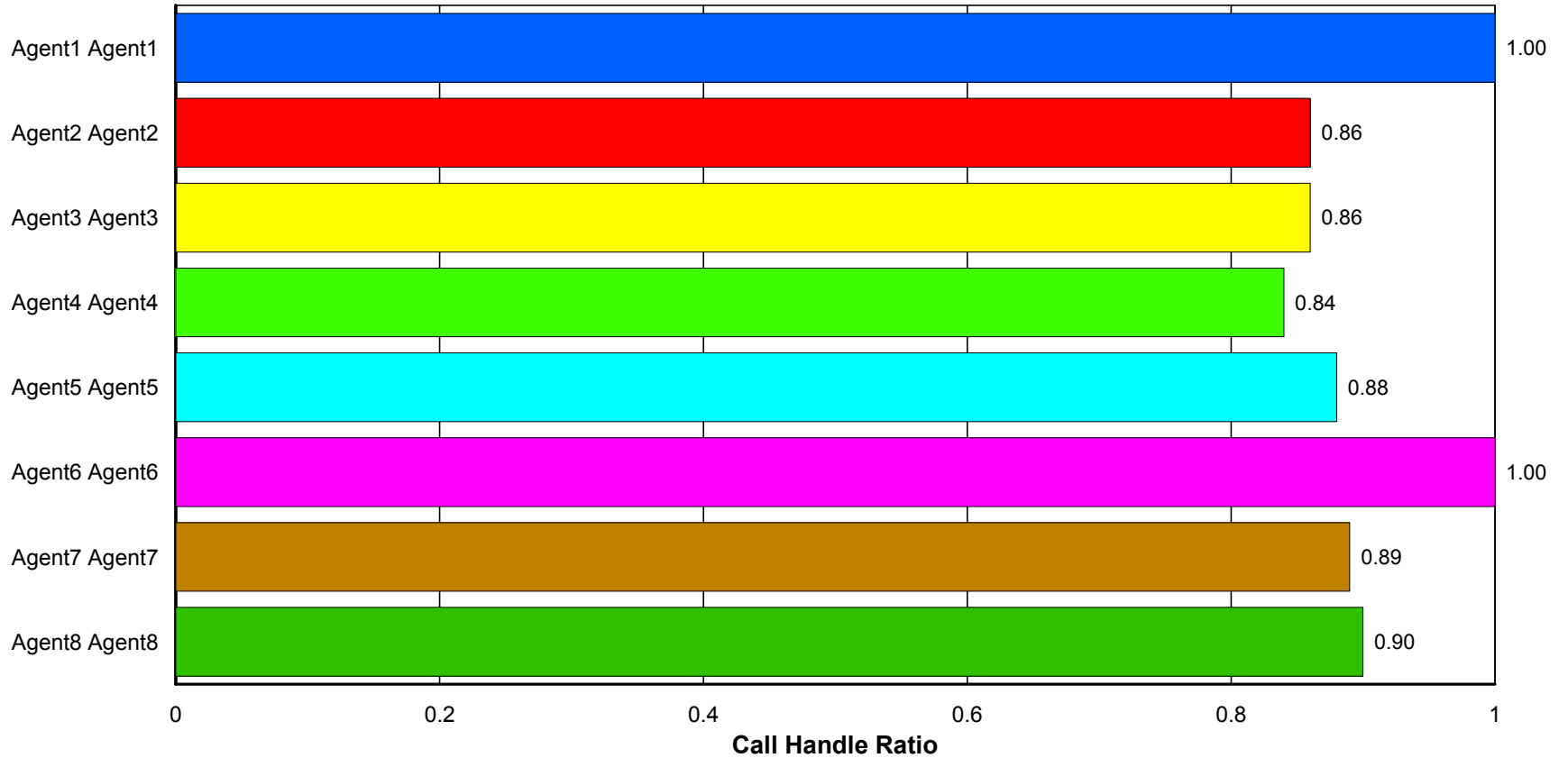


Call Handle Ratio* by Agent

Start Date Selected - End Date Selected

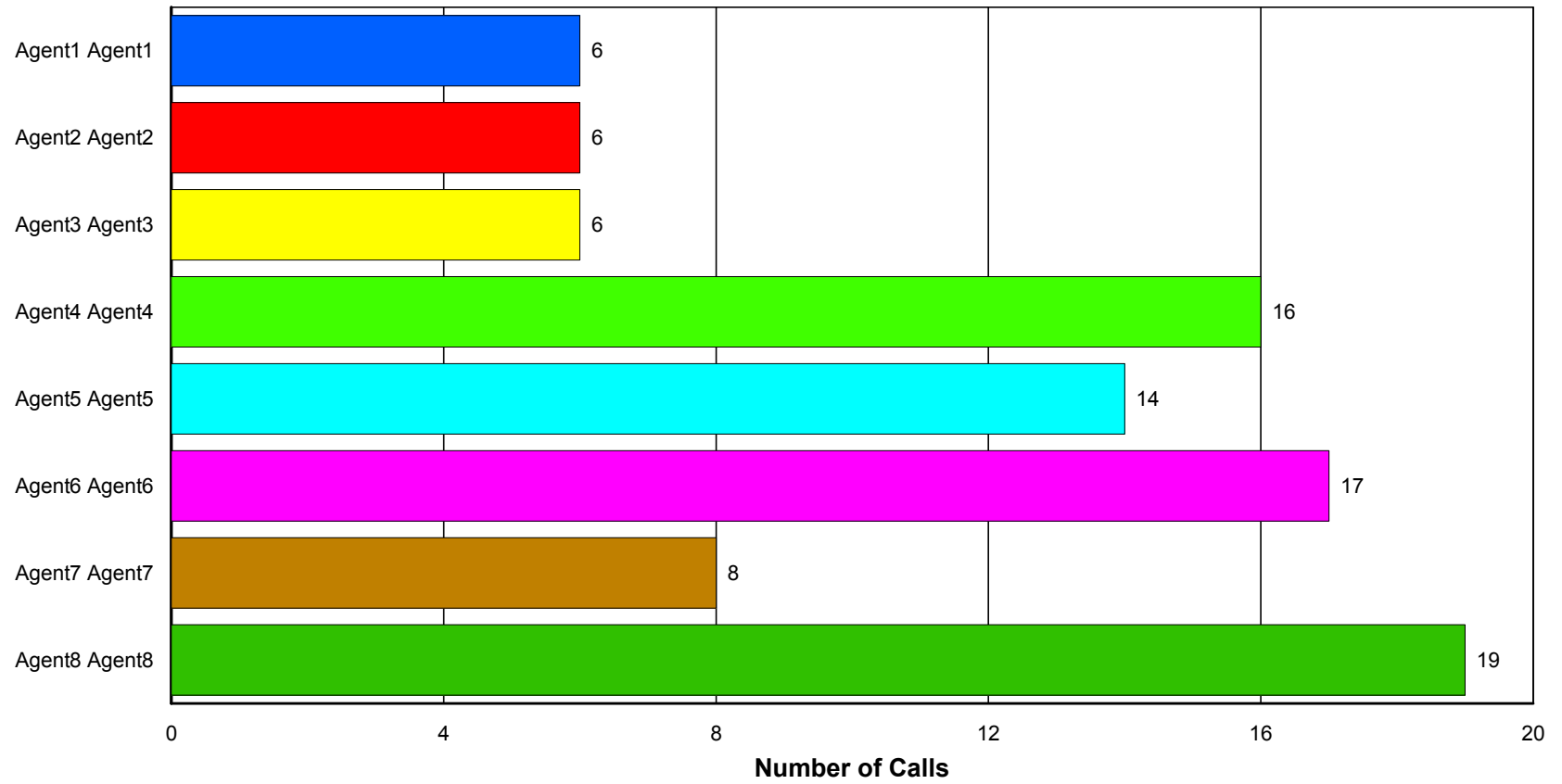


* Call handle ratio is calculated as calls handled divided by calls presented.

Total Calls Handled by Agent

Start Date Selected - End Date Selected

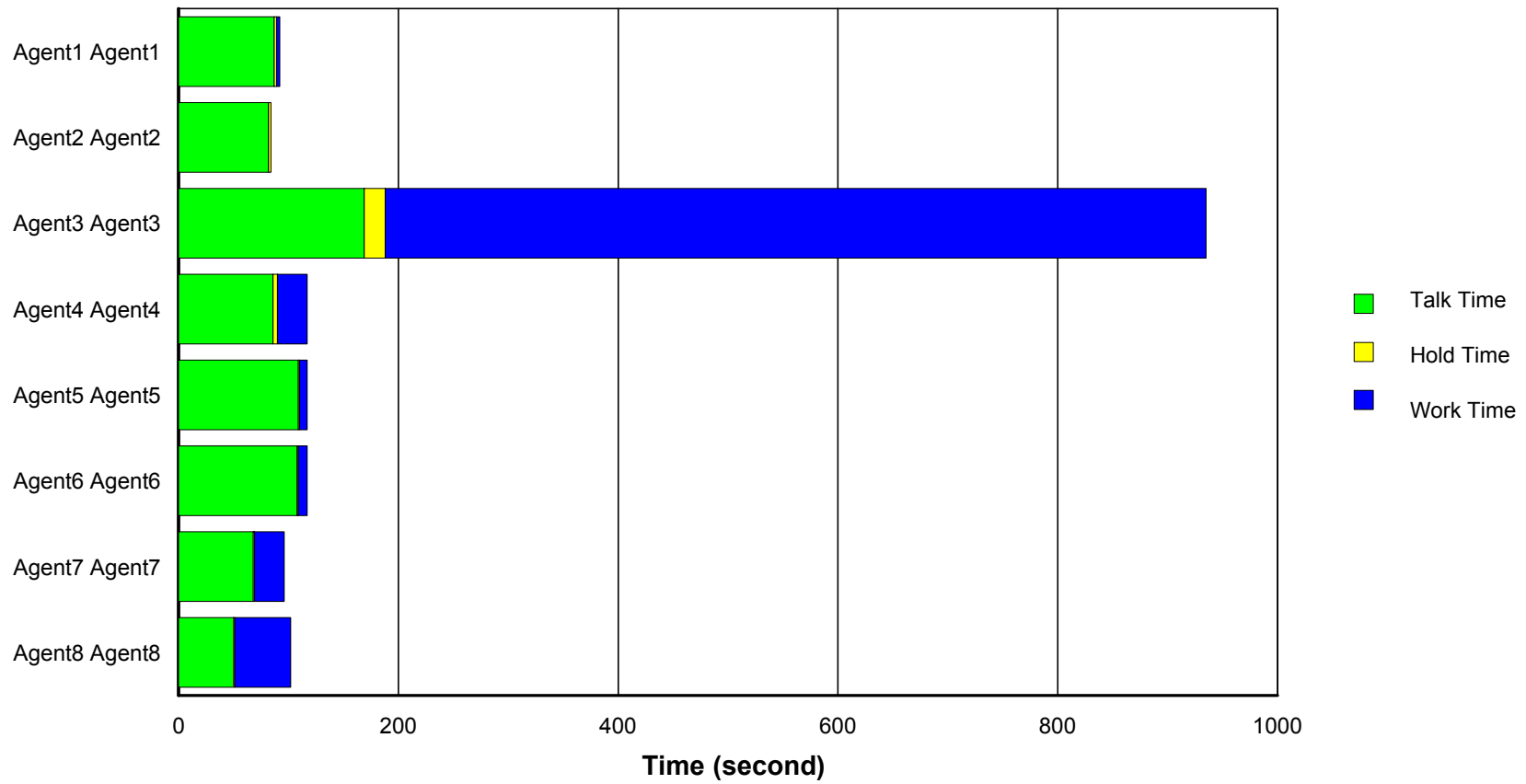
Agent Name



Average Talk Time, Hold Time, Work Time by Agent

Start Date Selected - End Date Selected

Agent Name



Agent Summary Report

Start Date Selected - End Date Selected

* Average is calculated per session.

<u>Agent Name</u>	<u>Extension</u>	<u>Average*</u>	<u>Calls</u>	<u>Calls</u>	<u>Handle</u>	<u>Handle Time</u>		<u>Talk Time</u>		<u>Hold Time</u>		<u>Work Time</u>		<u>Idle Time</u>	
		<u>Logged-In</u>	<u>Handled</u>	<u>Presented</u>	<u>Ratio</u>	<u>Avg</u>	<u>Max</u>	<u>Avg</u>	<u>Max</u>	<u>Avg</u>	<u>Max</u>	<u>Avg</u>	<u>Max</u>	<u>Avg*</u>	<u>Max</u>
Agent1 Agent1	2062	0:16:43	6	6	1.00	0:01:33	0:05:46	0:01:27	0:05:39	0:00:02	0:00:06	0:00:03	0:00:15	0:02:46	0:05:20
Agent2 Agent2	2894	01:18:33	6	7	0.86	0:01:25	0:03:19	0:01:22	0:03:17	0:00:02	0:00:13	0:00:00	0:00:00	0:00:00	0:00:00
Agent3 Agent3	2005	01:02:40	6	7	0.86	0:15:37	01:21:53	0:02:49	0:07:40	0:00:19	0:01:27	0:12:27	01:14:13	0:05:15	0:09:33
Agent4 Agent4	2124	0:43:36	16	19	0.84	0:01:58	0:04:48	0:01:26	0:03:40	0:00:04	0:00:12	0:00:27	0:01:39	0:01:07	0:02:22
Agent5 Agent5	2004	01:30:00	14	16	0.88	0:01:57	0:07:49	0:01:49	0:07:49	0:00:01	0:00:07	0:00:07	0:01:43	0:10:51	0:21:35
Agent6 Agent6	2015	01:30:00	17	17	1.00	0:01:58	0:06:02	0:01:48	0:06:00	0:00:01	0:00:16	0:00:08	0:00:51	0:01:58	0:06:38
Agent7 Agent7	2008	0:59:15	8	9	0.89	0:01:36	0:04:48	0:01:08	0:02:24	0:00:01	0:00:04	0:00:27	0:03:38	0:03:42	0:09:53
Agent8 Agent8	2014	01:11:13	19	21	0.90	0:01:43	0:08:00	0:00:50	0:02:39	0:00:01	0:00:04	0:00:51	0:06:31	0:04:25	0:16:58