

2/22/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Elizandro Aguayo	90	30	33%	9:01:22	03:52	03:52	00:00	64%	2:43:57
Ruben Dario Taddei Corral	91	28	31%	9:02:13	03:04	03:04	00:00	51%	3:56:58
Patricia Gonzalez	94	26	28%	8:56:59	02:30	02:30	00:00	44%	4:38:17
Guillermo Padilla	90	16	18%	9:01:07	01:57	01:57	00:00	32%	5:35:27
Hernan Cabrera	88	14	16%	9:00:56	03:31	03:31	00:00	57%	3:28:20
Litzia Flores	83	14	17%	9:01:28	03:45	03:43	00:02	57%	3:22:56
Alejandra Islas	80	12	15%	9:02:15	03:54	03:54	00:00	58%	3:24:50
Grand Total	616	140	23%	63:06:20	03:12	03:12	00:00	52%	27:10:45

2/19/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Ruben Dario Taddei Corral	86	39	45%	8:56:51	05:07	03:22	01:45	54%	3:48:15
Patricia Gonzalez	115	31	27%	9:01:25	03:40	02:16	01:24	48%	3:55:33
Alejandra Islas	106	26	25%	9:14:05	04:07	03:15	00:52	62%	2:42:31
Elizandro Aguayo	78	25	32%	8:58:40	05:10	03:59	01:10	58%	3:09:51
Guillermo Padilla	122	24	20%	9:07:03	03:34	01:30	02:04	33%	5:18:20
Hernan Cabrera	100	18	18%	9:03:24	04:22	03:06	01:15	57%	3:17:58
Litzia Flores	94	14	15%	9:01:13	04:38	03:06	01:33	54%	3:46:15
Grand Total	701	177	25%	63:22:41	04:17	02:50	01:27	52%	25:58:43

2/18/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Elizandro Aguayo	95	39	41%	9:02:57	03:20	03:19	00:00	58%	3:00:26
Ruben Dario Taddei Corral	92	33	36%	9:02:35	02:30	02:30	00:00	42%	3:32:22
Patricia Gonzalez	87	25	29%	8:58:07	02:53	02:50	00:03	46%	4:03:54
Guillermo Padilla	102	22	22%	9:08:30	01:38	01:38	00:00	30%	5:33:25
Alejandra Islas	93	20	22%	9:07:50	02:43	02:42	00:01	46%	4:02:22
Hernan Cabrera	84	14	17%	9:01:17	03:32	03:32	00:00	55%	3:37:06
Litzia Flores	89	9	10%	9:00:59	03:47	03:47	00:00	62%	2:59:05
Grand Total	642	162	25%	63:22:15	02:53	02:52	00:01	49%	26:48:40

2/17/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Patricia Gonzalez	105	32	30%	8:59:16	02:04	02:04	00:00	40%	4:43:25
Ruben Dario Taddei Corral	91	25	27%	9:04:43	03:18	03:18	00:00	55%	3:41:58
Elizandro Aguayo	81	24	30%	9:02:20	03:34	03:30	00:04	52%	3:37:42
Litzia Flores	85	11	13%	9:08:16	04:09	04:08	00:01	64%	2:54:25
Alejandra Islas	88	10	11%	9:12:53	03:23	03:23	00:00	54%	3:41:53
Hernan Cabrera	84	10	12%	9:05:00	03:26	03:26	00:00	53%	3:40:34
Grand Total	534	112	21%	54:32:28	03:16	03:15	00:01	53%	22:19:57

2/16/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Elizandro Aguayo	93	38	41%	9:00:19	03:14	03:11	00:04	55%	3:39:09
Ruben Dario Taddei Corral	95	37	39%	9:00:16	03:10	03:10	00:00	56%	3:41:19
Patricia Gonzalez	104	24	23%	8:59:48	02:42	02:42	00:00	52%	3:57:29
Guillermo Padilla	98	19	19%	9:02:09	01:55	01:55	00:00	34%	5:30:05
Hernan Cabrera	88	17	19%	8:44:21	03:42	03:42	00:00	62%	2:56:56
Litzia Flores	90	16	18%	9:07:18	03:49	03:47	00:02	62%	3:08:47
Alejandra Islas	85	13	15%	9:11:55	03:21	03:21	00:00	52%	3:59:12
Grand Total	653	164	25%	63:06:06	03:06	03:05	00:01	53%	26:52:57

2/15/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Elizandro Aguayo	71	30	42%	9:00:42	05:53	03:38	02:15	48%	4:28:32
Ruben Dario Taddei Corral	88	24	27%	9:04:15	04:51	03:15	01:36	53%	3:56:41
Guillermo Padilla	106	20	19%	8:51:27	03:43	01:16	02:28	25%	6:14:12
Hernan Cabrera	81	15	19%	7:47:24	04:39	03:13	01:26	56%	3:09:50
Litzia Flores	72	11	15%	8:57:53	05:51	04:17	01:34	57%	3:01:16
Alejandra Islas	55	6	11%	6:19:16	05:38	03:31	02:07	51%	2:52:07
Grand Total	473	106	22%	50:00:57	04:58	03:03	01:55	48%	23:42:38

2/12/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Elizandro Aguayo	106	40	38%	8:54:29	02:58	02:58	00:00	59%	2:38:28
Ruben Dario Taddei Corral	86	26	30%	9:00:49	02:19	02:19	00:00	37%	2:18:12
Guillermo Padilla	100	24	24%	8:57:47	01:39	01:39	00:00	31%	5:28:03
Patricia Gonzalez	90	22	24%	8:20:46	02:45	02:45	00:00	50%	3:26:07
Hernan Cabrera	95	21	22%	8:55:53	02:50	02:47	00:03	49%	3:33:14
Litzia Flores	110	18	16%	8:51:22	02:37	02:37	00:00	54%	2:53:11
Alejandra Islas	86	17	20%	9:02:06	03:23	03:23	00:00	54%	3:37:26
Grand Total	673	168	25%	62:03:12	02:38	02:38	00:01	47%	23:54:41

2/11/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Patricia Gonzalez	89	33	37%	8:53:23	02:43	02:43	00:00	45%	4:21:53
Elizandro Aguayo	81	31	38%	8:57:41	03:40	03:39	00:00	55%	3:31:26
Litzia Flores	89	29	33%	8:25:54	03:18	03:18	00:00	58%	3:10:49
Guillermo Padilla	94	29	31%	9:05:17	02:39	02:39	00:00	46%	4:30:46
Hernan Cabrera	85	24	28%	8:55:45	03:59	03:59	00:00	63%	2:53:42
Ruben Dario Taddei Corral	55	19	35%	7:53:16	02:45	02:45	00:00	32%	3:00:07
Alejandra Islas	89	12	13%	9:06:47	03:17	03:17	00:00	54%	3:40:16
Grand Total	582	177	30%	61:18:03	03:12	03:12	00:00	51%	25:08:59

2/10/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Elizandro Aguayo	79	36	46%	8:58:30	04:24	04:20	00:04	64%	3:00:53
Patricia Gonzalez	86	33	38%	8:56:27	03:06	03:06	00:00	50%	4:04:42
Litzia Flores	94	28	30%	8:56:18	03:14	03:14	00:00	57%	3:13:06
Guillermo Padilla	92	27	29%	9:04:55	02:13	02:13	00:00	38%	4:58:39
Hernan Cabrera	93	23	25%	9:00:56	03:14	03:14	00:00	56%	3:15:09
Alejandra Islas	90	20	22%	9:09:31	03:17	03:17	00:00	54%	3:24:58
Ruben Dario Taddei Corral	49	19	39%	9:00:44	03:39	03:39	00:00	33%	2:31:19
Grand Total	583	186	32%	63:07:21	03:15	03:15	00:01	50%	24:28:46

2/9/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Elizandro Aguayo	90	39	43%	8:45:46	03:57	03:51	00:06	66%	2:36:03
Patricia Gonzalez	93	33	35%	8:46:28	02:53	02:53	00:00	51%	3:24:09
Ruben Dario Taddei Corral	49	25	51%	8:53:35	04:13	04:13	00:00	39%	2:21:47
Hernan Cabrera	93	24	26%	8:52:36	03:01	03:01	00:00	53%	3:09:09
Alejandra Islas	90	21	23%	8:49:02	03:03	03:03	00:00	52%	3:38:28
Guillermo Padilla	91	18	20%	8:57:44	02:06	02:06	00:00	36%	4:54:44
Litzia Flores	91	16	18%	8:27:04	03:32	03:32	00:00	63%	2:32:58
Grand Total	597	176	29%	61:32:15	03:11	03:10	00:01	51%	22:37:18

2/8/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Elizandro Aguayo	72	37	51%	8:56:34	04:16	04:16	00:00	57%	2:33:34
Guillermo Padilla	108	30	28%	9:07:55	02:00	02:00	00:00	40%	4:02:01
Alejandra Islas	78	23	29%	9:31:46	03:26	03:26	00:00	47%	3:11:24
Patricia Gonzalez	75	23	31%	9:04:56	03:08	03:08	00:00	43%	3:51:17
Litzia Flores	101	22	22%	8:59:07	03:09	03:07	00:01	58%	2:12:19
Ruben Dario Taddei Corral	44	20	45%	9:02:17	03:00	03:00	00:00	24%	2:10:00
Hernan Cabrera	95	16	17%	8:59:29	02:34	02:34	00:00	45%	3:13:40
Grand Total	573	171	30%	63:42:04	03:00	03:00	00:00	45%	21:14:15

2/5/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Elizandro Aguayo	72	37	51%	8:56:34	04:16	04:16	00:00	57%	2:33:34
Guillermo Padilla	108	30	28%	9:07:55	02:00	02:00	00:00	40%	4:02:01
Alejandra Islas	78	23	29%	9:31:46	03:26	03:26	00:00	47%	3:11:24
Patricia Gonzalez	75	23	31%	9:04:56	03:08	03:08	00:00	43%	3:51:17
Litzia Flores	101	22	22%	8:59:07	03:09	03:07	00:01	58%	2:12:19
Ruben Dario Taddei Corral	44	20	45%	9:02:17	03:00	03:00	00:00	24%	2:10:00
Hernan Cabrera	95	16	17%	8:59:29	02:34	02:34	00:00	45%	3:13:40
Grand Total	573	171	30%	63:42:04	03:00	03:00	00:00	45%	21:14:15

2/4/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Elizandro Aguayo	66	35	53%	8:58:59	05:27	05:17	00:10	65%	2:52:40
Litzia Flores	89	30	34%	8:58:02	04:11	04:11	00:00	69%	2:10:00
Patricia Gonzalez	85	28	33%	8:59:19	02:59	02:59	00:00	47%	3:59:45
Guillermo Padilla	98	26	27%	9:02:46	02:26	02:26	00:00	44%	4:09:47
Alejandra Islas	86	19	22%	9:00:26	03:45	03:45	00:00	60%	3:10:30
Hernan Cabrera	85	17	20%	8:53:42	03:41	03:41	00:00	59%	3:05:59
Ruben Dario Taddei Corral	27	13	48%	9:04:00	03:16	03:16	00:00	16%	1:46:29
Grand Total	536	168	31%	62:57:14	03:38	03:37	00:01	51%	21:15:10

2/3/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Patricia Gonzalez	83	35	42%	8:59:17	03:19	03:18	00:00	51%	4:07:23
Elizandro Aguayo	67	34	51%	8:49:17	04:55	04:54	00:00	62%	2:48:16
Guillermo Padilla	77	26	34%	9:11:19	03:20	03:19	00:01	46%	4:31:02
Alejandra Islas	78	23	29%	9:10:28	04:07	04:07	00:00	58%	3:02:36
Litzia Flores	99	21	21%	9:01:33	03:17	03:17	00:00	60%	3:06:25
Hernan Cabrera	88	17	19%	7:45:20	02:53	02:53	00:00	55%	2:59:37
Ruben Dario Taddei Corral	26	11	42%	8:44:16	03:44	03:44	00:00	18%	1:58:35
Grand Total	518	167	32%	61:41:30	03:35	03:35	00:00	50%	22:33:54

2/2/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Guillermo Padilla	93	30	32%	9:08:53	04:01	02:29	01:32	42%	4:51:54
Elizandro Aguayo	68	30	44%	8:50:09	05:12	03:52	01:20	50%	4:11:04
Patricia Gonzalez	79	27	34%	9:10:25	04:34	02:39	01:55	38%	4:56:49
Alejandra Islas	81	20	25%	9:07:41	04:23	02:58	01:26	44%	4:14:41
Hernan Cabrera	83	19	23%	8:59:03	04:05	02:49	01:16	43%	4:28:01
Ruben Dario Taddei Corral	39	15	38%	9:07:24	05:00	03:18	01:42	24%	2:48:39
Litzia Flores	73	11	15%	9:00:18	05:45	04:06	01:40	55%	3:36:10
Grand Total	516	152	29%	63:23:53	04:39	03:06	01:32	42%	29:07:18

2/1/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Elizandro Aguayo	90	38	42%	8:53:33	03:44	03:44	00:00	63%	2:57:23
Patricia Gonzalez	88	32	36%	9:03:23	03:16	03:16	00:00	53%	3:46:28
Ruben Dario Taddei Corral	74	24	32%	9:00:09	03:56	03:54	00:02	53%	3:05:03
Alejandra Islas	88	22	25%	9:03:18	02:56	02:56	00:00	48%	4:11:27
Guillermo Padilla	86	20	23%	8:42:51	02:02	02:02	00:00	33%	5:23:35
Hernan Cabrera	88	20	23%	8:58:58	02:46	02:46	00:00	45%	4:16:27
Litzia Flores	83	17	20%	9:07:30	03:50	03:50	00:01	46%	4:03:38

1/29/2021

12:00 PM

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Ruben Dario Taddei Corral	67	29	43%	4:27:36	02:36	02:36	00:00	65%	1:18:39
Guillermo Padilla	68	19	28%	4:28:20	02:34	02:34	00:00	65%	1:24:31
Patricia Gonzalez	37	18	49%	4:29:39	04:02	04:02	00:00	55%	1:49:10
Alejandra Islas	64	17	27%	4:35:51	03:05	03:05	00:00	71%	0:55:29
Litzia Flores	35	16	46%	4:20:36	04:05	04:05	00:00	55%	1:50:17
Hernan Cabrera	36	15	42%	4:29:02	04:26	04:26	00:00	59%	1:36:53
Grand Total	307	114	37%	26:51:04	03:15	03:15	00:00	62%	8:54:59

1/28/2021

7:00 AM

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Ruben Dario Taddei Corral	60	29	48%	9:02:59	04:46	04:46	00:00	53%	2:11:21
Patricia Gonzalez	83	28	34%	8:58:17	03:06	03:05	00:02	47%	4:07:33
Alejandra Islas	86	24	28%	9:10:56	03:12	03:12	00:00	50%	3:49:09
Guillermo Padilla	87	23	26%	9:03:41	02:24	02:24	00:00	38%	4:53:37
Litzia Flores	90	15	17%	8:54:52	02:55	02:53	00:02	49%	4:06:24
Hernan Cabrera	88	12	14%	8:53:01	02:40	02:36	00:04	43%	4:33:11
Grand Total	494	131	27%	54:03:46	03:05	03:04	00:01	47%	23:41:15

1/27/2021

7:00 AM

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Patricia Gonzalez	88	30	34%	9:01:14	04:48	03:31	01:43	50%	4:01:44
Ruben Dario Taddei Corral	67	29	43%	9:00:20	05:35	04:32	01:03	56%	2:18:31
Alejandra Islas	89	23	26%	9:12:14	04:45	03:30	01:16	56%	3:21:26
Guillermo Padilla	91	17	19%	9:04:21	04:02	02:04	01:58	35%	5:17:15
Hernan Cabrera	88	13	15%	8:57:40	04:46	03:12	01:34	52%	3:53:43
Litzia Flores	75	12	16%	8:55:33	05:47	03:22	02:25	47%	4:26:19
Grand Total	498	124	25%	54:09:07	04:54	03:14	01:40	49%	23:18:58

1/26/2021

7:00 AM

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Patricia Gonzalez	82	23	28%	9:03:11	03:31	03:31	00:00	53%	3:38:25
Ruben Dario Taddei Corral	68	20	29%	9:03:27	03:53	03:53	00:00	49%	2:38:23
Alejandra Islas	92	17	18%	9:10:41	03:16	03:16	00:00	55%	3:31:42
Litzia Flores	87	14	16%	8:49:58	02:36	02:32	00:04	42%	4:52:58
Guillermo Padilla	87	14	16%	8:56:45	01:44	01:44	00:00	28%	5:50:28
Hernan Cabrera	82	11	13%	8:00:52	03:23	03:21	00:02	57%	3:08:19
Grand Total	498	99	20%	53:02:57	03:02	03:01	00:01	47%	23:40:15

1/25/2021

7:00 AM

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Patricia Gonzalez	90	39	43%	9:06:21	04:43	02:57	01:46	48%	4:13:49
Ruben Dario Taddei Corral	72	28	39%	8:17:50	05:06	03:47	01:19	55%	3:00:14
Alejandra Islas	86	21	24%	9:12:27	04:52	03:36	01:16	56%	3:29:10
Hernan Cabrera	86	19	22%	9:01:24	04:49	03:06	01:43	49%	4:06:45
Guillermo Padilla	85	17	20%	9:01:57	05:02	02:10	02:52	34%	5:40:09
Litzia Flores	89	0	0%	9:12:38	04:24	02:58	01:26	48%	4:20:57
Grand Total	508	124	24%	53:52:37	04:49	03:04	01:44	48%	24:51:04

1/22/2021 4:00 PM

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Guillermo Padilla	112	25	22%	8:20:43	02:14	02:14	00:00	50%	3:26:28
Patricia Gonzalez	85	23	27%	8:13:28	02:53	02:53	00:00	50%	3:39:24
Alejandra Islas	113	22	19%	8:21:24	03:05	03:05	00:00	70%	1:49:20
Litzia Flores	70	18	26%	8:15:58	03:16	03:11	00:05	45%	4:14:14
Hernan Cabrera	94	18	19%	8:07:39	02:44	02:44	00:00	53%	3:19:03
Ruben Dario Taddei Corral	78	12	15%	8:23:16	02:58	02:57	00:02	46%	2:54:24
Grand Total	552	118	21%	49:42:28	02:50	02:49	00:01	52%	19:22:53

1/21/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Ruben Dario Taddei Corral	67	21	31%	8:33:18	04:05	02:47	01:17	36%	4:12:54
Patricia Gonzalez	30	14	47%	9:02:09	09:49	06:25	03:24	36%	5:27:24
Hernan Cabrera	34	14	41%	8:50:58	06:44	03:45	02:59	24%	4:47:00
Guillermo Padilla	55	10	18%	9:03:34	04:49	02:28	02:21	25%	6:21:33
Alejandra Islas	67	9	13%	7:09:12	04:09	02:43	01:26	42%	3:24:40
Litzia Flores	43	6	14%	7:33:06	05:44	03:31	02:12	33%	4:32:12
Grand Total	296	74	25%	50:12:17	05:21	03:18	02:03	32%	28:45:43

1/20/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Patricia Gonzalez	97	26	27%	9:05:19	03:08	03:08	00:00	56%	3:28:39
Ruben Dario Taddei Corral	74	22	30%	8:51:55	04:12	04:07	00:06	57%	2:37:40
Hernan Cabrera	81	21	26%	8:58:28	03:36	03:35	00:01	54%	3:24:20
Alejandra Islas	71	19	27%	9:14:15	04:01	04:01	00:00	52%	3:51:14
Guillermo Padilla	87	12	14%	5:17:58	01:41	01:38	00:02	45%	2:40:53
Litzia Flores	34	11	32%	4:27:21	03:25	03:25	00:00	44%	2:25:12
Grand Total	444	111	25%	45:55:16	03:16	03:15	00:02	52%	18:27:58

1/19/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Patricia Gonzalez	92	33	36%	9:05:00	03:03	03:03	00:00	51%	3:43:20
Alejandra Islas	88	23	26%	9:09:32	03:09	03:09	00:00	51%	3:50:18
Guillermo Padilla	85	22	26%	9:01:28	02:22	02:22	00:00	37%	5:02:57
Ruben Dario Taddei Corral	72	19	26%	9:04:20	04:17	04:17	00:00	57%	2:32:50
Litzia Flores	91	18	20%	8:54:56	02:49	02:46	00:03	47%	4:10:35
Hernan Cabrera	84	15	18%	8:58:59	03:15	03:15	00:00	51%	3:44:05
Grand Total	512	130	25%	54:14:15	03:07	03:07	00:00	49%	23:04:05

1/18/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Patricia Gonzalez	104	31	30%	8:58:07	03:52	02:21	01:31	45%	4:04:22
Alejandra Islas	86	20	23%	9:04:53	04:26	02:59	01:27	47%	4:17:46
Ruben Dario Taddei Corral	73	20	27%	9:03:51	04:14	03:01	01:13	41%	3:03:54
Guillermo Padilla	86	16	19%	9:05:15	04:30	01:40	02:51	26%	5:51:26
Hernan Cabrera	96	12	13%	8:58:32	03:48	02:20	01:27	42%	4:03:33
Litzia Flores	80	0	0%	8:40:09	03:03	03:02	00:02	47%	4:05:10
Grand Total	525	99	19%	53:50:47	03:59	02:32	01:26	41%	25:26:11

1/15/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Ruben Dario Taddei Corral	100	30	30%	7:12:49	02:54	02:54	00:00	67%	1:58:26
Patricia Gonzalez	70	26	37%	8:28:03	03:58	03:58	00:00	55%	3:21:56
Guillermo Padilla	95	23	24%	8:11:49	02:18	02:18	00:00	44%	3:36:50
Alejandra Islas	100	15	15%	8:28:27	02:52	02:52	00:00	56%	2:52:14
Hernan Cabrera	89	13	15%	8:16:07	02:24	02:23	00:00	43%	4:20:03
Litzia Flores	80	11	14%	8:40:09	03:03	03:02	00:02	47%	4:05:10
Grand Total	534	118	22%	49:17:24	02:52	02:52	00:00	52%	20:14:39

1/14/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Patricia Gonzalez	86	31	36%	9:07:32	03:02	03:02	00:00	48%	4:05:44
Alejandra Islas	89	25	28%	9:03:42	03:33	03:33	00:00	58%	3:13:40
Ruben Dario Taddei Corral	62	23	37%	9:05:15	03:57	03:57	00:00	45%	2:30:49
Hernan Cabrera	80	22	28%	9:00:40	03:36	03:36	00:00	53%	3:38:15
Guillermo Padilla	87	19	22%	9:06:34	02:18	02:18	00:00	37%	4:57:35
Litzia Flores	92	15	16%	9:05:43	03:13	03:13	00:00	54%	3:33:54
Grand Total	496	135	27%	54:29:26	03:14	03:14	00:00	49%	21:59:57

1/13/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Ruben Dario Taddei Corral	76	35	46%	8:46:04	03:28	03:28	00:00	50%	2:00:18
Patricia Gonzalez	70	30	43%	7:54:04	03:55	03:55	00:00	58%	3:06:54
Guillermo Padilla	86	27	31%	8:47:09	02:41	02:41	00:00	44%	4:32:24
Alejandra Islas	85	23	27%	8:45:56	03:23	03:23	00:00	55%	3:28:30
Hernan Cabrera	78	14	18%	7:40:53	03:07	03:06	00:01	53%	2:56:55
Litzia Flores	101	11	11%	8:46:01	02:33	02:33	00:00	49%	3:41:52
Grand Total	496	140	28%	50:40:07	03:08	03:08	00:00	51%	19:46:53

1/12/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Hernan Cabrera	89	28	31%	9:00:01	02:38	02:33	00:05	42%	4:19:35
Patricia Gonzalez	89	27	30%	9:04:46	03:00	03:00	00:00	49%	3:58:49
Ruben Dario Taddei Corral	65	25	38%	9:07:07	03:31	03:31	00:00	42%	1:56:24
Guillermo Padilla	92	21	23%	8:46:03	02:26	02:26	00:00	43%	4:32:28
Litzia Flores	96	20	21%	8:46:36	03:11	03:04	00:07	56%	3:19:29
Alejandra Islas	95	19	20%	9:04:22	03:31	03:31	00:00	61%	3:05:12
Grand Total	526	140	27%	53:48:55	03:02	03:00	00:02	49%	21:11:57

1/11/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Ruben Dario Taddei Corral	69	30	43%	9:07:39	03:44	03:44	00:00	47%	3:08:17
Patricia Gonzalez	66	24	36%	9:02:04	03:53	03:53	00:00	47%	4:22:39
Hernan Cabrera	82	23	28%	9:00:25	03:22	03:22	00:00	51%	3:47:05
Guillermo Padilla	78	21	27%	9:03:29	02:51	02:51	00:00	41%	5:07:00
Alejandra Islas	68	14	21%	9:00:39	04:27	04:27	00:00	56%	3:39:01
Litzia Flores	60	11	18%	7:08:18	02:57	02:57	00:00	41%	3:58:04
Grand Total	423	123	29%	52:22:34	03:31	03:31	00:00	47%	24:02:06

1/8/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Guillermo Padilla	113	33	29%	9:00:52	03:38	02:22	01:16	49%	3:53:51
Patricia Gonzalez	89	27	30%	8:59:18	04:39	03:05	01:34	51%	3:47:38
Ruben Dario Taddei Corral	61	20	33%	9:04:08	04:49	03:50	00:59	43%	1:53:52
Hernan Cabrera	92	20	22%	9:01:39	04:11	02:27	01:44	42%	4:13:22
Alejandra Islas	106	18	17%	8:51:37	03:40	03:01	00:39	60%	2:35:35
Litzia Flores	93	5	5%	8:59:19	04:40	02:39	02:00	46%	4:14:46
Grand Total	554	123	22%	53:56:53	04:12	02:50	01:22	48%	20:39:04

1/7/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Guillermo Padilla	85	31	36%	9:09:09	04:58	03:09	01:49	49%	3:59:31
Patricia Gonzalez	75	29	39%	8:58:13	05:41	03:51	01:51	54%	3:30:28
Hernan Cabrera	81	24	30%	9:06:13	05:04	03:02	02:02	45%	4:21:34
Alejandra Islas	91	22	24%	9:05:02	04:41	03:28	01:13	58%	3:19:26
Ruben Dario Taddei Corral	68	20	29%	9:06:11	04:48	03:45	01:02	47%	2:27:25
Litzia Flores	83	15	18%	9:02:55	05:02	02:39	02:23	41%	4:57:37
Grand Total	483	141	29%	54:27:43	05:02	03:18	01:44	49%	22:36:01

1/6/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Hernan Cabrera	81	110	136%	9:04:37	03:30	03:28	00:02	52%	3:32:49
Litzia Flores	90	104	116%	9:05:05	02:48	02:45	00:03	46%	4:30:59
Raul Martinez	18	93	517%	2:20:53	03:58	03:58	00:00	51%	0:55:35
Ruben Dario Taddei Corral	77	32	42%	9:08:21	04:20	04:19	00:01	61%	2:22:45
Guillermo Padilla	77	24	31%	9:05:18	03:43	03:43	00:00	52%	3:52:41
Alejandra Islas	85	21	25%	9:11:07	04:06	04:03	00:03	62%	2:54:04
Grand Total	428	384	90%	47:55:21	03:41	03:39	00:02	54%	18:08:53

1/5/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Ruben Dario Taddei Corral	65	34	52%	9:05:26	04:07	04:07	00:00	49%	2:29:48
Raul Martinez	92	29	32%	8:52:45	03:10	03:09	00:01	54%	3:32:42
Patricia Gonzalez	85	26	31%	9:01:37	03:13	03:13	00:00	50%	3:46:00
Litzia Flores	89	25	28%	23:53:32	03:26	03:25	00:01	21%	18:10:47
Alejandra Islas	89	23	26%	9:01:49	03:39	03:39	00:00	60%	2:53:13
Guillermo Padilla	85	23	27%	8:58:25	03:28	03:28	00:00	55%	3:33:21
Hernan Cabrera	85	19	22%	8:55:43	03:29	03:29	00:00	55%	3:10:23
Grand Total	590	179	30%	77:49:17	03:29	03:28	00:00	44%	37:36:14

1/4/2021

Agents	CALLS	Valid calls	% Efficiency	LOGIN TIME	Avg. Handle time	Avg. Talk time	Avg. ACW	productivity	PAUSE
Patricia Gonzalez	90	26	29%	8:56:21	03:05	03:05	00:00	52%	3:32:10
Ruben Dario Taddei Corral	72	24	33%	9:03:48	04:06	04:04	00:02	54%	2:53:40
Raul Martinez	86	22	26%	9:06:23	03:32	03:32	00:00	56%	3:33:01
Hernan Cabrera	88	20	23%	8:14:17	03:19	03:13	00:06	57%	2:50:43
Guillermo Padilla	70	16	23%	7:18:38	03:41	03:41	00:00	59%	2:41:13
Litzia Flores	90	14	16%	8:21:49	03:12	03:11	00:01	57%	2:35:42
Alejandra Islas	0	0	#DIV/0!	0:01:25	#DIV/0!	#DIV/0!	#DIV/0!	0%	0:01:25
Grand Total	496	122	25%	51:02:41	03:27	03:26	00:02	56%	18:07:54