Resource Performance Report

Department	Process	Resource ID	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)	Min Handle Time (Fmt)	Max Handle Time (Fmt)
ENMAX Residential	New Enrollment|Calgary	nexus_3505_agent1	2019-11-12	1	00:20:33	00:20:33	00:20:33	00:20:33
		Total		**1**	**00:20:33**	**00:20:33**	**00:20:33**	**00:20:33**
	New Enrollment|Saskatoon	nexus_3505_agent1	2019-11-12	2	00:00:32	00:00:16	00:00:09	00:00:23
		Total		**2**	**00:00:32**	**00:00:16**	**00:00:09**	**00:00:23**
	Total			**3**	**00:21:05**	**00:07:02**	**00:00:09**	**00:20:33**
Total				**3**	**00:21:05**	**00:07:02**	**00:00:09**	**00:20:33**

					Handle Time (Fmt)	Avg Handle Time (Fmt)	Min Handle Time (Fmt)	Max Handle Time (Fmt)