

Time Zone: (UTC-04:00) Eastern Daylight Time (America/New_York)

Agent Name ↓	In Calls Presented	In Calls Handled	Handle Time Avg	Outdial Talk Time Max	Outdial Talk Time Avg	Chat Presented	Chat Handled	Chat Active Time Max	Chat Active Time Avg	Emails Presented	Emails Handled
Alexandria Grant	1	1.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Alicia Butler	562	534.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Andrea Warner	160	148.0	00:00:35	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Angie King	471	449.0	00:00:18	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Annie Moon	384	360.0	00:00:16	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Antina Harrison	148	146.0	00:00:25	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Antonee Ross	535	464.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Beth Clark	392	350.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Bianca Brown	2	2.0	00:00:14	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Billie Rose	117	114.0	00:00:14	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Brianna Burgo	210	203.0	00:00:16	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Brittany Davis	5	5.0	00:00:13	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Bryant Conway	220	204.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Cameron Newton	352	328.0	00:00:16	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Camille McKinney	136	131.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Cassandra Brown	412	374.0	00:00:16	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Celeste Kessler	103	94.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Chenique Collins	47	41.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Che'Tyra Wilkerson	435	407.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Chimere Cole	396	379.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Christopher Hobbs	100	94.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Codie Miller	51	48.0	00:00:17	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Deshona Davis	163	144.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Dextiah Hawkins	769	735.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Erika Callahan	49	42.0	00:00:14	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Faith Major-Whitener	244	234.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Fonda Clanton	223	201.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Heather Infinger	336	292.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
India Green	363	339.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Isaray Solis	520	400.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Jennifer Reed	250	244.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Jessica Chambers	198	184.0	00:00:18	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Kailee Nixon	148	139.0	00:00:44	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Katelyn Martinez	325	296.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Kayhan Mohseni	42	22.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Kristy Brown	367	341.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Kylaya Criswell	510	477.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
LaShonda Brown-Hawks	371	354.0	00:00:14	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Lacy Williamson	457	437.0	00:00:21	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Larrisha Lewis	218	209.0	00:00:23	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Lauren Gasset	2	2.0	00:00:05	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Lisa King	12	11.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Mark Mazin	297	279.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Marsha Nicholson	459	429.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Martisha Jones	229	220.0	00:00:20	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Megan Adams	489	405.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Mikey Stanart	9	9.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
N/A	1676	0.0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Nadia Williams	470	439.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Nicole Ferguson	194	183.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Nicollette Cauty	370	349.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Que Crawford	155	144.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Rahneisha Williams	721	696.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Raun Clutts	152	144.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Sabrina Dumas	97	91.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Scarlet Anthony	171	159.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Serita Hall	185	154.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Shakia Morrison	571	541.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Shamaia Gibson	394	317.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Shanquetia Peaco	462	430.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Shay Cambrice	272	250.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Shukeyar Hughley	547	511.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Sophia Grant	311	299.0	00:00:16	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Stephanie Long	541	473.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Steven Boyd	219	199.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Tabetha "Dallas" Settle	116	104.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Takayla Harris	165	154.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Tarah Baptiste	392	333.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Thomas Thompson	117	110.0	00:00:14	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Tommie Griffin	416	384.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Tracy Eubanks	186	167.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Vicketris Meadows	237	229.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Wendi Landress	446	429.0	00:00:17	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
William Wesley Samuels Jr	45	43.0	00:00:15	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0.0	0
Summary	21917 (SUM)	18653.0 (SUM)	00:00:16 (CUSTOM)	00:00:00 (MAX)	00:00:00 (CUSTOM)	0 (SUM)	0 (SUM)	00:00:00 (MAX)	00:00:00 (CUSTOM)	0.0 (SUM)	0 (SUM)