

Agent Transfer Summary																												
Agent Name	Day	Interaction Type	Media Type	Unique Interactions					Receiving Transfers			Initiating Transfers			Avg Received Transfers Handle Time		Avg Transfer Initiated Handle Time (this Agent)	Conference Participation by the Agent			Consult Participation by the Agent			Avg Conference Accepted Handle Time (this Agent)		Avg Consult Participation Handle Time		
				Entered	Accepted	Offered	Accepted	Avg Handle Time	Transfer Offered	Transfer Accepted	Transfer Accepted Cold	Transfer Accepted Warm	Transfer Initiated Agent	Transfer Initiated Agent Cold	Transfer Initiated Agent Warm	% Transfer Initiated		All	This Agent	Conference Offered	Conference Accepted	Conference Initiated	Consult Offered	Consult Accepted	Consult Initiated	All	This Agent	
,A6001_sip (A6001_sip)	2011-04-11	Internal	Voice	9	9	9	9	00:01:30	0	0	0	0	0	0	0.00%	00:01:11	00:00:00	00:00:00	0	0	1	0	0	0	00:00:00	00:00:00	00:00:00	
	2011-04-13	Internal	Voice	2	2	2	2	00:03:06	0	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	0	0	0	0	0	0	00:00:00	00:00:12	00:00:00	
	2011-11-10	Internal	Voice	4	4	3	3	00:00:52	0	0	0	0	2	1	1	66.67%	00:00:00	00:00:00	00:01:02	0	0	0	0	0	0	00:00:00	00:00:24	00:00:00
,A6002_sip (A6002_sip)	2011-04-11	Internal	Voice	9	9	10	10	00:01:05	1	1	0	1	5	3	2	50.00%	00:01:11	00:00:39	00:00:23	0	0	4	0	0	0	00:00:00	00:00:00	00:00:00
	2011-04-13	Internal	Voice	2	2	2	2	00:03:06	0	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	0	0	4	0	0	4	00:00:00	00:00:12	00:00:00	
	2011-11-03	Internal	Voice	5	5	5	5	00:01:12	0	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	0	0	5	0	0	1	00:00:00	00:01:24	00:00:00	
	2011-11-08	Internal	Voice	8	8	8	8	00:01:03	0	0	0	0	1	0	1	12.50%	00:00:00	00:00:00	00:00:37	0	0	7	0	0	1	00:00:00	00:01:18	00:00:00
	2011-11-10	Internal	Voice	4	4	3	3	00:00:52	0	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	0	0	2	0	0	0	00:00:00	00:00:24	00:00:00	
,A6003_sip (A6003_sip)	2011-04-11	Internal	Voice	9	9	8	6	00:00:52	3	2	1	1	1	0	1	16.67%	00:01:11	00:00:40	00:01:10	3	3	0	0	0	0	00:01:03	00:00:00	00:00:00
	2011-04-13	Internal	Voice	2	2	2	2	00:00:10	0	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	2	2	0	2	2	0	00:00:04	00:00:12	00:00:06	
	2011-11-03	Internal	Voice	5	5	4	4	00:00:44	0	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	4	4	3	1	1	0	00:01:41	00:01:24	00:02:07	
	2011-11-08	Internal	Voice	8	8	7	7	00:01:00	0	0	0	0	4	2	2	57.14%	00:00:00	00:00:00	00:00:18	7	7	2	1	1	0	00:00:55	00:01:18	00:03:04
	2011-11-10	Internal	Voice	4	4	3	3	00:00:33	0	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	2	2	0	0	0	0	00:01:08	00:00:24	00:00:00	
,A6004_sip (A6004_sip)	2011-04-11	Internal	Voice	9	9	3	3	00:01:26	1	1	0	1	0	0	0.00%	00:01:11	00:00:24	00:00:00	2	2	0	0	0	0	00:01:50	00:00:00	00:00:00	
	2011-04-13	Internal	Voice	2	2	2	2	00:00:13	0	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	2	2	0	0	0	0	00:00:07	00:00:12	00:00:00	
	2011-11-03	Internal	Voice	5	5	0	0	00:01:03	0	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	4	0	0	3	3	0	00:00:00	00:01:24	00:01:03	
	2011-11-08	Internal	Voice	8	8	3	2	00:00:40	1	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	2	2	0	3	3	0	00:03:42	00:01:18	00:00:39	
	2011-11-10	Internal	Voice	4	4	0	0	00:00:24	0	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	0	0	0	2	2	0	00:00:00	00:00:24	00:00:24	
,A6005_sip (A6005_sip)	2011-11-03	Internal	Voice	5	5	0	0	00:00:17	0	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	1	0	0	1	1	0	00:00:00	00:01:24	00:00:17	
	2011-11-08	Internal	Voice	8	8	0	0	00:00:11	0	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	0	0	0	1	1	0	00:00:00	00:01:18	00:00:11	
,Agent1 (Agent1)	2011-01-14	Inbound	Voice	39	34	38	33	00:00:42	0	0	0	0	7	5	2	21.21%	00:00:12	00:00:00	00:00:17	0	0	7	0	0	18	00:00:00	00:00:29	00:00:00
	2011-01-24	Inbound	Voice	57	44	50	42	00:00:52	0	0	0	0	13	12	1	30.95%	00:00:04	00:00:00	00:00:14	0	0	5	0	0	22	00:00:00	00:00:30	00:00:00
	2011-04-13	Inbound	Voice	1	1	1	1	00:01:46	0	0	0	0	1	0	1	100.00%	00:00:31	00:00:00	00:01:46	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00
	2011-04-14	Inbound	Voice	3	3	2	2	00:01:30	0	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	0	0	1	0	0	2	00:00:00	00:00:00	00:00:00	
	2011-04-25	Inbound	Voice	8	8	4	4	00:00:12	0	0	0	0	2	1	1	50.00%	00:00:05	00:00:00	00:00:15	0	0	0	0	0	0	00:00:00	00:00:02	00:00:00
	2011-11-10	Internal	Voice	4	4	1	1	00:01:40	0	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	0	0	0	0	0	0	00:00:00	00:00:24	00:00:00	
,Agent2 (Agent2)	2011-01-14	Inbound	Voice	39	34	13	10	00:00:37	5	4	2	2	0	(1)	1	0.00%	00:00:12	00:00:12	00:00:00	6	5	0	10	10	5	00:00:25	00:00:29	00:00:23
	2011-01-24	Inbound	Voice	57	44	16	10	00:00:22	8	5	4	1	0	0	0.00%	00:00:04	00:00:04	00:00:00	4	3	0	11	11	4	00:00:05	00:00:30	00:00:32	
	2011-04-13	Inbound	Voice	1	1	0	0	00:00:00	0	0	0	0	0	0	0.00%	00:00:31	00:00:00	00:00:00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
	2011-04-14	Inbound	Voice	3	3	1	1	00:00:30	0	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	1	1	0	0	0	0	00:00:23	00:00:00	00:00:00	
	2011-04-25	Inbound	Voice	8	8	4	4	00:00:10	2	2	0	2	0	0	0.00%	00:00:05	00:00:04	00:00:00	0	0	0	0	0	2	00:00:00	00:00:02	00:00:00	
	2011-11-10	Internal	Voice	4	4	1	1	00:01:45	0	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	0	0	1	0	0	0	00:00:00	00:00:24	00:00:00	
,Agent3 (Agent3)	2011-01-14	Inbound	Voice	39	34	0	0	00:00:20	0	0	0	0	0	0	0.00%	00:00:12	00:00:00	00:00:00	0	0	0	6	6	0	00:00:00	00:00:29	00:00:19	
	2011-01-24	Inbound	Voice	57	44	0	0	00:00:06	0	0	0	0	0	0	0.00%	00:00:04	00:00:00	00:00:00	0	0	0	3	3	0	00:00:00	00:00:30	00:00:04	
	2011-04-13	Inbound	Voice	1	1	1	1	00:00:45	1	1	0	1	1	0	100.00%	00:00:31	00:00:27	00:00:27	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
	2011-04-25	Inbound	Voice	8	8	2	2	00:00:15	0	0	0	0	1	0	1	50.00%	00:00:05	00:00:00	00:00:29	0	0	1	2	2	0	00:00:00	00:00:02	00:00:02
	2011-11-10	Internal	Voice	4	4	1	1	00:01:17	0	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	1	1	0	0	0	0	00:01:18	00:00:24	00:00:00	

Agent Name	Day	Interaction Type	Media Type	Unique Interactions		Offered			Transfer Offered	Receiving Transfers			Initiating Transfers			Avg Received Transfers Handle Time		Avg Transfer Initiated Handle Time (this Agent)	Conference Participation by the Agent			Consult Participation by the Agent			Avg Conference Accepted Handle Time (this Agent)	Avg Consult Participation Handle Time			
				Entered	Accepted	Offered	Accepted	Avg Handle Time		Transfer Accepted	Transfer Accepted Cold	Transfer Accepted Warm	Transfer Initiated Agent	Transfer Initiated Agent Cold	Transfer Initiated Agent Warm	% Transfer Initiated	All		This Agent	Conference Offered	Conference Accepted	Conference Initiated	Consult Offered	Consult Accepted		Consult Initiated	All	This Agent	
				Agent4 (Agent4)	2011-04-13	Inbound	Voice	1		1	1	1	00:00:04	1	1	0	0		0	0	0.00%	00:00:31	00:00:04	00:00:00		0	0	0	0
2011-04-25	Inbound	Voice	8		8	2	2	00:00:16	1	1	0	1	0	0	0.00%	00:00:05	00:00:08	00:00:00	1	1	0	0	0	0	0	00:00:08	00:00:02	00:00:00	
	Outbound	Voice	2		2	2	2	00:00:08	0	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
	2017-12-04	Inbound	Voice	7	6											00:00:00	00:00:00										00:00:00	00:00:00	
	2017-12-05	Inbound	Voice	3	3											00:00:00	00:00:00											00:00:00	00:00:00
	2017-12-06	Inbound	Voice	6	3											00:00:00	00:00:00											00:00:00	00:00:00
	2017-12-08	Inbound	Voice	1	0											00:00:00	00:00:00											00:00:00	00:00:00
	2017-12-15	Inbound	Voice	34	30											00:00:00	00:00:00											00:00:00	00:00:00
	2017-12-16	Inbound	Voice	11	7											00:00:00	00:00:00											00:00:00	00:00:00

Daily Transfer Summary

Day	Media Type	Interaction Type	Unique Interactions			Initiating Transfers			Receiving Transfers				Transfer Rate	Conference Initiated Agent	Consult Received Accepted
			Offered	Accepted	Avg Handle Time	Transfer Initiated	Transfer Initiated Cold	Transfer Initiated Warm	Transfer Accepted	Transfer Accepted Cold	Transfer Accepted Warm	Avg Transfer Accepted Handle Time			
2011-01-14	Voice	Inbound	39	34	00:01:05	7	4	3	4	2	2	00:00:12	17.95%	7	12
2011-01-24	Voice	Inbound	57	44	00:01:00	13	12	1	5	4	1	00:00:04	22.81%	5	12
2011-04-11	Voice	Internal	9	9	00:03:46	4	3	1	2	1	1	00:01:11	44.44%	2	0
2011-04-13	Voice	Inbound	1	1	00:02:35	1	0	1	1	0	1	00:00:31	100.00%	0	0
		Internal	2	2	00:06:45	0	0	0	0	0	0	00:00:00	0.00%	1	1
2011-04-14	Voice	Inbound	3	3	00:01:45	0	0	0	0	0	0	00:00:00	0.00%	1	0
2011-04-25	Voice	Inbound	8	8	00:00:22	3	1	2	3	0	3	00:00:05	37.50%	1	2
		Outbound	2	2	00:00:08	0	0	0	0	0	0	00:00:00	0.00%	0	0
2011-11-03	Voice	Internal	5	5	00:02:38	0	0	0	0	0	0	00:00:00	0.00%	4	4
2011-11-08	Voice	Internal	8	8	00:02:29	5	2	3	0	0	0	00:00:00	62.50%	7	4
2011-11-10	Voice	Internal	4	4	00:03:06	2	1	1	0	0	0	00:00:00	50.00%	3	2
2017-12-04	Voice	Inbound	7	6	00:00:05	0	0	0	0	0	0	00:00:00	0.00%	0	0
2017-12-05	Voice	Inbound	3	3	00:00:01	0	0	0	0	0	0	00:00:00	0.00%	0	0
2017-12-06	Voice	Inbound	6	3	00:00:00	0	0	0	0	0	0	00:00:00	0.00%	0	0
2017-12-08	Voice	Inbound	1	0	00:00:00	0	0	0	0	0	0	00:00:00	0.00%	0	0
2017-12-15	Voice	Inbound	34	30	00:00:00	0	0	0	0	0	0	00:00:00	0.00%	0	0
2017-12-16	Voice	Inbound	11	7	00:00:00	0	0	0	0	0	0	00:00:00	0.00%	0	0