

Email Contact Service Queue Agent Activity

Start Date Selected - End Date Selected

CSQ Name

Date

Agent Name

Routed In

Trans In

Requeued

Trans Out

Sent

Deleted

Sent In Process

Avg In Process

Avg On Desk

Mike Email CSQ 2

1/31/2008

Mike Bendickson

1

1

0

1

0

0

00:00:00

00:00:00

00:00:00

2/1/2008

Pete Wall

1

0

0

0

0

0

00:00:00

00:00:00

00:00:00

Mike Bendickson

1

0

0

0

2

0

00:19:10

00:09:35

02:54:00

2/2/2008

Pete Wall

0

0

0

0

1

0

00:03:20

00:03:20

03:55:00