

# Queue Summary By Agent Report

04/22/16 - 04/23/16

## Queue: 280

Agent	# Calls	Talk Time	Avg Talk	Avg Ring	Avg Hold (non-ACD)
128 (Tiffany Bowler)	17	00:11:10	00:00:39	00:00:00	00:00:37
142 (Vernetta Espitia)	18	00:24:56	00:01:23	00:00:00	00:01:23
182 (Regena Vanderhoff)	11	00:17:48	00:01:37	00:00:00	00:00:29
183 (King Templeman)	22	00:22:19	00:01:01	00:00:00	00:00:57

<b>Totals for Queue:</b>	<b>68</b>	<b>01:16:13</b>	<b>00:01:07</b>	<b>00:00:00</b>	<b>00:00:51</b>
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**ACD Hold Time: 00:06:52**

**Avg ACD Hold: 00:00:06**

**Longest ACD Hold: 00:02:25**

## Queue: 282

Agent	# Calls	Talk Time	Avg Talk	Avg Ring	Avg Hold (non-ACD)
135 (Tonda Galloway)	11	00:13:43	00:01:15	00:00:00	00:00:52
163 (Bernadette Brumit)	7	00:09:28	00:01:21	00:00:00	00:00:32
196 (Tatyana Herter)	7	00:07:55	00:01:08	00:00:00	00:01:15

<b>Totals for Queue:</b>	<b>25</b>	<b>00:31:06</b>	<b>00:01:15</b>	<b>00:00:00</b>	<b>00:00:53</b>
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**ACD Hold Time: 00:07:45**

**Avg ACD Hold: 00:00:19**

**Longest ACD Hold: 00:03:06**

## Queue: 283

Agent	# Calls	Talk Time	Avg Talk	Avg Ring	Avg Hold (non-ACD)
141 (Tori Heinlein)	5	00:03:07	00:00:37	00:00:00	00:01:32
188 (Bradford Showman)	2	00:01:12	00:00:36	00:00:00	00:00:08
190 (Anika Soliz)	6	00:13:53	00:02:19	00:00:00	00:01:11
193 (Ranee Mcquinn)	5	00:02:41	00:00:32	00:00:00	00:00:24

Agent	# Calls	Talk Time	Avg Talk	Avg Ring	Avg Hold (non-ACD)
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<b>Totals for Queue:</b>	<b>18</b>	<b>00:20:53</b>	<b>00:01:10</b>	<b>00:00:00</b>	<b>00:00:59</b>
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ACD Hold Time: 00:00:00
Avg ACD Hold: 00:00:00
Longest ACD Hold: 00:00:00

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<b>Grand Totals:</b>	<b>111</b>	<b>02:08:12</b>	<b>00:01:09</b>	<b>00:00:00</b>	<b>00:00:53</b>
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ACD Hold Time: 00:14:37
Avg ACD Hold: 00:00:08
Longest ACD Hold: 00:03:06