



Summary calls by Agent

Campaign 'ACOMP-BLESS->','CallCenter-

From:2016-03-07 00:00:00.0

Agent 'Admin','Adrian

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	0	0	4	8	12	00:00:00	00:00:00	00:00:58	00:00:14	0.00 %	66.67 %
Agente1	0	0	0	1	6	7	00:00:00	00:00:00	00:00:27	00:00:27	0.00 %	85.71 %
Agente2	0	2	2	12	4	16	00:00:00	00:00:00	00:00:00	00:00:00	0.00 %	25.00 %
Agente3	0	3	3	3	5	8	00:00:00	00:00:00	00:00:00	00:00:00	0.00 %	62.50 %
Agente4	1	0	1	6	1	7	00:00:21	00:00:21	00:06:08	00:01:01	0.00 %	14.29 %
Conchi	12	1	13	13	14	27	00:03:55	00:00:19	00:01:49	00:00:08	7.69 %	51.85 %
Total	13	6	19	39	38	77	00:04:16	00:00:19	00:09:22	00:00:14	31.58 %	49.35 %