

Hourly Agent Performance Report

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

Agent Name & ID: Brian Griffin - 4041

Agent Name & ID	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																		
8:00 am	00:22:22	00:03:17	5	4	00:03:50	0	0	00:00:00	0	00:00:00	3	3	00:01:28	0	00:00:00	1	0	
9:00 am	01:00:00	00:01:38	14	14	00:31:23	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	
10:00 am	00:41:36	00:11:34	6	6	00:25:17	0	0	00:00:00	0	00:00:00	3	2	00:05:51	1	00:01:01	0	0	
11:00 am	01:00:00	00:36:32	8	8	00:19:20	0	0	00:00:00	0	00:00:00	8	6	00:08:02	2	00:07:24	0	0	
12:00 pm	00:42:23	00:01:11	6	6	00:27:55	1	0	00:00:00	1	00:06:44	1	1	00:05:13	0	00:00:00	0	0	
1:00 pm	00:07:03	00:04:53	1	1	00:01:38	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	
2:00 pm	01:00:00	00:08:25	16	15	00:27:23	0	0	00:00:00	0	00:00:00	1	0	00:00:00	1	00:01:39	0	1	
3:00 pm	00:43:12	00:05:48	7	7	00:21:46	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	
4:00 pm	00:52:48	00:23:08	4	4	00:15:43	0	0	00:00:00	0	00:00:00	3	1	00:00:20	2	00:05:04	0	0	
5:00 pm	00:34:16	00:03:40	8	8	00:18:07	2	0	00:00:00	2	00:04:07	0	0	00:00:00	0	00:00:00	0	0	
6/5/06	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	
8:00 am	00:20:43	00:06:47	3	2	00:03:16	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	1	0	
9:00 am	01:00:00	00:23:17	3	3	00:20:22	1	1	00:02:59	0	00:00:00	6	2	00:03:13	4	00:13:01	0	0	
10:00 am	00:49:23	00:02:19	14	12	00:17:04	2	1	00:07:42	1	00:02:38	3	1	00:00:04	2	00:02:22	0	2	
11:00 am	00:48:58	00:06:54	8	8	00:18:25	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	
12:00 pm	00:36:09	00:03:21	8	8	00:16:55	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	
1:00 pm	00:18:29	00:00:53	4	4	00:15:03	0	0	00:00:00	0	00:00:00	1	1	00:01:22	0	00:00:00	0	0	
2:00 pm	01:00:00	00:13:09	10	10	00:32:35	0	0	00:00:00	0	00:00:00	3	3	00:05:09	0	00:00:00	0	0	
3:00 pm	00:41:22	00:07:12	6	6	00:12:27	1	1	00:02:09	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	
4:00 pm	01:00:00	00:08:44	9	9	00:11:56	2	1	00:00:08	1	00:04:43	2	1	00:01:51	1	00:02:37	0	0	
5:00 pm	00:33:16	00:03:05	5	5	00:09:02	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	
6/6/06	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	
8:00 am	00:27:44	00:00:56	6	6	00:09:19	0	0	00:00:00	0	00:00:00	1	0	00:00:00	1	00:00:08	0	0	
9:00 am	01:00:00	00:03:40	12	12	00:19:50	0	0	00:00:00	0	00:00:00	3	3	00:01:29	0	00:00:00	0	0	
10:00 am	00:36:59	00:00:00	5	5	00:18:28	2	0	00:00:00	2	00:03:29	1	0	00:00:00	1	00:00:52	0	0	
11:00 am	01:00:00	00:04:27	15	15	00:18:57	0	0	00:00:00	0	00:00:00	3	1	00:00:11	2	00:06:59	0	0	
12:00 pm	00:40:50	00:02:43	7	7	00:12:44	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	
1:00 pm	00:14:29	00:01:23	6	6	00:10:44	0	0	00:00:00	0	00:00:00	1	1	00:01:15	0	00:00:00	0	0	
2:00 pm	01:00:00	00:21:44	9	9	00:20:13	0	0	00:00:00	0	00:00:00	2	1	00:00:47	1	00:00:09	0	0	
3:00 pm	00:40:09	00:01:01	4	4	00:28:38	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	
4:00 pm	01:00:00	00:30:32	7	7	00:10:31	0	0	00:00:00	0	00:00:00	3	1	00:00:17	2	00:12:05	0	0	
5:00 pm	00:33:06	00:00:00	2	2	00:15:45	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	
6/7/06	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	

Hourly 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
8:00 am	00:25:03	00:01:10	4	3	00:06:53	0	0	00:00:00	0	00:00:00	4	3	00:02:15	1	00:00:15	0	0
9:00 am	01:00:00	00:14:22	12	13	00:27:53	1	1	00:00:15	0	00:00:00	2	1	00:04:20	1	00:01:46	0	0
10:00 am	00:46:58	00:05:58	15	15	00:37:23	0	0	00:00:00	0	00:00:00	2	1	00:00:33	1	00:04:34	0	0
11:00 am	00:54:33	00:02:45	20	20	00:37:45	0	0	00:00:00	0	00:00:00	1	1	00:00:30	0	00:00:00	0	0
12:00 pm	00:41:53	00:01:29	8	8	00:20:28	1	0	00:00:00	1	00:04:40	0	0	00:00:00	0	00:00:00	0	0
1:00 pm	00:12:09	00:00:01	1	1	00:11:03	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0
2:00 pm	01:00:00	00:26:20	8	8	00:19:49	0	0	00:00:00	0	00:00:00	7	3	00:05:50	4	00:02:13	0	0
3:00 pm	00:38:27	00:04:12	10	10	00:22:40	0	0	00:00:00	0	00:00:00	1	0	00:00:00	1	00:04:47	0	0
4:00 pm	01:00:00	00:21:21	6	5	00:09:01	0	0	00:00:00	0	00:00:00	1	0	00:00:00	1	00:00:07	1	0
5:00 pm	00:31:34	00:00:00	4	3	00:05:48	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:03:17	0	0
6/8/06	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
8:00 am	00:27:25	00:07:27	4	4	00:17:43	0	0	00:00:00	0	00:00:00	1	1	00:00:04	0	00:00:00	0	0
9:00 am	01:00:00	00:10:27	18	18	00:37:28	0	0	00:00:00	0	00:00:00	4	1	00:02:52	3	00:07:13	0	0
10:00 am	00:46:07	00:00:52	18	18	00:32:21	0	0	00:00:00	0	00:00:00	2	2	00:02:44	0	00:00:00	0	0
11:00 am	01:00:00	00:03:10	13	13	00:34:45	1	0	00:00:00	1	00:04:15	1	1	00:06:32	0	00:00:00	0	0
12:00 pm	00:36:18	00:05:17	6	6	00:09:51	1	1	00:00:16	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0
1:00 pm	00:17:25	00:00:39	6	6	00:14:57	0	0	00:00:00	0	00:00:00	1	1	00:00:21	0	00:00:00	0	0
2:00 pm	01:00:00	00:12:49	14	14	00:31:37	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0
3:00 pm	00:36:58	00:03:05	12	12	00:18:48	1	0	00:00:00	1	00:02:21	0	0	00:00:00	0	00:00:00	0	0
4:00 pm	01:00:00	00:06:19	4	4	00:12:50	1	0	00:00:00	1	00:02:57	1	0	00:00:00	1	00:01:41	0	0
5:00 pm	00:32:38	00:01:18	1	1	00:03:31	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0
6/9/06	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 Name & ID: Tara Griffin - 4007

8:00 am	00:59:33	00:16:57	11	11	00:27:34	0	0	00:00:00	0	00:00:00	3	3	00:00:22	0	00:00:00	0	0
9:00 am	01:00:00	00:09:49	9	9	00:26:18	0	0	00:00:00	0	00:00:00	4	2	00:07:54	2	00:01:24	0	0
10:00 am	00:45:03	00:21:10	6	6	00:22:39	0	0	00:00:00	0	00:00:00	1	1	00:01:15	0	00:00:00	0	0
11:00 am	00:43:04	00:07:02	3	3	00:09:43	0	0	00:00:00	0	00:00:00	3	2	00:02:14	1	00:21:40	0	0
12:00 pm	00:23:16	00:07:53	2	2	00:11:15	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0
1:00 pm	01:00:00	00:06:12	12	11	00:39:53	0	0	00:00:00	0	00:00:00	4	4	00:07:03	0	00:00:00	1	0
2:00 pm	01:00:00	00:16:54	13	12	00:23:50	0	0	00:00:00	0	00:00:00	5	3	00:02:30	2	00:03:08	0	1
3:00 pm	00:42:20	00:19:08	7	7	00:14:51	0	0	00:00:00	0	00:00:00	4	2	00:00:31	2	00:05:55	0	0
4:00 pm	01:00:00	00:09:17	9	9	00:23:00	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0
5:00 pm	01:00:00	01:00:00	0	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0
6:00 pm	00:03:05	00:03:05	0	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0

Hourly Agent Performance Report

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

Agent Name & ID: Tara Griffin - 4007

	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
6/5/06	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
8:00 am	00:59:27	00:07:13	7	7	00:18:37	1	1	00:01:27	0	00:00:00	1	0	00:00:00	1	00:00:03	0	0
9:00 am	01:00:00	00:26:29	8	8	00:23:15	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0
10:00 am	00:47:39	00:10:52	9	9	00:26:25	0	0	00:00:00	0	00:00:00	1	1	00:00:56	0	00:00:00	0	0
11:00 am	00:31:30	00:12:51	1	1	00:17:08	1	1	00:00:29	0	00:00:00	4	3	00:01:29	1	00:00:48	0	0
12:00 pm	00:25:21	00:07:58	3	3	00:06:26	1	1	00:03:02	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0
1:00 pm	01:00:00	00:11:05	14	14	00:37:57	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0
2:00 pm	01:00:00	00:20:34	10	10	00:26:12	1	1	00:01:00	0	00:00:00	2	0	00:00:00	2	00:00:56	0	0
3:00 pm	00:42:35	00:13:17	7	6	00:17:32	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	1	0
4:00 pm	01:00:00	00:16:52	6	6	00:13:39	0	0	00:00:00	0	00:00:00	3	2	00:07:27	1	00:00:03	0	0
5:00 pm	00:00:36	00:00:36	0	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0
6/6/06	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
8:00 am	00:58:59	00:09:31	12	12	00:28:11	0	0	00:00:00	0	00:00:00	2	2	00:08:14	0	00:00:00	0	0
9:00 am	01:00:00	00:21:47	9	9	00:22:19	0	0	00:00:00	0	00:00:00	2	2	00:04:16	0	00:00:00	0	0
10:00 am	00:45:01	00:10:12	6	6	00:28:51	0	0	00:00:00	0	00:00:00	2	2	00:00:44	0	00:00:00	0	0
11:00 am	00:34:10	00:16:41	6	6	00:11:04	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0
12:00 pm	00:22:08	00:03:56	3	3	00:08:19	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0
1:00 pm	01:00:00	00:24:53	10	10	00:27:07	0	0	00:00:00	0	00:00:00	2	1	00:00:37	1	00:03:16	0	0
2:00 pm	01:00:00	00:18:50	9	9	00:26:56	1	1	00:02:08	0	00:00:00	4	3	00:00:52	1	00:00:16	0	0
3:00 pm	00:46:15	00:11:58	11	9	00:21:03	0	0	00:00:00	0	00:00:00	1	1	00:00:10	0	00:00:00	1	0
4:00 pm	00:59:55	00:16:52	2	2	00:39:05	0	0	00:00:00	0	00:00:00	1	1	00:05:33	0	00:00:00	0	0
6/7/06	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
8:00 am	00:57:38	00:24:17	7	7	00:19:48	1	1	00:02:28	0	00:00:00	1	1	00:02:27	0	00:00:00	0	0
9:00 am	01:00:00	00:19:02	8	8	00:29:22	1	1	00:01:02	0	00:00:00	7	6	00:04:15	1	00:04:49	0	0
10:00 am	00:46:36	00:10:17	7	7	00:35:34	0	0	00:00:00	0	00:00:00	3	3	00:05:04	0	00:00:00	0	0
11:00 am	00:32:43	00:11:34	6	6	00:16:22	0	0	00:00:00	0	00:00:00	1	1	00:00:25	0	00:00:00	0	0
12:00 pm	00:22:35	00:05:06	4	4	00:12:47	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0
1:00 pm	01:00:00	00:09:49	9	9	00:30:26	0	0	00:00:00	0	00:00:00	4	1	00:00:24	3	00:00:39	0	0
2:00 pm	01:00:00	00:18:08	11	11	00:35:03	0	0	00:00:00	0	00:00:00	1	1	00:01:24	0	00:00:00	0	0
3:00 pm	00:43:48	00:12:08	6	5	00:28:22	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	1	0
4:00 pm	01:00:00	00:24:28	7	7	00:14:00	0	0	00:00:00	0	00:00:00	2	2	00:03:08	0	00:00:00	0	0
5:00 pm	00:56:13	00:56:13	0	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0

Hourly Agent Performance Report

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

Agent Name & ID: Tara Griffin - 4007

	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
6/8/06	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
9:00 am	00:10:03	00:00:05	4	4	00:07:42	0	0	00:00:00	0	00:00:00	1	1	00:00:16	0	00:00:00	0	0
10:00 am	00:45:26	00:08:27	12	12	00:31:46	0	0	00:00:00	0	00:00:00	1	1	00:01:52	0	00:00:00	0	0
11:00 am	00:23:06	00:04:54	3	3	00:08:41	0	0	00:00:00	0	00:00:00	2	2	00:00:48	0	00:00:00	0	0
12:00 pm	00:25:01	00:04:09	4	4	00:12:53	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0
1:00 pm	01:00:00	00:09:26	18	17	00:46:50	0	0	00:00:00	0	00:00:00	2	2	00:01:05	0	00:00:00	1	0
2:00 pm	01:00:00	00:16:55	10	10	00:29:46	0	0	00:00:00	0	00:00:00	2	2	00:01:53	0	00:00:00	0	0
3:00 pm	00:43:20	00:17:10	6	6	00:21:14	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0
4:00 pm	01:00:00	00:20:24	3	3	00:06:45	2	1	00:03:21	1	00:03:53	2	2	00:01:39	0	00:00:00	0	0
5:00 pm	01:00:00	00:04:46	1	1	00:00:58	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0
6:00 pm	00:00:58	00:00:03	0	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0
6/9/06	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