



Days	Handled (Inbound)	Avg Talk Time (Inbound)	Handled (Outbound)	Avg Talk Time (Outbound)	Available Time	Total Unavailable Time	Login Time
4/1/2021	678	06:58.5	155	03:03	60:25:13	60:19:39	196:52:41
4/2/2021	524	04:59.7	76	00:50	76:07:00	49:44:06	174:59:38
4/3/2021	283	04:07.4	22	00:42	26:55:28	20:48:00	69:41:15
4/4/2021	111	04:28.3	2	00:08	25:56:12	10:03:37	44:47:24
4/5/2021	679	06:52.3	194	02:50	42:21:31	59:45:22	179:56:24
4/6/2021	689	06:57.1	207	03:05	37:39:22	59:17:15	179:12:41
4/7/2021	703	06:40.9	189	02:34	60:14:17	60:27:21	196:52:23
4/8/2021	216	04:55.4	43	01:37	22:00:19	18:17:38	63:39:37
4/9/2021	662	06:36.1	176	02:45	37:43:30	58:07:54	169:48:11
4/10/2021	301	04:46.1	22	00:24	15:19:16	20:25:04	58:16:44
4/11/2021	233	04:32.3	24	00:27	18:38:07	18:42:26	58:15:00
4/12/2021	716	06:10.0	206	02:22	22:22:12	56:10:09	159:41:17
Grand Total	5795	06:00.3	1316	02:06	445:42:27	492:08:31	1552:03:15



4/10/2021



Agent	Handled (Inbound)	Avg Talk Time (Inbound)	Handled (Outbound)	Avg Talk Time (Outbound)	Available Time	Total Unavailable Time	Login Time
Cheno, Uzziel (19835249)	12	03:36.0	0	00:00	1:37:59	2:27:51	9:11:36
Coronel, Maria (19711677)	42	05:26.0	0	00:00	2:35:42	2:23:31	9:20:54
Flores, Rafael (19466018)	12	04:02.0	0	00:00	2:48:20	2:07:20	8:40:19
Graham, Craig (19605990)	61	04:10.0	9	00:56	4:12:43	1:59:38	10:02:15
Lopez, Elizabeth (19428495)	61	04:58.0	5	01:07	2:38:44	1:52:16	8:19:47
Nevarez, Santiago (7245197)	57	03:59.0	1	00:36	0:36:29	0:17:23	1:37:14
Ruiz, Gabriel (19711681)	55	04:04.0	7	00:32	0:09:56	0:15:04	1:15:18
Grand Total	300	04:19.3	22	00:27	14:39:53	11:23:03	48:27:23

4/9/2021



Agent	Handled (Inbound)	Avg Talk Time (Inbound)	Handled (Outbound)	Avg Talk Time (Outbound)	Available Time	Total Unavailable Time	Login Time
Amador, Mariel (19664757)	32	09:08.0	18	03:13	0:01:48	3:30:27	4:21:25
Carpio, Rosa (19711669)	36	06:42.0	12	03:23	1:18:02	2:50:27	9:11:15
Cota, Patricio (15325847)	43	07:23.0	9	06:10	1:17:47	2:45:05	9:08:48
Encinas, Pablo (19712131)	47	05:29.0	7	01:31	0:48:20	2:40:32	9:02:50
Felix, Andres (19835250)	51	05:21.0	0	00:00	1:35:17	2:32:42	9:01:54
Felix, Claudia (19711675)	3	12:45.0	2	08:18	1:06:37	2:25:08	8:52:52
Flores, Rafael (19466018)	44	05:32.0	13	02:15	2:36:53	2:15:29	9:06:59
Franco, Guillermo (15325845)	42	07:33.0	15	02:25	1:13:35	2:13:59	8:01:21
Graham, Craig (19605990)	48	06:01.0	11	01:18	2:40:30	2:13:46	8:37:34
Joseph, Begniol (7245195)	33	06:35.0	14	02:43	1:10:17	2:13:17	8:53:02
Lagarda, Gisham (19835248)	42	07:52.0	15	04:01	1:39:33	2:13:14	9:01:22
Lopez, America (15374901)	11	12:14.0	0	00:00	2:43:44	2:13:13	9:04:35
Lopez, Cinthya (19711682)	63	04:37.0	8	06:17	2:30:41	2:07:39	9:04:09
Lopez, Elizabeth (19428495)	55	05:22.0	15	02:48	2:04:20	2:07:16	9:11:53
Nevarez, Santiago (7245197)	13	03:23.0	1	03:21	2:41:58	2:02:01	9:01:51
Orena, Nohemi (19605904)	21	08:31.0	7	02:50	4:39:05	1:28:08	8:22:20
Ruiz, Gabriel (19711681)	41	06:24.0	17	02:32	0:28:45	1:09:52	4:37:39
Sandoval, Maria (19711680)	36	08:27.0	12	01:45	4:55:35	0:59:46	6:41:28
Grand Total	661	07:11.1	176	03:03	35:32:47	40:02:01	149:23:17

4/8/2021



Agent	Handled (Inbound)	Avg Talk Time (Inbound)	Handled (Outbound)	Avg Talk Time (Outbound)	Available Time	Total Unavailable Time	Login Time
Amador, Mariel (19664757)	17	08:50.0	6	02:15	4:39:05	1:28:08	8:22:20
Cota, Patricio (15325847)	22	06:19.0	3	06:07	0:28:45	1:07:17	4:19:38
Felix, Andres (19835250)	9	04:25.0	0	00:00	4:55:35	0:59:46	6:41:28
Felix, Claudia (19711675)	0	00:00.0	0	00:00	0:43:04	0:54:32	3:40:55
Franco, Guillermo (15325845)	16	09:36.0	6	03:19	0:35:01	0:45:42	3:38:08
Joseph, Begniol (7245195)	7	08:34.0	3	03:38	0:13:35	0:41:38	1:57:33
Lagarda, Gisham (19835248)	12	07:09.0	4	02:14	0:38:45	0:37:49	3:47:04
Lopez, America (15374901)	11	12:14.0	0	00:00	0:29:16	0:35:08	3:41:08
Lopez, Cinthya (19711682)	30	04:02.0	2	02:49	0:00:16	0:28:16	1:57:54
Lopez, Elizabeth (19428495)	16	05:35.0	4	01:11	0:01:05	0:21:54	1:48:53
Nevarez, Santiago (7245197)	13	03:23.0	1	03:21	0:05:19	0:09:42	0:54:53
Orena, Nohemi (19605904)	21	07:57.0	7	02:50	0:01:28	0:02:17	0:13:44
Sandoval, Maria (19711680)	1	09:57.0	0	00:00	0:00:00	0:00:00	0:00:00
Grand Total	175	06:46.2	36	02:08	12:51:14	8:12:09	41:03:38

4/7/2021



Agent	Handled (Inbound)	Avg Talk Time (Inbound)	Handled (Outbound)	Avg Talk Time (Outbound)	Available Time	Total Unavailable Time	Login Time
Amador, Mariel (19664757)	31	08:35.0	18	04:11	2:48:00	5:20:20	8:40:34
Carpio, Rosa (19711669)	48	04:17.0	5	06:47	2:42:18	2:30:04	9:16:47
Cheno, Uzziel (19835249)	33	09:00.0	5	04:21	2:41:49	2:22:06	9:23:22
Coronel, Maria (19711677)	35	06:08.0	3	03:44	2:40:07	2:18:40	9:11:45
Cota, Patricio (15325847)	41	06:09.0	9	02:07	3:07:02	2:12:04	8:55:24
Encinas, Pablo (19712131)	36	04:55.0	8	01:16	2:33:36	2:12:01	8:58:58
Felix, Claudia (19711675)	3	10:44.0	4	03:07	2:53:54	2:09:49	8:59:35
Flores, Rafael (19466018)	42	04:58.0	13	03:07	3:30:46	2:09:25	9:09:02
Franco, Guillermo (15325845)	29	09:37.0	16	03:56	2:14:38	2:08:24	9:08:42
Graham, Craig (19605990)	46	04:58.0	9	01:54	2:27:00	2:07:07	9:02:23
Joseph, Begniol (7245195)	26	05:59.0	8	01:30	3:11:36	2:05:43	9:03:14
Lagarda, Gisham (19835248)	31	08:36.0	17	02:01	2:19:14	2:05:06	8:47:30
Lopez, America (15374901)	10	10:16.0	0	00:00	3:19:33	1:58:25	9:17:49
Lopez, Cinthya (19711682)	58	04:17.0	4	02:54	2:49:33	1:57:17	9:07:47
Lopez, Elizabeth (19428495)	49	05:17.0	11	02:59	3:58:52	1:50:55	8:34:00
Orena, Nohemi (19605904)	37	07:05.0	2	00:07	2:02:34	1:50:21	9:03:45
Ruiz, Gabriel (19711681)	28	07:53.0	13	02:32	2:14:15	1:50:12	9:05:09
Salcido, Arturo (19711672)	36	06:30.0	16	05:02	2:40:37	1:43:55	8:10:58
Sandoval, Maria (19711680)	45	05:02.0	16	01:52	3:29:40	1:40:11	8:15:46
Velarde, Lizeth (19734114)	36	06:08.0	11	02:54	4:54:57	1:38:30	8:17:04
Grand Total	700	06:49.2	188	02:49	58:40:01	44:10:35	178:29:34

4/6/2021



Agent	Handled (Inbound)	Avg Talk Time (Inbound)	Handled (Outbound)	Avg Talk Time (Outbound)	Available Time	Total Unavailable Time	Login Time
Amador, Mariel (19664757)	25	13:30.0	18	04:01	1:53:17	6:20:55	9:23:44
Carpio, Rosa (19711669)	41	06:52.0	14	03:26	2:07:51	2:25:31	9:00:59
Cheno, Uzziel (19835249)	35	09:49.0	13	03:56	1:57:35	2:20:37	8:59:50
Coronel, Maria (19711677)	42	06:23.0	6	05:15	2:05:54	2:15:44	9:10:37
Cota, Patricio (15325847)	37	08:32.0	16	03:41	1:16:39	2:15:02	8:59:32
Encinas, Pablo (19712131)	39	06:45.0	20	02:46	1:46:33	2:13:11	9:05:49
Felix, Andres (19835250)	60	04:47.0	1	00:00	1:16:04	2:12:15	9:03:49
Felix, Claudia (19711675)	3	13:17.0	3	13:58	2:02:07	2:12:12	8:58:36
Flores, Rafael (19466018)	44	06:08.0	11	01:57	1:52:04	2:10:33	9:08:25
Franco, Guillermo (15325845)	43	07:05.0	9	05:04	1:53:35	2:08:46	8:50:15
Graham, Craig (19605990)	45	05:58.0	7	00:22	3:28:49	2:07:37	8:32:52
Joseph, Begniol (7245195)	34	04:53.0	18	01:49	1:55:17	2:07:36	9:02:54
Lagarda, Gisham (19835248)	38	07:58.0	17	03:01	2:00:47	2:07:07	8:45:47
Lopez, America (15374901)	16	08:44.0	2	01:53	1:16:07	2:05:13	9:06:46
Lopez, Cinthya (19711682)	51	05:44.0	9	04:53	3:56:43	1:59:12	8:20:14
Orena, Nohemi (19605904)	37	09:03.0	9	00:51	1:27:52	1:55:33	9:08:43
Sandoval, Maria (19711680)	47	05:39.0	16	01:20	2:33:21	1:52:35	9:04:22
Velarde, Lizeth (19734114)	51	04:59.0	17	01:53	2:13:32	1:45:14	9:00:43
Grand Total	688	07:33.7	206	03:20	37:04:07	42:34:53	161:43:57

4/5/2021



Agent	Handled (Inbound)	Avg Talk Time (Inbound)	Handled (Outbound)	Avg Talk Time (Outbound)	Available Time	Total Unavailable Time	Login Time
Amador, Mariel (19664757)	40	08:16.0	17	03:09	2:08:42	6:29:39	8:51:26
Carpio, Rosa (19711669)	44	06:18.0	17	03:02	1:43:07	2:53:06	9:00:24
Cheno, Uzziel (19835249)	39	07:45.0	12	03:40	2:51:48	2:25:20	8:28:37
Coronel, Maria (19711677)	38	07:22.0	7	03:36	1:43:46	2:18:11	9:06:10
Cota, Patricio (15325847)	35	09:37.0	4	06:42	1:33:18	2:16:54	9:06:01
Encinas, Pablo (19712131)	42	06:26.0	17	01:48	1:24:54	2:16:54	9:06:05
Felix, Claudia (19711675)	2	03:51.0	1	05:14	1:58:22	2:09:53	9:08:25
Flores, Rafael (19466018)	38	06:23.0	7	05:47	2:28:04	2:05:40	8:57:56
Franco, Guillermo (15325845)	39	08:04.0	9	03:49	1:19:41	2:04:44	9:01:48
Joseph, Begniol (7245195)	41	04:38.0	10	01:40	1:14:37	2:02:03	9:02:42
Lagarda, Gisham (19835248)	28	12:03.0	18	04:36	1:52:45	1:58:21	9:02:29
Lopez, America (15374901)	9	06:49.0	0	00:00	1:16:54	1:58:14	9:06:33
Lopez, Cinthya (19711682)	72	04:13.0	6	03:16	1:32:36	1:57:54	9:06:07
Nevarez, Santiago (7245197)	17	03:17.0	3	00:09	2:11:22	1:56:10	9:05:28
Orena, Nohemi (19605904)	38	09:14.0	5	00:03	2:09:17	1:54:03	8:57:32
Ruiz, Gabriel (19711681)	49	05:15.0	22	02:05	5:25:42	1:52:56	8:20:03
Sandoval, Maria (19711680)	51	06:03.0	8	02:13	5:24:48	1:39:43	8:15:45
Velarde, Lizeth (19734114)	56	04:36.0	30	01:47	2:22:26	1:38:00	8:04:00
Grand Total	678	06:40.6	193	02:55	40:42:09	41:57:45	159:47:31

4/4/2021



Agent	Handled (Inbound)	Avg Talk Time (Inbound)	Handled (Outbound)	Avg Talk Time (Outbound)	Available Time	Total Unavailable Time	Login Time
Cheno, Uzziel (19835249)	26	05:02.0	1	00:19	4:54:04	3:47:40	8:49:07
Coronel, Maria (19711677)	32	04:16.0	0	00:00	4:17:07	2:11:46	8:42:31
Felix, Claudia (19711675)	2	02:30.0	1	00:28	4:52:20	1:51:06	9:00:21
Lagarda, Gisham (19835248)	16	05:51.0	0	00:00	5:41:20	1:01:02	8:16:20
Nevarez, Santiago (7245197)	15	06:07.0	0	00:00	3:33:35	0:44:09	5:19:13
Velarde, Lizeth (19734114)	20	03:04.0	0	00:00	2:37:46	0:27:54	4:39:52
Grand Total	111	04:28.3	2	00:08	25:56:12	10:03:37	44:47:24

4/3/2021



Agent	Handled (Inbound)	Avg Talk Time (Inbound)	Handled (Outbound)	Avg Talk Time (Outbound)	Available Time	Total Unavailable Time	Login Time
Coronel, Maria (19711677)	44	03:51.0	2	00:35	4:10:06	2:18:33	9:18:35
Graham, Craig (19605990)	44	04:58.0	9	02:47	3:52:09	2:15:37	9:01:48
Lopez, Elizabeth (19428495)	50	03:28.0	6	00:42	4:31:44	2:04:55	8:05:06
Marquez, Martin (19401144)	36	06:43.0	0	00:00	3:47:28	1:53:19	9:20:03
Nevarez, Santiago (7245197)	20	04:21.0	0	00:00	3:44:01	1:40:17	9:07:24
Ruiz, Gabriel (19711681)	36	05:27.0	4	00:29	3:28:02	1:39:27	8:24:25
Salcido, Arturo (19711672)	53	04:11.0	1	01:00	3:21:58	1:39:22	9:07:24
Grand Total	283	04:42.7	22	00:48	26:55:28	13:31:30	62:24:45

4/2/2021



Agent	Handled (Inbound)	Avg Talk Time (Inbound)	Handled (Outbound)	Avg Talk Time (Outbound)	Available Time	Total Unavailable Time	Login Time
Amador, Mariel (19664757)	25	05:52.0	5	00:17	3:27:22	2:15:08	8:10:06
Carpio, Rosa (19711669)	38	04:07.0	13	02:29	4:12:03	2:08:29	9:11:51
Carrillo, Karen (19835253)	10	06:31.0	0	00:00	4:18:54	2:06:24	9:10:52
Cota, Patricio (15325847)	29	08:08.0	5	01:12	3:11:58	2:04:57	8:44:01
Encinas, Pablo (19712131)	36	05:16.0	7	00:43	3:27:30	1:55:14	8:54:20
Felix, Andres (19835250)	42	04:11.0	1	00:00	4:48:41	1:50:55	9:06:54
Flores, Rafael (19466018)	32	05:49.0	9	04:17	4:03:31	1:50:07	9:15:28
Franco, Guillermo (15325845)	31	05:54.0	3	00:50	3:55:40	1:49:22	9:01:51
Graham, Craig (19605990)	37	05:25.0	4	00:25	4:01:13	1:49:09	9:02:53
Joseph, Begniol (7245195)	12	06:09.0	2	03:42	4:20:42	1:48:33	9:05:24
Lopez, America (15374901)	11	08:14.0	2	00:08	4:19:01	1:45:27	9:01:57
Lopez, Cinthya (19711682)	40	03:50.0	1	00:06	4:13:14	1:42:50	9:00:05
Lopez, Elizabeth (19428495)	37	04:28.0	2	00:22	3:22:04	1:42:33	9:01:23
Nevarez, Santiago (7245197)	16	03:36.0	0	00:00	5:04:46	1:33:08	8:03:48
Orena, Nohemi (19605904)	30	05:51.0	3	00:19	4:59:00	1:25:22	8:59:15
Ruiz, Gabriel (19711681)	32	05:32.0	7	00:55	5:27:29	1:21:34	8:20:19
Salcido, Arturo (19711672)	37	03:56.0	4	00:20	6:00:59	1:15:22	8:30:11
Sandoval, Maria (19711680)	29	07:06.0	8	00:32	2:05:08	0:37:51	3:48:21
Grand Total	524	05:33.1	76	00:55	75:19:15	31:02:25	154:28:59

4/1/2021



Agent	Handled (Inbound)	Avg Talk Time (Inbound)	Handled (Outbound)	Avg Talk Time (Outbound)	Available Time	Total Unavailable Time	Login Time
Amador, Mariel (19664757)	29	08:07.0	15	03:08	0:43:19	7:09:59	8:55:52
Carpio, Rosa (19711669)	28	09:39.0	11	07:23	2:45:53	2:23:15	9:07:37
Carrillo, Karen (19835253)	34	05:47.0	7	05:36	2:40:29	2:17:53	9:27:13
Cheno, Uzziel (19835249)	28	09:29.0	4	03:48	2:20:36	2:11:39	9:01:02
Cota, Patricio (15325847)	40	05:39.0	5	06:00	2:57:50	2:09:19	9:34:59
Encinas, Pablo (19712131)	42	06:13.0	10	01:09	2:22:24	2:07:39	9:06:43
Felix, Andres (19835250)	51	05:11.0	2	00:04	2:41:36	2:03:37	9:18:10
Felix, Claudia (19711675)	4	11:49.0	5	02:40	2:46:50	2:01:23	9:14:51
Flores, Rafael (19466018)	47	05:33.0	10	03:53	3:24:47	1:58:49	8:41:38
Franco, Guillermo (15325845)	36	06:42.0	6	02:43	2:36:18	1:57:31	8:59:09
Graham, Craig (19605990)	47	05:24.0	15	01:50	2:19:49	1:56:08	9:10:11
Joseph, Begniol (7245195)	25	05:51.0	9	03:22	2:29:42	1:55:49	9:02:03
Lagarda, Gisham (19835248)	39	06:51.0	15	02:43	3:01:21	1:55:01	8:42:29
Lopez, America (15374901)	11	07:47.0	1	02:06	5:14:32	1:51:24	8:21:59
Lopez, Cinthya (19711682)	44	05:39.0	3	08:42	2:50:59	1:47:13	9:05:23
Lopez, Elizabeth (19428495)	42	06:34.0	8	04:25	2:58:59	1:46:55	8:55:12
Nevarez, Santiago (7245197)	19	03:53.0	3	00:11	3:57:33	1:44:37	8:31:14
Orena, Nohemi (19605904)	32	08:22.0	2	00:01	2:19:19	1:41:21	7:45:32
Salcido, Arturo (19711672)	45	05:43.0	16	04:16	3:01:50	1:40:55	8:52:14
Sandoval, Maria (19711680)	34	06:35.0	7	00:56	5:22:55	1:29:39	8:20:38
Grand Total	677	06:50.4	154	03:15	58:57:01	44:10:06	178:14:09