



## Summary calls by Agent

Campaign 'Billing<-', 'Business<-', 'Business<-

From:2016-02-01 00:00:00.0

Agent 'Admin', 'aleitoe', 'cleonora', 'cmiguel', 'csantiago', 'e

To:2016-10-03 23:59:59.0

| Agent      | Incoming Answered | Incoming Not Answered | Incoming offered | Outgoing Answered | Outgoing No Answered | Outgoing offered | Incoming Time | Average Incoming | Outgoing Time | Average Outgoing | Percentage incoming no answer | Percentage outgoing no answer |
|------------|-------------------|-----------------------|------------------|-------------------|----------------------|------------------|---------------|------------------|---------------|------------------|-------------------------------|-------------------------------|
| Admin      | 0                 | 8                     | 8                | 0                 | 0                    | 0                | 0:00:00       | 0:00:00          | 0:00:00       | 0:00:00          | 0 %                           | 0 %                           |
| aleitoe    | 1709              | 41                    | 1750             | 85                | 7                    | 92               | 73:07:20      | 0:02:34          | 2:23:55       | 0:01:41          | 2.34 %                        | 7.61 %                        |
| cleonora   | 1190              | 33                    | 1223             | 0                 | 0                    | 0                | 64:28:07      | 0:03:15          | 0:00:00       | 0:00:00          | 2.70 %                        | 0 %                           |
| cmiguel    | 3386              | 157                   | 3543             | 327               | 56                   | 383              | 169:30:59     | 0:03:00          | 9:54:16       | 0:01:49          | 4.43 %                        | 14.62 %                       |
| Integra    | 0                 | 0                     | 0                | 3                 | 2                    | 5                | 0:00:00       | 0:00:00          | 0:00:09       | 0:00:03          | 0 %                           | 40.00 %                       |
| jjanga     | 1769              | 15                    | 1784             | 88                | 7                    | 95               | 84:24:22      | 0:02:51          | 2:25:47       | 0:01:39          | 0.84 %                        | 7.37 %                        |
| martines   | 3                 | 3                     | 6                | 0                 | 0                    | 0                | 0:03:02       | 0:01:00          | 0:00:00       | 0:00:00          | 50.00 %                       | 0 %                           |
| licilia    | 3124              | 226                   | 3350             | 421               | 69                   | 490              | 157:11:13     | 0:03:01          | 14:53:55      | 0:02:07          | 6.75 %                        | 14.08 %                       |
| marcos     | 22                | 140                   | 162              | 0                 | 0                    | 0                | 0:22:59       | 0:01:02          | 0:00:00       | 0:00:00          | 86.42 %                       | 0 %                           |
| mcelestina | 768               | 54                    | 822              | 53                | 2                    | 55               | 27:50:54      | 0:02:10          | 1:32:42       | 0:01:44          | 6.57 %                        | 3.64 %                        |
| Ralment    | 645               | 0                     | 645              | 10                | 4                    | 14               | 34:36:59      | 0:03:13          | 0:15:38       | 0:01:33          | 0 %                           | 28.57 %                       |
| rrombley   | 308               | 50                    | 358              | 193               | 36                   | 229              | 12:03:32      | 0:02:20          | 5:04:17       | 0:01:34          | 13.97 %                       | 15.72 %                       |
| rwinklaar  | 6567              | 268                   | 6835             | 0                 | 0                    | 0                | 440:10:25     | 0:04:01          | 0:00:00       | 0:00:00          | 3.92 %                        | 0 %                           |
| sberens    | 2022              | 77                    | 2099             | 120               | 18                   | 138              | 77:04:20      | 0:02:17          | 4:35:09       | 0:02:17          | 3.67 %                        | 13.04 %                       |
| sblokland  | 710               | 7                     | 717              | 0                 | 0                    | 0                | 25:43:46      | 0:02:10          | 0:00:00       | 0:00:00          | 0.98 %                        | 0 %                           |
| smansveld  | 631               | 11                    | 642              | 0                 | 0                    | 0                | 21:12:31      | 0:02:01          | 0:00:00       | 0:00:00          | 1.71 %                        | 0 %                           |
| tthom      | 1486              | 21                    | 1507             | 0                 | 0                    | 0                | 92:45:04      | 0:03:44          | 0:00:00       | 0:00:00          | 1.39 %                        | 0 %                           |
| wcxuan     | 0                 | 5                     | 5                | 0                 | 0                    | 0                | 0:00:00       | 0:00:00          | 0:00:00       | 0:00:00          | 0 %                           | 0 %                           |
| Total      | 24340             | 1116                  | 25456            | 1300              | 201                  | 1501             | 1280:35:33    | 0:38:39          | 41:05:48      | 0:14:27          | 4 %                           | 13 %                          |