

## TEMPLATE - Agent Summary Report by Hour/Day

Date/Time Range	Oct 03, 2021 12:00:00 AM CDT - Oct 09, 2021 11:59:59 PM CDT
Enterprise	Global Inc.
Cluster	Variphony UCCX
Generated By	victor@variphony.com

### Total Summary Statistics

Agent Name	Logged In Time	Ready Percent	Inbound Count	Inbound Handled Count	Inbound Abandoned Count	Inbound ICD RNA Count	Inbound Average Talk Time	Inbound ICD Average Hold Time	Reserved Percent	Talking Percent	Working Percent	Not Ready Percent	Not Ready Count	Not Ready Average
Kenny McCormick	41:38:15	77.18%	43	22	5	16	00:02:13	00:00:00	0.26%	3.69%	0.41%	18.47%	51	00:09:03
Bruce Wayne	45:50:02	69.12%	41	23	6	12	00:02:45	00:00:02	0.25%	4.18%	0.42%	26.03%	41	00:17:27
Charlie Murphy	24:54:02	58.64%	23	5	9	9	00:01:06	00:00:00	0.28%	1.71%	0.17%	39.21%	45	00:13:01
David Dernier	42:20:49	77.55%	23	18	0	5	00:06:14	00:00:00	0.09%	3.93%	0.29%	18.13%	62	00:07:26
Tedd Luke	41:37:14	74.29%	20	19	1	0	00:09:01	00:00:12	0.07%	6.88%	0.36%	18.4%	34	00:13:31
Jacklyn Stears	40:26:02	37.4%	12	5	4	3	00:01:02	00:00:00	0.07%	0.52%	0.1%	61.91%	23	01:05:18
Steven Keller	17:41:50	82.4%	8	5	0	3	00:03:41	00:00:00	0.09%	2.55%	0.19%	14.78%	36	00:04:22
Don Mancha	42:19:06	87.59%	7	5	0	2	00:03:24	00:00:00	0.04%	0.94%	0.1%	11.33%	63	00:04:34
Alex Ramos	32:08:35	40.66%	6	5	0	1	00:04:01	00:00:00	0.05%	1.25%	0.11%	57.92%	15	01:14:28
Clifford Wong	37:27:07	3.73%	4	3	1	0	00:05:23	00:00:00	0.02%	0.95%	0.05%	95.24%	8	04:27:31
<b>Summary</b>	<b>366:23:02</b>	<b>60.98%</b>	<b>187</b>	<b>110</b>	<b>26</b>	<b>51</b>	<b>00:03:34</b>	<b>00:00:02</b>	<b>0.12%</b>	<b>2.79%</b>	<b>0.23%</b>	<b>35.88%</b>	<b>378</b>	<b>00:20:52</b>

### Agent summary by Hour

#### Hour Of Day Interval Table (12:00:00 AM - 11:00:00 PM Central Daylight Time)

Agent Name	12:00:00 AM	1:00:00 AM	2:00:00 AM	3:00:00 AM	4:00:00 AM	5:00:00 AM	6:00:00 AM	7:00:00 AM	8:00:00 AM	9:00:00 AM	10:00:00 AM	11:00:00 AM	12:00:00 PM	1:00:00 PM	2:00:00 PM	3:00:00 PM	4:00:00 PM	5:00:00 PM	6:00:00 PM	7:00:00 PM	8:00:00 PM	9:00:00 PM	10:00:00 PM	11:00:00 PM
Logged In Time																								
Alex Ramos	03:00:00	00:53:54	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	00:00:00	00:00:00	00:00:00	00:00:00	00:14:41	04:00:00	04:00:00	04:00:00	04:00:00	04:00:00	04:00:00	04:00:00
Bruce Wayne	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	03:52:00	05:00:00	05:00:00	05:00:00	05:00:00	05:00:00	05:00:00	05:00:00	02:36:04	01:00:00	01:00:00	01:00:00	01:00:00	00:21:57	00:00:00
Charlie Murphy	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:02:02	02:51:56	03:00:00	03:00:00	03:00:00	03:00:00	03:00:00	03:00:00	03:00:00	01:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Clifford Wong	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	00:00:00	00:00:00	00:32:41	01:41:26	03:58:33	05:00:00	05:00:00	04:19:40	04:53:16	05:00:00	03:47:54	02:59:53	00:13:46	
David Dernier	05:00:00	01:32:32	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	00:00:00	00:00:00	00:00:00	00:00:00	00:48:17	05:00:00	05:00:00	05:00:00	05:00:00	05:00:00	05:00:00	05:00:00
Don Mancha	00:09:06	04:55:23	05:00:00	05:00:00	05:00:00	05:00:00	05:00:00	05:00:00	04:58:23	02:16:14	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	00:00:00	00:00:00	00:00:00	00:00:00
Jacklyn Stears	00:08:41	01:59:59	01:59:34	02:00:00	02:00:00	02:00:00	02:00:00	02:00:00	02:00:00	01:31:30	03:00:00	03:00:00	03:00:00	03:01:07	03:00:00	03:00:00	03:00:00	01:45:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Kenny McCormick	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	04:45:12	05:00:00	05:00:00	05:00:00	05:00:00	05:00:00	05:00:00	05:00:00	01:53:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Steven Keller	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:11:46	02:49:23	02:08:11	02:00:00	01:59:14	02:00:00	01:52:30	01:54:36	02:00:00	00:46:09	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Tedd Luke	05:00:00	01:17:26	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	00:00:00	00:00:00	00:00:00	00:00:00	00:21:47	04:58:03	05:00:00	05:00:00	05:00:00	05:00:00	05:00:00	04:59:58
Ready Percent																								
Alex Ramos	33.33%	25.82%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	40.31%	41.95%	47.39%	53.09%	37.69%	50%	25.53%
Bruce Wayne	0%	0%	0%	0%	0%	0%	0%	0%	0%	94.09%	99.15%	93.73%	79.02%	86.11%	47.86%	84.23%	61.74%	17.26%	0%	0%	0%	0%	0%	0%
Charlie Murphy	0%	0%	0%	0%	0%	0%	0%	0%	0%	85.44%	97.47%	75.66%	50.8%	50.64%	48.58%	40.84%	41.08%	0%	0%	0%	0%	0%	0%	0%

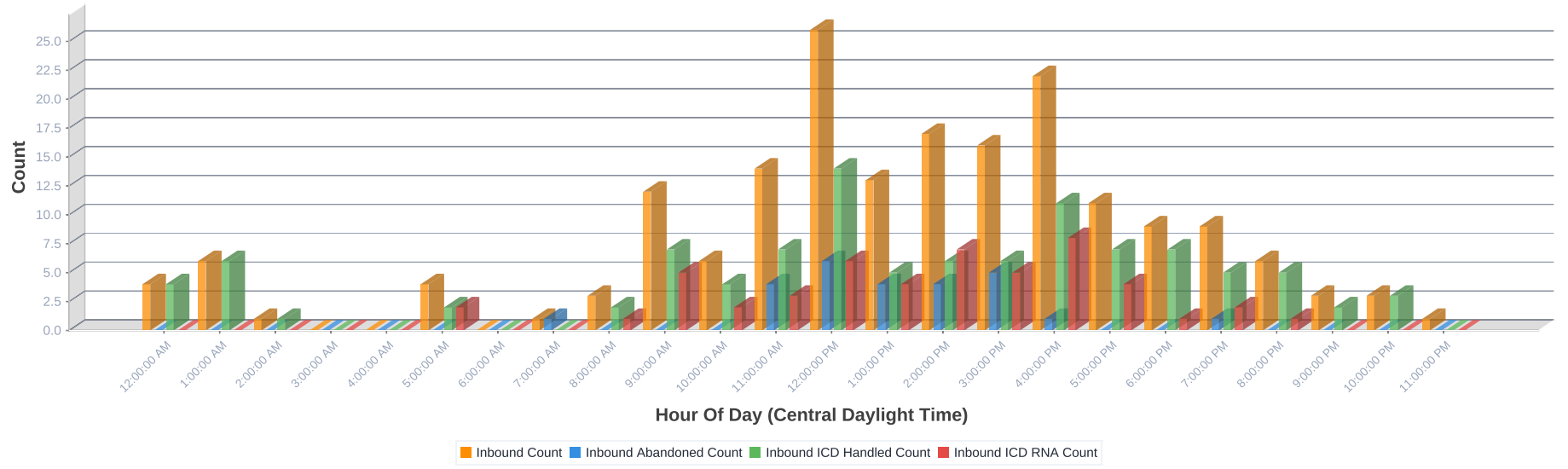


McCormick	0	0	0	0	0	0	0	0	0	0	4	1	2	5	1	3	3	3	0	0	0	0	0	0
Steven Keller	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	3	0	0	0	0	0	0
Tedd Luke	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	4	3	4	1	1
Inbound Abandoned Count																								
Alex Ramos	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Bruce Wayne	0	0	0	0	0	0	0	0	0	0	0	1	0	2	0	2	1	0	0	0	0	0	0	0
Charlie Murphy	0	0	0	0	0	0	0	0	0	0	0	1	4	1	2	1	0	0	0	0	0	0	0	0
Clifford Wong	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	
David Dernier	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Don Mancha	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Jacklyn Stears	0	0	0	0	0	0	0	1	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0	
Kenny McCormick	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	0	0	0	0	0	0	0	
Steven Keller	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Tedd Luke	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
Inbound ICD RNA Count																								
Alex Ramos	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
Bruce Wayne	0	0	0	0	0	0	0	0	0	0	0	1	2	1	2	3	2	1	0	0	0	0	0	
Charlie Murphy	0	0	0	0	0	0	0	0	0	1	2	1	1	2	1	0	1	0	0	0	0	0	0	
Clifford Wong	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
David Dernier	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	1	1	0	0	
Don Mancha	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Jacklyn Stears	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	
Kenny McCormick	0	0	0	0	0	0	0	0	0	3	0	1	2	1	3	2	3	1	0	0	0	0	0	
Steven Keller	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	
Tedd Luke	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

### Group Summary by Hour

#### Summary Count Statistics By Hour Of Day

Summary Count Statistics By Hour Of Day



Group Summary by Day of Week

Summary Count Statistics By Day Of Week

