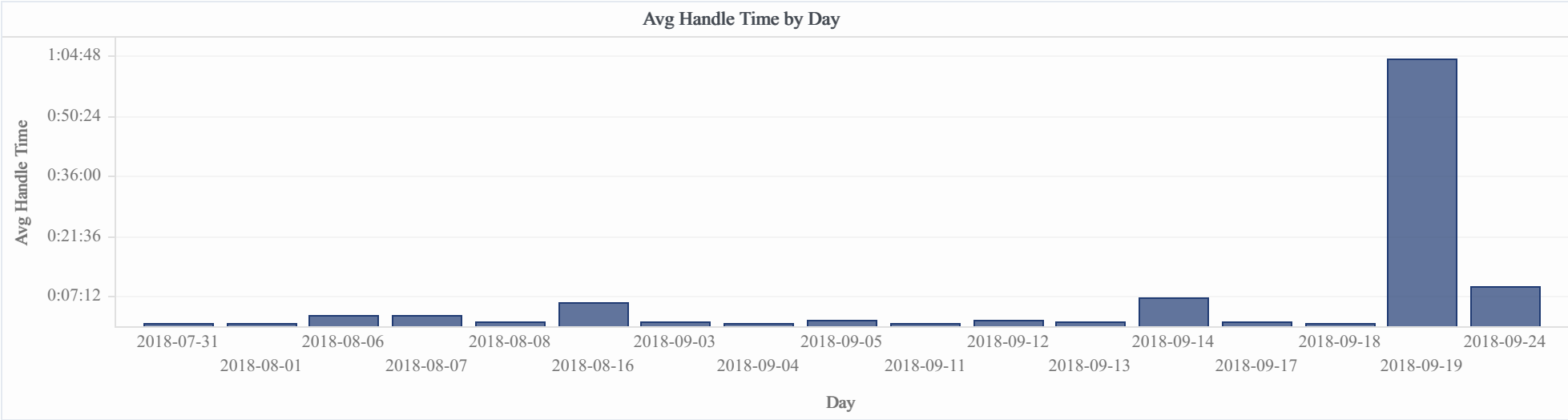


Offered 6,162	Accepted 6,149	Rejected 13	Transfer Initiated Agent 2,129
Avg Handle Time 00:02:30	% Accepted 99.79%	% Rejected 0.21%	% Transfer Initiated Agent 34.62%



Agent Group Activity Details								
Day	Agent Group	Avg Handle Time	Accepted	% Accepted	Rejected	% Rejected	Transfer Initiated Agent	% Transfer Initiated Agent
2018-07-31	No Group	00:00:16	2	100.00%	0	0.00%	1	50.00%
2018-08-01	No Group	00:00:21	2	100.00%	0	0.00%	0	0.00%
2018-08-06	Agent Group 3	00:02:30	132	100.00%	0	0.00%	3	2.27%
	Agent Group 4	00:02:38	395	100.00%	0	0.00%	6	1.52%
	Group 1	00:02:38	519	100.00%	0	0.00%	13	2.50%
	Group 2	00:02:43	256	100.00%	0	0.00%	6	2.34%
2018-08-07	Agent Group 3	00:02:44	336	100.00%	0	0.00%	163	48.51%
	Agent Group 4	00:02:40	1,052	100.00%	0	0.00%	476	45.25%
	Group 1	00:02:37	1,399	100.00%	0	0.00%	659	47.11%

% Occupancy 41.61%	Active Time 697:53:04	Ready Time 394:35:30	Not Ready Time 22:08:15	Busy Time 281:09:19
	% Active Time 100.00%	% Ready Time 56.54%	% Not Ready Time 3.17%	% Busy Time 40.29%

Agent Group Utilization Details									
Day	Agent Group	% Occupancy	Active Time	Ready Time	Not Ready Time	Busy Time	% Ready Time	% Not Ready Time	% Busy Time
2018-07-31	No Group	23.08%	00:02:46	00:02:00	00:00:10	00:00:36	72.29%	6.02%	21.69%
2018-08-01	No Group	0.34%	04:05:36	04:04:16	00:00:30	00:00:50	99.46%	0.20%	0.34%
2018-08-06	Agent Group 3	53.97%	10:03:45	04:37:54	00:00:00	05:25:51	46.03%	0.00%	53.97%
	Agent Group 4	56.89%	30:11:31	13:00:55	00:00:01	17:10:35	43.11%	0.00%	56.89%
	Group 1	56.05%	40:15:11	17:41:25	00:00:00	22:33:46	43.95%	0.00%	56.05%
	Group 2	57.31%	20:07:40	08:35:31	00:00:01	11:32:08	42.69%	0.00%	57.31%
2018-08-07	Agent Group 3	64.23%	24:00:00	08:35:07	00:00:00	15:24:53	35.77%	0.00%	64.23%
	Agent Group 4	65.14%	72:00:00	25:05:51	00:00:00	46:54:09	34.86%	0.00%	65.14%
	Group 1	63.87%	96:00:00	34:40:51	00:00:00	61:19:09	36.13%	0.00%	63.87%
	Group 2	65.21%	48:00:00	16:41:58	00:00:00	31:18:02	34.79%	0.00%	65.21%
2018-08-08	Agent Group 3	63.68%	09:00:41	03:16:21	00:00:00	05:44:20	36.32%	0.00%	63.68%
	Agent Group 4	49.54%	27:04:33	13:39:45	00:00:00	13:24:48	50.46%	0.00%	49.54%
	Group 1	30.98%	36:33:36	25:14:04	00:00:00	11:19:32	69.02%	0.00%	30.98%
	Group 2	64.54%	18:18:32	06:29:34	00:00:00	11:48:58	35.46%	0.00%	64.54%
2018-08-16	No Group	46.91%	24:47:55	13:09:57	00:00:00	11:37:58	53.09%	0.00%	46.91%
2018-08-22	No Group	0.49%	08:12:05	08:09:14	00:00:26	00:02:25	99.42%	0.09%	0.49%