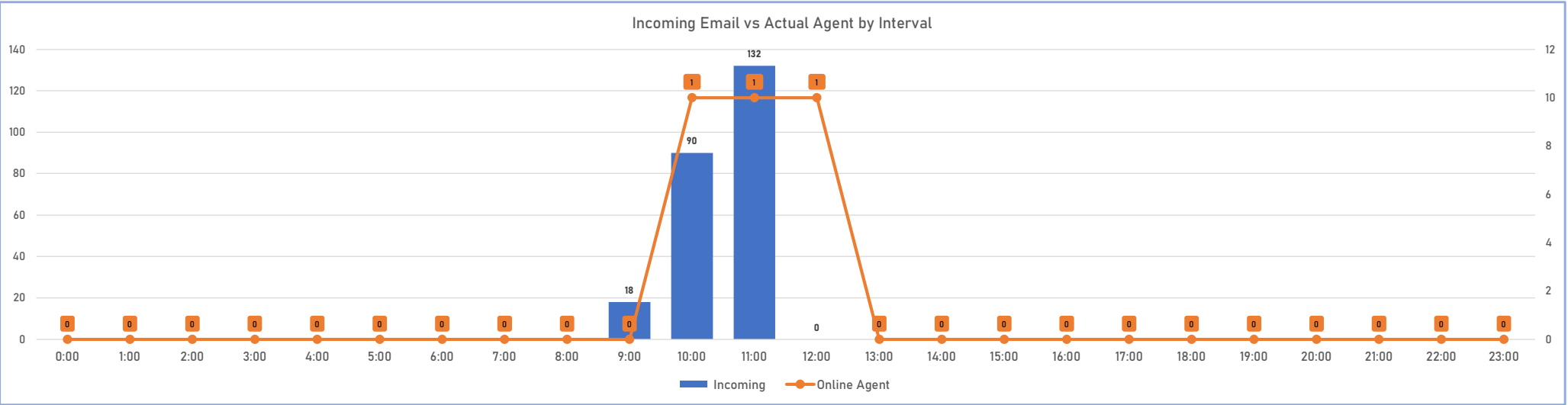
Date

7/22/2022

7/23/2022

7/24/2022

Time	Forecast	Incoming	Incoming vs Forecast	Solved Tickets	Solved vs Incoming	Missed by Customer	Missed by Agent	FRT (mins)	RT (mins)	AHT (mins)	Scheduled Agent	Online Agent	Online vs Scheduled
0:00													
1:00													
2:00													
3:00													
4:00													
5:00													
6:00													
7:00													
8:00													
9:00	91	18	-80%		-100%						10		
10:00	84	90	7%	51	-43%			4.42	4.42	8.36	10	10	100%
11:00	76	132	74%	178	35%			0.85	0.85	4.77	10	10	100%
12:00	68		-100%	10				1.15	1.15	5.17	10	10	100%
13:00	46		-100%								10		
14:00	68		-100%								10		
15:00	84		-100%								10		
16:00	76		-100%								10		
17:00	91		-100%								10		
18:00													
19:00													
20:00													
21:00													
22:00													
23:00													
	684	240	-65%	239	0%	0	0	1.62	1.62	5.55	90	30	33%



# Email & WhatsApp Productivity Summary

Month

Jul

Week

30272829

Date

7/25/2022

LOB	Agent Name	Daily Total	Tenure (Mo)	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Remarks
Email	Agent 10	97	2															3	12	12	8	3	15	17	12	12	3	
Email	Agent 11	94	2							4	8	16	10	8	14	1	10	11	8	4								
Email	Agent 12	96	2								11	9	13	2	9	17		12	14	9								
Email	Agent 15	103	2															1	13	14	13	3	11	16	14	13	5	
Email	Agent 16	106	2								9	11	18	13	15		14	12	14									
Email	Agent 17	0	2																									
Email	Agent 18	0	2																									
Email	Agent 19	105	2								9	11	17	2	15	14	13	13	11									
Email	Agent 20	99	2															1	9	14	9	4	8	10	15	13	16	
Email	Agent 22	92	2								1	9	10	8	1	11	12	20	15	5								
Email	Agent 23	0	2																									
Email	Agent 24	97	2							1	11	9	15	10	1	12	13	10	15									
Email	Agent 25	102	2															2	10	15	10	21		14	17	13		
Email	Agent 26	0	2																									
Email	Agent 29	95	2								9	11	12	12	25			14	12									
Email	Agent 3	0	2																									
Email	Agent 32	131	2																12	12	10	12	11	18	19	21	16	
Email	Agent 34	103	2														19	19	12	15	8	12	11		7			
Email	Agent 4	0	2																									
Email	Agent 52	95	2								10	10	12	9	12	6	11	11	11	3								
Email	Agent 6	0	2																									
Email	Agent 7	95	2																9	9	13	1	13	13	10	14	13	
Email	Agent 8	0	2																									
WhatsApp	Agent 1	101	2																17	15	5	18		12	17	16	1	
WhatsApp	Agent 13	111	2												1	13	13	21	3	9	11	14	10	16				
WhatsApp	Agent 14	0	2																									
WhatsApp	Agent 2	0	2																									
WhatsApp	Agent 21	109	2														17	17	19	20	6	9	11	2	8			
WhatsApp	Agent 27	0	2																									
WhatsApp	Agent 28	0	2																									Wave 2 agent
WhatsApp	Agent 30	0	2																									Wave 2 agent
WhatsApp	Agent 31	107	2										5	18	23	5	14	17	17	8								Wave 2 agent
WhatsApp	Agent 33	0	2																									
WhatsApp	Agent 35	82	2								5	9	11	3	3	8	14	1	14	12	2							
WhatsApp	Agent 36	94	2										7	16	25	4		12	13	10	7							
WhatsApp	Agent 37	51	2														6	4	8	4	6	3	9	4	4	3		
WhatsApp	Agent 38	0	2																									
WhatsApp	Agent 39	109	2										3	14	24	18	6	12	18	13	1							
WhatsApp	Agent 40	98	2																11	12	9	8	7	16	14	13	8	
WhatsApp	Agent 41	0	2																									
WhatsApp	Agent 42	0	2																									
WhatsApp	Agent 43	106	2													2	12	13	9	17	13	7	17	8	8			
WhatsApp	Agent 44	0	2																									
WhatsApp	Agent 45	99	2																23	14	7	9	14	8	19	5		
WhatsApp	Agent 46	109	2										3	14	27	17	5	13	12	6	9	3						Wave 2 agent
WhatsApp	Agent 47	92	2								5	7	12	3	8	8	10	11	11	10	7							
WhatsApp	Agent 48	0	2																									
WhatsApp	Agent 49	91	2																8	8	13	14	1	7	13	12	15	
WhatsApp	Agent 5	85	2										4	3	16	8	2	12	12	10	14	4						
WhatsApp	Agent 50	102	2							2	11	14	19	16	1	13	17	8	1									
WhatsApp	Agent 51	0	2																									
WhatsApp	Agent 53	94	2																	11	7	13	9	1	8	15	14	16
WhatsApp	Agent 54	0	2																									
WhatsApp	Agent 55	0	2																									Wave 2 agent
WhatsApp	Agent 56	102	2										3	14	21	14	4	19	13	14								
WhatsApp	Agent 57	0	2																									
WhatsApp	Agent 58	131	2										4	10	36	16	23	7	17	18								
WhatsApp	Agent 59	0	2																									
WhatsApp	Agent 60	116	2										3	10	16	16	13	22	20	11	5							
WhatsApp	Agent 61	102	2										4	12	33	13	2	3	13	11	11							
WhatsApp	Agent 62	99	2								6	8	7	10	15	8	6	7	11	6	12	3						
WhatsApp	Agent 63	46	0										5	3	7	7	5	2	3	5	6	3						
WhatsApp	Agent 64	61	0										7	7	8	7	2	2	7	6	10	5						
WhatsApp	Agent 65	61	0										5	8	7	1	7	2	6	6	9	10						Wave 2 agent
WhatsApp	Agent 66	59	0										7	6	9	9	3	2	10	7	6							Wave 2 agent
WhatsApp	Agent 67	63	0										5	6	8	8	9		6	4	8	9						
WhatsApp	Agent 68	57	0										6	4	7	2	9	3	7	10	5	4						
WhatsApp	Agent 69	71	0										9	7	10	8	10	1	8	9	8	1						
WhatsApp	Agent 9	114	2										8	14	20	15	3	18	12	16	6	2						
Grand Total		4232	124	0	0	0	0	0	0	7	95	124	244	262	416	269	304	350	535	404	278	188	143	163	208	149	93	