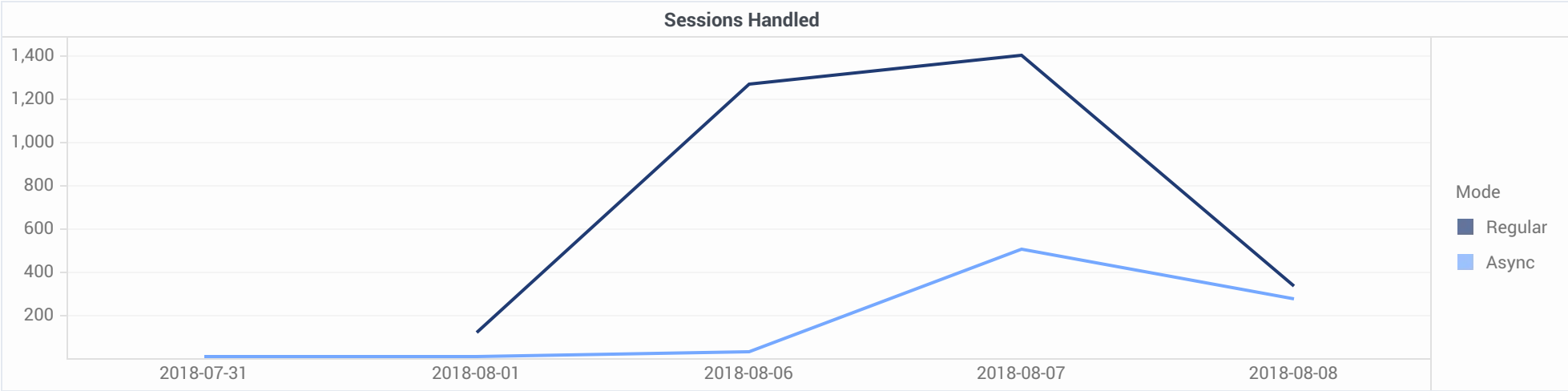
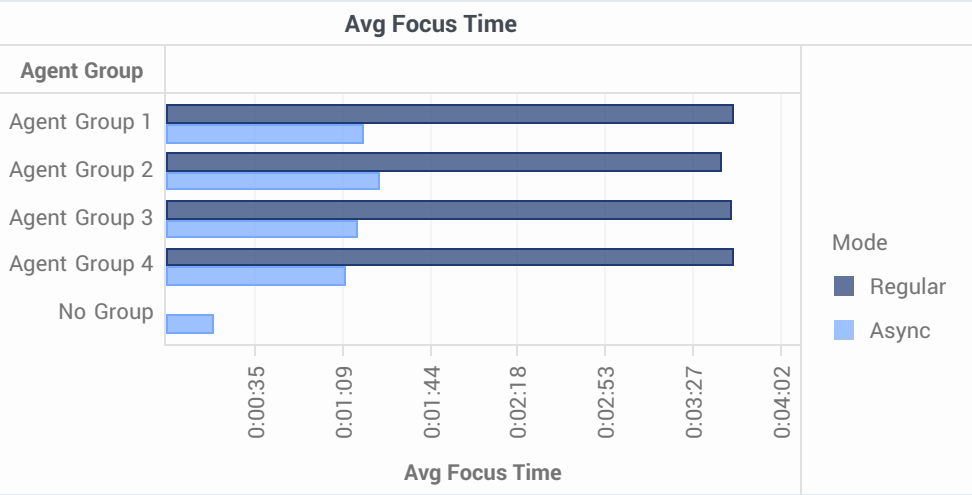


Regular Sessions 3,124	Total Focus Time for Regular Se... 183:42:13	% Focus Time for Regular Sessio... 81.08%
Async Sessions 809	Total Focus Time for Async Ses... 42:51:56	% First Touch Resolution for Asy... 1.98%



Sessions by Agent Group				
Agent Group	Mode	Accepted Sessions	Focus Time	Avg Focus Time
Agent Group 1	Regular	1,175	72:54:20	00:03:43
	Async	793	16:59:12	00:01:17
Agent Group 2	Regular	610	37:00:09	00:03:38
	Async	386	08:57:15	00:01:24
Agent Group 3	Regular	292	18:01:01	00:03:42
	Async	203	04:13:10	00:01:15
Agent Group 4	Regular	900	55:46:43	00:03:43
	Async	649	12:41:24	00:01:10



Async Sessions 809	Focus Time 42:51:56	Avg Focus Time 00:01:16	Avg Handle Time 00:03:12	Avg Touches 3.57
Avg Dormant Peri... 2.11	Avg Dormant Time 00:00:21	Avg Idle Time (No ... 00:00:48	Avg Idle Time (Ag... 00:00:00	Session Inactive 0

