

Results 05-03-2021

Agents	CALLS	Records	% Efficiency	LOGIN TIME	Avg AHT	Avg Talk	Avg ACW	productivity	PAUSE	PAUSE TIME %
Gilberto Cantu	59	23	39%	9:03:17	0:01:33	0:01:33	0:00:00	17%	7:06:09	78%
Yocelin Paulina Arispuro Lopez	188	76	40%	8:56:20	0:02:18	0:01:45	0:00:32	61%	2:47:13	31%
Ivan Enriquez Rosas	63	44	70%	9:24:21	0:02:23	0:02:23	0:00:00	27%	6:07:25	65%
Jazmin Raquel Rodriguez Rodriguez	74	47	64%	9:04:18	0:02:50	0:02:50	0:00:00	38%	5:07:01	56%
Alison Valeria Santibalez Pacheco	64	62	97%	9:01:03	0:02:58	0:02:58	0:00:00	35%	5:31:32	61%
Nubia Yazmin Parra Gamez	74	58	78%	9:19:17	0:03:00	0:03:00	0:00:00	40%	5:12:07	56%
Eliana Maribel Hermosillo Ortega	58	54	93%	9:41:21	0:03:01	0:03:01	0:00:00	30%	5:55:05	61%
Sandra Yosiri Parra Quintero	68	47	69%	8:54:44	0:03:05	0:03:05	0:00:00	39%	5:04:05	57%
Vanessa Pereyda Olvera	132	79	60%	9:08:54	0:03:20	0:02:30	0:00:49	60%	2:48:35	31%
Victor Andree de la Torre Velazquez	59	32	54%	9:10:38	0:03:24	0:03:23	0:00:00	36%	5:19:48	58%
Matias Gabriel Guzman Campoy	69	35	51%	4:54:04	0:03:32	0:02:37	0:00:54	62%	1:34:12	32%
Rosa Carmina Rey	115	71	62%	8:40:58	0:03:43	0:02:06	0:01:37	47%	4:06:33	47%
Juan Hector Moreno Gil	118	70	59%	9:07:39	0:03:45	0:02:56	0:00:48	63%	2:56:29	32%
Salvador Alejandro Flores Rodriguez	112	74	66%	9:06:19	0:04:02	0:02:55	0:01:07	60%	3:11:03	35%
Isabel Zarate Galvez	109	70	64%	8:58:46	0:04:05	0:02:59	0:01:06	60%	3:03:11	34%
Luis Carlos Lopez Gallegos	35	29	83%	2:33:41	0:04:07	0:02:42	0:01:24	62%	0:50:40	33%
Jose Rangel Valles Hernandez	107	69	64%	9:02:31	0:04:09	0:02:16	0:01:54	45%	4:37:53	51%
Ricardo Mendoza Pallares	89	53	60%	8:40:07	0:04:37	0:02:19	0:02:18	40%	4:44:29	55%
Blanca Azucena Ortiz Ruiz	64	45	70%	9:00:51	0:07:03	0:03:51	0:03:13	45%	4:34:17	51%
Grand Total	1657	1038	63%	8:31:00	0:03:29	0:02:36	0:00:53	44%	80:37:47	49%

Agent	Monday		Tuesday		Wednesday		Thursday		Friday		Totals	
	Call	Records	Call2	Records3	Call4	Records5	Call6	Records7	Call3	Records4	Call42	Records53
Vanessa Pereyda Olvera	132	79									132	79
Yocelin Paulina Arispuro Lopez	188	76									188	76
Salvador Alejandro Flores Rodriguez	112	74									112	74
Rosa Carmina Rey	115	71									115	71
Juan Hector Moreno Gil	118	70									118	70
Isabel Zarate Galvez	109	70									109	70
Jose Rangel Valles Hernandez	107	69									107	69
Alison Valeria Santibalez Pacheco	64	62									64	62
Nubia Yazmin Parra Gamez	74	58									74	58
Eliana Maribel Hermosillo Ortega	58	54									58	54
Ricardo Mendoza Pallares	89	53									89	53
Jazmin Raquel Rodriguez Rodriguez	74	47									74	47
Sandra Yosiri Parra Quintero	68	47									68	47
Blanca Azucena Ortiz Ruiz	64	45									64	45
Ivan Enriquez Rosas	63	44									63	44
Matias Gabriel Guzman Campoy	69	35									69	35
Victor Andree de la Torre Velazquez	59	32									59	32
Luis Carlos Lopez Gallegos	35	29									35	29
Gilberto Cantu	59	23									59	23
Jesus Diego Castro Armenta											0	0
Efrain Moreno Gonzalez											0	0
Grand Total	1657	1038									1657	1038

Results 04-28-2021

Agents	CALLS	Records	% Efficiency	LOGIN TIME	Avg AHT	Avg Talk	Avg ACW	productivity	PAUSE	PAUSE TIME %
Matias Gabriel Guzman Campoy	102	50	49%	4:55:53	0:02:27	0:01:45	0:00:43	60%	1:33:52	32%
Yocelin Paulina Arispuro Lopez	179	95	53%	9:04:10	0:02:28	0:01:58	0:00:29	65%	2:31:52	28%
Vanessa Pereyda Olvera	156	76	49%	9:06:28	0:02:51	0:02:02	0:00:49	58%	3:09:15	35%
Efrain Moreno Gonzalez	149	81	54%	9:02:13	0:02:58	0:01:55	0:01:03	53%	3:36:01	40%
Juan Hector Moreno Gil	144	73	51%	9:02:02	0:03:04	0:02:15	0:00:49	60%	2:58:56	33%
Luis Carlos Lopez Gallegos	132	83	63%	9:08:38	0:03:25	0:02:14	0:01:11	54%	3:37:21	40%
Isabel Zarate Galvez	123	70	57%	8:56:01	0:03:29	0:02:24	0:01:05	55%	3:17:28	37%
Salvador Alejandro Flores Rodriguez	126	72	57%	9:09:05	0:03:35	0:02:27	0:01:08	56%	3:25:56	38%
Jose Rangel Valles Hernandez	115	73	63%	9:11:07	0:03:54	0:02:14	0:01:41	46%	4:13:27	46%
Rosa Carmina Rey	103	72	70%	9:07:46	0:04:24	0:02:44	0:01:40	51%	4:02:57	44%
Ricardo Mendoza Pallares	83	57	69%	9:06:37	0:05:31	0:02:53	0:02:38	44%	4:41:00	51%
Grand Total	1412	802	57%	8:42:44	0:03:20	0:02:13	0:01:07	54%	37:08:05	38%

Agent	Monday	Tuesday	Wednesday	Thursday	Friday	Totals						
Agent	Call	Records	Call2	Records3	Call4	Records5	Call6	Records7	Call3	Records4	Call42	Records53
Luis Carlos Lopez Gallegos	106	86	143	93	132	83					381	262
Yocelin Paulina Arispuro Lopez	114	63	227	82	179	95					520	240
Efrain Moreno Gonzalez	121	75	124	74	149	81					394	230
Isabel Zarate Galvez	110	87	101	70	123	70					334	227
Jose Rangel Valles Hernandez	106	71	99	77	115	73					320	221
Rosa Carmina Rey	111	67	126	71	103	72					340	210
Salvador Alejandro Flores Rodriguez	90	66	106	70	126	72					322	208
Juan Hector Moreno Gil	99	55	144	73	144	73					387	201
Vanessa Pereyda Olvera	39	20	118	80	156	76					313	176
Ricardo Mendoza Pallares	85	56	97	63	83	57					265	176
Blanca Azucena Ortiz Ruiz	72	58	64	49							136	107
Matias Gabriel Guzman Campoy			73	43	102	50					175	93
Grand Total	1053	704	1422	845	1412	802					3887	2351

Agent	Contact Request #	Connected CRs	Connect Rate	CRs w/ Forward Progress	Forward Progress	CR Time (Mins)	CR Hours
Blanca Ruiz	106	41	38.68%	32	30.19%	28.53	13.58
Efrain Gonzalez	220	118	53.64%	93	42.27%	20.69	25.16
Isabel Galvez	217	120	55.30%	83	38.25%	26.27	31.65
Jose Valles	209	113	54.07%	67	32.06%	16.81	19.48
Juan MorenoGil	190	106	55.79%	45	23.68%	23.45	24.37
Luis Gallegos	252	147	58.33%	97	38.49%	26.91	37.56
Matias Campoy	93	53	56.99%	23	24.73%	17.55	13.62
Ricardo Pallares	169	75	44.38%	47	27.81%	21.97	20.47
Rosa Renteria	195	101	51.79%	88	45.13%	19.55	21.27
Salvador Rodriguez	198	133	67.17%	58	29.29%	20.45	22.21
Vanessa Olvera	165	114	69.09%	62	37.58%	33.46	30.27
Yocelin Lopez	226	169	74.78%	167	73.89%	43.07	51.20
Grand Total	2240	1290	57.59%	862	38.48%	298.71	310.87

Results 04-27-2021

Agents	CALLS	Records	% Efficiency	LOGIN TIME	Avg AHT	Avg Talk	Avg ACW	productivity	PAUSE	PAUSE TIME %
Yocelin Paulina Arispuro Lopez	227	82	36%	9:03:19	0:01:54	0:01:24	0:00:29	59%	2:55:27	32%
Juan Hector Moreno Gil	144	73	51%	9:08:36	0:03:03	0:02:11	0:00:52	57%	3:13:52	35%
Luis Carlos Lopez Gallegos	143	93	65%	9:08:36	0:03:07	0:02:06	0:01:01	55%	3:28:40	38%
Rosa Carmina Rey	126	71	56%	9:02:26	0:03:23	0:01:58	0:01:25	46%	4:04:28	45%
Matias Gabriel Guzman Campoy	73	43	59%	5:04:20	0:03:31	0:02:31	0:01:00	61%	1:37:22	32%
Efrain Moreno Gonzalez	124	74	60%	9:02:16	0:03:42	0:02:16	0:01:26	52%	3:58:17	44%
Vanessa Pereyda Olvera	118	80	68%	9:00:55	0:03:42	0:02:36	0:01:06	57%	3:18:44	37%
Salvador Alejandro Flores Rodriguez	106	70	66%	9:01:28	0:04:15	0:03:08	0:01:08	61%	3:01:10	33%
Isabel Zarate Galvez	101	70	69%	9:11:56	0:04:17	0:03:05	0:01:12	57%	3:30:08	38%
Ricardo Mendoza Pallares	97	63	65%	9:08:25	0:04:31	0:02:00	0:02:31	35%	5:20:30	58%
Jose Rangel Valles Hernandez	99	77	78%	8:58:22	0:04:38	0:02:45	0:01:54	50%	4:10:14	46%
Blanca Azucena Ortiz Ruiz	64	49	77%	9:01:54	0:06:50	0:03:01	0:03:49	36%	5:09:09	57%
Grand Total	1422	845	59%	8:44:23	0:03:36	0:02:17	0:01:18	52%	43:48:01	41%