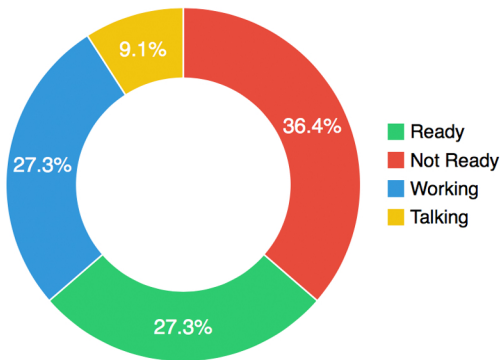




John Smith
Team : EastCoast SALES

Start Time: 08.35 EST
End Time: 17.23 EST

Agent State Percentages

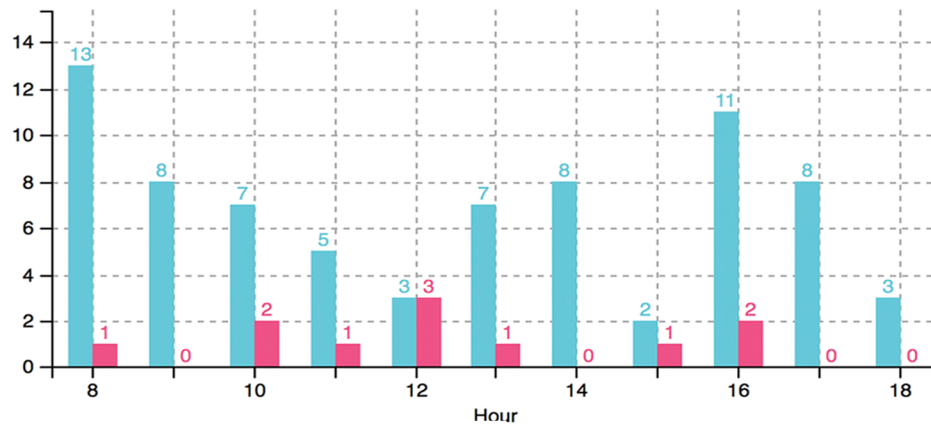


Total Login Duration 06:47:23
Total Talk Time 04:23:18
Max. Talk Time 15:38
Avg. Talk Time 07:18
Calls Answered 97
Calls Abandoned 12

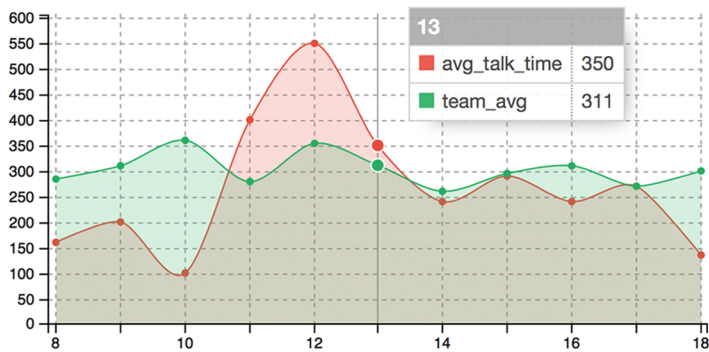
Break Duration 70min



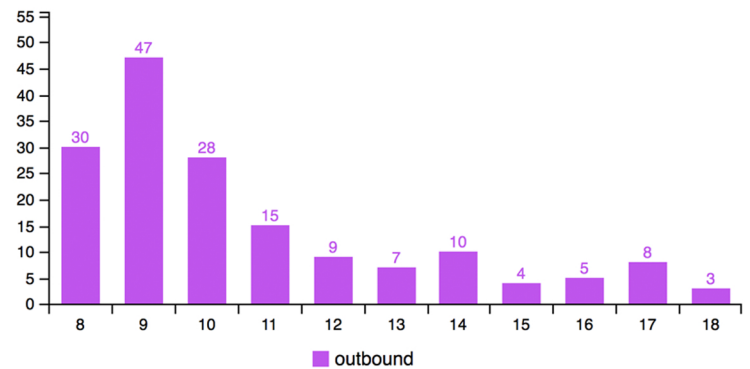
Agent Answered and Abandoned



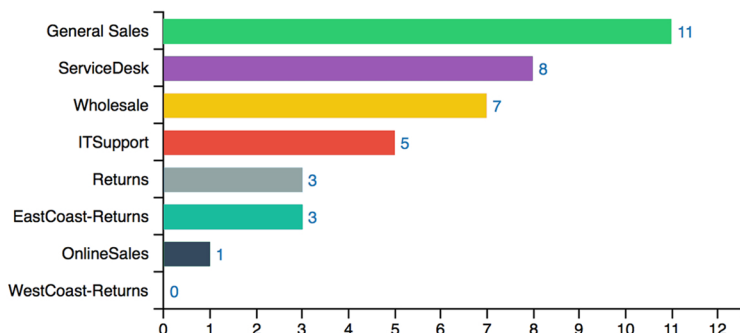
Average Talk Time



Agent Outbound Calls



Calls Answered per CSQ



Not Ready Reason Code Breakdown

