

3/ 8/2002

BCMS Vu Agent Daily Summary Report

From: 3/ 7/2002 To: 3/ 7/2002

Days of Week Included: Monday Tuesday Wednesday Thursday F

Agent Name	Agent	ACD CALLS	AVG TALK TIME	TOTAL AFTER CALL	TOTAL AVAIL. TIME	TOTAL AUX/ OTHER
Hollmer, Karin	8703	76	4:13	32:24	38:32	86:39
Frederick, Tonya	8704	116	2:35	39:51	51:12	87:55
Mitchell, Christy	8705	84	3:13	107:11	38:43	70:40
Roudabush, Kathy	8706	117	2:41	29:03	47:09	90:10
Kincaid, Summer	8740	85	2:49	131:28	28:48	80:58
Smith-Wood, Nicole	8771	110	2:51	29:19	38:14	100:08
Chilton, Inez	8773	128	2:14	40:23	52:32	102:49
Reid, Nancy	8774	95	3:16	33:33	52:58	82:40
Pearson, Todd	8778	59	2:52	164:00	47:33	95:40
Clifton, Dell	8786	85	2:31	97:12	45:55	125:53
Earles, Jessica	8788	65	3:09	82:29	35:50	88:30
Watson, Laura	8789	2	3:21	26:52	0:00	0:10
Atkins, Denise	8799	115	2:36	71:48	60:31	44:11
SUMMARY		1,137	2:51	885:52	537:57	1,056:23

Friday

EXTN CALLS	AVG EXTN TIME	TOTAL TIME STAFFED	TOTAL HOLD TIME
15	1:09	478:51	20:54
42	0:36	479:25	23:13
35	0:56	485:08	25:43
33	0:21	479:33	4:13
18	1:38	478:40	11:01
36	0:42	482:59	22:44
51	1:11	479:41	19:07
39	0:41	479:28	13:28
37	1:56	478:33	0:23
28	0:54	482:39	11:15
54	1:23	411:27	33:59
0	0:00	33:44	0:00
33	0:31	477:54	13:00
421	0:59	5,728:02	199:00