

Agent Status Load Summary

<i>Activity</i>	<i>Total Calls</i>	<i>Load Percent</i>	<i>Total Time (in hours)</i>
Available	577	50%	438.0
On Break	195	17%	43.7
Out to Lunch	32	3%	27.0
Performing Admin Duties	203	18%	109.6
Performing Email Duties	6	1%	2.3
Performing Other Work Duties	90	8%	31.8
Working At Counter	53	5%	17.3
Totals	1,156	100%	670