



# GLOBAL PARTNER

Votre bureau connecté à 360°

## Volume of Calls Per Agent Percentage

Range: Last One Month

S.No	Ext No	External Incoming Calls				External Outgoing Calls			All Calls	
		No.of Handled Calls	No.of Unanswered Calls	Total Duration (H: M: S)	Average Duration (H: M: S)	Total	No.of Outbound Calls	Total Duration (H: M: S)	Total	Total Duration (H: M: S)
	<b>8001 - Service Client</b>									
1	3237 - SERINE	1152	2	63:35:22	00:03:18	348	71	04:00:10	1500	67:35:32
2	3246 - CHRISTEL	285	8	11:11:26	00:02:21	666	142	07:04:54	951	18:16:20
3	3251 - VANESSA	205	0	09:12:19	00:02:41	812	320	02:28:42	1017	11:41:01
4	3256 - JULIE	111	2	03:03:39	00:01:39	623	113	06:15:11	734	09:18:50
5	3259 - CLAUDIA	865	6	48:31:35	00:03:21	207	26	02:00:48	1072	50:32:23
6	3263 - ELODIE	744	6	36:35:17	00:02:57	909	182	09:05:52	1653	45:41:09
7	3273 - JEROME	395	2	14:03:32	00:02:08	162	49	01:38:06	557	15:41:38
8	3280 - Manon	1296	5	48:41:15	00:02:15	374	59	03:34:23	1670	52:15:38
9	3282 - Aurelie	1095	3	49:20:02	00:02:42	1048	85	08:17:16	2143	57:37:18
	<b>Total</b>	<b>6164</b>	<b>35</b>			<b>5325</b>	<b>1069</b>	<b>42</b>	<b>11489</b>	
	<b>8002 - Technique</b>									
10	3222 - Mahamadou	16	1	00:22:30	00:01:24	176	22	00:51:28	192	01:13:58
11	3262 - JEROME	228	29	13:11:38	00:03:28	939	88	11:20:23	1167	24:32:01
12	3271 - MAGALI	37	7	01:27:08	00:02:21	222	71	01:54:31	259	03:21:39
	<b>Total</b>	<b>281</b>	<b>37</b>			<b>1337</b>	<b>181</b>	<b>12</b>	<b>1618</b>	