

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
Forecast: Week of 8/31/2015																
Schedule 8/31/2015																
8/31/2015	12:00AM	-35	-48	-03:37:09	-44	-:07:28						35	48	03:37:09	44	:07:28
	12:30AM	-35	-48	-03:40:49	-48	-:07:50						35	48	03:40:49	48	:07:50
	1:00AM	-34	-48	-03:41:46	-47	-:07:53						34	48	03:41:46	47	:07:53
	1:30AM	-37	-46	-03:21:58	-46	-:07:32						37	46	03:21:58	46	:07:32
	2:00AM	-34	-49	-03:46:50	-49	-:08:02						34	49	03:46:50	49	:08:02
	2:30AM	-35	-48	-03:41:58	-48	-:07:52						35	48	03:41:58	48	:07:52
	3:00AM	-36	-49	-03:41:53	-47	-:07:58						36	49	03:41:53	47	:07:58
	3:30AM	-34	-48	-03:49:25	-48	-:07:51						34	48	03:49:25	48	:07:51
	4:00AM	-37	-50	-03:43:32	-49	-:08:11						37	50	03:43:32	49	:08:11
	4:30AM	-36	-49	-03:42:44	-48	-:08:04						36	49	03:42:44	48	:08:04
	5:00AM	-33	-44	-03:24:57	-38	-:06:38						33	44	03:24:57	38	:06:38
	5:30AM	-33	-44	-03:21:07	-41	-:06:58						33	44	03:21:07	41	:06:58
	6:00AM	-39	-47	-03:53:09	-46	-:07:35						39	47	03:53:09	46	:07:35
	6:30AM	-39	-50	-04:10:17	-48	-:08:04						39	50	04:10:17	48	:08:04
	7:00AM	-37	-48	-03:52:25	-42	-:07:11						37	48	03:52:25	42	:07:11
	7:30AM	-39	-48	-04:04:12	-46	-:07:43						39	48	04:04:12	46	:07:43
	8:00AM	-40	-53	-09:21:30	-49	-:08:07						40	53	09:21:30	49	:08:07
	8:30AM	-42	-56	-04:25:12	-56	-:09:13						42	56	04:25:12	56	:09:13
	9:00AM	-43	-57	-04:40:10	-55	-:09:20						43	57	04:40:10	55	:09:20
	9:30AM	-43	-59	-04:53:45	-59	-:09:53						43	59	04:53:45	59	:09:53
	10:00AM	-43	-54	-04:25:23	-46	-:07:51						43	54	04:25:23	46	:07:51
	10:30AM	-43	-62	-05:13:14	-62	-:10:22						43	62	05:13:14	62	:10:22
	11:00AM	-43	-62	-05:10:29	-61	-:10:17						43	62	05:10:29	61	:10:17
	11:30AM	-43	-61	-05:07:14	-61	-:10:10						43	61	05:07:14	61	:10:10
	12:00PM	-41	-61	-04:58:39	-54	-:09:08						41	61	04:58:39	54	:09:08
	12:30PM	-43	-60	-05:00:24	-61	-:09:59						43	60	05:00:24	61	:09:59
	1:00PM	-44	-62	-05:20:52	-55	-:09:11						44	62	05:20:52	55	:09:11
	1:30PM	-43	-62	-05:00:37	-63	-:10:18						43	62	05:00:37	63	:10:18
	2:00PM	-62	-61	-05:08:11	-61	-:10:03						62	61	05:08:11	61	:10:03
	2:30PM	-61	-63	-05:30:41	-62	-:10:28						61	63	05:30:41	62	:10:28

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Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	3:00PM	-59	-59	-04:52:50	-55	:-08:54						59	59	04:52:50	55	:08:54
	3:30PM	-62	-62	-05:18:38	-62	:-10:17						62	62	05:18:38	62	:10:17
	4:00PM	-64	-60	-05:04:51	-59	:-09:30						64	60	05:04:51	59	:09:30
	4:30PM	-60	-61	-05:10:57	-61	:-10:05						60	61	05:10:57	61	:10:05
	5:00PM	-63	-63	-05:12:07	-63	:-10:24						63	63	05:12:07	63	:10:24
	5:30PM	-61	-60	-04:48:09	-60	:-09:53						61	60	04:48:09	60	:09:53
	6:00PM	-60	-59	-04:49:47	-53	:-08:49						60	59	04:49:47	53	:08:49
	6:30PM	-61	-63	-05:12:06	-62	:-10:34						61	63	05:12:06	62	:10:34
	7:00PM	-60	-60	-04:51:41	-60	:-09:54						60	60	04:51:41	60	:09:54
	7:30PM	-61	-60	-05:03:41	-60	:-10:03						61	60	05:03:41	60	:10:03
	8:00PM	-57	-59	-04:47:04	-57	:-09:32						57	59	04:47:04	57	:09:32
	8:30PM	-63	-62	-05:02:59	-62	:-10:24						63	62	05:02:59	62	:10:24
	9:00PM	-59	-58	-04:28:13	-55	:-09:11						59	58	04:28:13	55	:09:11
	9:30PM	-61	-60	-04:54:15	-60	:-10:00						61	60	04:54:15	60	:10:00
	10:00PM	-52	-54	-04:01:21	-53	:-08:59						52	54	04:01:21	53	:08:59
	10:30PM	-56	-53	-03:51:27	-53	:-08:47						56	53	03:51:27	53	:08:47
	11:00PM	-53	-53	-03:50:34	-53	:-08:54						53	53	03:50:34	53	:08:54
	11:30PM	-52	-53	-03:57:33	-53	:-08:50						52	53	03:57:33	53	:08:50
Daily Totals:		-2271	-2656	-219:08:45	-2581	-07:10:10	0	0	:00:00	0	:00:00	2271	2,656	219:08:45	2581	07:10:10

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9/1/2015	12:00AM	-54	-52	-03:50:25	-49	:-08:14						54	52	03:50:25	49	:08:14
	12:30AM	-52	-54	-04:01:21	-54	:-08:57						52	54	04:01:21	54	:08:57
	1:00AM	-52	-53	-03:56:24	-53	:-08:53						52	53	03:56:24	53	:08:53
	1:30AM	-53	-53	-03:56:47	-52	:-08:45						53	53	03:56:47	52	:08:45
	2:00AM	-54	-56	-04:15:31	-56	:-09:22						54	56	04:15:31	56	:09:22
	2:30AM	-52	-53	-03:55:04	-53	:-08:48						52	53	03:55:04	53	:08:48
	3:00AM	-55	-53	-03:49:57	-53	:-08:52						55	53	03:49:57	53	:08:52
	3:30AM	-52	-53	-03:55:31	-53	:-08:51						52	53	03:55:31	53	:08:51
	4:00AM	-55	-54	-03:59:11	-54	:-09:01						55	54	03:59:11	54	:09:01
	4:30AM	-52	-53	-03:58:45	-53	:-08:47						52	53	03:58:45	53	:08:47
	5:00AM	-54	-53	-03:56:28	-49	:-08:16						54	53	03:56:28	49	:08:16
	5:30AM	-53	-54	-04:03:18	-54	:-09:00						53	54	04:03:18	54	:09:00
	6:00AM	-61	-58	-04:33:27	-57	:-09:38						61	58	04:33:27	57	:09:38
	6:30AM	-61	-61	-05:03:46	-61	:-10:08						61	61	05:03:46	61	:10:08
	7:00AM	-61	-60	-04:56:37	-60	:-09:59						61	60	04:56:37	60	:09:59
	7:30AM	-62	-62	-05:08:45	-61	:-10:17						62	62	05:08:45	61	:10:17
	8:00AM	-61	-63	-06:56:13	-59	:-09:57						61	63	06:56:13	59	:09:57
	8:30AM	-61	-60	-06:50:36	-60	:-09:59						61	60	06:50:36	60	:09:59
	9:00AM	-61	-63	-05:28:49	-63	:-10:29						61	63	05:28:49	63	:10:29
	9:30AM	-62	-61	-05:04:30	-61	:-10:08						62	61	05:04:30	61	:10:08
	10:00AM	-60	-61	-05:11:26	-55	:-09:11						60	61	05:11:26	55	:09:11
	10:30AM	-61	-62	-05:23:41	-61	:-10:20						61	62	05:23:41	61	:10:20
	11:00AM	-62	-60	-05:08:39	-60	:-10:01						62	60	05:08:39	60	:10:01
	11:30AM	-61	-62	-05:17:03	-61	:-10:18						61	62	05:17:03	61	:10:18
	12:00PM	-63	-62	-04:58:38	-58	:-09:46						63	62	04:58:38	58	:09:46
	12:30PM	-62	-60	-05:01:49	-60	:-09:57						62	60	05:01:49	60	:09:57
	1:00PM	-60	-59	-04:55:04	-54	:-09:08						60	59	04:55:04	54	:09:08
	1:30PM	-60	-59	-04:55:43	-59	:-09:48						60	59	04:55:43	59	:09:48
	2:00PM	-61	-60	-05:00:36	-61	:-09:55						61	60	05:00:36	61	:09:55
	2:30PM	-62	-62	-05:09:56	-62	:-10:20						62	62	05:09:56	62	:10:20
	3:00PM	-61	-60	-04:58:58	-57	:-09:21						61	60	04:58:58	57	:09:21
	3:30PM	-60	-61	-05:06:09	-60	:-10:08						60	61	05:06:09	60	:10:08
	4:00PM	-62	-60	-05:06:10	-57	:-09:24						62	60	05:06:10	57	:09:24

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	4:30PM	-61	-62	-05:15:08	-62	:-10:19						61	62	05:15:08	62	:10:19
	5:00PM	-62	-61	-05:08:24	-60	:-10:02						62	61	05:08:24	60	:10:02
	5:30PM	-61	-63	-05:27:46	-62	:-10:29						61	63	05:27:46	62	:10:29
	6:00PM	-60	-59	-04:42:29	-55	:-09:14						60	59	04:42:29	55	:09:14
	6:30PM	-59	-60	-05:00:11	-60	:-09:57						59	60	05:00:11	60	:09:57
	7:00PM	-63	-61	-05:00:47	-62	:-10:08						63	61	05:00:47	62	:10:08
	7:30PM	-61	-61	-05:03:42	-61	:-10:12						61	61	05:03:42	61	:10:12
	8:00PM	-60	-61	-05:00:48	-59	:-09:51						60	61	05:00:48	59	:09:51
	8:30PM	-60	-60	-04:51:25	-60	:-10:01						60	60	04:51:25	60	:10:01
	9:00PM	-58	-59	-04:41:11	-55	:-09:19						58	59	04:41:11	55	:09:19
	9:30PM	-61	-60	-05:06:52	-60	:-09:59						61	60	05:06:52	60	:09:59
	10:00PM	-53	-55	-04:15:26	-55	:-09:12						53	55	04:15:26	55	:09:12
	10:30PM	-55	-55	-04:08:06	-54	:-09:08						55	55	04:08:06	54	:09:08
	11:00PM	-54	-54	-04:01:13	-54	:-09:00						54	54	04:01:13	54	:09:00
	11:30PM	-55	-55	-04:04:53	-55	:-09:12						55	55	04:04:53	55	:09:12
Daily Totals:		-2806	-2803	-229:43:38	-2754	-07:40:01	0	0	:00:00	0	:00:00	2806	2,803	229:43:38	2754	07:40:01

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Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/2/2015	12:00AM	-54	-53	-03:57:15	-51	:-08:23						54	53	03:57:15	51	:08:23
	12:30AM	-54	-55	-04:10:08	-55	:-09:07						54	55	04:10:08	55	:09:07
	1:00AM	-55	-55	-04:06:04	-55	:-09:13						55	55	04:06:04	55	:09:13
	1:30AM	-52	-53	-03:52:35	-53	:-08:51						52	53	03:52:35	53	:08:51
	2:00AM	-52	-51	-03:47:08	-51	:-08:31						52	51	03:47:08	51	:08:31
	2:30AM	-55	-54	-03:59:55	-54	:-08:59						55	54	03:59:55	54	:08:59
	3:00AM	-53	-53	-04:01:52	-54	:-08:48						53	53	04:01:52	54	:08:48
	3:30AM	-53	-52	-03:52:32	-53	:-08:40						53	52	03:52:32	53	:08:40
	4:00AM	-56	-55	-04:07:03	-55	:-09:11						56	55	04:07:03	55	:09:11
	4:30AM	-54	-54	-03:59:39	-54	:-09:01						54	54	03:59:39	54	:09:01
	5:00AM	-56	-55	-04:12:15	-51	:-08:41						56	55	04:12:15	51	:08:41
	5:30AM	-53	-55	-04:11:06	-55	:-09:09						53	55	04:11:06	55	:09:09
	6:00AM	-62	-60	-05:01:29	-60	:-10:00						62	60	05:01:29	60	:10:00
	6:30AM	-63	-60	-05:08:00	-61	:-09:58						63	60	05:08:00	61	:09:58
	7:00AM	-62	-63	-05:16:38	-63	:-10:28						62	63	05:16:38	63	:10:28
	7:30AM	-60	-62	-05:24:39	-62	:-10:13						60	62	05:24:39	62	:10:13
	8:00AM	-61	-56	-04:33:18	-54	:-08:58						61	56	04:33:18	54	:08:58
	8:30AM	-61	-63	-05:11:23	-63	:-10:30						61	63	05:11:23	63	:10:30
	9:00AM	-61	-61	-05:07:48	-61	:-10:06						61	61	05:07:48	61	:10:06
	9:30AM	-63	-61	-05:00:45	-61	:-10:11						63	61	05:00:45	61	:10:11
	10:00AM	-63	-62	-05:14:24	-56	:-09:18						63	62	05:14:24	56	:09:18
	10:30AM	-63	-63	-05:18:40	-63	:-10:27						63	63	05:18:40	63	:10:27
	11:00AM	-61	-61	-05:09:45	-61	:-10:12						61	61	05:09:45	61	:10:12
	11:30AM	-63	-62	-05:03:59	-62	:-10:17						63	62	05:03:59	62	:10:17
	12:00PM	-63	-63	-05:03:40	-58	:-09:54						63	63	05:03:40	58	:09:54
	12:30PM	-61	-61	-05:04:28	-61	:-10:09						61	61	05:04:28	61	:10:09
	1:00PM	-60	-61	-05:11:41	-56	:-09:15						60	61	05:11:41	56	:09:15
	1:30PM	-61	-61	-05:00:40	-61	:-10:12						61	61	05:00:40	61	:10:12
	2:00PM	-60	-60	-05:01:49	-59	:-09:50						60	60	05:01:49	59	:09:50
	2:30PM	-60	-61	-04:54:36	-61	:-10:11						60	61	04:54:36	61	:10:11
	3:00PM	-61	-61	-05:07:42	-55	:-09:28						61	61	05:07:42	55	:09:28
	3:30PM	-62	-60	-04:48:16	-60	:-09:58						62	60	04:48:16	60	:09:58
	4:00PM	-61	-61	-05:14:04	-58	:-09:30						61	61	05:14:04	58	:09:30

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Workgroup(s): <All>

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	4:30PM	-63	-62	-05:12:49	-62	:-10:22						63	62	05:12:49	62	:10:22
	5:00PM	-60	-61	-05:10:59	-60	:-09:59						60	61	05:10:59	60	:09:59
	5:30PM	-61	-61	-05:09:11	-62	:-10:11						61	61	05:09:11	62	:10:11
	6:00PM	-58	-58	-04:55:23	-53	:-08:47						58	58	04:55:23	53	:08:47
	6:30PM	-59	-59	-04:55:40	-59	:-09:54						59	59	04:55:40	59	:09:54
	7:00PM	-61	-61	-04:58:12	-61	:-10:05						61	61	04:58:12	61	:10:05
	7:30PM	-59	-60	-05:01:11	-59	:-10:00						59	60	05:01:11	59	:10:00
	8:00PM	-60	-59	-04:58:34	-59	:-09:36						60	59	04:58:34	59	:09:36
	8:30PM	-61	-61	-04:51:38	-61	:-10:08						61	61	04:51:38	61	:10:08
	9:00PM	-58	-56	-04:35:49	-52	:-08:52						58	56	04:35:49	52	:08:52
	9:30PM	-62	-62	-05:03:59	-62	:-10:20						62	62	05:03:59	62	:10:20
	10:00PM	-52	-54	-04:06:24	-54	:-09:01						52	54	04:06:24	54	:09:01
	10:30PM	-53	-54	-03:58:59	-54	:-08:59						53	54	03:58:59	54	:08:59
	11:00PM	-50	-51	-03:53:34	-51	:-08:30						50	51	03:53:34	51	:08:30
	11:30PM	-54	-55	-04:08:58	-55	:-09:12						54	55	04:08:58	55	:09:12
Daily Totals:		-2810	-2802	-226:16:36	-2761	-07:39:35	0	0	:00:00	0	:00:00	2810	2,802	226:16:36	2761	07:39:35

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Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/3/2015	12:00AM	-55	-54	-03:59:52	-52	:-08:28						55	54	03:59:52	52	:08:28
	12:30AM	-52	-55	-04:12:37	-55	:-09:11						52	55	04:12:37	55	:09:11
	1:00AM	-54	-53	-03:58:10	-54	:-08:47						54	53	03:58:10	54	:08:47
	1:30AM	-53	-52	-03:56:01	-53	:-08:43						53	52	03:56:01	53	:08:43
	2:00AM	-53	-55	-04:15:49	-55	:-09:09						53	55	04:15:49	55	:09:09
	2:30AM	-54	-53	-03:58:07	-54	:-08:52						54	53	03:58:07	54	:08:52
	3:00AM	-53	-54	-04:02:39	-54	:-08:57						53	54	04:02:39	54	:08:57
	3:30AM	-54	-51	-03:50:41	-51	:-08:30						54	51	03:50:41	51	:08:30
	4:00AM	-54	-54	-04:06:12	-54	:-09:01						54	54	04:06:12	54	:09:01
	4:30AM	-54	-54	-04:10:21	-55	:-09:00						54	54	04:10:21	55	:09:00
	5:00AM	-54	-53	-04:02:13	-50	:-08:12						54	53	04:02:13	50	:08:12
	5:30AM	-52	-54	-04:02:15	-54	:-08:59						52	54	04:02:15	54	:08:59
	6:00AM	-63	-59	-04:36:38	-59	:-09:53						63	59	04:36:38	59	:09:53
	6:30AM	-61	-61	-05:00:57	-61	:-10:10						61	61	05:00:57	61	:10:10
	7:00AM	-63	-63	-05:19:34	-59	:-09:49						63	63	05:19:34	59	:09:49
	7:30AM	-62	-60	-04:57:33	-60	:-10:02						62	60	04:57:33	60	:10:02
	8:00AM	-62	-62	-05:07:20	-61	:-09:54						62	62	05:07:20	61	:09:54
	8:30AM	-60	-61	-05:11:06	-61	:-10:09						60	61	05:11:06	61	:10:09
	9:00AM	-62	-60	-05:00:38	-60	:-09:57						62	60	05:00:38	60	:09:57
	9:30AM	-62	-62	-05:03:28	-62	:-10:20						62	62	05:03:28	62	:10:20
	10:00AM	-60	-55	-04:33:49	-47	:-07:58						60	55	04:33:49	47	:07:58
	10:30AM	-61	-59	-04:53:17	-59	:-09:50						61	59	04:53:17	59	:09:50
	11:00AM	-62	-63	-05:06:32	-62	:-10:27						62	63	05:06:32	62	:10:27
	11:30AM	-59	-61	-05:11:06	-61	:-10:10						59	61	05:11:06	61	:10:10
	12:00PM	-62	-61	-05:07:35	-55	:-09:23						62	61	05:07:35	55	:09:23
	12:30PM	-62	-61	-05:08:13	-60	:-10:06						62	61	05:08:13	60	:10:06
	1:00PM	-61	-62	-05:17:55	-53	:-09:09						61	62	05:17:55	53	:09:09
	1:30PM	-60	-61	-05:03:20	-61	:-10:13						60	61	05:03:20	61	:10:13
	2:00PM	-63	-63	-05:15:22	-63	:-10:28						63	63	05:15:22	63	:10:28
	2:30PM	-62	-61	-05:03:57	-61	:-10:08						62	61	05:03:57	61	:10:08
	3:00PM	-62	-62	-05:15:00	-56	:-09:22						62	62	05:15:00	56	:09:22
	3:30PM	-62	-61	-05:10:55	-61	:-10:11						62	61	05:10:55	61	:10:11
	4:00PM	-60	-60	-05:06:58	-59	:-09:39						60	60	05:06:58	59	:09:39

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-60	-61	-05:14:52	-61	:-10:10						60	61	05:14:52	61	:10:10
	5:00PM	-62	-62	-05:18:20	-62	:-10:12						62	62	05:18:20	62	:10:12
	5:30PM	-60	-60	-05:07:24	-60	:-10:02						60	60	05:07:24	60	:10:02
	6:00PM	-60	-61	-05:16:08	-55	:-09:06						60	61	05:16:08	55	:09:06
	6:30PM	-60	-61	-05:00:04	-61	:-10:05						60	61	05:00:04	61	:10:05
	7:00PM	-57	-55	-04:36:52	-56	:-09:13						57	55	04:36:52	56	:09:13
	7:30PM	-57	-56	-04:37:39	-56	:-09:14						57	56	04:37:39	56	:09:14
	8:00PM	-54	-54	-04:23:34	-52	:-08:37						54	54	04:23:34	52	:08:37
	8:30PM	-54	-53	-04:05:04	-53	:-08:40						54	53	04:05:04	53	:08:40
	9:00PM	-56	-54	-03:53:41	-52	:-08:44						56	54	03:53:41	52	:08:44
	9:30PM	-55	-55	-04:15:28	-54	:-09:03						55	55	04:15:28	54	:09:03
	10:00PM	-49	-49	-03:34:23	-49	:-07:57						49	49	03:34:23	49	:07:57
	10:30PM	-50	-49	-03:38:44	-49	:-08:05						50	49	03:38:44	49	:08:05
	11:00PM	-49	-49	-03:35:27	-48	:-07:59						49	49	03:35:27	48	:07:59
	11:30PM	-51	-50	-03:38:02	-50	:-08:13						51	50	03:38:02	50	:08:13
Daily Totals:		-2767	-2749	-221:21:52	-2700	-07:28:27	0	0	:00:00	0	:00:00	2767	2,749	221:21:52	2700	07:28:27

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/4/2015	12:00AM	-50	-50	-03:41:39	-48	:-07:55						50	50	03:41:39	48	:07:55
	12:30AM	-50	-50	-03:43:57	-49	:-08:15						50	50	03:43:57	49	:08:15
	1:00AM	-51	-50	-03:48:50	-50	:-08:11						51	50	03:48:50	50	:08:11
	1:30AM	-50	-48	-03:30:41	-48	:-07:54						50	48	03:30:41	48	:07:54
	2:00AM	-50	-50	-03:40:01	-49	:-08:11						50	50	03:40:01	49	:08:11
	2:30AM	-48	-50	-03:47:28	-50	:-08:12						48	50	03:47:28	50	:08:12
	3:00AM	-49	-50	-03:38:27	-49	:-08:12						49	50	03:38:27	49	:08:12
	3:30AM	-49	-49	-03:40:51	-49	:-07:59						49	49	03:40:51	49	:07:59
	4:00AM	-50	-51	-03:45:41	-50	:-08:22						50	51	03:45:41	50	:08:22
	4:30AM	-48	-48	-03:29:06	-47	:-07:49						48	48	03:29:06	47	:07:49
	5:00AM	-50	-49	-03:43:35	-47	:-07:42						50	49	03:43:35	47	:07:42
	5:30AM	-49	-50	-03:39:56	-49	:-08:06						49	50	03:39:56	49	:08:06
	6:00AM	-32	-27	-02:05:21	-27	:-04:24						32	27	02:05:21	27	:04:24
	6:30AM	-41	-32	-02:23:56	-29	:-04:43						41	32	02:23:56	29	:04:43
	7:00AM	-49	-39	-03:04:24	-37	:-06:03						49	39	03:04:24	37	:06:03
	7:30AM	-50	-41	-03:31:29	-40	:-06:35						50	41	03:31:29	40	:06:35
	8:00AM	-62	-54	-04:01:27	-50	:-08:31						62	54	04:01:27	50	:08:31
	8:30AM	-62	-57	-04:42:39	-57	:-09:30						62	57	04:42:39	57	:09:30
	9:00AM	-59	-56	-04:43:09	-57	:-09:11						59	56	04:43:09	57	:09:11
	9:30AM	-61	-58	-04:47:19	-56	:-09:30						61	58	04:47:19	56	:09:30
	10:00AM	-62	-57	-04:40:19	-48	:-08:07						62	57	04:40:19	48	:08:07
	10:30AM	-62	-60	-05:02:02	-60	:-10:01						62	60	05:02:02	60	:10:01
	11:00AM	-59	-56	-04:41:15	-56	:-09:03						59	56	04:41:15	56	:09:03
	11:30AM	-60	-56	-04:36:28	-57	:-09:22						60	56	04:36:28	57	:09:22
	12:00PM	-63	-62	-04:57:37	-55	:-09:18						63	62	04:57:37	55	:09:18
	12:30PM	-63	-63	-05:18:08	-63	:-10:27						63	63	05:18:08	63	:10:27
	1:00PM	-58	-58	-04:50:53	-51	:-08:30						58	58	04:50:53	51	:08:30
	1:30PM	-61	-55	-04:32:40	-54	:-09:06						61	55	04:32:40	54	:09:06
	2:00PM	-61	-59	-04:55:26	-59	:-09:43						61	59	04:55:26	59	:09:43
	2:30PM	-60	-57	-04:35:12	-56	:-09:28						60	57	04:35:12	56	:09:28
	3:00PM	-61	-61	-05:01:34	-54	:-09:06						61	61	05:01:34	54	:09:06
	3:30PM	-61	-59	-05:03:32	-60	:-09:49						61	59	05:03:32	60	:09:49
	4:00PM	-62	-58	-04:42:50	-56	:-09:12						62	58	04:42:50	56	:09:12

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-60	-58	-04:55:18	-59	:-09:45						60	58	04:55:18	59	:09:45
	5:00PM	-61	-63	-05:11:42	-60	:-10:19						61	63	05:11:42	60	:10:19
	5:30PM	-61	-57	-04:48:01	-57	:-09:28						61	57	04:48:01	57	:09:28
	6:00PM	-56	-51	-04:18:52	-44	:-07:23						56	51	04:18:52	44	:07:23
	6:30PM	-56	-50	-04:12:20	-50	:-08:13						56	50	04:12:20	50	:08:13
	7:00PM	-56	-50	-04:00:53	-49	:-08:05						56	50	04:00:53	49	:08:05
	7:30PM	-57	-49	-04:02:47	-49	:-08:04						57	49	04:02:47	49	:08:04
	8:00PM	-47	-43	-03:24:35	-41	:-06:46						47	43	03:24:35	41	:06:46
	8:30PM	-50	-43	-03:15:20	-42	:-07:00						50	43	03:15:20	42	:07:00
	9:00PM	-50	-42	-03:07:57	-42	:-06:45						50	42	03:07:57	42	:06:45
	9:30PM	-51	-46	-03:22:42	-43	:-07:21						51	46	03:22:42	43	:07:21
	10:00PM	-46	-43	-03:11:24	-41	:-06:51						46	43	03:11:24	41	:06:51
	10:30PM	-46	-45	-03:20:50	-43	:-07:17						46	45	03:20:50	43	:07:17
	11:00PM	-43	-38	-02:45:38	-36	:-06:02						43	38	02:45:38	36	:06:02
	11:30PM	-50	-44	-03:00:28	-42	:-07:01						50	44	03:00:28	42	:07:01
Daily Totals:		-2593	-2442	-193:26:39	-2365	-06:32:47	0	0	:00:00	0	:00:00	2593	2,442	193:26:39	2365	06:32:47

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/5/2015	12:00AM	-52	-50	-03:38:03	-48	:-08:01						52	50	03:38:03	48	:08:01
	12:30AM	-52	-50	-03:43:31	-49	:-08:08						52	50	03:43:31	49	:08:08
	1:00AM	-53	-50	-03:42:53	-49	:-08:10						53	50	03:42:53	49	:08:10
	1:30AM	-52	-50	-03:43:50	-49	:-08:14						52	50	03:43:50	49	:08:14
	2:00AM	-52	-50	-03:36:38	-49	:-08:11						52	50	03:36:38	49	:08:11
	2:30AM	-52	-48	-03:28:39	-48	:-07:49						52	48	03:28:39	48	:07:49
	3:00AM	-52	-50	-03:41:49	-48	:-08:13						52	50	03:41:49	48	:08:13
	3:30AM	-51	-49	-03:38:04	-48	:-08:01						51	49	03:38:04	48	:08:01
	4:00AM	-54	-50	-03:45:15	-49	:-08:13						54	50	03:45:15	49	:08:13
	4:30AM	-51	-50	-03:51:50	-49	:-08:10						51	50	03:51:50	49	:08:10
	5:00AM	-46	-43	-03:07:21	-38	:-06:24						46	43	03:07:21	38	:06:24
	5:30AM	-47	-43	-02:51:09	-41	:-06:54						47	43	02:51:09	41	:06:54
	6:00AM	-57	-37	-03:04:00	-35	:-05:52						57	37	03:04:00	35	:05:52
	6:30AM	-58	-42	-03:12:37	-41	:-06:45						58	42	03:12:37	41	:06:45
	7:00AM	-60	-45	-03:35:33	-40	:-06:40						60	45	03:35:33	40	:06:40
	7:30AM	-60	-44	-03:49:39	-42	:-07:07						60	44	03:49:39	42	:07:07
	8:00AM	-60	-41	-03:34:22	-41	:-06:44						60	41	03:34:22	41	:06:44
	8:30AM	-57	-40	-03:23:41	-39	:-06:28						57	40	03:23:41	39	:06:28
	9:00AM	-56	-38	-03:21:50	-38	:-06:14						56	38	03:21:50	38	:06:14
	9:30AM	-57	-36	-03:16:10	-35	:-05:48						57	36	03:16:10	35	:05:48
	10:00AM	-57	-34	-02:43:18	-28	:-04:44						57	34	02:43:18	28	:04:44
	10:30AM	-59	-43	-03:36:08	-42	:-06:59						59	43	03:36:08	42	:06:59
	11:00AM	-60	-42	-03:42:07	-40	:-06:49						60	42	03:42:07	40	:06:49
	11:30AM	-59	-40	-03:19:21	-40	:-06:33						59	40	03:19:21	40	:06:33
	12:00PM	-46	-22	-01:52:36	-15	:-02:22						46	22	01:52:36	15	:02:22
	12:30PM	-47	-20	-01:04:57	-14	:-02:16						47	20	01:04:57	14	:02:16
	1:00PM	-69	-57	-04:12:45	-56	:-09:25						69	57	04:12:45	56	:09:25
	1:30PM	-61	-54	-04:36:17	-52	:-08:57						61	54	04:36:17	52	:08:57
	2:00PM	-62	-55	-04:52:41	-55	:-09:08						62	55	04:52:41	55	:09:08
	2:30PM	-60	-53	-04:38:14	-52	:-08:50						60	53	04:38:14	52	:08:50
	3:00PM	-58	-50	-04:13:02	-43	:-07:26						58	50	04:13:02	43	:07:26
	3:30PM	-60	-52	-04:24:41	-52	:-08:41						60	52	04:24:41	52	:08:41
	4:00PM	-62	-51	-04:10:29	-48	:-08:01						62	51	04:10:29	48	:08:01

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-61	-54	-04:23:02	-53	:-08:57						61	54	04:23:02	53	:08:57
	5:00PM	-59	-53	-04:30:21	-53	:-08:55						59	53	04:30:21	53	:08:55
	5:30PM	-62	-55	-04:49:56	-55	:-09:05						62	55	04:49:56	55	:09:05
	6:00PM	-49	-44	-03:33:57	-35	:-06:03						49	44	03:33:57	35	:06:03
	6:30PM	-54	-46	-03:07:51	-44	:-07:21						54	46	03:07:51	44	:07:21
	7:00PM	-61	-51	-03:57:27	-51	:-08:26						61	51	03:57:27	51	:08:26
	7:30PM	-60	-54	-04:21:33	-54	:-09:01						60	54	04:21:33	54	:09:01
	8:00PM	-56	-53	-04:15:50	-52	:-08:47						56	53	04:15:50	52	:08:47
	8:30PM	-57	-52	-04:19:17	-52	:-08:33						57	52	04:19:17	52	:08:33
	9:00PM	-56	-50	-03:48:58	-46	:-07:42						56	50	03:48:58	46	:07:42
	9:30PM	-58	-53	-04:22:39	-51	:-08:45						58	53	04:22:39	51	:08:45
	10:00PM	-51	-49	-03:44:35	-49	:-08:09						51	49	03:44:35	49	:08:09
	10:30PM	-52	-47	-03:24:12	-47	:-07:49						52	47	03:24:12	47	:07:49
	11:00PM	-51	-49	-03:37:15	-49	:-08:08						51	49	03:37:15	49	:08:08
	11:30PM	-52	-49	-03:27:20	-50	:-08:14						52	49	03:27:20	50	:08:14
Daily Totals:		-2678	-2238	-177:17:43	-2154	-06:00:12	0	0	:00:00	0	:00:00	2678	2,238	177:17:43	2154	06:00:12

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/6/2015	12:00AM	-52	-49	-03:40:13	-45	:-07:38						52	49	03:40:13	45	:07:38
	12:30AM	-51	-49	-03:41:17	-49	:-08:02						51	49	03:41:17	49	:08:02
	1:00AM	-51	-49	-03:39:30	-48	:-07:58						51	49	03:39:30	48	:07:58
	1:30AM	-50	-47	-03:29:09	-47	:-07:41						50	47	03:29:09	47	:07:41
	2:00AM	-48	-49	-03:42:20	-49	:-08:12						48	49	03:42:20	49	:08:12
	2:30AM	-46	-46	-03:39:59	-46	:-07:41						46	46	03:39:59	46	:07:41
	3:00AM	-50	-48	-03:39:26	-47	:-07:51						50	48	03:39:26	47	:07:51
	3:30AM	-50	-48	-03:26:26	-47	:-07:50						50	48	03:26:26	47	:07:50
	4:00AM	-52	-49	-03:39:49	-50	:-08:05						52	49	03:39:49	50	:08:05
	4:30AM	-51	-51	-03:40:12	-50	:-08:20						51	51	03:40:12	50	:08:20
	5:00AM	-44	-42	-03:02:07	-37	:-06:13						44	42	03:02:07	37	:06:13
	5:30AM	-45	-40	-02:50:04	-39	:-06:25						45	40	02:50:04	39	:06:25
	6:00AM	-53	-36	-02:59:02	-35	:-05:43						53	36	02:59:02	35	:05:43
	6:30AM	-56	-38	-03:06:08	-36	:-06:01						56	38	03:06:08	36	:06:01
	7:00AM	-56	-37	-03:08:50	-32	:-05:10						56	37	03:08:50	32	:05:10
	7:30AM	-58	-36	-03:04:08	-35	:-05:45						58	36	03:04:08	35	:05:45
	8:00AM	-57	-41	-03:23:51	-40	:-06:40						57	41	03:23:51	40	:06:40
	8:30AM	-57	-38	-03:16:26	-38	:-06:13						57	38	03:16:26	38	:06:13
	9:00AM	-57	-39	-03:25:48	-39	:-06:22						57	39	03:25:48	39	:06:22
	9:30AM	-57	-37	-03:12:16	-37	:-06:01						57	37	03:12:16	37	:06:01
	10:00AM	-54	-35	-02:41:32	-28	:-04:53						54	35	02:41:32	28	:04:53
	10:30AM	-56	-39	-03:27:58	-38	:-06:24						56	39	03:27:58	38	:06:24
	11:00AM	-58	-40	-03:17:05	-38	:-06:21						58	40	03:17:05	38	:06:21
	11:30AM	-58	-39	-03:23:31	-38	:-06:21						58	39	03:23:31	38	:06:21
	12:00PM	-45	-23	-01:54:16	-14	:-02:25						45	23	01:54:16	14	:02:25
	12:30PM	-46	-21	-01:22:41	-15	:-02:28						46	21	01:22:41	15	:02:28
	1:00PM	-69	-53	-04:04:43	-52	:-08:39						69	53	04:04:43	52	:08:39
	1:30PM	-60	-52	-04:25:07	-51	:-08:40						60	52	04:25:07	51	:08:40
	2:00PM	-60	-52	-04:36:14	-52	:-08:41						60	52	04:36:14	52	:08:41
	2:30PM	-59	-53	-04:45:52	-53	:-08:51						59	53	04:45:52	53	:08:51
	3:00PM	-60	-46	-03:53:56	-40	:-06:47						60	46	03:53:56	40	:06:47
	3:30PM	-58	-49	-04:13:14	-50	:-08:16						58	49	04:13:14	50	:08:16
	4:00PM	-60	-49	-04:09:07	-46	:-07:39						60	49	04:09:07	46	:07:39

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-58	-49	-04:15:33	-49	:-08:12						58	49	04:15:33	49	:08:12
	5:00PM	-61	-52	-04:32:05	-52	:-08:36						61	52	04:32:05	52	:08:36
	5:30PM	-58	-51	-04:16:02	-52	:-08:31						58	51	04:16:02	52	:08:31
	6:00PM	-50	-42	-03:19:59	-35	:-05:54						50	42	03:19:59	35	:05:54
	6:30PM	-51	-42	-03:00:34	-40	:-06:40						51	42	03:00:34	40	:06:40
	7:00PM	-62	-52	-04:01:02	-52	:-08:37						62	52	04:01:02	52	:08:37
	7:30PM	-57	-49	-03:58:17	-49	:-08:11						57	49	03:58:17	49	:08:11
	8:00PM	-56	-49	-04:00:20	-49	:-08:07						56	49	04:00:20	49	:08:07
	8:30PM	-58	-51	-04:17:50	-51	:-08:27						58	51	04:17:50	51	:08:27
	9:00PM	-55	-49	-03:48:07	-44	:-07:30						55	49	03:48:07	44	:07:30
	9:30PM	-56	-51	-04:08:23	-49	:-08:22						56	51	04:08:23	49	:08:22
	10:00PM	-49	-48	-03:34:27	-48	:-07:51						49	48	03:34:27	48	:07:51
	10:30PM	-52	-48	-03:22:32	-47	:-07:51						52	48	03:22:32	47	:07:51
	11:00PM	-51	-49	-03:31:42	-47	:-07:59						51	49	03:31:42	47	:07:59
	11:30PM	-49	-46	-03:24:29	-46	:-07:34						49	46	03:24:29	46	:07:34
Daily Totals:		-2607	-2148	-171:33:39	-2071	-05:44:38	0	0	:00:00	0	:00:00	2607	2,148	171:33:39	2071	05:44:38

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/7/2015	12:00AM	-48	-46	-03:26:41	-44	:-07:10						48	46	03:26:41	44	:07:10
	12:30AM	-50	-47	-03:38:20	-46	:-07:40						50	47	03:38:20	46	:07:40
	1:00AM	-48	-47	-03:38:51	-47	:-07:42						48	47	03:38:51	47	:07:42
	1:30AM	-50	-45	-03:20:16	-44	:-07:21						50	45	03:20:16	44	:07:21
	2:00AM	-51	-50	-03:54:49	-49	:-08:11						51	50	03:54:49	49	:08:11
	2:30AM	-50	-47	-03:34:06	-47	:-07:42						50	47	03:34:06	47	:07:42
	3:00AM	-50	-49	-03:39:44	-48	:-07:57						50	49	03:39:44	48	:07:57
	3:30AM	-49	-46	-03:35:25	-45	:-07:31						49	46	03:35:25	45	:07:31
	4:00AM	-50	-47	-03:26:41	-46	:-07:42						50	47	03:26:41	46	:07:42
	4:30AM	-50	-49	-03:42:21	-47	:-08:02						50	49	03:42:21	47	:08:02
	5:00AM	-47	-42	-03:14:15	-37	:-06:13						47	42	03:14:15	37	:06:13
	5:30AM	-46	-41	-02:59:23	-37	:-06:26						46	41	02:59:23	37	:06:26
	6:00AM	-55	-47	-03:48:34	-45	:-07:31						55	47	03:48:34	45	:07:31
	6:30AM	-54	-48	-03:59:56	-46	:-07:42						54	48	03:59:56	46	:07:42
	7:00AM	-54	-47	-03:45:43	-41	:-06:58						54	47	03:45:43	41	:06:58
	7:30AM	-54	-47	-04:00:44	-45	:-07:31						54	47	04:00:44	45	:07:31
	8:00AM	-55	-52	-09:46:17	-47	:-08:02						55	52	09:46:17	47	:08:02
	8:30AM	-60	-55	-04:20:36	-55	:-09:02						60	55	04:20:36	55	:09:02
	9:00AM	-61	-57	-04:38:18	-56	:-09:21						61	57	04:38:18	56	:09:21
	9:30AM	-61	-57	-04:36:54	-57	:-09:31						61	57	04:36:54	57	:09:31
	10:00AM	-62	-53	-04:23:00	-45	:-07:36						62	53	04:23:00	45	:07:36
	10:30AM	-61	-63	-05:17:40	-63	:-10:32						61	63	05:17:40	63	:10:32
	11:00AM	-61	-61	-05:00:36	-61	:-10:10						61	61	05:00:36	61	:10:10
	11:30AM	-62	-61	-05:06:40	-61	:-10:10						62	61	05:06:40	61	:10:10
	12:00PM	-60	-61	-04:57:19	-53	:-09:02						60	61	04:57:19	53	:09:02
	12:30PM	-60	-60	-05:02:11	-61	:-09:58						60	60	05:02:11	61	:09:58
	1:00PM	-62	-62	-05:12:52	-56	:-09:16						62	62	05:12:52	56	:09:16
	1:30PM	-63	-62	-04:59:27	-61	:-10:17						63	62	04:59:27	61	:10:17
	2:00PM	-62	-61	-05:08:40	-61	:-10:04						62	61	05:08:40	61	:10:04
	2:30PM	-60	-62	-05:23:11	-62	:-10:18						60	62	05:23:11	62	:10:18
	3:00PM	-60	-59	-04:50:10	-55	:-08:59						60	59	04:50:10	55	:08:59
	3:30PM	-60	-62	-05:18:31	-62	:-10:18						60	62	05:18:31	62	:10:18
	4:00PM	-64	-62	-05:17:11	-57	:-09:47						64	62	05:17:11	57	:09:47

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-60	-61	-05:07:45	-61	:-10:04						60	61	05:07:45	61	:10:04
	5:00PM	-64	-62	-05:03:55	-62	:-10:17						64	62	05:03:55	62	:10:17
	5:30PM	-60	-62	-05:05:54	-61	:-10:13						60	62	05:05:54	61	:10:13
	6:00PM	-61	-59	-04:49:55	-52	:-08:45						61	59	04:49:55	52	:08:45
	6:30PM	-62	-62	-05:03:03	-62	:-10:24						62	62	05:03:03	62	:10:24
	7:00PM	-60	-61	-04:59:44	-61	:-10:08						60	61	04:59:44	61	:10:08
	7:30PM	-61	-60	-05:06:47	-60	:-10:02						61	60	05:06:47	60	:10:02
	8:00PM	-58	-60	-04:55:16	-56	:-09:39						58	60	04:55:16	56	:09:39
	8:30PM	-62	-62	-05:03:23	-62	:-10:24						62	62	05:03:23	62	:10:24
	9:00PM	-59	-59	-04:29:59	-54	:-09:15						59	59	04:29:59	54	:09:15
	9:30PM	-61	-61	-05:00:17	-61	:-10:11						61	61	05:00:17	61	:10:11
	10:00PM	-52	-55	-04:09:20	-53	:-09:09						52	55	04:09:20	53	:09:09
	10:30PM	-56	-55	-04:07:48	-56	:-09:08						56	55	04:07:48	56	:09:08
	11:00PM	-53	-53	-03:50:25	-53	:-08:52						53	53	03:50:25	53	:08:52
	11:30PM	-52	-54	-04:06:37	-54	:-09:00						52	54	04:06:37	54	:09:00
Daily Totals:		-2721	-2641	-218:05:30	-2555	-07:07:13	0	0	:00:00	0	:00:00	2721	2,641	218:05:30	2555	07:07:13

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
8/31/2015	12:00AM	-33	-45	-03:13:06	-40	:-30:34						33	45	03:13:06	40	:30:34
	12:30AM	-32	-45	-03:23:46	-44	:-32:54						32	45	03:23:46	44	:32:54
	1:00AM	-33	-45	-03:07:16	-44	:-33:09						33	45	03:07:16	44	:33:09
	1:30AM	-33	-44	-03:07:48	-43	:-32:13						33	44	03:07:48	43	:32:13
	2:00AM	-32	-45	-03:14:56	-45	:-33:23						32	45	03:14:56	45	:33:23
	2:30AM	-32	-44	-03:07:59	-44	:-32:13						32	44	03:07:59	44	:32:13
	3:00AM	-33	-45	-03:08:29	-44	:-33:21						33	45	03:08:29	44	:33:21
	3:30AM	-31	-43	-03:05:44	-43	:-31:31						31	43	03:05:44	43	:31:31
	4:00AM	-33	-46	-03:25:32	-45	:-33:39						33	46	03:25:32	45	:33:39
	4:30AM	-32	-43	-03:01:29	-42	:-31:34						32	43	03:01:29	42	:31:34
	5:00AM	-31	-41	-03:00:18	-35	:-27:12						31	41	03:00:18	35	:27:12
	5:30AM	-31	-39	-02:39:12	-37	:-27:36						31	39	02:39:12	37	:27:36
	6:00AM	-36	-45	-03:32:20	-43	:-32:18						36	45	03:32:20	43	:32:18
	6:30AM	-36	-46	-03:31:29	-44	:-33:44						36	46	03:31:29	44	:33:44
	7:00AM	-35	-46	-03:39:27	-42	:-31:26						35	46	03:39:27	42	:31:26
	7:30AM	-36	-45	-03:34:55	-44	:-32:26						36	45	03:34:55	44	:32:26
	8:00AM	-35	-46	-06:12:33	-41	:-31:04						35	46	06:12:33	41	:31:04
	8:30AM	-40	-54	-04:12:55	-52	:-39:30						40	54	04:12:55	52	:39:30
	9:00AM	-42	-56	-04:34:51	-56	:-42:28						42	56	04:34:51	56	:42:28
	9:30AM	-41	-54	-04:15:43	-54	:-40:40						41	54	04:15:43	54	:40:40
	10:00AM	-40	-51	-03:52:48	-46	:-33:56						40	51	03:52:48	46	:33:56
	10:30AM	-42	-58	-04:34:22	-59	:-43:20						42	58	04:34:22	59	:43:20
	11:00AM	-39	-57	-04:33:15	-56	:-42:28						39	57	04:33:15	56	:42:28
	11:30AM	-40	-57	-04:37:28	-58	:-42:51						40	57	04:37:28	58	:42:51
	12:00PM	-41	-58	-04:35:30	-51	:-38:59						41	58	04:35:30	51	:38:59
	12:30PM	-41	-57	-04:27:27	-57	:-42:10						41	57	04:27:27	57	:42:10
	1:00PM	-41	-60	-04:49:06	-52	:-40:26						41	60	04:49:06	52	:40:26
	1:30PM	-41	-58	-04:27:39	-58	:-43:23						41	58	04:27:39	58	:43:23
	2:00PM	-56	-55	-04:16:01	-55	:-40:31						56	55	04:16:01	55	:40:31
	2:30PM	-58	-57	-04:29:45	-56	:-42:18						58	57	04:29:45	56	:42:18
	3:00PM	-59	-58	-04:40:49	-54	:-40:26						59	58	04:40:49	54	:40:26
	3:30PM	-56	-57	-04:38:54	-54	:-42:35						56	57	04:38:54	54	:42:35
	4:00PM	-58	-59	-04:38:13	-54	:-41:06						58	59	04:38:13	54	:41:06

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-58	-56	-04:22:35	-56	:-41:30						58	56	04:22:35	56	:41:30
	5:00PM	-58	-55	-04:21:25	-56	:-40:34						58	55	04:21:25	56	:40:34
	5:30PM	-57	-58	-04:39:28	-57	:-43:28						57	58	04:39:28	57	:43:28
	6:00PM	-55	-56	-04:21:19	-50	:-37:18						55	56	04:21:19	50	:37:18
	6:30PM	-55	-55	-04:14:44	-55	:-40:35						55	55	04:14:44	55	:40:35
	7:00PM	-56	-56	-04:25:58	-55	:-42:04						56	56	04:25:58	55	:42:04
	7:30PM	-57	-58	-04:28:08	-57	:-43:26						57	58	04:28:08	57	:43:26
	8:00PM	-52	-52	-04:01:49	-50	:-37:19						52	52	04:01:49	50	:37:19
	8:30PM	-55	-54	-04:05:09	-51	:-40:15						55	54	04:05:09	51	:40:15
	9:00PM	-52	-47	-03:25:43	-45	:-32:36						52	47	03:25:43	45	:32:36
	9:30PM	-55	-52	-03:59:35	-52	:-39:00						55	52	03:59:35	52	:39:00
	10:00PM	-49	-51	-03:37:44	-50	:-37:18						49	51	03:37:44	50	:37:18
	10:30PM	-51	-49	-03:19:54	-50	:-37:21						51	49	03:19:54	50	:37:21
	11:00PM	-49	-51	-03:40:08	-50	:-38:28						49	51	03:40:08	50	:38:28
	11:30PM	-51	-49	-03:22:35	-50	:-36:40						51	49	03:22:35	50	:36:40
Daily Totals:		-2109	-2458	-190:17:19	-2376	-29:45:16	0	0	:00:00	0	:00:00	2109	2,458	190:17:19	2376	29:45:16

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/1/2015	12:00AM	-50	-49	-03:21:22	-47	:-34:50						50	49	03:21:22	47	:34:50
	12:30AM	-48	-50	-03:38:01	-51	:-37:27						48	50	03:38:01	51	:37:27
	1:00AM	-49	-47	-03:21:28	-47	:-34:53						49	47	03:21:28	47	:34:53
	1:30AM	-50	-49	-03:24:05	-49	:-36:37						50	49	03:24:05	49	:36:37
	2:00AM	-50	-49	-03:28:48	-50	:-37:05						50	49	03:28:48	50	:37:05
	2:30AM	-50	-50	-03:34:29	-51	:-37:22						50	50	03:34:29	51	:37:22
	3:00AM	-49	-50	-03:29:50	-51	:-37:49						49	50	03:29:50	51	:37:49
	3:30AM	-49	-49	-03:39:27	-49	:-36:49						49	49	03:39:27	49	:36:49
	4:00AM	-51	-50	-03:20:31	-51	:-37:34						51	50	03:20:31	51	:37:34
	4:30AM	-46	-49	-03:31:38	-48	:-35:47						46	49	03:31:38	48	:35:47
	5:00AM	-51	-50	-03:34:41	-48	:-35:27						51	50	03:34:41	48	:35:27
	5:30AM	-51	-50	-03:36:26	-50	:-37:25						51	50	03:36:26	50	:37:25
	6:00AM	-60	-58	-04:30:09	-58	:-43:26						60	58	04:30:09	58	:43:26
	6:30AM	-58	-58	-04:39:55	-59	:-43:34						58	58	04:39:55	59	:43:34
	7:00AM	-58	-58	-04:50:38	-58	:-43:08						58	58	04:50:38	58	:43:08
	7:30AM	-58	-59	-04:44:05	-58	:-44:09						58	59	04:44:05	58	:44:09
	8:00AM	-59	-58	-04:37:08	-56	:-40:54						59	58	04:37:08	56	:40:54
	8:30AM	-56	-57	-04:38:21	-56	:-42:50						56	57	04:38:21	56	:42:50
	9:00AM	-55	-57	-04:37:33	-55	:-42:22						55	57	04:37:33	55	:42:22
	9:30AM	-57	-56	-04:28:48	-57	:-42:32						57	56	04:28:48	57	:42:32
	10:00AM	-56	-57	-04:37:22	-52	:-38:45						56	57	04:37:22	52	:38:45
	10:30AM	-56	-57	-04:34:58	-58	:-42:58						56	57	04:34:58	58	:42:58
	11:00AM	-57	-57	-04:28:23	-57	:-42:14						57	57	04:28:23	57	:42:14
	11:30AM	-58	-56	-04:29:24	-57	:-41:55						58	56	04:29:24	57	:41:55
	12:00PM	-58	-58	-04:38:36	-54	:-40:16						58	58	04:38:36	54	:40:16
	12:30PM	-55	-56	-04:26:58	-55	:-42:02						55	56	04:26:58	55	:42:02
	1:00PM	-59	-58	-04:39:06	-54	:-39:17						59	58	04:39:06	54	:39:17
	1:30PM	-57	-56	-04:25:17	-57	:-42:17						57	56	04:25:17	57	:42:17
	2:00PM	-58	-58	-04:45:57	-56	:-42:22						58	58	04:45:57	56	:42:22
	2:30PM	-58	-59	-04:38:01	-57	:-43:42						58	59	04:38:01	57	:43:42
	3:00PM	-59	-59	-04:50:40	-56	:-42:26						59	59	04:50:40	56	:42:26
	3:30PM	-58	-56	-04:22:59	-57	:-41:53						58	56	04:22:59	57	:41:53
	4:00PM	-59	-58	-04:31:32	-55	:-40:32						59	58	04:31:32	55	:40:32

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-57	-58	-04:37:46	-58	:-43:28						57	58	04:37:46	58	:43:28
	5:00PM	-56	-55	-04:18:54	-54	:-39:43						56	55	04:18:54	54	:39:43
	5:30PM	-57	-57	-04:26:28	-58	:-43:16						57	57	04:26:28	58	:43:16
	6:00PM	-54	-55	-04:20:35	-50	:-37:26						54	55	04:20:35	50	:37:26
	6:30PM	-55	-54	-04:09:57	-54	:-39:49						55	54	04:09:57	54	:39:49
	7:00PM	-56	-57	-04:20:28	-58	:-42:43						56	57	04:20:28	58	:42:43
	7:30PM	-55	-55	-04:16:58	-57	:-41:19						55	55	04:16:58	57	:41:19
	8:00PM	-54	-54	-04:05:45	-50	:-38:19						54	54	04:05:45	50	:38:19
	8:30PM	-55	-52	-03:51:26	-53	:-39:10						55	52	03:51:26	53	:39:10
	9:00PM	-53	-49	-03:37:02	-46	:-34:23						53	49	03:37:02	46	:34:23
	9:30PM	-57	-52	-04:00:49	-52	:-38:45						57	52	04:00:49	52	:38:45
	10:00PM	-49	-49	-03:19:05	-50	:-37:10						49	49	03:19:05	50	:37:10
	10:30PM	-50	-51	-03:34:06	-50	:-37:36						50	51	03:34:06	50	:37:36
	11:00PM	-50	-50	-03:29:44	-51	:-38:00						50	50	03:29:44	51	:38:00
	11:30PM	-50	-48	-03:10:46	-48	:-35:43						50	48	03:10:46	48	:35:43
Daily Totals:		-2611	-2594	-198:16:25	-2563	-31:49:29	0	0	:00:00	0	:00:00	2611	2,594	198:16:25	2563	31:49:29

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/2/2015	12:00AM	-50	-50	-03:27:11	-47	:-35:08						50	50	03:27:11	47	:35:08
	12:30AM	-53	-50	-03:18:55	-52	:-37:33						53	50	03:18:55	52	:37:33
	1:00AM	-50	-51	-03:35:49	-51	:-38:02						50	51	03:35:49	51	:38:02
	1:30AM	-49	-50	-03:28:53	-50	:-37:26						49	50	03:28:53	50	:37:26
	2:00AM	-51	-50	-03:27:02	-50	:-37:31						51	50	03:27:02	50	:37:31
	2:30AM	-48	-49	-03:25:47	-49	:-36:34						48	49	03:25:47	49	:36:34
	3:00AM	-51	-49	-03:19:01	-51	:-37:10						51	49	03:19:01	51	:37:10
	3:30AM	-50	-51	-03:35:06	-50	:-37:40						50	51	03:35:06	50	:37:40
	4:00AM	-50	-48	-03:24:30	-48	:-36:23						50	48	03:24:30	48	:36:23
	4:30AM	-50	-49	-03:29:49	-49	:-37:08						50	49	03:29:49	49	:37:08
	5:00AM	-53	-50	-03:33:30	-46	:-34:27						53	50	03:33:30	46	:34:27
	5:30AM	-51	-51	-03:37:31	-51	:-38:19						51	51	03:37:31	51	:38:19
	6:00AM	-60	-58	-04:31:08	-58	:-43:09						60	58	04:31:08	58	:43:09
	6:30AM	-56	-56	-04:28:23	-56	:-42:14						56	56	04:28:23	56	:42:14
	7:00AM	-56	-58	-04:32:21	-58	:-43:08						56	58	04:32:21	58	:43:08
	7:30AM	-57	-56	-04:20:05	-56	:-42:47						57	56	04:20:05	56	:42:47
	8:00AM	-56	-57	-04:42:05	-52	:-39:12						56	57	04:42:05	52	:39:12
	8:30AM	-57	-57	-04:28:33	-57	:-42:50						57	57	04:28:33	57	:42:50
	9:00AM	-57	-57	-04:27:15	-58	:-42:40						57	57	04:27:15	58	:42:40
	9:30AM	-56	-57	-04:40:04	-58	:-42:46						56	57	04:40:04	58	:42:46
	10:00AM	-58	-57	-04:23:53	-52	:-39:18						58	57	04:23:53	52	:39:18
	10:30AM	-57	-56	-04:28:52	-57	:-42:09						57	56	04:28:52	57	:42:09
	11:00AM	-58	-58	-04:44:51	-58	:-43:08						58	58	04:44:51	58	:43:08
	11:30AM	-57	-57	-04:35:34	-57	:-42:55						57	57	04:35:34	57	:42:55
	12:00PM	-60	-60	-04:46:42	-55	:-42:25						60	60	04:46:42	55	:42:25
	12:30PM	-57	-58	-04:36:26	-57	:-43:11						57	58	04:36:26	57	:43:11
	1:00PM	-59	-56	-04:26:48	-54	:-38:46						59	56	04:26:48	54	:38:46
	1:30PM	-58	-60	-04:51:04	-60	:-45:00						58	60	04:51:04	60	:45:00
	2:00PM	-58	-57	-04:40:04	-58	:-42:24						58	57	04:40:04	58	:42:24
	2:30PM	-56	-60	-05:02:50	-57	:-44:29						56	60	05:02:50	57	:44:29
	3:00PM	-58	-56	-04:34:31	-55	:-40:06						58	56	04:34:31	55	:40:06
	3:30PM	-56	-57	-04:31:39	-59	:-43:28						56	57	04:31:39	59	:43:28
	4:00PM	-59	-57	-04:40:14	-52	:-39:05						59	57	04:40:14	52	:39:05

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-56	-58	-04:39:02	-57	:-43:07						56	58	04:39:02	57	:43:07
	5:00PM	-57	-57	-04:32:38	-57	:-41:49						57	57	04:32:38	57	:41:49
	5:30PM	-59	-57	-04:29:45	-57	:-42:25						59	57	04:29:45	57	:42:25
	6:00PM	-55	-54	-04:11:19	-52	:-37:33						55	54	04:11:19	52	:37:33
	6:30PM	-53	-52	-03:52:53	-53	:-39:09						53	52	03:52:53	53	:39:09
	7:00PM	-57	-56	-04:19:35	-56	:-42:04						57	56	04:19:35	56	:42:04
	7:30PM	-55	-56	-04:18:45	-56	:-41:25						55	56	04:18:45	56	:41:25
	8:00PM	-54	-53	-03:57:11	-52	:-38:11						54	53	03:57:11	52	:38:11
	8:30PM	-54	-54	-04:07:23	-54	:-40:30						54	54	04:07:23	54	:40:30
	9:00PM	-52	-46	-03:16:28	-43	:-31:47						52	46	03:16:28	43	:31:47
	9:30PM	-54	-52	-04:02:12	-52	:-38:55						54	52	04:02:12	52	:38:55
	10:00PM	-51	-51	-03:32:41	-49	:-38:22						51	51	03:32:41	49	:38:22
	10:30PM	-49	-51	-03:32:59	-51	:-38:23						49	51	03:32:59	51	:38:23
	11:00PM	-49	-51	-03:37:38	-50	:-37:57						49	51	03:37:38	50	:37:57
	11:30PM	-50	-51	-03:36:45	-51	:-38:35						50	51	03:36:45	51	:38:35
Daily Totals:		-2617	-2602	-198:23:40	-2568	-31:58:43	0	0	:00:00	0	:00:00	2617	2,602	198:23:40	2568	31:58:43

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/3/2015	12:00AM	-52	-50	-03:25:25	-48	:-35:18						52	50	03:25:25	48	:35:18
	12:30AM	-49	-51	-03:33:45	-51	:-38:00						49	51	03:33:45	51	:38:00
	1:00AM	-47	-48	-03:18:25	-49	:-35:59						47	48	03:18:25	49	:35:59
	1:30AM	-52	-51	-03:36:18	-50	:-38:04						52	51	03:36:18	50	:38:04
	2:00AM	-51	-51	-03:37:11	-51	:-38:30						51	51	03:37:11	51	:38:30
	2:30AM	-52	-52	-03:45:51	-52	:-38:54						52	52	03:45:51	52	:38:54
	3:00AM	-51	-50	-03:29:30	-50	:-37:17						51	50	03:29:30	50	:37:17
	3:30AM	-50	-50	-03:34:00	-51	:-37:22						50	50	03:34:00	51	:37:22
	4:00AM	-49	-51	-03:41:39	-51	:-38:30						49	51	03:41:39	51	:38:30
	4:30AM	-49	-48	-03:12:33	-50	:-36:11						49	48	03:12:33	50	:36:11
	5:00AM	-52	-50	-03:29:34	-46	:-34:25						52	50	03:29:34	46	:34:25
	5:30AM	-51	-52	-03:47:12	-52	:-39:10						51	52	03:47:12	52	:39:10
	6:00AM	-59	-56	-04:25:12	-56	:-42:12						59	56	04:25:12	56	:42:12
	6:30AM	-58	-57	-04:17:22	-57	:-42:53						58	57	04:17:22	57	:42:53
	7:00AM	-58	-58	-04:37:34	-56	:-41:25						58	58	04:37:34	56	:41:25
	7:30AM	-59	-57	-04:24:26	-57	:-42:57						59	57	04:24:26	57	:42:57
	8:00AM	-56	-58	-04:47:43	-54	:-41:10						56	58	04:47:43	54	:41:10
	8:30AM	-58	-57	-04:38:04	-56	:-42:09						58	57	04:38:04	56	:42:09
	9:00AM	-58	-59	-04:48:11	-60	:-44:00						58	59	04:48:11	60	:44:00
	9:30AM	-57	-57	-04:26:19	-58	:-43:12						57	57	04:26:19	58	:43:12
	10:00AM	-56	-51	-03:54:39	-46	:-34:03						56	51	03:54:39	46	:34:03
	10:30AM	-58	-56	-04:27:08	-57	:-42:03						58	56	04:27:08	57	:42:03
	11:00AM	-58	-60	-04:52:14	-60	:-44:23						58	60	04:52:14	60	:44:23
	11:30AM	-58	-57	-04:39:53	-57	:-42:44						58	57	04:39:53	57	:42:44
	12:00PM	-57	-57	-04:17:40	-54	:-39:17						57	57	04:17:40	54	:39:17
	12:30PM	-57	-58	-04:35:46	-57	:-43:07						57	58	04:35:46	57	:43:07
	1:00PM	-59	-57	-04:25:33	-53	:-38:28						59	57	04:25:33	53	:38:28
	1:30PM	-58	-59	-04:38:33	-59	:-44:34						58	59	04:38:33	59	:44:34
	2:00PM	-58	-59	-04:36:18	-55	:-42:36						58	59	04:36:18	55	:42:36
	2:30PM	-56	-56	-04:31:33	-57	:-42:01						56	56	04:31:33	57	:42:01
	3:00PM	-59	-57	-04:25:07	-55	:-40:06						59	57	04:25:07	55	:40:06
	3:30PM	-56	-57	-04:32:59	-57	:-42:49						56	57	04:32:59	57	:42:49
	4:00PM	-58	-57	-04:36:28	-54	:-40:49						58	57	04:36:28	54	:40:49

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-57	-58	-04:33:20	-57	:-43:44						57	58	04:33:20	57	:43:44
	5:00PM	-58	-56	-04:30:19	-54	:-39:57						58	56	04:30:19	54	:39:57
	5:30PM	-56	-57	-04:35:12	-58	:-43:04						56	57	04:35:12	58	:43:04
	6:00PM	-56	-55	-04:17:32	-50	:-37:01						56	55	04:17:32	50	:37:01
	6:30PM	-54	-55	-04:14:16	-55	:-41:23						54	55	04:14:16	55	:41:23
	7:00PM	-51	-51	-03:57:00	-51	:-38:05						51	51	03:57:00	51	:38:05
	7:30PM	-51	-52	-04:05:41	-50	:-38:10						51	52	04:05:41	50	:38:10
	8:00PM	-45	-43	-02:55:09	-41	:-30:18						45	43	02:55:09	41	:30:18
	8:30PM	-47	-41	-02:39:10	-39	:-29:59						47	41	02:39:10	39	:29:59
	9:00PM	-47	-42	-02:45:40	-41	:-30:17						47	42	02:45:40	41	:30:17
	9:30PM	-48	-40	-02:35:34	-40	:-29:40						48	40	02:35:34	40	:29:40
	10:00PM	-45	-45	-02:45:33	-42	:-32:17						45	45	02:45:33	42	:32:17
	10:30PM	-45	-45	-02:44:15	-44	:-33:47						45	45	02:44:15	44	:33:47
	11:00PM	-42	-44	-02:35:51	-42	:-32:09						42	44	02:35:51	42	:32:09
	11:30PM	-42	-42	-02:33:35	-43	:-31:17						42	42	02:33:35	43	:31:17
Daily Totals:		-2560	-2530	-189:18:12	-2483	-30:55:46	0	0	:00:00	0	:00:00	2560	2,530	189:18:12	2483	30:55:46

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/4/2015	12:00AM	-48	-49	-03:14:46	-47	:-35:08						48	49	03:14:46	47	:35:08
	12:30AM	-45	-46	-03:13:58	-45	:-33:50						45	46	03:13:58	45	:33:50
	1:00AM	-45	-46	-03:15:34	-45	:-33:39						45	46	03:15:34	45	:33:39
	1:30AM	-46	-44	-03:02:33	-43	:-32:54						46	44	03:02:33	43	:32:54
	2:00AM	-45	-46	-03:03:55	-45	:-33:07						45	46	03:03:55	45	:33:07
	2:30AM	-46	-44	-02:59:11	-44	:-32:16						46	44	02:59:11	44	:32:16
	3:00AM	-46	-45	-03:05:07	-47	:-33:28						46	45	03:05:07	47	:33:28
	3:30AM	-45	-47	-03:18:00	-45	:-34:27						45	47	03:18:00	45	:34:27
	4:00AM	-44	-44	-02:59:32	-43	:-32:19						44	44	02:59:32	43	:32:19
	4:30AM	-44	-44	-02:56:09	-44	:-32:27						44	44	02:56:09	44	:32:27
	5:00AM	-47	-48	-03:24:33	-44	:-32:56						47	48	03:24:33	44	:32:56
	5:30AM	-45	-45	-03:10:34	-45	:-32:46						45	45	03:10:34	45	:32:46
	6:00AM	-28	-25	-01:48:00	-24	:-18:04						28	25	01:48:00	24	:18:04
	6:30AM	-36	-29	-01:59:28	-24	:-18:37						36	29	01:59:28	24	:18:37
	7:00AM	-45	-36	-02:37:35	-34	:-24:41						45	36	02:37:35	34	:24:41
	7:30AM	-45	-37	-02:52:18	-36	:-26:35						45	37	02:52:18	36	:26:35
	8:00AM	-57	-51	-03:39:28	-49	:-35:57						57	51	03:39:28	49	:35:57
	8:30AM	-57	-55	-04:14:55	-55	:-41:21						57	55	04:14:55	55	:41:21
	9:00AM	-56	-52	-04:01:26	-52	:-38:11						56	52	04:01:26	52	:38:11
	9:30AM	-57	-54	-04:11:52	-54	:-39:56						57	54	04:11:52	54	:39:56
	10:00AM	-57	-51	-03:56:18	-45	:-33:44						57	51	03:56:18	45	:33:44
	10:30AM	-58	-58	-04:42:20	-58	:-43:03						58	58	04:42:20	58	:43:03
	11:00AM	-56	-52	-04:10:08	-52	:-38:18						56	52	04:10:08	52	:38:18
	11:30AM	-55	-53	-03:57:17	-52	:-39:16						55	53	03:57:17	52	:39:16
	12:00PM	-58	-56	-04:22:06	-50	:-37:27						58	56	04:22:06	50	:37:27
	12:30PM	-59	-56	-04:22:39	-58	:-42:40						59	56	04:22:39	58	:42:40
	1:00PM	-56	-55	-04:27:51	-50	:-36:26						56	55	04:27:51	50	:36:26
	1:30PM	-54	-52	-04:06:15	-52	:-38:25						54	52	04:06:15	52	:38:25
	2:00PM	-58	-54	-04:14:06	-54	:-39:09						58	54	04:14:06	54	:39:09
	2:30PM	-57	-54	-04:30:20	-54	:-40:31						57	54	04:30:20	54	:40:31
	3:00PM	-58	-57	-04:31:05	-51	:-38:21						58	57	04:31:05	51	:38:21
	3:30PM	-57	-55	-04:35:11	-55	:-41:41						57	55	04:35:11	55	:41:41
	4:00PM	-59	-57	-04:43:19	-53	:-40:11						59	57	04:43:19	53	:40:11

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-58	-55	-04:13:51	-55	:-41:24						58	55	04:13:51	55	:41:24
	5:00PM	-58	-57	-04:35:46	-55	:-41:29						58	57	04:35:46	55	:41:29
	5:30PM	-57	-54	-04:17:19	-54	:-40:22						57	54	04:17:19	54	:40:22
	6:00PM	-51	-47	-03:43:05	-42	:-30:38						51	47	03:43:05	42	:30:38
	6:30PM	-49	-46	-03:25:29	-44	:-32:50						49	46	03:25:29	44	:32:50
	7:00PM	-51	-46	-03:30:52	-45	:-33:55						51	46	03:30:52	45	:33:55
	7:30PM	-49	-45	-03:26:56	-44	:-32:24						49	45	03:26:56	44	:32:24
	8:00PM	-39	-34	-02:16:05	-29	:-22:26						39	34	02:16:05	29	:22:26
	8:30PM	-41	-31	-01:47:15	-29	:-22:01						41	31	01:47:15	29	:22:01
	9:00PM	-43	-30	-01:52:13	-29	:-21:47						43	30	01:52:13	29	:21:47
	9:30PM	-43	-33	-01:53:13	-31	:-23:34						43	33	01:53:13	31	:23:34
	10:00PM	-40	-37	-02:11:44	-35	:-25:50						40	37	02:11:44	35	:25:50
	10:30PM	-43	-38	-02:06:24	-36	:-27:17						43	38	02:06:24	36	:27:17
	11:00PM	-38	-34	-01:51:17	-32	:-24:34						38	34	01:51:17	32	:24:34
	11:30PM	-44	-40	-01:59:51	-38	:-28:27						44	40	01:59:51	38	:28:27
Daily Totals:		-2373	-2224	-162:59:09	-2147	-26:40:49	0	0	:00:00	0	:00:00	2373	2,224	162:59:09	2147	26:40:49

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/5/2015	12:00AM	-49	-47	-03:03:55	-44	:-33:54						49	47	03:03:55	44	:33:54
	12:30AM	-48	-44	-03:00:05	-43	:-31:57						48	44	03:00:05	43	:31:57
	1:00AM	-49	-44	-03:07:38	-44	:-32:39						49	44	03:07:38	44	:32:39
	1:30AM	-47	-43	-02:54:59	-43	:-31:41						47	43	02:54:59	43	:31:41
	2:00AM	-47	-44	-02:54:34	-43	:-32:01						47	44	02:54:34	43	:32:01
	2:30AM	-49	-44	-03:03:22	-44	:-32:33						49	44	03:03:22	44	:32:33
	3:00AM	-48	-44	-03:05:30	-44	:-32:01						48	44	03:05:30	44	:32:01
	3:30AM	-46	-43	-03:05:47	-44	:-31:43						46	43	03:05:47	44	:31:43
	4:00AM	-49	-43	-02:57:31	-43	:-31:41						49	43	02:57:31	43	:31:41
	4:30AM	-47	-44	-03:04:55	-44	:-32:28						47	44	03:04:55	44	:32:28
	5:00AM	-41	-38	-02:15:28	-34	:-25:01						41	38	02:15:28	34	:25:01
	5:30AM	-42	-34	-01:46:23	-33	:-24:13						42	34	01:46:23	33	:24:13
	6:00AM	-48	-29	-02:06:49	-27	:-20:44						48	29	02:06:49	27	:20:44
	6:30AM	-49	-29	-02:18:42	-26	:-20:15						49	29	02:18:42	26	:20:15
	7:00AM	-51	-31	-02:24:32	-29	:-20:19						51	31	02:24:32	29	:20:19
	7:30AM	-50	-29	-02:15:20	-28	:-20:58						50	29	02:15:20	28	:20:58
	8:00AM	-52	-29	-02:22:23	-29	:-21:28						52	29	02:22:23	29	:21:28
	8:30AM	-48	-27	-02:23:46	-27	:-19:35						48	27	02:23:46	27	:19:35
	9:00AM	-47	-25	-02:07:49	-23	:-17:47						47	25	02:07:49	23	:17:47
	9:30AM	-46	-25	-02:16:53	-26	:-18:27						46	25	02:16:53	26	:18:27
	10:00AM	-49	-24	-01:45:53	-19	:-14:13						49	24	01:45:53	19	:14:13
	10:30AM	-48	-28	-02:20:54	-27	:-20:06						48	28	02:20:54	27	:20:06
	11:00AM	-48	-28	-02:18:00	-29	:-20:25						48	28	02:18:00	29	:20:25
	11:30AM	-49	-28	-02:24:27	-27	:-20:04						49	28	02:24:27	27	:20:04
	12:00PM	-39	-19	-01:20:59	-12	:-09:34						39	19	01:20:59	12	:09:34
	12:30PM	-39	-20	-01:08:02	-13	:-10:17						39	20	01:08:02	13	:10:17
	1:00PM	-64	-51	-03:27:59	-49	:-37:22						64	51	03:27:59	49	:37:22
	1:30PM	-55	-47	-03:56:23	-47	:-34:57						55	47	03:56:23	47	:34:57
	2:00PM	-56	-45	-03:38:45	-44	:-33:57						56	45	03:38:45	44	:33:57
	2:30PM	-54	-47	-03:45:47	-46	:-34:52						54	47	03:45:47	46	:34:52
	3:00PM	-55	-45	-03:32:04	-41	:-30:59						55	45	03:32:04	41	:30:59
	3:30PM	-57	-48	-03:58:26	-48	:-35:53						57	48	03:58:26	48	:35:53
	4:00PM	-52	-41	-03:16:07	-38	:-27:54						52	41	03:16:07	38	:27:54

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-55	-49	-04:03:33	-48	:-36:36						55	49	04:03:33	48	:36:36
	5:00PM	-55	-48	-03:54:06	-48	:-36:12						55	48	03:54:06	48	:36:12
	5:30PM	-52	-46	-03:49:03	-46	:-34:10						52	46	03:49:03	46	:34:10
	6:00PM	-43	-32	-02:32:57	-26	:-19:16						43	32	02:32:57	26	:19:16
	6:30PM	-45	-31	-01:58:40	-30	:-21:31						45	31	01:58:40	30	:21:31
	7:00PM	-56	-47	-03:27:32	-47	:-34:46						56	47	03:27:32	47	:34:46
	7:30PM	-52	-45	-03:27:03	-46	:-33:59						52	45	03:27:03	46	:33:59
	8:00PM	-51	-43	-03:17:26	-43	:-32:10						51	43	03:17:26	43	:32:10
	8:30PM	-51	-46	-03:28:08	-44	:-33:50						51	46	03:28:08	44	:33:50
	9:00PM	-51	-41	-02:55:10	-37	:-27:45						51	41	02:55:10	37	:27:45
	9:30PM	-52	-47	-03:32:44	-47	:-35:07						52	47	03:32:44	47	:35:07
	10:00PM	-47	-44	-03:06:09	-44	:-32:52						47	44	03:06:09	44	:32:52
	10:30PM	-49	-45	-02:53:11	-45	:-33:51						49	45	02:53:11	45	:33:51
	11:00PM	-47	-45	-02:54:57	-45	:-33:22						47	45	02:54:57	45	:33:22
	11:30PM	-50	-46	-03:02:12	-47	:-34:53						50	46	03:02:12	47	:34:53
Daily Totals:		-2374	-1862	-137:52:58	-1801	-22:22:18	0	0	:00:00	0	:00:00	2374	1,862	137:52:58	1801	22:22:18

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/6/2015	12:00AM	-48	-45	-03:06:16	-43	:-31:16						48	45	03:06:16	43	:31:16
	12:30AM	-46	-44	-03:08:17	-44	:-32:08						46	44	03:08:17	44	:32:08
	1:00AM	-47	-46	-03:21:16	-46	:-33:51						47	46	03:21:16	46	:33:51
	1:30AM	-48	-44	-02:59:27	-43	:-32:09						48	44	02:59:27	43	:32:09
	2:00AM	-44	-46	-03:23:58	-46	:-34:54						44	46	03:23:58	46	:34:54
	2:30AM	-44	-45	-03:15:16	-45	:-33:22						44	45	03:15:16	45	:33:22
	3:00AM	-48	-45	-03:08:30	-44	:-33:02						48	45	03:08:30	44	:33:02
	3:30AM	-49	-46	-03:16:30	-46	:-34:02						49	46	03:16:30	46	:34:02
	4:00AM	-47	-44	-02:59:29	-44	:-32:23						47	44	02:59:29	44	:32:23
	4:30AM	-50	-47	-03:17:56	-47	:-35:00						50	47	03:17:56	47	:35:00
	5:00AM	-40	-35	-02:06:35	-31	:-22:40						40	35	02:06:35	31	:22:40
	5:30AM	-40	-35	-01:52:44	-33	:-24:56						40	35	01:52:44	33	:24:56
	6:00AM	-45	-28	-02:04:40	-26	:-19:56						45	28	02:04:40	26	:19:56
	6:30AM	-49	-27	-02:06:13	-24	:-18:42						49	27	02:06:13	24	:18:42
	7:00AM	-47	-26	-02:08:58	-22	:-16:10						47	26	02:08:58	22	:16:10
	7:30AM	-47	-27	-02:02:23	-23	:-18:38						47	27	02:02:23	23	:18:38
	8:00AM	-49	-29	-02:21:59	-27	:-21:09						49	29	02:21:59	27	:21:09
	8:30AM	-50	-31	-02:27:26	-30	:-22:44						50	31	02:27:26	30	:22:44
	9:00AM	-49	-28	-02:26:04	-26	:-20:14						49	28	02:26:04	26	:20:14
	9:30AM	-46	-28	-02:24:17	-28	:-20:28						46	28	02:24:17	28	:20:28
	10:00AM	-46	-24	-01:54:25	-19	:-14:48						46	24	01:54:25	19	:14:48
	10:30AM	-51	-30	-02:29:28	-30	:-21:53						51	30	02:29:28	30	:21:53
	11:00AM	-46	-26	-02:08:09	-25	:-18:32						46	26	02:08:09	25	:18:32
	11:30AM	-49	-30	-02:26:54	-28	:-21:48						49	30	02:26:54	28	:21:48
	12:00PM	-39	-19	-01:25:46	-13	:-09:36						39	19	01:25:46	13	:09:36
	12:30PM	-38	-20	-01:03:56	-12	:-09:44						38	20	01:03:56	12	:09:44
	1:00PM	-59	-46	-03:17:16	-46	:-33:50						59	46	03:17:16	46	:33:50
	1:30PM	-54	-45	-03:40:09	-45	:-33:13						54	45	03:40:09	45	:33:13
	2:00PM	-55	-45	-03:43:47	-46	:-34:03						55	45	03:43:47	46	:34:03
	2:30PM	-52	-45	-03:32:28	-45	:-33:46						52	45	03:32:28	45	:33:46
	3:00PM	-53	-44	-03:34:58	-39	:-30:15						53	44	03:34:58	39	:30:15
	3:30PM	-53	-44	-03:43:07	-44	:-32:55						53	44	03:43:07	44	:32:55
	4:00PM	-54	-42	-03:28:30	-37	:-28:37						54	42	03:28:30	37	:28:37

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-52	-46	-03:45:47	-48	:-34:27						52	46	03:45:47	48	:34:27
	5:00PM	-53	-44	-03:29:56	-44	:-33:11						53	44	03:29:56	44	:33:11
	5:30PM	-54	-45	-03:45:35	-45	:-33:31						54	45	03:45:35	45	:33:31
	6:00PM	-42	-31	-02:29:25	-26	:-18:18						42	31	02:29:25	26	:18:18
	6:30PM	-44	-30	-01:57:44	-28	:-20:45						44	30	01:57:44	28	:20:45
	7:00PM	-55	-46	-03:24:51	-44	:-34:16						55	46	03:24:51	44	:34:16
	7:30PM	-50	-43	-03:10:08	-43	:-31:45						50	43	03:10:08	43	:31:45
	8:00PM	-51	-43	-03:12:44	-43	:-32:28						51	43	03:12:44	43	:32:28
	8:30PM	-51	-45	-03:23:30	-45	:-33:28						51	45	03:23:30	45	:33:28
	9:00PM	-48	-39	-02:51:10	-36	:-25:43						48	39	02:51:10	36	:25:43
	9:30PM	-49	-45	-03:31:32	-44	:-33:28						49	45	03:31:32	44	:33:28
	10:00PM	-45	-45	-03:10:50	-44	:-33:28						45	45	03:10:50	44	:33:28
	10:30PM	-45	-42	-02:47:41	-42	:-30:33						45	42	02:47:41	42	:30:33
	11:00PM	-45	-44	-02:50:40	-44	:-32:14						45	44	02:50:40	44	:32:14
	11:30PM	-46	-42	-02:41:17	-41	:-30:57						46	42	02:41:17	41	:30:57
Daily Totals:		-2312	-1836	-136:59:57	-1764	-21:59:16	0	0	:00:00	0	:00:00	2312	1,836	136:59:57	1764	21:59:16

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/7/2015	12:00AM	-47	-45	-03:12:03	-40	:-30:35						47	45	03:12:03	40	:30:35
	12:30AM	-45	-45	-03:24:22	-43	:-32:57						45	45	03:24:22	43	:32:57
	1:00AM	-46	-45	-03:11:50	-46	:-32:57						46	45	03:11:50	46	:32:57
	1:30AM	-47	-44	-03:04:43	-43	:-32:12						47	44	03:04:43	43	:32:12
	2:00AM	-46	-44	-03:11:54	-44	:-32:32						46	44	03:11:54	44	:32:32
	2:30AM	-47	-45	-03:15:18	-43	:-32:47						47	45	03:15:18	43	:32:47
	3:00AM	-46	-45	-03:07:15	-45	:-33:17						46	45	03:07:15	45	:33:17
	3:30AM	-45	-43	-03:05:45	-42	:-31:27						45	43	03:05:45	42	:31:27
	4:00AM	-46	-46	-03:29:44	-44	:-33:38						46	46	03:29:44	44	:33:38
	4:30AM	-44	-42	-02:57:43	-41	:-30:40						44	42	02:57:43	41	:30:40
	5:00AM	-44	-39	-02:47:40	-33	:-25:26						44	39	02:47:40	33	:25:26
	5:30AM	-43	-38	-02:35:05	-36	:-26:40						43	38	02:35:05	36	:26:40
	6:00AM	-50	-44	-03:25:40	-43	:-31:31						50	44	03:25:40	43	:31:31
	6:30AM	-51	-45	-03:28:11	-43	:-32:43						51	45	03:28:11	43	:32:43
	7:00AM	-50	-46	-03:42:15	-41	:-31:16						50	46	03:42:15	41	:31:16
	7:30AM	-49	-44	-03:27:43	-41	:-31:20						49	44	03:27:43	41	:31:20
	8:00AM	-50	-44	-06:12:54	-41	:-29:30						50	44	06:12:54	41	:29:30
	8:30AM	-54	-53	-04:02:56	-51	:-38:43						54	53	04:02:56	51	:38:43
	9:00AM	-60	-56	-04:36:01	-56	:-42:24						60	56	04:36:01	56	:42:24
	9:30AM	-58	-54	-04:15:47	-54	:-40:40						58	54	04:15:47	54	:40:40
	10:00AM	-55	-50	-03:49:33	-44	:-32:44						55	50	03:49:33	44	:32:44
	10:30AM	-59	-59	-04:34:47	-59	:-44:16						59	59	04:34:47	59	:44:16
	11:00AM	-56	-55	-04:20:55	-55	:-41:11						56	55	04:20:55	55	:41:11
	11:30AM	-57	-58	-04:49:01	-57	:-43:26						57	58	04:49:01	57	:43:26
	12:00PM	-57	-58	-04:37:05	-52	:-38:35						57	58	04:37:05	52	:38:35
	12:30PM	-59	-57	-04:24:36	-57	:-42:10						59	57	04:24:36	57	:42:10
	1:00PM	-59	-59	-04:41:05	-54	:-40:20						59	59	04:41:05	54	:40:20
	1:30PM	-59	-58	-04:36:34	-58	:-43:21						59	58	04:36:34	58	:43:21
	2:00PM	-58	-57	-04:32:00	-55	:-41:51						58	57	04:32:00	55	:41:51
	2:30PM	-57	-58	-04:41:15	-56	:-42:53						57	58	04:41:15	56	:42:53
	3:00PM	-58	-59	-04:52:29	-56	:-41:46						58	59	04:52:29	56	:41:46
	3:30PM	-55	-57	-04:44:13	-54	:-42:34						55	57	04:44:13	54	:42:34
	4:00PM	-58	-59	-04:38:07	-56	:-41:08						58	59	04:38:07	56	:41:08

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-58	-57	-04:32:28	-57	:-42:10						58	57	04:32:28	57	:42:10
	5:00PM	-57	-56	-04:26:40	-56	:-41:37						57	56	04:26:40	56	:41:37
	5:30PM	-58	-59	-04:46:47	-58	:-43:59						58	59	04:46:47	58	:43:59
	6:00PM	-55	-56	-04:21:05	-51	:-37:11						55	56	04:21:05	51	:37:11
	6:30PM	-54	-55	-04:12:44	-53	:-40:30						54	55	04:12:44	53	:40:30
	7:00PM	-57	-55	-04:16:16	-56	:-41:31						57	55	04:16:16	56	:41:31
	7:30PM	-57	-58	-04:29:01	-57	:-43:25						57	58	04:29:01	57	:43:25
	8:00PM	-51	-51	-04:02:51	-48	:-36:22						51	51	04:02:51	48	:36:22
	8:30PM	-55	-53	-04:00:55	-52	:-39:29						55	53	04:00:55	52	:39:29
	9:00PM	-53	-47	-03:22:49	-42	:-32:29						53	47	03:22:49	42	:32:29
	9:30PM	-55	-52	-03:58:00	-52	:-39:00						55	52	03:58:00	52	:39:00
	10:00PM	-49	-52	-03:46:47	-49	:-37:47						49	52	03:46:47	49	:37:47
	10:30PM	-52	-49	-03:18:05	-50	:-37:24						52	49	03:18:05	50	:37:24
	11:00PM	-49	-50	-03:29:58	-51	:-37:46						49	50	03:29:58	51	:37:46
	11:30PM	-51	-50	-03:31:05	-50	:-37:31						51	50	03:31:05	50	:37:31
Daily Totals:		-2526	-2451	-190:32:00	-2365	:-29:37:41	0	0	:00:00	0	:00:00	2526	2,451	190:32:00	2365	29:37:41

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
Forecast: Week of 8/31/2015																
Schedule 8/31/2015																
8/31/2015	12:00AM	-52	-50	-03:41:40	-50	-:07:54						52	50	03:41:40	50	:07:54
	12:30AM	-52	-52	-04:01:33	-52	-:08:41						52	52	04:01:33	52	:08:41
	1:00AM	-52	-52	-04:04:46	-52	-:08:44						52	52	04:04:46	52	:08:44
	1:30AM	-53	-52	-03:51:28	-52	-:08:38						53	52	03:51:28	52	:08:38
	2:00AM	-50	-50	-03:51:50	-50	-:08:18						50	50	03:51:50	50	:08:18
	2:30AM	-52	-51	-03:57:45	-51	-:08:32						52	51	03:57:45	51	:08:32
	3:00AM	-52	-51	-04:00:07	-51	-:08:32						52	51	04:00:07	51	:08:32
	3:30AM	-50	-50	-03:58:15	-50	-:08:16						50	50	03:58:15	50	:08:16
	4:00AM	-52	-51	-03:52:43	-51	-:08:26						52	51	03:52:43	51	:08:26
	4:30AM	-54	-53	-04:03:02	-53	-:08:50						54	53	04:03:02	53	:08:50
	5:00AM	-51	-50	-03:56:20	-48	-:07:54						51	50	03:56:20	48	:07:54
	5:30AM	-51	-51	-03:56:54	-51	-:08:32						51	51	03:56:54	51	:08:32
	6:00AM	-58	-57	-04:37:54	-57	-:09:28						58	57	04:37:54	57	:09:28
	6:30AM	-59	-60	-04:57:43	-60	-:10:00						59	60	04:57:43	60	:10:00
	7:00AM	-59	-58	-04:45:49	-55	-:09:10						59	58	04:45:49	55	:09:10
	7:30AM	-58	-58	-04:52:51	-58	-:09:40						58	58	04:52:51	58	:09:40
	8:00AM	-57	-53	-04:32:28	-49	-:08:09						57	53	04:32:28	49	:08:09
	8:30AM	-59	-59	-04:50:11	-58	-:09:43						59	59	04:50:11	58	:09:43
	9:00AM	-59	-60	-05:14:49	-59	-:10:01						59	60	05:14:49	59	:10:01
	9:30AM	-58	-57	-04:53:49	-57	-:09:28						58	57	04:53:49	57	:09:28
	10:00AM	-57	-52	-04:27:49	-46	-:07:31						57	52	04:27:49	46	:07:31
	10:30AM	-62	-61	-05:21:11	-61	-:10:12						62	61	05:21:11	61	:10:12
	11:00AM	-57	-57	-04:50:32	-56	-:09:26						57	57	04:50:32	56	:09:26
	11:30AM	-58	-58	-04:55:23	-58	-:09:45						58	58	04:55:23	58	:09:45
	12:00PM	-59	-59	-04:53:11	-54	-:08:54						59	59	04:53:11	54	:08:54
	12:30PM	-58	-58	-04:45:47	-58	-:09:41						58	58	04:45:47	58	:09:41
	1:00PM	-60	-60	-05:09:45	-54	-:09:06						60	60	05:09:45	54	:09:06
	1:30PM	-58	-57	-04:38:55	-58	-:09:27						58	57	04:38:55	58	:09:27
	2:00PM	-58	-58	-04:59:14	-57	-:09:37						58	58	04:59:14	57	:09:37
	2:30PM	-58	-58	-04:50:24	-58	-:09:36						58	58	04:50:24	58	:09:36

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	3:00PM	-61	-60	-05:12:45	-56	:-09:28						61	60	05:12:45	56	:09:28
	3:30PM	-58	-58	-04:53:19	-58	:-09:35						58	58	04:53:19	58	:09:35
	4:00PM	-58	-58	-05:00:01	-53	:-08:57						58	58	05:00:01	53	:08:57
	4:30PM	-58	-57	-04:49:40	-58	:-09:31						58	57	04:49:40	58	:09:31
	5:00PM	-57	-58	-04:49:58	-57	:-09:31						57	58	04:49:58	57	:09:31
	5:30PM	-61	-59	-05:00:12	-59	:-09:48						61	59	05:00:12	59	:09:48
	6:00PM	-57	-59	-05:06:30	-51	:-08:36						57	59	05:06:30	51	:08:36
	6:30PM	-59	-58	-04:52:16	-58	:-09:46						59	58	04:52:16	58	:09:46
	7:00PM	-58	-58	-04:57:55	-58	:-09:44						58	58	04:57:55	58	:09:44
	7:30PM	-59	-58	-04:57:52	-58	:-09:38						59	58	04:57:52	58	:09:38
	8:00PM	-59	-59	-05:01:54	-59	:-09:34						59	59	05:01:54	59	:09:34
	8:30PM	-59	-59	-04:56:50	-59	:-09:50						59	59	04:56:50	59	:09:50
	9:00PM	-58	-58	-04:50:52	-55	:-09:08						58	58	04:50:52	55	:09:08
	9:30PM	-58	-58	-05:04:05	-58	:-09:42						58	58	05:04:05	58	:09:42
	10:00PM	-52	-54	-04:06:53	-54	:-08:59						52	54	04:06:53	54	:08:59
	10:30PM	-52	-52	-04:13:52	-52	:-08:42						52	52	04:13:52	52	:08:42
	11:00PM	-51	-50	-03:57:16	-50	:-08:20						51	50	03:57:16	50	:08:20
	11:30PM	-52	-50	-03:53:26	-51	:-08:20						52	50	03:53:26	51	:08:20
Daily Totals:		-2700	-2676	-220:39:44	-2628	-07:17:20	0	0	:00:00	0	:00:00	2700	2,676	220:39:44	2628	07:17:20

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/1/2015	12:00AM	-52	-51	-03:54:28	-49	:-08:08						52	51	03:54:28	49	:08:08
	12:30AM	-52	-50	-03:46:00	-51	:-08:22						52	50	03:46:00	51	:08:22
	1:00AM	-52	-53	-04:09:16	-53	:-08:49						52	53	04:09:16	53	:08:49
	1:30AM	-52	-53	-04:08:34	-52	:-08:50						52	53	04:08:34	52	:08:50
	2:00AM	-52	-51	-03:54:54	-51	:-08:32						52	51	03:54:54	51	:08:32
	2:30AM	-52	-51	-04:00:08	-51	:-08:27						52	51	04:00:08	51	:08:27
	3:00AM	-54	-53	-04:04:16	-53	:-08:52						54	53	04:04:16	53	:08:52
	3:30AM	-51	-51	-03:59:02	-51	:-08:30						51	51	03:59:02	51	:08:30
	4:00AM	-50	-50	-03:55:43	-50	:-08:20						50	50	03:55:43	50	:08:20
	4:30AM	-52	-52	-04:05:47	-53	:-08:39						52	52	04:05:47	53	:08:39
	5:00AM	-50	-51	-03:52:30	-49	:-07:57						50	51	03:52:30	49	:07:57
	5:30AM	-54	-53	-04:10:25	-53	:-08:52						54	53	04:10:25	53	:08:52
	6:00AM	-59	-58	-04:53:08	-58	:-09:40						59	58	04:53:08	58	:09:40
	6:30AM	-60	-61	-05:20:17	-61	:-10:10						60	61	05:20:17	61	:10:10
	7:00AM	-58	-58	-04:48:24	-57	:-09:38						58	58	04:48:24	57	:09:38
	7:30AM	-60	-60	-05:03:48	-60	:-10:02						60	60	05:03:48	60	:10:02
	8:00AM	-59	-57	-04:56:03	-56	:-09:13						59	57	04:56:03	56	:09:13
	8:30AM	-59	-66	-05:15:32	-66	:-11:04						59	66	05:15:32	66	:11:04
	9:00AM	-57	-68	-04:57:11	-68	:-11:17						57	68	04:57:11	68	:11:17
	9:30AM	-59	-63	-05:01:54	-61	:-10:24						59	63	05:01:54	61	:10:24
	10:00AM	-56	-57	-04:59:24	-52	:-08:49						56	57	04:59:24	52	:08:49
	10:30AM	-45	-46	-03:55:02	-46	:-07:39						45	46	03:55:02	46	:07:39
	11:00AM	-61	-60	-05:11:33	-60	:-09:58						61	60	05:11:33	60	:09:58
	11:30AM	-60	-58	-04:52:42	-58	:-09:41						60	58	04:52:42	58	:09:41
	12:00PM	-60	-60	-04:57:31	-55	:-09:17						60	60	04:57:31	55	:09:17
	12:30PM	-58	-56	-04:38:45	-56	:-09:24						58	56	04:38:45	56	:09:24
	1:00PM	-58	-57	-04:58:47	-52	:-08:46						58	57	04:58:47	52	:08:46
	1:30PM	-60	-58	-04:59:14	-57	:-09:35						60	58	04:59:14	57	:09:35
	2:00PM	-58	-61	-05:22:16	-60	:-10:05						58	61	05:22:16	60	:10:05
	2:30PM	-57	-58	-04:57:12	-58	:-09:45						57	58	04:57:12	58	:09:45
	3:00PM	-54	-56	-04:44:51	-53	:-08:51						54	56	04:44:51	53	:08:51
	3:30PM	-60	-54	-04:41:27	-54	:-09:01						60	54	04:41:27	54	:09:01
	4:00PM	-59	-60	-05:09:55	-59	:-09:37						59	60	05:09:55	59	:09:37

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-59	-59	-04:44:39	-59	:-09:50						59	59	04:44:39	59	:09:50
	5:00PM	-58	-58	-04:54:34	-58	:-09:33						58	58	04:54:34	58	:09:33
	5:30PM	-59	-60	-05:08:59	-59	:-10:00						59	60	05:08:59	59	:10:00
	6:00PM	-58	-59	-05:14:20	-54	:-09:16						58	59	05:14:20	54	:09:16
	6:30PM	-56	-56	-04:40:39	-56	:-09:20						56	56	04:40:39	56	:09:20
	7:00PM	-61	-61	-05:11:31	-60	:-10:08						61	61	05:11:31	60	:10:08
	7:30PM	-61	-61	-05:16:28	-60	:-10:06						61	61	05:16:28	60	:10:06
	8:00PM	-57	-56	-04:45:25	-56	:-09:22						57	56	04:45:25	56	:09:22
	8:30PM	-60	-61	-05:26:42	-61	:-10:10						60	61	05:26:42	61	:10:10
	9:00PM	-58	-59	-04:51:06	-56	:-09:26						58	59	04:51:06	56	:09:26
	9:30PM	-59	-59	-05:01:25	-59	:-09:50						59	59	05:01:25	59	:09:50
	10:00PM	-51	-54	-04:30:44	-54	:-08:58						51	54	04:30:44	54	:08:58
	10:30PM	-51	-52	-04:02:06	-52	:-08:42						51	52	04:02:06	52	:08:42
	11:00PM	-53	-53	-04:07:30	-53	:-08:48						53	53	04:07:30	53	:08:48
	11:30PM	-52	-53	-04:10:39	-52	:-08:48						52	53	04:10:39	52	:08:48
Daily Totals:		-2693	-2712	-223:52:46	-2672	-07:26:31	0	0	:00:00	0	:00:00	2693	2,712	223:52:46	2672	07:26:31

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/2/2015	12:00AM	-52	-51	-03:56:50	-49	:-08:13						52	51	03:56:50	49	:08:13
	12:30AM	-53	-52	-04:11:00	-52	:-08:40						53	52	04:11:00	52	:08:40
	1:00AM	-50	-53	-04:11:27	-52	:-08:50						50	53	04:11:27	52	:08:50
	1:30AM	-53	-54	-04:18:00	-54	:-09:00						53	54	04:18:00	54	:09:00
	2:00AM	-51	-51	-03:58:30	-51	:-08:29						51	51	03:58:30	51	:08:29
	2:30AM	-52	-54	-04:15:08	-54	:-09:00						52	54	04:15:08	54	:09:00
	3:00AM	-53	-52	-04:01:23	-52	:-08:44						53	52	04:01:23	52	:08:44
	3:30AM	-52	-52	-04:01:00	-52	:-08:38						52	52	04:01:00	52	:08:38
	4:00AM	-51	-51	-03:58:47	-51	:-08:26						51	51	03:58:47	51	:08:26
	4:30AM	-51	-52	-04:07:59	-52	:-08:43						51	52	04:07:59	52	:08:43
	5:00AM	-52	-53	-04:08:22	-51	:-08:29						52	53	04:08:22	51	:08:29
	5:30AM	-53	-54	-04:18:26	-54	:-09:00						53	54	04:18:26	54	:09:00
	6:00AM	-61	-58	-04:56:21	-59	:-09:42						61	58	04:56:21	59	:09:42
	6:30AM	-59	-58	-04:48:16	-58	:-09:43						59	58	04:48:16	58	:09:43
	7:00AM	-58	-57	-04:53:51	-56	:-09:24						58	57	04:53:51	56	:09:24
	7:30AM	-56	-58	-05:02:36	-58	:-09:40						56	58	05:02:36	58	:09:40
	8:00AM	-60	-60	-05:16:21	-57	:-09:40						60	60	05:16:21	57	:09:40
	8:30AM	-58	-59	-05:01:08	-59	:-09:50						58	59	05:01:08	59	:09:50
	9:00AM	-61	-59	-04:54:04	-59	:-09:47						61	59	04:54:04	59	:09:47
	9:30AM	-59	-60	-05:20:04	-60	:-10:00						59	60	05:20:04	60	:10:00
	10:00AM	-58	-58	-05:01:56	-54	:-09:01						58	58	05:01:56	54	:09:01
	10:30AM	-59	-59	-05:07:52	-59	:-09:57						59	59	05:07:52	59	:09:57
	11:00AM	-58	-58	-05:01:27	-57	:-09:28						58	58	05:01:27	57	:09:28
	11:30AM	-59	-58	-04:57:56	-58	:-09:43						59	58	04:57:56	58	:09:43
	12:00PM	-57	-57	-04:58:06	-55	:-09:06						57	57	04:58:06	55	:09:06
	12:30PM	-60	-60	-05:09:46	-60	:-09:59						60	60	05:09:46	60	:09:59
	1:00PM	-59	-61	-05:16:17	-56	:-09:27						59	61	05:16:17	56	:09:27
	1:30PM	-58	-57	-04:49:32	-57	:-09:29						58	57	04:49:32	57	:09:29
	2:00PM	-57	-57	-04:43:35	-57	:-09:30						57	57	04:43:35	57	:09:30
	2:30PM	-58	-57	-04:45:20	-57	:-09:28						58	57	04:45:20	57	:09:28
	3:00PM	-60	-59	-05:01:26	-57	:-09:22						60	59	05:01:26	57	:09:22
	3:30PM	-59	-60	-05:13:06	-60	:-10:04						59	60	05:13:06	60	:10:04
	4:00PM	-57	-58	-04:53:01	-54	:-09:04						57	58	04:53:01	54	:09:04

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-59	-59	-05:04:12	-59	:-09:50						59	59	05:04:12	59	:09:50
	5:00PM	-61	-59	-04:47:39	-58	:-09:41						61	59	04:47:39	58	:09:41
	5:30PM	-59	-58	-04:40:14	-58	:-09:43						59	58	04:40:14	58	:09:43
	6:00PM	-58	-59	-05:24:01	-56	:-09:22						58	59	05:24:01	56	:09:22
	6:30PM	-58	-57	-04:41:48	-57	:-09:27						58	57	04:41:48	57	:09:27
	7:00PM	-59	-60	-05:10:33	-59	:-09:55						59	60	05:10:33	59	:09:55
	7:30PM	-58	-58	-05:06:11	-58	:-09:40						58	58	05:06:11	58	:09:40
	8:00PM	-60	-59	-05:06:35	-59	:-09:45						60	59	05:06:35	59	:09:45
	8:30PM	-59	-60	-05:12:31	-59	:-10:01						59	60	05:12:31	59	:10:01
	9:00PM	-57	-57	-04:37:20	-55	:-09:06						57	57	04:37:20	55	:09:06
	9:30PM	-58	-58	-05:02:19	-58	:-09:40						58	58	05:02:19	58	:09:40
	10:00PM	-52	-53	-04:17:34	-53	:-08:49						52	53	04:17:34	53	:08:49
	10:30PM	-52	-53	-04:10:17	-53	:-08:52						52	53	04:10:17	53	:08:52
	11:00PM	-51	-51	-03:56:49	-51	:-08:30						51	51	03:56:49	51	:08:30
	11:30PM	-51	-53	-04:13:51	-52	:-08:50						51	53	04:13:51	52	:08:50
Daily Totals:		-2706	-2711	-226:10:47	-2676	-07:26:47	0	0	:00:00	0	:00:00	2706	2,711	226:10:47	2676	07:26:47

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/3/2015	12:00AM	-52	-51	-03:54:48	-50	:-08:11						52	51	03:54:48	50	:08:11
	12:30AM	-52	-51	-03:55:46	-52	:-08:34						52	51	03:55:46	52	:08:34
	1:00AM	-51	-52	-04:09:08	-51	:-08:34						51	52	04:09:08	51	:08:34
	1:30AM	-51	-51	-04:02:28	-52	:-08:36						51	51	04:02:28	52	:08:36
	2:00AM	-52	-52	-04:05:17	-52	:-08:39						52	52	04:05:17	52	:08:39
	2:30AM	-51	-51	-04:05:16	-51	:-08:28						51	51	04:05:16	51	:08:28
	3:00AM	-52	-52	-04:06:50	-53	:-08:41						52	52	04:06:50	53	:08:41
	3:30AM	-50	-50	-03:52:29	-50	:-08:19						50	50	03:52:29	50	:08:19
	4:00AM	-52	-52	-04:06:18	-52	:-08:40						52	52	04:06:18	52	:08:40
	4:30AM	-52	-50	-03:47:49	-50	:-08:22						52	50	03:47:49	50	:08:22
	5:00AM	-52	-52	-04:07:27	-52	:-08:20						52	52	04:07:27	52	:08:20
	5:30AM	-50	-52	-04:05:39	-51	:-08:38						50	52	04:05:39	51	:08:38
	6:00AM	-60	-57	-04:48:28	-57	:-09:26						60	57	04:48:28	57	:09:26
	6:30AM	-61	-60	-05:08:59	-61	:-10:02						61	60	05:08:59	61	:10:02
	7:00AM	-56	-56	-04:45:11	-52	:-09:02						56	56	04:45:11	52	:09:02
	7:30AM	-57	-58	-04:59:36	-58	:-09:40						57	58	04:59:36	58	:09:40
	8:00AM	-58	-59	-04:53:06	-58	:-09:32						58	59	04:53:06	58	:09:32
	8:30AM	-58	-60	-05:06:41	-60	:-10:02						58	60	05:06:41	60	:10:02
	9:00AM	-58	-57	-04:41:01	-58	:-09:31						58	57	04:41:01	58	:09:31
	9:30AM	-57	-57	-04:49:03	-57	:-09:30						57	57	04:49:03	57	:09:30
	10:00AM	-56	-54	-04:30:25	-48	:-08:15						56	54	04:30:25	48	:08:15
	10:30AM	-61	-59	-05:05:48	-59	:-09:48						61	59	05:05:48	59	:09:48
	11:00AM	-58	-59	-05:23:34	-58	:-09:46						58	59	05:23:34	58	:09:46
	11:30AM	-58	-59	-05:07:34	-59	:-09:48						58	59	05:07:34	59	:09:48
	12:00PM	-59	-58	-04:43:03	-57	:-09:16						59	58	04:43:03	57	:09:16
	12:30PM	-56	-55	-04:39:00	-56	:-09:09						56	55	04:39:00	56	:09:09
	1:00PM	-57	-57	-04:42:29	-52	:-08:48						57	57	04:42:29	52	:08:48
	1:30PM	-59	-60	-05:04:06	-60	:-09:55						59	60	05:04:06	60	:09:55
	2:00PM	-59	-59	-04:59:18	-59	:-09:48						59	59	04:59:18	59	:09:48
	2:30PM	-60	-61	-05:18:17	-61	:-10:10						60	61	05:18:17	61	:10:10
	3:00PM	-59	-59	-04:59:20	-54	:-09:10						59	59	04:59:20	54	:09:10
	3:30PM	-56	-57	-04:48:12	-57	:-09:36						56	57	04:48:12	57	:09:36
	4:00PM	-59	-57	-04:44:44	-57	:-09:23						59	57	04:44:44	57	:09:23

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-58	-58	-05:02:57	-59	:-09:40						58	58	05:02:57	59	:09:40
	5:00PM	-58	-57	-04:50:22	-57	:-09:15						58	57	04:50:22	57	:09:15
	5:30PM	-58	-58	-05:04:10	-59	:-09:45						58	58	05:04:10	59	:09:45
	6:00PM	-59	-59	-04:51:17	-56	:-09:13						59	59	04:51:17	56	:09:13
	6:30PM	-59	-59	-05:02:13	-59	:-09:50						59	59	05:02:13	59	:09:50
	7:00PM	-58	-58	-04:59:30	-58	:-09:42						58	58	04:59:30	58	:09:42
	7:30PM	-59	-60	-05:02:03	-60	:-09:50						59	60	05:02:03	60	:09:50
	8:00PM	-57	-56	-04:47:13	-56	:-09:13						57	56	04:47:13	56	:09:13
	8:30PM	-59	-58	-04:52:54	-58	:-09:44						59	58	04:52:54	58	:09:44
	9:00PM	-56	-56	-04:34:28	-56	:-09:06						56	56	04:34:28	56	:09:06
	9:30PM	-57	-58	-04:43:59	-60	:-09:45						57	58	04:43:59	60	:09:45
	10:00PM	-51	-52	-03:59:09	-52	:-08:40						51	52	03:59:09	52	:08:40
	10:30PM	-51	-52	-03:52:28	-51	:-08:38						51	52	03:52:28	51	:08:38
	11:00PM	-52	-52	-03:54:59	-52	:-08:42						52	52	03:54:59	52	:08:42
	11:30PM	-53	-50	-03:39:24	-50	:-08:19						53	50	03:39:24	50	:08:19
Daily Totals:		-2684	-2677	-220:54:16	-2657	-07:21:01	0	0	:00:00	0	:00:00	2684	2,677	220:54:16	2657	07:21:01

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/4/2015	12:00AM	-54	-54	-04:11:34	-53	:-08:56						54	54	04:11:34	53	:08:56
	12:30AM	-50	-52	-03:55:50	-52	:-08:38						50	52	03:55:50	52	:08:38
	1:00AM	-51	-50	-03:55:40	-50	:-08:20						51	50	03:55:40	50	:08:20
	1:30AM	-52	-53	-04:06:01	-53	:-08:48						52	53	04:06:01	53	:08:48
	2:00AM	-52	-52	-03:53:49	-52	:-08:42						52	52	03:53:49	52	:08:42
	2:30AM	-51	-51	-03:57:19	-51	:-08:32						51	51	03:57:19	51	:08:32
	3:00AM	-53	-52	-04:01:54	-52	:-08:38						53	52	04:01:54	52	:08:38
	3:30AM	-50	-51	-03:54:03	-51	:-08:32						50	51	03:54:03	51	:08:32
	4:00AM	-52	-52	-04:06:11	-51	:-08:36						52	52	04:06:11	51	:08:36
	4:30AM	-52	-51	-04:00:46	-50	:-08:30						52	51	04:00:46	50	:08:30
	5:00AM	-52	-51	-03:58:14	-50	:-08:14						52	51	03:58:14	50	:08:14
	5:30AM	-51	-52	-04:03:14	-52	:-08:40						51	52	04:03:14	52	:08:40
	6:00AM	-40	-41	-03:25:28	-41	:-06:37						40	41	03:25:28	41	:06:37
	6:30AM	-42	-41	-03:13:27	-40	:-06:34						42	41	03:13:27	40	:06:34
	7:00AM	-37	-28	-02:22:06	-25	:-03:55						37	28	02:22:06	25	:03:55
	7:30AM	-45	-29	-02:14:00	-25	:-04:10						45	29	02:14:00	25	:04:10
	8:00AM	-59	-48	-03:22:08	-45	:-07:38						59	48	03:22:08	45	:07:38
	8:30AM	-59	-60	-04:45:47	-60	:-10:02						59	60	04:45:47	60	:10:02
	9:00AM	-60	-60	-04:51:16	-60	:-09:56						60	60	04:51:16	60	:09:56
	9:30AM	-58	-59	-05:07:03	-59	:-09:49						58	59	05:07:03	59	:09:49
	10:00AM	-56	-49	-04:12:36	-42	:-07:17						56	49	04:12:36	42	:07:17
	10:30AM	-58	-52	-04:24:29	-53	:-08:41						58	52	04:24:29	53	:08:41
	11:00AM	-61	-60	-05:03:01	-60	:-10:00						61	60	05:03:01	60	:10:00
	11:30AM	-56	-57	-04:46:08	-57	:-09:28						56	57	04:46:08	57	:09:28
	12:00PM	-56	-57	-04:39:38	-53	:-08:46						56	57	04:39:38	53	:08:46
	12:30PM	-58	-59	-05:05:45	-59	:-09:51						58	59	05:05:45	59	:09:51
	1:00PM	-59	-59	-05:11:47	-53	:-09:01						59	59	05:11:47	53	:09:01
	1:30PM	-61	-59	-05:03:20	-59	:-09:52						61	59	05:03:20	59	:09:52
	2:00PM	-58	-60	-05:07:10	-59	:-09:48						58	60	05:07:10	59	:09:48
	2:30PM	-61	-60	-04:44:29	-60	:-09:56						61	60	04:44:29	60	:09:56
	3:00PM	-59	-58	-04:52:50	-55	:-09:09						59	58	04:52:50	55	:09:09
	3:30PM	-59	-60	-05:05:04	-60	:-10:02						59	60	05:05:04	60	:10:02
	4:00PM	-57	-54	-04:34:10	-50	:-08:37						57	54	04:34:10	50	:08:37

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-61	-56	-05:02:58	-56	:-09:22						61	56	05:02:58	56	:09:22
	5:00PM	-60	-53	-04:33:52	-51	:-08:32						60	53	04:33:52	51	:08:32
	5:30PM	-60	-55	-04:46:43	-54	:-09:11						60	55	04:46:43	54	:09:11
	6:00PM	-56	-52	-04:26:33	-46	:-07:39						56	52	04:26:33	46	:07:39
	6:30PM	-57	-53	-04:24:15	-53	:-08:48						57	53	04:24:15	53	:08:48
	7:00PM	-58	-54	-04:28:06	-55	:-09:04						58	54	04:28:06	55	:09:04
	7:30PM	-57	-54	-04:38:03	-54	:-08:56						57	54	04:38:03	54	:08:56
	8:00PM	-55	-51	-04:16:11	-50	:-08:16						55	51	04:16:11	50	:08:16
	8:30PM	-55	-49	-03:56:42	-49	:-08:10						55	49	03:56:42	49	:08:10
	9:00PM	-55	-49	-03:51:33	-49	:-07:56						55	49	03:51:33	49	:07:56
	9:30PM	-57	-50	-03:49:54	-50	:-08:14						57	50	03:49:54	50	:08:14
	10:00PM	-50	-46	-03:31:20	-46	:-07:44						50	46	03:31:20	46	:07:44
	10:30PM	-49	-45	-03:24:54	-45	:-07:32						49	45	03:24:54	45	:07:32
	11:00PM	-49	-44	-03:21:23	-44	:-07:22						49	44	03:21:23	44	:07:22
	11:30PM	-49	-44	-03:21:26	-44	:-07:16						49	44	03:21:26	44	:07:16
Daily Totals:		-2607	-2486	-202:10:10	-2438	-06:46:17	0	0	:00:00	0	:00:00	2607	2,486	202:10:10	2438	06:46:17

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/5/2015	12:00AM	-53	-50	-03:51:50	-50	:-08:12						53	50	03:51:50	50	:08:12
	12:30AM	-52	-52	-03:52:24	-52	:-08:40						52	52	03:52:24	52	:08:40
	1:00AM	-53	-53	-04:10:43	-53	:-08:48						53	53	04:10:43	53	:08:48
	1:30AM	-52	-51	-03:59:28	-51	:-08:28						52	51	03:59:28	51	:08:28
	2:00AM	-51	-51	-04:02:39	-52	:-08:32						51	51	04:02:39	52	:08:32
	2:30AM	-52	-52	-03:57:51	-51	:-08:36						52	52	03:57:51	51	:08:36
	3:00AM	-53	-53	-03:52:58	-53	:-08:53						53	53	03:52:58	53	:08:53
	3:30AM	-53	-53	-04:06:30	-53	:-08:47						53	53	04:06:30	53	:08:47
	4:00AM	-52	-52	-03:59:08	-52	:-08:37						52	52	03:59:08	52	:08:37
	4:30AM	-52	-50	-03:48:06	-50	:-08:23						52	50	03:48:06	50	:08:23
	5:00AM	-43	-44	-03:32:27	-39	:-06:41						43	44	03:32:27	39	:06:41
	5:30AM	-44	-42	-03:05:46	-40	:-06:44						44	42	03:05:46	40	:06:44
	6:00AM	-53	-42	-03:30:17	-40	:-06:43						53	42	03:30:17	40	:06:43
	6:30AM	-56	-41	-03:23:22	-40	:-06:34						56	41	03:23:22	40	:06:34
	7:00AM	-56	-43	-03:39:03	-39	:-06:24						56	43	03:39:03	39	:06:24
	7:30AM	-54	-43	-03:38:51	-41	:-06:52						54	43	03:38:51	41	:06:52
	8:00AM	-51	-40	-03:27:54	-38	:-06:24						51	40	03:27:54	38	:06:24
	8:30AM	-57	-44	-03:40:37	-41	:-07:06						57	44	03:40:37	41	:07:06
	9:00AM	-57	-42	-03:36:10	-40	:-06:46						57	42	03:36:10	40	:06:46
	9:30AM	-55	-44	-03:57:13	-42	:-07:09						55	44	03:57:13	42	:07:09
	10:00AM	-55	-37	-03:02:54	-32	:-05:16						55	37	03:02:54	32	:05:16
	10:30AM	-56	-40	-03:35:12	-38	:-06:27						56	40	03:35:12	38	:06:27
	11:00AM	-55	-42	-03:29:26	-40	:-06:44						55	42	03:29:26	40	:06:44
	11:30AM	-55	-42	-03:53:56	-40	:-06:46						55	42	03:53:56	40	:06:46
	12:00PM	-49	-28	-02:28:05	-22	:-03:34						49	28	02:28:05	22	:03:34
	12:30PM	-47	-26	-02:05:08	-22	:-03:35						47	26	02:05:08	22	:03:35
	1:00PM	-66	-56	-04:15:46	-55	:-09:09						66	56	04:15:46	55	:09:09
	1:30PM	-58	-53	-04:28:29	-53	:-08:54						58	53	04:28:29	53	:08:54
	2:00PM	-56	-54	-04:40:37	-54	:-08:58						56	54	04:40:37	54	:08:58
	2:30PM	-59	-54	-04:41:03	-54	:-09:02						59	54	04:41:03	54	:09:02
	3:00PM	-58	-47	-04:02:15	-43	:-07:15						58	47	04:02:15	43	:07:15
	3:30PM	-59	-53	-04:29:36	-53	:-08:54						59	53	04:29:36	53	:08:54
	4:00PM	-59	-54	-04:43:52	-50	:-08:26						59	54	04:43:52	50	:08:26

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-59	-54	-04:39:59	-54	:-09:02						59	54	04:39:59	54	:09:02
	5:00PM	-59	-54	-04:52:45	-54	:-08:58						59	54	04:52:45	54	:08:58
	5:30PM	-58	-53	-04:31:16	-53	:-08:48						58	53	04:31:16	53	:08:48
	6:00PM	-49	-45	-03:42:40	-38	:-06:28						49	45	03:42:40	38	:06:28
	6:30PM	-52	-44	-03:11:16	-42	:-07:03						52	44	03:11:16	42	:07:03
	7:00PM	-61	-56	-04:28:49	-56	:-09:22						61	56	04:28:49	56	:09:22
	7:30PM	-56	-55	-04:45:17	-55	:-09:07						56	55	04:45:17	55	:09:07
	8:00PM	-60	-56	-04:36:22	-57	:-09:21						60	56	04:36:22	57	:09:21
	8:30PM	-56	-54	-04:34:21	-54	:-09:00						56	54	04:34:21	54	:09:00
	9:00PM	-58	-53	-04:02:39	-52	:-08:19						58	53	04:02:39	52	:08:19
	9:30PM	-58	-54	-04:44:20	-54	:-09:02						58	54	04:44:20	54	:09:02
	10:00PM	-52	-53	-04:07:26	-52	:-08:48						52	53	04:07:26	52	:08:48
	10:30PM	-50	-51	-03:44:24	-51	:-08:30						50	51	03:44:24	51	:08:30
	11:00PM	-51	-52	-04:06:19	-51	:-08:38						51	52	04:06:19	51	:08:38
	11:30PM	-52	-52	-03:52:20	-52	:-08:42						52	52	03:52:20	52	:08:42
Daily Totals:		-2612	-2314	-189:09:49	-2248	-06:15:27	0	0	:00:00	0	:00:00	2612	2,314	189:09:49	2248	06:15:27

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/6/2015	12:00AM	-53	-53	-04:04:47	-50	:-08:26						53	53	04:04:47	50	:08:26
	12:30AM	-53	-51	-03:56:07	-51	:-08:30						53	51	03:56:07	51	:08:30
	1:00AM	-52	-51	-03:59:33	-51	:-08:28						52	51	03:59:33	51	:08:28
	1:30AM	-51	-51	-03:54:59	-51	:-08:32						51	51	03:54:59	51	:08:32
	2:00AM	-51	-49	-03:47:13	-49	:-08:10						51	49	03:47:13	49	:08:10
	2:30AM	-53	-53	-04:08:34	-53	:-08:48						53	53	04:08:34	53	:08:48
	3:00AM	-51	-52	-04:07:48	-52	:-08:42						51	52	04:07:48	52	:08:42
	3:30AM	-51	-50	-03:55:58	-50	:-08:20						51	50	03:55:58	50	:08:20
	4:00AM	-52	-53	-04:08:28	-53	:-08:50						52	53	04:08:28	53	:08:50
	4:30AM	-51	-50	-03:54:39	-50	:-08:21						51	50	03:54:39	50	:08:21
	5:00AM	-43	-41	-03:08:06	-38	:-06:06						43	41	03:08:06	38	:06:06
	5:30AM	-46	-44	-03:19:46	-42	:-07:01						46	44	03:19:46	42	:07:01
	6:00AM	-54	-42	-03:18:10	-40	:-06:48						54	42	03:18:10	40	:06:48
	6:30AM	-53	-40	-03:25:44	-38	:-06:22						53	40	03:25:44	38	:06:22
	7:00AM	-54	-40	-03:21:36	-33	:-05:46						54	40	03:21:36	33	:05:46
	7:30AM	-55	-40	-03:29:16	-39	:-06:28						55	40	03:29:16	39	:06:28
	8:00AM	-55	-41	-03:24:30	-40	:-06:34						55	41	03:24:30	40	:06:34
	8:30AM	-55	-40	-03:26:51	-37	:-06:24						55	40	03:26:51	37	:06:24
	9:00AM	-53	-39	-03:07:22	-37	:-06:16						53	39	03:07:22	37	:06:16
	9:30AM	-55	-38	-03:16:08	-36	:-06:03						55	38	03:16:08	36	:06:03
	10:00AM	-55	-33	-02:41:18	-28	:-04:43						55	33	02:41:18	28	:04:43
	10:30AM	-54	-38	-03:21:21	-36	:-05:59						54	38	03:21:21	36	:05:59
	11:00AM	-54	-40	-03:44:12	-38	:-06:28						54	40	03:44:12	38	:06:28
	11:30AM	-55	-39	-03:24:51	-37	:-06:11						55	39	03:24:51	37	:06:11
	12:00PM	-49	-24	-02:14:41	-17	:-03:04						49	24	02:14:41	17	:03:04
	12:30PM	-48	-25	-01:45:03	-20	:-03:22						48	25	01:45:03	20	:03:22
	1:00PM	-66	-55	-04:09:16	-55	:-09:10						66	55	04:09:16	55	:09:10
	1:30PM	-57	-53	-04:37:27	-53	:-08:50						57	53	04:37:27	53	:08:50
	2:00PM	-60	-55	-04:55:06	-55	:-09:08						60	55	04:55:06	55	:09:08
	2:30PM	-58	-54	-04:39:25	-54	:-09:02						58	54	04:39:25	54	:09:02
	3:00PM	-58	-47	-03:48:01	-45	:-07:18						58	47	03:48:01	45	:07:18
	3:30PM	-58	-54	-04:45:04	-54	:-08:55						58	54	04:45:04	54	:08:55
	4:00PM	-58	-48	-04:08:08	-45	:-07:28						58	48	04:08:08	45	:07:28

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-60	-52	-04:17:04	-53	:-08:45						60	52	04:17:04	53	:08:45
	5:00PM	-58	-54	-04:42:46	-52	:-08:54						58	54	04:42:46	52	:08:54
	5:30PM	-60	-55	-04:44:49	-55	:-09:09						60	55	04:44:49	55	:09:09
	6:00PM	-48	-42	-03:29:03	-36	:-05:53						48	42	03:29:03	36	:05:53
	6:30PM	-51	-41	-03:09:30	-39	:-06:35						51	41	03:09:30	39	:06:35
	7:00PM	-61	-58	-04:30:48	-58	:-09:40						61	58	04:30:48	58	:09:40
	7:30PM	-56	-55	-04:38:44	-55	:-09:10						56	55	04:38:44	55	:09:10
	8:00PM	-57	-55	-04:48:54	-55	:-09:10						57	55	04:48:54	55	:09:10
	8:30PM	-57	-52	-04:27:06	-53	:-08:38						57	52	04:27:06	53	:08:38
	9:00PM	-55	-48	-03:54:55	-46	:-07:27						55	48	03:54:55	46	:07:27
	9:30PM	-57	-53	-04:38:34	-53	:-08:56						57	53	04:38:34	53	:08:56
	10:00PM	-50	-52	-03:58:23	-52	:-08:40						50	52	03:58:23	52	:08:40
	10:30PM	-51	-49	-03:31:09	-49	:-08:07						51	49	03:31:09	49	:08:07
	11:00PM	-51	-51	-03:52:23	-51	:-08:30						51	51	03:52:23	51	:08:30
	11:30PM	-48	-48	-03:33:30	-48	:-08:02						48	48	03:33:30	48	:08:02
Daily Totals:		-2591	-2248	-183:47:06	-2182	-06:04:09	0	0	:00:00	0	:00:00	2591	2,248	183:47:06	2182	06:04:09

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/7/2015	12:00AM	-51	-49	-03:41:44	-48	:-07:40						51	49	03:41:44	48	:07:40
	12:30AM	-50	-52	-04:10:54	-52	:-08:40						50	52	04:10:54	52	:08:40
	1:00AM	-51	-51	-04:00:53	-51	:-08:34						51	51	04:00:53	51	:08:34
	1:30AM	-53	-51	-03:45:34	-51	:-08:28						53	51	03:45:34	51	:08:28
	2:00AM	-50	-50	-04:01:47	-50	:-08:20						50	50	04:01:47	50	:08:20
	2:30AM	-50	-49	-03:45:56	-49	:-08:10						50	49	03:45:56	49	:08:10
	3:00AM	-51	-50	-04:00:05	-50	:-08:22						51	50	04:00:05	50	:08:22
	3:30AM	-49	-49	-03:54:33	-49	:-08:06						49	49	03:54:33	49	:08:06
	4:00AM	-50	-52	-04:04:43	-51	:-08:36						50	52	04:04:43	51	:08:36
	4:30AM	-52	-52	-03:57:13	-52	:-08:40						52	52	03:57:13	52	:08:40
	5:00AM	-50	-52	-04:11:27	-49	:-08:09						50	52	04:11:27	49	:08:09
	5:30AM	-52	-50	-03:51:29	-50	:-08:22						52	50	03:51:29	50	:08:22
	6:00AM	-58	-56	-04:33:57	-56	:-09:18						58	56	04:33:57	56	:09:18
	6:30AM	-58	-59	-04:51:19	-59	:-09:50						58	59	04:51:19	59	:09:50
	7:00AM	-59	-57	-04:39:33	-54	:-08:58						59	57	04:39:33	54	:08:58
	7:30AM	-57	-57	-04:49:10	-57	:-09:30						57	57	04:49:10	57	:09:30
	8:00AM	-55	-52	-04:28:43	-47	:-07:52						55	52	04:28:43	47	:07:52
	8:30AM	-58	-57	-04:38:11	-56	:-09:22						58	57	04:38:11	56	:09:22
	9:00AM	-59	-59	-05:09:26	-58	:-09:52						59	59	05:09:26	58	:09:52
	9:30AM	-57	-57	-04:55:31	-57	:-09:28						57	57	04:55:31	57	:09:28
	10:00AM	-56	-50	-04:17:56	-43	:-07:03						56	50	04:17:56	43	:07:03
	10:30AM	-61	-59	-05:14:35	-59	:-09:50						61	59	05:14:35	59	:09:50
	11:00AM	-55	-57	-04:56:29	-56	:-09:26						55	57	04:56:29	56	:09:26
	11:30AM	-56	-57	-04:54:08	-57	:-09:36						56	57	04:54:08	57	:09:36
	12:00PM	-59	-59	-04:55:56	-53	:-08:45						59	59	04:55:56	53	:08:45
	12:30PM	-57	-56	-04:35:52	-56	:-09:24						57	56	04:35:52	56	:09:24
	1:00PM	-58	-58	-04:59:16	-52	:-08:33						58	58	04:59:16	52	:08:33
	1:30PM	-56	-58	-04:57:50	-57	:-09:38						56	58	04:57:50	57	:09:38
	2:00PM	-56	-56	-04:51:03	-56	:-09:18						56	56	04:51:03	56	:09:18
	2:30PM	-57	-57	-04:55:45	-57	:-09:24						57	57	04:55:45	57	:09:24
	3:00PM	-60	-59	-05:04:04	-56	:-09:16						60	59	05:04:04	56	:09:16
	3:30PM	-56	-56	-04:46:46	-56	:-09:14						56	56	04:46:46	56	:09:14
	4:00PM	-55	-57	-05:01:42	-51	:-08:37						55	57	05:01:42	51	:08:37

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-56	-56	-04:44:25	-57	:-09:22						56	56	04:44:25	57	:09:22
	5:00PM	-57	-57	-04:43:13	-56	:-09:20						57	57	04:43:13	56	:09:20
	5:30PM	-60	-59	-04:59:41	-59	:-09:48						60	59	04:59:41	59	:09:48
	6:00PM	-55	-57	-04:59:25	-49	:-08:09						55	57	04:59:25	49	:08:09
	6:30PM	-58	-58	-04:58:51	-58	:-09:44						58	58	04:58:51	58	:09:44
	7:00PM	-59	-57	-04:52:57	-57	:-09:34						59	57	04:52:57	57	:09:34
	7:30PM	-58	-57	-04:56:21	-57	:-09:28						58	57	04:56:21	57	:09:28
	8:00PM	-58	-58	-05:00:50	-57	:-09:24						58	58	05:00:50	57	:09:24
	8:30PM	-58	-58	-04:48:35	-58	:-09:40						58	58	04:48:35	58	:09:40
	9:00PM	-57	-56	-04:37:25	-52	:-08:40						57	56	04:37:25	52	:08:40
	9:30PM	-57	-58	-05:11:57	-58	:-09:42						57	58	05:11:57	58	:09:42
	10:00PM	-51	-53	-04:03:01	-53	:-08:48						51	53	04:03:01	53	:08:48
	10:30PM	-51	-50	-03:59:26	-50	:-08:22						51	50	03:59:26	50	:08:22
	11:00PM	-50	-50	-04:04:49	-49	:-08:20						50	50	04:04:49	49	:08:20
	11:30PM	-51	-50	-03:58:29	-51	:-08:20						51	50	03:58:29	51	:08:20
Daily Totals:		-2648	-2634	-219:02:55	-2576	-07:09:02	0	0	:00:00	0	:00:00	2648	2,634	219:02:55	2576	07:09:02

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
8/31/2015	12:00AM	-50	-49	-03:34:10	-48	:-34:57						50	49	03:34:10	48	:34:57
	12:30AM	-49	-48	-03:30:20	-48	:-35:38						49	48	03:30:20	48	:35:38
	1:00AM	-49	-49	-03:39:17	-49	:-37:08						49	49	03:39:17	49	:37:08
	1:30AM	-50	-49	-03:38:06	-49	:-35:56						50	49	03:38:06	49	:35:56
	2:00AM	-51	-50	-03:30:56	-51	:-37:36						51	50	03:30:56	51	:37:36
	2:30AM	-49	-48	-03:22:27	-48	:-36:30						49	48	03:22:27	48	:36:30
	3:00AM	-49	-48	-03:29:39	-48	:-35:59						49	48	03:29:39	48	:35:59
	3:30AM	-49	-49	-03:29:14	-49	:-36:32						49	49	03:29:14	49	:36:32
	4:00AM	-48	-48	-03:30:24	-47	:-36:00						48	48	03:30:24	47	:36:00
	4:30AM	-50	-50	-03:38:42	-50	:-37:41						50	50	03:38:42	50	:37:41
	5:00AM	-49	-49	-03:32:44	-46	:-33:23						49	49	03:32:44	46	:33:23
	5:30AM	-47	-48	-03:31:57	-48	:-36:02						47	48	03:31:57	48	:36:02
	6:00AM	-55	-54	-04:19:54	-53	:-40:05						55	54	04:19:54	53	:40:05
	6:30AM	-55	-54	-04:14:46	-55	:-40:43						55	54	04:14:46	55	:40:43
	7:00AM	-53	-55	-04:28:36	-54	:-39:48						53	55	04:28:36	54	:39:48
	7:30AM	-53	-54	-04:16:32	-54	:-40:24						53	54	04:16:32	54	:40:24
	8:00AM	-56	-53	-04:09:16	-51	:-37:37						56	53	04:09:16	51	:37:37
	8:30AM	-57	-57	-04:47:51	-57	:-42:30						57	57	04:47:51	57	:42:30
	9:00AM	-56	-55	-04:33:52	-55	:-41:45						56	55	04:33:52	55	:41:45
	9:30AM	-57	-57	-04:29:22	-57	:-42:51						57	57	04:29:22	57	:42:51
	10:00AM	-55	-50	-03:58:51	-44	:-33:21						55	50	03:58:51	44	:33:21
	10:30AM	-54	-53	-04:17:15	-54	:-39:44						54	53	04:17:15	54	:39:44
	11:00AM	-57	-56	-04:32:30	-56	:-42:16						57	56	04:32:30	56	:42:16
	11:30AM	-56	-57	-04:39:18	-56	:-42:13						56	57	04:39:18	56	:42:13
	12:00PM	-55	-54	-04:19:55	-50	:-37:13						55	54	04:19:55	50	:37:13
	12:30PM	-54	-55	-04:27:28	-57	:-41:34						54	55	04:27:28	57	:41:34
	1:00PM	-58	-56	-04:29:33	-53	:-38:34						58	56	04:29:33	53	:38:34
	1:30PM	-56	-57	-04:37:03	-56	:-42:59						56	57	04:37:03	56	:42:59
	2:00PM	-56	-55	-04:28:47	-54	:-40:30						56	55	04:28:47	54	:40:30
	2:30PM	-53	-54	-04:28:53	-55	:-40:44						53	54	04:28:53	55	:40:44
	3:00PM	-53	-52	-04:12:41	-50	:-36:48						53	52	04:12:41	50	:36:48
	3:30PM	-55	-55	-04:34:10	-54	:-40:53						55	55	04:34:10	54	:40:53
	4:00PM	-56	-56	-04:36:30	-53	:-39:51						56	56	04:36:30	53	:39:51

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-56	-56	-04:41:50	-56	:-42:10						56	56	04:41:50	56	:42:10
	5:00PM	-56	-57	-05:01:11	-53	:-41:49						56	57	05:01:11	53	:41:49
	5:30PM	-52	-53	-04:16:05	-53	:-39:32						52	53	04:16:05	53	:39:32
	6:00PM	-51	-51	-04:00:34	-48	:-33:54						51	51	04:00:34	48	:33:54
	6:30PM	-53	-50	-03:50:10	-51	:-38:00						53	50	03:50:10	51	:38:00
	7:00PM	-51	-54	-04:18:48	-52	:-39:45						51	54	04:18:48	52	:39:45
	7:30PM	-53	-54	-04:33:49	-53	:-40:44						53	54	04:33:49	53	:40:44
	8:00PM	-52	-52	-03:59:20	-51	:-37:36						52	52	03:59:20	51	:37:36
	8:30PM	-53	-53	-04:15:54	-53	:-39:38						53	53	04:15:54	53	:39:38
	9:00PM	-52	-50	-03:42:25	-46	:-34:39						52	50	03:42:25	46	:34:39
	9:30PM	-52	-54	-04:24:01	-54	:-40:38						52	54	04:24:01	54	:40:38
	10:00PM	-48	-50	-03:48:29	-49	:-37:13						48	50	03:48:29	49	:37:13
	10:30PM	-49	-49	-03:33:39	-49	:-36:36						49	49	03:33:39	49	:36:36
	11:00PM	-49	-48	-03:27:03	-48	:-36:16						49	48	03:27:03	48	:36:16
	11:30PM	-49	-49	-03:37:25	-49	:-36:38						49	49	03:37:25	49	:36:38
Daily Totals:		-2526	-2514	-197:01:42	-2474	-30:50:53	0	0	:00:00	0	:00:00	2526	2,514	197:01:42	2474	30:50:53

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/1/2015	12:00AM	-48	-48	-03:31:36	-46	:-34:11						48	48	03:31:36	46	:34:11
	12:30AM	-49	-49	-03:36:48	-49	:-36:31						49	49	03:36:48	49	:36:31
	1:00AM	-49	-48	-03:32:37	-48	:-36:09						49	48	03:32:37	48	:36:09
	1:30AM	-49	-50	-03:44:30	-49	:-37:14						49	50	03:44:30	49	:37:14
	2:00AM	-50	-50	-03:41:24	-49	:-37:16						50	50	03:41:24	49	:37:16
	2:30AM	-48	-48	-03:23:38	-48	:-36:31						48	48	03:23:38	48	:36:31
	3:00AM	-49	-48	-03:23:11	-49	:-35:37						49	48	03:23:11	49	:35:37
	3:30AM	-48	-49	-03:41:39	-49	:-37:24						48	49	03:41:39	49	:37:24
	4:00AM	-50	-50	-03:39:22	-49	:-36:59						50	50	03:39:22	49	:36:59
	4:30AM	-49	-50	-03:39:52	-51	:-37:37						49	50	03:39:52	51	:37:37
	5:00AM	-48	-48	-03:30:01	-44	:-33:09						48	48	03:30:01	44	:33:09
	5:30AM	-49	-49	-03:43:56	-48	:-37:00						49	49	03:43:56	48	:37:00
	6:00AM	-56	-53	-04:05:31	-53	:-39:22						56	53	04:05:31	53	:39:22
	6:30AM	-55	-55	-04:28:26	-55	:-41:14						55	55	04:28:26	55	:41:14
	7:00AM	-54	-55	-04:34:38	-55	:-41:17						54	55	04:34:38	55	:41:17
	7:30AM	-56	-55	-04:25:03	-54	:-40:59						56	55	04:25:03	54	:40:59
	8:00AM	-56	-56	-04:38:47	-52	:-39:41						56	56	04:38:47	52	:39:41
	8:30AM	-55	-61	-04:29:10	-61	:-45:07						55	61	04:29:10	61	:45:07
	9:00AM	-56	-66	-04:37:53	-65	:-49:07						56	66	04:37:53	65	:49:07
	9:30AM	-55	-59	-04:35:54	-59	:-45:08						55	59	04:35:54	59	:45:08
	10:00AM	-56	-54	-04:25:41	-52	:-38:01						56	54	04:25:41	52	:38:01
	10:30AM	-48	-46	-03:50:38	-46	:-34:21						48	46	03:50:38	46	:34:21
	11:00AM	-55	-55	-04:27:39	-56	:-41:22						55	55	04:27:39	56	:41:22
	11:30AM	-55	-56	-04:37:17	-56	:-41:54						55	56	04:37:17	56	:41:54
	12:00PM	-56	-55	-04:30:06	-53	:-38:16						56	55	04:30:06	53	:38:16
	12:30PM	-56	-57	-04:44:57	-53	:-41:58						56	57	04:44:57	53	:41:58
	1:00PM	-54	-55	-04:23:04	-52	:-38:07						54	55	04:23:04	52	:38:07
	1:30PM	-53	-47	-03:47:36	-47	:-35:16						53	47	03:47:36	47	:35:16
	2:00PM	-57	-54	-04:03:18	-53	:-39:30						57	54	04:03:18	53	:39:30
	2:30PM	-56	-56	-04:39:31	-55	:-41:37						56	56	04:39:31	55	:41:37
	3:00PM	-56	-55	-04:39:17	-52	:-38:05						56	55	04:39:17	52	:38:05
	3:30PM	-54	-50	-04:07:50	-51	:-37:58						54	50	04:07:50	51	:37:58
	4:00PM	-57	-55	-04:25:34	-51	:-38:45						57	55	04:25:34	51	:38:45

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-56	-56	-04:46:15	-57	:-42:16						56	56	04:46:15	57	:42:16
	5:00PM	-53	-55	-04:37:42	-54	:-40:21						53	55	04:37:42	54	:40:21
	5:30PM	-56	-55	-04:29:27	-55	:-41:00						56	55	04:29:27	55	:41:00
	6:00PM	-53	-54	-04:19:20	-52	:-38:57						53	54	04:19:20	52	:38:57
	6:30PM	-53	-53	-04:13:58	-53	:-39:54						53	53	04:13:58	53	:39:54
	7:00PM	-55	-55	-04:20:11	-53	:-40:30						55	55	04:20:11	53	:40:30
	7:30PM	-54	-52	-04:04:04	-53	:-39:13						54	52	04:04:04	53	:39:13
	8:00PM	-54	-55	-04:23:32	-54	:-40:43						54	55	04:23:32	54	:40:43
	8:30PM	-53	-54	-04:20:19	-54	:-39:38						53	54	04:20:19	54	:39:38
	9:00PM	-53	-51	-03:55:38	-48	:-35:55						53	51	03:55:38	48	:35:55
	9:30PM	-51	-53	-04:22:21	-52	:-40:25						51	53	04:22:21	52	:40:25
	10:00PM	-49	-49	-03:38:15	-49	:-37:08						49	49	03:38:15	49	:37:08
	10:30PM	-48	-49	-03:50:21	-48	:-36:23						48	49	03:50:21	48	:36:23
	11:00PM	-50	-51	-03:46:29	-50	:-37:45						50	51	03:46:29	50	:37:45
	11:30PM	-50	-48	-03:27:18	-50	:-36:42						50	48	03:27:18	50	:36:42
Daily Totals:		-2530	-2532	-198:21:34	-2492	-31:09:33	0	0	:00:00	0	:00:00	2530	2,532	198:21:34	2492	31:09:33

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/2/2015	12:00AM	-50	-49	-03:33:53	-46	:-34:51						50	49	03:33:53	46	:34:51
	12:30AM	-49	-49	-03:39:54	-48	:-36:36						49	49	03:39:54	48	:36:36
	1:00AM	-49	-49	-03:40:30	-49	:-36:08						49	49	03:40:30	49	:36:08
	1:30AM	-50	-49	-03:28:30	-51	:-37:22						50	49	03:28:30	51	:37:22
	2:00AM	-51	-50	-03:55:19	-50	:-37:08						51	50	03:55:19	50	:37:08
	2:30AM	-48	-46	-03:22:42	-47	:-35:06						48	46	03:22:42	47	:35:06
	3:00AM	-51	-51	-03:44:48	-51	:-37:45						51	51	03:44:48	51	:37:45
	3:30AM	-49	-48	-03:42:16	-49	:-36:22						49	48	03:42:16	49	:36:22
	4:00AM	-48	-48	-03:34:58	-49	:-35:42						48	48	03:34:58	49	:35:42
	4:30AM	-48	-50	-03:48:35	-50	:-37:38						48	50	03:48:35	50	:37:38
	5:00AM	-49	-48	-03:25:54	-45	:-34:03						49	48	03:25:54	45	:34:03
	5:30AM	-48	-50	-03:44:56	-50	:-37:31						48	50	03:44:56	50	:37:31
	6:00AM	-56	-54	-04:23:21	-53	:-40:15						56	54	04:23:21	53	:40:15
	6:30AM	-56	-58	-04:46:50	-57	:-43:38						56	58	04:46:50	57	:43:38
	7:00AM	-53	-53	-04:24:19	-53	:-39:22						53	53	04:24:19	53	:39:22
	7:30AM	-56	-55	-04:33:18	-55	:-41:21						56	55	04:33:18	55	:41:21
	8:00AM	-55	-54	-04:29:48	-53	:-38:26						55	54	04:29:48	53	:38:26
	8:30AM	-56	-54	-04:16:08	-54	:-40:33						56	54	04:16:08	54	:40:33
	9:00AM	-57	-59	-04:49:27	-58	:-44:27						57	59	04:49:27	58	:44:27
	9:30AM	-55	-55	-04:24:07	-55	:-41:01						55	55	04:24:07	55	:41:01
	10:00AM	-53	-53	-04:22:24	-50	:-37:56						53	53	04:22:24	50	:37:56
	10:30AM	-54	-53	-04:11:41	-53	:-39:15						54	53	04:11:41	53	:39:15
	11:00AM	-56	-56	-04:44:36	-56	:-41:59						56	56	04:44:36	56	:41:59
	11:30AM	-53	-55	-04:27:38	-55	:-41:01						53	55	04:27:38	55	:41:01
	12:00PM	-55	-54	-04:19:44	-52	:-39:01						55	54	04:19:44	52	:39:01
	12:30PM	-55	-55	-04:32:16	-55	:-41:03						55	55	04:32:16	55	:41:03
	1:00PM	-56	-55	-04:24:39	-49	:-37:23						56	55	04:24:39	49	:37:23
	1:30PM	-57	-57	-04:50:45	-58	:-43:07						57	57	04:50:45	58	:43:07
	2:00PM	-57	-55	-04:26:24	-53	:-40:08						57	55	04:26:24	53	:40:08
	2:30PM	-55	-55	-04:40:10	-55	:-41:48						55	55	04:40:10	55	:41:48
	3:00PM	-56	-57	-04:44:30	-54	:-40:29						56	57	04:44:30	54	:40:29
	3:30PM	-53	-53	-04:10:16	-53	:-40:09						53	53	04:10:16	53	:40:09
	4:00PM	-58	-58	-04:56:56	-54	:-40:42						58	58	04:56:56	54	:40:42

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-53	-52	-04:23:49	-51	:-38:54						53	52	04:23:49	51	:38:54
	5:00PM	-57	-58	-04:48:46	-58	:-42:50						57	58	04:48:46	58	:42:50
	5:30PM	-55	-56	-04:41:56	-56	:-41:53						55	56	04:41:56	56	:41:53
	6:00PM	-52	-53	-04:08:25	-51	:-37:43						52	53	04:08:25	51	:37:43
	6:30PM	-54	-54	-04:11:22	-55	:-40:28						54	54	04:11:22	55	:40:28
	7:00PM	-53	-53	-04:08:47	-53	:-39:25						53	53	04:08:47	53	:39:25
	7:30PM	-53	-53	-04:14:44	-53	:-40:23						53	53	04:14:44	53	:40:23
	8:00PM	-54	-53	-03:59:40	-53	:-39:01						54	53	03:59:40	53	:39:01
	8:30PM	-52	-54	-04:22:25	-54	:-39:53						52	54	04:22:25	54	:39:53
	9:00PM	-54	-52	-04:01:21	-49	:-37:23						54	52	04:01:21	49	:37:23
	9:30PM	-52	-52	-04:14:37	-52	:-38:37						52	52	04:14:37	52	:38:37
	10:00PM	-48	-50	-03:55:37	-50	:-37:53						48	50	03:55:37	50	:37:53
	10:30PM	-49	-49	-03:27:16	-49	:-36:30						49	49	03:27:16	49	:36:30
	11:00PM	-50	-50	-03:44:33	-50	:-37:31						50	50	03:44:33	50	:37:31
	11:30PM	-49	-48	-03:24:23	-48	:-35:59						49	48	03:24:23	48	:35:59
Daily Totals:		-2537	-2532	-200:29:13	-2502	-31:13:39	0	0	:00:00	0	:00:00	2537	2,532	200:29:13	2502	31:13:39

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/3/2015	12:00AM	-50	-49	-03:42:01	-47	:-35:28						50	49	03:42:01	47	:35:28
	12:30AM	-50	-49	-03:30:26	-47	:-36:19						50	49	03:30:26	47	:36:19
	1:00AM	-49	-49	-03:37:00	-50	:-36:51						49	49	03:37:00	50	:36:51
	1:30AM	-49	-50	-03:48:28	-50	:-37:25						49	50	03:48:28	50	:37:25
	2:00AM	-47	-47	-03:27:24	-47	:-35:05						47	47	03:27:24	47	:35:05
	2:30AM	-49	-50	-03:34:01	-50	:-37:46						49	50	03:34:01	50	:37:46
	3:00AM	-49	-48	-03:24:33	-48	:-35:58						49	48	03:24:33	48	:35:58
	3:30AM	-49	-48	-03:32:03	-49	:-36:02						49	48	03:32:03	49	:36:02
	4:00AM	-50	-50	-03:45:50	-50	:-37:48						50	50	03:45:50	50	:37:48
	4:30AM	-48	-49	-03:41:53	-49	:-36:38						48	49	03:41:53	49	:36:38
	5:00AM	-49	-49	-03:30:36	-48	:-34:45						49	49	03:30:36	48	:34:45
	5:30AM	-48	-48	-03:40:36	-48	:-36:16						48	48	03:40:36	48	:36:16
	6:00AM	-57	-54	-04:12:21	-55	:-40:30						57	54	04:12:21	55	:40:30
	6:30AM	-55	-54	-04:21:43	-53	:-40:15						55	54	04:21:43	53	:40:15
	7:00AM	-56	-57	-04:43:48	-54	:-41:01						56	57	04:43:48	54	:41:01
	7:30AM	-58	-56	-04:39:38	-56	:-42:24						58	56	04:39:38	56	:42:24
	8:00AM	-57	-56	-04:31:52	-54	:-39:02						57	56	04:31:52	54	:39:02
	8:30AM	-56	-55	-04:24:47	-56	:-41:43						56	55	04:24:47	56	:41:43
	9:00AM	-54	-56	-04:48:38	-55	:-41:29						54	56	04:48:38	55	:41:29
	9:30AM	-56	-57	-04:28:35	-57	:-42:53						56	57	04:28:35	57	:42:53
	10:00AM	-55	-55	-04:38:32	-52	:-38:41						55	55	04:38:32	52	:38:41
	10:30AM	-52	-53	-04:13:16	-54	:-40:23						52	53	04:13:16	54	:40:23
	11:00AM	-55	-55	-04:27:05	-53	:-40:14						55	55	04:27:05	53	:40:14
	11:30AM	-54	-54	-04:10:54	-54	:-40:33						54	54	04:10:54	54	:40:33
	12:00PM	-56	-56	-04:33:44	-52	:-39:18						56	56	04:33:44	52	:39:18
	12:30PM	-57	-57	-04:51:54	-57	:-42:46						57	57	04:51:54	57	:42:46
	1:00PM	-56	-56	-04:48:42	-54	:-39:18						56	56	04:48:42	54	:39:18
	1:30PM	-55	-55	-04:24:53	-54	:-40:37						55	55	04:24:53	54	:40:37
	2:00PM	-55	-55	-04:29:15	-54	:-41:17						55	55	04:29:15	54	:41:17
	2:30PM	-56	-55	-04:21:30	-56	:-41:14						56	55	04:21:30	56	:41:14
	3:00PM	-56	-55	-04:27:49	-52	:-38:22						56	55	04:27:49	52	:38:22
	3:30PM	-56	-55	-04:30:42	-53	:-41:15						56	55	04:30:42	53	:41:15
	4:00PM	-55	-56	-04:43:06	-55	:-40:33						55	56	04:43:06	55	:40:33

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-55	-56	-04:25:35	-56	:-42:31						55	56	04:25:35	56	:42:31
	5:00PM	-53	-56	-04:44:51	-54	:-40:27						53	56	04:44:51	54	:40:27
	5:30PM	-55	-53	-04:24:08	-55	:-40:24						55	53	04:24:08	55	:40:24
	6:00PM	-54	-55	-04:19:29	-52	:-39:09						54	55	04:19:29	52	:39:09
	6:30PM	-54	-54	-04:19:44	-54	:-40:15						54	54	04:19:44	54	:40:15
	7:00PM	-53	-54	-04:22:00	-53	:-40:21						53	54	04:22:00	53	:40:21
	7:30PM	-53	-52	-04:09:21	-53	:-39:17						53	52	04:09:21	53	:39:17
	8:00PM	-50	-51	-03:50:12	-48	:-36:51						50	51	03:50:12	48	:36:51
	8:30PM	-51	-49	-03:36:55	-48	:-36:44						51	49	03:36:55	48	:36:44
	9:00PM	-51	-46	-03:28:33	-47	:-34:51						51	46	03:28:33	47	:34:51
	9:30PM	-52	-47	-03:28:33	-47	:-35:00						52	47	03:28:33	47	:35:00
	10:00PM	-48	-48	-03:36:26	-49	:-36:22						48	48	03:36:26	49	:36:22
	10:30PM	-47	-48	-03:17:58	-48	:-36:00						47	48	03:17:58	48	:36:00
	11:00PM	-48	-48	-03:24:42	-47	:-35:47						48	48	03:24:42	47	:35:47
	11:30PM	-47	-47	-03:15:03	-47	:-34:53						47	47	03:15:03	47	:34:53
Daily Totals:		-2525	-2512	-196:51:05	-2481	-30:59:01	0	0	:00:00	0	:00:00	2525	2,512	196:51:05	2481	30:59:01

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/4/2015	12:00AM	-50	-49	-03:43:34	-49	:-36:56						50	49	03:43:34	49	:36:56
	12:30AM	-49	-47	-03:16:57	-46	:-35:05						49	47	03:16:57	46	:35:05
	1:00AM	-49	-48	-03:37:24	-50	:-36:14						49	48	03:37:24	50	:36:14
	1:30AM	-50	-50	-03:38:04	-50	:-37:41						50	50	03:38:04	50	:37:41
	2:00AM	-48	-49	-03:36:12	-50	:-36:45						48	49	03:36:12	50	:36:45
	2:30AM	-49	-50	-03:48:04	-50	:-37:31						49	50	03:48:04	50	:37:31
	3:00AM	-49	-49	-03:23:47	-50	:-36:51						49	49	03:23:47	50	:36:51
	3:30AM	-48	-47	-03:24:40	-47	:-35:07						48	47	03:24:40	47	:35:07
	4:00AM	-50	-51	-03:50:45	-51	:-38:23						50	51	03:50:45	51	:38:23
	4:30AM	-50	-50	-03:38:57	-50	:-37:38						50	50	03:38:57	50	:37:38
	5:00AM	-49	-49	-03:38:16	-46	:-34:51						49	49	03:38:16	46	:34:51
	5:30AM	-49	-48	-03:34:46	-48	:-35:59						49	48	03:34:46	48	:35:59
	6:00AM	-39	-41	-03:12:13	-38	:-29:15						39	41	03:12:13	38	:29:15
	6:30AM	-39	-38	-02:48:27	-37	:-27:17						39	38	02:48:27	37	:27:17
	7:00AM	-34	-28	-02:19:27	-24	:-17:43						34	28	02:19:27	24	:17:43
	7:30AM	-41	-27	-01:56:31	-23	:-17:22						41	27	01:56:31	23	:17:22
	8:00AM	-55	-47	-03:14:03	-43	:-33:24						55	47	03:14:03	43	:33:24
	8:30AM	-54	-54	-04:17:20	-54	:-40:29						54	54	04:17:20	54	:40:29
	9:00AM	-58	-58	-04:43:53	-58	:-43:16						58	58	04:43:53	58	:43:16
	9:30AM	-53	-56	-04:32:46	-55	:-41:53						53	56	04:32:46	55	:41:53
	10:00AM	-53	-48	-03:59:43	-44	:-33:17						53	48	03:59:43	44	:33:17
	10:30AM	-54	-51	-04:13:05	-50	:-38:45						54	51	04:13:05	50	:38:45
	11:00AM	-56	-56	-04:38:18	-56	:-41:59						56	56	04:38:18	56	:41:59
	11:30AM	-58	-58	-04:48:15	-57	:-43:15						58	58	04:48:15	57	:43:15
	12:00PM	-58	-56	-04:28:32	-52	:-38:47						58	56	04:28:32	52	:38:47
	12:30PM	-55	-55	-04:30:56	-57	:-41:45						55	55	04:30:56	57	:41:45
	1:00PM	-54	-52	-04:08:09	-48	:-36:02						54	52	04:08:09	48	:36:02
	1:30PM	-54	-57	-04:44:03	-56	:-42:23						54	57	04:44:03	56	:42:23
	2:00PM	-57	-57	-04:45:44	-55	:-41:36						57	57	04:45:44	55	:41:36
	2:30PM	-54	-54	-04:31:41	-54	:-40:42						54	54	04:31:41	54	:40:42
	3:00PM	-54	-54	-04:27:14	-52	:-38:53						54	54	04:27:14	52	:38:53
	3:30PM	-57	-55	-04:22:55	-55	:-40:48						57	55	04:22:55	55	:40:48
	4:00PM	-52	-50	-04:10:57	-49	:-35:56						52	50	04:10:57	49	:35:56

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-53	-49	-03:49:01	-48	:-36:22						53	49	03:49:01	48	:36:22
	5:00PM	-51	-45	-03:46:28	-45	:-32:21						51	45	03:46:28	45	:32:21
	5:30PM	-54	-48	-03:48:51	-49	:-35:59						54	48	03:48:51	49	:35:59
	6:00PM	-52	-50	-03:57:29	-46	:-35:01						52	50	03:57:29	46	:35:01
	6:30PM	-53	-49	-03:45:36	-49	:-36:52						53	49	03:45:36	49	:36:52
	7:00PM	-54	-51	-04:02:08	-50	:-37:53						54	51	04:02:08	50	:37:53
	7:30PM	-54	-49	-03:52:59	-50	:-37:15						54	49	03:52:59	50	:37:15
	8:00PM	-47	-38	-02:57:36	-35	:-25:55						47	38	02:57:36	35	:25:55
	8:30PM	-46	-39	-02:51:14	-38	:-28:41						46	39	02:51:14	38	:28:41
	9:00PM	-48	-39	-02:50:49	-39	:-28:20						48	39	02:50:49	39	:28:20
	9:30PM	-50	-43	-03:02:00	-42	:-31:35						50	43	03:02:00	42	:31:35
	10:00PM	-46	-40	-02:45:00	-39	:-29:50						46	40	02:45:00	39	:29:50
	10:30PM	-46	-41	-02:45:34	-41	:-30:23						46	41	02:45:34	41	:30:23
	11:00PM	-45	-41	-02:44:54	-41	:-30:38						45	41	02:44:54	41	:30:38
	11:30PM	-44	-39	-02:39:09	-39	:-29:41						44	39	02:39:09	39	:29:41
Daily Totals:		-2422	-2300	-177:44:26	-2255	-28:10:34	0	0	:00:00	0	:00:00	2422	2,300	177:44:26	2255	28:10:34

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/5/2015	12:00AM	-50	-50	-03:39:38	-48	:-36:29						50	50	03:39:38	48	:36:29
	12:30AM	-49	-49	-03:40:15	-49	:-36:45						49	49	03:40:15	49	:36:45
	1:00AM	-49	-50	-03:43:29	-50	:-37:11						49	50	03:43:29	50	:37:11
	1:30AM	-48	-49	-03:33:21	-49	:-37:46						48	49	03:33:21	49	:37:46
	2:00AM	-50	-51	-03:54:30	-51	:-37:53						50	51	03:54:30	51	:37:53
	2:30AM	-49	-49	-03:35:32	-49	:-36:31						49	49	03:35:32	49	:36:31
	3:00AM	-49	-51	-03:39:50	-51	:-38:30						49	51	03:39:50	51	:38:30
	3:30AM	-49	-51	-03:57:16	-49	:-37:19						49	51	03:57:16	49	:37:19
	4:00AM	-51	-49	-03:22:45	-50	:-36:46						51	49	03:22:45	50	:36:46
	4:30AM	-49	-51	-03:52:24	-51	:-39:04						49	51	03:52:24	51	:39:04
	5:00AM	-42	-41	-02:52:49	-35	:-27:18						42	41	02:52:49	35	:27:18
	5:30AM	-44	-39	-02:30:57	-37	:-28:30						44	39	02:30:57	37	:28:30
	6:00AM	-51	-38	-02:55:54	-36	:-27:14						51	38	02:55:54	36	:27:14
	6:30AM	-47	-35	-02:59:41	-34	:-25:50						47	35	02:59:41	34	:25:50
	7:00AM	-50	-36	-02:53:46	-31	:-23:19						50	36	02:53:46	31	:23:19
	7:30AM	-49	-37	-03:07:10	-34	:-26:19						49	37	03:07:10	34	:26:19
	8:00AM	-50	-37	-03:04:11	-34	:-26:34						50	37	03:04:11	34	:26:34
	8:30AM	-49	-36	-02:59:59	-35	:-26:27						49	36	02:59:59	35	:26:27
	9:00AM	-49	-37	-03:09:09	-32	:-26:15						49	37	03:09:09	32	:26:15
	9:30AM	-50	-35	-02:38:59	-34	:-25:27						50	35	02:38:59	34	:25:27
	10:00AM	-47	-32	-02:29:16	-27	:-20:12						47	32	02:29:16	27	:20:12
	10:30AM	-49	-36	-03:01:27	-34	:-26:31						49	36	03:01:27	34	:26:31
	11:00AM	-50	-36	-02:54:10	-34	:-25:54						50	36	02:54:10	34	:25:54
	11:30AM	-48	-35	-02:56:11	-33	:-25:07						48	35	02:56:11	33	:25:07
	12:00PM	-42	-25	-02:03:41	-20	:-14:52						42	25	02:03:41	20	:14:52
	12:30PM	-45	-26	-01:55:24	-21	:-15:54						45	26	01:55:24	21	:15:54
	1:00PM	-58	-51	-03:49:18	-49	:-37:36						58	51	03:49:18	49	:37:36
	1:30PM	-57	-52	-04:30:45	-51	:-38:52						57	52	04:30:45	51	:38:52
	2:00PM	-56	-48	-04:00:31	-48	:-35:48						56	48	04:00:31	48	:35:48
	2:30PM	-56	-51	-04:00:15	-51	:-38:31						56	51	04:00:15	51	:38:31
	3:00PM	-54	-48	-04:15:23	-44	:-33:31						54	48	04:15:23	44	:33:31
	3:30PM	-55	-48	-04:00:57	-50	:-36:44						55	48	04:00:57	50	:36:44
	4:00PM	-53	-43	-03:33:46	-39	:-29:21						53	43	03:33:46	39	:29:21

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-54	-51	-04:13:50	-51	:-38:16						54	51	04:13:50	51	:38:16
	5:00PM	-52	-49	-04:01:25	-48	:-36:29						52	49	04:01:25	48	:36:29
	5:30PM	-56	-49	-04:09:19	-50	:-37:29						56	49	04:09:19	50	:37:29
	6:00PM	-46	-37	-02:49:09	-32	:-23:06						46	37	02:49:09	32	:23:06
	6:30PM	-45	-37	-02:36:16	-35	:-26:04						45	37	02:36:16	35	:26:04
	7:00PM	-56	-50	-03:50:25	-51	:-37:45						56	50	03:50:25	51	:37:45
	7:30PM	-53	-51	-03:49:16	-51	:-38:21						53	51	03:49:16	51	:38:21
	8:00PM	-55	-53	-04:10:15	-53	:-39:38						55	53	04:10:15	53	:39:38
	8:30PM	-54	-53	-03:54:26	-52	:-39:28						54	53	03:54:26	52	:39:28
	9:00PM	-50	-45	-03:18:49	-43	:-31:11						50	45	03:18:49	43	:31:11
	9:30PM	-53	-52	-04:02:34	-51	:-38:53						53	52	04:02:34	51	:38:53
	10:00PM	-47	-47	-03:23:41	-47	:-35:17						47	47	03:23:41	47	:35:17
	10:30PM	-49	-50	-03:46:21	-48	:-37:21						49	50	03:46:21	48	:37:21
	11:00PM	-47	-48	-03:25:51	-48	:-36:16						47	48	03:25:51	48	:36:16
	11:30PM	-47	-48	-03:32:48	-47	:-35:45						47	48	03:32:48	47	:35:45
Daily Totals:		-2408	-2122	-164:47:04	-2047	-25:47:39	0	0	:00:00	0	:00:00	2408	2,122	164:47:04	2047	25:47:39

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/6/2015	12:00AM	-50	-49	-03:37:22	-46	:-34:35						50	49	03:37:22	46	:34:35
	12:30AM	-49	-51	-03:49:38	-49	:-37:50						49	51	03:49:38	49	:37:50
	1:00AM	-51	-50	-03:41:39	-51	:-38:24						51	50	03:41:39	51	:38:24
	1:30AM	-50	-50	-03:52:22	-50	:-37:23						50	50	03:52:22	50	:37:23
	2:00AM	-48	-49	-03:32:52	-48	:-36:22						48	49	03:32:52	48	:36:22
	2:30AM	-49	-49	-03:42:03	-50	:-37:08						49	49	03:42:03	50	:37:08
	3:00AM	-49	-48	-03:29:48	-49	:-36:06						49	48	03:29:48	49	:36:06
	3:30AM	-51	-49	-03:36:33	-49	:-36:08						51	49	03:36:33	49	:36:08
	4:00AM	-49	-50	-03:43:16	-49	:-37:23						49	50	03:43:16	49	:37:23
	4:30AM	-49	-49	-03:36:32	-50	:-37:07						49	49	03:36:32	50	:37:07
	5:00AM	-41	-36	-02:27:41	-33	:-24:06						41	36	02:27:41	33	:24:06
	5:30AM	-41	-37	-02:15:18	-35	:-26:35						41	37	02:15:18	35	:26:35
	6:00AM	-49	-30	-02:33:24	-28	:-21:24						49	30	02:33:24	28	:21:24
	6:30AM	-50	-30	-02:36:56	-29	:-20:55						50	30	02:36:56	29	:20:55
	7:00AM	-49	-32	-02:41:52	-30	:-21:11						49	32	02:41:52	30	:21:11
	7:30AM	-49	-31	-02:28:36	-31	:-22:49						49	31	02:28:36	31	:22:49
	8:00AM	-50	-31	-02:28:44	-29	:-22:03						50	31	02:28:44	29	:22:03
	8:30AM	-49	-31	-02:48:46	-29	:-21:41						49	31	02:48:46	29	:21:41
	9:00AM	-51	-34	-03:03:30	-31	:-24:33						51	34	03:03:30	31	:24:33
	9:30AM	-48	-31	-02:40:05	-30	:-21:51						48	31	02:40:05	30	:21:51
	10:00AM	-49	-27	-02:11:53	-24	:-17:35						49	27	02:11:53	24	:17:35
	10:30AM	-46	-30	-02:38:26	-28	:-21:21						46	30	02:38:26	28	:21:21
	11:00AM	-48	-30	-02:37:06	-28	:-21:13						48	30	02:37:06	28	:21:13
	11:30AM	-47	-29	-02:32:08	-26	:-20:31						47	29	02:32:08	26	:20:31
	12:00PM	-42	-20	-01:33:10	-17	:-11:50						42	20	01:33:10	17	:11:50
	12:30PM	-43	-23	-01:40:35	-17	:-13:37						43	23	01:40:35	17	:13:37
	1:00PM	-63	-53	-04:00:06	-52	:-38:47						63	53	04:00:06	52	:38:47
	1:30PM	-57	-53	-04:18:32	-53	:-40:16						57	53	04:18:32	53	:40:16
	2:00PM	-53	-48	-03:57:40	-48	:-35:53						53	48	03:57:40	48	:35:53
	2:30PM	-56	-50	-04:10:55	-50	:-37:45						56	50	04:10:55	50	:37:45
	3:00PM	-57	-50	-04:10:34	-47	:-35:16						57	50	04:10:34	47	:35:16
	3:30PM	-55	-51	-04:05:31	-51	:-38:39						55	51	04:05:31	51	:38:39
	4:00PM	-52	-45	-03:32:50	-42	:-30:25						52	45	03:32:50	42	:30:25

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-54	-52	-04:28:08	-52	:-39:17						54	52	04:28:08	52	:39:17
	5:00PM	-53	-51	-03:58:32	-50	:-37:59						53	51	03:58:32	50	:37:59
	5:30PM	-54	-50	-04:00:26	-50	:-37:45						54	50	04:00:26	50	:37:45
	6:00PM	-43	-36	-02:44:36	-30	:-22:13						43	36	02:44:36	30	:22:13
	6:30PM	-45	-37	-02:30:38	-35	:-26:44						45	37	02:30:38	35	:26:44
	7:00PM	-53	-49	-03:41:59	-48	:-36:21						53	49	03:41:59	48	:36:21
	7:30PM	-54	-51	-04:00:03	-50	:-38:21						54	51	04:00:03	50	:38:21
	8:00PM	-51	-48	-03:49:56	-47	:-35:43						51	48	03:49:56	47	:35:43
	8:30PM	-54	-51	-04:13:25	-50	:-37:56						54	51	04:13:25	50	:37:56
	9:00PM	-50	-44	-03:10:33	-41	:-31:02						50	44	03:10:33	41	:31:02
	9:30PM	-54	-51	-04:01:46	-50	:-38:07						54	51	04:01:46	50	:38:07
	10:00PM	-48	-48	-03:31:25	-48	:-35:24						48	48	03:31:25	48	:35:24
	10:30PM	-47	-48	-03:17:09	-48	:-36:32						47	48	03:17:09	48	:36:32
	11:00PM	-48	-49	-03:29:37	-48	:-36:45						48	49	03:29:37	48	:36:45
	11:30PM	-47	-49	-03:19:15	-48	:-36:07						47	49	03:19:15	48	:36:07
Daily Totals:		-2395	-2040	-158:33:51	-1974	-24:44:58	0	0	:00:00	0	:00:00	2395	2,040	158:33:51	1974	24:44:58

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>



Skills tracked

Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/7/2015	12:00AM	-49	-47	-03:24:01	-46	:-33:03						49	47	03:24:01	46	:33:03
	12:30AM	-47	-47	-03:25:06	-47	:-35:07						47	47	03:25:06	47	:35:07
	1:00AM	-48	-46	-03:18:38	-47	:-34:38						48	46	03:18:38	47	:34:38
	1:30AM	-49	-50	-03:54:00	-49	:-36:43						49	50	03:54:00	49	:36:43
	2:00AM	-50	-50	-03:33:28	-50	:-37:32						50	50	03:33:28	50	:37:32
	2:30AM	-48	-48	-03:31:13	-49	:-36:44						48	48	03:31:13	49	:36:44
	3:00AM	-48	-49	-03:36:36	-48	:-36:26						48	49	03:36:36	48	:36:26
	3:30AM	-47	-48	-03:25:48	-48	:-36:00						47	48	03:25:48	48	:36:00
	4:00AM	-49	-48	-03:36:51	-48	:-35:52						49	48	03:36:51	48	:35:52
	4:30AM	-49	-49	-03:37:22	-49	:-36:45						49	49	03:37:22	49	:36:45
	5:00AM	-49	-48	-03:27:57	-44	:-32:13						49	48	03:27:57	44	:32:13
	5:30AM	-47	-47	-03:27:53	-47	:-35:17						47	47	03:27:53	47	:35:17
	6:00AM	-54	-51	-03:58:43	-51	:-37:49						54	51	03:58:43	51	:37:49
	6:30AM	-54	-53	-04:14:06	-54	:-40:10						54	53	04:14:06	54	:40:10
	7:00AM	-53	-55	-04:36:16	-52	:-39:39						53	55	04:36:16	52	:39:39
	7:30AM	-53	-53	-04:09:18	-53	:-39:27						53	53	04:09:18	53	:39:27
	8:00AM	-55	-51	-04:00:21	-47	:-35:36						55	51	04:00:21	47	:35:36
	8:30AM	-56	-56	-04:50:02	-56	:-42:00						56	56	04:50:02	56	:42:00
	9:00AM	-55	-54	-04:29:28	-55	:-40:47						55	54	04:29:28	55	:40:47
	9:30AM	-55	-55	-04:19:21	-55	:-41:22						55	55	04:19:21	55	:41:22
	10:00AM	-54	-48	-03:49:41	-43	:-31:41						54	48	03:49:41	43	:31:41
	10:30AM	-52	-54	-04:25:10	-54	:-40:24						52	54	04:25:10	54	:40:24
	11:00AM	-54	-54	-04:22:28	-55	:-40:48						54	54	04:22:28	55	:40:48
	11:30AM	-55	-55	-04:25:15	-55	:-40:49						55	55	04:25:15	55	:40:49
	12:00PM	-54	-53	-04:15:38	-48	:-36:16						54	53	04:15:38	48	:36:16
	12:30PM	-54	-54	-04:26:46	-56	:-40:56						54	54	04:26:46	56	:40:56
	1:00PM	-55	-57	-04:44:21	-50	:-38:08						55	57	04:44:21	50	:38:08
	1:30PM	-54	-55	-04:25:20	-56	:-41:30						54	55	04:25:20	56	:41:30
	2:00PM	-55	-54	-04:29:38	-53	:-39:31						55	54	04:29:38	53	:39:31
	2:30PM	-54	-53	-04:25:53	-54	:-40:11						54	53	04:25:53	54	:40:11
	3:00PM	-52	-53	-04:20:55	-50	:-37:17						52	53	04:20:55	50	:37:17
	3:30PM	-54	-54	-04:37:57	-54	:-40:03						54	54	04:37:57	54	:40:03
	4:00PM	-55	-54	-04:31:15	-51	:-37:46						55	54	04:31:15	51	:37:46

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



Help Desk		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
	4:30PM	-55	-55	-04:38:03	-55	:-41:36						55	55	04:38:03	55	:41:36
	5:00PM	-55	-55	-04:52:05	-53	:-40:02						55	55	04:52:05	53	:40:02
	5:30PM	-53	-53	-04:20:00	-53	:-39:30						53	53	04:20:00	53	:39:30
	6:00PM	-51	-51	-04:11:49	-44	:-32:55						51	51	04:11:49	44	:32:55
	6:30PM	-53	-51	-03:59:43	-50	:-38:40						53	51	03:59:43	50	:38:40
	7:00PM	-52	-53	-04:17:25	-52	:-39:02						52	53	04:17:25	52	:39:02
	7:30PM	-51	-52	-04:22:55	-52	:-39:13						51	52	04:22:55	52	:39:13
	8:00PM	-52	-52	-04:05:27	-51	:-37:20						52	52	04:05:27	51	:37:20
	8:30PM	-52	-52	-04:13:24	-52	:-39:01						52	52	04:13:24	52	:39:01
	9:00PM	-50	-48	-03:34:07	-44	:-32:35						50	48	03:34:07	44	:32:35
	9:30PM	-52	-52	-04:09:18	-52	:-39:00						52	52	04:09:18	52	:39:00
	10:00PM	-48	-48	-03:36:28	-49	:-35:44						48	48	03:36:28	49	:35:44
	10:30PM	-47	-47	-03:20:47	-47	:-35:15						47	47	03:20:47	47	:35:15
	11:00PM	-48	-48	-03:32:07	-48	:-36:10						48	48	03:32:07	48	:36:10
	11:30PM	-48	-48	-03:37:15	-48	:-35:52						48	48	03:37:15	48	:35:52
Daily Totals:		-2484	-2468	-195:07:38	-2424	-30:10:25	0	0	:00:00	0	:00:00	2484	2,468	195:07:38	2424	30:10:25

Actual vs Forecast Historical Analysis

Forecast Start Date Time: 8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM

Site ID Range: 0

Workgroup(s): <All>

Skills tracked



TechnicalSales		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
9/2/2015	10:30AM	0	0	:00:00	0	:00:00						0	0	:00:00	0	:00:00
Daily Totals:		0	0	:00:00	0	:00:00	0	0	:00:00	0	:00:00	0	0	:00:00	0	:00:00