

Company: Sample Company
Authorized Contact: Karen Shah
Reporting Period: 1/05/2007-31/05/2007

Report For: Karen Shah
Report Reference: SSS-0507
Date Produced: 14/06/2007

SMARTNUMBERS AGENT EFFICIENCY SUMMARY

Efficiency statistics by agents for calls into a particular division

Team	Agent	Total Received Calls	Total Answered Calls	Total Unanswered Calls	Ave. Time to Answer (secs)	Ave. Call Duration (sec)
Charlton	J.Rolling	339	310	29	8	108
	T.French	396	342	54	7	74
	T.Wilde	411	305	106	8	85
	E. Ezego	426	358	68	7	73
Coventry	J.Rolling	403	360	43	8	104
	T.French	283	250	33	7	91
	T.Wilde	272	204	68	8	95
	E. Ezego	237	199	38	7	80
Dalston	J.Rolling	109	102	7	8	96
	T.French	321	294	27	7	67
	T.Wilde	135	108	27	8	72
	E. Ezego	165	136	29	6	78
Memphis	J.Rolling					
	T.French					
	T.Wilde					
	E. Ezego					
Bodmin	J.Rolling					
	T.French					
	T.Wilde					
	E. Ezego	712	644	68	8	65
Kilmarnock	A. Blue	785	762	23	5	70
	C.Side	1067	974	93	6	71
	T.Corps	967	935	32	6	71
	E.Coli	454	435	19	7	81

Report: Agent Efficiency Summary

Measures the efficiency of each agent showing the total number of received, answered and unanswered calls, the average time taken to answer and the average call duration

Company: Sample Company
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SMARTNUMBERS AGENT EFFICIENCY SUMMARY

Efficiency statistics by agents for calls into a particular division

Glossary

Item	Definition
Total Received Calls	Number of times an agent's handset was rung
Total Answered Calls	Number of calls that were answered out of the number of calls received
Total Unanswered Calls	Number of calls that were unanswered out of the number of calls received
Ave. Time to Answer (secs)	Average time the caller waits before the call is answered by an agent
Ave. Call Duration (secs)	Average time the caller is on the phone to an agent