



Reason Code Summary Table

The data on this tab is the detail of "Reason Code Efficient" usage (Column C from the Basic Agent report tab) When Agents go into the Not Ready State on their phone they can specify a reason code selection. At the time of scheduling this report, you can declare which reason codes will be considered **Caller Efficient** and therefore should be included in an efficiency calculation for each Agent.

| Agent Name | D Agent Time On System | C/D % of Time Agent Not Ready | C= A+B Agent Not Ready | A Agent Not Ready "Efficient" | B Agent Not Ready "Not Efficient" | Efficient | | | | | Not Efficient | | | | | | | | | | |
|------------------|---------------------------|----------------------------------|---------------------------|----------------------------------|--------------------------------------|--------------------|-----------------|----------------|--------------------------|-----------------|---------------|---------|---------|---------------------|--------------------------|------------------|----------|-------------|-----------------------|-------------------------|-----------------|
| | | | | | | Phone call wrap-up | Designated Duty | Inbound Caller | Work State Timer Expired | Total | 0 | Log out | Break | Training/Conference | Current Day Loan Closing | PC/Phone problem | Lunch | After Logon | Off Hook for Out Call | Ring No Answer - Forced | Total |
| | | | | | | 201 | 204 | 211 | 32758 | | 0 | 101 | 202 | 203 | 205 | 206 | 208 | 32760 | 32762 | 32763 | |
| Total: | 143:14:20 | 31.3% | 44:48:54 | 11:27:09 | 33:21:45 | 9:15:11 | 0:34:27 | 0:54:07 | 0:43:24 | 11:27:09 | 0:05:29 | 2:18:00 | 3:30:20 | 7:17:17 | 0:10:54 | 0:00:04 | 11:12:36 | 1:17:53 | 5:35:00 | 1:54:12 | 33:21:45 |
| Anderson, Linda | 8:37:07 | 34.4% | 2:57:43 | 2:06:52 | 0:50:51 | 1:44:01 | 0:00:00 | 0:22:18 | 0:00:33 | 2:06:52 | 0:00:00 | 0:00:23 | 0:00:00 | 0:00:00 | 0:00:00 | 0:00:00 | 0:49:40 | 0:00:26 | 0:00:22 | 0:00:00 | 0:50:51 |
| Baker, Kimberly | 8:12:39 | 24.7% | 2:01:46 | 0:03:24 | 1:58:22 | 0:01:57 | 0:00:00 | 0:00:00 | 0:01:27 | 0:03:24 | 0:00:00 | 0:00:04 | 0:15:45 | 0:34:22 | 0:00:00 | 0:00:00 | 0:31:07 | 0:00:27 | 0:36:37 | 0:00:00 | 1:58:22 |
| Chavis, Chabrier | 8:30:55 | 15.9% | 1:21:25 | 0:12:55 | 1:08:30 | 0:10:41 | 0:00:00 | 0:01:49 | 0:00:25 | 0:12:55 | 0:00:00 | 0:00:02 | 0:19:44 | 0:00:00 | 0:00:00 | 0:00:00 | 0:37:13 | 0:01:45 | 0:01:08 | 0:08:38 | 1:08:30 |
| Dixon, Moniki | 8:16:41 | 18.3% | 0:56:00 | 0:29:30 | 0:26:30 | 0:25:59 | 0:01:45 | 0:00:56 | 0:00:50 | 0:29:30 | 0:00:00 | 0:00:00 | 0:18:16 | 0:02:45 | 0:00:00 | 0:00:00 | 0:00:00 | 0:00:29 | 0:05:00 | 0:00:00 | 0:26:30 |
| Fulcher, LaTrea | 8:30:51 | 25.2% | 2:08:31 | 0:20:16 | 1:48:15 | 0:20:16 | 0:00:00 | 0:00:00 | 0:00:00 | 0:20:16 | 0:00:00 | 0:02:42 | 0:26:29 | 0:30:38 | 0:00:00 | 0:00:04 | 0:46:24 | 0:01:58 | 0:00:00 | 0:00:00 | 1:48:15 |
| Halloran, Debi | 4:13:04 | 41.6% | 1:45:13 | 0:41:22 | 1:03:51 | 0:41:05 | 0:00:00 | 0:00:00 | 0:00:17 | 0:41:22 | 0:00:00 | 0:00:05 | 0:00:00 | 0:57:44 | 0:00:00 | 0:00:00 | 0:00:00 | 0:00:20 | 0:05:42 | 0:00:00 | 1:03:51 |
| Harper, Lakeisha | 8:30:44 | 45.0% | 3:50:03 | 0:23:17 | 3:26:46 | 0:17:49 | 0:00:00 | 0:00:00 | 0:05:28 | 0:23:17 | 0:00:00 | 0:00:00 | 0:05:31 | 0:38:34 | 0:00:00 | 0:00:00 | 0:59:32 | 0:00:14 | 1:24:17 | 0:18:38 | 3:26:46 |
| Hastings, Jean | 9:19:43 | 53.3% | 4:58:04 | 0:08:09 | 4:49:55 | 0:00:00 | 0:00:00 | 0:00:00 | 0:08:09 | 0:08:09 | 0:00:00 | 0:00:02 | 0:03:49 | 1:06:50 | 0:00:00 | 0:00:00 | 0:59:54 | 0:35:44 | 1:09:19 | 0:54:17 | 4:49:55 |
| Lee, Cedric | 8:28:47 | 25.4% | 2:09:26 | 0:26:22 | 1:43:04 | 0:13:55 | 0:00:00 | 0:06:25 | 0:06:02 | 0:26:22 | 0:00:00 | 0:00:02 | 0:15:20 | 0:12:44 | 0:00:00 | 0:00:00 | 0:45:53 | 0:00:18 | 0:28:41 | 0:00:00 | 1:43:04 |

Scroll down from the Summary Table to view individual agent stats for both categories.

Anderson, Linda

| Categorize Efficiency | Date | State Code | Reason Code Description | Reason Code Number | Number of Times Reason Code Selected | Time in State in Seconds | Time in State hh:mm:ss |
|-----------------------|------------|------------|--------------------------|--------------------|--------------------------------------|--------------------------|------------------------|
| Efficient | 01/05/2016 | Not Ready | Inbound Caller | 211 | 4 | 1338 | 0:22:18 |
| | 01/05/2016 | Not Ready | Phone call wrap-up | 201 | 8 | 6241 | 1:44:01 |
| | 01/05/2016 | Not Ready | Work State Timer Expired | 32758 | 1 | 33 | 0:00:33 |
| | | | | | 13 | 7612 | 2:06:52 |

| Categorize Efficiency | Date | State Code | Reason Code Description | Reason Code Number | Number of Times Reason Code Selected | Time in State in Seconds | Time in State hh:mm:ss |
|-----------------------|------------|------------|-------------------------|--------------------|--------------------------------------|--------------------------|------------------------|
| Not Efficient | 01/05/2016 | Not Ready | After Logon | 32760 | 1 | 26 | 0:00:26 |
| | 01/05/2016 | Not Ready | Log out | 101 | 1 | 23 | 0:00:23 |
| | 01/05/2016 | Not Ready | Lunch | 208 | 1 | 2980 | 0:49:40 |
| | 01/05/2016 | Not Ready | Off Hook for Out Call | 32762 | 1 | 22 | 0:00:22 |
| | | | | | 4 | 3051 | 0:50:51 |

Total Not Ready: 10663 2:57:43