



Contact Centre Sample Reports

Analytics for Contact Center

8x8

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Agent Interactions Summary per Agent

Agent Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020 | 15 min | Europe/London -

Report generated on Jul 14, 2020 16:16

Date	Agent	Time	Presented	Accepted	Rejected	Abandoned	Accepted %	Rejected %	Abandoned...	Handling Ti...	Wrap Up Ti...	Busy Time
Jul 06, 2020	—	—	21	20	0	0	95.23%	0.00%	0.00%	0:52:21	0:10:23	1:04:51
	∨ DChai x8Agent1	—	13	13	0	0	100.00%	0.00%	0.00%	0:33:51	0:02:50	0:37:36
	∨ AnilK1 x8	—	2	2	0	0	100.00%	0.00%	0.00%	0:03:29	0:02:21	0:05:58
	∨ ECarrasco x8Agent1	—	1	1	0	0	100.00%	0.00%	0.00%	0:09:01	0:02:37	0:11:50
	∧ mgilbertson x8Agent1	—	3	3	0	0	100.00%	0.00%	0.00%	0:03:48	0:01:36	0:05:41
		Jul 06, 2020 16:15 - 16:30	2	2	0	0	100.00%	0.00%	0.00%	0:03:48	0:01:31	0:05:41
		Jul 06, 2020 19:15 - 19:30	1	1	0	0	100.00%	0.00%	0.00%	0:06:36	0:00:00	0:06:39
		Jul 06, 2020 19:30 - 19:45	0	0	0	0	0.00%	0.00%	0.00%	0:21:36	0:00:00	0:21:39
		Jul 06, 2020 19:45 - 20:00	0	0	0	0	0.00%	0.00%	0.00%	0:36:36	0:00:00	0:36:39
		Jul 06, 2020 20:00 - 20:15	0	0	0	0	0.00%	0.00%	0.00%	0:51:36	0:00:00	0:51:39
		Jul 06, 2020 20:15 - 20:30	0	0	0	0	0.00%	0.00%	0.00%	1:06:36	0:00:00	1:06:39
		Jul 06, 2020 20:30 - 20:45	0	0	0	0	0.00%	0.00%	0.00%	1:21:36	0:00:00	1:21:39
		Jul 06, 2020 20:45 - 21:00	0	0	0	0	0.00%	0.00%	0.00%	1:36:36	0:00:00	1:36:39
		Jul 06, 2020 21:00 - 21:15	0	0	0	0	0.00%	0.00%	0.00%	1:51:36	0:00:00	1:51:39
		Jul 06, 2020 21:15 - 21:30	0	0	0	0	0.00%	0.00%	0.00%	2:06:36	0:00:00	2:06:39
Total			183	168	8	1	91.80%	4.37%	0.54%	26:00:45	25:59:41	52:19:33

Metrics:

- Presented
- Accepted
- Rejected
- Abandoned
- Accepted %
- Rejected %
- Abandoned %
- Handling Time
- Wrap-up Time
- Busy Time
- Avg. Handling Time
- Avg. Wrap-up Time
- Avg. Busy Time
- Alerting
- Avg. Speed to Answer
- Blind Transfer to Agent
- Blind Transfer to Queue
- Blind Transfers Initiated
- Blind Transfers Received
- Hold
- Hold Time
- Longest Hold Time
- Longest Offering Time
- Offering Time
- Reject Timeout
- Transfers Initiated
- Transfers Received
- Warm Transfers Completed
- Warm Transfers Received

Agent Interactions Summary per Agent & Media

Agent Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London - Refresh Download More Edit

Report generated on Jul 14, 2020 16:20

Time	Agent	Media	Presented	Accepted	Rejected	Abandoned	Accepted %	Rejected %	Abandoned...	Handling Ti...	Wrap Up Ti...	Busy Time
Jul 06, 2020	—	—	21	20	0	0	95.23%	0.00%	0.00%	0:52:21	0:10:23	1:04:51
	▼ DChai x8Agent1	—	13	13	0	0	100.00%	0.00%	0.00%	0:33:51	0:02:50	0:37:36
	▼ AnilK1 x8	—	2	2	0	0	100.00%	0.00%	0.00%	0:03:29	0:02:21	0:05:58
	▼ ECarrasco x8Agent1	—	1	1	0	0	100.00%	0.00%	0.00%	0:09:01	0:02:37	0:11:50
	▼ mgilbertson x8Agent1	—	3	3	0	0	100.00%	0.00%	0.00%	0:03:48	0:01:36	0:05:41
	▼ CHamlett x8Agent1	—	2	1	0	0	50.00%	0.00%	0.00%	0:02:11	0:01:00	0:03:46
Jul 07, 2020	—	—	54	47	5	1	87.03%	9.25%	1.85%	1:37:09	0:16:36	2:00:36
	▼ TMcChesney x8Agent1	—	3	2	0	1	66.66%	0.00%	33.33%	0:00:07	0:00:10	0:00:54
	▼ JKnox x8Agent1	—	4	4	0	0	100.00%	0.00%	0.00%	0:20:37	0:02:13	0:23:12
	▲ DTorrez x8Agent1	—	8	8	0	0	100.00%	0.00%	0.00%	0:16:12	0:01:04	0:17:57
		Chat	1	1	0	0	100.00%	0.00%	0.00%	0:01:35	0:00:14	0:01:53
		Phone	7	7	0	0	100.00%	0.00%	0.00%	0:14:37	0:00:49	0:16:05
	▼ BBailey x8Sup1	—	1	1	0	0	100.00%	0.00%	0.00%	0:00:57	0:00:01	0:01:00
	▼ FFuhrman x8Agent1	—	15	13	1	0	86.66%	6.66%	0.00%	0:06:47	0:04:38	0:13:53
	▲ DTorrez x8Agent2	—	4	4	0	0	100.00%	0.00%	0.00%	0:14:29	0:01:08	0:15:53
Total			183	168	8	1	91.80%	4.37%	0.54%	26:00:45	25:59:41	52:19:33

Metrics:

- Presented
- Accepted
- Rejected
- Abandoned
- Accepted %
- Rejected %
- Abandoned %
- Handling Time
- Wrap-up Time
- Busy Time
- Avg. Handling Time
- Avg. Wrap-up Time
- Avg. Busy Time
- Alerting
- Avg. Speed to Answer
- Blind Transfer to Agent
- Blind Transfer to Queue
- Blind Transfers Initiated
- Blind Transfers Received
- Hold
- Hold Time
- Longest Hold Time
- Longest Offering Time
- Offering Time
- Reject Timeout
- Transfers Initiated
- Transfers Received
- Warm Transfers Completed
- Warm Transfers Received

Agent Interactions Summary per Agent, Media & Queue

Agent Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London - Refresh Download More Edit

Report generated on Jul 14, 2020 16:21

Time	Agent	Media	Queue	Presented	Accepted	Rejected	Abandoned	Accepted %	Rejected %	Abandoned...	Handling Ti...
Jul 06, 2020	—	—	—	21	20	0	0	95.23%	0.00%	0.00%	0:52:21
Jul 07, 2020	—	—	—	54	47	5	1	87.03%	9.25%	1.85%	1:37:09
	TMcChesney x8Agent1	—	—	3	2	0	1	66.66%	0.00%	33.33%	0:00:07
	JKnox x8Agent1	—	—	4	4	0	0	100.00%	0.00%	0.00%	0:20:37
	DTorrez x8Agent1	—	—	8	8	0	0	100.00%	0.00%	0.00%	0:16:12
		Chat	SMS_DTorrez	1	1	0	0	100.00%	0.00%	0.00%	0:01:35
		Phone	General Queue_DTorrez	4	4	0	0	100.00%	0.00%	0.00%	0:14:17
		Phone	DMV / License Queue_DTo...	2	2	0	0	100.00%	0.00%	0.00%	0:00:08
		Phone	Housing Queue_DTorrez	1	1	0	0	100.00%	0.00%	0.00%	0:00:12
	BBailey x8Sup1	—	—	1	1	0	0	100.00%	0.00%	0.00%	0:00:57
	FFuhrman x8Agent1	—	—	15	13	1	0	86.66%	6.66%	0.00%	0:06:47
	DTorrez x8Agent2	—	—	4	4	0	0	100.00%	0.00%	0.00%	0:14:29
	SWeiss x8Agent1	—	—	1	1	0	0	100.00%	0.00%	0.00%	0:00:13
	JLambert x8Agent1	—	—	6	6	0	0	100.00%	0.00%	0.00%	0:10:05
	ARyan Supervisor Agent	—	—	1	1	0	0	100.00%	0.00%	0.00%	0:00:04
Total				183	168	8	1	91.80%	4.37%	0.54%	26:00:45

Metrics:

- Presented
- Accepted
- Rejected
- Abandoned
- Accepted %
- Rejected %
- Abandoned %
- Handling Time
- Wrap-up Time
- Busy Time
- Avg. Handling Time
- Avg. Wrap-up Time
- Avg. Busy Time
- Alerting
- Avg. Speed to Answer
- Blind Transfer to Agent
- Blind Transfer to Queue
- Blind Transfers Initiated
- Blind Transfers Received
- Hold
- Hold Time
- Longest Hold Time
- Longest Offering Time
- Offering Time
- Reject Timeout
- Transfers Initiated
- Transfers Received
- Warm Transfers Completed
- Warm Transfers Received

Agent Interactions Summary per Agent, Media & Channel

Agent Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

Refresh Download More Edit

Report generated on Jul 14, 2020 16:23

Time	Agent	Media	Channel	Presented	Accepted	Rejected	Abandoned	Accepted %	Rejected %	Abandoned...	Handling Tl...	Wrap U
Jul 06, 2020	—	—	—	21	20	0	0	95.23%	0.00%	0.00%	0:52:21	0:10:
Jul 07, 2020	—	—	—	54	47	5	1	87.03%	9.25%	1.85%	1:37:09	0:16:
	TMcChesney x8Agent1	—	—	3	2	0	1	66.66%	0.00%	33.33%	0:00:07	0:00:
	JKnox x8Agent1	—	—	4	4	0	0	100.00%	0.00%	0.00%	0:20:37	0:02:
	DTorrez x8Agent1	—	—	8	8	0	0	100.00%	0.00%	0.00%	0:16:12	0:01:
		Chat	13091	1	1	0	0	100.00%	0.00%	0.00%	0:01:35	0:00:
		Phone	12028438734	7	7	0	0	100.00%	0.00%	0.00%	0:14:37	0:00:
	BBailey x8Sup1	—	—	1	1	0	0	100.00%	0.00%	0.00%	0:00:57	0:00:
	FFuhrman x8Agent1	—	—	15	13	1	0	86.66%	6.66%	0.00%	0:06:47	0:04:
	DTorrez x8Agent2	—	—	4	4	0	0	100.00%	0.00%	0.00%	0:14:29	0:01:
	SWeiss x8Agent1	—	—	1	1	0	0	100.00%	0.00%	0.00%	0:00:13	0:00:
	JLambert x8Agent1	—	—	6	6	0	0	100.00%	0.00%	0.00%	0:10:05	0:06:
	ARyan Supervisor Agent	—	—	1	1	0	0	100.00%	0.00%	0.00%	0:00:04	0:00:
	RPye x8Agent1	—	—	3	3	0	0	100.00%	0.00%	0.00%	0:05:13	0:00:
	KWarner x8Agent2	—	—	1	1	0	0	100.00%	0.00%	0.00%	0:04:54	0:00:
Total				183	168	8	1	91.80%	4.37%	0.54%	26:00:45	25:59:4

Metrics:

- Presented
- Accepted
- Rejected
- Abandoned
- Accepted %
- Rejected %
- Abandoned %
- Handling Time
- Wrap-up Time
- Busy Time
- Avg. Handling Time
- Avg. Wrap-up Time
- Avg. Busy Time
- Alerting
- Avg. Speed to Answer
- Blind Transfer to Agent
- Blind Transfer to Queue
- Blind Transfers Initiated
- Blind Transfers Received
- Hold
- Hold Time
- Longest Hold Time
- Longest Offering Time
- Offering Time
- Reject Timeout
- Transfers Initiated
- Transfers Received
- Warm Transfers Completed
- Warm Transfers Received

Agent Interactions Summary per Agent, Media, Channel & Queue

Agent Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London - Refresh Download More Edit

Report generated on Jul 14, 2020 16:24

Time	Agent	Media	Channel	Queue	Presented	Accepted	Rejected	Abandoned	Accepted %	Rejected %	Abandon
Jul 06, 2020	—	—	—	—	21	20	0	0	95.23%	0.00%	0.00%
Jul 07, 2020	—	—	—	—	54	47	5	1	87.03%	9.25%	1.85%
	TMcChesney x8Agent1	—	—	—	3	2	0	1	66.66%	0.00%	33.33%
	JKnox x8Agent1	—	—	—	4	4	0	0	100.00%	0.00%	0.00%
	DTorrez x8Agent1	—	—	—	8	8	0	0	100.00%	0.00%	0.00%
		Chat	13091	SMS_DTorrez	1	1	0	0	100.00%	0.00%	0.00%
		Phone	12028438734	General Queue_DTorrez	4	4	0	0	100.00%	0.00%	0.00%
		Phone	12028438734	DMV / License Queue_DTo...	2	2	0	0	100.00%	0.00%	0.00%
		Phone	12028438734	Housing Queue_DTorrez	1	1	0	0	100.00%	0.00%	0.00%
	BBailey x8Sup1	—	—	—	1	1	0	0	100.00%	0.00%	0.00%
	FFuhrman x8Agent1	—	—	—	15	13	1	0	86.66%	6.66%	0.00%
	DTorrez x8Agent2	—	—	—	4	4	0	0	100.00%	0.00%	0.00%
	SWeiss x8Agent1	—	—	—	1	1	0	0	100.00%	0.00%	0.00%
	JLambert x8Agent1	—	—	—	6	6	0	0	100.00%	0.00%	0.00%
	ARyan Supervisor Agent	—	—	—	1	1	0	0	100.00%	0.00%	0.00%
Total					183	168	8	1	91.80%	4.37%	0.54%

Metrics:

- Presented
- Accepted
- Rejected
- Abandoned
- Accepted %
- Rejected %
- Abandoned %
- Handling Time
- Wrap-up Time
- Busy Time
- Avg. Handling Time
- Avg. Wrap-up Time
- Avg. Busy Time
- Alerting
- Avg. Speed to Answer
- Blind Transfer to Agent
- Blind Transfer to Queue
- Blind Transfers Initiated
- Blind Transfers Received
- Hold
- Hold Time
- Longest Hold Time
- Longest Offering Time
- Offering Time
- Reject Timeout
- Transfers Initiated
- Transfers Received
- Warm Transfers Completed
- Warm Transfers Received

Agent Interactions Summary per Group

Agent Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -



Report generated on Jul 14, 2020 17:13

Time	Group	Presented	Accepted	Rejected	Abandoned	Accepted %	Rejected %	Abandoned...	Handling TI...	Wrap Up TI...	Busy Time	Average Ha...	Average W...
Jul 06, 2020	—	21	20	0	0	95.23%	0.00%	0.00%	0:52:21	0:10:23	1:04:51	0:02:45	0:00:31
Jul 07, 2020	—	54	47	5	1	87.03%	9.25%	1.85%	1:37:09	0:16:36	2:00:36	0:02:04	0:00:21
Jul 08, 2020	—	45	42	2	0	93.33%	4.44%	0.00%	2:08:03	0:57:03	3:11:29	0:02:59	0:01:21
	GGlowinski_AgentGro...	11	10	0	0	90.90%	0.00%	0.00%	1:07:54	0:03:42	1:12:38	0:06:10	0:00:22
	DChai_AgentGroup	2	2	0	0	100.00%	0.00%	0.00%	0:11:00	0:34:56	0:46:04	0:05:30	0:17:28
	DCuevas_AgentGroup	3	3	0	0	100.00%	0.00%	0.00%	0:02:19	0:01:50	0:04:25	0:00:46	0:00:37
	FFuhrman	7	7	0	0	100.00%	0.00%	0.00%	0:12:20	0:02:21	0:15:39	0:01:46	0:00:20
	ARyan_AgentGroup	6	4	2	0	66.66%	33.33%	0.00%	0:00:27	0:01:17	0:04:10	0:00:07	0:00:19
	OGlynn	13	13	0	0	100.00%	0.00%	0.00%	0:21:24	0:11:39	0:34:07	0:01:39	0:00:54
	BValderrama_AgentG...	1	1	0	0	100.00%	0.00%	0.00%	0:01:28	0:01:00	0:02:50	0:01:28	0:01:00
	KNagarkar_AgentGro...	1	1	0	0	100.00%	0.00%	0.00%	0:09:51	0:00:06	0:10:00	0:09:51	0:00:06
	JLambert_AgentGroup	1	1	0	0	100.00%	0.00%	0.00%	0:01:19	0:00:12	0:01:36	0:01:19	0:00:12
Jul 09, 2020	—	53	49	1	0	92.45%	1.88%	0.00%	20:56:00	2:43:49	23:42:46	0:26:10	0:03:25
Jul 10, 2020	—	10	10	0	0	100.00%	0.00%	0.00%	0:27:12	24:18:20	24:47:11	0:02:43	2:12:35
Total		183	168	8	1	91.80%	4.37%	0.54%	26:00:45	25:59:41	52:19:33	0:09:21	0:09:20

Metrics:

- Presented
- Accepted
- Rejected
- Abandoned
- Accepted %
- Rejected %
- Abandoned %
- Handling Time
- Wrap-up Time
- Busy Time
- Avg. Handling Time
- Avg. Wrap-up Time
- Avg. Busy Time
- Alerting
- Avg. Speed to Answer
- Blind Transfer to Agent
- Blind Transfer to Queue
- Blind Transfers Initiated
- Blind Transfers Received
- Hold
- Hold Time
- Longest Hold Time
- Longest Offering Time
- Offering Time
- Reject Timeout
- Transfers Initiated
- Transfers Received
- Warm Transfers Completed
- Warm Transfers Received

Agent Interactions Summary per Group & Media

Agent Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

Report generated on Jul 14, 2020 17:17

Time	Group	Media	Presented	Accepted	Rejected	Abandoned	Accepted %	Rejected %	Abandoned...	Handling Ti...	Wrap Up Ti...	Busy Time	Average
Jul 06, 2020	—	—	21	20	0	0	95.23%	0.00%	0.00%	0:52:21	0:10:23	1:04:51	0:02:...
	▼ DChai_AgentGroup	—	13	13	0	0	100.00%	0.00%	0.00%	0:33:51	0:02:50	0:37:36	0:02:...
	▼ Anil_AgentGroup	—	2	2	0	0	100.00%	0.00%	0.00%	0:03:29	0:02:21	0:05:58	0:01:...
	▼ ECarrasco_AgentGroup	—	1	1	0	0	100.00%	0.00%	0.00%	0:09:01	0:02:37	0:11:50	0:09:...
	^ mgilbertson	—	3	3	0	0	100.00%	0.00%	0.00%	0:03:48	0:01:36	0:05:41	0:01:...
		Chat	2	2	0	0	100.00%	0.00%	0.00%	0:01:39	0:01:05	0:02:54	0:01:...
		Phone	1	1	0	0	100.00%	0.00%	0.00%	0:02:09	0:00:31	0:02:48	0:02:...
	▼ CHamlett_Agents	—	2	1	0	0	50.00%	0.00%	0.00%	0:02:11	0:01:00	0:03:46	0:02:...
Jul 07, 2020	—	—	54	47	5	1	87.03%	9.25%	1.85%	1:37:09	0:16:36	2:00:36	0:02:...
Jul 08, 2020	—	—	45	42	2	0	93.33%	4.44%	0.00%	2:08:03	0:57:03	3:11:29	0:02:...
	^ GGlowski_AgentGro...	—	11	10	0	0	90.90%	0.00%	0.00%	1:07:54	0:03:42	1:12:38	0:06:...
		Chat	3	2	0	0	66.66%	0.00%	0.00%	0:08:53	0:00:31	0:10:18	0:04:...
		Phone	8	8	0	0	100.00%	0.00%	0.00%	0:59:00	0:03:12	1:02:20	0:06:...
	▼ DChai_AgentGroup	—	2	2	0	0	100.00%	0.00%	0.00%	0:11:00	0:34:56	0:46:04	0:05:...
	▼ DCuevas_AgentGroup	—	3	3	0	0	100.00%	0.00%	0.00%	0:02:19	0:01:50	0:04:25	0:00:...
Total			183	168	8	1	91.80%	4.37%	0.54%	26:00:45	25:59:41	52:19:33	0:09:21

Metrics:

- Presented
- Accepted
- Rejected
- Abandoned
- Accepted %
- Rejected %
- Abandoned %
- Handling Time
- Wrap-up Time
- Busy Time
- Avg. Handling Time
- Avg. Wrap-up Time
- Avg. Busy Time
- Alerting
- Avg. Speed to Answer
- Blind Transfer to Agent
- Blind Transfer to Queue
- Blind Transfers Initiated
- Blind Transfers Received
- Hold
- Hold Time
- Longest Hold Time
- Longest Offering Time
- Offering Time
- Reject Timeout
- Transfers Initiated
- Transfers Received
- Warm Transfers Completed
- Warm Transfers Received

Agent Interactions Summary per Group, Media & Queue

Agent Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London



Edit

Report generated on Jul 14, 2020 17:18

Time	Group	Media	Queue	Presented	Accepted	Rejected	Abandoned	Accepted %	Rejected %	Abandoned...	Handling Ti...	Wrap U
^ Jul 06, 2020	—	—	—	21	20	0	0	95.23%	0.00%	0.00%	0:52:21	0:10:23
	∨ DChai_AgentGroup	—	—	13	13	0	0	100.00%	0.00%	0.00%	0:33:51	0:02:50
	∨ Anil_AgentGroup	—	—	2	2	0	0	100.00%	0.00%	0.00%	0:03:29	0:02:21
	^ ECarrasco_AgentGroup	—	—	1	1	0	0	100.00%	0.00%	0.00%	0:09:01	0:02:37
		Phone	ECarrasco_Service	1	1	0	0	100.00%	0.00%	0.00%	0:09:01	0:02:37
	^ mgilbertson	—	—	3	3	0	0	100.00%	0.00%	0.00%	0:03:48	0:01:36
		Chat	mgilbertson_Button	1	1	0	0	100.00%	0.00%	0.00%	0:00:00	0:00:05
		Chat	Gilby SMS	1	1	0	0	100.00%	0.00%	0.00%	0:01:39	0:01:00
		Phone	mgilbertson_Sales	1	1	0	0	100.00%	0.00%	0.00%	0:02:09	0:00:31
	∨ CHamlett_Agents	—	—	2	1	0	0	50.00%	0.00%	0.00%	0:02:11	0:01:00
∨ Jul 07, 2020	—	—	—	54	47	5	1	87.03%	9.25%	1.85%	1:37:09	0:16:36
∨ Jul 08, 2020	—	—	—	45	42	2	0	93.33%	4.44%	0.00%	2:08:03	0:57:03
∨ Jul 09, 2020	—	—	—	53	49	1	0	92.45%	1.88%	0.00%	20:56:00	2:43:49
∨ Jul 10, 2020	—	—	—	10	10	0	0	100.00%	0.00%	0.00%	0:27:12	24:18:2
Total				183	168	8	1	91.80%	4.37%	0.54%	26:00:45	25:59:4

Metrics:

- Presented
- Accepted
- Rejected
- Abandoned
- Accepted %
- Rejected %
- Abandoned %
- Handling Time
- Wrap-up Time
- Busy Time
- Avg. Handling Time
- Avg. Wrap-up Time
- Avg. Busy Time
- Alerting
- Avg. Speed to Answer
- Blind Transfer to Agent
- Blind Transfer to Queue
- Blind Transfers Initiated
- Blind Transfers Received
- Hold
- Hold Time
- Longest Hold Time
- Longest Offering Time
- Offering Time
- Reject Timeout
- Transfers Initiated
- Transfers Received
- Warm Transfers Completed
- Warm Transfers Received

Agent Interactions Summary per Group, Media & Channel

Agent Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London - Refresh Download Edit

Report generated on Jul 14, 2020 17:18

Time	Group	Media	Channel	Presented	Accepted	Rejected	Abandoned	Accepted %	Rejected %	Abandoned...	Handling Ti...	Wrap Up Ti...
Jul 06, 2020	—	—	—	21	20	0	0	95.23%	0.00%	0.00%	0:52:21	0:10:23
Jul 07, 2020	—	—	—	54	47	5	1	87.03%	9.25%	1.85%	1:37:09	0:16:36
	^ NE-Team	—	—	5	1	4	0	20.00%	80.00%	0.00%	0:01:59	0:00:09
		Phone	14404628010	1	1	0	0	100.00%	0.00%	0.00%	0:01:59	0:00:09
		VoiceMail	14404628013	4	0	4	0	0.00%	100.00%	0.00%	0:00:00	0:00:00
	^ RPye_AgentGroup	—	—	3	3	0	0	100.00%	0.00%	0.00%	0:05:13	0:00:47
		Chat	RPye_Button	1	1	0	0	100.00%	0.00%	0.00%	0:02:28	0:00:05
		Phone	12013317479	2	2	0	0	100.00%	0.00%	0.00%	0:02:45	0:00:42
	^ SWeiss	—	—	1	1	0	0	100.00%	0.00%	0.00%	0:00:13	0:00:03
	^ FFuhrman	—	—	15	13	1	0	86.66%	6.66%	0.00%	0:06:47	0:04:38
	^ Ranjan_AgentGroup	—	—	2	2	0	0	100.00%	0.00%	0.00%	0:15:32	0:00:03
	^ ARyan_AgentGroup	—	—	1	1	0	0	100.00%	0.00%	0.00%	0:00:04	0:00:11
	^ KWarner	—	—	1	1	0	0	100.00%	0.00%	0.00%	0:04:54	0:00:02
		Phone	12094905947	1	1	0	0	100.00%	0.00%	0.00%	0:04:54	0:00:02
	^ JKnox_AgentGroups	—	—	4	4	0	0	100.00%	0.00%	0.00%	0:20:37	0:02:13
Total				183	168	8	1	91.80%	4.37%	0.54%	26:00:45	25:59:41

Metrics:

- Presented
- Accepted
- Rejected
- Abandoned
- Accepted %
- Rejected %
- Abandoned %
- Handling Time
- Wrap-up Time
- Busy Time
- Avg. Handling Time
- Avg. Wrap-up Time
- Avg. Busy Time
- Alerting
- Avg. Speed to Answer
- Blind Transfer to Agent
- Blind Transfer to Queue
- Blind Transfers Initiated
- Blind Transfers Received
- Hold
- Hold Time
- Longest Hold Time
- Longest Offering Time
- Offering Time
- Reject Timeout
- Transfers Initiated
- Transfers Received
- Warm Transfers Completed
- Warm Transfers Received

Agent Interactions Summary per Group, Media, Channel & Queue

Agent Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London - Refresh Download More Edit

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Time	Group	Media	Channel	Queue	Presented	Accepted	Rejected	Abandoned	Accepted %	Rejected %	Abandoned...
Jul 06, 2020	—	—	—	—	21	20	0	0	95.23%	0.00%	0.00%
Jul 07, 2020	—	—	—	—	54	47	5	1	87.03%	9.25%	1.85%
	NE-Team	—	—	—	5	1	4	0	20.00%	80.00%	0.00%
		Phone	14404628010	NE_Service	1	1	0	0	100.00%	0.00%	0.00%
		VoiceMail	14404628013	NE_MainVM	4	0	4	0	0.00%	100.00%	0.00%
	RPye_AgentGroup	—	—	—	3	3	0	0	100.00%	0.00%	0.00%
	SWeiss	—	—	—	1	1	0	0	100.00%	0.00%	0.00%
	FFuhrman	—	—	—	15	13	1	0	86.66%	6.66%	0.00%
		Chat	112599706943767	SL FFsocial	1	1	0	0	100.00%	0.00%	0.00%
		Chat	13581	SL SMS FF Test 1	6	6	0	0	100.00%	0.00%	0.00%
		Chat	FFuhrman_Button	SL Chat FFuhrman_But...	2	2	0	0	100.00%	0.00%	0.00%
		Email	vccdemo7@gmail.c...	SL Email FFuhrman_E...	4	3	0	0	75.00%	0.00%	0.00%
		Phone	14404628018	SL Order-Quote ffuhrman	2	1	1	0	50.00%	50.00%	0.00%
	Ranjan_AgentGroup	—	—	—	2	2	0	0	100.00%	0.00%	0.00%
	ARyan_AgentGroup	—	—	—	1	1	0	0	100.00%	0.00%	0.00%
Total					183	168	8	1	91.80%	4.37%	0.54%

Metrics:

- Presented
- Accepted
- Rejected
- Abandoned
- Accepted %
- Rejected %
- Abandoned %
- Handling Time
- Wrap-up Time
- Busy Time
- Avg. Handling Time
- Avg. Wrap-up Time
- Avg. Busy Time
- Alerting
- Avg. Speed to Answer
- Blind Transfer to Agent
- Blind Transfer to Queue
- Blind Transfers Initiated
- Blind Transfers Received
- Hold
- Hold Time
- Longest Hold Time
- Longest Offering Time
- Offering Time
- Reject Timeout
- Transfers Initiated
- Transfers Received
- Warm Transfers Completed
- Warm Transfers Received

Agent Interactions Summary per Group & Agent

Agent Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London

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Report generated on Jul 14, 2020 17:48

Time	Group	Agent	Presented	Accepted	Rejected	Abandoned	Accepted %	Rejected %	Abandoned...	Handling Ti...	Wrap Up Ti...	Busy Ti
^ Jul 07, 2020			54	47	5	1	87.03%	9.25%	1.85%	1:37:09	0:16:36	2:00:36
	▼ RPye_AgentGroup	—	3	3	0	0	100.00%	0.00%	0.00%	0:05:13	0:00:47	0:06:00
	▼ SWeiss	—	1	1	0	0	100.00%	0.00%	0.00%	0:00:13	0:00:03	0:00:00
	▼ FFuhrman	—	15	13	1	0	86.66%	6.66%	0.00%	0:06:47	0:04:38	0:13:00
	▼ Ranjan_AgentGroup	—	2	2	0	0	100.00%	0.00%	0.00%	0:15:32	0:00:03	0:16:00
	▼ ARyan_AgentGroup	—	1	1	0	0	100.00%	0.00%	0.00%	0:00:04	0:00:11	0:00:00
	▼ KWarner	—	1	1	0	0	100.00%	0.00%	0.00%	0:04:54	0:00:02	0:05:00
	▼ JKnox_AgentGroups	—	4	4	0	0	100.00%	0.00%	0.00%	0:20:37	0:02:13	0:23:00
	▼ TMcChesney_AgentGr...	—	3	2	0	1	66.66%	0.00%	33.33%	0:00:07	0:00:10	0:00:00
	^ DTorrenz_AgentGroup	—	12	12	0	0	100.00%	0.00%	0.00%	0:30:41	0:02:12	0:33:00
		DTorrenz x8Agent1	8	8	0	0	100.00%	0.00%	0.00%	0:16:12	0:01:04	0:17:00
		DTorrenz x8Agent2	4	4	0	0	100.00%	0.00%	0.00%	0:14:29	0:01:08	0:15:00
	▼ JLambert_AgentGroup	—	6	6	0	0	100.00%	0.00%	0.00%	0:10:05	0:06:08	0:16:00
	▼ BBailey_Agents	—	1	1	0	0	100.00%	0.00%	0.00%	0:00:57	0:00:01	0:01:00
▼ Jul 08, 2020	—	—	45	42	2	0	93.33%	4.44%	0.00%	2:08:03	0:57:03	3:11:00
Total			183	168	8	1	91.80%	4.37%	0.54%	26:00:45	25:59:41	52:19:36

Metrics:

- Presented
- Accepted
- Rejected
- Abandoned
- Accepted %
- Rejected %
- Abandoned %
- Handling Time
- Wrap-up Time
- Busy Time
- Avg. Handling Time
- Avg. Wrap-up Time
- Avg. Busy Time
- Alerting
- Avg. Speed to Answer
- Blind Transfer to Agent
- Blind Transfer to Queue
- Blind Transfers Initiated
- Blind Transfers Received
- Hold
- Hold Time
- Longest Hold Time
- Longest Offering Time
- Offering Time
- Reject Timeout
- Transfers Initiated
- Transfers Received
- Warm Transfers Completed
- Warm Transfers Received

Agent Interactions Summary per Group, Agent & Media

Agent Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London - Refresh Download More Edit

Report generated on Jul 14, 2020 17:50

Time	Group	Agent	Media	Presented	Accepted	Rejected	Abandoned	Accepted %	Rejected %	Abandoned...	Handling Ti...
^ Jul 06, 2020	—	—	—	21	20	0	0	95.23%	0.00%	0.00%	0:52:21
	^ DChai_AgentGroup	—	—	13	13	0	0	100.00%	0.00%	0.00%	0:33:51
		DChai x8Agent1	Chat	1	1	0	0	100.00%	0.00%	0.00%	0:08:16
		DChai x8Agent1	Phone	12	12	0	0	100.00%	0.00%	0.00%	0:25:35
	^ Anil_AgentGroup	—	—	2	2	0	0	100.00%	0.00%	0.00%	0:03:29
	^ ECarrasco_AgentGroup	—	—	1	1	0	0	100.00%	0.00%	0.00%	0:09:01
	^ mgilbertson	—	—	3	3	0	0	100.00%	0.00%	0.00%	0:03:48
		mgilbertson x8Agent1	Chat	2	2	0	0	100.00%	0.00%	0.00%	0:01:39
		mgilbertson x8Agent1	Phone	1	1	0	0	100.00%	0.00%	0.00%	0:02:09
	^ CHamlett_Agents	—	—	2	1	0	0	50.00%	0.00%	0.00%	0:02:11
^ Jul 07, 2020	—	—	—	54	47	5	1	87.03%	9.25%	1.85%	1:37:09
^ Jul 08, 2020	—	—	—	45	42	2	0	93.33%	4.44%	0.00%	2:08:03
^ Jul 09, 2020	—	—	—	53	49	1	0	92.45%	1.88%	0.00%	20:56:00
^ Jul 10, 2020	—	—	—	10	10	0	0	100.00%	0.00%	0.00%	0:27:12
Total				183	168	8	1	91.80%	4.37%	0.54%	26:00:45

Metrics:

- Presented
- Accepted
- Rejected
- Abandoned
- Accepted %
- Rejected %
- Abandoned %
- Handling Time
- Wrap-up Time
- Busy Time
- Avg. Handling Time
- Avg. Wrap-up Time
- Avg. Busy Time
- Alerting
- Avg. Speed to Answer
- Blind Transfer to Agent
- Blind Transfer to Queue
- Blind Transfers Initiated
- Blind Transfers Received
- Hold
- Hold Time
- Longest Hold Time
- Longest Offering Time
- Offering Time
- Reject Timeout
- Transfers Initiated
- Transfers Received
- Warm Transfers Completed
- Warm Transfers Received

Agent Interactions Summary per Group, Agent, Media & Queue

Agent Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -



Edit

Report generated on Jul 14, 2020 17:50

Time	Group	Agent	Media	Queue	Presented	Accepted	Rejected	Abandoned	Accepted %	Rejected %
^ Jul 06, 2020	—	—	—	—	21	20	0	0	95.23%	0.00%
	^ DChai_AgentGroup	—	—	—	13	13	0	0	100.00%	0.00%
		DChai x8Agent1	Chat	WebChat DCHAI	1	1	0	0	100.00%	0.00%
		DChai x8Agent1	Phone	2 Online Orders DCHAI	11	11	0	0	100.00%	0.00%
		DChai x8Agent1	Phone	3 Click Collect DCHAI	1	1	0	0	100.00%	0.00%
	^ Ani_AgentGroup	—	—	—	2	2	0	0	100.00%	0.00%
	^ ECarrasco_AgentGroup	—	—	—	1	1	0	0	100.00%	0.00%
	^ mgilbertson	—	—	—	3	3	0	0	100.00%	0.00%
	^ CHamlett_Agents	—	—	—	2	1	0	0	50.00%	0.00%
		CHamlett x8Agent1	Chat	CHamlett_Button	2	1	0	0	50.00%	0.00%
v Jul 07, 2020	—	—	—	—	54	47	5	1	87.03%	9.25%
v Jul 08, 2020	—	—	—	—	45	42	2	0	93.33%	4.44%
v Jul 09, 2020	—	—	—	—	53	49	1	0	92.45%	1.88%
v Jul 10, 2020	—	—	—	—	10	10	0	0	100.00%	0.00%
Total					183	168	8	1	91.80%	4.37%

Metrics:

- Presented
- Accepted
- Rejected
- Abandoned
- Accepted %
- Rejected %
- Abandoned %
- Handling Time
- Wrap-up Time
- Busy Time
- Avg. Handling Time
- Avg. Wrap-up Time
- Avg. Busy Time
- Alerting
- Avg. Speed to Answer
- Blind Transfer to Agent
- Blind Transfer to Queue
- Blind Transfers Initiated
- Blind Transfers Received
- Hold
- Hold Time
- Longest Hold Time
- Longest Offering Time
- Offering Time
- Reject Timeout
- Transfers Initiated
- Transfers Received
- Warm Transfers Completed
- Warm Transfers Received

Agent Interactions Summary per Group, Agent, Media & Channel

Agent Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

Refresh Download Filter Edit

Report generated on Jul 14, 2020 17:51

Time	Group	Agent	Media	Channel	Presented	Accepted	Rejected	Abandoned	Accepted %	Rejected %	Aband
Jul 06, 2020	—	—	—	—	21	20	0	0	95.23%	0.00%	0.00%
Jul 07, 2020	—	—	—	—	54	47	5	1	87.03%	9.25%	1.85%
	NE-Team	—	—	—	5	1	4	0	20.00%	80.00%	0.00%
		Network Engineer x8Agent1	Phone	14404628010	1	1	0	0	100.00%	0.00%	0.00%
		Network Engineer x8Agent1	VoiceMail	14404628013	4	0	4	0	0.00%	100.00%	0.00%
	RPye_AgentGroup	—	—	—	3	3	0	0	100.00%	0.00%	0.00%
		RPye x8Agent1	Chat	RPye_Button	1	1	0	0	100.00%	0.00%	0.00%
		RPye x8Agent1	Phone	12013317479	2	2	0	0	100.00%	0.00%	0.00%
	SWeiss	—	—	—	1	1	0	0	100.00%	0.00%	0.00%
	FFuhrman	—	—	—	15	13	1	0	86.66%	6.66%	0.00%
	Ranjan_AgentGroup	—	—	—	2	2	0	0	100.00%	0.00%	0.00%
	ARyan_AgentGroup	—	—	—	1	1	0	0	100.00%	0.00%	0.00%
	KWarner	—	—	—	1	1	0	0	100.00%	0.00%	0.00%
	JKnox_AgentGroups	—	—	—	4	4	0	0	100.00%	0.00%	0.00%
	TMcChesney_AgentGr...	—	—	—	3	2	0	1	66.66%	0.00%	33.33%
Total					183	168	8	1	91.80%	4.37%	0.54%

Metrics:

- Presented
- Accepted
- Rejected
- Abandoned
- Accepted %
- Rejected %
- Abandoned %
- Handling Time
- Wrap-up Time
- Busy Time
- Avg. Handling Time
- Avg. Wrap-up Time
- Avg. Busy Time
- Alerting
- Avg. Speed to Answer
- Blind Transfer to Agent
- Blind Transfer to Queue
- Blind Transfers Initiated
- Blind Transfers Received
- Hold
- Hold Time
- Longest Hold Time
- Longest Offering Time
- Offering Time
- Reject Timeout
- Transfers Initiated
- Transfers Received
- Warm Transfers Completed
- Warm Transfers Received

Agent Interactions Summary per Group, Agent, Media, Channel & Queue

Agent Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

Refresh Download Menu Edit

Report generated on Jul 14, 2020 17:52

Time	Group	Agent	Media	Channel	Queue	Presented	Accepted	Rejected	Abandoned	Accepted %
Jul 06, 2020	—	—	—	—	—	21	20	0	0	95.23%
	^ DChai_AgentGroup	—	—	—	—	13	13	0	0	100.00%
		DChai x8Agent1	Chat	DChai_Button	WebChat DCHAI	1	1	0	0	100.00%
		DChai x8Agent1	Phone	6432221213	2 Online Orders DCHAI	11	11	0	0	100.00%
		DChai x8Agent1	Phone	6432221213	3 Click Collect DCHAI	1	1	0	0	100.00%
	v Anil_AgentGroup	—	—	—	—	2	2	0	0	100.00%
	v ECarrasco_AgentGroup	—	—	—	—	1	1	0	0	100.00%
	v mgilbertson	—	—	—	—	3	3	0	0	100.00%
	^ CHamlett_Agents	—	—	—	—	2	1	0	0	50.00%
		CHamlett x8Agent1	Chat	CHamlett_Button	CHamlett_Button	2	1	0	0	50.00%
Jul 07, 2020	—	—	—	—	—	54	47	5	1	87.03%
Jul 08, 2020	—	—	—	—	—	45	42	2	0	93.33%
Jul 09, 2020	—	—	—	—	—	53	49	1	0	92.45%
Jul 10, 2020	—	—	—	—	—	10	10	0	0	100.00%
Total						183	168	8	1	91.80%

Metrics:

- Presented
- Accepted
- Rejected
- Abandoned
- Accepted %
- Rejected %
- Abandoned %
- Handling Time
- Wrap-up Time
- Busy Time
- Avg. Handling Time
- Avg. Wrap-up Time
- Avg. Busy Time
- Alerting
- Avg. Speed to Answer
- Blind Transfer to Agent
- Blind Transfer to Queue
- Blind Transfers Initiated
- Blind Transfers Received
- Hold
- Hold Time
- Longest Hold Time
- Longest Offering Time
- Offering Time
- Reject Timeout
- Transfers Initiated
- Transfers Received
- Warm Transfers Completed
- Warm Transfers Received

Agent Interactions Call Summary per Agent

Agent Interactions Call Summary Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 16:30

Time	Agent	Direct Inbo...	Direct Inbo...	Direct Outb...	Direct Outb...	Internal Calls	Internal Call...	Hold	Hold time	Consultatio...	Conf...
Jul 06, 2020	—	0	0:00:00	0	0:00:00	0	0:00:00	2	0:00:10	0	0
Jul 07, 2020	—	0	0:00:00	0	0:00:00	0	0:00:00	7	0:00:40	0	0
Jul 08, 2020	—	1	0:00:11	1	0:00:32	2	0:01:27	7	0:04:30	1	0
	OGlynn x8Agent1	0	0:00:00	1	0:00:32	0	0:00:00	2	0:00:07	0	0
	GGlowinski x8Agent1	0	0:00:00	0	0:00:00	1	0:00:41	5	0:04:23	1	0
	OGlynn x8Agent2	1	0:00:11	0	0:00:00	0	0:00:00	0	0:00:00	0	0
	GGlowinski x8Agent2	0	0:00:00	0	0:00:00	1	0:00:45	0	0:00:00	0	0
Jul 09, 2020	—	0	0:00:00	2	0:02:33	2	0:00:11	6	0:01:06	0	0
Jul 10, 2020	—	0	0:00:00	2	0:00:07	0	0:00:00	3	0:00:05	0	0
Total		1	0:00:11	5	0:03:12	4	0:01:38	25	0:06:32	1	0

Metrics:

- Direct Inbound
- Direct Inbound Time
- Direct Outbound
- Direct Outbound Time
- Internal Calls
- Internal Calls Time
- Hold
- Hold Time
- Consultations Established
- Conferences
- Conference Time
- Blind Transfers Initiated
- Blind Transfers Received
- Warm Transfers Completed
- Warm Transfers Received
- Avg. Direct Inbound Time
- Avg. Direct Outbound Time
- Blind Transfer to Agent
- Blind Transfer to Queue
- Conferences Established
- Conferences Established Time
- Conferences Received
- Conferences Received Time
- Internal Calls Initiated
- Internal Calls Received
- Longest Hold Time
- Transfers Initiated
- Transfers Received

Agent Interactions Call Summary per Group

Agent Interactions Call Summary Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 16:28

Time	Group	Direct Inbo...	Direct Inbo...	Direct Outb...	Direct Outb...	Internal Calls	Internal Call...	Hold	Hold time	Consultatio...	Conferences
∨ Jul 06, 2020	—	0	0:00:00	0	0:00:00	0	0:00:00	2	0:00:10	0	0
∧ Jul 07, 2020	—	0	0:00:00	0	0:00:00	0	0:00:00	7	0:00:40	0	0
	∨ SWeiss	0	0:00:00	0	0:00:00	0	0:00:00	1	0:00:02	0	0
	∨ KWarner	0	0:00:00	0	0:00:00	0	0:00:00	2	0:00:02	0	0
	∨ DTorrenz_AgentGroup	0	0:00:00	0	0:00:00	0	0:00:00	2	0:00:07	0	0
	∨ JLambert_AgentGroup	0	0:00:00	0	0:00:00	0	0:00:00	2	0:00:29	0	0
∨ Jul 08, 2020	—	1	0:00:11	1	0:00:32	2	0:01:27	7	0:04:30	1	0
∨ Jul 09, 2020	—	0	0:00:00	2	0:02:33	2	0:00:11	6	0:01:06	0	0
∨ Jul 10, 2020	—	0	0:00:00	2	0:00:07	0	0:00:00	3	0:00:05	0	0
Total		1	0:00:11	5	0:03:12	4	0:01:38	25	0:06:32	1	0

Metrics:

- Direct Inbound
- Direct Inbound Time
- Direct Outbound
- Direct Outbound Time
- Internal Calls
- Internal Calls Time
- Hold
- Hold Time
- Consultations Established
- Conferences
- Conference Time
- Blind Transfers Initiated
- Blind Transfers Received
- Warm Transfers Completed
- Warm Transfers Received
- Avg. Direct Inbound Time
- Avg. Direct Outbound Time
- Blind Transfer to Agent
- Blind Transfer to Queue
- Conferences Established
- Conferences Established Time
- Conferences Received
- Conferences Received Time
- Internal Calls Initiated
- Internal Calls Received
- Longest Hold Time
- Transfers Initiated
- Transfers Received

Agent Interactions Call Summary per Group & Agent

Agent Interactions Call Summary Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 16:33

Time	Group	Agent	Direct Inbo...	Direct Inbo...	Direct Outb...	Direct Outb...	Internal Calls	Internal Call...	Hold	Hold
^ Jul 06, 2020	—	—	0	0:00:00	0	0:00:00	0	0:00:00	2	0:00:00
	∨ Anil_AgentGroup	—	0	0:00:00	0	0:00:00	0	0:00:00	1	0:00:00
	∨ ECarrasco_AgentGroup	—	0	0:00:00	0	0:00:00	0	0:00:00	1	0:00:00
∨ Jul 07, 2020	—	—	0	0:00:00	0	0:00:00	0	0:00:00	7	0:00:00
^ Jul 08, 2020	—	—	1	0:00:11	1	0:00:32	2	0:01:27	7	0:04:30
	∨ GGlowski_AgentGro...	—	0	0:00:00	0	0:00:00	2	0:01:27	5	0:04:30
	∨ OGlynn	—	1	0:00:11	1	0:00:32	0	0:00:00	2	0:00:00
∨ Jul 09, 2020	—	—	0	0:00:00	2	0:02:33	2	0:00:11	6	0:01:00
^ Jul 10, 2020	—	—	0	0:00:00	2	0:00:07	0	0:00:00	3	0:00:00
	∨ RMorton_AgentGroups	—	0	0:00:00	2	0:00:07	0	0:00:00	3	0:00:00
Total			1	0:00:11	5	0:03:12	4	0:01:38	25	0:06:30

Metrics:

- Direct Inbound
- Direct Inbound Time
- Direct Outbound
- Direct Outbound Time
- Internal Calls
- Internal Calls Time
- Hold
- Hold Time
- Consultations Established
- Conferences
- Conference Time
- Blind Transfers Initiated
- Blind Transfers Received
- Warm Transfers Completed
- Warm Transfers Received
- Avg. Direct Inbound Time
- Avg. Direct Outbound Time
- Blind Transfer to Agent
- Blind Transfer to Queue
- Conferences Established
- Conferences Established Time
- Conferences Received
- Conferences Received Time
- Internal Calls Initiated
- Internal Calls Received
- Longest Hold Time
- Transfers Initiated
- Transfers Received

Agent Interactions Handling & Wrap-up per Agent

Agent Interactions Handling and Wrap Up Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 16:34

Time	Agent	Offering Ti...	Handling Ti...	Wrap Up Ti...	Processing ...	Busy Time	Average Of...	Average Ha...	Average W...	Average Pr...	Avera
∨ Jul 06, 2020	—	0:02:14	0:52:21	0:10:23	1:02:39	1:04:51	0:00:06	0:02:45	0:00:31	0:03:18	0:0
∨ Jul 07, 2020	—	0:06:51	1:37:09	0:16:36	1:53:45	2:00:36	0:00:08	0:02:04	0:00:21	0:02:25	0:0
∧ Jul 08, 2020	—	0:07:05	2:08:03	0:57:03	3:05:05	3:11:29	0:00:09	0:02:59	0:01:21	0:04:18	0:0
	∨ OGlynn x8Agent1	0:01:04	0:21:24	0:11:39	0:33:03	0:34:07	0:00:05	0:01:39	0:00:54	0:02:33	0:0
	∨ KNagarkar x8Agent1	0:00:03	0:09:51	0:00:06	0:09:57	0:10:00	0:00:03	0:09:51	0:00:06	0:09:57	0:1
	∨ GGlowski x8Agent1	0:00:48	0:34:04	0:02:56	0:37:00	0:37:07	0:00:08	0:04:52	0:00:29	0:05:17	0:0
	∨ FFuhrman x8Agent1	0:00:58	0:12:20	0:02:21	0:14:41	0:15:39	0:00:08	0:01:46	0:00:20	0:02:06	0:0
	∨ GGlowski x8Agent2	0:00:55	0:33:49	0:00:46	0:34:36	0:35:31	0:00:11	0:08:27	0:00:12	0:08:39	0:0
	∨ DChai x8Agent1	0:00:08	0:11:00	0:34:56	0:45:55	0:46:04	0:00:04	0:05:30	0:17:28	0:22:58	0:2
	∨ JLambert x8Agent1	0:00:05	0:01:19	0:00:12	0:01:32	0:01:36	0:00:05	0:01:19	0:00:12	0:01:32	0:0
	∨ BValderrama x8Agent1	0:00:22	0:01:28	0:01:00	0:02:28	0:02:50	0:00:22	0:01:28	0:01:00	0:02:28	0:0
	∨ ARyan Supervisor Agent	0:02:26	0:00:27	0:01:17	0:01:44	0:04:10	0:00:24	0:00:07	0:00:19	0:00:26	0:0
	∨ DCuevas x8Agent1										
Total		0:25:46	26:00:45	25:59:41	51:54:39	52:19:33	0:00:08	0:09:21	0:09:20	0:18:46	0:17:0

Metrics:

- Avg. Busy Time
- Avg. Handling Time
- Avg. Offering Time
- Avg. Processing Time
- Avg. Wrap-up Time
- Busy Time
- Handling Time
- Offering Time
- Processing Time
- Wrap-up Time

Agent Interactions Handling & Wrap-up per Agent & Media

Agent Interactions Handling and Wrap Up Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 16:35

Time	Agent	Media	Offering Ti...	Handling Ti...	Wrap Up Ti...	Processing ...	Busy Time	Average Of...	Average Ha...	Average W...
✓ Jul 06, 2020	—	—	0:02:14	0:52:21	0:10:23	1:02:39	1:04:51	0:00:06	0:02:45	0:00:31
✓ Jul 07, 2020	—	—	0:06:51	1:37:09	0:16:36	1:53:45	2:00:36	0:00:08	0:02:04	0:00:21
✓ Jul 08, 2020	—	—	0:07:05	2:08:03	0:57:03	3:05:05	3:11:29	0:00:09	0:02:59	0:01:21
^ Jul 09, 2020	—	—	0:08:46	20:56:00	2:43:49	23:34:07	23:42:46	0:00:10	0:26:10	0:03:25
	✓ KKennedy x8Agent1	—	0:00:06	0:00:28	0:00:01	0:00:29	0:00:35	0:00:06	0:00:28	0:00:01
	✓ DTorrez x8Agent1	—	0:00:11	0:00:34	0:01:02	0:01:31	0:01:40	0:00:03	0:00:11	0:00:15
	^ KNagarkar x8Agent1	—	0:00:51	0:03:35	0:02:28	0:06:03	0:06:54	0:00:13	0:00:54	0:00:37
		Chat	0:00:20	0:02:30	0:00:16	0:02:47	0:03:06	0:00:20	0:02:30	0:00:16
		Phone	0:00:31	0:01:05	0:02:12	0:03:17	0:03:48	0:00:10	0:00:22	0:00:44
	✓ GGlowski x8Agent1	—	0:00:15	0:07:38	0:00:09	0:07:47	0:08:02	0:00:07	0:03:49	0:00:05
	✓ mgilbertson x8Agent2	—	0:00:08	0:00:35	0:00:05	0:00:39	0:00:47	0:00:08	0:00:35	0:00:05
	✓ SWeiss x8Agent1	—	0:00:07	0:00:10	0:00:25	0:00:35	0:00:42	0:00:07	0:00:10	0:00:25
	✓ DChai x8Agent1	—								
Total			0:25:46	26:00:45	25:59:41	51:54:39	52:19:33	0:00:08	0:09:21	0:09:20

Metrics:

- Avg. Busy Time
- Avg. Handling Time
- Avg. Offering Time
- Avg. Processing Time
- Avg. Wrap-up Time
- Busy Time
- Handling Time
- Offering Time
- Processing Time
- Wrap-up Time

Agent Interactions Handling & Wrap-up per Agent, Media & Queue

Agent Interactions Handling and Wrap Up Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 16:36

Time	Agent	Media	Queue	Offering Ti...	Handling Ti...	Wrap Up Ti...	Processing ...	Busy Time	Average Of...
Jul 06, 2020	—	—	—	0:02:14	0:52:21	0:10:23	1:02:39	1:04:51	0:00:06
Jul 07, 2020	—	—	—	0:06:51	1:37:09	0:16:36	1:53:45	2:00:36	0:00:08
Jul 08, 2020	—	—	—	0:07:05	2:08:03	0:57:03	3:05:05	3:11:29	0:00:09
Jul 09, 2020	—	—	—	0:08:46	20:56:00	2:43:49	23:34:07	23:42:46	0:00:10
Jul 10, 2020	—	—	—	0:00:50	0:27:12	24:18:20	24:46:14	24:47:11	0:00:05
	<ul style="list-style-type: none"> SWeiss x8Agent1 RMorton x8Agent1 <ul style="list-style-type: none"> Chat: RMorton_Button Phone: RMorton_ServiceInbound NDiFrancesco x8Agent1 KWarner x8Agent1 	—	—	0:00:07	0:00:15	0:00:04	0:00:19	0:00:27	0:00:07
				0:00:30	0:20:20	0:05:41	0:26:01	0:26:31	0:00:04
				0:00:16	0:06:54	0:00:07	0:07:01	0:07:18	0:00:08
				0:00:13	0:13:26	0:05:34	0:19:00	0:19:13	0:00:03
				0:00:13	0:06:36	0:01:04	0:07:41	0:07:54	0:00:07
				0:00:00	0:00:00	24:11:31	24:12:12	24:12:19	0:00:00
Total				0:25:46	26:00:45	25:59:41	51:54:39	52:19:33	0:00:08

Metrics:

- Avg. Busy Time
- Avg. Handling Time
- Avg. Offering Time
- Avg. Processing Time
- Avg. Wrap-up Time
- Busy Time
- Handling Time
- Offering Time
- Processing Time
- Wrap-up Time

Agent Interactions Handling & Wrap-up per Agent, Media & Channel

Agent Interactions Handling and Wrap Up Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 16:36

Time	Agent	Media	Channel	Offering Ti...	Handling Ti...	Wrap Up Ti...	Processing ...	Busy Time	Average Of...	Avera
Jul 06, 2020	—	—	—	0:02:14	0:52:21	0:10:23	1:02:39	1:04:51	0:00:06	0:0
Jul 07, 2020	—	—	—	0:06:51	1:37:09	0:16:36	1:53:45	2:00:36	0:00:08	0:0
Jul 08, 2020	—	—	—	0:07:05	2:08:03	0:57:03	3:05:05	3:11:29	0:00:09	0:0
	OGlynn x8Agent1	—	—	0:01:04	0:21:24	0:11:39	0:33:03	0:34:07	0:00:05	0:0
	KNagarkar x8Agent1	—	—	0:00:03	0:09:51	0:00:06	0:09:57	0:10:00	0:00:03	0:0
	GGlowinski x8Agent1	—	—	0:00:48	0:34:04	0:02:56	0:37:00	0:37:07	0:00:08	0:0
		Chat	13085	0:00:13	0:01:19	0:00:05	0:01:24	0:01:37	0:00:13	0:0
		Chat	GGlowinski_Button	0:00:10	0:07:35	0:00:26	0:08:00	0:08:11	0:00:10	0:0
		Phone	12013317453	0:00:24	0:24:29	0:02:25	0:26:55	0:27:19	0:00:06	0:0
		Phone	—	0:00:00	0:00:41	0:00:00	0:00:41	0:00:00	0:00:00	0:0
	FFuhrman x8Agent1	—	—	0:00:58	0:12:20	0:02:21	0:14:41	0:15:39	0:00:08	0:0
	GGlowinski x8Agent2	—	—	0:00:55	0:33:49	0:00:46	0:34:36	0:35:31	0:00:11	0:0
	DChai x8Agent1	—	—							
Total				0:25:46	26:00:45	25:59:41	51:54:39	52:19:33	0:00:08	0:09:0

Metrics:

- Avg. Busy Time
- Avg. Handling Time
- Avg. Offering Time
- Avg. Processing Time
- Avg. Wrap-up Time
- Busy Time
- Handling Time
- Offering Time
- Processing Time
- Wrap-up Time

Agent Interactions Handling & Wrap-up per Agent, Media, Channel & Queue

Agent Interactions Handling and Wrap Up Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 16:37

Time	Agent	Media	Channel	Queue	Offering Ti...	Handling Ti...	Wrap Up Ti...	Processing ...	Busy
∨ Jul 06, 2020	—	—	—	—	0:02:14	0:52:21	0:10:23	1:02:39	1:0
∧ Jul 07, 2020	—	—	—	—	0:06:51	1:37:09	0:16:36	1:53:45	2:0
	∨ TMcChesney x8Agent1	—	—	—	0:00:37	0:00:07	0:00:10	0:00:17	0:0
	∨ JKnox x8Agent1	—	—	—	0:00:22	0:20:37	0:02:13	0:22:49	0:2
	∧ DTorrez x8Agent1	—	—	—	0:00:41	0:16:12	0:01:04	0:17:16	0:1
		Chat	13091	SMS_DTorrez	0:00:03	0:01:35	0:00:14	0:01:49	0:0
		Phone	12028438734	General Queue_DTorrez	0:00:16	0:14:17	0:00:32	0:14:49	0:1
		Phone	12028438734	DMV / License Queue_DTo...	0:00:20	0:00:08	0:00:13	0:00:21	0:0
		Phone	12028438734	Housing Queue_DTorrez	0:00:02	0:00:12	0:00:05	0:00:17	0:0
	∨ BBailey x8Sup1	—	—	—	0:00:02	0:00:57	0:00:01	0:00:58	0:0
	∨ FFuhrman x8Agent1	—	—	—	0:02:27	0:06:47	0:04:38	0:11:26	0:1
	∨ DTorrez x8Agent2	—	—	—	0:00:16	0:14:29	0:01:08	0:15:37	0:1
	∨ SWeiss x8Agent1	—	—	—					
Total					0:25:46	26:00:45	25:59:41	51:54:39	52:19

Metrics:

- Avg. Busy Time
- Avg. Handling Time
- Avg. Offering Time
- Avg. Processing Time
- Avg. Wrap-up Time
- Busy Time
- Handling Time
- Offering Time
- Processing Time
- Wrap-up Time

Agent Interactions Handling & Wrap-up per Group

Agent Interactions Handling and Wrap Up Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

Refresh Download Filter Edit

Report generated on Jul 14, 2020 17:29

Time	Group	Offering Time	Handling Time	Wrap Up Time	Processing Ti...	Busy Time	Average Offe...	Average Han...	Average Wra...	Average Proc...	Average Busy...
^ Jul 06, 2020	—	0:02:14	0:52:21	0:10:23	1:02:39	1:04:51	0:00:06	0:02:45	0:00:31	0:03:18	0:03:15
	<ul style="list-style-type: none"> ▼ DChai_AgentGroup ▼ Ani_AgentGroup ▼ ECarrasco_AgentGroup ▼ mgilbertson ▼ CHamlett_Agents 	0:00:55	0:33:51	0:02:50	0:36:41	0:37:36	0:00:04	0:02:36	0:00:13	0:02:49	0:02:54
▼ Jul 07, 2020	—	0:06:51	1:37:09	0:16:36	1:53:45	2:00:36	0:00:08	0:02:04	0:00:21	0:02:25	0:02:14
▼ Jul 08, 2020	—	0:07:05	2:08:03	0:57:03	3:05:05	3:11:29	0:00:09	0:02:59	0:01:21	0:04:18	0:04:15
▼ Jul 09, 2020	—	0:08:46	20:56:00	2:43:49	23:34:07	23:42:46	0:00:10	0:26:10	0:03:25	0:30:05	0:27:54
▼ Jul 10, 2020	—	0:00:50	0:27:12	24:18:20	24:46:14	24:47:11	0:00:05	0:02:43	2:12:35	2:15:07	2:15:12
Total		0:25:46	26:00:45	25:59:41	51:54:39	52:19:33	0:00:08	0:09:21	0:09:20	0:18:46	0:17:27

Metrics:

- Avg. Busy Time
- Avg. Handling Time
- Avg. Offering Time
- Avg. Processing Time
- Avg. Wrap-up Time
- Busy Time
- Handling Time
- Offering Time
- Processing Time
- Wrap-up Time

Agent Interactions Handling & Wrap-up per Group & Media

Agent Interactions Handling and Wrap Up Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

Refresh Download Filter Edit

Report generated on Jul 14, 2020 17:29

Time	Group	Media	Offering Time	Handling Ti...	Wrap Up Ti...	Processing ...	Busy Time	Average Off...	Average Ha...	Average Wr...	Average Pro...	Average Bu...
∨ Jul 06, 2020	—	—	0:02:14	0:52:21	0:10:23	1:02:39	1:04:51	0:00:06	0:02:45	0:00:31	0:03:18	0:03:15
∨ Jul 07, 2020	—	—	0:06:51	1:37:09	0:16:36	1:53:45	2:00:36	0:00:08	0:02:04	0:00:21	0:02:25	0:02:14
∧ Jul 08, 2020	—	—	0:07:05	2:08:03	0:57:03	3:05:05	3:11:29	0:00:09	0:02:59	0:01:21	0:04:18	0:04:15
	∧ GGlowski_AgentGroup	—	0:01:43	1:07:54	0:03:42	1:11:36	1:12:38	0:00:09	0:06:10	0:00:22	0:06:31	0:06:36
		Chat	0:00:54	0:08:53	0:00:31	0:09:24	0:10:18	0:00:18	0:04:27	0:00:15	0:04:42	0:03:26
		Phone	0:00:50	0:59:00	0:03:12	1:02:12	1:02:20	0:00:06	0:06:33	0:00:24	0:06:55	0:07:48
	∨ DChai_AgentGroup	—	0:00:08	0:11:00	0:34:56	0:45:55	0:46:04	0:00:04	0:05:30	0:17:28	0:22:58	0:23:02
	∧ DCuevas_AgentGroup	—	0:00:16	0:02:19	0:01:50	0:04:09	0:04:25	0:00:05	0:00:46	0:00:37	0:01:23	0:01:28
		Phone	0:00:16	0:02:19	0:01:50	0:04:09	0:04:25	0:00:05	0:00:46	0:00:37	0:01:23	0:01:28
	∨ FFuhrman	—	0:00:58	0:12:20	0:02:21	0:14:41	0:15:39	0:00:08	0:01:46	0:00:20	0:02:06	0:02:14
	∨ ARyan_AgentGroup	—	0:02:26	0:00:27	0:01:17	0:01:44	0:04:10	0:00:24	0:00:07	0:00:19	0:00:26	0:00:42
	∨ OGlynn	—	0:01:04	0:21:24	0:11:39	0:33:03	0:34:07	0:00:05	0:01:39	0:00:54	0:02:33	0:02:37
	∨ BValderrama_AgentGr...	—	0:00:22	0:01:28	0:01:00	0:02:28	0:02:50	0:00:22	0:01:28	0:01:00	0:02:28	0:02:50
	∨ KNagarkar_AgentGroups	—	0:00:03	0:09:51	0:00:06	0:09:57	0:10:00	0:00:03	0:09:51	0:00:06	0:09:57	0:10:00
	∨ JLambert_AgentGroup	—	0:00:05	0:01:19	0:00:12	0:01:32	0:01:36	0:00:05	0:01:19	0:00:12	0:01:32	0:01:36
Total			0:25:46	26:00:45	25:59:41	51:54:39	52:19:33	0:00:08	0:09:21	0:09:20	0:18:46	0:17:27

Metrics:

- Avg. Busy Time
- Avg. Handling Time
- Avg. Offering Time
- Avg. Processing Time
- Avg. Wrap-up Time
- Busy Time
- Handling Time
- Offering Time
- Processing Time
- Wrap-up Time

Agent Interactions Handling & Wrap-up per Group, Media & Queue

Agent Interactions Handling and Wrap Up Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

Refresh Download Filter Edit

Report generated on Jul 14, 2020 17:30

Time	Group	Media	Queue	Offering Ti...	Handling TI...	Wrap Up Ti...	Processing ...	Busy Time	Average Of...	Average Ha...	Average W...	Average
Jul 06, 2020	—	—	—	0:02:14	0:52:21	0:10:23	1:02:39	1:04:51	0:00:06	0:02:45	0:00:31	0:03:...
Jul 07, 2020	—	—	—	0:06:51	1:37:09	0:16:36	1:53:45	2:00:36	0:00:08	0:02:04	0:00:21	0:02:...
	^ NE-Team	—	—	0:00:32	0:01:59	0:00:09	0:02:08	0:02:40	0:00:06	0:01:59	0:00:09	0:02:...
		Phone	NE_Service	0:00:17	0:01:59	0:00:09	0:02:08	0:02:25	0:00:17	0:01:59	0:00:09	0:02:...
		VoiceMail	NE_MainVM	0:00:15	0:00:00	0:00:00	0:00:00	0:00:15	0:00:04	0:00:00	0:00:00	0:00:...
	^ RPye_AgentGroup	—	—	0:00:33	0:05:13	0:00:47	0:06:00	0:06:32	0:00:11	0:01:44	0:00:16	0:02:...
	^ SWeiss	—	—	0:00:07	0:00:13	0:00:03	0:00:17	0:00:23	0:00:07	0:00:13	0:00:03	0:00:...
		Phone	SWeiss_Sales	0:00:07	0:00:13	0:00:03	0:00:17	0:00:23	0:00:07	0:00:13	0:00:03	0:00:...
	^ FFuhrman	—	—	0:02:27	0:06:47	0:04:38	0:11:26	0:13:53	0:00:10	0:00:31	0:00:21	0:00:...
	^ Ranjan_AgentGroup	—	—	0:00:32	0:15:32	0:00:03	0:15:35	0:16:07	0:00:16	0:07:46	0:00:02	0:07:...
	^ ARyan_AgentGroup	—	—	0:00:09	0:00:04	0:00:11	0:00:14	0:00:23	0:00:09	0:00:04	0:00:11	0:00:...
	^ KWarner	—	—	0:00:05	0:04:54	0:00:02	0:04:56	0:05:00	0:00:05	0:04:54	0:00:02	0:04:...
	^ JKnox_AgentGroups	—	—	0:00:22	0:20:37	0:02:13	0:22:49	0:23:12	0:00:06	0:05:09	0:00:33	0:05:...
		Phone	Banking_ JKnox	0:00:15	0:19:49	0:02:10	0:21:59	0:22:14	0:00:05	0:06:36	0:00:43	0:07:...
		VoiceMail	JKnox_VM	0:00:07	0:00:48	0:00:02	0:00:51	0:00:58	0:00:07	0:00:48	0:00:02	0:00:...
Total				0:25:46	26:00:45	25:59:41	51:54:39	52:19:33	0:00:08	0:09:21	0:09:20	0:18:46

Metrics:

- Avg. Busy Time
- Avg. Handling Time
- Avg. Offering Time
- Avg. Processing Time
- Avg. Wrap-up Time
- Busy Time
- Handling Time
- Offering Time
- Processing Time
- Wrap-up Time

Agent Interactions Handling & Wrap-up per Group, Media & Channel

Agent Interactions Handling and Wrap Up Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

Refresh Download Filter Edit

Report generated on Jul 14, 2020 17:31

Time	Group	Media	Channel	Offering Ti...	Handling Ti...	Wrap Up Ti...	Processing ...	Busy Time	Average Of...	Average Ha...	Average W...	Average Pr...
Jul 06, 2020	—	—	—	0:02:14	0:52:21	0:10:23	1:02:39	1:04:51	0:00:06	0:02:45	0:00:31	0:03:18
Jul 07, 2020	—	—	—	0:06:51	1:37:09	0:16:36	1:53:45	2:00:36	0:00:08	0:02:04	0:00:21	0:02:25
	NE-Team	—	—	0:00:32	0:01:59	0:00:09	0:02:08	0:02:40	0:00:06	0:01:59	0:00:09	0:02:08
	RPye_AgentGroup	—	—	0:00:33	0:05:13	0:00:47	0:06:00	0:06:32	0:00:11	0:01:44	0:00:16	0:02:00
		Chat	RPye_Button	0:00:05	0:02:28	0:00:05	0:02:33	0:02:38	0:00:05	0:02:28	0:00:05	0:02:33
		Phone	12013317479	0:00:28	0:02:45	0:00:42	0:03:26	0:03:54	0:00:14	0:01:22	0:00:21	0:01:43
	SWeiss	—	—	0:00:07	0:00:13	0:00:03	0:00:17	0:00:23	0:00:07	0:00:13	0:00:03	0:00:17
		Phone	12015797464	0:00:07	0:00:13	0:00:03	0:00:17	0:00:23	0:00:07	0:00:13	0:00:03	0:00:17
	FFuhrman	—	—	0:02:27	0:06:47	0:04:38	0:11:26	0:13:53	0:00:10	0:00:31	0:00:21	0:00:53
	Ranjan_AgentGroup	—	—	0:00:32	0:15:32	0:00:03	0:15:35	0:16:07	0:00:16	0:07:46	0:00:02	0:07:47
	ARyan_AgentGroup	—	—	0:00:09	0:00:04	0:00:11	0:00:14	0:00:23	0:00:09	0:00:04	0:00:11	0:00:14
	KWarner	—	—	0:00:05	0:04:54	0:00:02	0:04:56	0:05:00	0:00:05	0:04:54	0:00:02	0:04:56
		Phone	12094905947	0:00:05	0:04:54	0:00:02	0:04:56	0:05:00	0:00:05	0:04:54	0:00:02	0:04:56
	JKnox_AgentGroups	—	—	0:00:22	0:20:37	0:02:13	0:22:49	0:23:12	0:00:06	0:05:09	0:00:33	0:05:42
	TMcchesney_AgentGr...	—	—	0:00:37	0:00:07	0:00:10	0:00:17	0:00:54	0:00:12	0:00:03	0:00:05	0:00:08
Total				0:25:46	26:00:45	25:59:41	51:54:39	52:19:33	0:00:08	0:09:21	0:09:20	0:18:46

Metrics:

- Avg. Busy Time
- Avg. Handling Time
- Avg. Offering Time
- Avg. Processing Time
- Avg. Wrap-up Time
- Busy Time
- Handling Time
- Offering Time
- Processing Time
- Wrap-up Time

Agent Interactions Handling & Wrap-up per Group, Media, Channel & Queue

Agent Interactions Handling and Wrap Up Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

Refresh Download Filter Edit

Report generated on Jul 14, 2020 17:31

Time	Group	Media	Channel	Queue	Offering Ti...	Handling Ti...	Wrap Up Ti...	Processing ...	Busy Time	Average Of...	Average Ha...
Jul 06, 2020	—	—	—	—	0:02:14	0:52:21	0:10:23	1:02:39	1:04:51	0:00:06	0:02:45
Jul 07, 2020	—	—	—	—	0:06:51	1:37:09	0:16:36	1:53:45	2:00:36	0:00:08	0:02:04
	NE-Team	—	—	—	0:00:32	0:01:59	0:00:09	0:02:08	0:02:40	0:00:06	0:01:59
		Phone	14404628010	NE_Service	0:00:17	0:01:59	0:00:09	0:02:08	0:02:25	0:00:17	0:01:59
		VoiceMail	14404628013	NE_MainVM	0:00:15	0:00:00	0:00:00	0:00:00	0:00:15	0:00:04	0:00:00
	RPye_AgentGroup	—	—	—	0:00:33	0:05:13	0:00:47	0:06:00	0:06:32	0:00:11	0:01:44
		Chat	RPye_Button	RPye_Button	0:00:05	0:02:28	0:00:05	0:02:33	0:02:38	0:00:05	0:02:28
		Phone	12013317479	RPye_SalesInbound	0:00:28	0:02:45	0:00:42	0:03:26	0:03:54	0:00:14	0:01:22
	SWeiss	—	—	—	0:00:07	0:00:13	0:00:03	0:00:17	0:00:23	0:00:07	0:00:13
	FFuhrman	—	—	—	0:02:27	0:06:47	0:04:38	0:11:26	0:13:53	0:00:10	0:00:31
	Ranjan_AgentGroup	—	—	—	0:00:32	0:15:32	0:00:03	0:15:35	0:16:07	0:00:16	0:07:46
	ARyan_AgentGroup	—	—	—	0:00:09	0:00:04	0:00:11	0:00:14	0:00:23	0:00:09	0:00:04
	KWarner	—	—	—	0:00:05	0:04:54	0:00:02	0:04:56	0:05:00	0:00:05	0:04:54
	JKnox_AgentGroups	—	—	—	0:00:22	0:20:37	0:02:13	0:22:49	0:23:12	0:00:06	0:05:09
	TMcChesney_AgentGr...	—	—	—	0:00:37	0:00:07	0:00:10	0:00:17	0:00:54	0:00:12	0:00:03
Total					0:25:46	26:00:45	25:59:41	51:54:39	52:19:33	0:00:08	0:09:21

Metrics:

- Avg. Busy Time
- Avg. Handling Time
- Avg. Offering Time
- Avg. Processing Time
- Avg. Wrap-up Time
- Busy Time
- Handling Time
- Offering Time
- Processing Time
- Wrap-up Time

Agent Interactions Handling & Wrap-up per Group & Agent

Agent Interactions Handling and Wrap Up Template

Jul 5, 2020 - Jul 11, 2020 15 min Europe/London -

Refresh Download Filter Edit

Report generated on Jul 14, 2020 17:55

Date	Group	Time	Agent	Offering Ti...	Handling Ti...	Wrap Up Ti...	Processing ...	Busy Time	Average Of...	Average Ha...	Average W...
Jul 06, 2020	—	—	—	0:02:14	0:52:21	0:10:23	1:02:39	1:04:51	0:00:06	0:02:45	0:00:31
	^ DChai_AgentGroup	—	—	0:00:55	0:33:51	0:02:50	0:36:41	0:37:36	0:00:04	0:02:36	0:00:13
		Jul 06, 2020 06:00 - 06:15	DChai x8Agent1	0:00:04	0:02:30	0:00:05	0:02:35	0:02:38	0:00:04	0:02:30	0:00:05
		Jul 06, 2020 06:15 - 06:30	DChai x8Agent1	0:00:15	0:02:14	0:01:04	0:03:18	0:03:33	0:00:04	0:00:33	0:00:16
		Jul 06, 2020 22:30 - 22:45	DChai x8Agent1	0:00:20	0:06:05	0:00:39	0:06:44	0:07:04	0:00:05	0:01:31	0:00:10
		Jul 06, 2020 22:45 - 23:00	DChai x8Agent1	0:00:06	0:01:32	0:00:10	0:01:41	0:01:47	0:00:06	0:01:32	0:00:10
		Jul 06, 2020 23:00 - 23:15	DChai x8Agent1	0:00:04	0:02:50	0:00:00	0:02:50	0:02:54	0:00:04	0:02:50	0:00:00
		Jul 06, 2020 23:15 - 23:30	DChai x8Agent1	0:00:03	0:13:15	0:00:22	0:13:37	0:13:44	0:00:03	0:06:37	0:00:11
		Jul 06, 2020 23:30 - 23:45	DChai x8Agent1	0:00:03	0:07:10	0:00:00	0:07:10	0:07:12	0:00:03	0:07:10	0:00:00
		Jul 06, 2020 23:45 - 00:00	DChai x8Agent1	0:00:00	0:08:16	0:00:30	0:08:46	0:08:49	0:00:00	0:08:16	0:00:30
	v Anil_AgentGroup	—	—	0:00:08	0:03:29	0:02:21	0:05:50	0:05:58	0:00:04	0:01:45	0:01:10
	v ECarrasco_AgentGroup	—	—	0:00:12	0:09:01	0:02:37	0:11:38	0:11:50	0:00:12	0:09:01	0:02:37
	v mgilbertson	—	—	0:00:25	0:03:48	0:01:36	0:05:19	0:05:41	0:00:08	0:01:54	0:00:32
	v CHamlett_Agents	—	—	0:00:35	0:02:11	0:01:00	0:03:11	0:03:46	0:00:18	0:02:11	0:01:00
Jul 07, 2020	—	—	—	0:06:51	1:37:09	0:16:36	1:53:45	2:00:36	0:00:08	0:02:04	0:00:21
Total				0:25:46	26:00:45	25:59:41	51:54:39	52:19:33	0:00:08	0:09:21	0:09:20

Metrics:

- Avg. Busy Time
- Avg. Handling Time
- Avg. Offering Time
- Avg. Processing Time
- Avg. Wrap-up Time
- Busy Time
- Handling Time
- Offering Time
- Processing Time
- Wrap-up Time

Agent Interactions Handling & Wrap-up per Group, Agent & Media

Agent Interactions Handling and Wrap Up Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

Refresh Download Filter Edit

Report generated on Jul 14, 2020 17:56

Time	Group	Agent	Media	Offering Ti...	Handling Ti...	Wrap Up Ti...	Processing ...	Busy Time	Average Of...	Average Ha...	Average W...
Jul 06, 2020	—	—	—	0:02:14	0:52:21	0:10:23	1:02:39	1:04:51	0:00:06	0:02:45	0:00:31
Jul 07, 2020	—	—	—	0:06:51	1:37:09	0:16:36	1:53:45	2:00:36	0:00:08	0:02:04	0:00:21
	NE-Team	—	—	0:00:32	0:01:59	0:00:09	0:02:08	0:02:40	0:00:06	0:01:59	0:00:09
		Network Engineer x8Agent1	Phone	0:00:17	0:01:59	0:00:09	0:02:08	0:02:25	0:00:17	0:01:59	0:00:09
		Network Engineer x8Agent1	VoiceMail	0:00:15	0:00:00	0:00:00	0:00:00	0:00:15	0:00:04	0:00:00	0:00:00
	RPye_AgentGroup	—	—	0:00:33	0:05:13	0:00:47	0:06:00	0:06:32	0:00:11	0:01:44	0:00:16
	SWeiss	—	—	0:00:07	0:00:13	0:00:03	0:00:17	0:00:23	0:00:07	0:00:13	0:00:03
	FFuhrman	—	—	0:02:27	0:06:47	0:04:38	0:11:26	0:13:53	0:00:10	0:00:31	0:00:21
		FFuhrman x8Agent1	Chat	0:01:14	0:06:36	0:01:38	0:08:14	0:09:28	0:00:08	0:00:44	0:00:11
		FFuhrman x8Agent1	Email	0:01:01	0:00:00	0:02:43	0:02:43	0:03:44	0:00:15	0:00:00	0:00:54
		FFuhrman x8Agent1	Phone	0:00:13	0:00:12	0:00:16	0:00:28	0:00:41	0:00:06	0:00:12	0:00:16
	Ranjan_AgentGroup	—	—	0:00:32	0:15:32	0:00:03	0:15:35	0:16:07	0:00:16	0:07:46	0:00:02
	ARyan_AgentGroup	—	—	0:00:09	0:00:04	0:00:11	0:00:14	0:00:23	0:00:09	0:00:04	0:00:11
		ARyan Supervisor Agent	Phone	0:00:09	0:00:04	0:00:11	0:00:14	0:00:23	0:00:09	0:00:04	0:00:11
	KWarner	—	—	0:00:05	0:04:54	0:00:02	0:04:56	0:05:00	0:00:05	0:04:54	0:00:02
Total				0:25:46	26:00:45	25:59:41	51:54:39	52:19:33	0:00:08	0:09:21	0:09:20

Metrics:

- Avg. Busy Time
- Avg. Handling Time
- Avg. Offering Time
- Avg. Processing Time
- Avg. Wrap-up Time
- Busy Time
- Handling Time
- Offering Time
- Processing Time
- Wrap-up Time

Agent Interactions Handling & Wrap-up per Group, Agent, Media & Queue

Agent Interactions Handling and Wrap Up Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London



Edit

Report generated on Jul 14, 2020 17:56

Time	Group	Agent	Media	Queue	Offering Ti...	Handling Ti...	Wrap Up Ti...	Processing ...	Busy Time	Average Of...
Jul 06, 2020	—	—	—	—	0:02:14	0:52:21	0:10:23	1:02:39	1:04:51	0:00:06
Jul 07, 2020	—	—	—	—	0:06:51	1:37:09	0:16:36	1:53:45	2:00:36	0:00:08
	^ NE-Team	—	—	—	0:00:32	0:01:59	0:00:09	0:02:08	0:02:40	0:00:06
		Network Engineer x8Agent1	Phone	NE_Service	0:00:17	0:01:59	0:00:09	0:02:08	0:02:25	0:00:17
		Network Engineer x8Agent1	VoiceMail	NE_MainVM	0:00:15	0:00:00	0:00:00	0:00:00	0:00:15	0:00:04
	^ RPye_AgentGroup	—	—	—	0:00:33	0:05:13	0:00:47	0:06:00	0:06:32	0:00:11
		RPye x8Agent1	Chat	RPye_Button	0:00:05	0:02:28	0:00:05	0:02:33	0:02:38	0:00:05
		RPye x8Agent1	Phone	RPye_SalesInbound	0:00:28	0:02:45	0:00:42	0:03:26	0:03:54	0:00:14
	^ SWeiss	—	—	—	0:00:07	0:00:13	0:00:03	0:00:17	0:00:23	0:00:07
	^ FFuhrman	—	—	—	0:02:27	0:06:47	0:04:38	0:11:26	0:13:53	0:00:10
	^ Ranjan_AgentGroup	—	—	—	0:00:32	0:15:32	0:00:03	0:15:35	0:16:07	0:00:16
	^ ARyan_AgentGroup	—	—	—	0:00:09	0:00:04	0:00:11	0:00:14	0:00:23	0:00:09
	^ KWarner	—	—	—	0:00:05	0:04:54	0:00:02	0:04:56	0:05:00	0:00:05
	^ JKnox_AgentGroups	—	—	—	0:00:22	0:20:37	0:02:13	0:22:49	0:23:12	0:00:06
	^ TMcChesney_AgentGr...	—	—	—	0:00:37	0:00:07	0:00:10	0:00:17	0:00:54	0:00:12
Total					0:25:46	26:00:45	25:59:41	51:54:39	52:19:33	0:00:08

Metrics:

- Avg. Busy Time
- Avg. Handling Time
- Avg. Offering Time
- Avg. Processing Time
- Avg. Wrap-up Time
- Busy Time
- Handling Time
- Offering Time
- Processing Time
- Wrap-up Time

Agent Interactions Handling & Wrap-up per Group, Agent, Media & Channel

Agent Interactions Handling and Wrap Up Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

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Report generated on Jul 14, 2020 17:57

Time	Group	Agent	Media	Channel	Offering Ti...	Handling Ti...	Wrap Up Ti...	Processing ...	Busy Time	Average Of...	Average
^ Jul 06, 2020	—	—	—	—	0:02:14	0:52:21	0:10:23	1:02:39	1:04:51	0:00:06	0:02:...
	^ DChai_AgentGroup	—	—	—	0:00:55	0:33:51	0:02:50	0:36:41	0:37:36	0:00:04	0:02:...
		DChai x8Agent1	Chat	DChai_Button	0:00:03	0:08:16	0:00:30	0:08:46	0:08:49	0:00:03	0:08:...
		DChai x8Agent1	Phone	6432221213	0:00:52	0:25:35	0:02:20	0:27:55	0:28:47	0:00:04	0:02:...
	^ Ani_AgentGroup	—	—	—	0:00:08	0:03:29	0:02:21	0:05:50	0:05:58	0:00:04	0:01:...
	^ ECarrasco_AgentGroup	—	—	—	0:00:12	0:09:01	0:02:37	0:11:38	0:11:50	0:00:12	0:09:...
	^ mgilbertson	—	—	—	0:00:25	0:03:48	0:01:36	0:05:19	0:05:41	0:00:08	0:01:...
		mgilbertson x8Agent1	Chat	13086	0:00:15	0:01:39	0:01:00	0:02:39	0:02:54	0:00:15	0:01:...
		mgilbertson x8Agent1	Chat	mgilbertson_Button	0:00:03	0:00:00	0:00:05	0:00:00	0:00:00	0:00:03	0:00:...
		mgilbertson x8Agent1	Phone	14404628064	0:00:08	0:02:09	0:00:31	0:02:40	0:02:48	0:00:08	0:02:...
	^ CHamlett_Agents	—	—	—	0:00:35	0:02:11	0:01:00	0:03:11	0:03:46	0:00:18	0:02:...
v Jul 07, 2020	—	—	—	—	0:06:51	1:37:09	0:16:36	1:53:45	2:00:36	0:00:08	0:02:...
v Jul 08, 2020	—	—	—	—	0:07:05	2:08:03	0:57:03	3:05:05	3:11:29	0:00:09	0:02:...
v Jul 09, 2020	—	—	—	—	0:08:46	20:56:00	2:43:49	23:34:07	23:42:46	0:00:10	0:26:...
v Jul 10, 2020	—	—	—	—	0:00:50	0:27:12	24:18:20	24:46:14	24:47:11	0:00:05	0:02:...
Total					0:25:46	26:00:45	25:59:41	51:54:39	52:19:33	0:00:08	0:09:21

Metrics:

- Avg. Busy Time
- Avg. Handling Time
- Avg. Offering Time
- Avg. Processing Time
- Avg. Wrap-up Time
- Busy Time
- Handling Time
- Offering Time
- Processing Time
- Wrap-up Time

Agent Interactions Handling & Wrap-up per Group, Agent, Media, Channel & Queue

Agent Interactions Handling and Wrap Up Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



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Report generated on Jul 14, 2020 17:58

Time	Group	Agent	Media	Channel	Queue	Offering Ti...	Handling Ti...	Wrap Up Ti...	Processing ...	Busy Ti...
Jul 06, 2020	—	—	—	—	—	0:02:14	0:52:21	0:10:23	1:02:39	1:04:...
Jul 07, 2020	—	—	—	—	—	0:06:51	1:37:09	0:16:36	1:53:45	2:00:...
	NE-Team	—	—	—	—	0:00:32	0:01:59	0:00:09	0:02:08	0:02:...
		Network Engineer x8Agent1	Phone	14404628010	NE_Service	0:00:17	0:01:59	0:00:09	0:02:08	0:02:...
		Network Engineer x8Agent1	VoiceMail	14404628013	NE_MainVM	0:00:15	0:00:00	0:00:00	0:00:00	0:00:...
	RPye_AgentGroup	—	—	—	—	0:00:33	0:05:13	0:00:47	0:06:00	0:06:...
		RPye x8Agent1	Chat	RPye_Button	RPye_Button	0:00:05	0:02:28	0:00:05	0:02:33	0:02:...
		RPye x8Agent1	Phone	12013317479	RPye_SalesInbound	0:00:28	0:02:45	0:00:42	0:03:26	0:03:...
	SWeiss	—	—	—	—	0:00:07	0:00:13	0:00:03	0:00:17	0:00:...
	FFuhrman	—	—	—	—	0:02:27	0:06:47	0:04:38	0:11:26	0:13:...
		FFuhrman x8Agent1	Chat	112599706943767	SL FFSocial	0:00:04	0:02:30	0:00:06	0:02:36	0:02:...
		FFuhrman x8Agent1	Chat	13581	SL SMS FF Test 1	0:00:55	0:02:05	0:01:09	0:03:14	0:04:...
		FFuhrman x8Agent1	Chat	FFuhrman_Button	SL Chat FFuhrman_But...	0:00:15	0:02:00	0:00:23	0:02:24	0:02:...
		FFuhrman x8Agent1	Email	vccdemo7@gmail.c...	SL Email FFuhrman_E...	0:01:01	0:00:00	0:02:43	0:02:43	0:03:...
		FFuhrman x8Agent1	Phone	14404628018	SL Order-Quote ffuhrman	0:00:13	0:00:12	0:00:16	0:00:28	0:00:...
Total						0:25:46	26:00:45	25:59:41	51:54:39	52:19:3

Metrics:

- Avg. Busy Time
- Avg. Handling Time
- Avg. Offering Time
- Avg. Processing Time
- Avg. Wrap-up Time
- Busy Time
- Handling Time
- Offering Time
- Processing Time
- Wrap-up Time

Agent Interactions by Wrap-up Code per Agent

Agent Interactions By Wrap up Code Template

Jul 5, 2020 - Jul 11, 2020 | 15 min | Europe/London

Report generated on Jul 14, 2020 17:39

Date	Agent	Time	Count	Time
Jul 06, 2020	—	—	28	1:34:56
Jul 07, 2020	—	—	66	3:14:53
Jul 08, 2020	—	—	54	4:18:43
	OGlynn x8Agent1	—	13	0:33:03
	KNagarkar x8Agent1	—	2	0:19:54
	GGlowski x8Agent1	—	6	0:36:19
		Jul 08, 2020 14:45 - 15:00	1	0:14:54
		Jul 08, 2020 15:00 - 15:15	2	0:04:33
		Jul 08, 2020 15:45 - 16:00	1	0:07:27
		Jul 08, 2020 16:00 - 16:15	2	0:09:24
	FFuhrman x8Agent1	—	13	0:28:59
	GGlowski x8Agent2	—	4	0:34:36
	DChai x8Agent1	—	4	1:31:51
	JLambert x8Agent1	—	1	0:01:32
	EValderrama x8Agent1	—	1	0:02:28
Total			220	31:37:03

Metrics:

- Count
- Time

Agent Interactions by Wrap-up Code per Agent & Wrap-up Code

Agent Interactions By Wrap up Code Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 16:40

Time	Agent	Wrap Up Code	Count	Time
∨ Jul 06, 2020	—	—	28	1:34:56
∨ Jul 07, 2020	—	—	66	3:14:53
∧ Jul 08, 2020	—	—	54	4:18:43
	∨ OGlynn x8Agent1	—	13	0:33:03
	∨ KNagarkar x8Agent1	—	2	0:19:54
	∧ GGlowski x8Agent1	—	6	0:36:19
		Marketing 101	1	0:14:54
		SMS - Text Msg	1	0:01:24
		First Call Resolution	1	0:07:27
		First Call Unresolved	1	0:01:39
		Escalation	2	0:10:54
Total			220	31:37:03

Metrics:

- Count
- Time

Agent Interactions by Wrap-up Code per Agent, Media & Wrap-up Code

Agent Interactions By Wrap up Code Template

Jul 5, 2020 - Jul 11, 2020

Day Europe/London -



Edit

Report generated on Jul 14, 2020 16:41

Time	Agent	Media	Wrap Up Code	Count	Time
∨ Jul 06, 2020	—	—	—	28	1:34:56
∧ Jul 07, 2020	—	—	—	66	3:14:53
	∨ TMcChesney x8Agent1	—	—	2	0:00:17
	∧ JKnox x8Agent1	—	—	7	0:44:48
		Phone	Order Status	2	0:18:12
		Phone	Services	1	0:03:47
		Phone	Ticket Open	2	0:18:12
		Phone	Ticket Closed	1	0:03:47
		VoiceMail	N/A	1	0:00:51
	∨ DTorrez x8Agent1	—	—	17	0:36:21
Total				220	31:37:03

Metrics:

- Count
- Time

Agent Interactions by Wrap-up Code per Agent, Media, Queue & Wrap-up Code

Agent Interactions By Wrap up Code Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 16:41

Time	Agent	Media	Queue	Wrap Up Code	Count	Time
Jul 06, 2020	—	—	—	—	28	1:34:56
Jul 07, 2020	—	—	—	—	66	3:14:53
	<ul style="list-style-type: none"> TMcChesney x8Agent1 JKnox x8Agent1 DTorrez x8Agent1 	—	—	—	2	0:00:17
		—	—	—	7	0:44:48
		—	—	—	17	0:36:21
		Chat	SMS_DTorrez	Home Insurance	1	0:01:49
		Chat	SMS_DTorrez	Information Sent	1	0:01:49
		Chat	SMS_DTorrez	Follow up Required	1	0:01:49
		Phone	General Queue_DTorrez	Auto Insurance	3	0:00:30
		Phone	General Queue_DTorrez	Information Sent	1	0:14:19
		Phone	General Queue_DTorrez	Request for Informat	1	0:14:19
Total					220	31:37:03

Metrics:

- Count
- Time

Agent Interactions by Wrap-up Code per Agent, Media, Channel & Wrap-up Code

Agent Interactions By Wrap up Code Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 16:42

Time	Agent	Media	Channel	Wrap Up Code	Count	Time
Jul 06, 2020	—	—	—	—	28	1:34:56
Jul 07, 2020	—	—	—	—	66	3:14:53
	<ul style="list-style-type: none"> TMcChesney x8Agent1 JKnox x8Agent1 	—	—	—	2	0:00:17
		—	—	—	7	0:44:48
		Phone	12097726042	Order Status	2	0:18:12
		Phone	12097726042	Services	1	0:03:47
		Phone	12097726042	Ticket Open	2	0:18:12
		Phone	12097726042	Ticket Closed	1	0:03:47
		VoiceMail	12097726042	N/A	1	0:00:51
	DTorrez x8Agent1	—	—	—	17	0:36:21
Total					220	31:37:03

Metrics:

- Count
- Time

Agent Interactions by Wrap-up Code per Agent, Media, Channel, Queue & Wrap-up Code

Agent Interactions By Wrap up Code Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London Refresh Download More Edit

Report generated on Jul 14, 2020 16:43

Time	Agent	Media	Channel	Queue	Wrap Up Code	Count	Time
Jul 06, 2020	—	—	—	—	—	28	0:00
Jul 07, 2020	—	—	—	—	—	66	0:00
	<ul style="list-style-type: none"> TMcChesney x8Agent1 <ul style="list-style-type: none"> — JKnox x8Agent1 <ul style="list-style-type: none"> — Phone 12097726042 Banking JKnox Order Status 2 Phone 12097726042 Banking JKnox Services 1 Phone 12097726042 Banking JKnox Ticket Open 2 Phone 12097726042 Banking JKnox Ticket Closed 1 VoiceMail 12097726042 JKnox_VM N/A 1 DTorrez x8Agent1 <ul style="list-style-type: none"> — 						
Total						220	31

Metrics:

- Count
- Time

Agent Interactions by Wrap-up Code per Group

Agent Interactions By Wrap up Code Template

Jul 5, 2020 - Jul 11, 2020

15 min

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Report generated on Jul 14, 2020 17:40

Date	Group	Time	Count	Time
∨ Jul 06, 2020	—	—	28	1:34:56
∨ Jul 07, 2020	—	—	66	3:14:53
∧ Jul 08, 2020	—	—	54	4:18:43
	∧ GGlowski_AgentGroup	—	10	1:10:54
		Jul 08, 2020 14:45 - 15:00	1	0:14:54
		Jul 08, 2020 15:00 - 15:15	4	0:14:19
		Jul 08, 2020 15:45 - 16:00	2	0:08:06
		Jul 08, 2020 16:00 - 16:15	2	0:09:24
		Jul 08, 2020 16:30 - 16:45	1	0:24:11
	∨ DChai_AgentGroup	—	4	1:31:51
	∨ DCuevas_AgentGroup	—	6	0:08:18
	∨ FFuhrman	—	13	0:28:59
	∨ ARyan_AgentGroup	—	4	0:01:44
	∨ OGlynn	—	13	0:33:03
	∨ BValderrama_AgentGroup	—	1	0:02:28
Total			220	31:37:03

Metrics:

- Count
- Time

Agent Interactions by Wrap-up Code per Group & Wrap-up Code

Agent Interactions By Wrap up Code Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 17:42

Time	Group	Wrap Up Code	Count	Time
^ Jul 06, 2020	—	—	28	1:34:56
	∨ DChai_AgentGroup	—	22	1:08:58
	∨ Anil_AgentGroup	—	2	0:05:50
	∨ ECarrasco_AgentGroup	—	1	0:11:38
	^ mgilbertson	—	2	0:05:19
		N/A	1	0:02:39
		Account Management	1	0:02:40
	∨ CHamlett_Agents	—	1	0:03:11
∨ Jul 07, 2020	—	—	66	3:14:53
^ Jul 08, 2020	—	—	54	4:18:43
	∨ GGlowski_AgentGroup	—	10	1:10:54
	^ DChai_AgentGroup	—	4	1:31:51
		Customer Complaint	1	0:12:33
		Billing	1	0:33:22
		Cancellation	1	0:12:33
Total			220	31:37:03

Metrics:

- Count
- Time

Agent Interactions by Wrap-up Code per Group, Media & Wrap-up Code

Agent Interactions By Wrap up Code Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London Edit

Report generated on Jul 14, 2020 17:41

Time	Group	Media	Wrap Up Code	Count	Time
^ Jul 06, 2020	—	—	—	28	1:34:56
	∨ DChai_AgentGroup	—	—	22	1:08:58
	^ Anil_AgentGroup	—	—	2	0:05:50
		Phone	Followup	2	0:05:50
	∨ ECarrasco_AgentGroup	—	—	1	0:11:38
	^ mgilbertson	—	—	2	0:05:19
		Chat	N/A	1	0:02:39
		Phone	Account Management	1	0:02:40
	∨ CHamlett_Agents	—	—	1	0:03:11
∨ Jul 07, 2020	—	—	—	66	3:14:53
∨ Jul 08, 2020	—	—	—	54	4:18:43
∨ Jul 09, 2020	—	—	—	61	21:52:00
∨ Jul 10, 2020	—	—	—	11	0:36:31
Total				220	31:37:03

Metrics:

- Count
- Time

Agent Interactions by Wrap-up Code per Group, Media, Queue & Wrap-up Code

Agent Interactions By Wrap up Code Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

🔄 ⬇️ ⋮ Edit

Report generated on Jul 14, 2020 17:43

Time	Group	Media	Queue	Wrap Up Code	Count	Time
Jul 06, 2020	—	—	—	—	28	1:34:56
Jul 07, 2020	—	—	—	—	66	3:14:53
	^ NE-Team	—	—	—	1	0:02:08
		Phone	NE_Service	Vacation Enquiry	1	0:02:08
	^ RPye_AgentGroup	—	—	—	3	0:06:00
		Chat	RPye_Button	N/A	1	0:02:33
		Phone	RPye_SalesInbound	N/A	1	0:00:03
		Phone	RPye_SalesInbound	existing client	1	0:03:23
	^ SWeiss	—	—	—	1	0:00:17
		Phone	SWeiss_Sales	N/A	1	0:00:17
	^ FFuhrman	—	—	—	15	0:13:21
	^ Ranjan_AgentGroup	—	—	—	2	0:15:35
	^ ARyan_AgentGroup	—	—	—	1	0:00:14
	^ KWarner	—	—	—	1	0:04:56
	^ JKnox_AgentGroups	—	—	—	7	0:44:48
Total					220	31:37:03

Metrics:

- Count
- Time

Agent Interactions by Wrap-up Code per Group, Media, Channel & Wrap-up Code

Agent Interactions By Wrap up Code Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 17:43

Time	Group	Media	Channel	Wrap Up Code	Count	Time
∨ Jul 06, 2020	—	—	—	—	28	1:34:56
∨ Jul 07, 2020	—	—	—	—	66	3:14:53
∧ Jul 08, 2020	—	—	—	—	54	4:18:43
	∨ GGlowski_AgentGroup	—	—	—	10	1:10:54
	∨ DChai_AgentGroup	—	—	—	4	1:31:51
	∧ DCuevas_AgentGroup	—	—	—	6	0:08:18
		Phone	12015797512	New Prospect	1	0:02:11
		Phone	12015797512	Existing Customer	2	0:01:58
		Phone	12015797512	Existing Client	3	0:04:09
	∨ FFuhrman	—	—	—	13	0:28:59
	∨ ARyan_AgentGroup	—	—	—	4	0:01:44
	∨ OGlynn	—	—	—	13	0:33:03
	∨ BValderrama_AgentGroup	—	—	—	1	0:02:28
	∨ KNagarkar_AgentGroups	—	—	—	2	0:19:54
	∨ JLambert_AgentGroup	—	—	—	1	0:01:32
Total					220	31:37:03

Metrics:

- Count
- Time

Agent Interactions by Wrap-up Code per Group, Media, Channel, Queue & Wrap-up Code

Agent Interactions By Wrap up Code Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London - Refresh Download More Edit

Report generated on Jul 14, 2020 17:44

Time	Group	Media	Channel	Queue	Wrap Up Code	Count	Time
∨ Jul 06, 2020	—	—	—	—	—	28	1:34:56
∧ Jul 07, 2020	—	—	—	—	—	66	3:14:53
	∧ NE-Team	—	—	—	—	1	0:02:08
		Phone	14404628010	NE_Service	Vacation Enquiry	1	0:02:08
	∧ RPye_AgentGroup	—	—	—	—	3	0:06:00
		Chat	RPye_Button	RPye_Button	N/A	1	0:02:33
		Phone	12013317479	RPye_SalesInbound	N/A	1	0:00:03
		Phone	12013317479	RPye_SalesInbound	existing client	1	0:03:23
	∧ SWeiss	—	—	—	—	1	0:00:17
		Phone	12015797464	SWeiss_Sales	N/A	1	0:00:17
	∨ FFuhrman	—	—	—	—	15	0:13:21
	∨ Ranjan_AgentGroup	—	—	—	—	2	0:15:35
	∨ ARyan_AgentGroup	—	—	—	—	1	0:00:14
	∨ KWarner	—	—	—	—	1	0:04:56
	∨ JKnox_AgentGroups	—	—	—	—	7	0:44:48
Total						220	31:37:03

Metrics:

- Count
- Time

Agent Interactions by Wrap-up Code per Group & Agent

Agent Interactions By Wrap up Code Template

Jul 5, 2020 - Jul 11, 2020 15 min Europe/London -

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Report generated on Jul 14, 2020 18:05

Date	Group	Time	Agent	Count	Time
^ Jul 06, 2020	—	—	—	28	1:34:56
	^ DChai_AgentGroup	—	—	22	1:08:58
		Jul 06, 2020 06:00 - 06:15	DChai x8Agent1	1	0:02:35
		Jul 06, 2020 06:15 - 06:30	DChai x8Agent1	7	0:05:40
		Jul 06, 2020 22:30 - 22:45	DChai x8Agent1	6	0:12:35
		Jul 06, 2020 22:45 - 23:00	DChai x8Agent1	2	0:03:22
		Jul 06, 2020 23:15 - 23:30	DChai x8Agent1	4	0:27:14
		Jul 06, 2020 23:45 - 00:00	DChai x8Agent1	2	0:17:32
	^ Anil_AgentGroup	—	—	2	0:05:50
	^ ECarrasco_AgentGroup	—	—	1	0:11:38
	^ mgilbertson	—	—	2	0:05:19
	^ CHamlett_Agents	—	—	1	0:03:11
^ Jul 07, 2020	—	—	—	66	3:14:53
^ Jul 08, 2020	—	—	—	54	4:18:43
^ Jul 09, 2020	—	—	—	61	21:52:00
Total				220	31:37:03

Metrics:

- Count
- Time

Agent Interactions by Wrap-up Code per Group, Agent & Wrap-up Code

Agent Interactions By Wrap up Code Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

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Report generated on Jul 14, 2020 18:06

Time	Group	Agent	Wrap Up Code	Count	Time
^ Jul 06, 2020	—	—	—	28	1:34:56
	^ DChai_AgentGroup	—	—	22	1:08:58
		DChai x8Agent1	Customer Feedback	8	0:22:07
		DChai x8Agent1	Customer Complaint	3	0:11:13
		DChai x8Agent1	General Enquiry	4	0:17:18
		DChai x8Agent1	Fault	2	0:04:28
		DChai x8Agent1	Billing	3	0:02:31
		DChai x8Agent1	Service completed	2	0:11:21
	∨ Anil_AgentGroup	—	—	2	0:05:50
	∨ ECarrasco_AgentGroup	—	—	1	0:11:38
	∨ mgilbertson	—	—	2	0:05:19
	∨ CHamlett_Agents	—	—	1	0:03:11
∨ Jul 07, 2020	—	—	—	66	3:14:53
∨ Jul 08, 2020	—	—	—	54	4:18:43
∨ Jul 09, 2020	—	—	—	61	21:52:00
Total				220	31:37:03

Metrics:

- Count
- Time

Agent Interactions by Wrap-up Code per Group, Agent, Media & Wrap-up Code

Agent Interactions By Wrap up Code Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London



Edit

Report generated on Jul 14, 2020 18:07

Time	Group	Agent	Media	Wrap Up Code	Count	Time
Jul 06, 2020	—	—	—	—	28	1:34:56
Jul 07, 2020	—	—	—	—	66	3:14:53
	<ul style="list-style-type: none"> NE-Team <ul style="list-style-type: none"> RPye_AgentGroup <ul style="list-style-type: none"> RPye x8Agent1 (Chat, N/A) - 1 interaction, 0:02:33 RPye x8Agent1 (Phone, N/A) - 1 interaction, 0:00:03 RPye x8Agent1 (Phone, existing client) - 1 interaction, 0:03:23 SWeiss - 1 interaction, 0:00:17 FFuhrman <ul style="list-style-type: none"> FFuhrman x8Agent1 (Chat, DynaLock) - 1 interaction, 0:01:28 FFuhrman x8Agent1 (Chat, Existing Order) - 4 interactions, 0:03:25 FFuhrman x8Agent1 (Chat, Order-Quote) - 3 interactions, 0:03:51 FFuhrman x8Agent1 (Chat, RMA) - 2 interactions, 0:00:57 FFuhrman x8Agent1 (Email, Existing Order) - 1 interaction, 0:01:23 FFuhrman x8Agent1 (Email, Order-Quote) - 2 interactions, 0:01:21 					
Total					220	31:37:03

Metrics:

- Count
- Time

Agent Interactions by Wrap-up Code per Group, Agent, Media, Queue & Wrap-up Code

Agent Interactions By Wrap up Code Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

Refresh Download Filter Edit

Report generated on Jul 14, 2020 18:08

Time	Group	Agent	Media	Queue	Wrap Up Code	Count	Time
Jul 06, 2020	—	—	—	—	—	28	1:34:56
	^ DChai_AgentGroup	—	—	—	—	22	1:08:58
		DChai x8Agent1	Chat	WebChat DCHAI	Customer Complaint	1	0:08:46
		DChai x8Agent1	Chat	WebChat DCHAI	Service completed	1	0:08:46
		DChai x8Agent1	Phone	2 Online Orders DCHAI	Customer Feedback	7	0:21:22
		DChai x8Agent1	Phone	2 Online Orders DCHAI	Customer Complaint	1	0:01:41
		DChai x8Agent1	Phone	2 Online Orders DCHAI	General Enquiry	4	0:17:18
		DChai x8Agent1	Phone	2 Online Orders DCHAI	Fault	2	0:04:28
		DChai x8Agent1	Phone	2 Online Orders DCHAI	Billing	3	0:02:31
		DChai x8Agent1	Phone	2 Online Orders DCHAI	Service completed	1	0:02:35
		DChai x8Agent1	Phone	3 Click Collect DCHAI	Customer Feedback	1	0:00:46
		DChai x8Agent1	Phone	3 Click Collect DCHAI	Customer Complaint	1	0:00:46
	^ Anil_AgentGroup	—	—	—	—	2	0:05:50
	^ ECarrasco_AgentGroup	—	—	—	—	1	0:11:38
	^ mgilbertson	—	—	—	—	2	0:05:19
Total						220	31:37:03

Metrics:

- Count
- Time

Agent Interactions by Wrap-up Code per Group, Agent, Media, Channel & Wrap-up Code

Agent Interactions By Wrap up Code Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

Refresh Download Filter Edit

Report generated on Jul 14, 2020 18:08

Time	Group	Agent	Media	Channel	Wrap Up Code	Count	Time
Jul 06, 2020	—	—	—	—	—	28	1:34:56
	^ DChai_AgentGroup	—	—	—	—	22	1:08:58
		DChai x8Agent1	Chat	DChai_Button	Customer Complaint	1	0:08:46
		DChai x8Agent1	Chat	DChai_Button	Service completed	1	0:08:46
		DChai x8Agent1	Phone	6432221213	Customer Feedback	8	0:22:07
		DChai x8Agent1	Phone	6432221213	Customer Complaint	2	0:02:27
		DChai x8Agent1	Phone	6432221213	General Enquiry	4	0:17:18
		DChai x8Agent1	Phone	6432221213	Fault	2	0:04:28
		DChai x8Agent1	Phone	6432221213	Billing	3	0:02:31
		DChai x8Agent1	Phone	6432221213	Service completed	1	0:02:35
	v AniL_AgentGroup	—	—	—	—	2	0:05:50
	v ECarrasco_AgentGroup	—	—	—	—	1	0:11:38
	v mgilbertson	—	—	—	—	2	0:05:19
	v CHamlett_Agents	—	—	—	—	1	0:03:11
Jul 07, 2020	—	—	—	—	—	66	3:14:53
Total						220	31:37:03

Metrics:

- Count
- Time

Agent Interactions by Wrap-up Code per Group, Agent, Media, Channel, Queue & Wrap-up Code

Agent Interactions By Wrap up Code Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London

Refresh Download Filter Edit

Report generated on Jul 14, 2020 18:09

Time	Group	Agent	Media	Channel	Queue	Wrap Up Code	Count	Time
Jul 06, 2020	—	—	—	—	—	—	28	1:34:56
	^ DChai_AgentGroup	—	—	—	—	—	22	1:08:58
		DChai x8Agent1	Chat	DChai_Button	WebChat DCHAI	Customer Complaint	1	0:08:46
		DChai x8Agent1	Chat	DChai_Button	WebChat DCHAI	Service completed	1	0:08:46
		DChai x8Agent1	Phone	6432221213	2 Online Orders DCHAI	Customer Feedback	7	0:21:22
		DChai x8Agent1	Phone	6432221213	2 Online Orders DCHAI	Customer Complaint	1	0:01:41
		DChai x8Agent1	Phone	6432221213	2 Online Orders DCHAI	General Enquiry	4	0:17:18
		DChai x8Agent1	Phone	6432221213	2 Online Orders DCHAI	Fault	2	0:04:28
		DChai x8Agent1	Phone	6432221213	2 Online Orders DCHAI	Billing	3	0:02:31
		DChai x8Agent1	Phone	6432221213	2 Online Orders DCHAI	Service completed	1	0:02:35
		DChai x8Agent1	Phone	6432221213	3 Click Collect DCHAI	Customer Feedback	1	0:00:46
		DChai x8Agent1	Phone	6432221213	3 Click Collect DCHAI	Customer Complaint	1	0:00:46
	∨ Anil_AgentGroup	—	—	—	—	—	2	0:05:50
	∨ ECarrasco_AgentGroup	—	—	—	—	—	1	0:11:38
	∨ mgilbertson	—	—	—	—	—	2	0:05:19
Total							220	31:37:03

Metrics:

- Count
- Time

Agent Status Time on Status per Agent

Agent Time On Status Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London



Edit

Report generated on Jul 14, 2020 16:44

Time	Agent	Available Ti...	Available Ti...	Handling Ti...	Handling Ti...	Wrap Up Ti...	Wrap Up Ti...	Working Of...	Working Of...	On Break Ti...	On Br
Jul 06, 2020	—	25:27:04	42.33%	3:57:16	6.57%	1:44:14	2.88%	27:42:25	46.08%	1:16:20	2.1
Jul 07, 2020	—	63:21:49	43.19%	1:45:37	1.19%	24:17:08	16.55%	34:09:54	23.28%	23:07:37	15.
Jul 08, 2020	—	42:14:41	37.64%	2:15:14	2.00%	24:56:14	22.22%	19:49:32	17.66%	22:56:38	20.
	OGlynn x8Agent1	3:50:05	58.43%	0:22:40	5.75%	0:11:27	2.90%	1:46:04	26.93%	0:23:30	5.9
	KNagarkar x8Agent1	0:00:34	0.70%	0:10:00	12.44%	0:00:00	0.00%	1:09:36	86.63%	0:00:10	0.2
	GGLowinski x8Agent1	0:31:42	12.72%	0:34:42	13.92%	0:02:25	0.97%	2:59:49	72.18%	0:00:29	0.1
	FFuhrman x8Agent2	0:50:51	21.34%	0:00:00	0.00%	0:00:00	0.00%	0:00:08	0.05%	3:07:17	78.
	FFuhrman x8Agent1	4:01:48	89.65%	0:13:18	4.93%	0:02:21	0.87%	0:11:48	4.37%	0:00:28	0.1
	GGLowinski x8Agent2	3:53:20	77.38%	0:34:45	11.52%	0:00:46	0.25%	0:29:14	9.69%	0:03:28	1.1
	DChai x8Agent1	0:00:29	0.17%	0:11:08	3.95%	0:34:56	12.41%	3:54:26	83.31%	0:00:25	0.1
	JLambert x8Agent1	1:46:30	82.93%	0:01:24	1.08%	0:00:12	0.15%	0:19:37	15.27%	0:00:42	0.5
	BValderrama x8Agent1	2:31:12	97.99%	0:01:50	1.18%	0:01:00	0.64%	0:00:00	0.00%	0:00:16	0.1
	ARvan Supervisor Agent										
Total		252:07:53	42.27%	31:36:45	5.30%	117:49:16	19.75%	141:19:07	23.69%	53:34:46	8.989

Metrics:

- Available Time
- Available Time %
- Busy Time
- Busy Time %
- Handling Time
- Handling Time %
- Logged In Time
- On Break Time
- On Break Time %
- Working Offline Time
- Working Offline Time %
- Wrap-up Time
- Wrap-up Time %

Agent Status Time on Status per Group

Agent Time On Status Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 16:44

Time	Group	Available Ti...	Available Ti...	Handling Ti...	Handling Ti...	Wrap Up Ti...	Wrap Up Ti...	Working Of...	Working Of...	On Break Ti...	On Break Ti...
Jul 06, 2020	—	25:27:04	42.33%	3:57:16	6.57%	1:44:14	2.88%	27:42:25	46.08%	1:16:20	2.11%
Jul 07, 2020	—	63:21:49	43.19%	1:45:37	1.19%	24:17:08	16.55%	34:09:54	23.28%	23:07:37	15.76%
Jul 08, 2020	—	42:14:41	37.64%	2:15:14	2.00%	24:56:14	22.22%	19:49:32	17.66%	22:56:38	20.44%
	NE-Team	0:00:00	0.00%	0:00:00	0.00%	0:00:00	0.00%	5:37:50	99.68%	0:01:04	0.31%
	GGlowinski_AgentGro...	4:25:01	48.12%	1:09:26	12.61%	0:03:12	0.58%	3:29:03	37.96%	0:03:57	0.71%
	RPye_AgentGroup	0:00:00	0.00%	0:00:00	0.00%	0:00:00	0.00%	0:00:00	0.00%	8:32:02	100.00%
	DChai_AgentGroup	0:00:29	0.17%	0:11:08	3.95%	0:34:56	12.41%	3:54:26	83.31%	0:00:25	0.14%
	DCuevas_AgentGroup	0:45:51	53.36%	0:02:35	3.01%	0:01:50	2.13%	0:35:31	41.34%	0:00:08	0.14%
	mgilbertson	0:00:00	0.00%	0:00:00	0.00%	24:00:00	100.00%	0:00:00	0.00%	0:00:00	0.00%
	FFuhrman	4:52:38	57.61%	0:13:18	2.61%	0:02:21	0.46%	0:11:56	2.34%	3:07:45	36.95%
	ARyan_AgentGroup	23:55:13	99.67%	0:02:53	0.20%	0:01:17	0.08%	0:00:10	0.01%	0:00:22	0.02%
	OGlynn	3:50:05	58.43%	0:22:40	5.75%	0:11:27	2.90%	1:46:04	26.93%	0:23:30	5.96%
	BValderrama_AgentG...										
Total		252:07:53	42.27%	31:36:45	5.30%	117:49:16	19.75%	141:19:07	23.69%	53:34:46	8.98%

Metrics:

- Available Time
- Available Time %
- Busy Time
- Busy Time %
- Handling Time
- Handling Time %
- Logged In Time
- On Break Time
- On Break Time %
- Working Offline Time
- Working Offline Time %
- Wrap-up Time
- Wrap-up Time %

Agent Status Time on Status per Group & Agent

Agent Time On Status Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 16:45

Time	Group	Agent	Available Ti...	Available Ti...	Handling Ti...	Handling Ti...	Wrap Up Ti...	Wrap Up Ti...	Working Of...	Work
Jul 06, 2020	—	—	25:27:04	42.33%	3:57:16	6.57%	1:44:14	2.88%	27:42:25	46.0
Jul 07, 2020	—	—	63:21:49	43.19%	1:45:37	1.19%	24:17:08	16.55%	34:09:54	23.0
Jul 08, 2020	—	—	42:14:41	37.64%	2:15:14	2.00%	24:56:14	22.22%	19:49:32	17.0
	NE-Team	—	0:00:00	0.00%	0:00:00	0.00%	0:00:00	0.00%	5:37:50	99.0
	G Glowinski_AgentGro...	—	4:25:01	48.12%	1:09:26	12.61%	0:03:12	0.58%	3:29:03	37.0
		G Glowinski x8Agent1	0:31:42	12.72%	0:34:42	13.92%	0:02:25	0.97%	2:59:49	72.0
		G Glowinski x8Agent2	3:53:20	77.38%	0:34:45	11.52%	0:00:46	0.25%	0:29:14	9.6
	RPye_AgentGroup	—	0:00:00	0.00%	0:00:00	0.00%	0:00:00	0.00%	0:00:00	0.0
	DChai_AgentGroup	—	0:00:29	0.17%	0:11:08	3.95%	0:34:56	12.41%	3:54:26	83.0
	DCuevas_AgentGroup	—	0:45:51	53.36%	0:02:35	3.01%	0:01:50	2.13%	0:35:31	41.0
	mgilbertson	—	0:00:00	0.00%	0:00:00	0.00%	24:00:00	100.00%	0:00:00	0.0
	FFuhrman	—	4:52:38	57.61%	0:13:18	2.61%	0:02:21	0.46%	0:11:56	2.3
	ARvan_AgentGroup	—								
Total			252:07:53	42.27%	31:36:45	5.30%	117:49:16	19.75%	141:19:07	23.69

Metrics:

- Available Time
- Available Time %
- Busy Time
- Busy Time %
- Handling Time
- Handling Time %
- Logged In Time
- On Break Time
- On Break Time %
- Working Offline Time
- Working Offline Time %
- Wrap-up Time
- Wrap-up Time %

Agent Status By Status Code per Agent, Status, Status Code & Initiated by

Agent Status By Status Code Template

Jul 5, 2020 - Jul 11, 2020

Day Europe/London -



Edit

Report generated on Jul 14, 2020 16:48

Time	Agent	Status	Status Code	Initiated By	Count	Time
∨ Jul 06, 2020	—	—	—	Agent	148	28:58:45
∧ Jul 07, 2020	—	—	—	Agent	339	57:17:31
	∨ TMcChesney x8Agent1	—	—	Agent	4	0:52:21
	∨ JKnox x8Agent1	—	—	Agent	11	1:28:13
	∧ DTorrez x8Agent1	—	—	Agent	13	0:52:46
		OnBreak	N/A	Agent	4	0:00:47
		OnBreak	Dinner Break	Agent	1	0:00:05
		OnBreak	Starbucks Coffee B...	Agent	1	0:06:26
		WorkingOffline	Meeting with Boss	Agent	2	0:16:44
		WorkingOffline	Working on a Proje...	Agent	3	0:26:46
		WorkingOffline	Follow up work	Agent	2	0:01:57
Total					1121	194:53:52

Metrics:

- Count
- Time

Agent Status By Status Code per Group, Status, Status Code & Initiated by

Agent Status By Status Code Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 16:50

Time	Group	Status	Status Code	Initiated By	Count	Time
∨ Jul 06, 2020	—	—	—	Agent	148	28:58:45
∨ Jul 07, 2020	—	—	—	Agent	339	57:17:31
∧ Jul 08, 2020	—	—	—	Agent	252	42:46:10
	∨ NE-Team	—	—	Agent	26	5:38:54
	∧ GGlowski_AgentGroup	—	—	Agent	24	3:32:59
		OnBreak	N/A	Agent	3	0:00:34
		OnBreak	Interaction Timed Out	System	1	0:03:21
		OnBreak	Lunch Break	Agent	1	0:00:02
		WorkingOffline	Monday Morning Qu...	Agent	15	3:03:00
		WorkingOffline	Meeting	Agent	4	0:26:03
Total					1121	194:53:52

Metrics:

- Count
- Time

Agent Status By Status Code per Group, Agent, Status, Status Code & Initiated by

Agent Status By Status Code Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London - Refresh Download More Edit

Report generated on Jul 14, 2020 16:51

Time	Group	Agent	Status	Status Code	Initiated By	Count	Time
Jul 06, 2020	—	—	—	—	Agent	148	28:58:45
Jul 07, 2020	—	—	—	—	Agent	339	57:17:31
Jul 08, 2020	—	—	—	—	Agent	252	42:46:10
	NE-Team	—	—	—	Agent	26	5:38:54
	G Glowinski_AgentGroup	—	—	—	Agent	24	3:32:59
		G Glowinski x8Agent1	OnBreak	N/A	Agent	2	0:00:27
		G Glowinski x8Agent1	OnBreak	Lunch Break	Agent	1	0:00:02
		G Glowinski x8Agent1	WorkingOffli...	Monday Mornin...	Agent	12	2:35:15
		G Glowinski x8Agent1	WorkingOffli...	Meeting	Agent	3	0:24:34
		G Glowinski x8Agent2	OnBreak	N/A	Agent	1	0:00:06
Total						1121	194:53:52

Metrics:

- Count
- Time

Agent Status By Status Code per Group, Agent, Status, Status Code & Initiated by

Agent Login Time Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London - 🔄 📄 ⌵ Customize

Report generated on Jul 14, 2020 18:15

Date	Agent	Login Time	Logout Time	Logged In Time
^ Jul 06, 2020	—	—	—	60:07:20
	^ DChai x8Agent1	—	—	4:34:17
		06:06:29	06:17:18	0:10:49
		06:17:18	09:12:04	2:54:46
		22:29:20	22:37:54	0:08:34
		22:39:51	22:46:55	0:07:03
		22:46:55	—	1:13:05
	^ AnilK2 x8	—	—	21:33:49
		02:26:11	—	21:33:49
	^ AnilK1 x8	—	—	21:33:46
		02:26:13	02:27:49	0:01:36
		02:27:49	02:27:59	0:00:10
		02:27:59	—	21:32:01
	∨ DLipson x8Agent1	—	—	1:13:29
	∨ DChai x8Agent2	—	—	0:00:12
Total				596:27:47

Metrics:

- Logged In Time (Login Duration)

Queue Interactions Summary per Queue

Queue Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 16:52

Time	Queue	Entered	Waiting in ...	Total Time ...	Accepted	Diverted	Total Aban...	Total Time ...	Longest Ab...	Average Ab...	Accepted in...
∨ Jul 05, 2020	—	18	12	1064:31:32	0	0	6	120:00:05	23:59:59	20:00:01	0
∧ Jul 06, 2020	—	48	13	1244:14:48	20	1	14	120:02:05	23:59:59	8:34:26	14
	∨ NE_MainInbound	1	0	0:00:00	0	1	0	0:00:00	0:00:00	0:00:00	0
	∨ NE_MainVM	7	7	877:15:46	0	0	0	0:00:00	0:00:00	0:00:00	0
	∨ RPye_ServiceInbound	1	0	0:00:00	0	0	1	0:00:11	0:00:11	0:00:11	0
	∨ 2 Online Orders DCHAI	11	0	0:00:00	11	0	0	0:00:00	0:00:00	0:00:00	11
	∨ 3 Click Collect DCHAI	1	0	0:00:00	1	0	0	0:00:00	0:00:00	0:00:00	0
	∨ WebChat DCHAI	1	0	0:00:00	1	0	0	0:00:00	0:00:00	0:00:00	0
	∨ AK_General Enquiries	2	0	0:00:00	2	0	0	0:00:00	0:00:00	0:00:00	2
	∨ ECarrasco_Service	1	0	0:00:00	1	0	0	0:00:00	0:00:00	0:00:00	1
	∨ mgilbertson_Sales	1	0	0:00:00	1	0	0	0:00:00	0:00:00	0:00:00	0
	∨ mgilbertson_Button	1	0	0:00:00	1	0	0	0:00:00	0:00:00	0:00:00	0
	∨ Sales - DI (#1)										
Total		412	88	4872:53:38	167	10	147	677:48:27	23:59:59	4:36:39	64

Metrics:

- Accepted
- Accepted in SLA
- Accepted in SLA %
- Avg. Busy Time
- Avg. Handling Time
- Avg. Processing Time
- Avg. Wait Before Accept Time
- Avg. Wait Time
- Avg. Wrap-up Time
- Busy Time
- Diverted
- Entered
- Handling Time
- Longest Wait Time
- Processing Time
- SLA %
- Total Abandoned
- Waiting in Queue
- Wrap-up Time

Queue Interactions Summary per Channel

Queue Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London



Edit

Report generated on Jul 14, 2020 16:55

Time	Channel	Entered	Waiting in ...	Total Time ...	Accepted	Diverted	Total Aban...	Total Time ...	Longest Ab...	Average Ab...	Accepted in...	Accep
Jul 05, 2020	—	18	12	1064:31:32	0	0	6	120:00:05	23:59:59	20:00:01	0	0.0
Jul 06, 2020	—	48	13	1244:14:48	20	1	14	120:02:05	23:59:59	8:34:26	14	70.
Jul 07, 2020	—	131	16	1431:46:15	47	2	66	125:03:36	23:59:58	1:53:41	24	51.
	11259970694...	1	0	0:00:00	1	0	0	0:00:00	0:00:00	0:00:00	1	100
	12013317348	5	0	0:00:00	5	0	0	0:00:00	0:00:00	0:00:00	2	40.
	12013317360	1	0	0:00:00	1	0	0	0:00:00	0:00:00	0:00:00	0	0.0
	12013317399	1	0	0:00:00	0	0	1	0:00:10	0:00:10	0:00:10	0	0.0
	12013317420	1	0	0:00:00	0	0	1	0:00:21	0:00:21	0:00:21	0	0.0
	12013317479	2	0	0:00:00	2	0	0	0:00:00	0:00:00	0:00:00	0	0.0
	12015797464	1	0	0:00:00	1	0	0	0:00:00	0:00:00	0:00:00	0	0.0
	12015797471	1	0	0:00:00	0	0	1	0:00:10	0:00:10	0:00:10	0	0.0
	12024431232	3	0	0:00:00	0	0	3	0:00:19	0:00:13	0:00:06	0	0.0
	12028438734											
Total		412	88	4872:53:38	167	10	147	677:48:27	23:59:59	4:36:39	64	38.32

Metrics:

- Accepted
- Accepted in SLA
- Accepted in SLA %
- Avg. Busy Time
- Avg. Handling Time
- Avg. Processing Time
- Avg. Wait Before Accept Time
- Avg. Wait Time
- Avg. Wrap-up Time
- Busy Time
- Diverted
- Entered
- Handling Time
- Longest Wait Time
- Processing Time
- SLA %
- Total Abandoned
- Waiting in Queue
- Wrap-up Time

Queue Interactions Summary per Media

Queue Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London



Edit

Report generated on Jul 14, 2020 16:56

Time	Media	Entered	Waiting in ...	Total Time ...	Accepted	Diverted	Total Aban...	Total Time ...	Longest Ab...	Average Ab...	Accepted in...	Accep
Jul 05, 2020	—	18	12	1064:31:32	0	0	6	120:00:05	23:59:59	20:00:01	0	0.0
Jul 06, 2020	—	48	13	1244:14:48	20	1	14	120:02:05	23:59:59	8:34:26	14	70.
Jul 07, 2020	—	131	16	1431:46:15	47	2	66	125:03:36	23:59:58	1:53:41	24	51.
	Chat	14	0	0:00:00	14	0	0	0:00:00	0:00:00	0:00:00	9	64.
	Email	5	2	3:18:06	3	0	0	0:00:00	0:00:00	0:00:00	3	100
	Phone	99	5	64:59:44	26	2	66	125:03:36	23:59:58	1:53:41	12	46.
	VoiceMail	13	9	1363:28:24	4	0	0	0:00:00	0:00:00	0:00:00	0	0.0
Jul 08, 2020	—	79	17	1413:01:09	41	2	19	65:05:18	12:59:59	3:25:33	19	46.
Jul 09, 2020	—	93	19	1374:18:32	49	1	24	120:04:31	23:59:59	5:00:11	7	14.
Jul 10, 2020	—	112	89	3244:40:24	10	3	10	7:31:33	1:29:36	0:45:09	0	0.0
Jul 11, 2020	—	97	88	4872:53:38	0	1	8	120:01:21	23:59:59	15:00:10	0	0.0
	Chat	0	0	0:00:00	0	0	0	0:00:00	0:00:00	0:00:00	0	0.0
	Email											
Total		412	88	4872:53:38	167	10	147	677:48:27	23:59:59	4:36:39	64	38.32

Metrics:

- Accepted
- Accepted in SLA
- Accepted in SLA %
- Avg. Busy Time
- Avg. Handling Time
- Avg. Processing Time
- Avg. Wait Before Accept Time
- Avg. Wait Time
- Avg. Wrap-up Time
- Busy Time
- Diverted
- Entered
- Handling Time
- Longest Wait Time
- Processing Time
- SLA %
- Total Abandoned
- Waiting in Queue
- Wrap-up Time

Queue Interactions Summary per Media & Queue

Queue Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

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Report generated on Jul 14, 2020 16:57

Time	Media	Queue	Entered	Waiting in ...	Total Time ...	Accepted	Diverted	Total Aban...	Total Time ...	Longest Ab...	Avera
Jul 05, 2020	—	—	18	12	1064:31:32	0	0	6	120:00:05	23:59:59	20:
Jul 06, 2020	—	—	48	13	1244:14:48	20	1	14	120:02:05	23:59:59	8:3
Jul 07, 2020	—	—	131	16	1431:46:15	47	2	66	125:03:36	23:59:58	1:5
	Chat	—	14	0	0:00:00	14	0	0	0:00:00	0:00:00	0:0
		RPye_Button	1	0	0:00:00	1	0	0	0:00:00	0:00:00	0:0
		SL FFSocial	1	0	0:00:00	1	0	0	0:00:00	0:00:00	0:0
		SL SMS FF Test 1	6	0	0:00:00	6	0	0	0:00:00	0:00:00	0:0
		SL Chat FFuhrman_But...	2	0	0:00:00	2	0	0	0:00:00	0:00:00	0:0
		Ranjan_Button	2	0	0:00:00	2	0	0	0:00:00	0:00:00	0:0
		SMS_DTorrez	1	0	0:00:00	1	0	0	0:00:00	0:00:00	0:0
		JLambert_Button	1	0	0:00:00	1	0	0	0:00:00	0:00:00	0:0
	Email	—	5	2	3:18:06	3	0	0	0:00:00	0:00:00	0:0
	Phone	—									
Total			412	88	4872:53:38	167	10	147	677:48:27	23:59:59	4:36:

Metrics:

- Accepted
- Accepted in SLA
- Accepted in SLA %
- Avg. Busy Time
- Avg. Handling Time
- Avg. Processing Time
- Avg. Wait Before Accept Time
- Avg. Wait Time
- Avg. Wrap-up Time
- Busy Time
- Diverted
- Entered
- Handling Time
- Longest Wait Time
- Processing Time
- SLA %
- Total Abandoned
- Waiting in Queue
- Wrap-up Time

Queue Interactions Summary per Media & Channel

Queue Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London



Edit

Report generated on Jul 14, 2020 16:58

Time	Media	Channel	Entered	Waiting in ...	Total Time ...	Accepted	Diverted	Total Aban...	Total Time ...	Longest Ab...	Average Ab...
Jul 05, 2020	—	—	18	12	1064:31:32	0	0	6	120:00:05	23:59:59	20:00:01
Jul 06, 2020	—	—	48	13	1244:14:48	20	1	14	120:02:05	23:59:59	8:34:26
	Chat	—	4	0	0:00:00	4	0	0	0:00:00	0:00:00	0:00:00
	Phone	—	36	5	94:59:40	16	1	14	120:02:05	23:59:59	8:34:26
		12013317391	1	0	0:00:00	0	0	1	0:00:23	0:00:23	0:00:23
		12013317392	1	0	0:00:00	0	0	1	0:00:11	0:00:11	0:00:11
		12013317480	1	0	0:00:00	0	0	1	0:00:11	0:00:11	0:00:11
		12015797469	2	0	0:00:00	0	0	2	0:00:57	0:00:30	0:00:28
		12022214541	1	0	0:00:00	0	0	1	0:00:11	0:00:11	0:00:11
		12023012001	1	0	0:00:00	0	0	1	0:00:00	0:00:00	0:00:00
		12094905960	1	0	0:00:00	0	0	1	0:00:17	0:00:17	0:00:17
		12097726036	1	0	0:00:00	0	0	1	0:00:11	0:00:11	0:00:11
		14404628013									
Total			412	88	4872:53:38	167	10	147	677:48:27	23:59:59	4:36:39

Metrics:

- Accepted
- Accepted in SLA
- Accepted in SLA %
- Avg. Busy Time
- Avg. Handling Time
- Avg. Processing Time
- Avg. Wait Before Accept Time
- Avg. Wait Time
- Avg. Wrap-up Time
- Busy Time
- Diverted
- Entered
- Handling Time
- Longest Wait Time
- Processing Time
- SLA %
- Total Abandoned
- Waiting in Queue
- Wrap-up Time

Queue Interactions Summary per Media, Channel & Queue

Queue Interactions Summary Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London



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Report generated on Jul 14, 2020 16:58

Time	Media	Channel	Queue	Entered	Waiting in ...	Total Time ...	Accepted	Diverted	Total Aban...	Total Time ...
Jul 05, 2020	—	—	—	18	12	1064:31:32	0	0	6	120:00:05
Jul 06, 2020	—	—	—	48	13	1244:14:48	20	1	14	120:02:05
Jul 07, 2020	—	—	—	131	16	1431:46:15	47	2	66	125:03:36
	Chat	—	—	14	0	0:00:00	14	0	0	0:00:00
	Email	—	—	5	2	3:18:06	3	0	0	0:00:00
		vccdemo7@gmail.c...	SL Email FFuhrman_E...	5	2	3:18:06	3	0	0	0:00:00
	Phone	—	—	99	5	64:59:44	26	2	66	125:03:36
	VoiceMail	—	—	13	9	1363:28:24	4	0	0	0:00:00
Jul 08, 2020	—	—	—	79	17	1413:01:09	41	2	19	65:05:18
Jul 09, 2020	—	—	—	93	19	1374:18:32	49	1	24	120:04:31
	Chat	—	—	30	1	4:04:30	29	0	0	0:00:00
	Email	—	—	4	2	99:18:06	2	0	0	0:00:00
	Phone	—	—							
Total				412	88	4872:53:38	167	10	147	677:48:27

Metrics:

- Accepted
- Accepted in SLA
- Accepted in SLA %
- Avg. Busy Time
- Avg. Handling Time
- Avg. Processing Time
- Avg. Wait Before Accept Time
- Avg. Wait Time
- Avg. Wrap-up Time
- Busy Time
- Diverted
- Entered
- Handling Time
- Longest Wait Time
- Processing Time
- SLA %
- Total Abandoned
- Waiting in Queue
- Wrap-up Time

Queue Interactions Abandoned per Queue

Queue Interactions Abandoned Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 16:59

Time	Queue	Entered	Waiting in ...	Total Time ...	Accepted	Diverted	Short Aban...	Short Aban...	Abandoned	Abandoned...	Total Aban...
Jul 05, 2020	—	11	5	94:59:40	0	0	0	0.00%	6	54.54%	6
Jul 06, 2020	—	40	5	94:59:40	20	1	1	2.50%	13	32.50%	14
	NE_MainInbound	1	0	0:00:00	0	1	0	0.00%	0	0.00%	0
	RPye_ServiceInbound	1	0	0:00:00	0	0	0	0.00%	1	100.00%	1
	2 Online Orders DCHAI	11	0	0:00:00	11	0	0	0.00%	0	0.00%	0
	3 Click Collect DCHAI	1	0	0:00:00	1	0	0	0.00%	0	0.00%	0
	WebChat DCHAI	1	0	0:00:00	1	0	0	0.00%	0	0.00%	0
	AK_General Enquiries	2	0	0:00:00	2	0	0	0.00%	0	0.00%	0
	ECarrasco_Service	1	0	0:00:00	1	0	0	0.00%	0	0.00%	0
	mgilbertson_Sales	1	0	0:00:00	1	0	0	0.00%	0	0.00%	0
	mgilbertson_Button	1	0	0:00:00	1	0	0	0.00%	0	0.00%	0
	Sales - DL (#1)	2	0	0:00:00	0	0	0	0.00%	2	100.00%	2
	TFord_SalesInbound										
Total		375	61	2702:54:16	157	10	9	2.40%	138	36.80%	147

Metrics:

- Entered
- Waiting in Queue
- Accepted
- Accepted %
- Diverted
- Diverted %
- Offering
- Offering %
- Short Abandoned
- Short Abandoned %
- Abandoned
- Abandoned %
- Total Abandoned
- Total Abandoned %
- Avg. Abandon Time
- Longest Abandon Time
- < 5s %
- 5s – 10s
- 5s – 10s %
- 10s – 20s
- 10s – 20s %
- 20s – 30s
- 20s – 30s %
- 30s – 45s
- 30s – 45s %
- 45s – 1m
- 45s – 1m %
- 1m – 2m
- 1m – 2m %
- 2m – 5m
- 2m – 5m %
- 5m – 10m
- 5m – 10m %

Queue Interactions Abandoned per Channel

Queue Interactions Abandoned Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 17:00

Time	Channel	Entered	Waiting in ...	Total Time ...	Accepted	Diverted	Short Aban...	Short Aban...	Abandoned	Abandoned...	Total Aban...	Total
Jul 05, 2020	—	11	5	94:59:40	0	0	0	0.00%	6	54.54%	6	54.
Jul 06, 2020	—	40	5	94:59:40	20	1	1	2.50%	13	32.50%	14	35.
Jul 07, 2020	—	113	5	64:59:44	40	2	2	1.76%	64	56.63%	66	58.
	11259970694...	1	0	0:00:00	1	0	0	0.00%	0	0.00%	0	0.0
	12013317348	5	0	0:00:00	5	0	0	0.00%	0	0.00%	0	0.0
	12013317360	1	0	0:00:00	1	0	0	0.00%	0	0.00%	0	0.0
	12013317399	1	0	0:00:00	0	0	0	0.00%	1	100.00%	1	100.
	12013317420	1	0	0:00:00	0	0	0	0.00%	1	100.00%	1	100.
	12013317479	2	0	0:00:00	2	0	0	0.00%	0	0.00%	0	0.0
	12015797464	1	0	0:00:00	1	0	0	0.00%	0	0.00%	0	0.0
	12015797471	1	0	0:00:00	0	0	0	0.00%	1	100.00%	1	100.
	12024431232	3	0	0:00:00	0	0	2	66.66%	1	33.33%	3	100.
	12028438734											
Total		375	61	2702:54:16	157	10	9	2.40%	138	36.80%	147	39.20

Metrics:

- Entered
- Waiting in Queue
- Accepted
- Accepted %
- Diverted
- Diverted %
- Offering
- Offering %
- Short Abandoned
- Short Abandoned %
- Abandoned
- Abandoned %
- Total Abandoned
- Total Abandoned %
- Avg. Abandon Time
- Longest Abandon Time
- < 5s %
- 5s – 10s
- 5s – 10s %
- 10s – 20s
- 10s – 20s %
- 20s – 30s
- 20s – 30s %
- 30s – 45s
- 30s – 45s %
- 45s – 1m
- 45s – 1m %
- 1m – 2m
- 1m – 2m %
- 2m – 5m
- 2m – 5m %
- 5m – 10m
- 5m – 10m %

Queue Interactions Abandoned per Media

Queue Interactions Abandoned Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London

🔄 ⬇️ ⋮ Edit

Report generated on Jul 14, 2020 17:01

Time	Media	Entered	Waiting in ...	Total Time ...	Accepted	Diverted	Short Aban...	Short Aban...	Abandoned	Abandoned...	Total Aban...	Total Aban...	Total Time ...	Longest
Jul 05, 2020	—	11	5	94:59:40	0	0	0	0.00%	6	54.54%	6	54.54%	120:00:05	23:59:5
Jul 06, 2020	—	40	5	94:59:40	20	1	1	2.50%	13	32.50%	14	35.00%	120:02:05	23:59:5
Jul 07, 2020	—	113	5	64:59:44	40	2	2	1.76%	64	56.63%	66	58.40%	125:03:36	23:59:5
	Chat	14	0	0:00:00	14	0	0	0.00%	0	0.00%	0	0.00%	0:00:00	0:00:00
	Phone	99	5	64:59:44	26	2	2	2.02%	64	64.64%	66	66.66%	125:03:36	23:59:5
Jul 08, 2020	—	67	5	94:59:44	41	2	2	2.98%	17	25.37%	19	28.35%	65:05:18	12:59:5
	Chat	9	0	0:00:00	9	0	0	0.00%	0	0.00%	0	0.00%	0:00:00	0:00:00
	Phone	58	5	94:59:44	32	2	2	3.44%	17	29.31%	19	32.75%	65:05:18	12:59:5
Jul 09, 2020	—	77	6	99:04:13	46	1	4	5.19%	20	25.97%	24	31.16%	120:04:31	23:59:5
Jul 10, 2020	—	84	61	1363:09:18	10	3	0	0.00%	10	11.90%	10	11.90%	7:31:33	1:29:36
Jul 11, 2020	—	70	61	2702:54:16	0	1	0	0.00%	8	11.42%	8	11.42%	120:01:21	23:59:5
Total		375	61	2702:54:16	157	10	9	2.40%	138	36.80%	147	39.20%	677:48:27	23:59:5

Metrics:

- Entered
- Waiting in Queue
- Accepted
- Accepted %
- Diverted
- Diverted %
- Offering
- Offering %
- Short Abandoned
- Short Abandoned %
- Abandoned
- Abandoned %
- Total Abandoned
- Total Abandoned %
- Avg. Abandon Time
- Longest Abandon Time
- < 5s %
- 5s – 10s
- 5s – 10s %
- 10s – 20s
- 10s – 20s %
- 20s – 30s
- 20s – 30s %
- 30s – 45s
- 30s – 45s %
- 45s – 1m
- 45s – 1m %
- 1m – 2m
- 1m – 2m %
- 2m – 5m
- 2m – 5m %
- 5m – 10m
- 5m – 10m %

Queue Interactions Abandoned per Media & Queue

Queue Interactions Abandoned Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

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Report generated on Jul 14, 2020 17:02

Time	Media	Queue	Entered	Waiting in ...	Total Time ...	Accepted	Diverted	Short Aban...	Short Aban...	Abandoned	Abandoned...	Total Aban...	Total Ab...
Jul 05, 2020	—	—	11	5	94:59:40	0	0	0	0.00%	6	54.54%	6	54.54%
Jul 06, 2020	—	—	40	5	94:59:40	20	1	1	2.50%	13	32.50%	14	35.00%
Jul 07, 2020	—	—	113	5	64:59:44	40	2	2	1.76%	64	56.63%	66	58.40%
Jul 08, 2020	—	—	67	5	94:59:44	41	2	2	2.98%	17	25.37%	19	28.35%
Jul 09, 2020	—	—	77	6	99:04:13	46	1	4	5.19%	20	25.97%	24	31.16%
Jul 10, 2020	—	—	84	61	1363:09:18	10	3	0	0.00%	10	11.90%	10	11.90%
	Chat	—	4	1	28:04:30	2	0	0	0.00%	1	25.00%	1	25.00%
		RMorton_Button	3	0	0:00:00	2	0	0	0.00%	1	33.33%	1	33.33%
		Gilby SMS	1	1	28:04:30	0	0	0	0.00%	0	0.00%	0	0.00%
	Phone	—	80	60	1335:04:47	8	3	0	0.00%	9	11.25%	9	11.25%
Jul 11, 2020	—	—	70	61	2702:54:16	0	1	0	0.00%	8	11.42%	8	11.42%
Total			375	61	2702:54:16	157	10	9	2.40%	138	36.80%	147	39.20%

Metrics:

- Entered
- Waiting in Queue
- Accepted
- Accepted %
- Diverted
- Diverted %
- Offering
- Offering %
- Short Abandoned
- Short Abandoned %
- Abandoned
- Abandoned %
- Total Abandoned
- Total Abandoned %
- Avg. Abandon Time
- Longest Abandon Time
- < 5s %
- 5s – 10s
- 5s – 10s %
- 10s – 20s
- 10s – 20s %
- 20s – 30s
- 20s – 30s %
- 30s – 45s
- 30s – 45s %
- 45s – 1m
- 45s – 1m %
- 1m – 2m
- 1m – 2m %
- 2m – 5m
- 2m – 5m %
- 5m – 10m
- 5m – 10m %

Queue Interactions Abandoned per Media & Channel

Queue Interactions Abandoned Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 17:02

Time	Media	Channel	Entered	Waiting in ...	Total Time ...	Accepted	Diverted	Short Aban...	Short Aban...	Abandoned	Abandoned...	Total Aban...	Total Aban...
Jul 05, 2020	—	—	11	5	94:59:40	0	0	0	0.00%	6	54.54%	6	54.54%
Jul 06, 2020	—	—	40	5	94:59:40	20	1	1	2.50%	13	32.50%	14	35.00%
Jul 07, 2020	—	—	113	5	64:59:44	40	2	2	1.76%	64	56.63%	66	58.40%
	Chat	—	14	0	0:00:00	14	0	0	0.00%	0	0.00%	0	0.00%
	Phone	—	99	5	64:59:44	26	2	2	2.02%	64	64.64%	66	66.66%
		12013317348	5	0	0:00:00	5	0	0	0.00%	0	0.00%	0	0.00%
		12013317360	1	0	0:00:00	1	0	0	0.00%	0	0.00%	0	0.00%
		12013317399	1	0	0:00:00	0	0	0	0.00%	1	100.00%	1	100.00%
		12013317420	1	0	0:00:00	0	0	0	0.00%	1	100.00%	1	100.00%
		12013317479	2	0	0:00:00	2	0	0	0.00%	0	0.00%	0	0.00%
		12015797464	1	0	0:00:00	1	0	0	0.00%	0	0.00%	0	0.00%
		12015797471	1	0	0:00:00	0	0	0	0.00%	1	100.00%	1	100.00%
		12024431232	3	0	0:00:00	0	0	2	66.66%	1	33.33%	3	100.00%
		12028438734	9	0	0:00:00	8	1	0	0.00%	0	0.00%	0	0.00%
		12094905947	1	0	0:00:00	1	0	0	0.00%	0	0.00%	0	0.00%
Total			375	61	2702:54:16	157	10	9	2.40%	138	36.80%	147	39.20%

Metrics:

- Entered
- Waiting in Queue
- Accepted
- Accepted %
- Diverted
- Diverted %
- Offering
- Offering %
- Short Abandoned
- Short Abandoned %
- Abandoned
- Abandoned %
- Total Abandoned
- Total Abandoned %
- Avg. Abandon Time
- Longest Abandon Time
- < 5s %
- 5s – 10s
- 5s – 10s %
- 10s – 20s
- 10s – 20s %
- 20s – 30s
- 20s – 30s %
- 30s – 45s
- 30s – 45s %
- 45s – 1m
- 45s – 1m %
- 1m – 2m
- 1m – 2m %
- 2m – 5m
- 2m – 5m %
- 5m – 10m
- 5m – 10m %

Queue Interactions Abandoned per Media, Channel & Queue

Queue Interactions Abandoned Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

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Report generated on Jul 14, 2020 17:03

Time	Media	Channel	Queue	Entered	Waiting in ...	Total Time ...	Accepted	Diverted	Short Aban...	Short Aban...	Abandoned	Abandoned...
Jul 05, 2020	—	—	—	11	5	94:59:40	0	0	0	0.00%	6	54.54%
Jul 06, 2020	—	—	—	40	5	94:59:40	20	1	1	2.50%	13	32.50%
Jul 07, 2020	—	—	—	113	5	64:59:44	40	2	2	1.76%	64	56.63%
Jul 08, 2020	—	—	—	67	5	94:59:44	41	2	2	2.98%	17	25.37%
	Chat	—	—	9	0	0:00:00	9	0	0	0.00%	0	0.00%
		112599706943767	SL FFSocial	1	0	0:00:00	1	0	0	0.00%	0	0.00%
		13082	KNagarkar Chat Invite	1	0	0:00:00	1	0	0	0.00%	0	0.00%
		13085	GG_SMS	1	0	0:00:00	1	0	0	0.00%	0	0.00%
		13087	Cust Serv OG	2	0	0:00:00	2	0	0	0.00%	0	0.00%
		FFuhrman_Button	SL Chat FFuhrman_But...	3	0	0:00:00	3	0	0	0.00%	0	0.00%
		GGlowinski_Button	GGlowinski_Button	1	0	0:00:00	1	0	0	0.00%	0	0.00%
	Phone	—	—	58	5	94:59:44	32	2	2	3.44%	17	29.31%
Jul 09, 2020	—	—	—	77	6	99:04:13	46	1	4	5.19%	20	25.97%
Jul 10, 2020	—	—	—	84	61	1363:09:18	10	3	0	0.00%	10	11.90%
Jul 11, 2020	—	—	—	70	61	2702:54:16	0	1	0	0.00%	8	11.42%
Total				375	61	2702:54:16	157	10	9	2.40%	138	36.80%

Metrics:

- Entered
- Waiting in Queue
- Accepted
- Accepted %
- Diverted
- Diverted %
- Offering
- Offering %
- Short Abandoned
- Short Abandoned %
- Abandoned
- Abandoned %
- Total Abandoned
- Total Abandoned %
- Avg. Abandon Time
- Longest Abandon Time
- < 5s %
- 5s – 10s
- 5s – 10s %
- 10s – 20s
- 10s – 20s %
- 20s – 30s
- 20s – 30s %
- 30s – 45s
- 30s – 45s %
- 45s – 1m
- 45s – 1m %
- 1m – 2m
- 1m – 2m %
- 2m – 5m
- 2m – 5m %
- 5m – 10m
- 5m – 10m %

Queue Interaction Accepted - Online per Queue

Queue Interactions Accepted Online Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 17:03

Time	Queue	Accepted	< 5s	< 5s %	5s — 10s	5s — 10s %	10s — 20s	10s — 20s %	20s — 30s	20s — 30s %	30s — 45s	30s — 45s %	45s — 1m
^ Jul 06, 2020	—	20	10	50.00%	5	25.00%	1	5.00%	1	5.00%	0	0.00%	0
	∨ 2 Online Orders DCHAI	11	8	72.72%	3	27.27%	0	0.00%	0	0.00%	0	0.00%	0
	∨ 3 Click Collect DCHAI	1	0	0.00%	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0
	∨ WebChat DCHAI	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%	0
	∨ AK_General Enquiries	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
	∨ ECarrasco_Service	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%	0
	∨ mgilbertson_Sales	1	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
	∨ mgilbertson_Button	1	0	0.00%	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0
	∨ Gilby SMS	1	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
	∨ CHamlett_Button	1	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
∨ Jul 07, 2020	—	40	7	17.50%	9	22.50%	10	25.00%	6	15.00%	2	5.00%	1
∨ Jul 08, 2020	—	41	7	17.07%	8	19.51%	6	14.63%	1	2.43%	1	2.43%	3
∨ Jul 09, 2020	—	46	10	21.73%	19	41.30%	6	13.04%	3	6.52%	0	0.00%	1
∨ Jul 10, 2020	—	10	4	40.00%	5	50.00%	1	10.00%	0	0.00%	0	0.00%	0
Total		157	38	24.20%	46	29.29%	24	15.28%	11	7.00%	3	1.91%	5

Metrics:

- Accepted
- < 5s
- < 5s %
- 5s — 10s
- 5s — 10s %
- 10s — 20s
- 10s — 20s %
- 20s — 30s
- 20s — 30s %
- 30s — 45s
- 30s — 45s %
- 45s — 1m
- 45s — 1m %
- 1m — 2m
- 1m — 2m %
- 2m — 5m
- 2m — 5m %
- 5m — 10m
- 5m — 10m %
- > 10m
- > 10m %

Queue Interaction Accepted - Online per Channel

Queue Interactions Accepted Online Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London



Edit

Report generated on Jul 14, 2020 17:05

Time	Channel	Accepted	< 5s	< 5s %	5s — 10s	5s — 10s %	10s — 20s	10s — 20s %	20s — 30s	20s — 30s %	30s — 45s	30s — 45s %	45s — 1m	45s — 1m %
Jul 06, 2020	—	20	10	50.00%	5	25.00%	1	5.00%	1	5.00%	0	0.00%	0	0.00%
Jul 07, 2020	—	40	7	17.50%	9	22.50%	10	25.00%	6	15.00%	2	5.00%	1	2.50%
Jul 08, 2020	—	41	7	17.07%	8	19.51%	6	14.63%	1	2.43%	1	2.43%	3	7.31%
	11259970694...	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%	0	0.00%
	12013317348	1	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	12013317453	7	0	0.00%	1	14.28%	1	14.28%	0	0.00%	0	0.00%	0	0.00%
	12015797512	3	1	33.33%	2	66.66%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	13082	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	13085	1	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
	13087	2	0	0.00%	1	50.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	13128195073	11	2	18.18%	1	9.09%	2	18.18%	0	0.00%	0	0.00%	3	27.27%
	13128195081	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%
	14404628018	3	0	0.00%	3	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	6432221213	1	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	FFuhrman_But...	3	2	66.66%	0	0.00%	1	33.33%	0	0.00%	0	0.00%	0	0.00%
Total		157	38	24.20%	46	29.29%	24	15.28%	11	7.00%	3	1.91%	5	3.18%

Metrics:

- Accepted
- < 5s
- < 5s %
- 5s — 10s
- 5s — 10s %
- 10s — 20s
- 10s — 20s %
- 20s — 30s
- 20s — 30s %
- 30s — 45s
- 30s — 45s %
- 45s — 1m
- 45s — 1m %
- 1m — 2m
- 1m — 2m %
- 2m — 5m
- 2m — 5m %
- 5m — 10m
- 5m — 10m %
- > 10m
- > 10m %

Queue Interaction Accepted - Online per Media

Queue Interactions Accepted Online Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London



Edit

Report generated on Jul 14, 2020 17:05

Time	Media	Accepted	< 5s	< 5s %	5s – 10s	5s – 10s %	10s – 20s	10s – 20s %	20s – 30s	20s – 30s %	30s – 45s	30s – 45s %	45s – 1m	45s – 1m %
Jul 06, 2020	—	20	10	50.00%	5	25.00%	1	5.00%	1	5.00%	0	0.00%	0	0.00%
Jul 07, 2020	—	40	7	17.50%	9	22.50%	10	25.00%	6	15.00%	2	5.00%	1	2.50%
	Chat	14	2	14.28%	3	21.42%	4	28.57%	2	14.28%	2	14.28%	0	0.00%
	Phone	26	5	19.23%	6	23.07%	6	23.07%	4	15.38%	0	0.00%	1	3.84%
Jul 08, 2020	—	41	7	17.07%	8	19.51%	6	14.63%	1	2.43%	1	2.43%	3	7.31%
Jul 09, 2020	—	46	10	21.73%	19	41.30%	6	13.04%	3	6.52%	0	0.00%	1	2.17%
	Chat	29	4	13.79%	12	41.37%	4	13.79%	3	10.34%	0	0.00%	1	3.44%
	Phone	17	6	35.29%	7	41.17%	2	11.76%	0	0.00%	0	0.00%	0	0.00%
Jul 10, 2020	—	10	4	40.00%	5	50.00%	1	10.00%	0	0.00%	0	0.00%	0	0.00%
Total		157	38	24.20%	46	29.29%	24	15.28%	11	7.00%	3	1.91%	5	3.18%

Metrics:

- Accepted
- < 5s
- < 5s %
- 5s – 10s
- 5s – 10s %
- 10s – 20s
- 10s – 20s %
- 20s – 30s
- 20s – 30s %
- 30s – 45s
- 30s – 45s %
- 45s – 1m
- 45s – 1m %
- 1m – 2m
- 1m – 2m %
- 2m – 5m
- 2m – 5m %
- 5m – 10m
- 5m – 10m %
- > 10m
- > 10m %

Queue Interaction Accepted - Online per Media & Queue

Queue Interactions Accepted Online Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

Refresh Download Filter Edit

Report generated on Jul 14, 2020 17:06

Time	Media	Queue	Accepted	< 5s	< 5s %	5s — 10s	5s — 10s %	10s — 20s	10s — 20s %	20s — 30s	20s — 30s %	30s — 45s	30s — 45s %
Jul 06, 2020	—	—	20	10	50.00%	5	25.00%	1	5.00%	1	5.00%	0	0.00%
Jul 07, 2020	—	—	40	7	17.50%	9	22.50%	10	25.00%	6	15.00%	2	5.00%
	Chat	—	14	2	14.28%	3	21.42%	4	28.57%	2	14.28%	2	14.28%
		RPye_Button	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
		SL FFSocial	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%
		SL SMS FF Test 1	6	1	16.66%	2	33.33%	1	16.66%	1	16.66%	1	16.66%
		SL Chat FFuhrman_But...	2	0	0.00%	1	50.00%	0	0.00%	0	0.00%	0	0.00%
		Ranjan_Button	2	0	0.00%	0	0.00%	1	50.00%	1	50.00%	0	0.00%
		SMS_DTorrez	1	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%
		JLambert_Button	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%
	Phone	—	26	5	19.23%	6	23.07%	6	23.07%	4	15.38%	0	0.00%
Jul 08, 2020	—	—	41	7	17.07%	8	19.51%	6	14.63%	1	2.43%	1	2.43%
Jul 09, 2020	—	—	46	10	21.73%	19	41.30%	6	13.04%	3	6.52%	0	0.00%
	Chat	—	29	4	13.79%	12	41.37%	4	13.79%	3	10.34%	0	0.00%
		WebChat DCHAI	2	1	50.00%	1	50.00%	0	0.00%	0	0.00%	0	0.00%
Total			157	38	24.20%	46	29.29%	24	15.28%	11	7.00%	3	1.91%

Metrics:

- Accepted
- < 5s
- < 5s %
- 5s – 10s
- 5s – 10s %
- 10s – 20s
- 10s – 20s %
- 20s – 30s
- 20s – 30s %
- 30s – 45s
- 30s – 45s %
- 45s – 1m
- 45s – 1m %
- 1m – 2m
- 1m – 2m %
- 2m – 5m
- 2m – 5m %
- 5m – 10m
- 5m – 10m %
- > 10m
- > 10m %

Queue Interaction Accepted - Online per Media & Channel

Queue Interactions Accepted Online Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London



Edit

Report generated on Jul 14, 2020 17:07

Time	Media	Channel	Accepted	< 5s	< 5s %	5s — 10s	5s — 10s %	10s — 20s	10s — 20s %	20s — 30s	20s — 30s %	30s — 45s	30s — 45s %
Jul 06, 2020	—	—	20	10	50.00%	5	25.00%	1	5.00%	1	5.00%	0	0.00%
Jul 07, 2020	—	—	40	7	17.50%	9	22.50%	10	25.00%	6	15.00%	2	5.00%
Jul 08, 2020	—	—	41	7	17.07%	8	19.51%	6	14.63%	1	2.43%	1	2.43%
	Chat	—	9	3	33.33%	1	11.11%	3	33.33%	0	0.00%	1	11.11%
	Phone	—	32	4	12.50%	7	21.87%	3	9.37%	1	3.12%	0	0.00%
		12013317348	1	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
		12013317453	7	0	0.00%	1	14.28%	1	14.28%	0	0.00%	0	0.00%
		12015797512	3	1	33.33%	2	66.66%	0	0.00%	0	0.00%	0	0.00%
		13128195073	11	2	18.18%	1	9.09%	2	18.18%	0	0.00%	0	0.00%
		13128195081	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
		14404628018	3	0	0.00%	3	100.00%	0	0.00%	0	0.00%	0	0.00%
		6432221213	1	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
		—	5	1	20.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Jul 09, 2020	—	—	46	10	21.73%	19	41.30%	6	13.04%	3	6.52%	0	0.00%
Jul 10, 2020	—	—	10	4	40.00%	5	50.00%	1	10.00%	0	0.00%	0	0.00%
Total			157	38	24.20%	46	29.29%	24	15.28%	11	7.00%	3	1.91%

Metrics:

- Accepted
- < 5s
- < 5s %
- 5s — 10s
- 5s — 10s %
- 10s — 20s
- 10s — 20s %
- 20s — 30s
- 20s — 30s %
- 30s — 45s
- 30s — 45s %
- 45s — 1m
- 45s — 1m %
- 1m — 2m
- 1m — 2m %
- 2m — 5m
- 2m — 5m %
- 5m — 10m
- 5m — 10m %
- > 10m
- > 10m %

Queue Interaction Accepted - Online per Media, Channel & Queue

Queue Interactions Accepted Online Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

Refresh Download Filter Edit

Report generated on Jul 14, 2020 17:08

Time	Media	Channel	Queue	Accepted	< 5s	< 5s %	5s — 10s	5s — 10s %	10s — 20s	10s — 20s %	20s — 30s	20s — 30s %
^ Jul 06, 2020	—	—	—	20	10	50.00%	5	25.00%	1	5.00%	1	5.00%
	^ Chat	—	—	4	0	0.00%	1	25.00%	1	25.00%	0	0.00%
		13086	Gilby SMS	1	0	0.00%	0	0.00%	0	0.00%	0	0.00%
		CHamlett_Button	CHamlett_Button	1	0	0.00%	0	0.00%	0	0.00%	0	0.00%
		DChai_Button	WebChat DCHAI	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
		mgilbertson_Button	mgilbertson_Button	1	0	0.00%	1	100.00%	0	0.00%	0	0.00%
	^ Phone	—	—	16	10	62.50%	4	25.00%	0	0.00%	1	6.25%
		14404628064	mgilbertson_Sales	1	0	0.00%	0	0.00%	0	0.00%	0	0.00%
		14404628097	ECarrasco_Service	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
		61272022096	AK_General Enquiries	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
		6432221213	2 Online Orders DCHAI	11	8	72.72%	3	27.27%	0	0.00%	0	0.00%
		6432221213	3 Click Collect DCHAI	1	0	0.00%	1	100.00%	0	0.00%	0	0.00%
v Jul 07, 2020	—	—	—	40	7	17.50%	9	22.50%	10	25.00%	6	15.00%
v Jul 08, 2020	—	—	—	41	7	17.07%	8	19.51%	6	14.63%	1	2.43%
v Jul 09, 2020	—	—	—	46	10	21.73%	19	41.30%	6	13.04%	3	6.52%
Total				157	38	24.20%	46	29.29%	24	15.28%	11	7.00%

Metrics:

- Accepted
- < 5s
- < 5s %
- 5s — 10s
- 5s — 10s %
- 10s — 20s
- 10s — 20s %
- 20s — 30s
- 20s — 30s %
- 30s — 45s
- 30s — 45s %
- 45s — 1m
- 45s — 1m %
- 1m — 2m
- 1m — 2m %
- 2m — 5m
- 2m — 5m %
- 5m — 10m
- 5m — 10m %
- > 10m
- > 10m %

Queue Interaction Accepted - Offline per Queue

Queue Interactions Accepted Offline Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -



Edit

Report generated on Jul 14, 2020 17:08

Time	Queue	Accepted	< 30m	< 30m %	30m — 1h	30m — 1h %	1h — 1h30m	1h — 1h30m %	1h30m — 2h	1h30m — 2h %	2h — 3h	2h — 3h %	3h >
^ Jul 07, 2020	—	7	6	85.71%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
	√ SL Email FFuhrman_E...	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
	^ JKnox_VM	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
		1	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
	√ VM_DTorrez	3	2	66.66%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
^ Jul 09, 2020	—	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
	√ Service Email DCHAI	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
	^ mgilbertson_VoiceMail	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
		1	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
Total		10	9	90.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0

Metrics:

- Accepted
- < 30m
- < 30m %
- 30m — 1h
- 30m — 1h %
- 1h — 1h30m
- 1h — 1h30m %
- 1h30m — 2h
- 1h30m — 2h %
- 2h — 3h
- 2h — 3h %
- > 3h
- > 3h %

Queue Interaction Accepted - Offline per Channel

Queue Interactions Accepted Offline Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -

Refresh Download More Edit

Report generated on Jul 14, 2020 17:09

Time	Channel	Accepted	< 30m	< 30m %	30m — 1h	30m — 1h %	1h — 1h30m	1h — 1h30m %	1h30m — 2h	1h30m — 2h %	2h — 3h	2h — 3h %	3h >	3h > %
^ Jul 07, 2020	—	7	6	85.71%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	12028438734	3	2	66.66%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	12097726042	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	vccdemo7@g...	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
^ Jul 09, 2020	—	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	14404628064	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	dchai.test2019...	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total		10	9	90.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Metrics:

- Accepted
- < 30m
- < 30m %
- 30m — 1h
- 30m — 1h %
- 1h — 1h30m
- 1h — 1h30m %
- 1h30m — 2h
- 1h30m — 2h %
- 2h — 3h
- 2h — 3h %
- > 3h
- > 3h %

Queue Interaction Accepted - Offline per Media

Queue Interactions Accepted Offline Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London



Edit

Report generated on Jul 14, 2020 17:09

Time	Media	Accepted	< 30m	< 30m %	30m — 1h	30m — 1h %	1h — 1h30m	1h — 1h30m %	1h30m — 2h	1h30m — 2h %	2h — 3h	2h — 3h %	3h >	3h > %
^ Jul 07, 2020	—	7	6	85.71%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	∨ Email	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	∨ VoiceMail	4	3	75.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
^ Jul 09, 2020	—	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	∨ Email	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	∨ VoiceMail	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total		10	9	90.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Metrics:

- Accepted
- < 30m
- < 30m %
- 30m — 1h
- 30m — 1h %
- 1h — 1h30m
- 1h — 1h30m %
- 1h30m — 2h
- 1h30m — 2h %
- 2h — 3h
- 2h — 3h %
- > 3h
- > 3h %

Queue Interaction Accepted - Offline per Media & Queue

Queue Interactions Accepted Offline Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London -

Refresh Download Filter Edit

Report generated on Jul 14, 2020 17:10

Time	Media	Queue	Accepted	< 30m	< 30m %	30m — 1h	30m — 1h %	1h — 1h30m	1h — 1h30...	1h30m — 2h	1h30m — 2...	2h — 3h	2h — 3h
^ Jul 07, 2020	—	—	7	6	85.71%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	∨ Email	—	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	^ VoiceMail	—	4	3	75.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
		JKnox_VM	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
		VM_DTorrez	3	2	66.66%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
^ Jul 09, 2020	—	—	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	^ Email	—	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
		Service Email DCHAI	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	^ VoiceMail	—	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
		mgilbertson_VoiceMail	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total			10	9	90.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Metrics:

- Accepted
- < 30m
- < 30m %
- 30m — 1h
- 30m — 1h %
- 1h — 1h30m
- 1h — 1h30m %
- 1h30m — 2h
- 1h30m — 2h %
- 2h — 3h
- 2h — 3h %
- > 3h
- > 3h %

Queue Interaction Accepted - Offline per Media & Channel

Queue Interactions Accepted Offline Template

Jul 5, 2020 - Jul 11, 2020

Day

Europe/London -

Refresh Download Filter Edit

Report generated on Jul 14, 2020 17:11

Time	Media	Channel	Accepted	< 30m	< 30m %	30m — 1h	30m — 1h %	1h — 1h30m	1h — 1h30m %	1h30m — 2h	1h30m — 2h %	2h — 3h	2h — 3h %
^ Jul 07, 2020	—	—	7	6	85.71%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	^ Email	—	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
		vcddemo7@gmail.c...	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	^ VoiceMail	—	4	3	75.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
		12028438734	3	2	66.66%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
		12097726042	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
^ Jul 09, 2020	—	—	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	^ Email	—	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
		dchai.test201909...	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	^ VoiceMail	—	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
		14404628064	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total			10	9	90.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Metrics:

- Accepted
- < 30m
- < 30m %
- 30m — 1h
- 30m — 1h %
- 1h — 1h30m
- 1h — 1h30m %
- 1h30m — 2h
- 1h30m — 2h %
- 2h — 3h
- 2h — 3h %
- > 3h
- > 3h %

Queue Interaction Accepted - Offline per Media, Channel & Queue

Queue Interactions Accepted Offline Template

Jul 5, 2020 - Jul 11, 2020 Day Europe/London

Refresh Download Filter Edit

Report generated on Jul 14, 2020 17:11

Time	Media	Channel	Queue	Accepted	< 30m	< 30m %	30m — 1h	30m — 1h %	1h — 1h30m	1h — 1h30m %	1h30m — 2h	1h30m — 2h %
^ Jul 07, 2020	—	—	—	7	6	85.71%	0	0.00%	0	0.00%	0	0.00%
	^ Email	—	—	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%
		vccdemo7@gmail.c...	SL Email FFuhrman_E...	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%
	^ VoiceMail	—	—	4	3	75.00%	0	0.00%	0	0.00%	0	0.00%
		12028438734	VM_DTorrez	3	2	66.66%	0	0.00%	0	0.00%	0	0.00%
		12097726042	JKnox_VM	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
^ Jul 09, 2020	—	—	—	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%
	^ Email	—	—	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
	^ VoiceMail	—	—	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Total				10	9	90.00%	0	0.00%	0	0.00%	0	0.00%

Metrics:

- Accepted
- < 30m
- < 30m %
- 30m — 1h
- 30m — 1h %
- 1h — 1h30m
- 1h — 1h30m %
- 1h30m — 2h
- 1h30m — 2h %
- 2h — 3h
- 2h — 3h %
- > 3h
- > 3h %

Agent Status Change Report

↓ Time	Agent Group	Agent	Status	Status Code List	Status Code	Status Code Text	Status Code Short Code	Transacti
Dec 29, 2020 19:10:02	SWeiss	SWeiss x8Agent1	Offered	—	—	—	—	5760
Dec 29, 2020 19:09:58	DCuevas_AgentGroup	DCuevas x8Agent1	Working O...	System	Agent Relogin	Agent Relogin	AgtRelog	—
Dec 29, 2020 19:09:58	DCuevas_AgentGroup	DCuevas x8Agent1	Logged In	System	Agent Relogin	Agent Relogin	AgtRelog	—
Dec 29, 2020 19:09:58	DCuevas_AgentGroup	DCuevas x8Agent1	Logged Out	System	Agent Relogin	Agent Relogin	AgtRelog	—
Dec 29, 2020 19:07:39	JLambert_AgentGroup	JLambert x8Agent2	Logged Out	JLambert Status	End of Shift	End of Shift	EOS	—
Dec 29, 2020 19:07:31	JLambert_AgentGroup	JLambert x8Agent1	Logged Out	JLambert Status	End of Day	End of Day	EOD	—
Dec 29, 2020 19:05:31	JLambert_AgentGroup	JLambert x8Agent1	Working O...	JLambert Status	Follow Up Work	Case Follow Up	FUW	—
Dec 29, 2020 18:49:40	DCuevas_AgentGroup	DCuevas x8Agent1	Working O...	Dceugas Status ...	Case Work	Case Work	Cases	—

Metrics:

- Time
- Agent Group
- Agent Group ID
- Agent
- Agent ID
- Status
- Status Code List
- Status Code
- Status Code Text
- Status Code Short Code
- Status Code ID
- Transaction ID
- Interaction ID

Interactions Detailed Report

Interaction Details Template

Jul 14, 2020 - Jul 14, 2020

00:00 - 24:00

Europe/London · ⓘ



Save

Search or filter

Search

Customize table

Time	Queue Name	Channel ID	Type	Labels	Customer Name	Media Type	Direction	Participant	Offer Action	Busy Duration	Queue Wait Duration	Transaction ID
Jul 14, 2020 18:21:04	DTorrez_Outbound	—	Outbound Call	Queued, Handled	15109141115	Phone	Outbound	DTorrez x8Agent1	Accepted	0:00:41	0:00:02	1723
Jul 14, 2020 18:04:32	RPye_SalesInbound	12013317479	—	Queued, Abandoned	Kincade ..	Phone	Inbound	RPye x8Agent1	Abandoned	0:00:04	0:00:04	1721
Jul 14, 2020 18:03:06	SFinkel_Sales	12023010375	—	Queued, Dequeued, Abandoned	Anonymous	Phone	Inbound	—	—	—	0:00:20	1720
Jul 14, 2020 17:56:50	SWeiss_Sales	12015797464	—	Queued, Handled	8622262080	Phone	Inbound	SWeiss x8Agent1	Accepted	0:01:21	0:00:07	1718
Jul 14, 2020 17:49:39	JLambert_Service	12013317348	—	Queued, Handled	4088575505	Phone	Inbound	JLambert x8Agent1	Accepted	0:01:47	0:00:52	1717
Jul 14, 2020 17:43:47	RJ_Escalation	12013317389	—	Queued, Dequeued, Abandoned	Unassigned Unassigned	Phone	Inbound	—	—	—	0:00:20	1715
Jul 14, 2020 17:41:32	JLambert_Service	12013317348	—	Queued, Handled	4088575505	Phone	Inbound	JLambert x8Agent1	Accepted	0:02:53	0:01:29	1714
Jul 14, 2020 17:41:31	SMS_DTorrez	13091	—	Queued, Handled	+15109141115	Chat	—	DTorrez x8Agent1	Accepted	0:00:37	0:00:03	1713
Jul 14, 2020 17:40:13	Billing_DTorrez	12028438734	—	Queued, Handled	Marty McFly	Phone	Inbound	DTorrez x8Agent1	Accepted	0:00:16	0:00:08	1712
Jul 14, 2020 17:39:47	Sales_DTorrez	12028438734	—	Queued, Handled	Marty McFly	Phone	Inbound	DTorrez x8Agent1	Accepted	0:00:14	0:00:05	1711
Jul 14, 2020 17:39:13	Billing_DTorrez	12028438734	—	Queued, Handled	Marty McFly	Phone	Inbound	DTorrez x8Agent1	Accepted	0:00:12	0:00:02	1710
Jul 14, 2020 17:38:41	Service_DTorrez	12028438734	—	Queued, Handled	Marty McFly	Phone	Inbound	DTorrez x8Agent1	Accepted	0:00:11	0:00:02	1709
Jul 14, 2020 17:37:59	Sales_DTorrez	12028438734	—	Queued, Handled	Marty McFly	Phone	Inbound	DTorrez x8Agent1	Accepted	0:00:11	0:00:15	1708
Jul 14, 2020 16:33:11	MCarballea_Sales	12013317419	—	Queued, Abandoned	ISRAEL INGBERMA	Phone	Inbound	—	—	—	0:00:11	1703
Jul 14, 2020 16:24:03	JGaulke_WebCallBack	12013317359	—	Queued, Dequeued, Abandoned, Forwarded to Voice Mail	2016008349	Phone	Inbound	—	—	—	0:00:29	1701
Jul 14, 2020 15:39:44	KWarner_Sales	12094905947	—	Queued, Handled	KGW	Phone	Inbound	KWarner x8Agent1	Accepted	0:04:21	0:00:08	1698
Jul 14, 2020 14:59:44	KNagarkar_MainInbound	14404628069	—	Queued, Handled	BALAJI K VINIJIM	Phone	Inbound	KNagarkar x8Agent1	Accepted	0:05:57	0:00:06	1696
Jul 14, 2020 14:26:13	KNagarkar_MainInbound	14404628069	—	Queued, Handled	BALAJI K VINIJIM	Phone	Inbound	KNagarkar x8Agent1	Accepted	0:01:59	0:00:15	1690
Jul 14, 2020 13:02:27	NE_MainInbound	14404628013	—	Queued, Dequeued, Abandoned, Forwarded to Voice Mail	POWELL WY	Phone	Inbound	—	—	—	0:00:28	1685
Jul 14, 2020 03:24:04	KWarner_Service	12094905947	—	Queued, Handled	KGW	Phone	Inbound	KWarner x8Agent1	Accepted	0:02:55	0:00:04	1593
Jul 14, 2020 01:19:55	RJ_Outbound	12013317389	Outbound Call	Queued, Handled	4805428655	Phone	Outbound	RJ x8SUPER	Accepted	0:00:37	0:00:47	1586
Jul 14, 2020 01:19:04	RJ_Escalation	12013317389	—	Queued, Dequeued, Abandoned	Unassigned Unassigned	Phone	Inbound	—	—	—	0:00:21	1585

Interactions Detailed Report METRICS

Metrics:

- Time
- Queue Name
- Queue ID
- Channel ID
- Type
- Labels
- Origination
- Destination
- Customer
- Case number
- Case Follow-up number
- Media type
- Direction
- Creation Time
- Finished Time
- IVR Treatment Duration
- Outbound Phone Code List
- Outbound Phone Code List ID
- Outbound Phone Code
- Outbound Phone Code Text
- Outbound Phone Short Code
- Outbound Phone Code ID
- Assign #
- Participant Type
- Participant
- Participant ID
- Offer Time
- Offering Action
- Offering Action Time
- Offer Duration
- Handling End Time
- Handling Duration
- Wrap Up End Time
- Wrap-up Duration
- Processing Duration
- Busy Duration
- Warm Transfers Completed
- Blind Transfer to Agent
- Blind Transfer to Queue
- Consultation Established
- Conference Established
- Hold
- Hold Duration
- Longest Hold Duration
- Wrap-up Code List
- Wrap-up Code List ID
- Wrap-up Code
- Wrap-up Code Text
- Wrap-up Short Code
- Wrap-up Code ID
- Queue Wait Duration
- Queued Time
- Interaction ID
- Transaction ID
- Original Interaction ID
- Original Transaction ID