

Report Criteria

Name: Break Mode - Agent Daily Statistics
Date Range: From: 21/05/2015 To: 21/05/2015
Days of Week Reported on:
All/Ind/Group: All
Cost Filter: False
Cost Filter From:
Cost Filter To:
Duration Filter: False
Duration Filter From (sec):
Duration Filter To (sec):
RingTime Filter From (sec):
RingTime Filter To (sec):

Break Mode - Agent Daily Statistics

From: 21/05/2015 To: 21/05/2015

| Staff Members Name | Sign In | Sign Out | Calls Answered | Average Seconds To Answer | Inbound AHT | Calls Outbound | Outbound AHT | Calls Transferred | Total i/b Talk Time | Total o/b Talk Time | Break | Lunch | Call Work | Personal | Training | |
|-----------------------|---------|----------|-------------------|------------------------------|----------------|-------------------|-----------------|----------------------|------------------------|------------------------|----------|----------|-----------|----------|----------|----------|
| Alex Jones | 08:41 | 16:51 | 24 | 00:00:05 | 37.50% | 00:03:26 | 55 | 00:01:29 | 12 | 01:22:31 | 01:22:16 | 00:00:00 | 00:51:31 | 00:00:00 | 00:00:00 | 00:00:00 |
| Alison Barton | 08:30 | 17:28 | 2 | 00:00:01 | 0.00% | 00:04:32 | 4 | 00:01:47 | 1 | 00:09:05 | 00:07:08 | 00:00:00 | 01:04:44 | 00:00:00 | 00:00:00 | 07:53:43 |
| Anne Shinton | 08:04 | 17:28 | 9 | 00:00:33 | 44.44% | 00:03:04 | 22 | 00:01:25 | 5 | 00:27:44 | 00:31:22 | 00:15:37 | 00:59:08 | 00:15:35 | 00:07:11 | 00:29:24 |
| Anthony Verrington | 08:28 | 17:28 | 10 | 00:00:01 | 90.00% | 00:01:19 | 25 | 00:01:39 | 6 | 00:13:15 | 00:41:17 | 00:17:24 | 00:58:04 | 00:00:00 | 00:12:47 | 00:00:00 |
| Ashad Sailbury | 08:37 | 17:40 | 16 | 00:00:13 | 0.00% | 00:02:34 | 18 | 00:00:42 | 14 | 00:41:07 | 00:12:37 | 00:09:05 | 00:56:40 | 00:37:56 | 00:00:00 | 00:00:00 |
| Ashlev Hudson | 08:32 | 17:28 | 37 | 00:00:03 | 2.70% | 00:03:30 | 14 | 00:02:09 | 30 | 02:09:56 | 00:30:19 | 00:25:10 | 01:03:52 | 00:23:29 | 00:04:44 | 00:00:00 |
| Cedar Copingston | | | 9 | 00:00:07 | 11.11% | 00:09:28 | 20 | 00:01:37 | 6 | 01:25:17 | 00:32:35 | 00:09:28 | 00:55:32 | 00:00:00 | 00:08:28 | 00:00:00 |
| Fred Ellioham | 08:27 | 17:28 | 1 | 00:00:02 | 100.00% | 00:12:35 | 14 | 00:02:47 | 1 | 00:12:35 | 00:39:07 | 00:24:24 | 01:00:34 | 00:03:05 | 00:22:58 | 00:00:00 |
| Chris Smith | 08:30 | 17:28 | 41 | 00:00:18 | 2.44% | 00:03:08 | 24 | 00:01:43 | 27 | 02:08:56 | 00:41:17 | 00:05:22 | 00:57:57 | 00:00:00 | 00:00:00 | 00:00:00 |
| Claire Lexin | 17:28 | 17:28 | 0 | 00:00:00 | 0.00% | | 36 | 00:01:23 | 0 | 00:50:07 | 00:55:24 | 00:55:24 | 01:02:46 | 00:00:00 | 00:37:02 | 00:00:00 |
| Curtis Mason | 08:54 | 15:59 | 26 | 00:00:02 | 3.85% | 00:03:25 | 7 | 00:00:55 | 18 | 01:29:06 | 00:06:26 | 00:12:46 | 01:03:52 | 00:26:00 | 00:18:43 | 00:00:00 |
| David Field | | | 7 | 00:00:04 | 0.00% | 00:05:43 | 25 | 00:02:35 | 6 | 00:40:04 | 01:04:49 | 00:03:02 | 00:56:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| David Emerit | 08:29 | 17:29 | 43 | 00:00:14 | 0.00% | 00:03:55 | 22 | 00:02:15 | 33 | 02:48:56 | 00:49:43 | 00:18:28 | 00:00:00 | 00:11:07 | 00:03:35 | 00:00:00 |
| Dawn Fenton | 08:08 | 17:28 | 12 | 00:00:05 | 8.33% | 00:03:04 | 1 | 00:02:51 | 4 | 00:36:55 | 00:02:51 | 00:22:01 | 01:00:27 | 00:56:18 | 00:18:23 | 00:00:00 |
| Elizabeth Sempton | 08:28 | 17:08 | 0 | 00:00:00 | 0.00% | | 5 | 00:02:18 | 0 | | 00:11:31 | 00:22:38 | 01:00:48 | 00:00:00 | 00:00:00 | 00:00:00 |
| Emma Rasle | 08:31 | 17:30 | 3 | 00:00:04 | 0.00% | 00:02:18 | 0 | | 3 | 00:06:55 | | 00:22:15 | 00:50:29 | 00:00:00 | 00:00:00 | 00:00:00 |
| Fiona Fulerton | 08:07 | 17:28 | 24 | 00:00:17 | 25.00% | 00:01:48 | 64 | 00:00:47 | 7 | 00:43:28 | 00:50:42 | 00:48:13 | 00:00:00 | 00:16:28 | 00:25:27 | 00:00:00 |
| Ian McFeaston | 08:58 | 17:29 | 16 | 00:00:03 | 68.75% | 00:03:13 | 15 | 00:02:29 | 7 | 00:51:31 | 00:37:19 | 00:12:07 | 01:06:05 | 00:00:00 | 00:13:23 | 00:00:00 |
| Imran Rowston | 08:28 | 17:29 | 10 | 00:00:04 | 70.00% | 00:02:10 | 38 | 00:01:18 | 7 | 00:21:44 | 00:49:44 | 00:17:56 | 00:58:16 | 00:00:00 | 00:15:00 | 00:00:00 |
| Inbound Sales 3 | 08:41 | 17:27 | 22 | 00:00:07 | 40.91% | 00:04:23 | 38 | 00:03:15 | 15 | 01:36:28 | 02:03:55 | 00:49:02 | 00:54:33 | 00:36:26 | 00:00:00 | 00:00:00 |
| Kieran Hanniford | | | 7 | 00:00:04 | 0.00% | 00:06:11 | 20 | 00:01:28 | 5 | 00:43:22 | 00:29:32 | 00:56:18 | 00:58:50 | 00:00:00 | 00:23:42 | 00:00:00 |
| Lauren Smith | 12:10 | 17:26 | 4 | 00:00:04 | 25.00% | 00:02:37 | 13 | 00:01:37 | 3 | 00:10:28 | 00:21:08 | 00:00:00 | 00:53:42 | 00:07:58 | 00:03:04 | 00:00:00 |
| Lee Curtis | 13:28 | 17:28 | 10 | 00:00:02 | 10.00% | 00:03:31 | 13 | 00:00:47 | 6 | 00:35:14 | 00:10:19 | 00:09:12 | 00:00:00 | 00:08:39 | 00:00:00 | 00:03:46 |
| Linzi Watson | 08:28 | 17:28 | 41 | 00:00:03 | 2.44% | 00:03:36 | 23 | 00:02:12 | 29 | 02:27:56 | 00:50:42 | 00:20:03 | 00:59:55 | 00:16:08 | 00:04:06 | 00:00:00 |
| Louise Gaverston | 08:36 | 17:33 | 15 | 00:00:06 | 33.33% | 00:02:15 | 20 | 00:01:59 | 9 | 00:33:57 | 00:39:49 | 00:21:31 | 01:03:12 | 00:01:42 | 00:16:18 | 00:00:00 |
| Lyndsey Wilson | 08:02 | 17:30 | 19 | 00:00:07 | 10.53% | 00:02:44 | 10 | 00:01:51 | 9 | 00:52:02 | 00:18:36 | 00:26:33 | 01:02:39 | 00:24:58 | 00:18:49 | 00:00:00 |
| Mike Soalston | 10:33 | 17:05 | 7 | 00:00:01 | 85.71% | 00:08:42 | 4 | 00:01:13 | 5 | 01:00:56 | 00:04:54 | 00:00:00 | 00:27:05 | 00:00:00 | 00:13:04 | 00:00:00 |
| Nick Whitehouse | 08:19 | 17:28 | 9 | 00:00:01 | 100.00% | 00:01:41 | 48 | 00:01:40 | 3 | 00:15:14 | 01:20:31 | 00:16:02 | 00:58:46 | 00:04:10 | 00:17:49 | 00:00:00 |
| Nicola Aleston | 08:29 | 17:30 | 24 | 00:00:05 | 0.00% | 00:01:49 | 12 | 00:01:23 | 11 | 00:43:41 | 00:16:36 | 00:20:52 | 01:00:33 | 00:11:37 | 00:31:32 | 00:00:00 |
| Paige Salesten | 08:28 | 17:28 | 39 | 00:00:28 | 2.56% | 00:03:58 | 17 | 00:02:04 | 24 | 02:34:48 | 00:35:12 | 00:20:36 | 00:58:04 | 00:28:07 | 00:00:00 | 00:00:00 |
| Polly Evans | 10:55 | 14:42 | 3 | 00:00:02 | 33.33% | 00:04:23 | 79 | 00:02:26 | 2 | 00:13:09 | 03:12:45 | 02:35:19 | 00:58:35 | 00:00:00 | 00:01:50 | 00:00:00 |
| Samantha Lewis | 08:28 | 17:29 | 15 | 00:00:01 | 73.33% | 00:04:14 | 10 | 00:01:29 | 6 | 01:03:37 | 00:14:55 | 00:19:55 | 01:02:07 | 00:09:28 | 00:10:47 | 00:00:00 |
| Samina Shilley | 08:30 | 17:33 | 14 | 00:00:09 | 0.00% | 00:02:08 | 34 | 00:01:13 | 8 | 00:30:04 | 00:41:49 | 00:21:44 | 01:00:22 | 00:00:00 | 00:05:41 | 00:00:00 |
| Sara Kitly | 09:13 | 17:28 | 3 | 00:00:03 | 0.00% | 00:03:08 | 31 | 00:01:53 | 3 | 00:09:25 | 00:58:52 | 00:47:31 | 01:02:59 | 00:10:54 | 00:00:00 | 00:00:00 |
| Tom Fenton | | | 11 | 00:00:02 | 72.73% | 00:04:28 | 63 | 00:01:23 | 7 | 00:49:10 | 01:28:01 | 00:46:52 | 00:58:53 | 00:15:44 | 00:06:42 | 00:00:00 |