Agent Activity Report - Colin McGinley - Daily

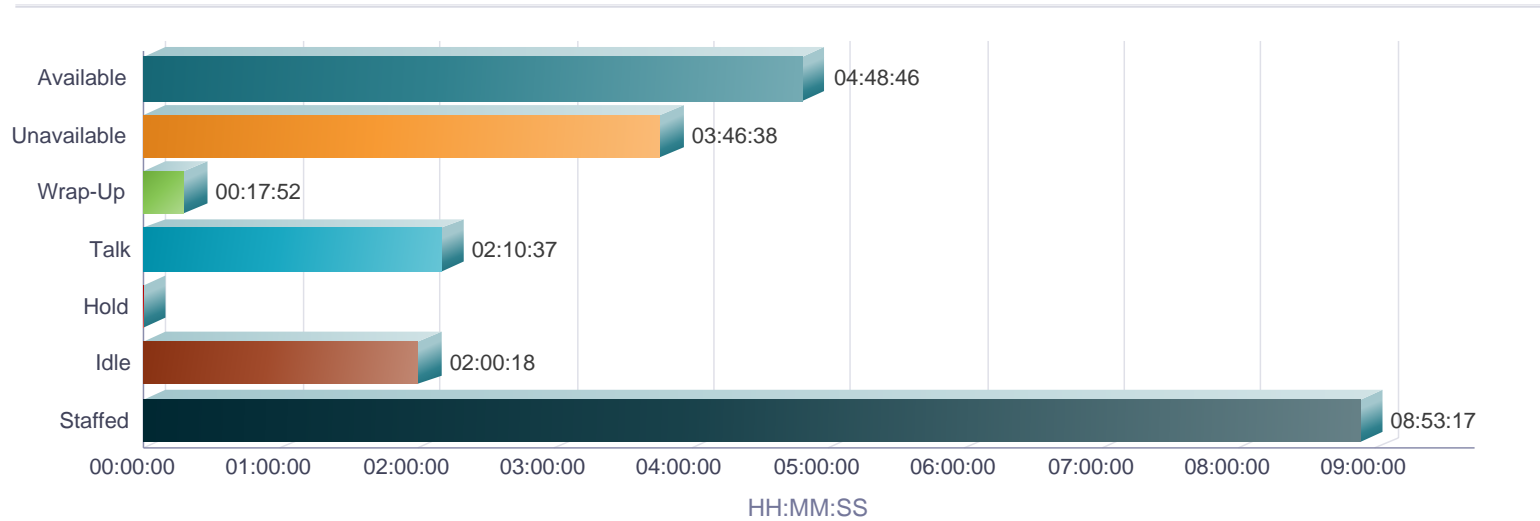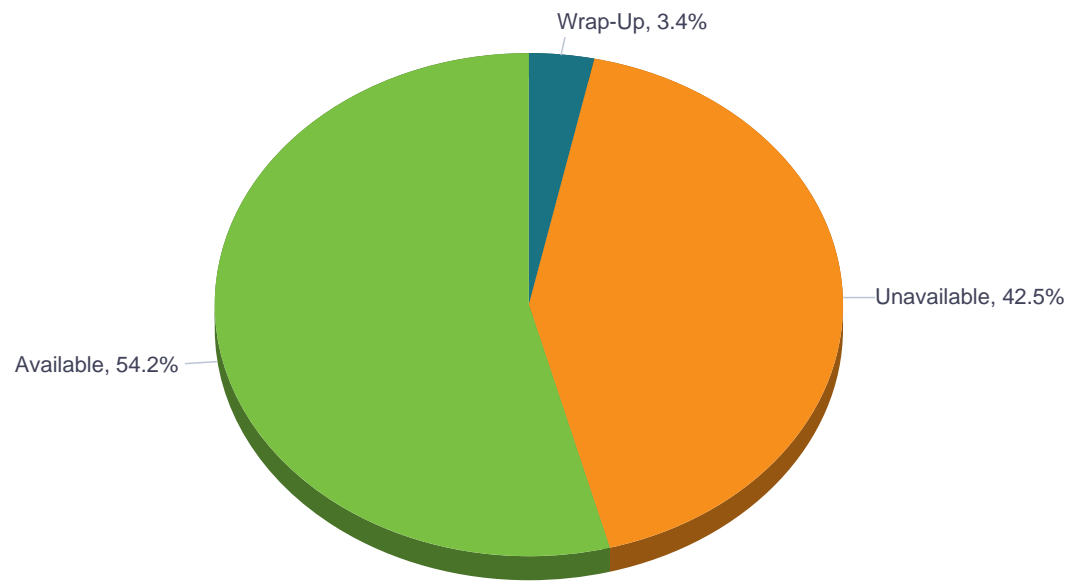|	
Start Time:	04/20/2017, 12:00 AM
End Time:	04/21/2017, 12:00 AM
Time Zone:	(GMT-04:00) (US) Eastern Time
Date Run:	04/21/2017, 09:58 AM
Agent Name:	Colin McGinley
User Id:	cmcginley@eip.local
Phone:	4843940107 (ext: 0107)

Activity Duration

Activity	Duration
Available	04:48:46
Unavailable	03:46:38
Wrap-Up	00:17:52
Talk	02:10:37
Hold	
Idle	02:00:18
Staffed	08:53:17

HH:MM:SS

Availability Duration

Wrap-Up, 3.4%

Unavailable, 42.5%

Available, 54.2%

Service Level: 600 sec
Short Call Threshold: 60 sec

Activity Agent Counts

Date and Time	Name	ACD Calls	Short Duration Calls	Calls Completed in Service Level	Bounced Calls	Transferred Calls	Long Hold Bounced Calls	Escalated Calls	Emergency Calls
04/20/2017, 12:00 AM	McGinley, Colin	9	1	5	0	2	0	0	0
Report Summary	McGinley, Colin	9	1	5	0	2	0	0	0

Activity Duration

Date and Time	Name	Available	Unavailable	Wrap Up	Talk	Hold	Idle	Staffed
04/20/2017, 12:00 AM	McGinley, Colin	04:48:46	03:46:38	00:17:52	02:10:37	00:00:00	02:00:18	08:53:17
Report Summary	McGinley, Colin	04:48:46	03:46:38	00:17:52	02:10:37	00:00:00	02:00:18	08:53:17