

Agent Summary Report

04/22/16 - 04/23/16

Agent	Queue Calls (unique)			Non-Queue Calls (unique)					Avg Ring Time (ACD)	Avg Hold (Non-ACD)
	In	Talk Time	Avg Talk	In	Out	Total	Talk Time	Avg Talk		
128 (Tiffany Bowler)	17	00:11:10	00:00:39	13	8	21	00:34:51	00:01:40	00:00:00	00:00:37
135 (Tonda Galloway)	11	00:13:43	00:01:15	11	4	15	00:20:30	00:01:22	00:00:00	00:00:54
141 (Tori Heinlein)	5	00:03:07	00:00:37	4	8	12	00:27:53	00:02:19	00:00:00	00:01:32
142 (Vernetta Espitia)	18	00:24:56	00:01:23	11	21	32	01:19:01	00:02:28	00:00:00	00:01:24
163 (Bernadette Brumit)	7	00:09:28	00:01:21	21	33	54	02:13:53	00:02:29	00:00:00	00:00:49
182 (Regena Vanderhoff)	11	00:17:48	00:01:37	8	12	20	00:39:59	00:02:00	00:00:00	00:01:20
183 (King Templeman)	22	00:22:19	00:01:01	24	52	76	01:59:41	00:01:34	00:00:00	00:00:37
188 (Bradford Showman)	2	00:01:12	00:00:36	9	13	22	00:33:01	00:01:30	00:00:00	00:00:04
190 (Anika Soliz)	6	00:13:53	00:02:19	23	40	63	02:15:02	00:02:09	00:00:00	00:01:13
193 (Ranee Mcquinn)	5	00:02:41	00:00:32	17	11	28	01:47:49	00:03:51	00:00:00	00:01:03
196 (Tatyana Herter)	7	00:07:55	00:01:08	7	6	13	01:05:19	00:05:01	00:00:00	00:01:02
Grand Totals:	111	02:08:12	00:01:09	131	208	339	13:16:59	00:02:21	00:00:00	00:00:58

ACD Hold Time: 00:14:37

Avg ACD Hold: 00:00:08

Longest ACD Hold: 00:03:06