

OCS - Daily Agent Group Summary

Date: 3/22/99
Agent Group: Team A

Printed: 3/23/99
ACD: ADP_ACD1

									hh:mm	PERCENTAGE OF STAFF TIME													
										TOTAL					OF STAFF			TIME					
														AUX ELEMENTS			ACW		AUX		ELEMNTS		
Agent	Log ID	Date	ACD In Calls	Ext Out Calls	Statn to Stan Calls	Ext In Calls	Trans Out Calls	RONA %	Total Staff	ACD In	Avail	Total ACW	Ring Time	Other	Total AUX	AUX0	AUX1	2-9	EXT	Statn	EXT	Hold %	
									Time	%	%	%	%	%	%	%	%	%	%	%	%		%
Totals:			262	79	81	3	47	4.6	55:54	23.8	43.4	7.0	0.9	4.0	19.7	19.7	0.0	0.0	0.0	8.0	4.5	3.2	
								0.0															
Agent 1	1234	3/22	5	4	2	0	2	16.7	4:29	1.2	93.9	0.0	0.2	0.1	4.6	4.6	0.0	0.0	0	3.7	1.1	4.7	
Agent 2	2345	3/22	29	17	11	0	2	0.0	6:47	26.9	23.1	10.8	0.3	1.1	34.3	34.3	0.0	0.0	0	4.7	0.3	0.2	
Agent 3	3456	3/22	61	15	19	1	15	3.2	6:39	31.6	45.1	0.0	1.5	3.5	16.1	16.1	0.0	0.0	0	7.3	2.3	2.7	
Agent 4	4567	3/22	11	3	2	2	0	8.3	7:30	28.9	51.5	0.0	0.3	0.5	18.8	18.8	0.0	0.0	0	6.8	5.1	3.0	
Agent 5	5678	3/22	44	19	15	0	5	0.0	7:30	31.7	37.4	0.9	1.2	2.6	24.1	24.1	0.0	0.0	0	9.7	12.7	9.0	
Agent 6	6789	3/22	32	1	9	0	7	0.0	6:35	24.9	34.9	16.6	0.8	6.3	14.5	14.5	0.0	0.0	0	0.7	1.4	3.5	
Agent 7	7890	3/22	38	14	12	0	10	13.6	6:55	14.7	36.2	5.3	1.5	7.3	34.9	34.9	0.0	0.0	0	12.6	3.6	2.1	
Agent 8	8901	3/22	19	4	3	0	3	5.0	3:51	21.8	61.0	0.0	1.0	6.9	9.3	9.3	0.0	0.0	0	4.7	2.7	4.0	
Agent 9	9012	3/22	23	2	8	0	3	4.2	5:34	23.1	29.9	29.2	0.7	8.9	8.0	8.0	0.0	0.0					