

**Agent Call Detail**  
From: 19/09/2012 To: 24/09/2012

Date Generated: 25/09/2012

Date	Time	Phone Number	Destination	Ring Time	Hold Time	Duration	Cost	Code
<b>PBX: Panas309</b>								
<b>ACD Group Id: 6001</b>		<b>Main</b>						
<b>Station: 2001</b>		<b>Jeremy - Jeremy -</b>						
19/09/2012	12:51	080	Toll Free	00:00:36	00:00:00	00:10:30	0.00	In
19/09/2012	17:42	078	Mobile (fm5)	00:00:05	00:00:00	00:03:41	0.00	In
19/09/2012	17:53	012	Hill Green	00:00:06	00:00:00	00:01:27	0.00	In
20/09/2012	13:44		Incoming	00:00:23	00:00:00	00:06:42	0.00	In
24/09/2012	09:32	078	Mobile (fm5)	00:00:07	00:00:00	00:00:00	0.00	Abn
24/09/2012	10:52	078	Mobile (fm5)	00:00:18	00:00:00	00:00:00	0.00	Abn
24/09/2012	15:11	511	Incoming Call	00:00:36	00:00:00	00:00:00	0.00	Abn
<b>Total for Station:</b>						<b>00:22:20</b>	<b>0.00</b>	
<b>Station: 2002</b>		<b>Manwai - Manwai -</b>						
19/09/2012	10:02	0118	Burghfield Common	00:00:03	00:00:00	00:05:33	0.00	In
19/09/2012	10:25		Incoming	00:01:37	00:00:00	00:03:55	0.00	In
19/09/2012	10:35	079	Mobile (fm4)	00:00:02	00:00:00	00:07:41	0.00	In
19/09/2012	10:53	016	Moulton	00:00:03	00:00:00	00:02:46	0.00	In
19/09/2012	11:01		Incoming	00:00:03	00:00:00	00:00:24	0.00	In
19/09/2012	11:52	078	Mobile (fm5)	00:00:05	00:00:00	00:00:00	0.00	Abn
19/09/2012	12:02	023	Hambledon	00:00:27	00:00:00	00:07:38	0.00	In
19/09/2012	12:50	080	Toll Free	00:00:05	00:00:00	00:00:31	0.00	In
19/09/2012	13:21		No Number	00:00:07	00:00:00	00:00:00	0.00	Abn
19/09/2012	13:28	0084	Vietnam	00:00:03	00:00:00	00:00:07	0.00	In
19/09/2012	13:47		Incoming	00:00:02	00:00:00	00:01:01	0.00	In
19/09/2012	15:33	0117	Bristol	00:00:01	00:00:00	00:00:51	0.00	In
19/09/2012	16:20		Incoming	00:00:02	00:00:00	00:00:17	0.00	In
19/09/2012	16:46	0168	Hanley Swan	00:00:03	00:00:00	00:00:15	0.00	In
20/09/2012	10:16		Incoming	00:00:02	00:00:00	00:02:17	0.00	In
20/09/2012	10:52	0131	W Central Edinburgh	00:00:06	00:00:00	00:13:25	0.00	In
20/09/2012	11:11		Incoming	00:00:11	00:00:00	00:11:03	0.00	In
20/09/2012	11:57	0113	Leeds	00:00:17	00:00:00	00:00:45	0.00	In
20/09/2012	12:52	0207	Inner London	00:00:04	00:00:00	00:00:17	0.00	In
20/09/2012	13:07		Incoming	00:00:04	00:00:00	00:00:58	0.00	In
20/09/2012	13:16	020	Inner London	00:00:03	00:00:00	00:00:25	0.00	In
20/09/2012	14:46		Incoming	00:00:02	00:00:00	00:00:11	0.00	In

**Agent Call Details Per Call**  
For the Week Ending: 25/09/2012

Date Generated 25/09/2012

Date	Time	Phone No	Destination	Ring Time	Duration	Call Ty
<b>Agent: -, David (Extension: 2004)</b>						
18/09/2012	09:11	0207	Inner London	00:00:03	00:00:32	In
18/09/2012	09:29	0207	Inner London	00:00:02	00:02:13	In
18/09/2012	09:45	0207	Inner London	00:00:10	00:00:02	In
18/09/2012	09:45	0207	Inner London	00:00:01	00:00:10	In
18/09/2012	10:00	0118	Burghfield Common	00:00:05	00:01:37	In
18/09/2012	11:03	0779	Mobile (fm5)	00:00:04	00:01:38	In
18/09/2012	11:49	0776	Mobile (fm5)	00:00:03	00:00:59	In
18/09/2012	11:53	0781	Mobile (fm4)	00:00:23	00:02:51	Out
18/09/2012	12:54	0170	Southport	00:00:03	00:01:06	In
18/09/2012	13:27	0117	Bristol	00:00:02	00:01:34	In
18/09/2012	13:34		Incoming	00:00:03	00:00:06	In
18/09/2012	13:35	0118	Burghfield Common	00:00:02	00:00:54	In
18/09/2012	13:49	0134	Winkfield Row	00:00:04	00:02:52	In
18/09/2012	14:08		Incoming	00:00:02	00:00:05	In
18/09/2012	14:46	0134	Bracknell	00:00:14	00:03:16	Out
18/09/2012	14:50		Incoming	00:00:02	00:00:47	In
18/09/2012	15:38	0131	W Central Edinburgh	00:00:04	00:00:24	In
18/09/2012	16:43		Incoming	00:00:04	00:00:18	In
19/09/2012	08:56	0782	Mobile (fm5)	00:00:03	00:03:31	In
19/09/2012	10:11	0207	Inner London	00:00:03	00:00:44	In
19/09/2012	10:24		Incoming	00:00:08	00:01:29	In
19/09/2012	12:02	0239	Hambledon	00:00:05	00:00:21	In
19/09/2012	12:59		Incoming	00:00:03	00:00:06	In
19/09/2012	14:36	0844	Special Services (g6)	00:00:12	00:00:54	Out
19/09/2012	15:46		Incoming	00:00:02	00:00:22	In
20/09/2012	11:15		Incoming	00:00:05	00:00:30	In
20/09/2012	11:16	170		00:00:04	00:00:11	Out
20/09/2012	11:32		Incoming	00:00:05	00:00:41	In
20/09/2012	12:21		Incoming	00:00:02	00:07:04	In
20/09/2012	13:46	0207	Inner London	00:00:03	00:00:13	In
20/09/2012	14:02	0148	Brookwood	00:00:05	00:00:43	In
20/09/2012	15:16		No Number	00:00:00	00:00:00	Abn
20/09/2012	15:16	0844	Special Services (g6)	00:00:15	00:01:46	Out
20/09/2012	16:03	0797	Mobile (fm4)	00:00:20	00:01:51	Out

From: 19/09/2012 To: 24/09/2012

Date Generated: 25/09/2012

Date	In Calls	Out Calls	Transfer Calls	Avg Duration	Avg Queue Time	Avg Log In	Avg Log Out	Avg Wrap Up
<b>Pabx Id: Panas309</b>								
<b>ACD Group: 6001</b>								
<b>Agent: Jeremy(2001)</b>								
19/09/2012	3	0	0	00:05:12	00:00:00	00:00:00	00:00:00	00:00:00
20/09/2012	1	0	0	00:06:42	00:00:00	00:00:00	00:00:00	00:00:00
<b>Total for Agent:</b>	<b>4</b>	<b>0</b>	<b>0</b>					
<b>Agent: Manwai(2002)</b>								
19/09/2012	12	0	0	00:02:34	00:00:00	00:00:00	00:00:00	00:00:00
20/09/2012	8	0	0	00:03:40	00:00:00	00:00:00	00:00:00	00:00:00
21/09/2012	8	0	0	00:01:50	00:00:00	00:00:00	00:00:00	00:00:00
22/09/2012	0	1	0	00:13:00	00:00:00	00:00:00	00:00:00	00:00:00
24/09/2012	9	0	0	00:02:49	00:00:00	00:00:00	00:00:00	00:00:00
<b>Total for Agent:</b>	<b>37</b>	<b>1</b>	<b>0</b>					
<b>Agent: Jon -(2003)</b>								
19/09/2012	0	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
20/09/2012	9	12	0	00:02:13	00:00:00	00:00:00	00:00:00	00:00:00
24/09/2012	12	17	0	00:03:17	00:00:00	00:00:00	00:00:00	00:00:00
<b>Total for Agent:</b>	<b>21</b>	<b>30</b>	<b>0</b>					
<b>Agent: David(2004)</b>								
19/09/2012	6	1	0	00:01:03	00:00:00	00:00:00	00:00:00	00:00:00
20/09/2012	6	3	0	00:01:41	00:00:00	00:00:00	00:00:00	00:00:00
21/09/2012	2	4	0	00:01:07	00:00:00	00:00:00	00:00:00	00:00:00
24/09/2012	6	0	0	00:00:23	00:00:00	00:00:00	00:00:00	00:00:00
<b>Total for Agent:</b>	<b>20</b>	<b>8</b>	<b>0</b>					
<b>Total for ACD Group:</b>	<b>82</b>	<b>39</b>	<b>0</b>					
<b>ACD Group: 6002</b>								
<b>Agent: Manwai(2002)</b>								
22/09/2012	0	1	0	00:13:00	00:00:00	00:00:00	00:00:00	00:00:00
<b>Total for Agent:</b>	<b>0</b>	<b>1</b>	<b>0</b>					
<b>Total for ACD Group:</b>	<b>0</b>	<b>1</b>	<b>0</b>					

### Agent Daily Averages

For the Day: 01/10/2012

Date Generated: 01/10/2012

Date	Group	Avg Login Time	Avg Talk Time	Avg Busy Time	Avg Idle Time	Avg Ring Time	Avg Calls Answered by Hour
<b>Agent: -, Manwai (Extension: 2002)</b>							
01/10/2012	6001	04:58:25.80	00:02:38.33	00:03:07.67	00:00:00.99	00:00:20.00	0.24
01/10/2012	6002	04:58:26.00	00:00:00.00	00:02:56.00	00:00:00.00	00:00:00.00	0.00
01/10/2012	6003	04:58:26.00	00:00:00.00	00:02:56.00	00:00:00.00	00:00:00.00	0.00
01/10/2012	6005	04:58:26.00	00:00:00.00	00:02:56.00	00:00:00.00	00:00:00.00	0.00
01/10/2012	6007	04:58:26.00	00:00:00.00	00:02:56.00	00:00:00.00	00:00:00.00	0.00
01/10/2012	6008	04:58:26.00	00:00:05.14	00:00:17.71	00:00:00.00	00:00:02.93	0.56
01/10/2012	6009	04:58:26.00	00:00:00.00	00:02:56.00	00:00:00.00	00:00:00.00	0.00
01/10/2012	6010	04:58:26.00	00:00:00.00	00:02:56.00	00:00:00.00	00:00:00.00	0.00
01/10/2012	6020	04:58:25.80	00:00:00.00	00:02:56.00	00:00:00.00	00:00:00.00	0.00
01/10/2012	6022	04:58:25.60	00:00:00.00	00:02:56.00	00:00:00.00	00:00:00.00	0.00
01/10/2012	6030	04:58:25.60	00:00:00.00	00:02:56.00	00:00:00.00	00:00:00.00	0.00
01/10/2012	6081	04:58:25.60	00:00:00.00	00:02:56.00	00:00:00.00	00:00:00.00	0.00
01/10/2012	6082	04:58:25.60	00:00:00.00	00:02:56.00	00:00:00.00	00:00:00.00	0.00
01/10/2012	6083	04:58:25.40	00:00:00.00	00:02:56.00	00:00:00.00	00:00:00.00	0.00
01/10/2012	6084	04:58:25.40	00:00:00.00	00:02:56.00	00:00:00.00	00:00:00.00	0.00
<b>Agent: Foote, Ian (Extension: 2411)</b>							
01/10/2012	6008	01:32:40.25	00:00:04.00	00:08:03.50	00:00:00.78	00:00:02.80	1.62
01/10/2012	6020	01:32:40.25	00:00:00.00	01:19:55.00	00:00:00.78	00:00:00.00	0.00

### Agent Daily Performance

For the Day: 01/10/2012

Date Generated: 01/10/2012

Date	Group	Login Time	Talk Time	Busy Time	Idle Time	WrapUp Time	Ring Time	Calls Answered	Calls Transferred	Calls Abandoned
<b>Agent: Foote, Ian (Extension: 2411)</b>										
01/10/2012	6008	06:10:41	00:00:40	01:20:35	04:50:06	01:19:55	00:00:28	10	0	0
01/10/2012	6020	06:10:41	00:00:00	01:19:55	04:50:46	01:19:55	00:00:00	0	0	0
<b>Total for Agent:</b>		12:21:22	00:00:40	02:40:30	09:40:52	02:39:50	00:00:28	10	0	0

### Agent Login/Log Out - Summary

For the Day: 01/10/2012

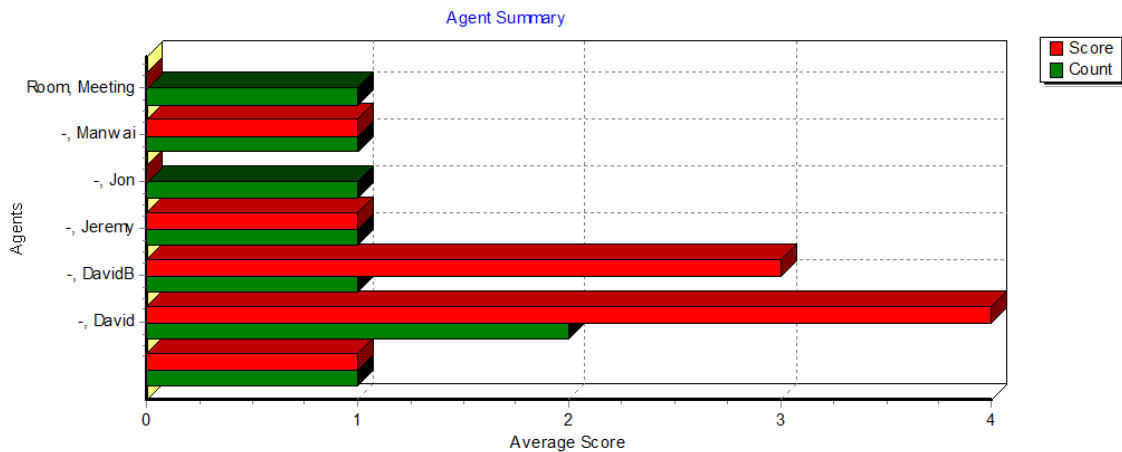
Date Generated: 01/10/2012

Agent	ACD Group	Login Time	Logout Time	Session Time	Break Time	ACD Calls Duration	Non ACD Calls Duration	ACD Calls
PBX: Panas309								
Station: 2411								
Foote, lan	6008	01 Oct 09:13 AM	01 Oct 01:39 PM	04:25:52		00:00:13		5
Foote, lan	6020	01 Oct 09:13 AM	01 Oct 01:39 PM	04:25:52		00:00:13		5
Foote, lan	6020	01 Oct 01:40 PM	01 Oct 02:21 PM	00:41:47	00:40:39			0
Foote, lan	6008	01 Oct 01:40 PM	01 Oct 02:21 PM	00:41:47	00:40:39			0
Foote, lan	6020	01 Oct 02:22 PM	01 Oct 02:32 PM	00:09:55	00:01:50			0
Foote, lan	6008	01 Oct 02:22 PM	01 Oct 02:32 PM	00:09:55	00:01:50			0
Foote, lan	6020	01 Oct 02:32 PM	01 Oct 03:25 PM	00:53:07	00:37:26	00:00:27		5
Foote, lan	6008	01 Oct 02:32 PM	01 Oct 03:25 PM	00:53:07	00:37:26	00:00:27		5
Foote, lan	6020	01 Oct 03:25 PM		00:00:00				0
Foote, lan	6008	01 Oct 03:25 PM		00:00:00				0
Total for :				12:21:22	02:39:50	00:01:20	00:00:00	20
Total for :				12:21:22	02:39:50	00:01:20	00:00:00	20
Summary Total:				12:21:22	02:39:50	00:01:20	00:00:00	20

### Agent Performance Summary

Year To Date: 28/09/2012

Date Generated: 28/09/2012



Agent	Total Evaluations	Score	Max Score	Percentage
Room, Meeting	1	0	35	0.00
-, David	2	102	160	63.79
-, DavidB	1	20	35	57.14
-, Jeremy	1	18	105	17.46
-, Jon	1	0	210	0.00
-, Manwai	1	45	210	21.43

## Agent Utilization - Summary

All Records

Date Generated: 05/10/2012

Agent	Total Calls	Avg Daily Calls	AHT*	Utilization %
David	56	11.20	00:01:53	4.68
Ext FWD TEST	6	1.20	00:00:05	0.02
Extension 5094	6	1.20	00:00:26	0.12
Extension 5773	3	0.60	00:07:01	0.94
Extension 5898	1	0.20	00:00:24	0.02
Ian Foote	94	18.80	00:03:11	13.27
Jeremy	105	21.00	00:08:44	40.75
Jon -	194	38.80	00:03:07	26.88
Manwai	294	58.80	00:02:38	34.42
Meeting	23	4.60	00:14:27	14.77
ML Dect	4	0.80	00:01:37	0.29
Phill Roberts	3	0.60	00:00:31	0.07
Test Extension	1	0.20	00:01:54	0.08
Voice Mail 2005	17	3.40	00:00:18	0.23

## Call Centre Performance by Agent

All Records

Agent Name	Extension Id	Group	Inbound Calls (ACD Group)	Inbound Answered (ACD Group)	Inbound Calls (Internal Extn)	Abandon	% Calls Abd	Calls Transferred	Calls Overflowed from Group	Answered by Voice Mail	SLA - calls < 20 secs
Dect, ML	2091	6050	0	0	0	0	0	0	0	0	0
Divert, David	5303	1303	0	0	0	0	0	0	0	0	0
Foote, Ian	5102	5601	177	177	0	0	0	90	0	0	77.97
Foote, Ian	5102	5602	205	205	0	0	0	86	0	0	74.63
Foote, Ian	5102	5603	27	27	0	0	0	17	0	0	85.19
Foote, Ian	5102	5604	215	215	0	0	0	18	0	0	91.63
Foote, Ian	5102	5606	13	0	13	0	0	0	0	0	0
Foote, Ian	5102	5608	19	19	0	0	0	3	0	0	63.16
Foote, Ian	5102	5621	0	0	0	0	0	0	0	0	0
Foote, Ian	5102	5622	0	0	0	0	0	0	0	0	0
Foote, Ian	5102	5670	0	0	0	0	0	0	0	0	0
Foote, Phil	5301	1301	0	0	0	0	0	0	0	0	0
Foote, Phil	5301	5360	46	46	0	0	0	18	0	0	43.48
Foote, Phil	5301	5361	25	25	0	0	0	25	0	0	96
Foote, Phil	5301	5362	2	2	0	0	0	1	0	0	50
Foote, Phil	5301	5369	0	0	0	0	0	0	0	0	0
Foote, Phil	5301	5386	0	0	0	0	0	0	0	0	0
Foote, Stewart	5101	5601	238	238	0	0	0	98	0	0	80.67
Foote, Stewart	5101	5602	1196	1196	0	0	0	539	0	0	91.3
Foote, Stewart	5101	5604	324	324	0	0	0	21	0	0	95.06
Foote, Stewart	5101	5606	11	11	0	0	0	0	0	0	27.27
Foote, Stewart	5101	5607	3	3	0	0	0	3	0	0	100
Foote, Stewart	5101	5608	53	53	0	0	0	41	0	0	100
Foote, Stewart	5101	5609	10	10	0	0	0	6	0	0	100
Foote, Stewart	5101	5610	7	7	0	0	0	0	0	0	57.14
Foote, Stewart	5101	5621	0	0	0	0	0	0	0	0	0
Foote, Stewart	5101	5622	0	0	0	0	0	0	0	0	0
Foote, Stewart	5101	5630	0	0	0	0	0	0	0	0	0
Foote, Stewart	5101	5670	0	0	0	0	0	0	0	0	0
Fraser, Ben	5308	5360	45	45	0	0	0	44	0	0	95.56
Fraser, Ben	5308	5361	74	74	0	0	0	74	0	0	93.24
Fraser, Ben	5308	5362	1	1	0	0	0	1	0	0	100
Fraser, Ben	5308	5369	0	0	0	0	0	0	0	0	0
Fraser, Ben	5308	5380	0	0	0	0	0	0	0	0	0
Fraser, Ben	5308	5385	0	0	0	0	0	0	0	0	0
Holland, Barbie	5103	5601	153	153	0	0	0	111	0	0	90.85
Holland, Barbie	5103	5602	339	339	0	0	0	184	0	0	84.07

### WorkGroup Agent Summary

For the Week Ending: 01/10/2012

Date Generated: 01/10/2012

	Inbound WG Calls			Inbound User Calls			Outbound User Calls			Other Calls			Total Calls		Agent Activity	
	Qty	Duration	Average Duration	Qty	Duration	Average Duration	Qty	Duration	Average Duration	Qty	Duration	Average Duration	Qty	Duration	Average Duration	Total Login
<b>David Grp</b>																
<b>David</b>																
09/26/2012 (Wed)	1	00:04:25	00:04:25	0	00:00:00	00:00:00	5	00:10:19	00:02:03	0	00:00:00	00:00:00	6	00:14:44	00:02:27	00:00:00
<b>Total for Agent:</b>	1	00:04:25	00:04:25	0	00:00:00	00:00:00	5	00:10:19	00:02:03	0	00:00:00	00:00:00	6	00:14:44	00:02:27	00:00:00
<b>Total for Workgroup:</b>	1	00:04:25	00:04:25	0	00:00:00	00:00:00	5	00:10:19	00:02:03	0	00:00:00	00:00:00	6	00:14:44	00:02:27	00:00:00
<b>Group 6003</b>																
<b>Jeremy</b>																
09/25/2012 (Tue)	1	00:00:00	00:00:00	2	00:31:32	00:15:46	5	00:00:02	00:00:00	0	00:00:00	00:00:00	8	00:31:34	00:03:56	00:00:00
<b>Total for Agent:</b>	1	00:00:00	00:00:00	2	00:31:32	00:15:46	5	00:00:02	00:00:00	0	00:00:00	00:00:00	8	00:31:34	00:03:56	00:00:00
<b>Total for Workgroup:</b>	1	00:00:00	00:00:00	2	00:31:32	00:15:46	5	00:00:02	00:00:00	0	00:00:00	00:00:00	8	00:31:34	00:03:56	00:00:00
<b>Jon Grp</b>																
<b>Jon -</b>																
09/28/2012 (Fri)	1	00:02:52	00:02:52	0	00:00:00	00:00:00	13	00:28:13	00:02:10	0	00:00:00	00:00:00	14	00:31:05	00:02:13	00:00:00
<b>Total for Agent:</b>	1	00:02:52	00:02:52	0	00:00:00	00:00:00	13	00:28:13	00:02:10	0	00:00:00	00:00:00	14	00:31:05	00:02:13	00:00:00
<b>Total for Workgroup:</b>	1	00:02:52	00:02:52	0	00:00:00	00:00:00	13	00:28:13	00:02:10	0	00:00:00	00:00:00	14	00:31:05	00:02:13	00:00:00
<b>Main</b>																
<b>David</b>																
09/24/2012 (Mon)	5	00:01:52	00:00:22	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	5	00:01:52	00:00:22	00:00:00
09/25/2012 (Tue)	1	00:00:36	00:00:36	0	00:00:00	00:00:00	7	00:19:29	00:02:47	0	00:00:00	00:00:00	8	00:20:05	00:02:30	00:00:00
09/26/2012 (Wed)	5	00:05:22	00:01:04	0	00:00:00	00:00:00	5	00:10:19	00:02:03	0	00:00:00	00:00:00	10	00:15:41	00:01:34	00:00:00
09/27/2012 (Thu)	2	00:01:03	00:00:31	0	00:00:00	00:00:00	7	00:07:45	00:01:06	0	00:00:00	00:00:00	9	00:08:48	00:00:58	00:00:00
10/01/2012 (Mon)	6	00:03:57	00:00:39	0	00:00:00	00:00:00	4	00:07:23	00:01:50	0	00:00:00	00:00:00	10	00:11:20	00:01:08	00:00:00
<b>Total for Agent:</b>	19	00:12:50	00:00:40	0	00:00:00	00:00:00	23	00:44:56	00:01:57	0	00:00:00	00:00:00	42	00:57:46	00:01:22	00:00:00
<b>Jeremy</b>																
09/25/2012 (Tue)	2	00:01:03	00:00:31	2	00:31:32	00:15:46	5	00:00:02	00:00:00	0	00:00:00	00:00:00	9	00:32:37	00:03:37	00:00:00
09/26/2012 (Wed)	5	00:14:25	00:02:53	1	00:35:45	00:35:45	4	00:48:43	00:12:10	0	00:00:00	00:00:00	10	01:38:53	00:09:53	00:00:00
09/27/2012 (Thu)	1	00:04:03	00:04:03	1	00:28:49	00:28:49	4	00:12:37	00:03:09	0	00:00:00	00:00:00	6	00:45:29	00:07:34	00:00:00
09/28/2012 (Fri)	3	00:08:46	00:02:55	3	01:20:53	00:26:57	0	00:00:00	00:00:00	0	00:00:00	00:00:00	6	01:29:39	00:14:56	00:00:00
10/01/2012 (Mon)	1	00:01:40	00:01:40	1	00:10:57	00:10:57	1	00:05:34	00:05:34	0	00:00:00	00:00:00	3	00:18:11	00:06:03	00:00:00
<b>Total for Agent:</b>	12	00:29:57	00:02:29	8	03:07:56	00:23:29	14	01:06:56	00:04:46	0	00:00:00	00:00:00	34	04:44:49	00:08:22	00:00:00