

Daily Agent Performance Report

Report Interval: 00:00:00 05 June, 2006 - 23:45:00 10 June, 2006

Agent Name & ID: Brian Griffin - 4041

	Logged In Time	Not Ready Time	Skillset Calls		Talk Time	DN Inbound Calls					DN Outbound Calls					Returned to Q	
			Offered	Ans'd		Total	Int	Time	Ext	Time	Total	Int	Time	Ext	Time	Timeout	Agent
Agent Name & ID: Brian Griffin - 4041																	
06/05/2006	07:03:40	01:40:06	75	73	03:12:22	3	0	00:00:00	3	00:10:51	19	13	00:20:54	6	00:15:08	1	1
06/06/2006	07:08:20	01:15:41	70	67	02:37:05	6	4	00:12:58	2	00:07:21	15	8	00:11:39	7	00:18:00	1	2
06/07/2006	07:13:17	01:06:26	73	73	02:45:09	2	0	00:00:00	2	00:03:29	14	7	00:03:59	7	00:20:13	0	0
06/08/2006	07:10:37	01:17:38	88	86	03:18:43	2	1	00:00:15	1	00:04:40	18	9	00:13:28	9	00:16:59	1	0
06/09/2006	07:16:51	00:51:23	96	96	03:33:51	4	1	00:00:16	3	00:09:33	10	6	00:12:33	4	00:08:54	0	0
Agent Totals	35:52:45	06:11:14	402	395	15:27:10	17	6	00:13:29	11	00:35:54	76	43	00:12:33	33	01:19:14	3	3

Agent Name & ID: Tara Griffin - 4007

06/05/2006	08:36:21	02:57:27	72	70	03:19:03	0	0	00:00:00	0	00:00:00	24	17	00:21:49	7	00:32:07	1	1
06/06/2006	07:27:08	02:07:47	65	64	03:07:11	4	4	00:05:58	0	00:00:00	11	6	00:09:52	5	00:01:50	1	0
06/07/2006	07:26:28	02:14:40	68	66	03:32:55	1	1	00:02:08	0	00:00:00	14	12	00:20:26	2	00:03:32	1	0
06/08/2006	08:19:33	03:11:02	65	64	03:41:44	2	2	00:03:30	0	00:00:00	19	15	00:17:07	4	00:05:28	1	0
06/09/2006	06:27:54	01:26:19	61	60	02:46:35	2	1	00:03:21	1	00:03:53	10	10	00:07:33	0	00:00:00	1	0
Agent Totals	38:17:24	11:57:15	331	324	16:27:28	9	8	00:14:57	1	00:03:53	78	60	00:07:33	18	00:42:57	5	1

Agent Name & ID: Jack Griffin - 4039

06/05/2006	07:32:06	01:22:07	64	64	03:57:37	1	1	00:25:17	0	00:00:00	9	5	00:04:31	4	00:15:11	0	0
06/06/2006	07:20:13	01:29:58	58	56	03:36:51	1	0	00:00:00	1	00:03:48	5	3	00:02:51	2	00:09:33	0	1
06/07/2006	07:28:40	01:29:03	66	66	03:41:56	0	0	00:00:00	0	00:00:00	16	6	00:13:51	10	00:20:40	0	0
06/08/2006	07:45:49	02:06:19	72	71	04:02:00	1	1	00:01:06	0	00:00:00	5	3	00:01:59	2	00:14:41	0	0
06/09/2006	07:40:38	01:30:22	58	57	03:46:35	0	0	00:00:00	0	00:00:00	6	3	00:05:59	3	00:07:40	1	0
Agent Totals	37:47:26	07:57:49	318	314	19:04:59	3	2	00:26:23	1	00:03:48	41	20	00:05:59	21	01:07:45	1	1

Agent Name & ID: Nancy Deasy - 4008

06/05/2006	07:19:55	02:36:39	69	68	02:52:10	2	2	00:10:03	0	00:00:00	7	2	00:01:18	5	00:07:54	0	1
06/06/2006	07:23:46	01:38:21	66	65	02:46:08	0	0	00:00:00	0	00:00:00	8	5	00:04:42	3	00:05:10	0	0
06/07/2006	07:20:58	01:56:33	65	65	02:31:15	1	0	00:00:00	1	00:02:10	8	1	00:00:07	7	00:06:56	0	0
06/08/2006	04:59:56	01:13:04	37	37	01:48:04	1	0	00:00:00	1	00:03:06	23	16	00:11:25	7	00:19:06	0	0
06/09/2006	07:34:22	02:29:24	50	50	02:20:33	0	0	00:00:00	0	00:00:00	19	7	00:08:04	12	00:18:58	0	0

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Agent Name & ID: Nancy Deasy - 4008

	Logged In Time	Not Ready Time	Skillset Calls		Talk Time	DN Inbound Calls					DN Outbound Calls					Returned to Q	
			Offered	Ans'd		Total	Int	Time	Ext	Time	Total	Int	Time	Ext	Time	Timeout	Agent
Agent Totals	34:38:57	09:54:01	287	285	12:18:10	4	2	00:10:03	2	00:05:16	65	31	00:08:04	34	00:58:04	0	1

Agent Name & ID: Thom Deasy - 4043

06/05/2006	07:36:19	00:46:32	42	42	02:55:02	4	3	00:06:18	1	00:01:16	7	4	00:05:50	3	00:15:37	0	0
06/06/2006	07:21:47	00:46:16	43	43	02:53:01	2	2	00:03:01	0	00:00:00	12	4	00:01:50	8	00:19:09	0	0
06/07/2006	07:20:22	02:00:20	40	37	02:18:47	2	0	00:00:00	2	00:10:02	9	1	00:01:04	8	00:31:00	2	1
06/08/2006	07:11:13	00:49:11	51	51	03:01:31	1	0	00:00:00	1	00:02:18	7	1	00:00:24	6	00:17:48	0	0
06/09/2006	07:55:47	00:24:17	56	56	03:09:35	1	1	00:00:59	0	00:00:00	1	0	00:00:00	1	00:01:06	0	0
Agent Totals	37:25:28	04:46:36	232	229	14:17:56	10	6	00:10:18	4	00:13:36	36	10	00:00:00	26	01:24:40	2	1

Agent Name & ID: Tommy Deasy - 4055

06/05/2006	07:23:12	02:36:00	58	58	03:00:42	2	2	00:10:49	0	00:00:00	20	13	00:09:44	7	00:32:44	0	0
06/06/2006	07:30:30	02:01:14	45	45	02:21:56	5	5	00:05:26	0	00:00:00	12	3	00:02:52	9	01:10:36	0	0
06/07/2006	07:19:14	01:36:14	69	69	03:34:28	1	1	00:00:26	0	00:00:00	16	7	00:03:50	9	00:13:04	0	0
06/08/2006	07:41:59	01:44:49	59	57	04:02:32	4	4	00:06:13	0	00:00:00	11	7	00:13:13	4	00:05:45	1	0
Agent Totals	29:54:55	07:58:17	231	229	12:59:38	12	12	00:22:54	0	00:00:00	59	30	00:13:13	29	02:02:09	1	0

Agent Name & ID: Rosalind Deasy - 4014

06/05/2006	06:35:13	01:38:37	43	43	03:22:28	5	5	00:05:39	0	00:00:00	7	5	00:02:31	2	00:05:13	0	0
06/06/2006	06:28:02	01:38:21	53	52	02:38:43	3	3	00:02:33	0	00:00:00	13	8	00:06:24	5	00:04:47	0	1
06/07/2006	05:59:23	02:38:03	37	36	02:13:51	4	3	00:14:52	1	00:00:34	12	9	00:04:32	3	00:02:56	1	0
06/08/2006	07:01:24	02:01:45	42	42	03:06:12	7	6	00:10:37	1	00:01:55	16	7	00:05:47	9	00:07:55	0	0
06/09/2006	06:47:33	01:17:29	41	39	03:13:31	7	5	00:33:24	2	00:33:32	14	10	00:21:58	4	00:06:11	1	1
Agent Totals	32:51:35	09:14:15	216	212	14:34:45	26	22	01:07:05	4	00:36:01	62	39	00:21:58	23	00:27:02	2	2