Resource Performance Report

Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)	Min Handle Time (Fmt)	Max Handle Time (Fmt)
	Process 2	email	Inbound	InboundNew	Agent 3	2021-04-28	1	00:00:48	00:00:48	00:00:48	00:00:48
					Total		**1**	**00:00:48**	**00:00:48**	**00:00:48**	**00:00:48**
				Total			**1**	**00:00:48**	**00:00:48**	**00:00:48**	**00:00:48**
			Outbound	OutboundNew	Agent 5	2021-04-28	1	00:00:40	00:00:40	00:00:40	00:00:40
					Total		**1**	**00:00:40**	**00:00:40**	**00:00:40**	**00:00:40**
				OutboundReply	Agent 4	2021-04-28	1	00:00:42	00:00:42	00:00:42	00:00:42
					Total		**1**	**00:00:42**	**00:00:42**	**00:00:42**	**00:00:42**
				Total			**2**	**00:01:22**	**00:00:41**	**00:00:40**	**00:00:42**
			Total				**3**	**00:02:10**	**00:00:43**	**00:00:40**	**00:00:48**
		workitem	Outbound	OutboundNew	Agent 3	2021-04-28	1	00:00:48	00:00:48	00:00:48	00:00:48
					Total		**1**	**00:00:48**	**00:00:48**	**00:00:48**	**00:00:48**
				OutboundReply	Agent 4	2021-04-28	1	00:00:40	00:00:40	00:00:40	00:00:40
					Total		**1**	**00:00:40**	**00:00:40**	**00:00:40**	**00:00:40**
				Total			**2**	**00:01:28**	**00:00:44**	**00:00:40**	**00:00:48**
			Total				**2**	**00:01:28**	**00:00:44**	**00:00:40**	**00:00:48**
		Total					**5**	**00:03:38**	**00:00:44**	**00:00:40**	**00:00:48**
Department 1	Process 3	email	Inbound	InboundNew	Agent 2	2021-04-28	1	00:00:40	00:00:40	00:00:40	00:00:40
					Total		**1**	**00:00:40**	**00:00:40**	**00:00:40**	**00:00:40**
				InboundTest	Agent 6	2021-04-28	2	00:01:19	00:00:40	00:00:36	00:00:43
					Total		**2**	**00:01:19**	**00:00:40**	**00:00:36**	**00:00:43**
				Total			**3**	**00:01:59**	**00:00:40**	**00:00:36**	**00:00:43**
			Outbound	OutboundACK	Agent 5	2021-04-28	2	00:01:25	00:00:43	00:00:42	00:00:43
					Total		**2**	**00:01:25**	**00:00:43**	**00:00:42**	**00:00:43**
				OutboundNew	Agent 4	2021-04-28	1	00:00:42	00:00:42	00:00:42	00:00:42
					Agent 5	2021-04-28	1	00:00:43	00:00:43	00:00:43	00:00:43
					Total		**2**	**00:01:25**	**00:00:43**	**00:00:42**	**00:00:43**
				OutboundReply	Agent 2	2021-04-28	1	00:00:38	00:00:38	00:00:38	00:00:38
					Agent 4	2021-04-28	1	00:00:47	00:00:47	00:00:47	00:00:47
					Agent 5	2021-04-28	2	00:01:23	00:00:42	00:00:39	00:00:44
					Agent 6	2021-04-28	1	00:00:41	00:00:41	00:00:41	00:00:41
					Total		**5**	**00:03:29**	**00:00:42**	**00:00:38**	**00:00:47**
				Total			**9**	**00:06:19**	**00:00:42**	**00:00:38**	**00:00:47**
			Total				**12**	**00:08:18**	**00:00:42**	**00:00:36**	**00:00:47**
		workitem	Inbound	InboundNew	Agent 3	2021-04-28	1	00:00:38	00:00:38	00:00:38	00:00:38
					Agent 4	2021-04-28	1	00:00:43	00:00:43	00:00:43	00:00:43
					Agent 6	2021-04-28	1	00:00:44	00:00:44	00:00:44	00:00:44
					Total		**3**	**00:02:05**	**00:00:42**	**00:00:38**	**00:00:44**
				InboundTest	Agent 2	2021-04-28	1	00:00:44	00:00:44	00:00:44	00:00:44
					Total		**1**	**00:00:44**	**00:00:44**	**00:00:44**	**00:00:44**
				Total			**4**	**00:02:49**	**00:00:42**	**00:00:38**	**00:00:44**
			Outbound	OutboundACK	Agent 2	2021-04-28	1	00:00:45	00:00:45	00:00:45	00:00:45
					Total		**1**	**00:00:45**	**00:00:45**	**00:00:45**	**00:00:45**
				Total			**1**	**00:00:45**	**00:00:45**	**00:00:45**	**00:00:45**
			Total				**5**	**00:03:34**	**00:00:43**	**00:00:38**	**00:00:45**
		Total					**17**	**00:11:52**	**00:00:42**	**00:00:36**	**00:00:47**
	Total						**22**	**00:15:30**	**00:00:42**	**00:00:36**	**00:00:48**
Total							**22**	**00:15:30**	**00:00:42**	**00:00:36**	**00:00:48**