(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

SystemIvrTransferHub Interval	Calls
12:00:00AM	0
12:30:00AM	0
1:00:00AM	0
1:30:00AM	0
2:00:00AM	0
2:30:00AM	0
3:00:00AM	0
3:30:00AM	0
4:00:00AM	0
4:30:00AM	0
5:00:00AM	0
5:30:00AM	0
6:00:00AM	0
6:30:00AM	0
7:00:00AM	0
7:30:00AM	0
8:00:00AM	0
9:00:00AM	0
9:30:00AM	0
10:00:00AM	0
10:30:00AM	0
11:00:00AM	0
11:30:00AM	0
12:00:00PM	0
12:30:00PM	0
1:00:00PM	0

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

SystemIvrTransferHub Interval	Calls
1:30:00PM	0
2:00:00PM	0
2:30:00PM	0
3:00:00PM	0
3:30:00PM	0
4:00:00PM	0
4:30:00PM	0
5:00:00PM	0
5:30:00PM	0
6:00:00PM	0
6:30:00PM	0
7:00:00PM	0
7:30:00PM	0
8:00:00PM	0
8:30:00PM	0
9:00:00PM	0
9:30:00PM	0
10:00:00PM	0
10:30:00PM	0
11:00:00PM	0
11:30:00PM	0
Total:	**0**

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ဝ GENESYS™

Queue Name: **_SystemIvrTransferHub_**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: \<All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All>

8 GENESYS™

407ETR	Interval	Calls
	12:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: 407ETR
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

407ETR-French	Interval	Calls
	12:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **407ETR-French**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	\<All\>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	\<All\>

GENESYS

Accounting	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	1
	9:00:00AM	0
	9:30:00AM	3
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

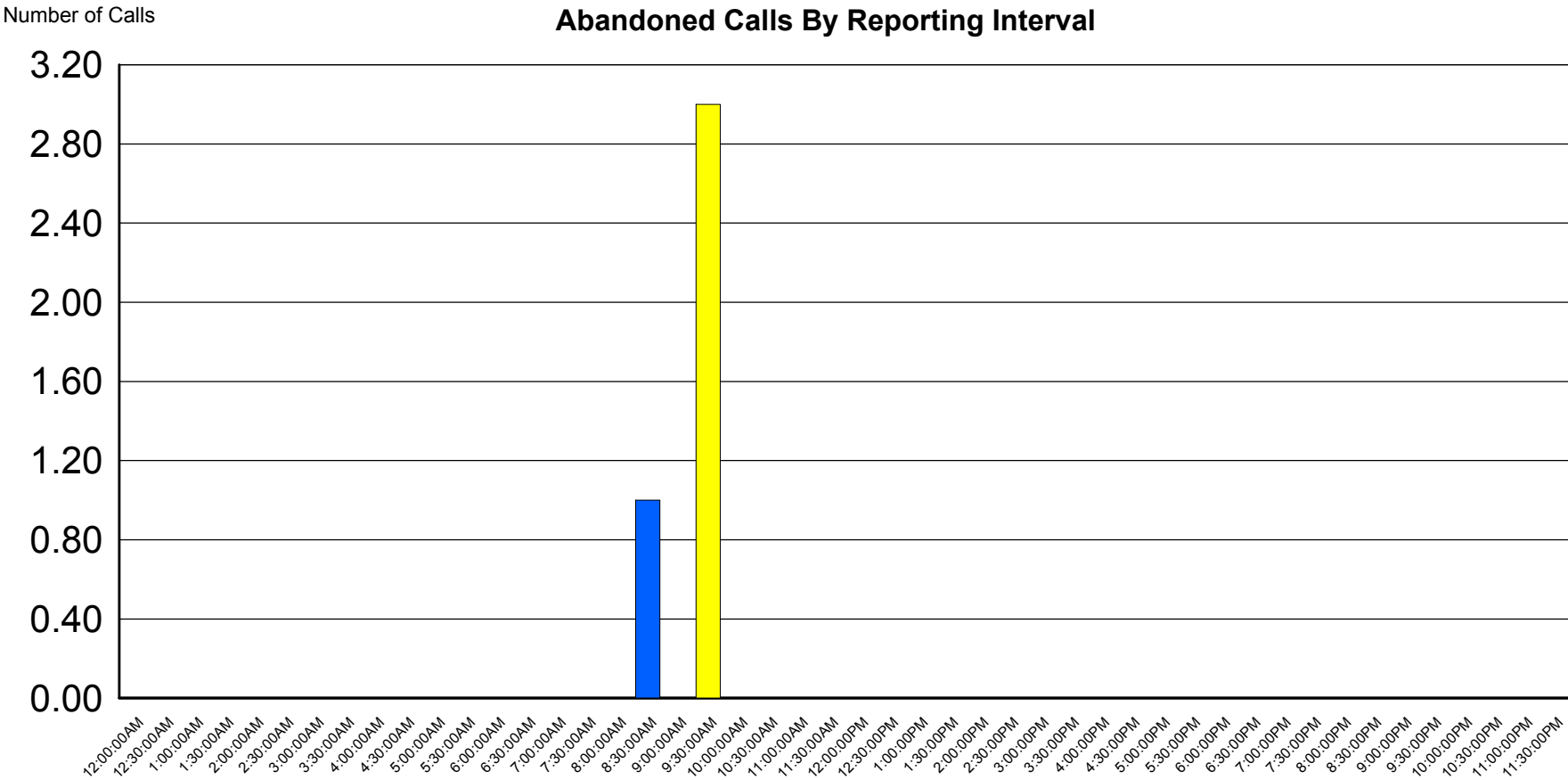Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

Accounting	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		**4**

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Accounting

Number of Calls

Abandoned Calls By Reporting Interval

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

American Red Cross	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
Total:		0

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: American Red Cross
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

ARM Collections	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

᎒8 GENESYS

ARM Collections	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		**0**

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **ARM Collections**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

AS-TechSupport	Interval	Calls
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ǤGENESYS

Queue Name: **AS-TechSupport**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

AVDS Dialer	Interval	Calls
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
Total:		0

Queue Range:	\<All\>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	\<All\>

GENESYS

Queue Name: AVDS Dialer
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Bentley	Interval	Calls
	12:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Queue Name: Bentley
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

BF-TechSupport	Interval	Calls
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: BF-TechSupport
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

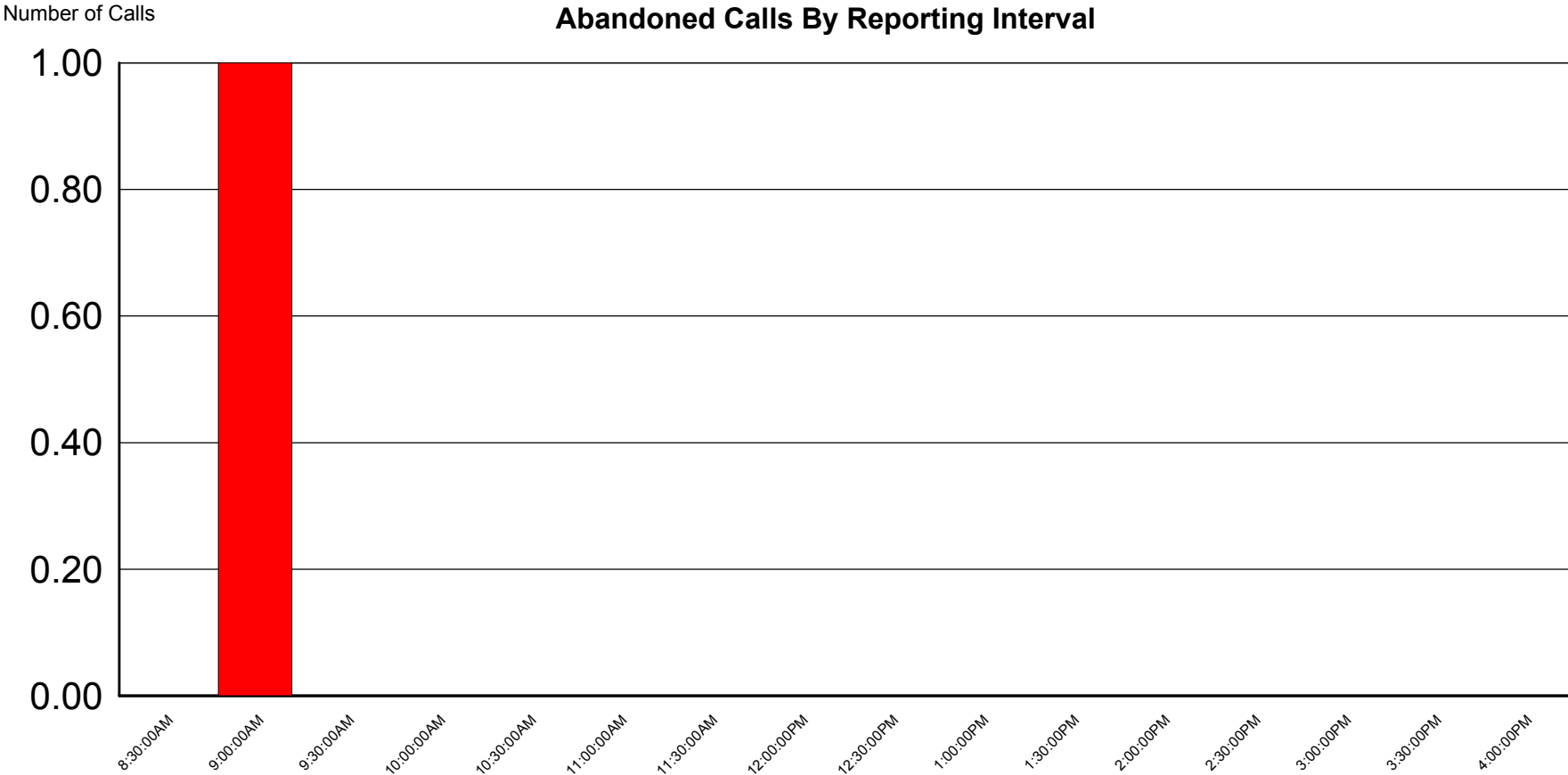Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Care Center	Interval	Calls
	8:30:00AM	0
	9:00:00AM	1
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
Total:		1

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Queue Name: Care Center

Abandoned Calls By Reporting Interval

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Cigna Clinical Team	Interval	Calls
	12:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

SO GENESYS

Queue Name: Cigna Clinical Team
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Cigna Customer Service	Interval	Calls
	12:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Cigna Customer Service
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

○ο GENESYS

Cigna Health Coaching	Interval	Calls
	12:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Cigna Health Coaching
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Claims	Interval	Calls
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Claims	Interval	Calls
	10:00:00PM	0
	10:30:00PM	0
Total:		0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Claims
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ClientServices	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: ClientServices
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

![Genesys logo]

CompanyOperator	Interval	Calls
	10:30:00AM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: CompanyOperator
Chart not printed : all data points are zero

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Complaints Escalation - 1 Interval	Calls
6:00:00AM	0
6:30:00AM	0
7:00:00AM	0
7:30:00AM	0
8:00:00AM	0
8:30:00AM	0
9:00:00AM	0
9:30:00AM	0
10:00:00AM	0
10:30:00AM	0
11:00:00AM	0
11:30:00AM	0
12:00:00PM	0
12:30:00PM	0
1:00:00PM	0
1:30:00PM	0
2:00:00PM	0
2:30:00PM	0
3:00:00PM	0
3:30:00PM	0
4:00:00PM	0
4:30:00PM	0
5:00:00PM	0
5:30:00PM	0
Total:	0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **Complaints Escalation - 1**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Complaints Research - 1	Interval	Calls
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
Total:		0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ɕ GENESYS

Queue Name: Complaints Research - 1
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Conference Room 1	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Conference Room 1
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Conference Room 2	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Conference Room 2
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

CS New Order	Interval	Calls
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
Total:		0

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: **CS New Order**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ǝ GENESYS™

Customer Satisfaction	Interval	Calls
	12:00:00AM	27
	12:30:00AM	19
	1:00:00AM	32
	1:30:00AM	25
	2:00:00AM	36
	2:30:00AM	28
	3:00:00AM	23
	3:30:00AM	21
	4:00:00AM	22
	4:30:00AM	26
	5:00:00AM	22
	5:30:00AM	21
	6:00:00AM	22
	6:30:00AM	20
	7:00:00AM	32
	7:30:00AM	29
	8:00:00AM	32
	8:30:00AM	27
	9:00:00AM	26
	9:30:00AM	29
	10:00:00AM	24
	10:30:00AM	14
	11:00:00AM	19
	11:30:00AM	16
	12:00:00PM	21
	12:30:00PM	25

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
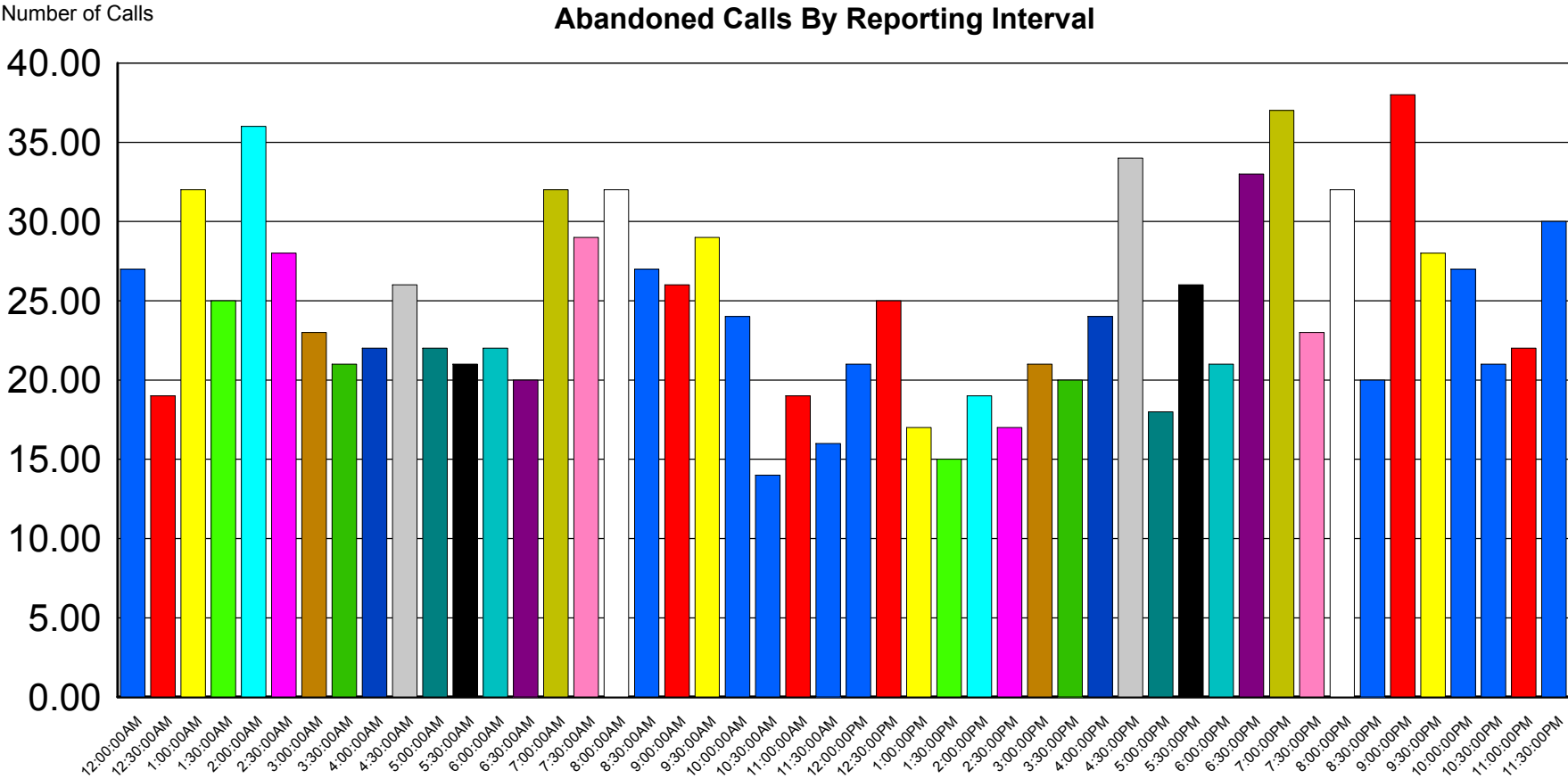
Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

Customer Satisfaction	Interval	Calls
	1:00:00PM	17
	1:30:00PM	15
	2:00:00PM	19
	2:30:00PM	17
	3:00:00PM	21
	3:30:00PM	20
	4:00:00PM	24
	4:30:00PM	34
	5:00:00PM	18
	5:30:00PM	26
	6:00:00PM	21
	6:30:00PM	33
	7:00:00PM	37
	7:30:00PM	23
	8:00:00PM	32
	8:30:00PM	20
	9:00:00PM	38
	9:30:00PM	28
	10:00:00PM	27
	10:30:00PM	21
	11:00:00PM	22
	11:30:00PM	30
Total:		**1,181**

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

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Queue Name: **Customer Satisfaction**

Abandoned Calls By Reporting Interval

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Customer Service	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	96
	6:30:00AM	102
	7:00:00AM	102
	7:30:00AM	102
	8:00:00AM	111
	8:30:00AM	103
	9:00:00AM	111
	9:30:00AM	112
	10:00:00AM	174
	10:30:00AM	104
	11:00:00AM	134
	11:30:00AM	136
	12:00:00PM	202
	12:30:00PM	206

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Customer Service	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	1
	3:00:00PM	41
	3:30:00PM	0
	4:00:00PM	32
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	72
	6:30:00PM	90
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	3
	8:30:00PM	1
	9:00:00PM	34
	9:30:00PM	2
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		**2,071**

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59
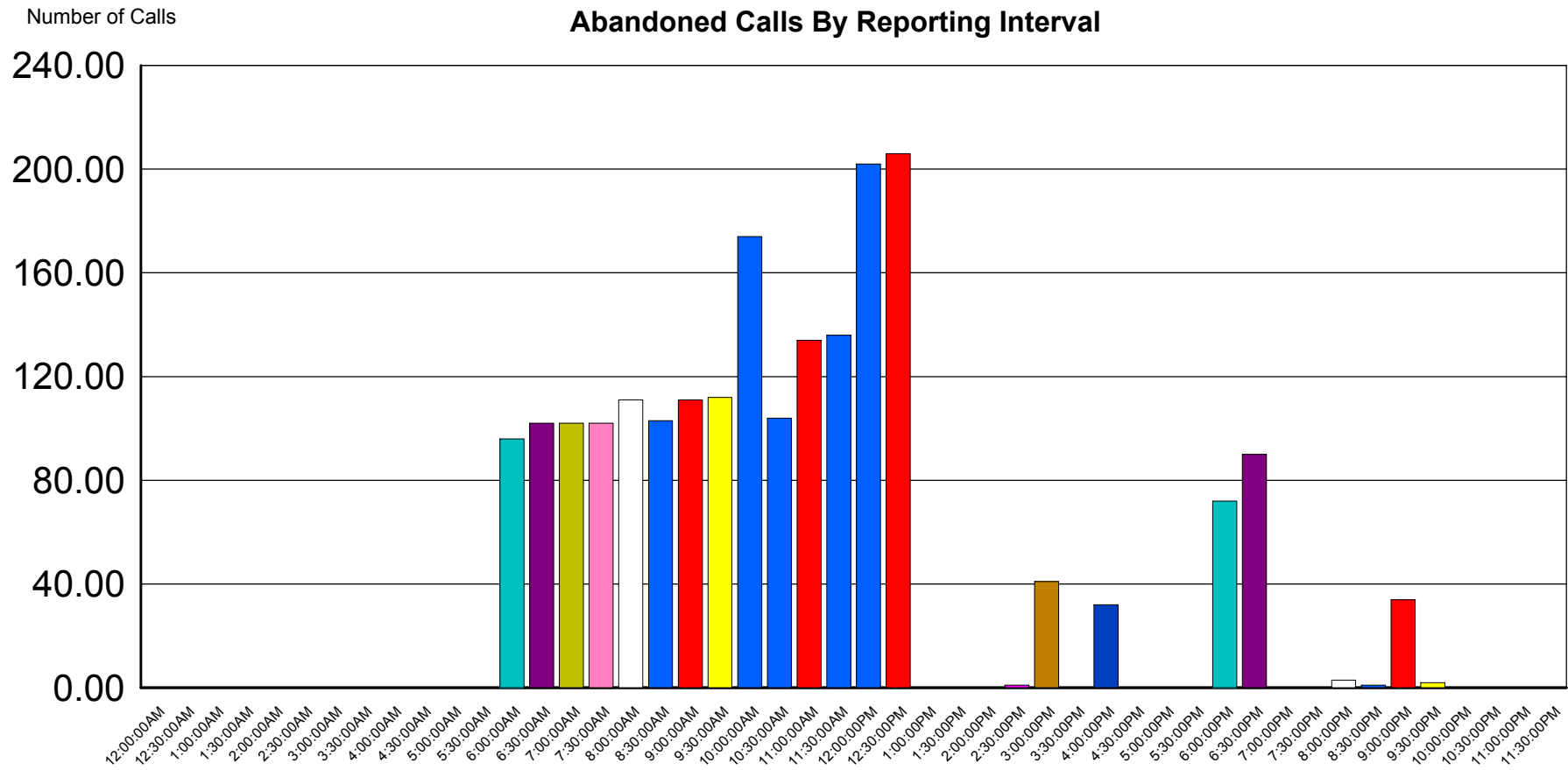
Site ID Range: <All>

ƍ GENESYS™

Queue Name: **Customer Service**

Abandoned Calls By Reporting Interval — Number of Calls

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

Dialer	Interval	Calls
	12:00:00AM	11
	12:30:00AM	11
	1:00:00AM	11
	1:30:00AM	9
	2:00:00AM	13
	2:30:00AM	23
	3:00:00AM	15
	3:30:00AM	16
	4:00:00AM	14
	4:30:00AM	9
	5:00:00AM	13
	5:30:00AM	10
	6:00:00AM	10
	6:30:00AM	16
	7:00:00AM	13
	7:30:00AM	8
	8:00:00AM	6
	8:30:00AM	15
	9:00:00AM	10
	9:30:00AM	13
	10:00:00AM	13
	10:30:00AM	13
	11:00:00AM	12
	11:30:00AM	24
	12:00:00PM	10
	12:30:00PM	12

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Dialer	Interval	Calls
	1:00:00PM	17
	1:30:00PM	18
	2:00:00PM	6
	2:30:00PM	11
	3:00:00PM	14
	3:30:00PM	21
	4:00:00PM	9
	4:30:00PM	15
	5:00:00PM	8
	5:30:00PM	18
	6:00:00PM	17
	6:30:00PM	15
	7:00:00PM	13
	7:30:00PM	19
	8:00:00PM	8
	8:30:00PM	16
	9:00:00PM	11
	9:30:00PM	15
	10:00:00PM	7
	10:30:00PM	15
	11:00:00PM	11
	11:30:00PM	10
Total:		**624**

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: **Dialer**

Abandoned Calls By Reporting Interval

Number of Calls

(Graph) Abandoned Call Profile
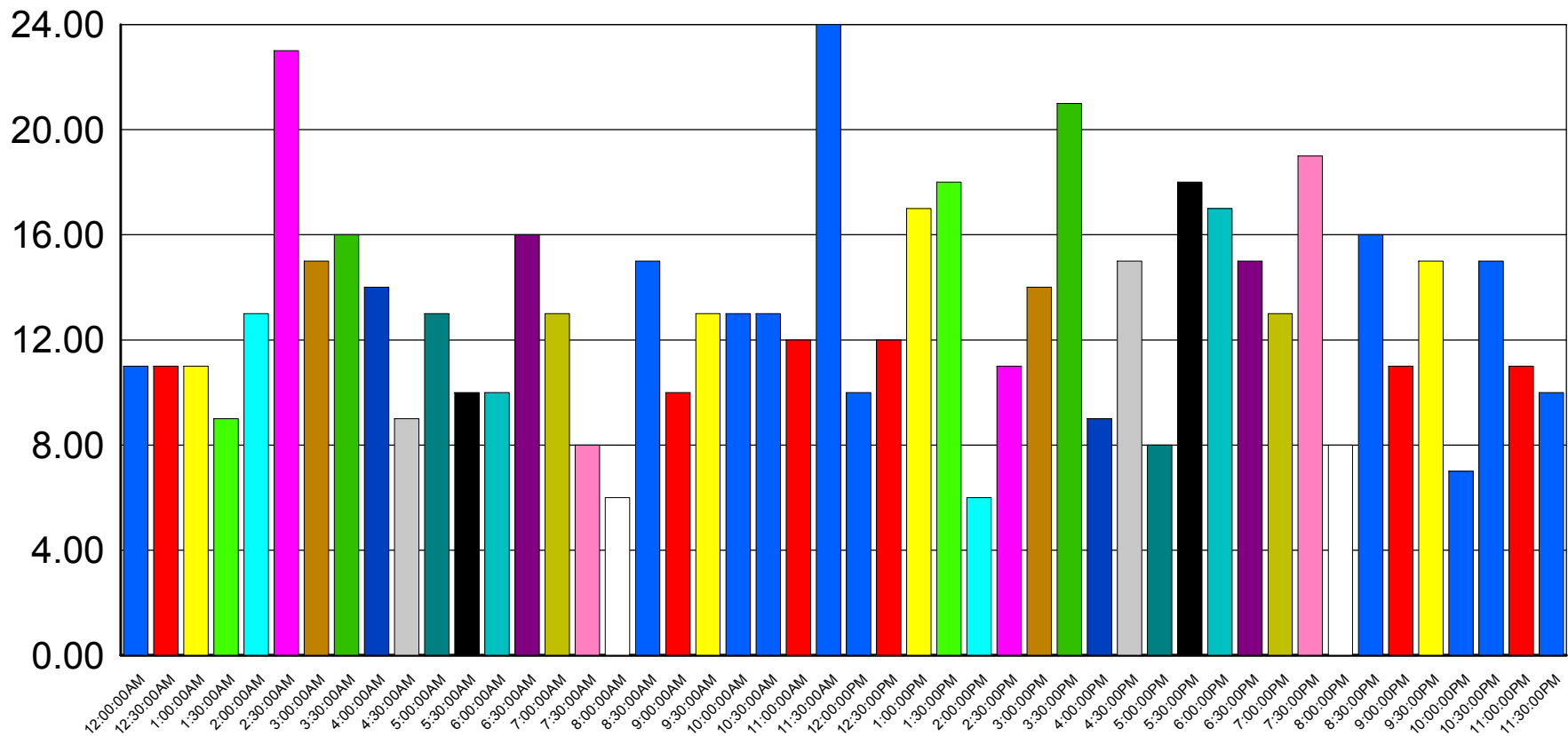
Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All\>

GENESYS

ES-TechSupport	Interval	Calls
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: ES-TechSupport
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

FeedBack	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

FeedBack	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8 GENESYS

Queue Name: FeedBack
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

FeedBack IPA	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

FeedBack IPA	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: FeedBack IPA
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

GeneriGas Commercial	Interval	Calls
	12:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: GeneriGas Commercial
Chart not printed : all data points are zero

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

GeneriGas Residential	Interval	Calls
	12:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **GeneriGas Residential**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

GeneriGas Service	Interval	Calls
	12:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: GeneriGas Service
Chart not printed : all data points are zero

Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All\>

GroupA	Interval	Calls
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Total: 0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: GroupA
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

HealthCareAgents	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
Total:		**0**

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **HealthCareAgents**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Help Desk

Interval	Calls
12:00:00AM	0
12:30:00AM	0
1:00:00AM	0
1:30:00AM	0
2:00:00AM	0
2:30:00AM	0
3:00:00AM	0
3:30:00AM	0
4:00:00AM	0
4:30:00AM	0
5:00:00AM	5
5:30:00AM	12
6:00:00AM	111
6:30:00AM	121
7:00:00AM	115
7:30:00AM	122
8:00:00AM	118
8:30:00AM	122
9:00:00AM	120
9:30:00AM	121
10:00:00AM	151
10:30:00AM	126
11:00:00AM	139
11:30:00AM	150
12:00:00PM	162
12:30:00PM	154

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Help Desk	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	30
	3:30:00PM	0
	4:00:00PM	39
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	65
	6:30:00PM	93
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	8
	8:30:00PM	30
	9:00:00PM	85
	9:30:00PM	24
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	1
Total:		**2,224**

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
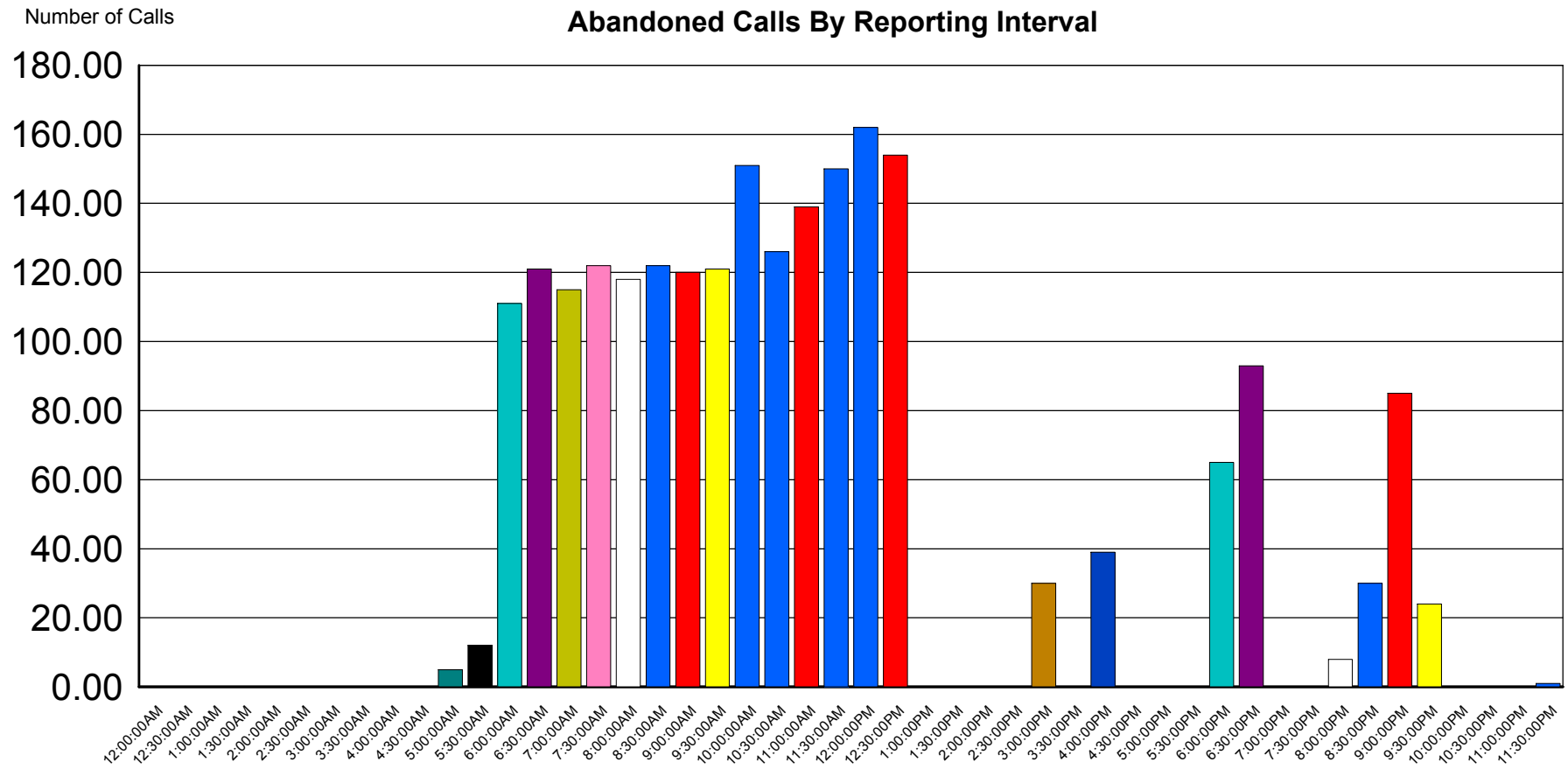
Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: Help Desk

Abandoned Calls By Reporting Interval

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

HOOPP - Retirement and Interval	Calls
8:30:00AM	0
9:00:00AM	0
9:30:00AM	0
10:00:00AM	0
10:30:00AM	0
11:00:00AM	0
11:30:00AM	0
12:00:00PM	0
12:30:00PM	0
1:00:00PM	0
1:30:00PM	0
2:00:00PM	0
3:30:00PM	0
4:00:00PM	0
4:30:00PM	0
5:30:00PM	0
6:00:00PM	0
6:30:00PM	0
Total:	**0**

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: HOOPP - Retirement and Terminations
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

HP Management	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

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Queue Name: HP Management
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>	
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM	
Activity Time Range:	00:00:00-23:59:59	
Site ID Range:	<All>	

HP Partner A	**Interval**	**Calls**
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

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Queue Name: HP Partner A
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>	
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM	
Activity Time Range:	00:00:00-23:59:59	
Site ID Range:	<All>	

HP Partner B	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	1
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	1
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	1

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
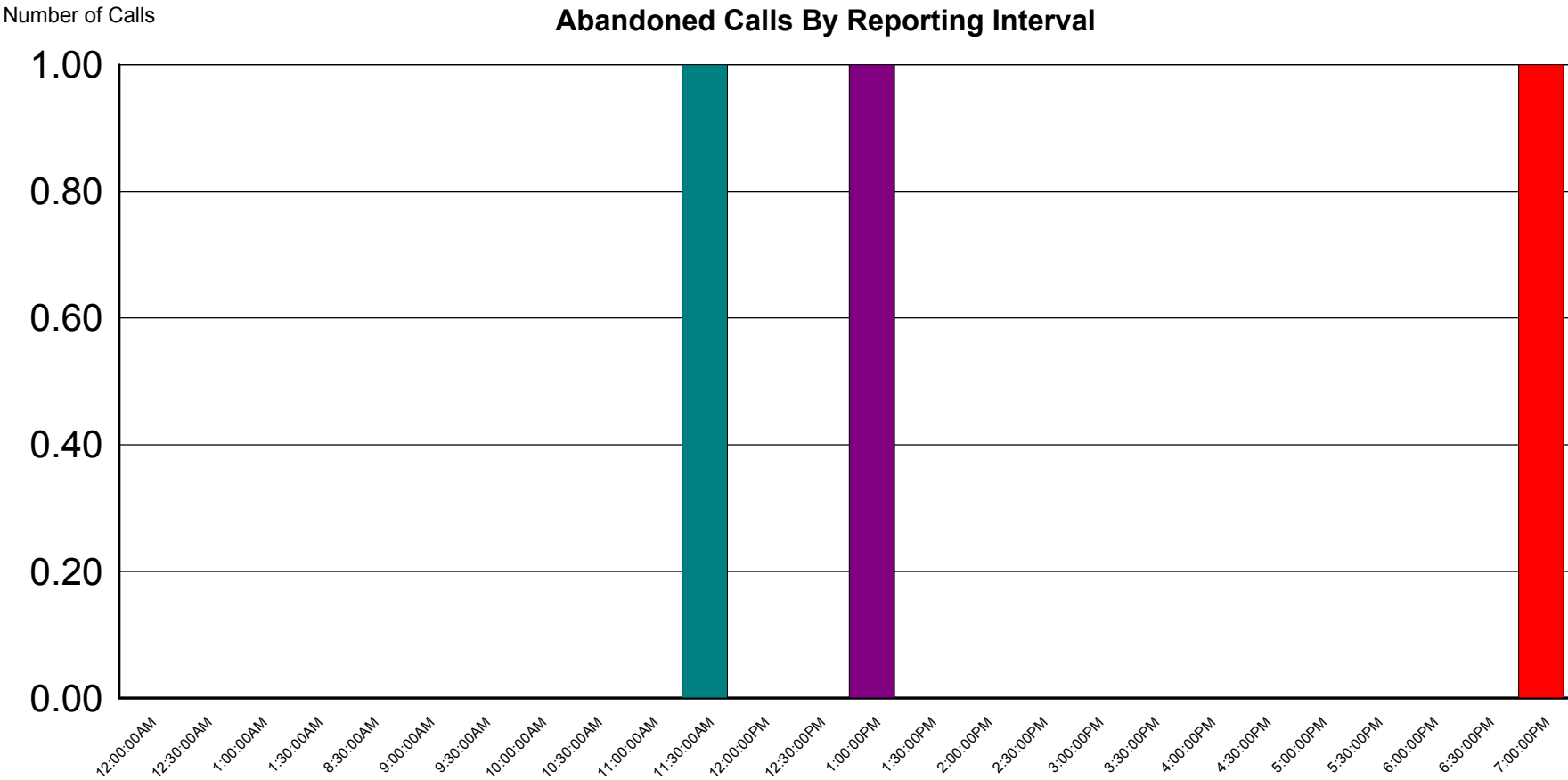
Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Total: 3

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Queue Name: HP Partner B

Number of Calls

Abandoned Calls By Reporting Interval

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

HP Partner C	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	1
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	1
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	1
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

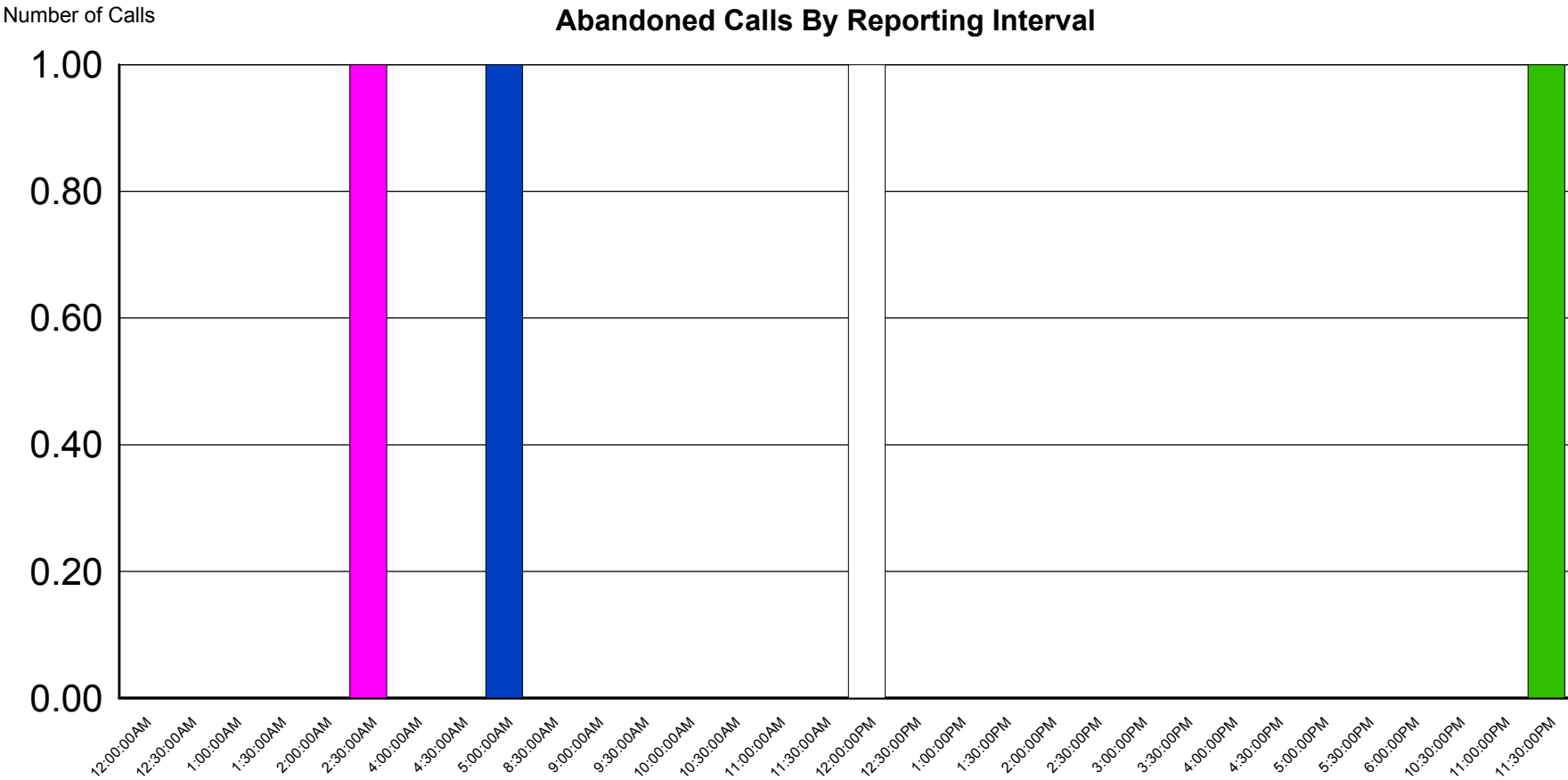Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

HP Partner C	Interval	Calls
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	1
Total:		4

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ç GENESYS

Queue Name: HP Partner C

Number of Calls

Abandoned Calls By Reporting Interval

(Graph) Abandoned Call Profile

Queue Range:	\<All\>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	\<All\>

HP Partner D

Interval	Calls
12:00:00AM	0
12:30:00AM	0
1:00:00AM	0
1:30:00AM	0
8:30:00AM	0
9:00:00AM	0
9:30:00AM	0
10:00:00AM	0
10:30:00AM	0
11:00:00AM	0
11:30:00AM	0
12:00:00PM	0
12:30:00PM	0
1:00:00PM	0
1:30:00PM	0
2:00:00PM	0
2:30:00PM	0
3:00:00PM	0
3:30:00PM	0
4:00:00PM	0
4:30:00PM	0
5:00:00PM	0
5:30:00PM	0
6:00:00PM	0
Total:	0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: HP Partner D
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

HP Re-Engagement	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: HP Re-Engagement
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

HP Training	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
Total:		0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **HP Training**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

imc	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

imc	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: imc
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

IMC - Dialing	Interval	Calls
	11:00:00AM	0
	11:30:00AM	0
Total:		0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: IMC - Dialing
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59
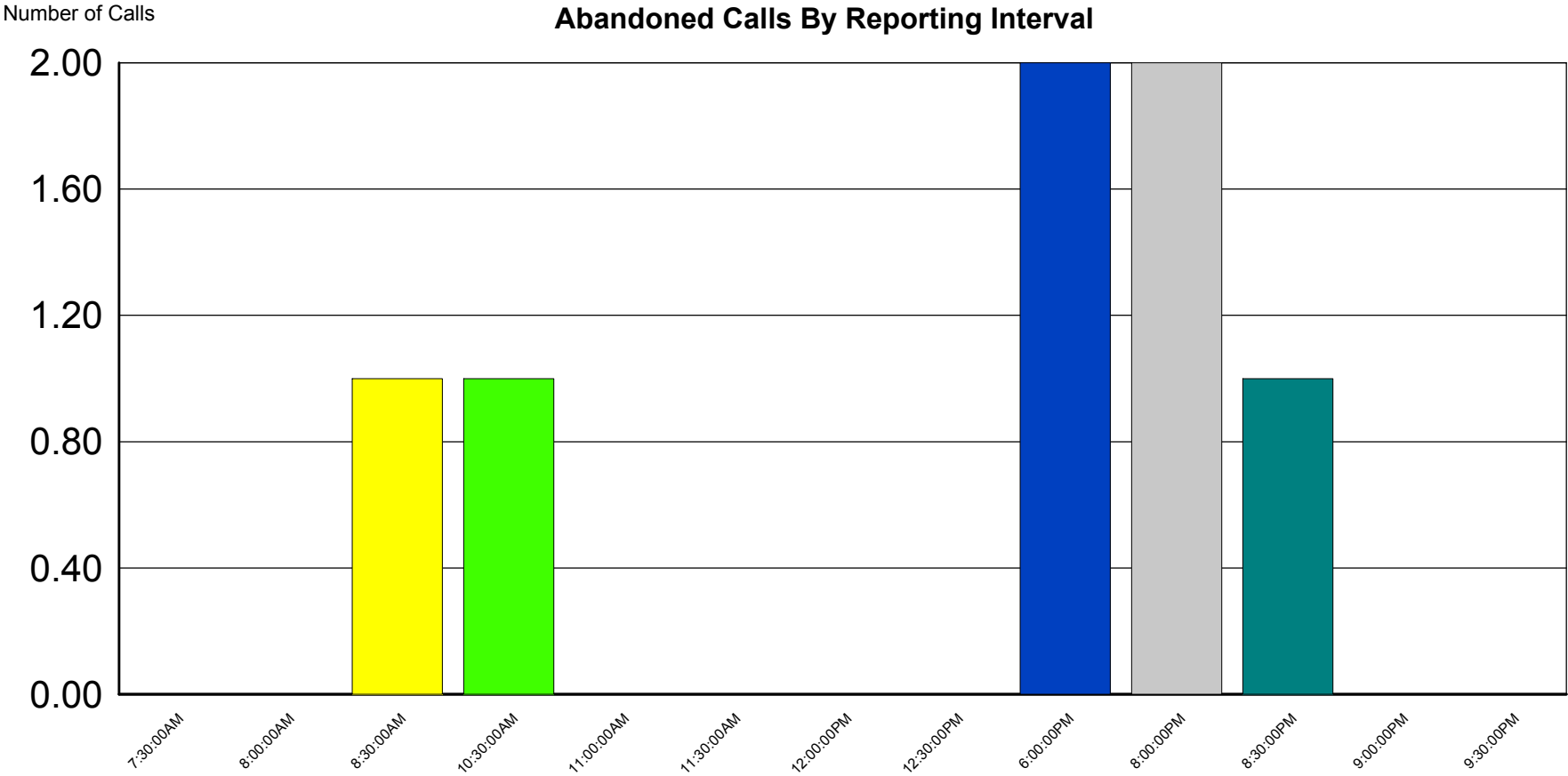
Site ID Range: <All>

Insurance	Interval	Calls
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	1
	10:30:00AM	1
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	6:00:00PM	2
	8:00:00PM	2
	8:30:00PM	1
	9:00:00PM	0
	9:30:00PM	0
Total:		7

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: **Insurance**

Number of Calls

Abandoned Calls By Reporting Interval

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Insurance Adjusters	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Insurance Adjusters
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Insurance Agents	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	1
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

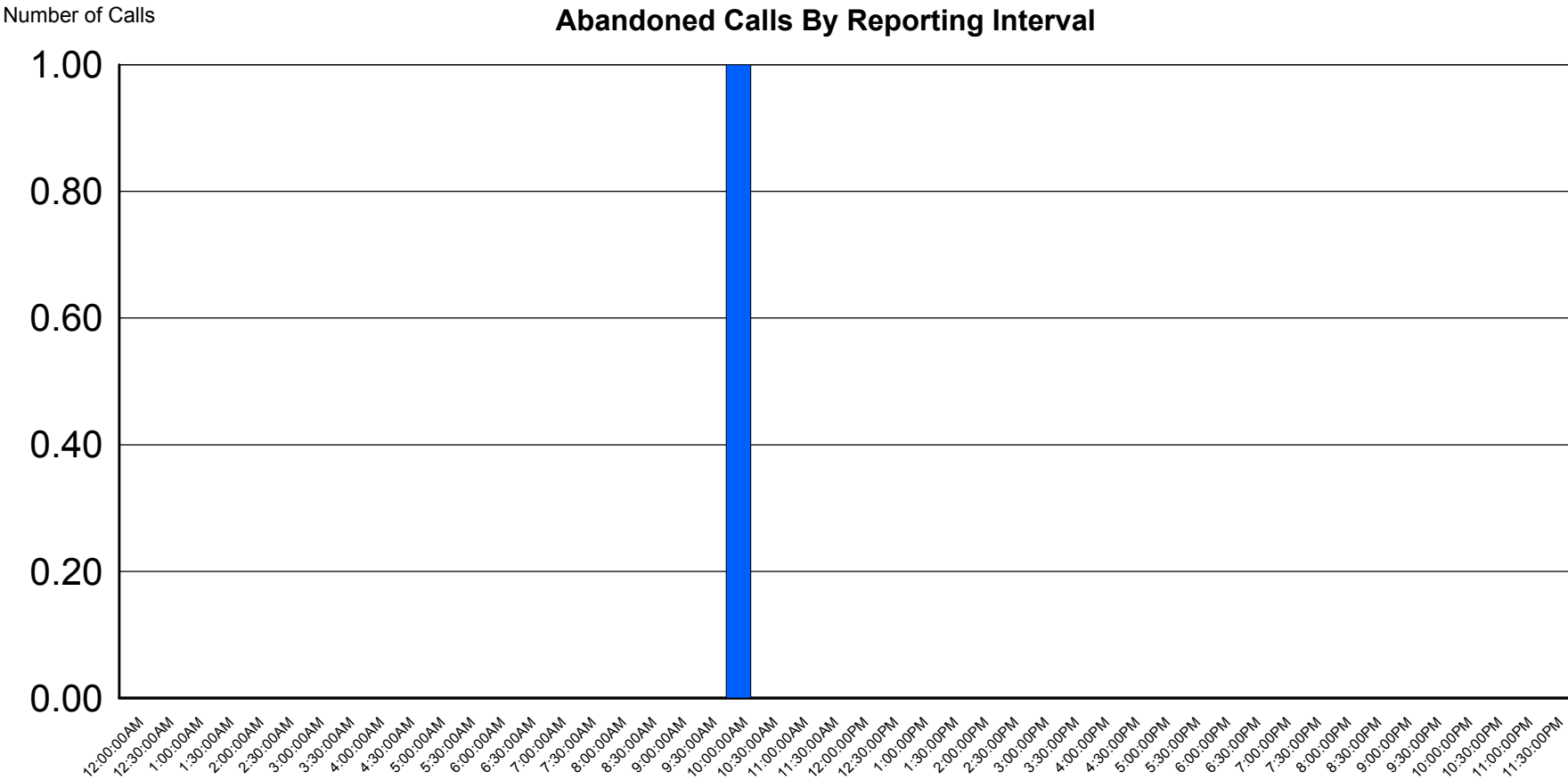Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Insurance Agents	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		**1**

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **Insurance Agents**

Number of Calls

Abandoned Calls By Reporting Interval

(Graph) Abandoned Call Profile

Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All\>

GENESYS™

Insurance Claims	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
Total:		0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Insurance Claims
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>	
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM	
Activity Time Range:	00:00:00-23:59:59	
Site ID Range:	<All>	

Interactions14	Interval	Calls
	12:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Interactions14
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

IPA Demos	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

IGENESYS

IPA Demos	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	\<All\>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	\<All\>

᎒᎒ GENESYS™

Queue Name: IPA Demos
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

IPA HR Onboarding	Interval	Calls
	12:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

IPA HR Onboarding	Interval	Calls
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: IPA HR Onboarding
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

IPA Intelligent Mobile Con Interval	Calls
12:00:00AM	0
12:30:00AM	0
1:00:00AM	0
1:30:00AM	0
2:00:00AM	0
2:30:00AM	0
3:00:00AM	0
3:30:00AM	0
4:00:00AM	0
4:30:00AM	0
5:00:00AM	0
5:30:00AM	0
6:00:00AM	0
6:30:00AM	0
7:00:00AM	0
7:30:00AM	0
8:00:00AM	0
8:30:00AM	0
9:00:00AM	0
9:30:00AM	0
10:00:00AM	0
10:30:00AM	0
11:00:00AM	0
11:30:00AM	0
12:00:00PM	0
12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

IPA Intelligent Mobile Con Interval	Calls
1:00:00PM	0
1:30:00PM	0
2:00:00PM	0
2:30:00PM	0
3:00:00PM	0
3:30:00PM	0
4:00:00PM	0
4:30:00PM	0
5:00:00PM	0
5:30:00PM	0
6:00:00PM	0
6:30:00PM	0
7:00:00PM	0
7:30:00PM	0
8:00:00PM	0
8:30:00PM	0
9:00:00PM	0
9:30:00PM	0
10:00:00PM	0
10:30:00PM	0
11:00:00PM	0
11:30:00PM	0
Total:	0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8 GENESYS

Queue Name: IPA Intelligent Mobile Connect
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

IPA Intelligent Mobile Con Interval	Calls
11:00:00AM	0
11:30:00AM	0
3:00:00PM	0
3:30:00PM	0
Total:	0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ဥ GENESYS™

Queue Name: IPA Intelligent Mobile Connect - Dialing
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

IPA Intelligent Mobile Con Interval	Calls
12:00:00AM	0
12:30:00AM	0
1:00:00AM	0
1:30:00AM	0
2:00:00AM	0
2:30:00AM	0
3:00:00AM	0
3:30:00AM	0
4:00:00AM	0
4:30:00AM	0
5:00:00AM	0
5:30:00AM	0
6:00:00AM	0
6:30:00AM	0
7:00:00AM	0
7:30:00AM	0
8:00:00AM	0
8:30:00AM	0
9:00:00AM	0
9:30:00AM	0
10:00:00AM	0
10:30:00AM	0
11:00:00AM	0
11:30:00AM	0
12:00:00PM	0
12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

IPA Intelligent Mobile ConInterval	Calls
1:00:00PM	0
1:30:00PM	0
2:00:00PM	0
2:30:00PM	0
3:00:00PM	0
3:30:00PM	0
4:00:00PM	0
4:30:00PM	0
5:00:00PM	0
5:30:00PM	0
6:00:00PM	0
6:30:00PM	0
7:00:00PM	0
7:30:00PM	0
8:00:00PM	0
8:30:00PM	0
9:00:00PM	0
9:30:00PM	0
10:00:00PM	0
10:30:00PM	0
11:00:00PM	0
11:30:00PM	0
Total:	0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: IPA Intelligent Mobile Connect 2

Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

IPA Intelligent Mobile Con	Interval	Calls
	11:00:00AM	0
	11:30:00AM	0
Total:		0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ⴗ GENESYS

Queue Name: IPA Intelligent Mobile Connect 2 - Dialing
Chart not printed : all data points are zero

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

IPA Life Insurance Demo Interval	Calls
12:00:00AM	0
12:30:00AM	0
1:00:00AM	0
1:30:00AM	0
2:00:00AM	0
2:30:00AM	0
3:00:00AM	0
3:30:00AM	0
4:00:00AM	0
4:30:00AM	0
5:00:00AM	0
5:30:00AM	0
6:00:00AM	0
6:30:00AM	0
7:00:00AM	0
7:30:00AM	0
8:00:00AM	0
8:30:00AM	0
9:00:00AM	0
9:30:00AM	0
10:00:00AM	0
10:30:00AM	0
11:00:00AM	0
11:30:00AM	0
12:00:00PM	0
12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

IPA Life Insurance Demo	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Queue Name: IPA Life Insurance Demo
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: \<All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All>

IPA OnCall Staging	Interval	Calls
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: IPA OnCall Staging
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

IPA TeleHealth	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	1
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

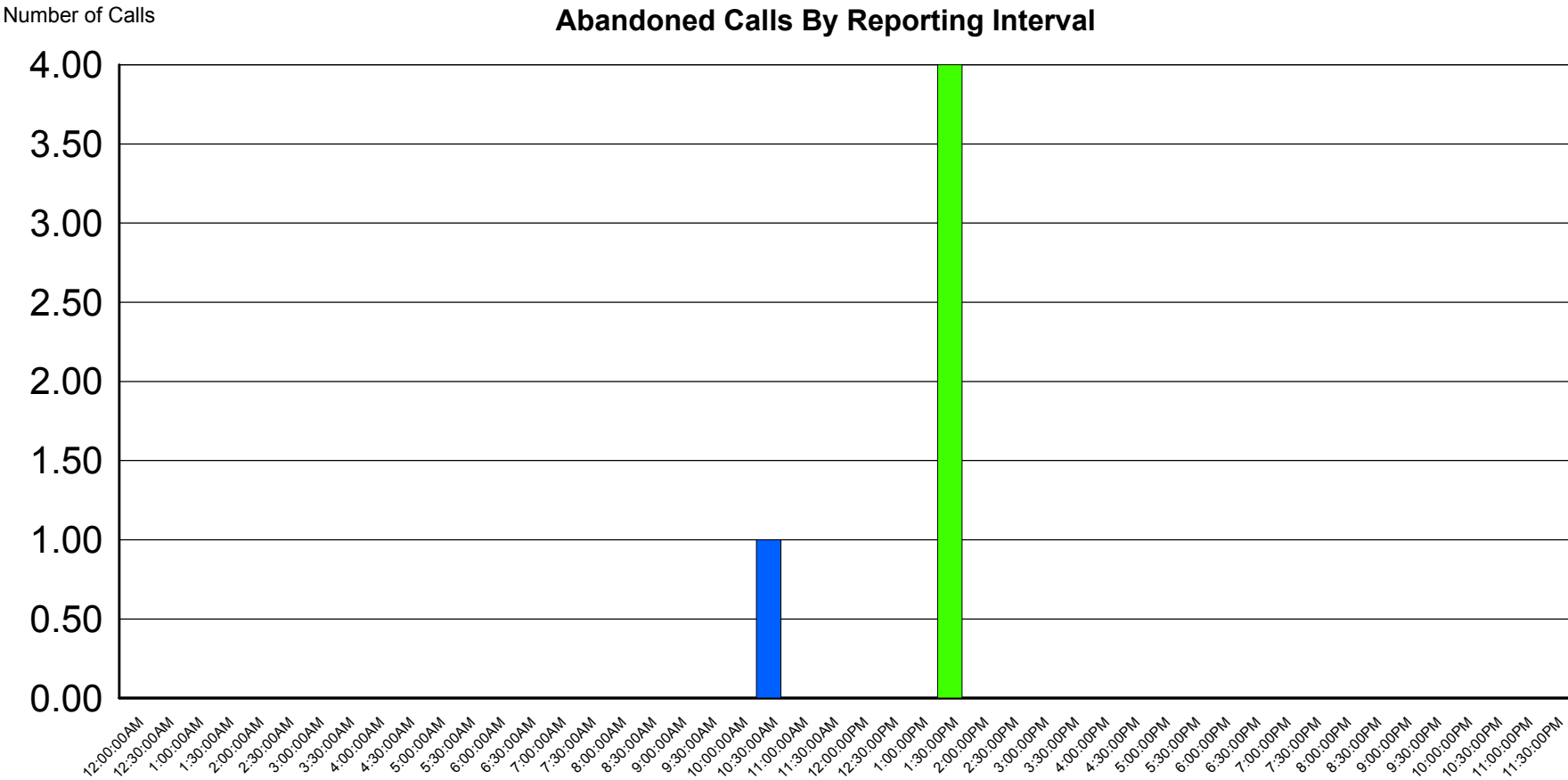**Activity Time Range:** 00:00:00-23:59:59

Site ID Range: <All>

IPA TeleHealth	Interval	Calls
	1:00:00PM	0
	1:30:00PM	4
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0

Total: 5

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ЗС GENESYS

Queue Name: IPA TeleHealth

Number of Calls

Abandoned Calls By Reporting Interval

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

IPA University Enrollment Interval	Calls
12:00:00AM	0
12:30:00AM	0
1:00:00AM	0
4:30:00PM	0
5:00:00PM	0
5:30:00PM	0
6:00:00PM	0
6:30:00PM	0
9:00:00PM	0
9:30:00PM	0
10:00:00PM	0
10:30:00PM	0
11:00:00PM	0
Total:	**0**

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

§ GENESYS

Queue Name: IPA University Enrollment
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

JS_Survey	Interval	Calls
	12:00:00AM	1
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	2
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	1
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	1
	4:30:00PM	2
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	1
	7:30:00PM	1

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

JS_Survey	Interval	Calls
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	1
	10:00:00PM	0
	10:30:00PM	1
	11:00:00PM	0
	11:30:00PM	3
Total:		14

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

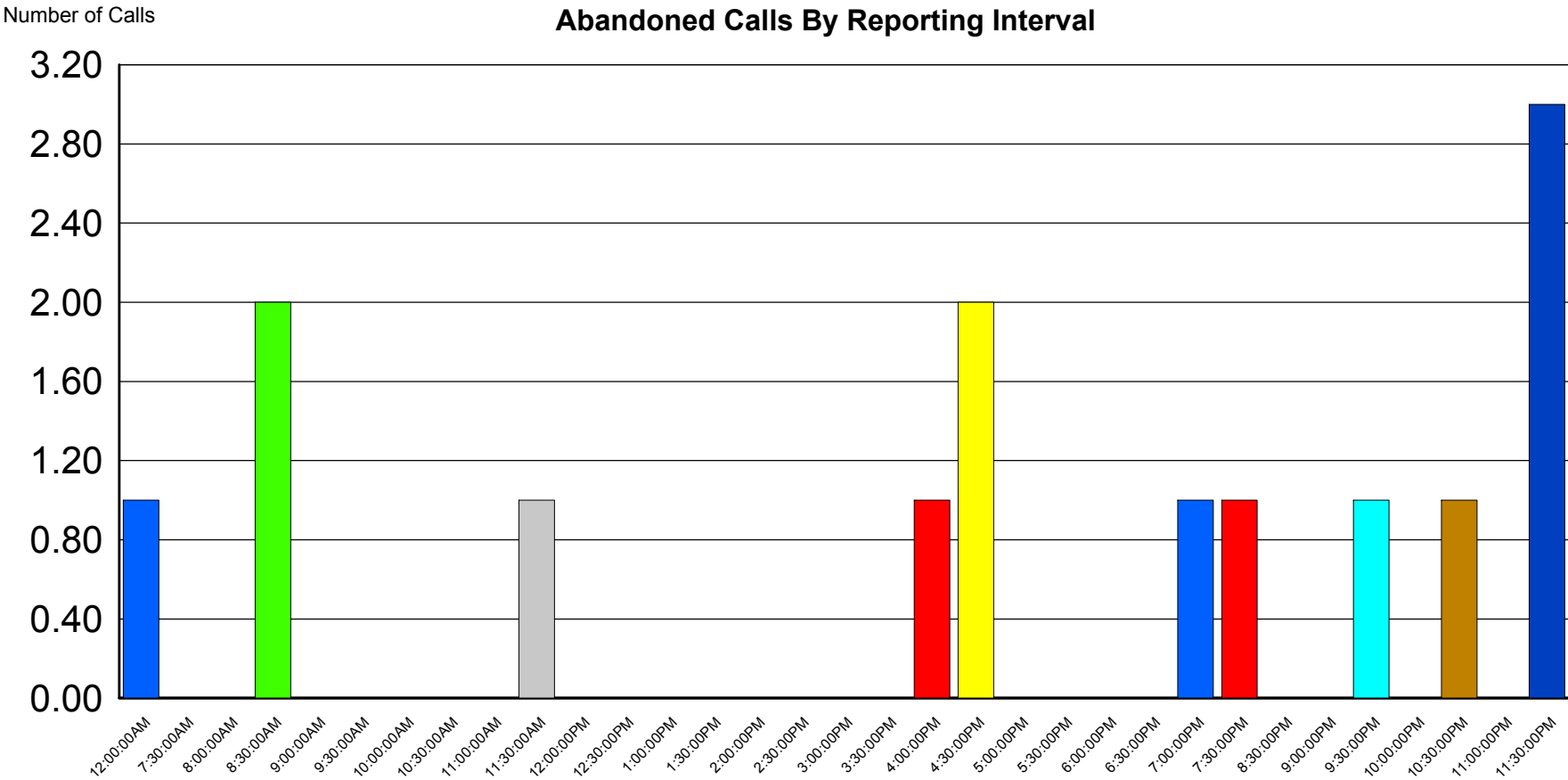**Activity Time Range:**   00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: **JS_Survey**

Abandoned Calls By Reporting Interval

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Lamborghini	Interval	Calls
	12:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		**0**

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **Lamborghini**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Legal Shield - Member SerInterval	Calls
8:30:00AM	0
9:00:00AM	0
9:30:00AM	0
10:00:00AM	0
10:30:00AM	0
11:00:00AM	0
11:30:00AM	0
Total:	0

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: **Legal Shield - Member Services**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>	
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM	
Activity Time Range:	00:00:00-23:59:59	
Site ID Range:	<All>	

GENESYS

Loan Officers	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
Total:		0

Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All\>

GENESYS

Queue Name: **Loan Officers**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8 GENESYS

Marketing	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	1
	2:30:00AM	0
	3:00:00AM	1
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	1
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	1
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	1
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	1

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

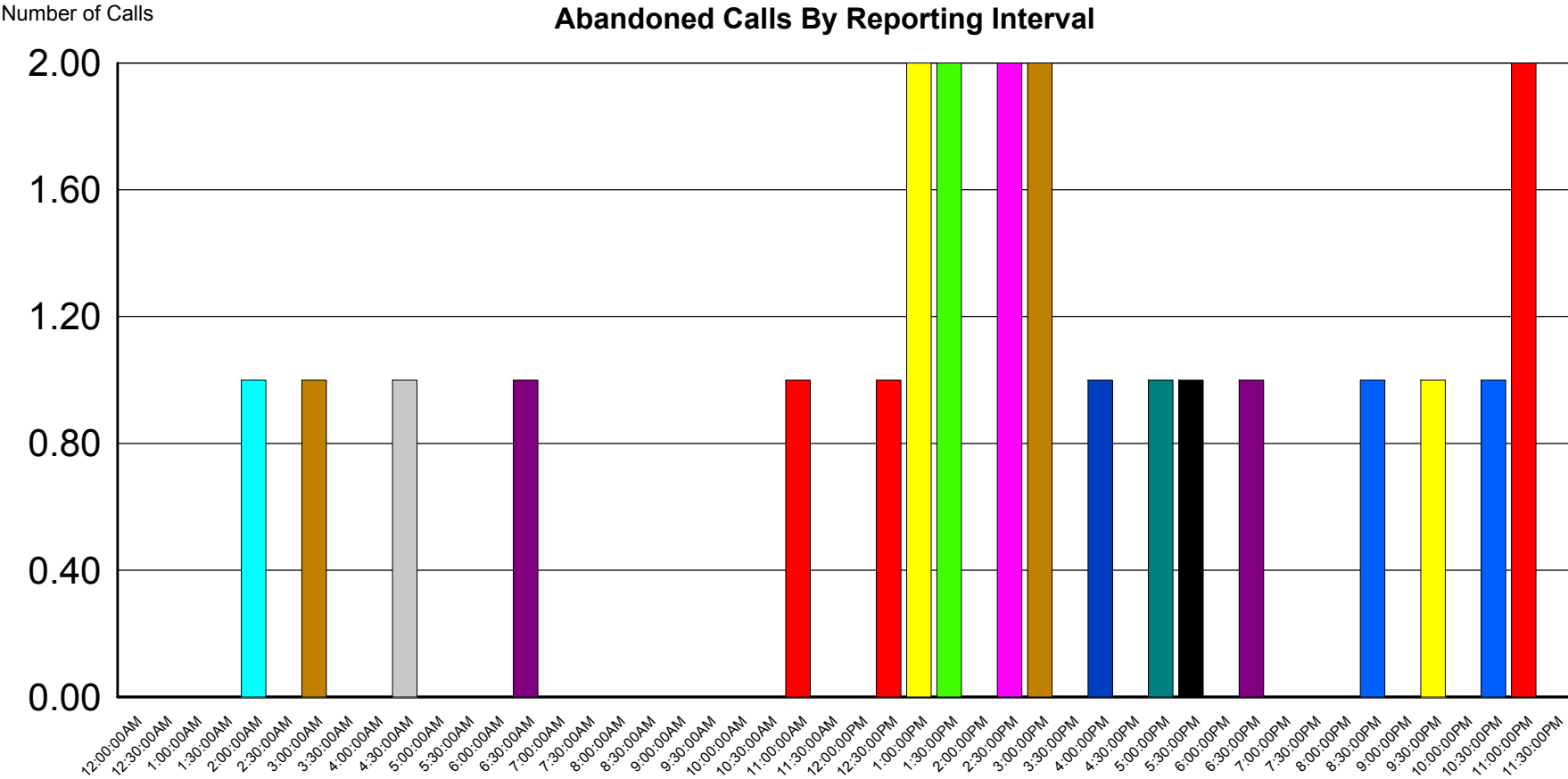Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Marketing	Interval	Calls
	1:00:00PM	2
	1:30:00PM	2
	2:00:00PM	0
	2:30:00PM	2
	3:00:00PM	2
	3:30:00PM	0
	4:00:00PM	1
	4:30:00PM	0
	5:00:00PM	1
	5:30:00PM	1
	6:00:00PM	0
	6:30:00PM	1
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	1
	9:00:00PM	0
	9:30:00PM	1
	10:00:00PM	0
	10:30:00PM	1
	11:00:00PM	2
	11:30:00PM	0
Total:		**23**

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ᕮ GENESYS

Queue Name: **Marketing**

Number of Calls

Abandoned Calls By Reporting Interval

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

MedImmune	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

MedImmune	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: MedImmune
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

MemberServices	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	1
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

MemberServices	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		**1**

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

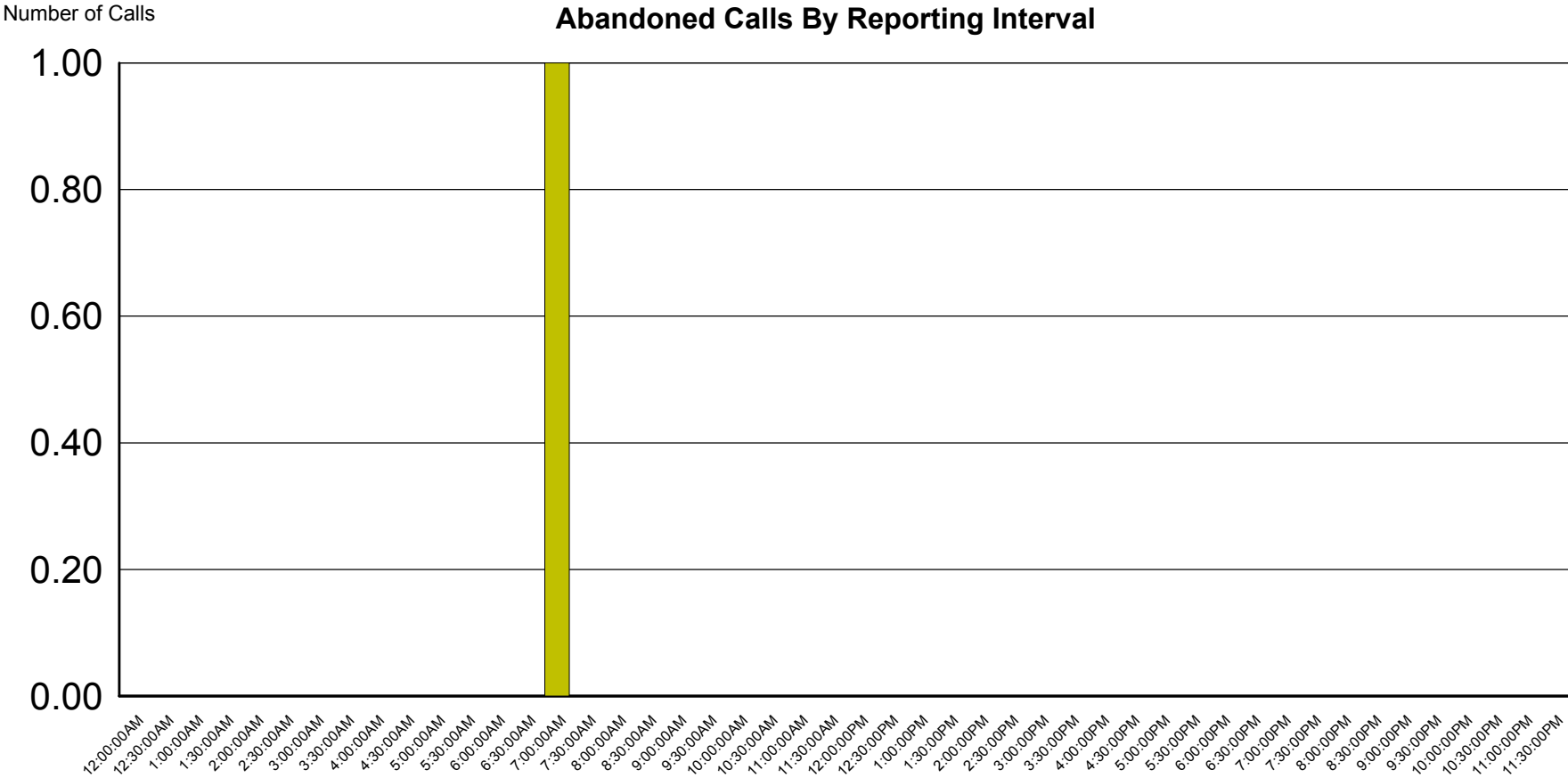**Site ID Range:**   <All>

GENESYS

Queue Name: **MemberServices**

Number of Calls

Abandoned Calls By Reporting Interval

(Graph) Abandoned Call Profile

Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All\>

MemberServicesCallBack Interval	Calls
1:30:00AM	0
2:00:00AM	0
2:30:00AM	0
3:00:00AM	0
3:30:00AM	0
4:00:00AM	0
4:30:00AM	0
5:00:00AM	0
5:30:00AM	0
6:00:00AM	0
6:30:00AM	0
10:00:00AM	0
10:30:00AM	0
11:00:00AM	0
11:30:00AM	0
12:00:00PM	0
12:30:00PM	0
1:00:00PM	0
1:30:00PM	0
2:00:00PM	0
2:30:00PM	0
3:00:00PM	0
3:30:00PM	0
4:00:00PM	0
4:30:00PM	0
5:00:00PM	0

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

MemberServicesCallBack Interval	Calls
5:30:00PM	0
6:00:00PM	0
7:00:00PM	0
7:30:00PM	0
8:00:00PM	0
8:30:00PM	0
9:00:00PM	0
9:30:00PM	0
10:00:00PM	0
10:30:00PM	0
11:00:00PM	0
11:30:00PM	0
Total:	**0**

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: MemberServicesCallBack
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

MemorialCare AEMR	Interval	Calls
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: MemorialCare AEMR
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

MemorialCare BUS CustomInterval	Calls
10:00:00AM	0
10:30:00AM	0
11:00:00AM	0
11:30:00AM	0
12:00:00PM	0
12:30:00PM	0
1:00:00PM	0
1:30:00PM	0
2:00:00PM	0
2:30:00PM	0
3:00:00PM	0
3:30:00PM	0
4:00:00PM	0
4:30:00PM	0
5:00:00PM	0
5:30:00PM	0
6:00:00PM	0
Total:	**0**

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ĝĝ GENESYS™

Queue Name: MemorialCare BUS Customer Service
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

MemorialCare BUS OperatInterval	Calls
10:00:00AM	0
10:30:00AM	0
11:00:00AM	0
11:30:00AM	0
12:00:00PM	0
12:30:00PM	0
1:00:00PM	0
1:30:00PM	0
2:00:00PM	0
2:30:00PM	0
3:00:00PM	0
3:30:00PM	0
4:00:00PM	0
4:30:00PM	0
5:00:00PM	0
5:30:00PM	0
6:00:00PM	0
Total:	**0**

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8 GENESYS

Queue Name: MemorialCare BUS Operator
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

MemorialCare BUS Spanish Interval	Calls
10:00:00AM	0
10:30:00AM	0
11:00:00AM	0
11:30:00AM	0
12:00:00PM	0
12:30:00PM	0
1:00:00PM	0
1:30:00PM	0
2:00:00PM	0
2:30:00PM	0
3:00:00PM	0
3:30:00PM	0
4:00:00PM	0
4:30:00PM	0
5:00:00PM	0
5:30:00PM	0
6:00:00PM	0
Total:	**0**

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **MemorialCare BUS Spanish**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

MemorialCare Help Desk Interval	Calls
8:30:00AM	0
9:00:00AM	0
9:30:00AM	0
10:00:00AM	0
10:30:00AM	0
11:00:00AM	0
11:30:00AM	0
12:00:00PM	0
12:30:00PM	0
1:00:00PM	0
1:30:00PM	0
2:00:00PM	0
2:30:00PM	0
3:00:00PM	0
3:30:00PM	0
4:00:00PM	0
4:30:00PM	0
5:00:00PM	0
5:30:00PM	0
6:00:00PM	0
Total:	0

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: **MemorialCare Help Desk**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

MemorialCare Patient Final Interval	Calls
10:00:00AM	0
10:30:00AM	0
11:00:00AM	0
11:30:00AM	0
12:00:00PM	0
12:30:00PM	0
1:00:00PM	0
1:30:00PM	0
2:00:00PM	0
2:30:00PM	0
3:00:00PM	0
3:30:00PM	0
4:00:00PM	0
4:30:00PM	0
5:00:00PM	0
5:30:00PM	0
6:00:00PM	0
Total:	**0**

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: MemorialCare Patient Financial Services
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

MemorialCare Queue Patient Interval	Calls
10:00:00AM	0
10:30:00AM	0
11:00:00AM	0
11:30:00AM	0
12:00:00PM	0
12:30:00PM	0
1:00:00PM	0
1:30:00PM	0
2:00:00PM	0
2:30:00PM	0
3:00:00PM	0
3:30:00PM	0
4:00:00PM	0
4:30:00PM	0
5:00:00PM	0
5:30:00PM	0
6:00:00PM	0
Total:	**0**

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8 GENESYS

Queue Name: MemorialCare Queue Patient Accounting FV
Chart not printed : all data points are zero

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Mercadeo	Interval	Calls
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	2
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0

(Graph) Abandoned Call Profile

Queue Range:	<All>	
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM	
Activity Time Range:	00:00:00-23:59:59	
Site ID Range:	<All>	

Mercadeo	**Interval**	**Calls**
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	1
	3:00:00PM	0
	3:30:00PM	1
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	1
	8:00:00PM	1
Total:		6

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ĝ GENESYS

Queue Name: **Mercadeo**

Abandoned Calls By Reporting Interval

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

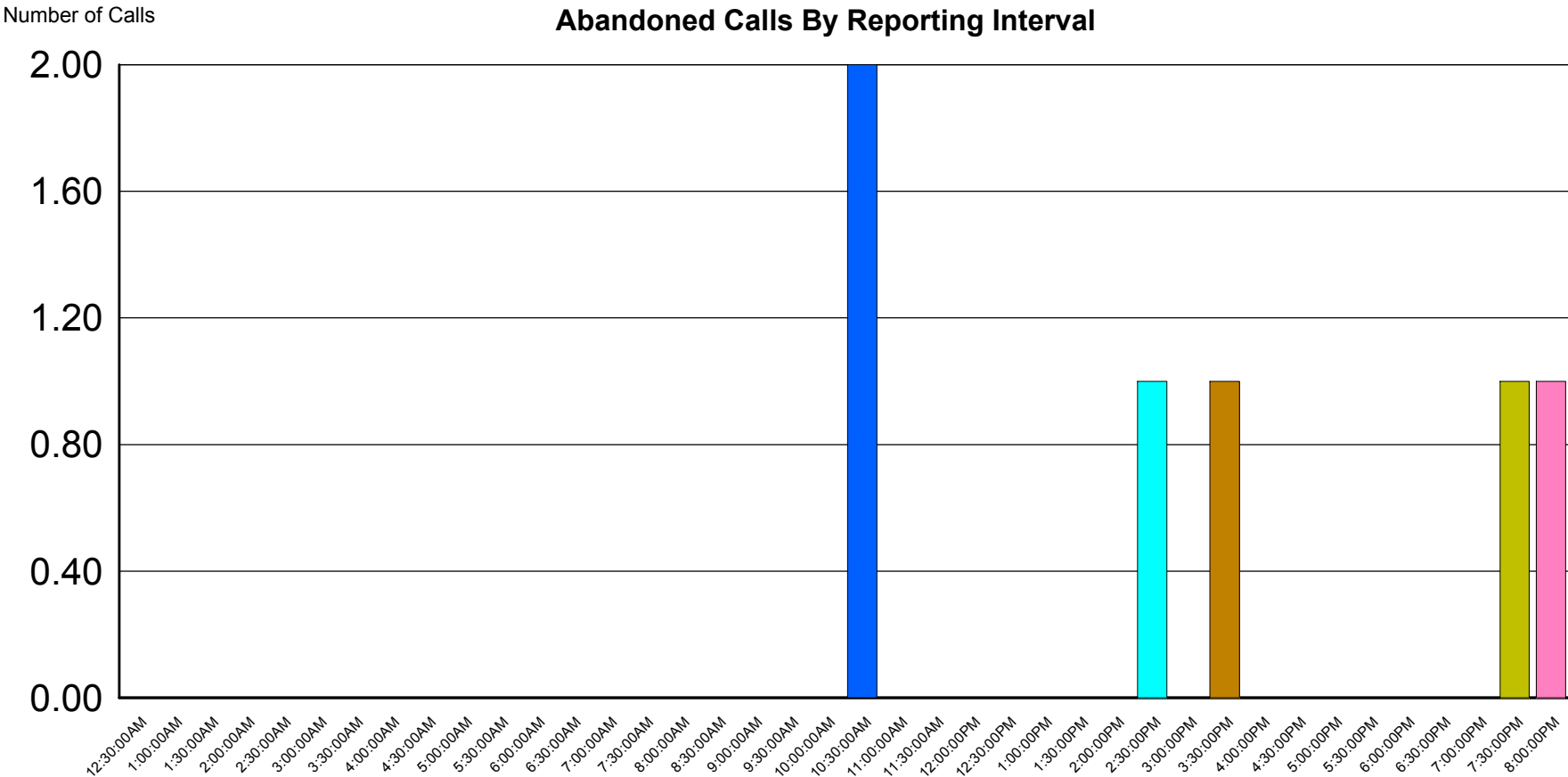Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

Midwest Tickets	Interval	Calls
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
Total:		**0**

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Midwest Tickets
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

ML-TechSupport	Interval	Calls
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range: \<All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All>

ML-TechSupport	Interval	Calls
	10:00:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **ML-TechSupport**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Mobilizer Chat

Interval	Calls
8:30:00AM	0
9:00:00AM	0
9:30:00AM	0
10:00:00AM	0
10:30:00AM	0
11:00:00AM	0
11:30:00AM	0
12:00:00PM	0
12:30:00PM	0
1:00:00PM	0
1:30:00PM	0
2:00:00PM	0
2:30:00PM	0
3:00:00PM	0
3:30:00PM	0
4:00:00PM	0
4:30:00PM	0
5:00:00PM	0
5:30:00PM	0
6:00:00PM	0
6:30:00PM	0
7:00:00PM	0
7:30:00PM	0
8:30:00PM	0
9:00:00PM	0
9:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Mobilizer Chat	Interval	Calls
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

** සිට GENESYS**

Queue Name: Mobilizer Chat
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

![Genesys logo]

MobilizerReview	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

MobilizerReview	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: MobilizerReview
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

Mortgage Consultants	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
Total:		0

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: Mortgage Consultants
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

NetApp	Interval	Calls
	12:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: NetApp
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Otterbox Support	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

Otterbox Support	Interval	Calls
	9:30:00PM	0
	10:00:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **Otterbox Support**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Partners	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	1
	6:00:00AM	2
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	2
	9:00:00AM	0
	9:30:00AM	1
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	1
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

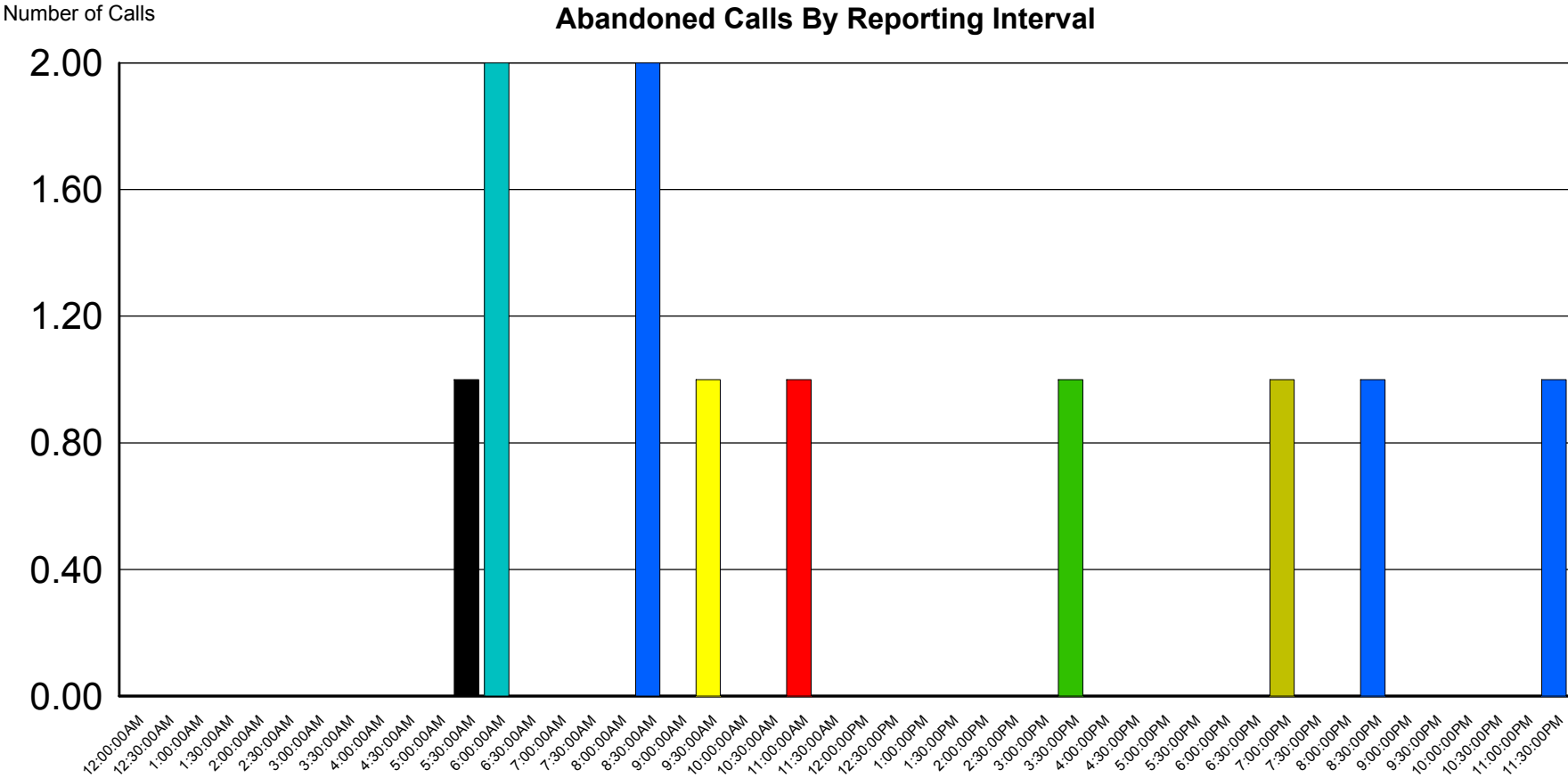Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

Partners	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	1
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	1
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	1
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	1
Total:		**11**

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: Partners

Number of Calls

Abandoned Calls By Reporting Interval

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Personal Advocates	Interval	Calls
	12:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Personal Advocates
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

POC SharpHC	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

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Queue Name: **POC SharpHC**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Porche

Interval	Calls
12:00:00AM	0
1:30:00AM	0
2:00:00AM	0
2:30:00AM	0
3:00:00AM	0
3:30:00AM	0
4:00:00AM	0
4:30:00AM	0
5:00:00AM	0
5:30:00AM	0
6:00:00AM	0
6:30:00AM	0
7:00:00PM	0
7:30:00PM	0
8:00:00PM	0
8:30:00PM	0
9:00:00PM	0
9:30:00PM	0
10:00:00PM	0
10:30:00PM	0
11:00:00PM	0
11:30:00PM	0
Total:	0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

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Queue Name: Porche
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

Questrade	Interval	Calls
	12:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Questrade
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8 GENESYS

QuickBooks Sales	Interval	Calls
	12:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **QuickBooks Sales**
Chart not printed : all data points are zero

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

QuickBooks Support	Interval	Calls
	12:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:30:00PM	0
	6:00:00PM	0

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

QuickBooks Support	Interval	Calls
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: QuickBooks Support
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ResMed Collections	Interval	Calls
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: ResMed Collections
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

RJ-TechSupport	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: RJ-TechSupport
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>	
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM	
Activity Time Range:	00:00:00-23:59:59	
Site ID Range:	<All>	

RL-TechSupport	Interval	Calls
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Total: 0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8 GENESYS

Queue Name: RL-TechSupport
Chart not printed : all data points are zero

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Sales	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ᎦᎦ GENESYS

Sales	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	1
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		1

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **Sales**

Number of Calls

Abandoned Calls By Reporting Interval

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Sales Specialist

Interval	Calls
12:00:00AM	0
12:30:00AM	0
1:00:00AM	0
1:30:00AM	0
2:00:00AM	0
2:30:00AM	0
3:00:00AM	0
3:30:00AM	0
4:00:00AM	0
4:30:00AM	0
5:00:00AM	0
5:30:00AM	0
6:00:00AM	2
6:30:00AM	0
7:00:00AM	0
7:30:00AM	0
8:00:00AM	0
8:30:00AM	0
9:00:00AM	0
9:30:00AM	0
10:00:00AM	0
10:30:00AM	1
11:00:00AM	0
11:30:00AM	0
12:00:00PM	0
12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Sales Specialist	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		3

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ፎ GENESYS

Queue Name: **Sales Specialist**

Number of Calls

Abandoned Calls By Reporting Interval

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

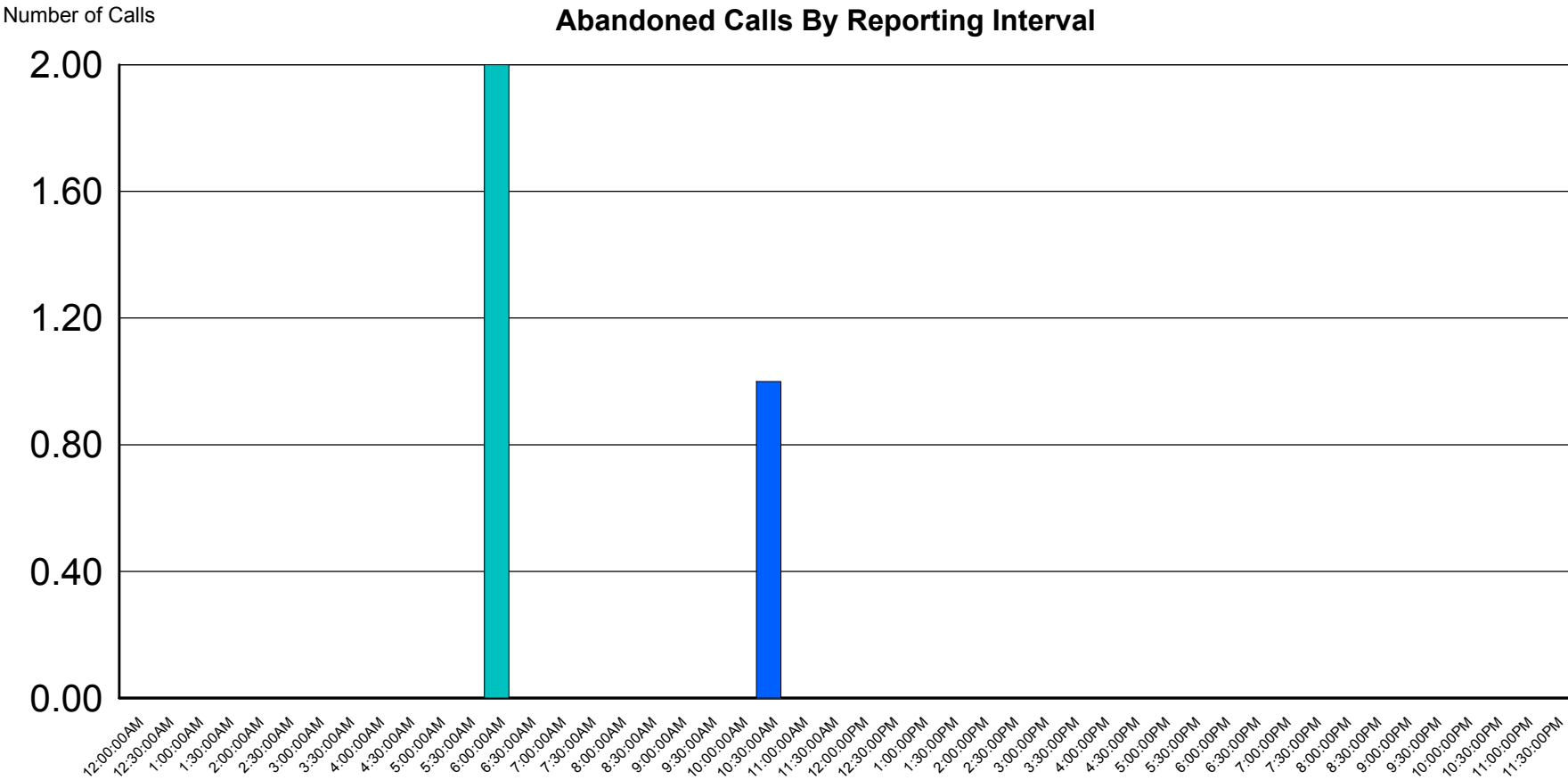Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

SAP	Interval	Calls
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: SAP
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

SC Accounting	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

SC Accounting	Interval	Calls
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **SC Accounting**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

SC Customer Service	Interval	Calls
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

SC Customer Service	Interval	Calls
	10:00:00PM	0
	10:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **SC Customer Service**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

SC Donor Group	Interval	Calls
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: SC Donor Group
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

SC Marketing	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

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SC Marketing	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	1
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		1

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ig GENESYS

Queue Name: **SC Marketing**

Number of Calls

Abandoned Calls By Reporting Interval

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
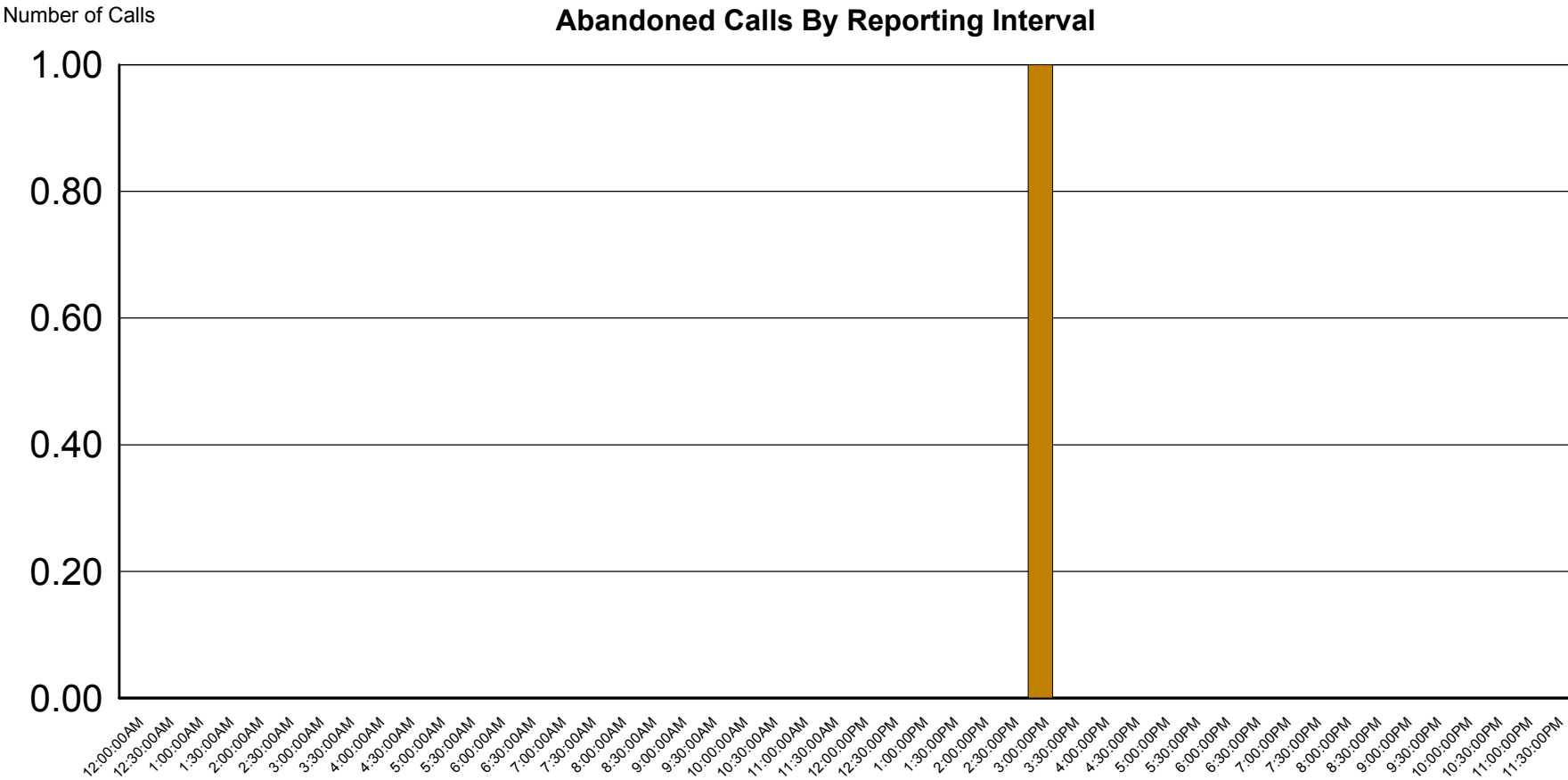
Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

SC Technical Support	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

SC Technical Support	Interval	Calls
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
Total:		0

Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All\>

GENESYS

Queue Name: SC Technical Support
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: `<All>`

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: `<All>`

GENESYS

Senior Adjusters	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
Total:		**0**

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Senior Adjusters
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

ServiceDesk	Interval	Calls
	12:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ⰾ GENESYS

Queue Name: ServiceDesk
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

SimdomainAdmins	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

SimdomainAdmins	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **SimdomainAdmins**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All\>

GENESYS

SMS	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

SMS	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **SMS**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: \<All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All>

GENESYS

Social Media	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	1

(Graph) Abandoned Call Profile

Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59
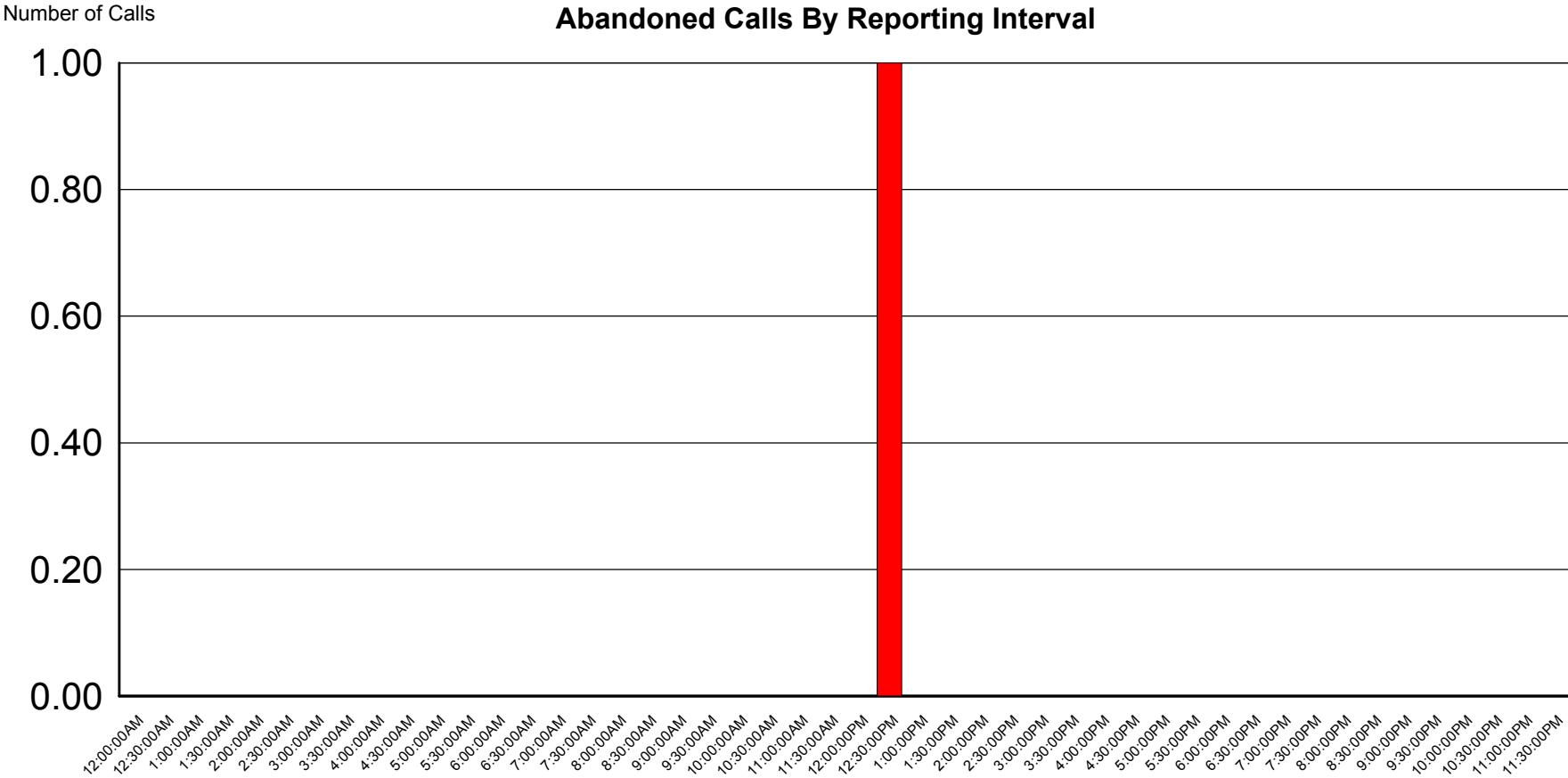
Site ID Range: \<All\>

GENESYS

Social Media	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		**1**

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ॐ GENESYS

Queue Name: **Social Media**

Number of Calls

Abandoned Calls By Reporting Interval

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ೆ GENESYS

Social Media Approvers	Interval	Calls
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0

Total: 0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Social Media Approvers
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Social Media Failures	Interval	Calls
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Queue Name: **Social Media Failures**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

GENESYS

Social Media Replies	Interval	Calls
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

SO GENESYS

Queue Name: Social Media Replies
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: `<All>`

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: `<All>`

SoW Advanced	Interval	Calls
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
Total:		**0**

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

og GENESYS

Queue Name: **SoW Advanced**
Chart not printed : all data points are zero

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

SoW Basic	Interval	Calls
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: SoW Basic
Chart not printed : all data points are zero

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ⵙ GENESYS

Support	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	4
	11:30:00AM	5
	12:00:00PM	5
	12:30:00PM	5

(Graph) Abandoned Call Profile

Queue Range:	<All>	
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM	
Activity Time Range:	00:00:00-23:59:59	
Site ID Range:	<All>	

Support	Interval	Calls
	1:00:00PM	5
	1:30:00PM	5
	2:00:00PM	5
	2:30:00PM	5
	3:00:00PM	5
	3:30:00PM	5
	4:00:00PM	5
	4:30:00PM	5
	5:00:00PM	5
	5:30:00PM	5
	6:00:00PM	5
	6:30:00PM	5
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		79

Queue Range: 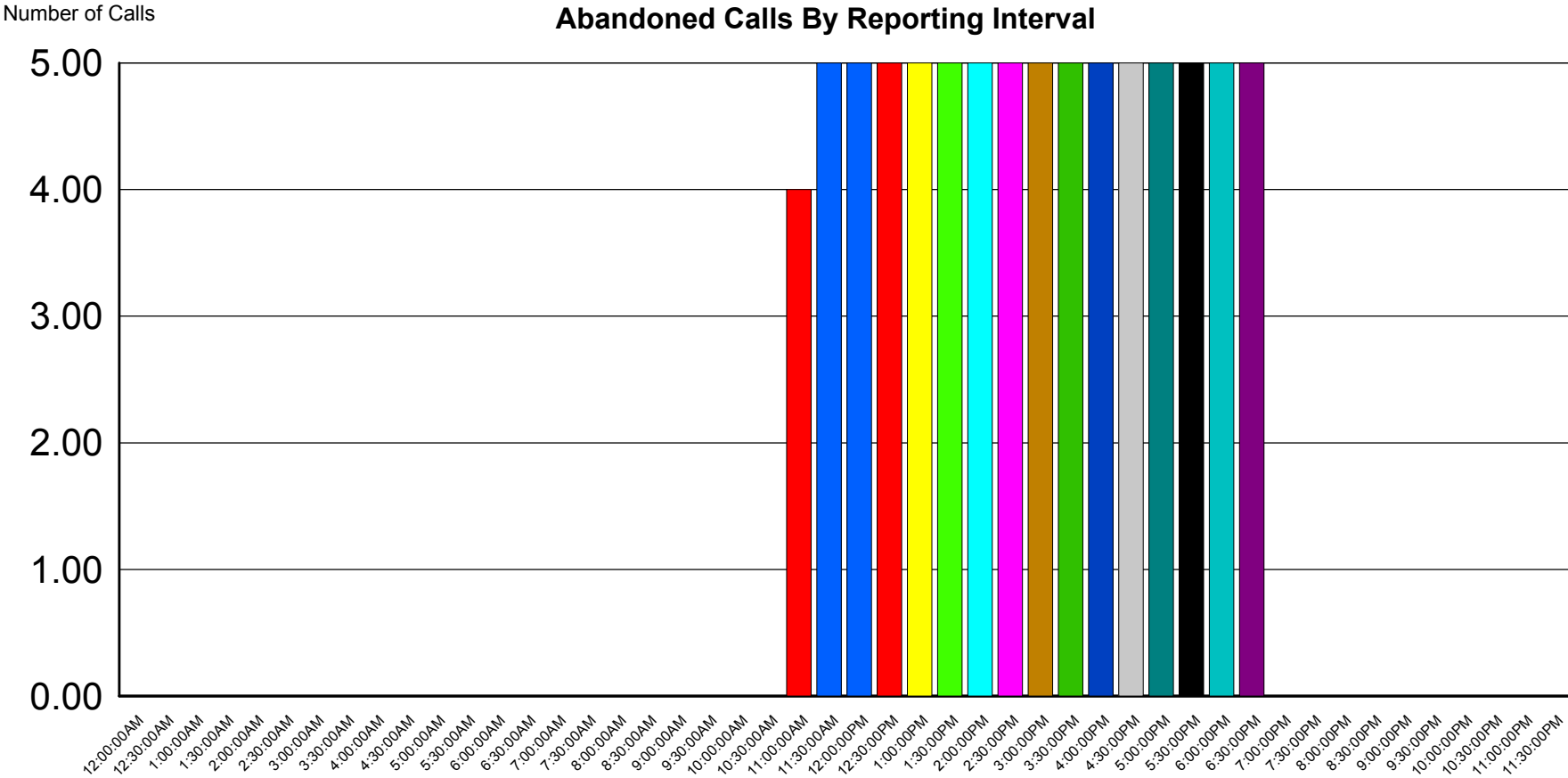   <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

Queue Name: **Support**

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

TechnicalSales	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	1
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	1
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

TechnicalSales	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		**2**

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

** og GENESYS™**

Queue Name: TechnicalSales

Number of Calls

Abandoned Calls By Reporting Interval

Queue Range: \<All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All>

TIER 2 - ClientServices	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

TIER 2 - ClientServices	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: TIER 2 - ClientServices
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>	
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM	
Activity Time Range:	00:00:00-23:59:59	
Site ID Range:	<All>	

GENESYS

Utilities Agents	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

Utilities Agents	Interval	Calls
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
Total:		0

Queue Range:	\<All\>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	\<All\>

GENESYS

Queue Name: Utilities Agents
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

VanceWG	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

VanceWG	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **VanceWG**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

WhirlpoolDryers	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **WhirlpoolDryers**
Chart not printed : all data points are zero

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

WrapUpWG	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

WrapUpWG	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8 GENESYS

Queue Name: WrapUpWG
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

YHF	Interval	Calls
	12:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		0

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **YHF**
Chart not printed : all data points are zero

(Graph) Abandoned Call Profile

Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

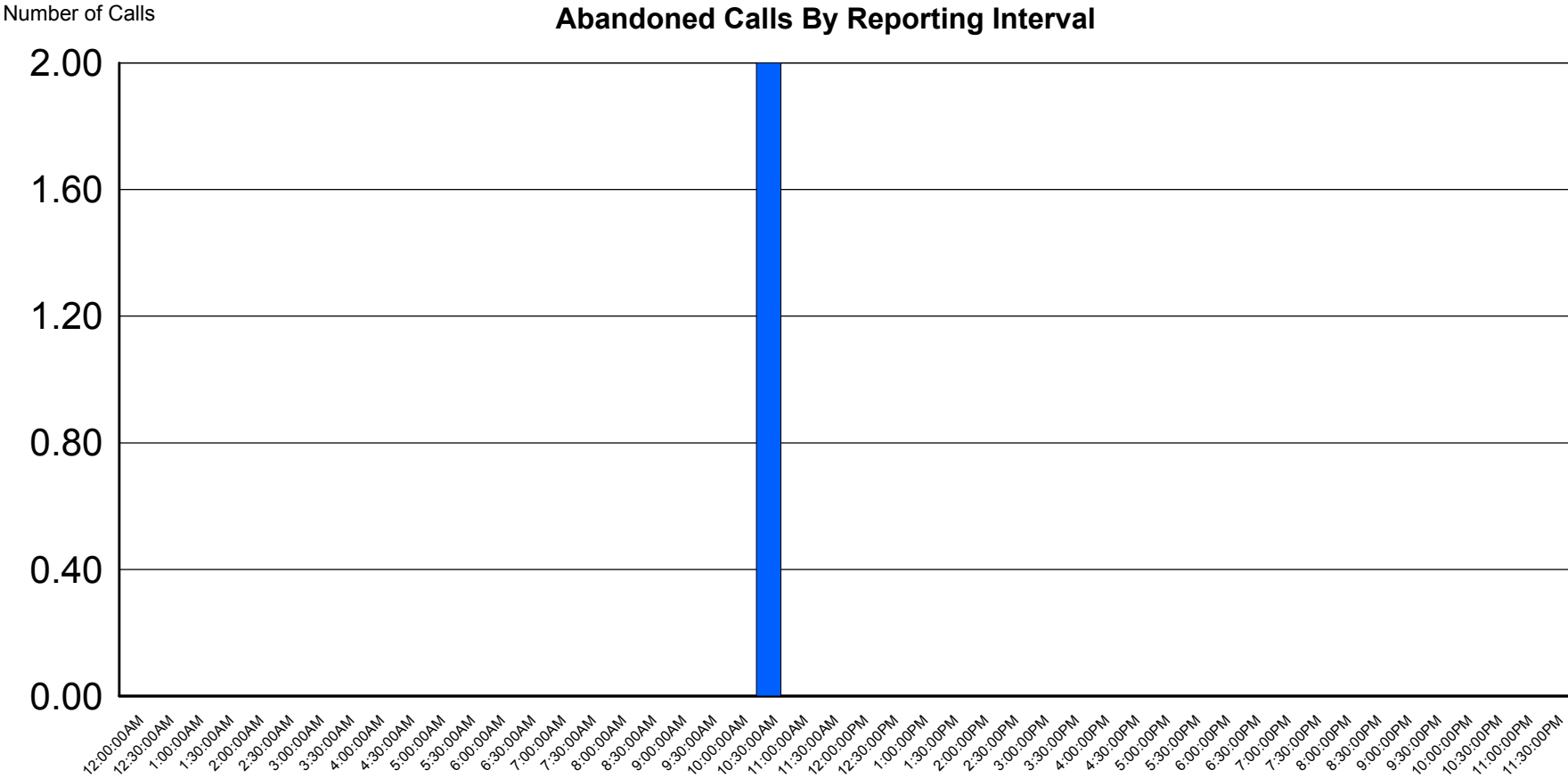Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All\>

GENESYS

Zendesk	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	2
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

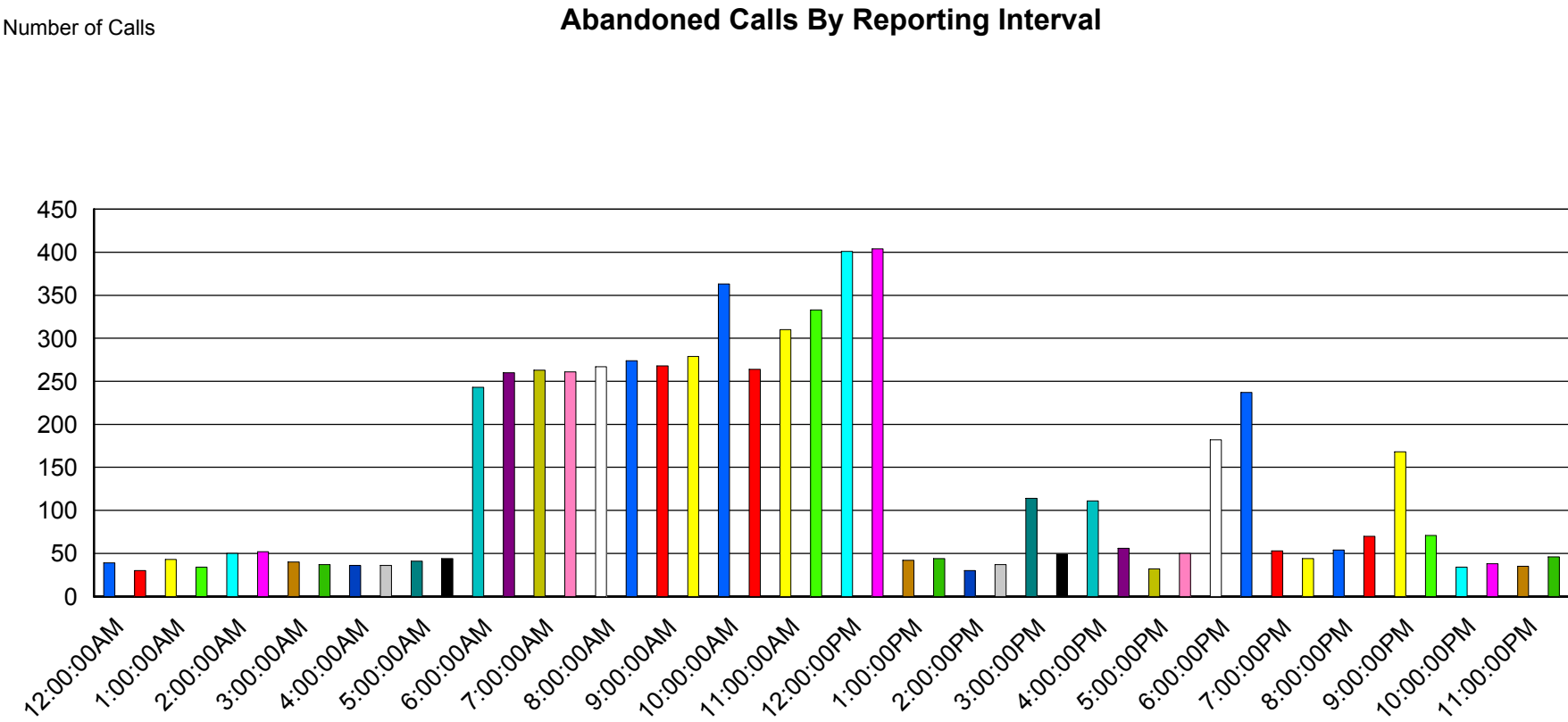| Zendesk	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		**2**

(Graph) Abandoned Call Profile

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: **Zendesk**

Abandoned Calls By Reporting Interval

Number of Calls

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

eg GENESYS

Grand Total Sum All Queues:

Number of Calls

Abandoned Calls By Reporting Interval

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

	Calls
Grand Total:	6,269