

**Report: Queue Performance by Agent**

**Site** Okaloosa County BCC

**Date range** 12/1/2014 - 12/31/2014 12:00 AM - 12:00 AM

**Device:** [ECCC 3300 ICP] P040 - Transit Q

**Created on:** 1/1/2015

**Created by:** \_admin

Agent ID	Agent name	ACD calls handled	Total speed of answer (hh:mm:ss)	Average speed of answer (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)
*22	ervations, OCT Agent	2171	8:05:41	0:00:13	37:25:09	0:01:02
*11	ervations, OCT Agen	1338	3:56:55	0:00:11	12:35:20	0:00:34
*33	ch_LouJean, OCT Agi	1056	4:21:19	0:00:15	14:32:15	0:00:50

<b>Total</b>		<b>4565</b>	<b>16:23:55</b>	<b>0:00:13</b>	<b>64:32:44</b>	<b>0:00:51</b>
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