

Email Contact Service Queue Agent Activity

Start Date Selected - End Date Selected

<u>CSQ Name</u>		<u>Routed In</u>	<u>Trans In</u>	<u>Requeued</u>	<u>Trans Out</u>	<u>Sent</u>	<u>Deleted</u>	<u>Sent In Process</u>	<u>Avg In Process</u>	<u>Avg On Desk</u>
<u>Date</u>	<u>Agent Name</u>									
<u>Mike Email CSQ 2</u>										
<u>1/31/2008</u>										
	Mike Bendickson	1	1	0	1	0	0	00:00:00	00:00:00	00:00:00
<u>2/1/2008</u>										
	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
<u>2/2/2008</u>										
	Pete Wall	0	0	0	0	1	0	00:03:20	00:03:20	03:55:00