

Agent Ext	Calls Pres	Calls Handl	Calls Abanc	Total Logged In Time	Avg Loggec	Not Ready	Not Ready
51625	0	0	0	0.000243056	0.000243	0.000243	100
53774	0	0	0	0.001238426	0.000613	0.001238	100
57591	0	0	0	0.002384259	0.002384	0.002384	100
57256	0	0	0	0.00349537	0.003495	0.003495	100
57558	0	0	0	0.015613426	0.007801	0.002396	15.34
52163	0	0	0	0.206111111	0.018727	0.206111	100
51091	0	0	0	0.034780093	0.03478	0.031528	90.65
56278	0	0	0	0.097743056	0.048866	0.097743	100
28521	12	11	1	0.101793981	0.050891	0.006968	6.84
51554	168	158	6	1.940127315	0.053889	26:07:38	56.11
51603	0	0	0	0.118715278	0.059352	0.118715	100
51534	24	24	0	36:19:19	0.065799	35:13:44	96.99
57575	49	46	0	31:36:21	0.065845	0.592234	44.97
56516	43	32	1	0.792268519	0.066019	0.413102	52.14
57587	5	4	0	0.356967593	0.071389	0.272512	76.34
28106	129	126	0	40:09:00	0.072731	0.962303	57.52
1.56E+10	0	0	0	0.768425926	0.07684	0.768426	100
51535	3	3	0	0.232777778	0.077593	0.229236	98.48
56640	0	0	0	0.388923611	0.077778	0.388924	100
56601	130	87	4	28:42:52	0.079757	0.737674	61.66
51543	66	49	5	40:57:10	0.08125	25:42:23	62.77
62720	0	0	0	0.1659375	0.082963	0.019236	11.59
57573	1	0	0	33:29:36	0.087222	0.307037	22
57555	11	9	0	0.364247685	0.091053	0.051644	14.18
1.56E+10	29	1	3	28:49:51	0.092396	0.918021	76.42
57123	24	22	0	0.47744213	0.095486	0.186157	38.99
56609	138	71	4	27:43:47	0.096273	0.882847	76.41
57577	42	40	1	39:51:37	0.097697	0.881806	53.09
51034	15	9	2	0.294953704	0.09831	0.136458	46.26
51097	0	0	0	0.598460648	0.099734	0.217963	36.42
51028	10	7	0	31:51:31	0.102106	0.50625	38.14
56512	155	105	0	41:50:57	0.102569	0.432789	24.82
56505	113	100	0	40:09:04	0.10456	0.676794	40.45
51078	0	0	0	0.534884259	0.106968	0.009873	1.85

Ready Time	Ready Time	Reserved T	Reserved T	Talking Tim	Talking Tim	Hold Time	Hold Time	Work Time
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0.013218	84.66	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0.003252	9.35	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0.04485	44.06	0.000394	0.39	0.020162	19.81	0.022824	22.42	0.006389
0.679167	35.01	0.01044	0.54	0.159155	8.2	0.01441	0.74	0
0	0	0	0	0	0	0	0	0
0	0	0.007836	0.52	0.04081	2.7	0.00162	0.11	0
0.61765	46.9	0.003924	0.3	0.101852	7.73	0.000775	0.06	0
0.338542	42.73	0.00765	0.97	0.035521	4.48	0.003623	0.46	0
0.075174	21.06	0.000451	0.13	0.01691	4.74	0	0	0.000521
0.089039	5.32	0.005891	0.35	24:07:00	60.07	0.025706	1.54	0.032315
0	0	0	0	0	0	0	0	0
0	0	0.003542	1.52	0.003495	1.5	0	0	0
0	0	0	0	0	0	0	0	0
0.135891	11.36	0.012083	1.01	0.199688	16.69	0.081956	6.85	0.028715
0.577338	33.83	0.010845	0.64	0.041979	2.46	0.008137	0.48	0
0.146701	88.41	0	0	0	0	0	0	0
26:07:10	77.98	0.000208	0.01	0	0	0	0	0
0.296759	81.47	0.001736	0.48	0.011296	3.1	0.002315	0.64	0.001389
0.279201	23.24	0.003738	0.31	0.000324	0.03	0	0	0
0.255787	53.57	0.002743	0.57	0.032396	6.79	0.008727	1.83	0
0.173611	15.03	0.01191	1.03	0.059097	5.11	0.014097	1.22	0.018542
0.6925	41.7	0.003553	0.21	0.094363	5.68	0.007627	0.46	0
0.140891	47.77	0.00169	0.57	0.015683	5.32	0.000174	0.06	0
0.380498	63.58	0	0	0	0	0	0	0
0.810498	61.06	0.00125	0.09	0.012211	0.92	0	0	0
26:44:35	63.9	0.028819	1.65	0.165949	9.52	0.024792	1.42	0
0.8764	52.39	0.016944	1.01	0.101458	6.06	0.008495	0.51	0
0.525012	98.15	0	0	0	0	0	0	0

Avg Idle Tir	Max Idle Ti	Handle Rat	Total Inbo	Inbound AC	Inbound AC	Inbound AC	Inbound AC	Inbound AC	Inbound N
0.000243	0.000243	0	0	0	0	0	0	0	0
0.000613	0.001181	0	0	0	0	0	0	0	0
0.002384	0.002384	0	0	0	0	0	0	0	0
0.003495	0.003495	0	0	0	0	0	0	0	0
0.00059	0.001377	0	0	0	0	0	0	0	0
0.015845	0.089537	0	1	0	0	0	0	0	0
0.015764	0.030266	0	0	0	0	0	0	0	0
0.032581	0.080752	0	0	0	0	0	0	0	0
0.001157	0.003958	0.92	11	11	0.001829	0.002072	0.000579		0
0.00588	0.22191	0.94	208	158	0.001007	8.10E-05	0		50
0.039572	0.115405	0	0	0	0	0	0		0
0.028935	0.119688	1	81	24	0.00169	5.79E-05	0		57
0.005741	0.107014	0.94	48	46	0.002211	1.16E-05	0		2
0.006146	0.066435	0.74	70	32	0.0011	0.000104	0		38
0.005787	0.08662	0.8	4	4	0.004225	0	0.000127		0
0.006725	0.029769	0.98	127	126	0.007975	0.000197	0.000255		1
0.045197	0.477014	0	0	0	0	0	0		0
0.038796	0.180058	1	10	3	0.001157	0	0		7
0.064815	0.170012	0	9	0	0	0	0		0
0.006053	0.081898	0.67	126	87	0.002292	0.000938	0.000324		17
0.014745	0.101204	0.74	66	49	0.000856	0.000162	0		17
0.005486	0.062315	0	0	0	0	0	0		0
0.003738	0.03669	0	2	0	0	0	0		2
0.003681	0.015544	0.82	10	9	0.00125	0.000255	0.00015		1
0.013113	0.080324	0.03	1	1	0.000324	0	0		0
0.006412	0.041366	0.92	23	22	0.00147	0.000394	0		0
0.00809	0.042778	0.51	81	71	0.000822	0.000197	0.000243		6
0.007049	0.21581	0.95	41	40	0.00235	0.000185	0		1
0.009097	0.060451	0.6	9	9	0.001736	1.16E-05	0		0
0.00588	0.074306	0	0	0	0	0	0		0
0.006655	0.065845	0.7	13	7	0.001736	0	0		0
0.002396	0.037975	0.68	169	105	0.001574	0.000231	0		64
0.002882	0.046516	0.88	154	100	0.001007	8.10E-05	0		54
0.000694	0.001539	0	0	0	0	0	0		0

Inbound N	Inbound N	Inbound N	Inbound N	Inbound N	Outbound I	Outbound I	Outbound I	Outbound I
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	1	0.004491	0.004491	0	0	0	7
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	8	0.000451	0.000972	4
0.001921	0.017905	0	0	0	167	0.000694	0.015394	0
0	0	0	0	0	7	0.001539	0.005648	0
0.000428	0.002616	0	0	0	57	0.001539	0.025463	0
0.000255	0.000301	0	0	0	70	0.001435	0.034618	0
0.000799	0.005903	0	0	0	72	0.000671	0.006134	0
0	0	0	0	0	3	0.000266	0.000521	5
0.000463	0.000463	0	0	0	41	0.002072	0.012025	0
0	0	0	0	0	2	0.000162	0.000278	0
0.002303	0.008079	0	0	0	3	0.000625	0.001435	0
0	0	9	0.000856	0.002558	17	0.001863	0.02375	5
0.001319	0.019699	22	0.001065	0.006933	192	0.00088	0.01331	1
0.000359	0.004977	0	0	0	35	0.000255	0.000775	0
0	0	0	0	0	7	0.000579	0.00287	0
0.009456	0.017326	0	0	0	43	0.003299	0.021806	0
0.000579	0.000579	0	0	0	10	0.001181	0.005868	0
0	0	0	0	0	5	5.79E-05	0.000255	0
0	0	1	0.000579	0.000579	9	0.00081	0.003576	0
0.000463	0.001493	4	0.001644	0.003877	138	0.000833	0.005833	11
0.000359	0.000359	0	0	0	92	0.001146	0.008137	0
0	0	0	0	0	4	9.26E-05	0.000174	0
0	0	0	0	0	17	0.000764	0.002894	0
0	0	6	0.003125	0.007593	48	0.007766	0.065845	7
0.000926	0.013333	0	0	0	91	0.000926	0.017083	0
0.000683	0.013669	0	0	0	208	0.00125	0.030613	0
0	0	0	0	0	3	0.000486	0.000683	0

