



## Agent Summary Report - Colin McGinley - Daily

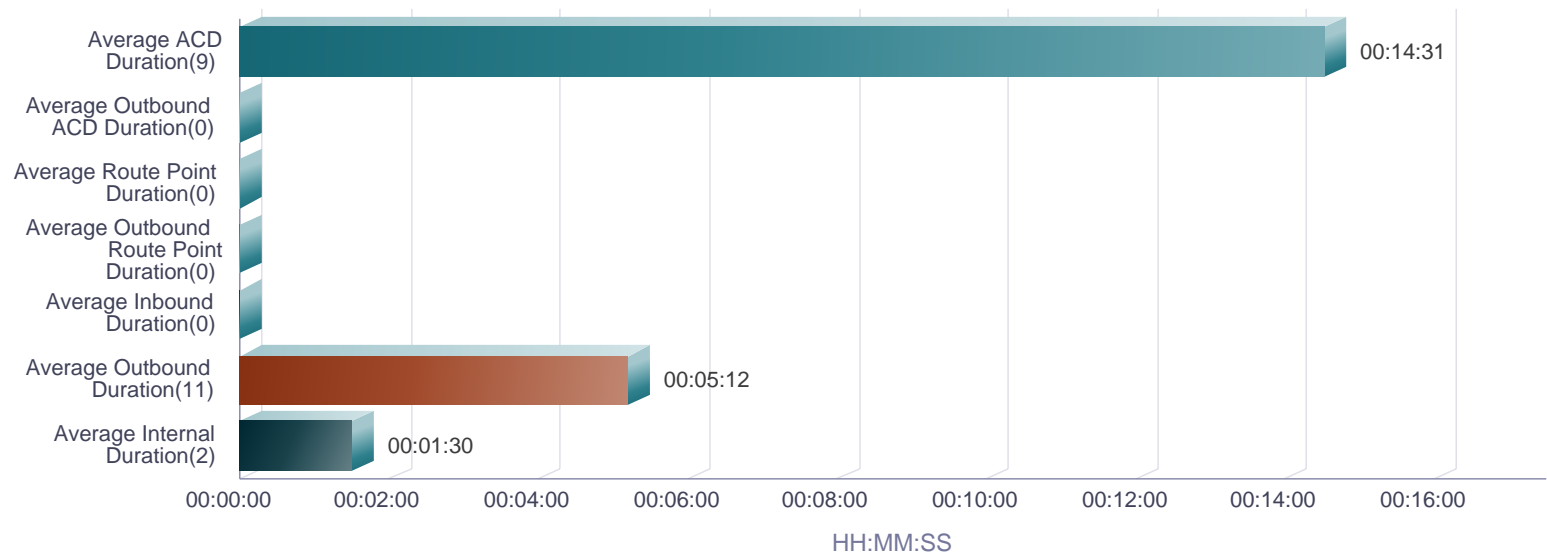
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|             |                               |
|-------------|-------------------------------|
| Start Time: | 04/20/2017, 12:00 AM          |
| End Time:   | 04/21/2017, 12:00 AM          |
| Time Zone:  | (GMT-04:00) (US) Eastern Time |
| Date Run:   | 04/21/2017, 10:25 AM          |
| Agent Name: | Colin McGinley                |
| User Id:    | cmcginley@eip.local           |
| Phone:      | 4843940107 (ext: 0107)        |

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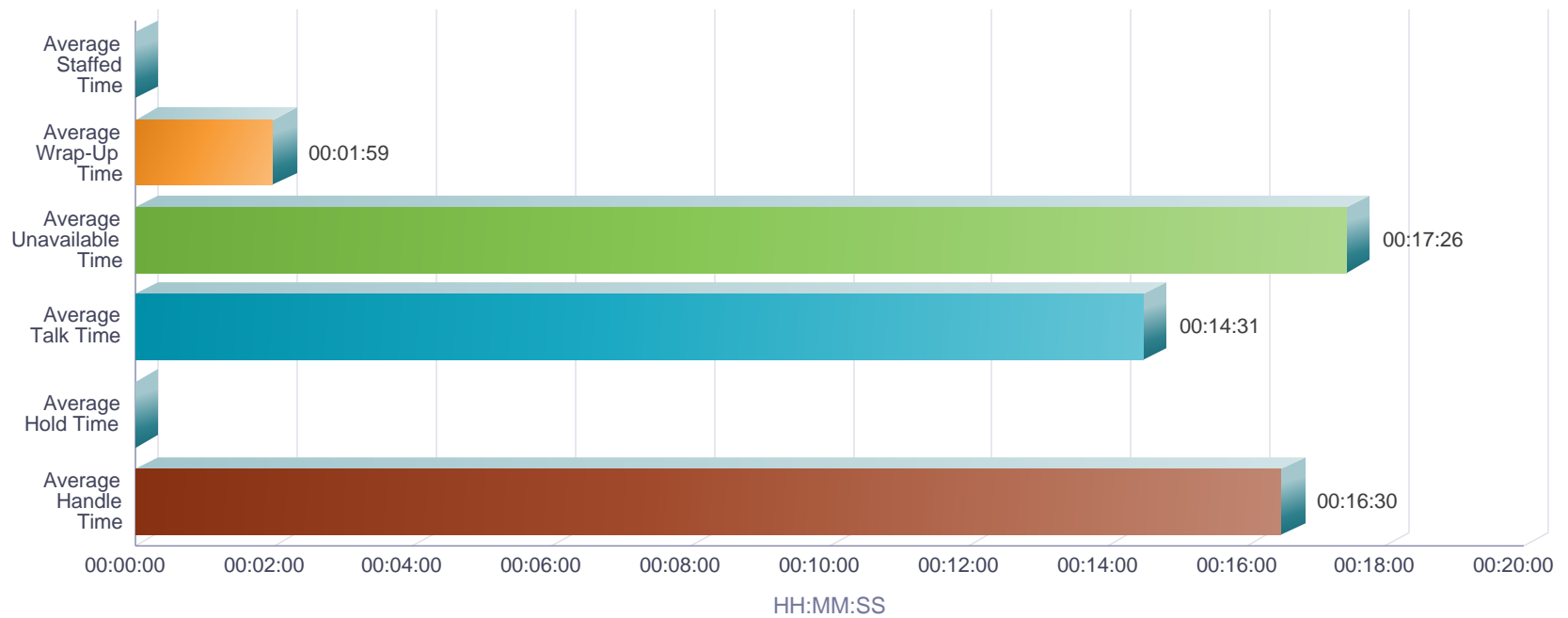


### Call Summary



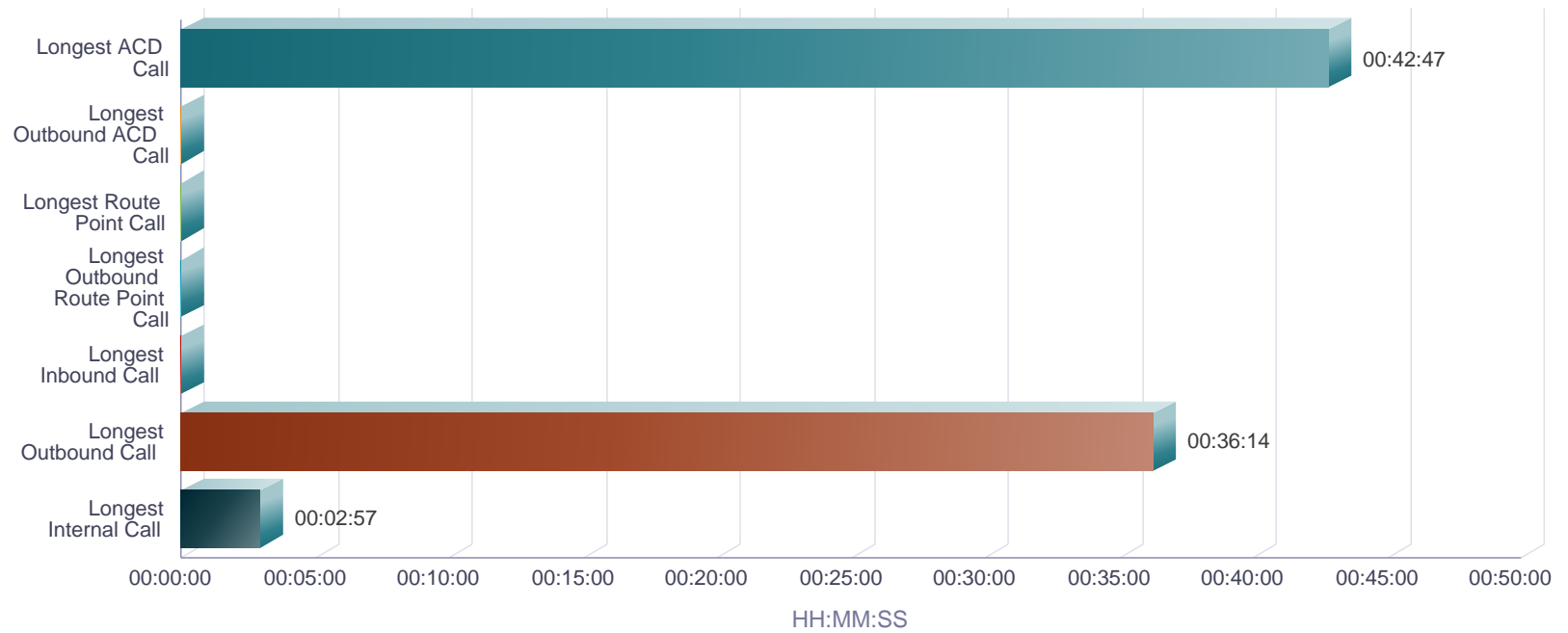


### Activity Summary





### High Water Marks





### Call Summary

| Date and Time         | Name            | Average ACD Duration | Average Outbound ACD Duration | Average Route Point Duration | Average Outbound Route Point Duration | Average Inbound Duration | Average Outbound Duration | Average Internal Duration |
|-----------------------|-----------------|----------------------|-------------------------------|------------------------------|---------------------------------------|--------------------------|---------------------------|---------------------------|
| 04/20/2017, 12:00 AM  | McGinley, Colin | 00:14:31             | 00:00:00                      | 00:00:00                     | 00:00:00                              | 00:00:00                 | 00:05:12                  | 00:01:30                  |
| <b>Report Summary</b> | McGinley, Colin | 00:14:31             | 00:00:00                      | 00:00:00                     | 00:00:00                              | 00:00:00                 | 00:05:12                  | 00:01:30                  |



### Activity Summary

| Date and Time         | Name            | Average Staffed Time | Average Wrap-up Time | Average Unavailable Time | Average Talk Time | Average Hold Time | Average Handle Time |
|-----------------------|-----------------|----------------------|----------------------|--------------------------|-------------------|-------------------|---------------------|
| 04/20/2017, 12:00 AM  | McGinley, Colin | 00:00:00             | 00:01:59             | 00:17:26                 | 00:14:31          | 00:00:00          | 00:16:30            |
| <b>Report Summary</b> | McGinley, Colin | 00:00:00             | 00:01:59             | 00:17:26                 | 00:14:31          | 00:00:00          | 00:16:30            |



### High Water Marks

| Date and Time         | Name            | Longest ACD Call | Longest Outbound ACD Call | Longest Route Point Call | Longest Outbound Route Point Call | Longest Inbound Call | Longest Outbound Call | Longest Internal Call |
|-----------------------|-----------------|------------------|---------------------------|--------------------------|-----------------------------------|----------------------|-----------------------|-----------------------|
| 04/20/2017, 12:00 AM  | McGinley, Colin | 00:42:47         | 00:00:00                  | 00:00:00                 | 00:00:00                          | 00:00:00             | 00:36:14              | 00:02:57              |
| <b>Report Summary</b> | McGinley, Colin | 00:42:47         | 00:00:00                  | 00:00:00                 | 00:00:00                          | 00:00:00             | 00:36:14              | 00:02:57              |