

Report Criteria

Name: Break Mode - Agent Daily Statistics
Date Range: From: 21/05/2015 To: 21/05/2015
Days of Week Reported on:
All/Ind/Group: All
Cost Filter: False
Cost Filter From:
Cost Filter To:
Duration Filter: False
Duration Filter From (sec):
Duration Filter To (sec):
RingTime Filter From (sec):
RingTime Filter To (sec):

Break Mode - Agent Daily Statistics

From: 21/05/2015 To: 21/05/2015

Staff Members Name	Sign In	Sign Out	Calls Answered	Average Seconds To Answer	Inbound AHT	Calls Outbound	Outbound AHT	Calls Transferred	Total i/b Talk Time	Total o/b Talk Time	Break	Lunch	Call Work	Personal	Training	
Alex Jones	08:41	16:51	24	00:00:05	37.50%	00:03:26	55	00:01:29	12	01:22:31	01:22:16	00:00:00	00:51:31	00:00:00	00:00:00	00:00:00
Alison Barton	08:30	17:28	2	00:00:01	0.00%	00:04:32	4	00:01:47	1	00:09:05	00:07:08	00:00:00	01:04:44	00:00:00	00:00:00	07:53:43
Anne Shinton	08:04	17:28	9	00:00:33	44.44%	00:03:04	22	00:01:25	5	00:27:44	00:31:22	00:15:37	00:59:08	00:15:35	00:07:11	00:29:24
Anthony Verrington	08:28	17:28	10	00:00:01	90.00%	00:01:19	25	00:01:39	6	00:13:15	00:41:17	00:17:24	00:58:04	00:00:00	00:12:47	00:00:00
Ashad Sailbury	08:37	17:40	16	00:00:13	0.00%	00:02:34	18	00:00:42	14	00:41:07	00:12:37	00:09:05	00:56:40	00:37:56	00:00:00	00:00:00
Ashlev Hudson	08:32	17:28	37	00:00:03	2.70%	00:03:30	14	00:02:09	30	02:09:56	00:30:19	00:25:10	01:03:52	00:23:29	00:04:44	00:00:00
Cedar Copingston			9	00:00:07	11.11%	00:09:28	20	00:01:37	6	01:25:17	00:32:35	00:09:28	00:55:32	00:00:00	00:08:28	00:00:00
Fred Ellioham	08:27	17:28	1	00:00:02	100.00%	00:12:35	14	00:02:47	1	00:12:35	00:39:07	00:24:24	01:00:34	00:03:05	00:22:58	00:00:00
Chris Smith	08:30	17:28	41	00:00:18	2.44%	00:03:08	24	00:01:43	27	02:08:56	00:41:17	00:05:22	00:57:57	00:00:00	00:00:00	00:00:00
Claire Lexin	17:28	17:28	0	00:00:00	0.00%		36	00:01:23	0	00:50:07	00:55:24	00:55:24	01:02:46	00:00:00	00:37:02	00:00:00
Curtis Mason	08:54	15:59	26	00:00:02	3.85%	00:03:25	7	00:00:55	18	01:29:06	00:06:26	00:12:46	01:03:52	00:26:00	00:18:43	00:00:00
David Field			7	00:00:04	0.00%	00:05:43	25	00:02:35	6	00:40:04	01:04:49	00:03:02	00:56:00	00:00:00	00:00:00	00:00:00
David Emerit	08:29	17:29	43	00:00:14	0.00%	00:03:55	22	00:02:15	33	02:48:56	00:49:43	00:18:28	00:00:00	00:11:07	00:03:35	00:00:00
Dawn Fenton	08:08	17:28	12	00:00:05	8.33%	00:03:04	1	00:02:51	4	00:36:55	00:02:51	00:22:01	01:00:27	00:56:18	00:18:23	00:00:00
Elizabeth Sempton	08:28	17:08	0	00:00:00	0.00%		5	00:02:18	0		00:11:31	00:22:38	01:00:48	00:00:00	00:00:00	00:00:00
Emma Rasle	08:31	17:30	3	00:00:04	0.00%	00:02:18	0		3	00:06:55		00:22:15	00:50:29	00:00:00	00:00:00	00:00:00
Fiona Fulerton	08:07	17:28	24	00:00:17	25.00%	00:01:48	64	00:00:47	7	00:43:28	00:50:42	00:48:13	00:00:00	00:16:28	00:25:27	00:00:00
Ian McFeaston	08:58	17:29	16	00:00:03	68.75%	00:03:13	15	00:02:29	7	00:51:31	00:37:19	00:12:07	01:06:05	00:00:00	00:13:23	00:00:00
Imran Rowston	08:28	17:29	10	00:00:04	70.00%	00:02:10	38	00:01:18	7	00:21:44	00:49:44	00:17:56	00:58:16	00:00:00	00:15:00	00:00:00
Inbound Sales 3	08:41	17:27	22	00:00:07	40.91%	00:04:23	38	00:03:15	15	01:36:28	02:03:55	00:49:02	00:54:33	00:36:26	00:00:00	00:00:00
Kieran Hanniford			7	00:00:04	0.00%	00:06:11	20	00:01:28	5	00:43:22	00:29:32	00:56:18	00:58:50	00:00:00	00:23:42	00:00:00
Lauren Smith	12:10	17:26	4	00:00:04	25.00%	00:02:37	13	00:01:37	3	00:10:28	00:21:08	00:00:00	00:53:42	00:07:58	00:03:04	00:00:00
Lee Curtis	13:28	17:28	10	00:00:02	10.00%	00:03:31	13	00:00:47	6	00:35:14	00:10:19	00:09:12	00:00:00	00:08:39	00:00:00	00:03:46
Linzi Watson	08:28	17:28	41	00:00:03	2.44%	00:03:36	23	00:02:12	29	02:27:56	00:50:42	00:20:03	00:59:55	00:16:08	00:04:06	00:00:00
Louise Gaverston	08:36	17:33	15	00:00:06	33.33%	00:02:15	20	00:01:59	9	00:33:57	00:39:49	00:21:31	01:03:12	00:01:42	00:16:18	00:00:00
Lyndsey Wilson	08:02	17:30	19	00:00:07	10.53%	00:02:44	10	00:01:51	9	00:52:02	00:18:36	00:26:33	01:02:39	00:24:58	00:18:49	00:00:00
Mike Soalston	10:33	17:05	7	00:00:01	85.71%	00:08:42	4	00:01:13	5	01:00:56	00:04:54	00:00:00	00:27:05	00:00:00	00:13:04	00:00:00
Nick Whitehouse	08:19	17:28	9	00:00:01	100.00%	00:01:41	48	00:01:40	3	00:15:14	01:20:31	00:16:02	00:58:46	00:04:10	00:17:49	00:00:00
Nicola Aleston	08:29	17:30	24	00:00:05	0.00%	00:01:49	12	00:01:23	11	00:43:41	00:16:36	00:20:52	01:00:33	00:11:37	00:31:32	00:00:00
Paige Salesten	08:28	17:28	39	00:00:28	2.56%	00:03:58	17	00:02:04	24	02:34:48	00:35:12	00:20:36	00:58:04	00:28:07	00:00:00	00:00:00
Polly Evans	10:55	14:42	3	00:00:02	33.33%	00:04:23	79	00:02:26	2	00:13:09	03:12:45	02:35:19	00:58:35	00:00:00	00:01:50	00:00:00
Samantha Lewis	08:28	17:29	15	00:00:01	73.33%	00:04:14	10	00:01:29	6	01:03:37	00:14:55	00:19:55	01:02:07	00:09:28	00:10:47	00:00:00
Samina Shilley	08:30	17:33	14	00:00:09	0.00%	00:02:08	34	00:01:13	8	00:30:04	00:41:49	00:21:44	01:00:22	00:00:00	00:05:41	00:00:00
Sara Kitly	09:13	17:28	3	00:00:03	0.00%	00:03:08	31	00:01:53	3	00:09:25	00:58:52	00:47:31	01:02:59	00:10:54	00:00:00	00:00:00
Tom Fenton			11	00:00:02	72.73%	00:04:28	63	00:01:23	7	00:49:10	01:28:01	00:46:52	00:58:53	00:15:44	00:06:42	00:00:00