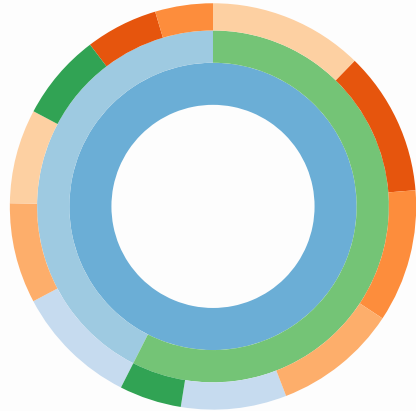
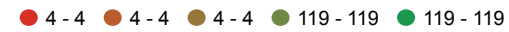
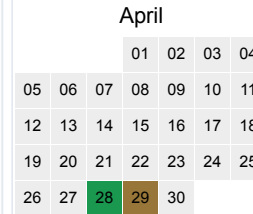


Day	Department	Process
(All)	(All)	(All)

Where are my employees spending the most time?



Which days are my employees processing the highest volume of work?



Details

Agent Name	Day	Department	Process	Accepted	Avg Handle Time (Fmt)	Handle Time (Fmt)	Max Handle Time (Fmt)	Min Handle Time (Fmt)
Agent 1	2021-04-28	Department 2	Process 4	11	00:00:42	00:07:47	00:00:48	00:00:39
			Process 5	9	00:00:44	00:06:33	00:00:48	00:00:35
	2021-04-29	Department 2	Process 4	1	00:00:40	00:00:40	00:00:40	00:00:40
			Process 5	1	00:00:42	00:00:42	00:00:42	00:00:42
Agent 2	2021-04-28	Department 2	Process 4	7	00:00:43	00:04:58	00:00:50	00:00:37
			Process 5	14	00:00:42	00:09:53	00:00:50	00:00:36
Agent 3	2021-04-28	Department 2	Process 4	6	00:00:40	00:03:58	00:00:43	00:00:38
			Process 5	12	00:00:42	00:08:26	00:00:47	00:00:36
	2021-04-29	Department 2	Process 5	1	00:00:41	00:00:41	00:00:41	00:00:41
Agent 4	2021-04-28	Department 2	Process 4	10	00:00:41	00:06:53	00:00:47	00:00:37
			Process 5	12	00:00:43	00:08:30	00:00:47	00:00:38
Agent 5	2021-04-28	Department 2	Process 4	9	00:00:43	00:06:29	00:00:46	00:00:37
			Process 5	15	00:00:42	00:10:36	00:00:47	00:00:35
Agent 6	2021-04-28	Department 2	Process 4	8	00:00:39	00:05:15	00:00:44	00:00:36
			Process 5	6	00:00:43	00:04:16	00:00:48	00:00:39

<b>Day</b>	<b>Department</b>	<b>Process</b>
(All)	(All)	(All)

**Resource Report**

Agent Name	Department	Process	Day	Accepted	Avg Handle Time (Fmt)	Handle Time (Fmt)	Max Handle Time (Fmt)	Min Handle Time (Fmt)
Agent 1	Department 2	Process 4	2021-04-28	11	00:00:42	00:07:47	00:00:48	00:00:39
			2021-04-29	1	00:00:40	00:00:40	00:00:40	00:00:40
		Process 5	2021-04-28	9	00:00:44	00:06:33	00:00:48	00:00:35
			2021-04-29	1	00:00:42	00:00:42	00:00:42	00:00:42
Agent 2	Department 2	Process 4	2021-04-28	7	00:00:43	00:04:58	00:00:50	00:00:37
		Process 5	2021-04-28	14	00:00:42	00:09:53	00:00:50	00:00:36
Agent 3	Department 2	Process 4	2021-04-28	6	00:00:40	00:03:58	00:00:43	00:00:38
			2021-04-28	12	00:00:42	00:08:26	00:00:47	00:00:36
		Process 5	2021-04-29	1	00:00:41	00:00:41	00:00:41	00:00:41
Agent 4	Department 2	Process 4	2021-04-28	10	00:00:41	00:06:53	00:00:47	00:00:37
		Process 5	2021-04-28	12	00:00:43	00:08:30	00:00:47	00:00:38
Agent 5	Department 2	Process 4	2021-04-28	9	00:00:43	00:06:29	00:00:46	00:00:37
		Process 5	2021-04-28	15	00:00:42	00:10:36	00:00:47	00:00:35
Agent 6	Department 2	Process 4	2021-04-28	8	00:00:39	00:05:15	00:00:44	00:00:36
			2021-04-29	1	00:00:42	00:00:42	00:00:42	00:00:42
		Process 5	2021-04-28	6	00:00:43	00:04:16	00:00:48	00:00:39
<b>Total</b>				<b>123</b>	<b>00:00:42</b>	<b>01:26:19</b>	<b>00:00:50</b>	<b>00:00:35</b>