

TEMPLATE - Agent Ready/Not Ready analysis

Date/Time Range	Oct 10, 2021 12:00:00 AM CDT - Oct 16, 2021 11:59:59 PM CDT
Enterprise	Global Inc.
Cluster	Variphy UCCX
Generated By	victor@variphy.com

Not Ready Total Statistics

Agent Name	Not Ready Time	Not Ready Count	Not Ready Average
Clifford Wong	30:37:27	6	05:06:15
Jacklyn Stears	16:48:16	20	00:50:25
Charlie Murphy	13:37:47	70	00:11:41
Bruce Wayne	11:29:12	37	00:18:38
Alex Ramos	10:50:59	24	00:27:07
Tedd Luke	07:35:00	29	00:15:41
Kenny McCormick	06:39:55	39	00:10:15
David Dernier	06:14:20	43	00:08:42
Don Mancha	04:31:09	61	00:04:27
Steven Keller	02:20:59	26	00:05:25
Summary	110:45:04	355	00:18:43

Not Ready Reason Time

Agent Name	Not Ready Time	Not Ready Time for 10	Not Ready Time for Agent Log On	Not Ready Time for Agent off Hook	Not Ready Time for Agent Receive Non-ICD	Not Ready Time for Agent RNA	Not Ready Time for 3	Not Ready Time for Call Ended	Not Ready Time for CM Fallover	Not Ready Time for 7	Not Ready Time for Default	Not Ready Time for 2	Not Ready Time for 6	Not Ready Time for 5	Not Ready Time for 8	Not Ready Time for 4	Not Ready Time for 1	Not Ready Time for Phone Down	Not Ready Time for Phone Up	Not Ready Time for 9	Not Ready Time for Supervisor Change Agent to Not Ready	Not Ready Time for Work Timer Expired	
Clifford Wong	30:37:27	00:00:00	24:33:22	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	06:04:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Jacklyn Stears	16:48:16	00:00:00	04:17:51	00:00:00	00:00:00	04:45:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00	00:03:08	07:42:03	00:00:00	00:00:00	00:00:00	
Charlie Murphy	13:37:47	00:00:00	00:20:10	00:00:00	00:00:50	09:07:09	00:42:46	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:43:39	00:00:00	00:00:00	00:15:41	00:00:00	00:04:46	02:22:46	00:00:00	00:00:00	00:00:00	00:00:00
Bruce Wayne	11:29:12	00:00:00	00:03:10	00:05:35	00:00:00	04:07:21	02:07:10	00:00:00	00:00:00	00:00:00	00:00:00	05:02:49	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:03:05	00:00:00	00:00:00	00:00:00	00:00:00
Alex Ramos	10:50:59	00:00:00	09:03:27	00:06:21	00:00:00	00:41:41	00:30:25	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:28:07	00:00:00	00:00:00	00:00:01	00:00:00	00:00:52	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00
Tedd Luke	07:35:00	00:00:00	00:38:28	00:13:04	00:09:05	00:00:00	02:36:53	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	03:56:47	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:42	00:00:00	00:00:00	00:00:00	00:00:00
Kenny McCormick	06:39:55	00:00:00	00:04:54	00:08:55	00:00:00	03:36:36	02:02:13	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:42:24	00:00:00	00:00:00	00:00:00	00:00:00	00:04:53	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
David Dernier	06:14:20	00:00:00	01:36:57	00:27:07	00:37:49	00:49:10	01:31:45	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:41:39	00:00:00	00:00:00	00:09:32	00:00:00	00:00:05	00:20:17	00:00:00	00:00:00	00:00:00	00:00:00
Don Mancha	04:31:09	00:00:00	00:42:23	00:09:13	00:00:00	00:00:12	02:34:57	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:45:23	00:00:00	00:00:00	00:00:00	00:00:00	00:16:36	00:02:25	00:00:00	00:00:00	00:00:00	00:00:00
Steven Keller	02:20:59	00:00:00	00:30:34	00:30:05	00:00:15	00:00:00	00:20:39	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:23:20	00:00:00	00:00:00	00:30:32	00:00:00	00:05:34	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Summary	110:45:04	00:00:00	41:51:16	01:40:20	00:47:59	23:07:20	12:26:48	00:00:00	00:00:00	00:00:00	00:00:00	05:02:49	13:45:23	00:00:00	00:00:00	00:55:49	00:00:00	00:35:54	10:31:22	00:00:00	00:00:00	00:00:00	00:00:00

Not Ready Reason Counts

Agent Name	Not Ready Count	Not Ready Count for 10	Not Ready Count for Agent Log On	Not Ready Count for Agent off Hook	Not Ready Count for Agent Receive Non-ICD	Not Ready Count for Agent RNA	Not Ready Count for 3	Not Ready Count for Call Ended	Not Ready Count for CM Fallover	Not Ready Count for 7	Not Ready Count for Default	Not Ready Count for 2	Not Ready Count for 6	Not Ready Count for 5	Not Ready Count for 8	Not Ready Count for 4	Not Ready Count for 1	Not Ready Count for Phone Down	Not Ready Count for Phone Up	Not Ready Count for 9	Not Ready Count for Supervisor Change Agent to Not Ready	Not Ready Count for Work Timer Expired
Charlie Murphy	70	0	5	0	1	34	1	0	0	0	0	0	2	0	0	4	0	13	10	0	0	0
Don Mancha	61	0	9	25	0	1	5	0	0	0	0	0	4	0	0	0	0	12	5	0	0	0
David Dernier	43	0	4	10	2	7	3	0	0	0	0	0	4	0	0	1	0	6	6	0	0	0
Kenny McCormick	39	0	5	5	0	15	4	0	0	0	0	0	5	0	0	0	0	5	0	0	0	0

Bruce Wayne	37	0	5	8	0	15	4	0	0	0	0	1	0	0	0	0	2	2	0	0	0
Tedd Luke	29	0	7	8	1	0	5	0	0	0	0	0	0	0	0	0	1	1	0	0	0
Steven Keller	26	0	5	11	1	0	2	0	0	0	0	0	2	0	0	3	0	2	0	0	0
Alex Ramos	24	0	4	3	0	7	1	0	0	0	0	0	4	0	0	1	0	2	2	0	0
Jacklyn Stears	20	0	5	0	0	7	0	0	0	0	0	0	0	0	0	1	0	4	3	0	0
Clifford Wong	6	0	5	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Summary	355	0	54	70	5	86	25	0	0	0	0	1	28	0	0	10	0	47	29	0	0

Average time spent in Not Ready Reason.

Agent Name	Not Ready Average	Not Ready Average for 10	Not Ready Average for Agent Log On	Not Ready Average for Agent off Hook	Not Ready Average for Agent Receive Non-ICD	Not Ready Average for Agent RNA	Not Ready Average for 3	Not Ready Average for Call Ended	Not Ready Average for CM Failover	Not Ready Average for 7	Not Ready Average for Default	Not Ready Average for 2	Not Ready Average for 6	Not Ready Average for 5	Not Ready Average for 8	Not Ready Average for 4	Not Ready Average for 1	Not Ready Average for Phone Down	Not Ready Average for Phone Up	Not Ready Average for 9	Not Ready Average for Supervisor Change Agent to Not Ready	Not Ready Average for Work Timer Expired
Clifford Wong	05:06:15	00:00:00	04:54:40	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	06:04:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Jacklyn Stears	00:50:25	00:00:00	00:51:34	00:00:00	00:00:00	00:40:44	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00	00:00:47	02:34:01	00:00:00	00:00:00	00:00:00
Alex Ramos	00:27:07	00:00:00	02:15:52	00:02:07	00:00:00	00:05:57	00:30:25	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:07:02	00:00:00	00:00:00	00:00:01	00:00:00	00:00:26	00:00:02	00:00:00	00:00:00	00:00:00
Bruce Wayne	00:18:38	00:00:00	00:00:38	00:00:42	00:00:00	00:16:29	00:31:48	00:00:00	00:00:00	00:00:00	00:00:00	05:02:49	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:01:33	00:00:00	00:00:00	00:00:00
Tedd Luke	00:15:41	00:00:00	00:05:30	00:01:38	00:09:05	00:00:00	00:31:23	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:39:28	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:42	00:00:00	00:00:00	00:00:00
Charlie Murphy	00:11:41	00:00:00	00:04:02	00:00:00	00:00:50	00:16:06	00:42:46	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:21:49	00:00:00	00:00:00	00:03:55	00:00:00	00:00:22	00:14:17	00:00:00	00:00:00	00:00:00
Kenny McCormick	00:10:15	00:00:00	00:00:59	00:01:47	00:00:00	00:14:26	00:30:33	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:08:29	00:00:00	00:00:00	00:00:00	00:00:00	00:00:59	00:00:00	00:00:00	00:00:00	00:00:00
David Dernier	00:08:42	00:00:00	00:24:14	00:02:43	00:18:54	00:07:01	00:30:35	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:10:25	00:00:00	00:00:00	00:09:32	00:00:00	00:00:01	00:03:23	00:00:00	00:00:00	00:00:00
Steven Keller	00:05:25	00:00:00	00:06:07	00:02:44	00:00:15	00:00:00	00:10:19	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:11:40	00:00:00	00:00:00	00:10:11	00:00:00	00:02:47	00:00:00	00:00:00	00:00:00	00:00:00
Don Mancha	00:04:27	00:00:00	00:04:43	00:00:22	00:00:00	00:00:12	00:30:59	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:11:21	00:00:00	00:00:00	00:00:00	00:00:00	00:01:23	00:00:29	00:00:00	00:00:00	00:00:00
Summary	00:18:43	00:00:00	00:46:30	00:01:26	00:09:36	00:16:08	00:29:52	00:00:00	00:00:00	00:00:00	00:00:00	05:02:49	00:29:29	00:00:00	00:00:00	00:05:35	00:00:00	00:00:46	00:21:46	00:00:00	00:00:00	00:00:00