

Agent Utilization Email Report

Tenant	Agent Name	Interaction Type	Day	Avg Handle Time (Fmt)	Offered	Accepted	% Accepted	Rejected	Transfer Initiated Agent	% Transfer Initiated Agent
Environment	, MMAgent1 (MMAgent1)	Inbound	2010-02-15	00:01:22	7	4	1	2	1	25.00%
			2010-02-16	00:01:42	3	3	1	0	1	33.33%
			2010-02-19	00:00:04	1	1	1	0	0	0.00%
			2010-02-25	00:00:54	2	2	1	0	1	50.00%
			2010-02-26	00:01:24	1	1	1	0	0	0.00%
			2011-03-28	00:00:06	4	4	1	0	0	0.00%
			2011-03-29	00:00:06	5	4	1	1	0	0.00%
			2011-04-04	00:10:35	2	2	1	0	0	0.00%
		Internal	2010-02-25	00:00:00	0	0	0	0	0	0.00%
			2010-03-01	00:00:00	0	0	0	0	0	0.00%
		Outbound	2010-02-15	00:01:21	7	7	1	0	4	57.14%
			2010-02-16	00:00:19	4	4	1	0	2	50.00%
			2010-02-19	00:00:25	2	2	1	0	0	0.00%
			2010-02-25	00:02:36	1	1	1	0	0	0.00%
			2010-02-26	00:00:14	1	1	1	0	0	0.00%
			2010-03-01	00:05:30	2	2	1	0	0	0.00%
			2011-03-28	00:00:18	4	4	1	0	0	0.00%
			2011-03-29	00:00:09	4	4	1	0	0	0.00%
			2011-04-04	00:00:40	1	1	1	0	0	0.00%
			2011-04-06	00:00:24	1	1	1	0	0	0.00%
			2011-06-30	00:00:31	6	6	1	0	4	66.67%
		Total		00:01:14	58	54	1	3	13	24.07%
	, MMAgent2 (MMAgent2)	Inbound	2010-02-15	00:00:43	2	2	1	0	0	0.00%
			2010-02-19	00:00:27	2	2	1	0	1	50.00%
			2010-02-25	01:30:08	2	2	1	0	0	0.00%
			2010-02-26	00:00:08	1	1	1	0	0	0.00%
			2011-03-28	00:00:35	2	2	1	0	0	0.00%
			2011-03-29	00:00:34	2	2	1	0	0	0.00%
			2011-04-05	00:00:08	1	1	1	0	0	0.00%
		Internal	2010-02-25	00:00:28	0	0	0	0	0	0.00%
			2010-03-01	00:01:23	0	0	0	0	0	0.00%
			2011-06-30	00:00:00	0	0	0	0	0	0.00%

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Environment	, MMAgent2 (MMAgent2)	Outbound	2010-02-15	00:00:44	12	12	1	0	7	58.33%
			2010-02-16	00:00:37	3	3	1	0	2	66.67%
			2010-02-19	00:00:17	1	1	1	0	0	0.00%
			2010-02-26	00:00:23	1	1	1	0	0	0.00%
			2010-03-01	00:04:56	1	1	1	0	0	0.00%
			2011-03-28	00:00:13	3	3	1	0	0	0.00%
			2011-03-29	00:00:11	3	3	1	0	0	0.00%
			2011-04-05	00:00:10	1	1	1	0	0	0.00%
			2011-06-30	00:02:58	4	4	1	0	2	50.00%
		Total		00:04:57	41	41	1	0	12	29.27%
	, MMAgent3 (MMAgent3)	Inbound	2010-02-16	00:00:29	2	2	1	0	1	50.00%
			2010-02-19	00:00:22	2	2	1	0	0	0.00%
			2010-02-25	00:00:07	1	1	1	0	0	0.00%
			2011-03-28	00:00:27	3	3	1	0	0	0.00%
			2011-03-29	00:00:14	3	3	1	0	0	0.00%
		Internal	2010-02-25	00:01:01	0	0	0	0	0	0.00%
			2011-06-30	00:00:46	0	0	0	0	0	0.00%
		Outbound	2010-02-16	00:00:20	4	4	1	0	2	50.00%
			2010-02-19	00:00:13	3	3	1	0	1	33.33%
			2010-02-25	01:30:21	2	2	1	0	0	0.00%
			2010-02-26	00:01:31	1	1	1	0	0	0.00%
			2011-03-28	00:00:23	4	4	1	0	1	25.00%
			2011-03-29	00:00:22	4	4	1	0	1	25.00%
			2011-06-30	00:01:08	2	2	1	0	1	50.00%
		Total		00:05:46	31	31	1	0	7	22.58%
	, MMAgent4 (MMAgent4)	Inbound	2010-02-16	00:00:51	1	1	1	0	0	0.00%
			2010-02-25	00:00:11	1	1	1	0	0	0.00%
			2010-02-26	00:00:13	1	1	1	0	0	0.00%
			2011-03-28	00:00:45	2	2	1	0	1	50.00%
			2011-03-29	00:00:15	2	2	1	0	1	50.00%
		Internal	2010-03-01	00:00:00	0	0	0	0	0	0.00%
		Outbound	2010-02-16	00:01:43	2	2	1	0	1	50.00%

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Environment	, MMAgent4 (MMAgent4)	Outbound	2010-02-25	00:00:44	2	2	1	0	1	50.00%
			2010-03-01	00:03:50	1	1	1	0	0	0.00%
			2011-03-28	00:00:16	2	2	1	0	0	0.00%
			2011-03-29	00:00:08	2	2	1	0	0	0.00%
			2011-06-30	00:00:59	1	1	1	0	1	100.00%
		Total		00:00:48	17	17	1	0	5	29.41%
	, MMAgent5 (MMAgent5)	Inbound	2010-02-16	00:00:10	3	3	1	0	1	33.33%
			2011-03-28	00:00:17	3	3	1	0	0	0.00%
			2011-03-29	00:00:05	3	3	1	0	0	0.00%
			2011-04-04	00:00:00	1	1	1	0	0	0.00%
		Internal	2010-03-01	00:00:13	0	0	0	0	0	0.00%
		Outbound	2010-02-16	00:00:09	3	3	1	0	0	0.00%
			2010-02-25	00:00:23	2	2	1	0	0	0.00%
			2011-03-28	00:00:12	2	2	1	0	0	0.00%
			2011-03-29	00:00:10	2	2	1	0	0	0.00%
		Total		00:00:11	19	19	1	0	1	5.26%
	Total			00:02:56	166	162	1	3	38	23.46%
Total				00:02:56	166	162	1	3	38	23.46%