(Graph) Answered 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

(Graph) Answered 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

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>

GENESYS

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

(Graph) Answered 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	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) Answered 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: 407ETR

Chart not printed : all data points are zero

(Graph) Answered 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) Answered 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	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) Answered 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
	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) Answered 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**
Chart not printed : all data points are zero

(Graph) Answered 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\>

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) Answered 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

(Graph) Answered 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
	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) Answered 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>

ᎹᎹ GENESYS

Queue Name: AS-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\>

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) Answered 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

Queue Range:	<All>
Date Time Range:	10/17/2015 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: **Bentley**
Chart not printed : all data points are zero

(Graph) Answered 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

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) Answered Call Profile

Queue Range: <All>

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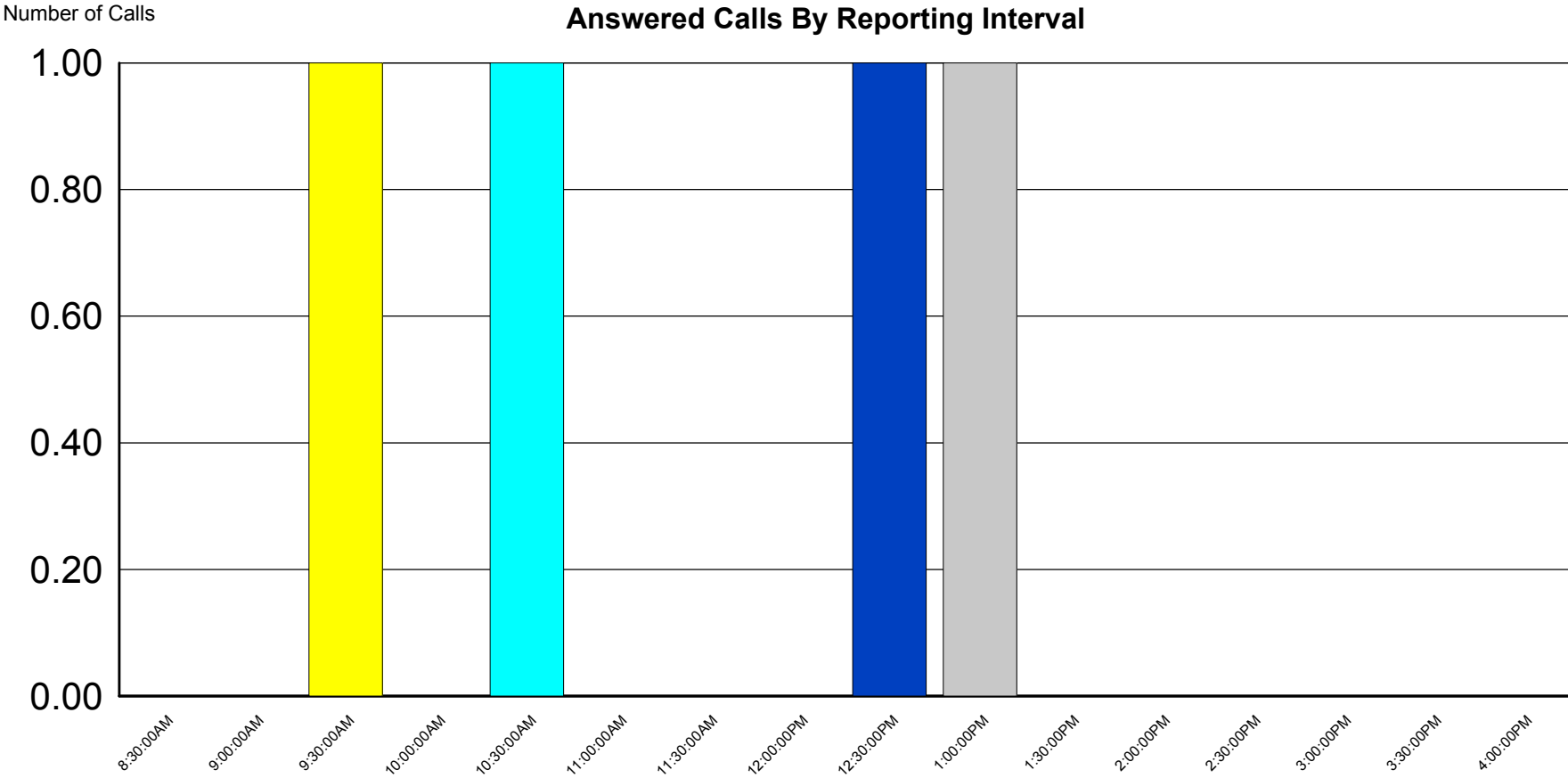
Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Care Center	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	1
	10:00:00AM	0
	10:30:00AM	1
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	1
	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
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>

GENESYS

Queue Name: Care Center

Number of Calls

Answered Calls By Reporting Interval

(Graph) Answered 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>

ဌ GENESYS

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

(Graph) Answered 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 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) Answered 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 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) Answered 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>

9 GENESYS

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

(Graph) Answered 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) Answered 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\>

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

(Graph) Answered Call Profile

Queue Range: \<All>

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

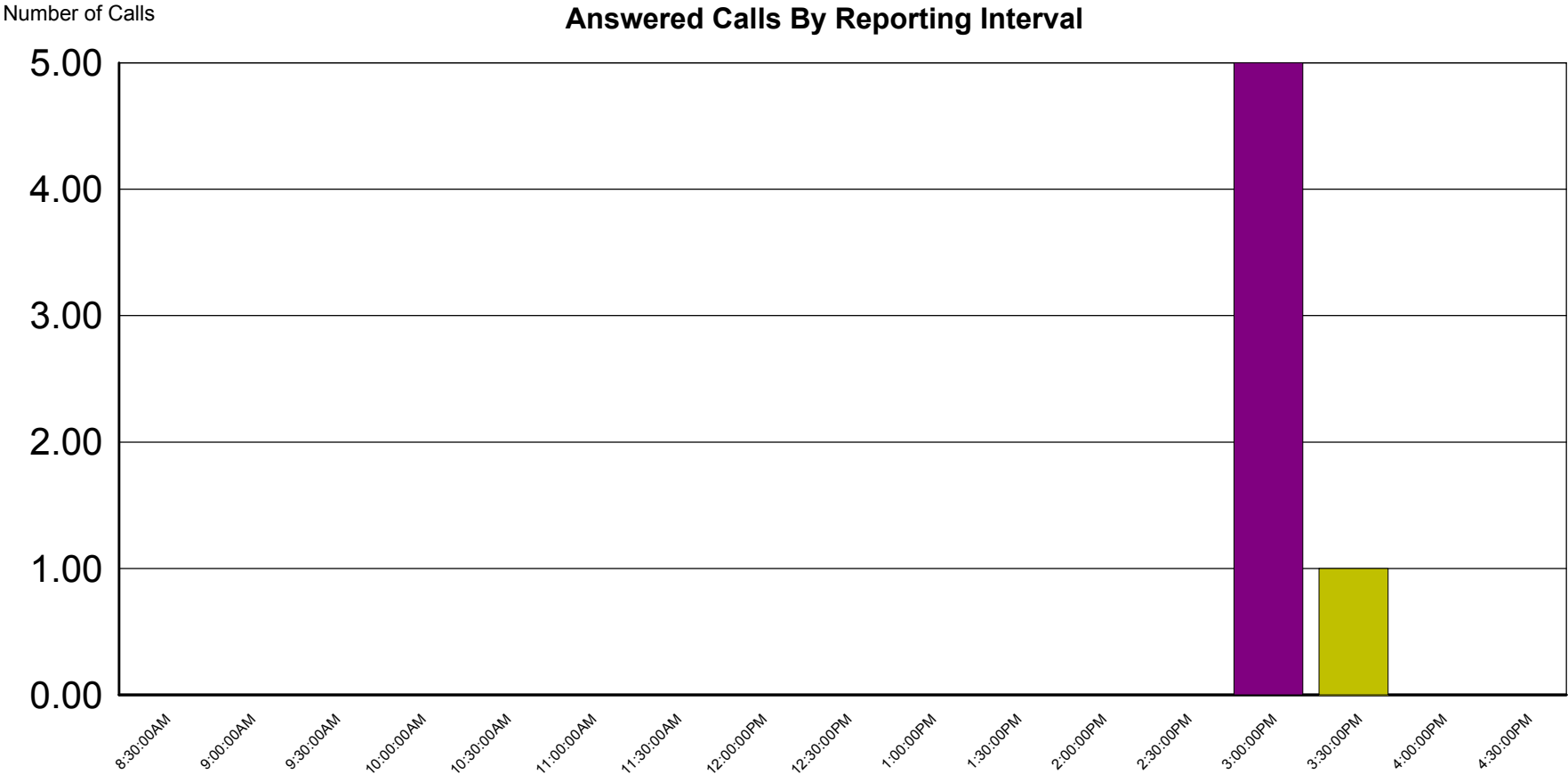Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All>

GENESYS

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	5
	3:30:00PM	1
	4:00:00PM	0
	4:30:00PM	0
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>

GENESYS

Queue Name: **ClientServices**

Number of Calls

Answered Calls By Reporting Interval

(Graph) Answered 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

(Graph) Answered 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: CompanyOperator
Chart not printed : all data points are zero

(Graph) Answered 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 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) Answered 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

Queue Range:	<All>
Date Time Range:	10/17/2015 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 Research - 1
Chart not printed : all data points are zero

(Graph) Answered 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

(Graph) Answered 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: Conference Room 1

Chart not printed : all data points are zero

(Graph) Answered 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) Answered 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

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) Answered 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 Satisfaction	Interval	Calls
	12:00:00AM	1,936
	12:30:00AM	1,951
	1:00:00AM	1,937
	1:30:00AM	1,946
	2:00:00AM	1,940
	2:30:00AM	1,948
	3:00:00AM	1,941
	3:30:00AM	1,953
	4:00:00AM	1,946
	4:30:00AM	1,950
	5:00:00AM	1,945
	5:30:00AM	1,962
	6:00:00AM	1,952
	6:30:00AM	1,949
	7:00:00AM	1,947
	7:30:00AM	1,943
	8:00:00AM	1,944
	8:30:00AM	1,956
	9:00:00AM	1,946
	9:30:00AM	1,951
	10:00:00AM	1,960
	10:30:00AM	1,961
	11:00:00AM	1,958
	11:30:00AM	1,949
	12:00:00PM	1,964
	12:30:00PM	1,955

(Graph) Answered 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 Satisfaction	Interval	Calls
	1:00:00PM	1,964
	1:30:00PM	1,967
	2:00:00PM	1,957
	2:30:00PM	1,967
	3:00:00PM	1,962
	3:30:00PM	1,958
	4:00:00PM	1,957
	4:30:00PM	1,949
	5:00:00PM	1,962
	5:30:00PM	1,959
	6:00:00PM	1,952
	6:30:00PM	1,946
	7:00:00PM	1,944
	7:30:00PM	1,941
	8:00:00PM	1,948
	8:30:00PM	1,955
	9:00:00PM	1,936
	9:30:00PM	1,948
	10:00:00PM	1,943
	10:30:00PM	1,951
	11:00:00PM	1,944
	11:30:00PM	1,943
Total:		93,643

Queue Range: <All>

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

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

Site ID Range: <All>
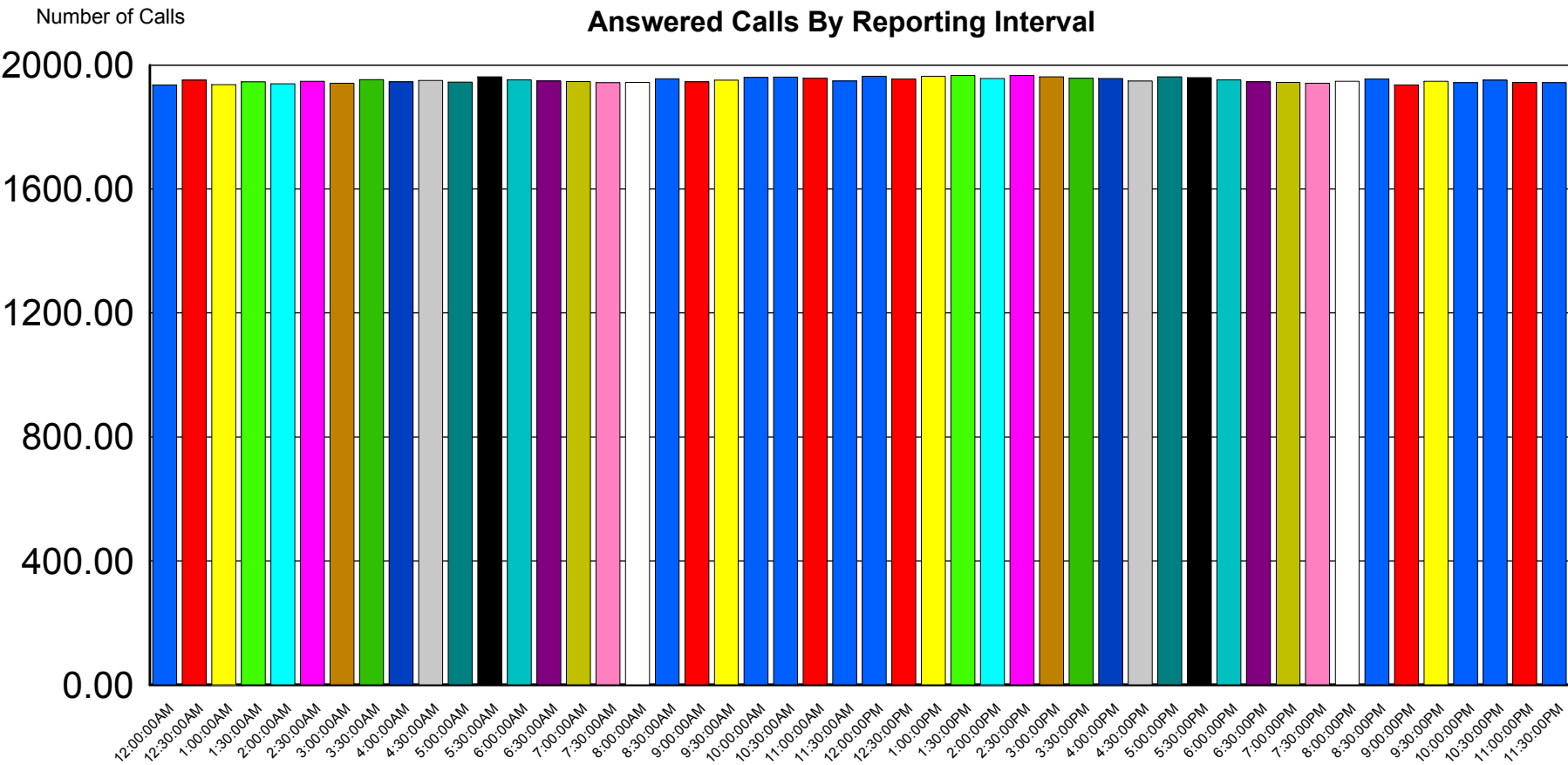
ĞENESYS

Queue Name: Customer Satisfaction

Number of Calls

Answered 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

Customer Service	Interval	Calls
	12:00:00AM	596
	12:30:00AM	590
	1:00:00AM	605
	1:30:00AM	590
	2:00:00AM	582
	2:30:00AM	602
	3:00:00AM	591
	3:30:00AM	589
	4:00:00AM	590
	4:30:00AM	598
	5:00:00AM	575
	5:30:00AM	572
	6:00:00AM	573
	6:30:00AM	577
	7:00:00AM	568
	7:30:00AM	585
	8:00:00AM	567
	8:30:00AM	573
	9:00:00AM	562
	9:30:00AM	565
	10:00:00AM	478
	10:30:00AM	557
	11:00:00AM	528
	11:30:00AM	524
	12:00:00PM	381
	12:30:00PM	390

(Graph) Answered 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	729
	1:30:00PM	684
	2:00:00PM	686
	2:30:00PM	681
	3:00:00PM	641
	3:30:00PM	663
	4:00:00PM	638
	4:30:00PM	661
	5:00:00PM	681
	5:30:00PM	667
	6:00:00PM	523
	6:30:00PM	550
	7:00:00PM	689
	7:30:00PM	665
	8:00:00PM	644
	8:30:00PM	656
	9:00:00PM	610
	9:30:00PM	655
	10:00:00PM	577
	10:30:00PM	586
	11:00:00PM	585
	11:30:00PM	585
Total:		**28,564**

Queue Range: `<All>`

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

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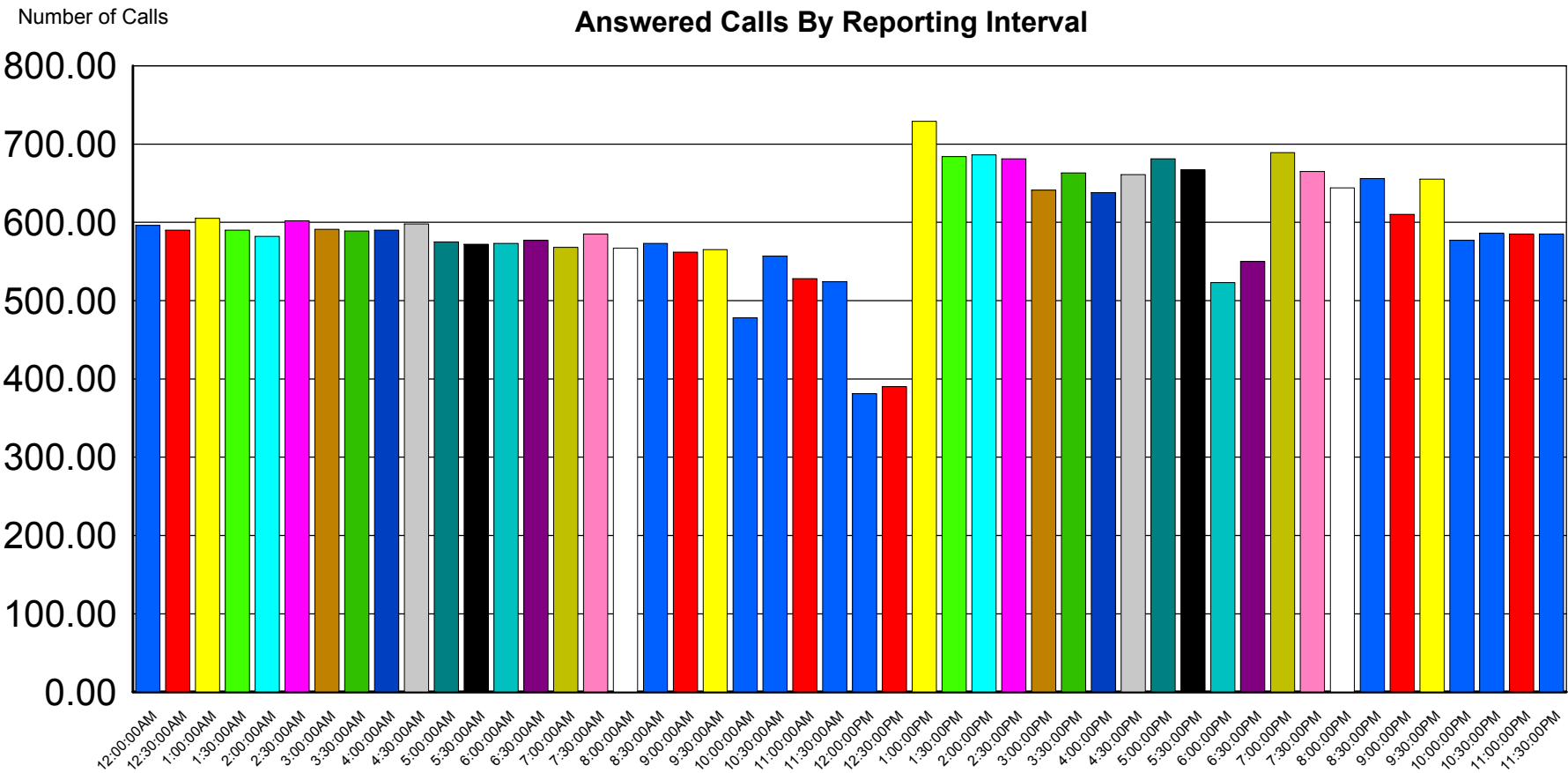
Site ID Range: `<All>`

ဦ GENESYS

Queue Name: **Customer Service**

Answered Calls By Reporting Interval

(Graph) Answered 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	187
	12:30:00AM	196
	1:00:00AM	170
	1:30:00AM	201
	2:00:00AM	191
	2:30:00AM	180
	3:00:00AM	179
	3:30:00AM	191
	4:00:00AM	182
	4:30:00AM	184
	5:00:00AM	186
	5:30:00AM	179
	6:00:00AM	184
	6:30:00AM	169
	7:00:00AM	195
	7:30:00AM	179
	8:00:00AM	179
	8:30:00AM	181
	9:00:00AM	180
	9:30:00AM	179
	10:00:00AM	190
	10:30:00AM	189
	11:00:00AM	215
	11:30:00AM	223
	12:00:00PM	208
	12:30:00PM	220

(Graph) Answered 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

Dialer	Interval	Calls
	1:00:00PM	231
	1:30:00PM	207
	2:00:00PM	220
	2:30:00PM	221
	3:00:00PM	233
	3:30:00PM	205
	4:00:00PM	216
	4:30:00PM	202
	5:00:00PM	225
	5:30:00PM	216
	6:00:00PM	222
	6:30:00PM	214
	7:00:00PM	205
	7:30:00PM	228
	8:00:00PM	218
	8:30:00PM	209
	9:00:00PM	228
	9:30:00PM	221
	10:00:00PM	207
	10:30:00PM	219
	11:00:00PM	208
	11:30:00PM	218
Total:		**9,690**

(Graph) Answered 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>

ဝ္ဂ GENESYS

Queue Name: **Dialer**

Number of Calls

Answered Calls By Reporting Interval

(Graph) Answered 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
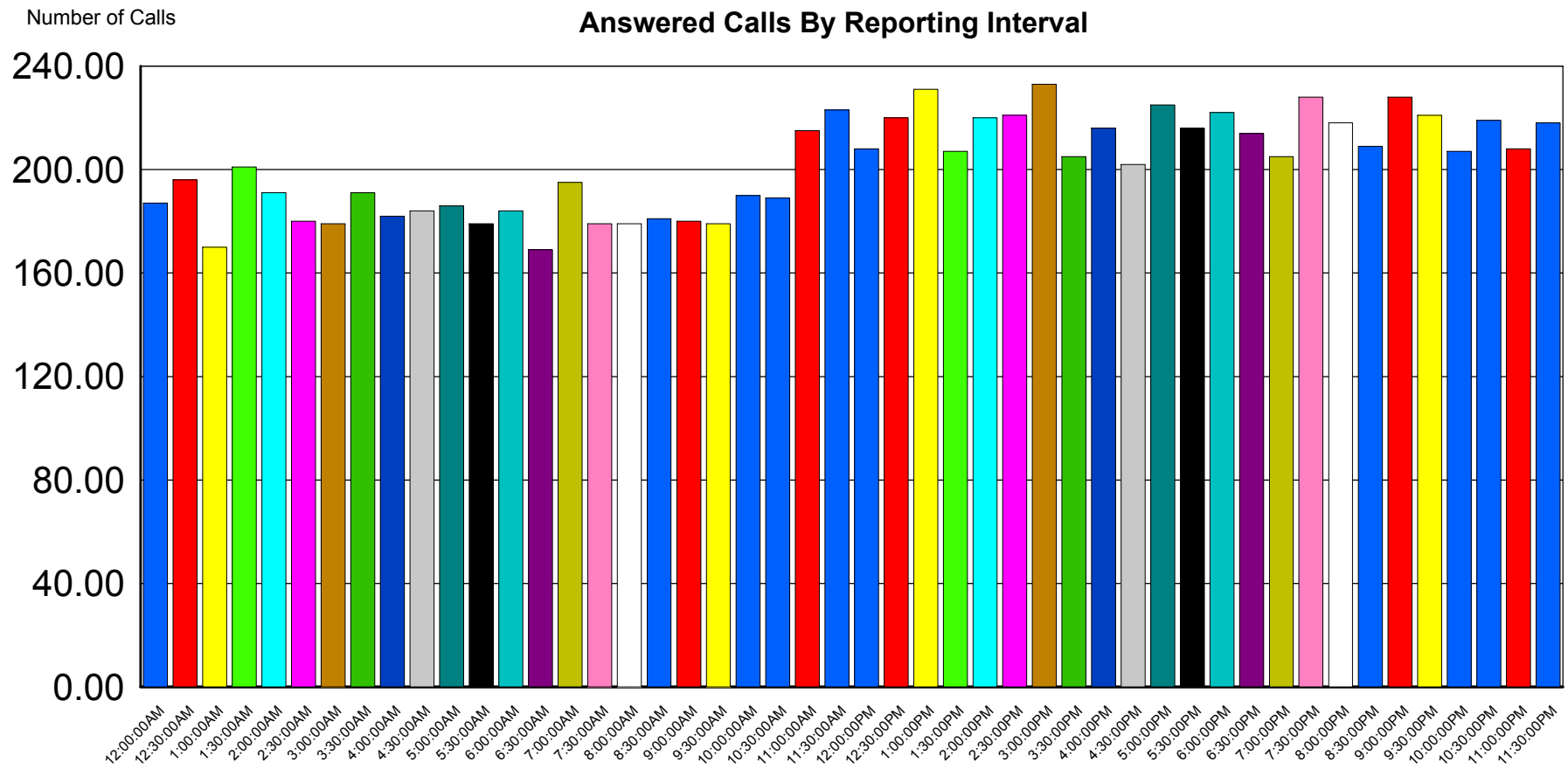
Site ID Range: \<All>

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

(Graph) Answered 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: ES-TechSupport

Chart not printed : all data points are zero

(Graph) Answered 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
	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) Answered 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	3
	2:00:00PM	1
	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**

Queue Range:	<All>
Date Time Range:	10/17/2015 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: **FeedBack**

Number of Calls

Answered Calls By Reporting Interval

(Graph) Answered 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>

ॐ 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	1
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Answered 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>

ᱛᱛᱛ GENESYS

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:		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>
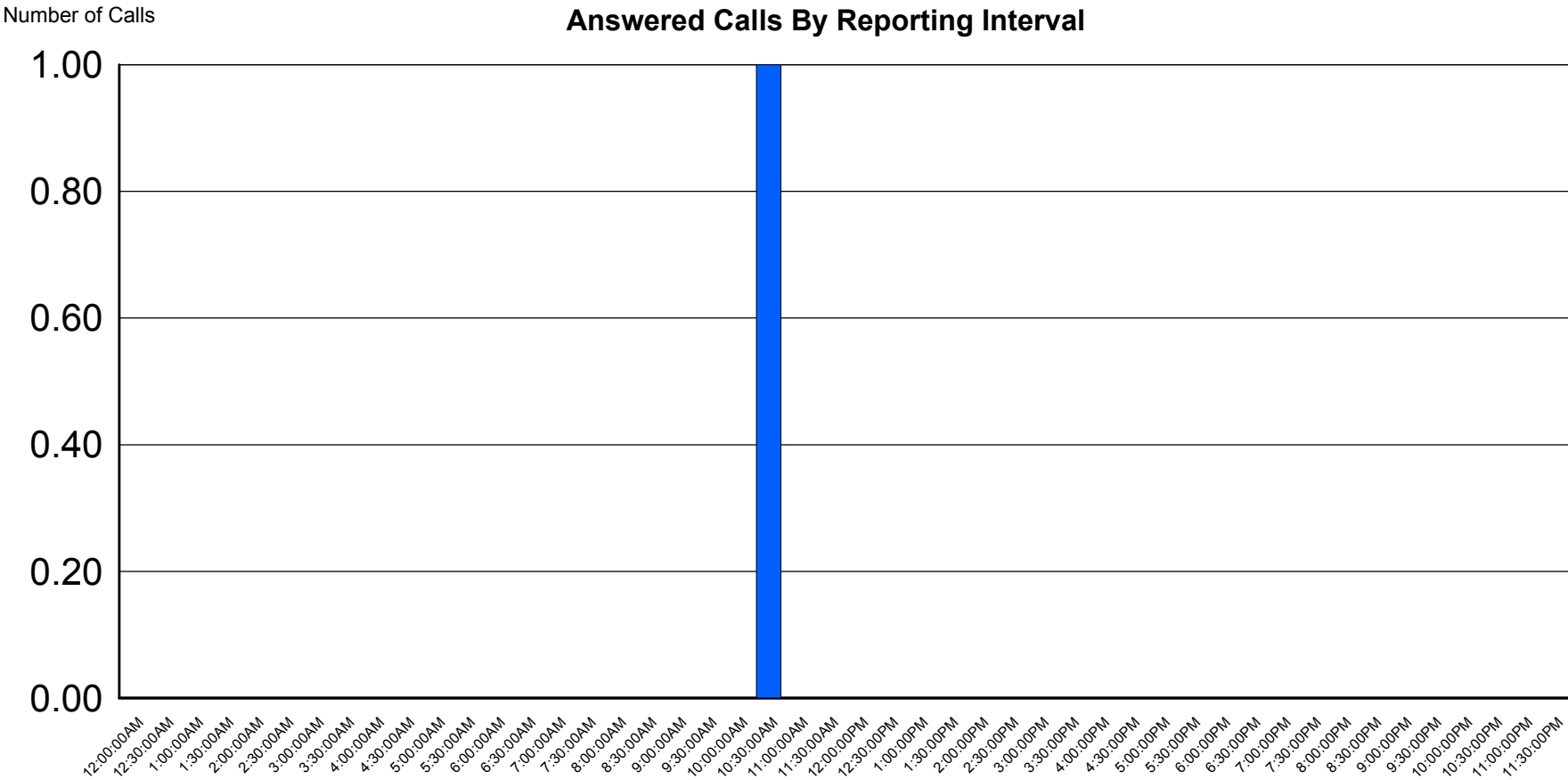
ÜGENESYS

Queue Name: **FeedBack IPA**

Number of Calls

Answered Calls By Reporting Interval

(Graph) Answered 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

Queue Range:	<All>
Date Time Range:	10/17/2015 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

(Graph) Answered 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 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

Queue Range:	<All>
Date Time Range:	10/17/2015 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: GeneriGas Residential
Chart not printed : all data points are zero

(Graph) Answered 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\>

ဥ 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>

ᵍ GENESYS

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

(Graph) Answered 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>

ᵍGENESYS

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) Answered 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>

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) Answered 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

(Graph) Answered 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: HealthCareAgents
Chart not printed : all data points are zero

(Graph) Answered 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	559
	12:30:00AM	561
	1:00:00AM	560
	1:30:00AM	564
	2:00:00AM	551
	2:30:00AM	572
	3:00:00AM	568
	3:30:00AM	559
	4:00:00AM	554
	4:30:00AM	564
	5:00:00AM	513
	5:30:00AM	521
	6:00:00AM	523
	6:30:00AM	487
	7:00:00AM	490
	7:30:00AM	501
	8:00:00AM	488
	8:30:00AM	503
	9:00:00AM	494
	9:30:00AM	483
	10:00:00AM	441
	10:30:00AM	522
	11:00:00AM	450
	11:30:00AM	465
	12:00:00PM	376
	12:30:00PM	378

(Graph) Answered 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	683
	1:30:00PM	640
	2:00:00PM	617
	2:30:00PM	626
	3:00:00PM	586
	3:30:00PM	638
	4:00:00PM	575
	4:30:00PM	630
	5:00:00PM	644
	5:30:00PM	630
	6:00:00PM	475
	6:30:00PM	477
	7:00:00PM	644
	7:30:00PM	602
	8:00:00PM	587
	8:30:00PM	566
	9:00:00PM	494
	9:30:00PM	565
	10:00:00PM	534
	10:30:00PM	553
	11:00:00PM	549
	11:30:00PM	560
Total:		26,122

(Graph) Answered 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**

Number of Calls

Answered Calls By Reporting Interval

(Graph) Answered 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
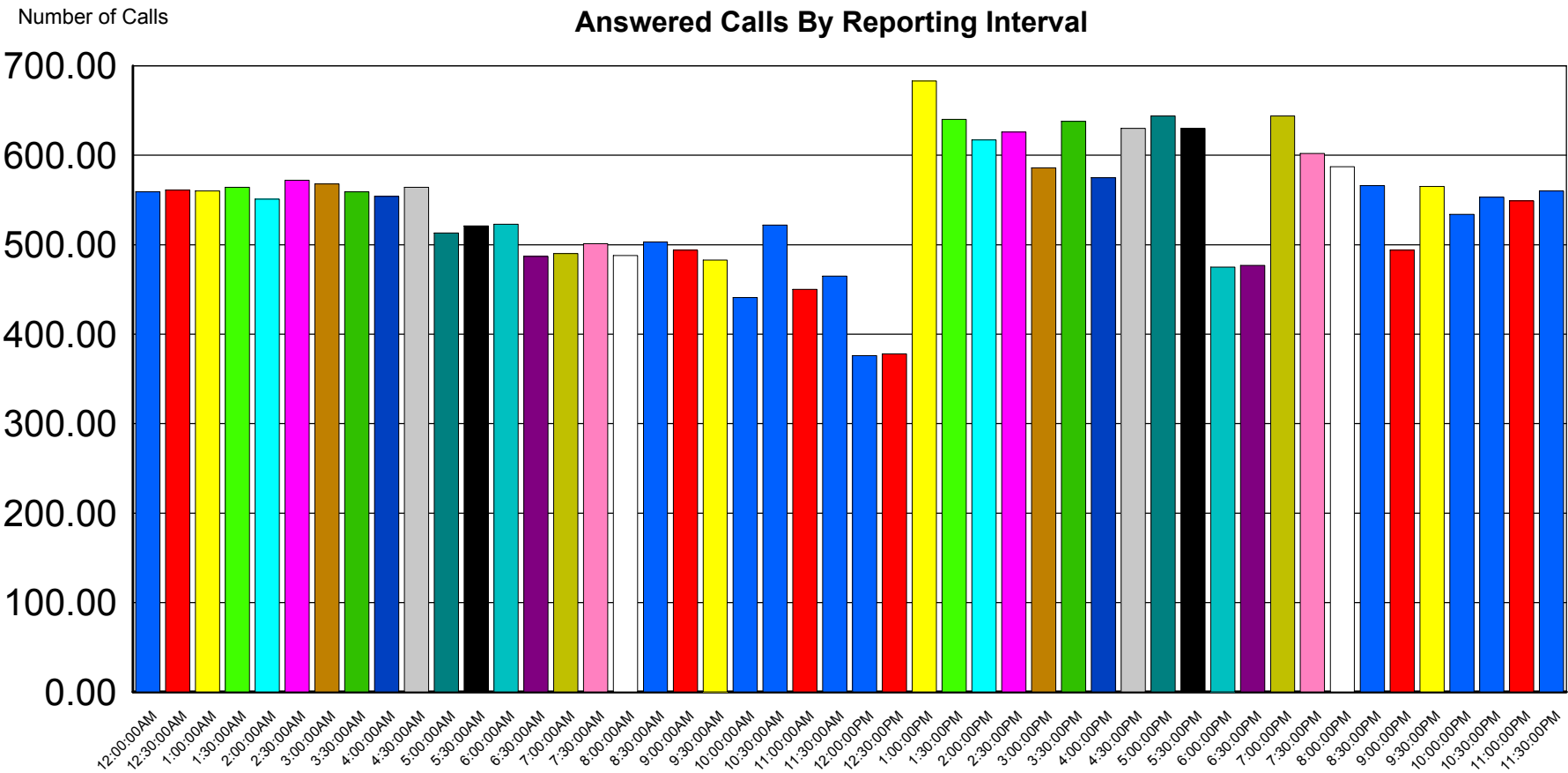
Site ID Range: <All>

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) Answered 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>

GENESYS

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

(Graph) Answered 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>

ö GENESYS™

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>

GENESYS

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

(Graph) Answered 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 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	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

Queue Range:	\<All\>	
Date Time Range:	10/17/2015 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: **HP Partner B**
Chart not printed : all data points are zero

(Graph) Answered 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**
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	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

(Graph) Answered 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	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 C
Chart not printed : all data points are zero

(Graph) Answered 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>

ĜGENESYS

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>

e GENESYS

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

(Graph) Answered 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 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

(Graph) Answered 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 Re-Engagement
Chart not printed : all data points are zero

(Graph) Answered 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

Queue Range:	<All>
Date Time Range:	10/17/2015 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) Answered 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) Answered 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) Answered 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

Queue Range:	<All>
Date Time Range:	10/17/2015 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: IMC - Dialing
Chart not printed : all data points are zero

(Graph) Answered 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	Interval	Calls
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	10:30:00AM	0
	11:00:00AM	1
	11:30:00AM	3
	12:00:00PM	0
	12:30:00PM	0
	6:00:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
Total:		**4**

(Graph) Answered 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**

Number of Calls

Answered Calls By Reporting Interval

(Graph) Answered Call Profile

Queue Range: <All>

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

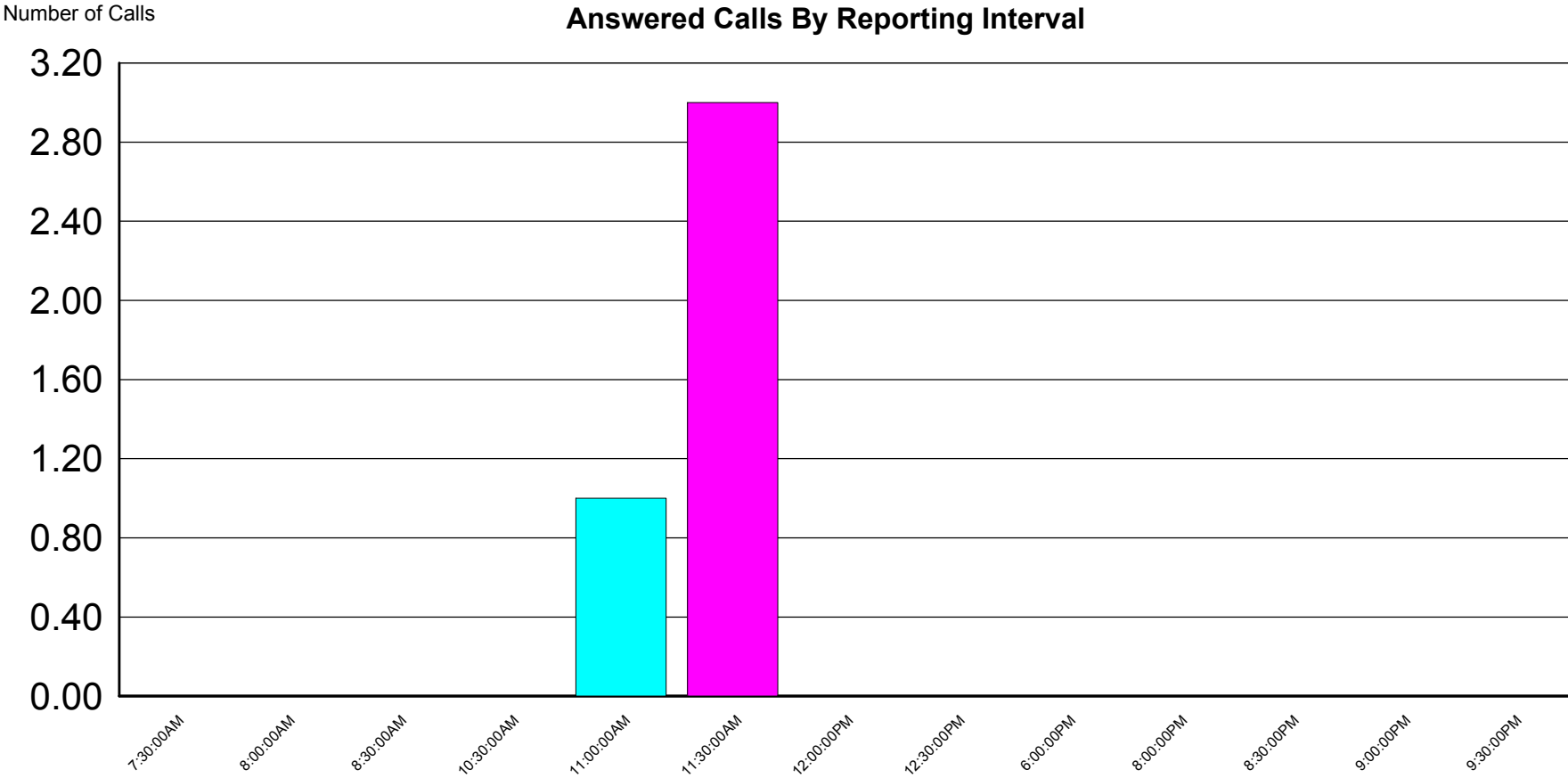Activity Time Range: 00:00:00-23:59:59

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) Answered 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 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) Answered 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

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

** log GENESYS**

Queue Name: **Insurance Agents**

Number of Calls

Answered Calls By Reporting Interval

(Graph) Answered Call Profile

Queue Range: <All>

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

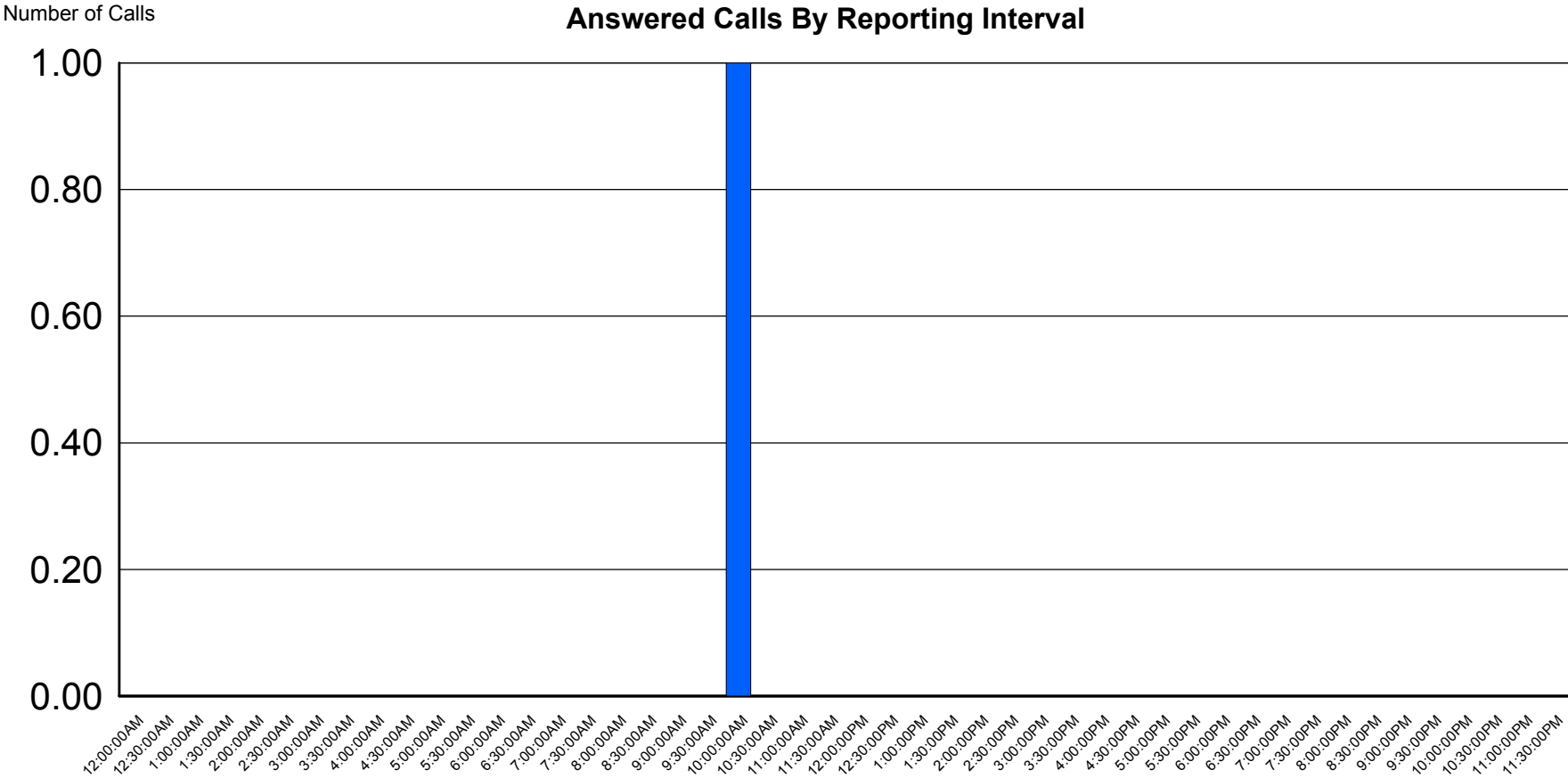Activity Time Range: 00:00:00-23:59:59

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

Queue Range:	<All>
Date Time Range:	10/17/2015 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) Answered 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) Answered 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 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) Answered 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 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>

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Queue Name: IPA Demos
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

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) Answered Call Profile

Queue Range: \<All>

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

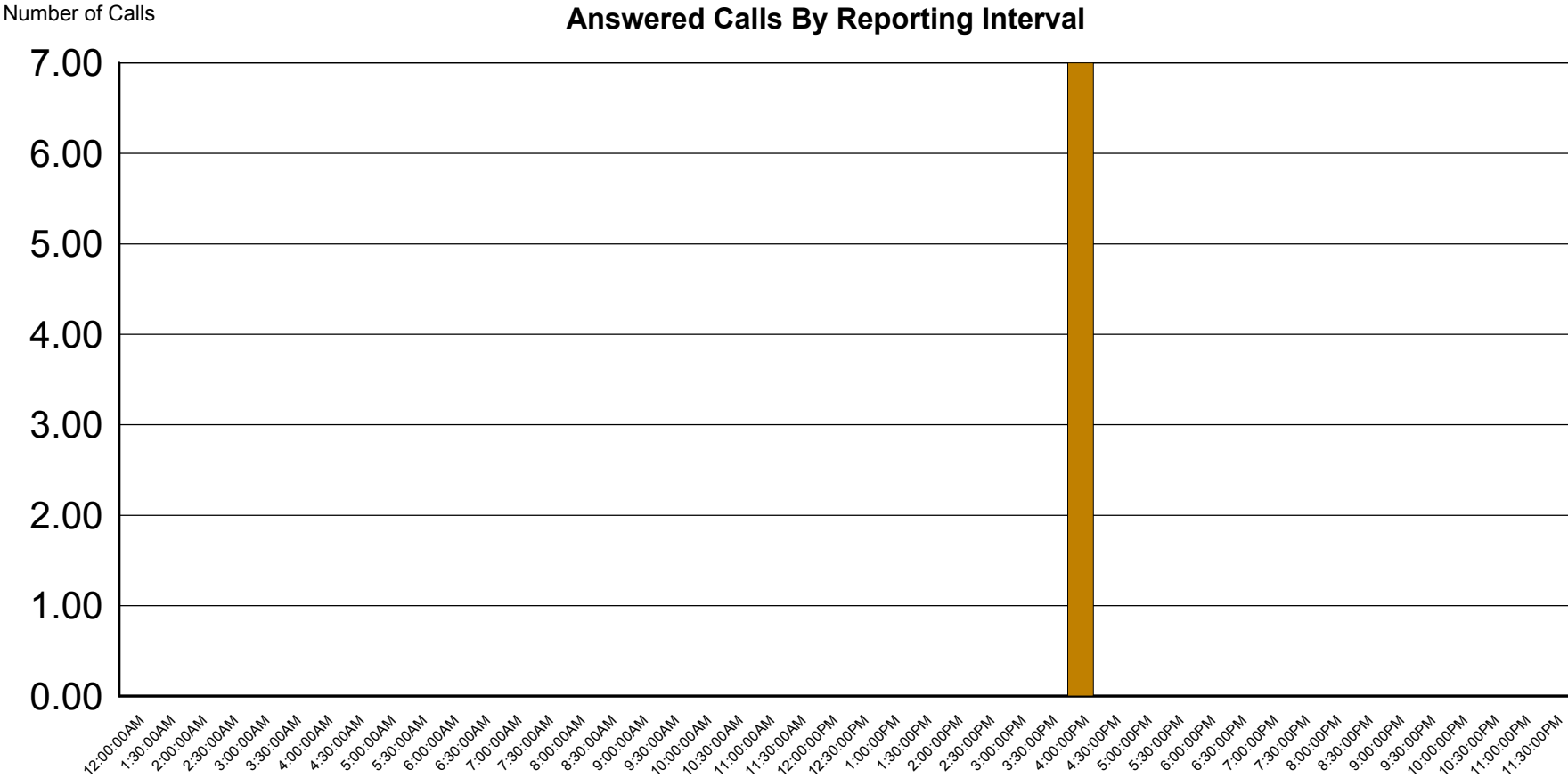Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All>

GENESYS

IPA HR Onboarding	Interval	Calls
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	7
	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:		**7**

(Graph) Answered 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>

ဓ GENESYS

Queue Name: **IPA HR Onboarding**

Number of Calls

Answered Calls By Reporting Interval

(Graph) Answered 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
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) Answered Call Profile

Queue Range: <All>

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

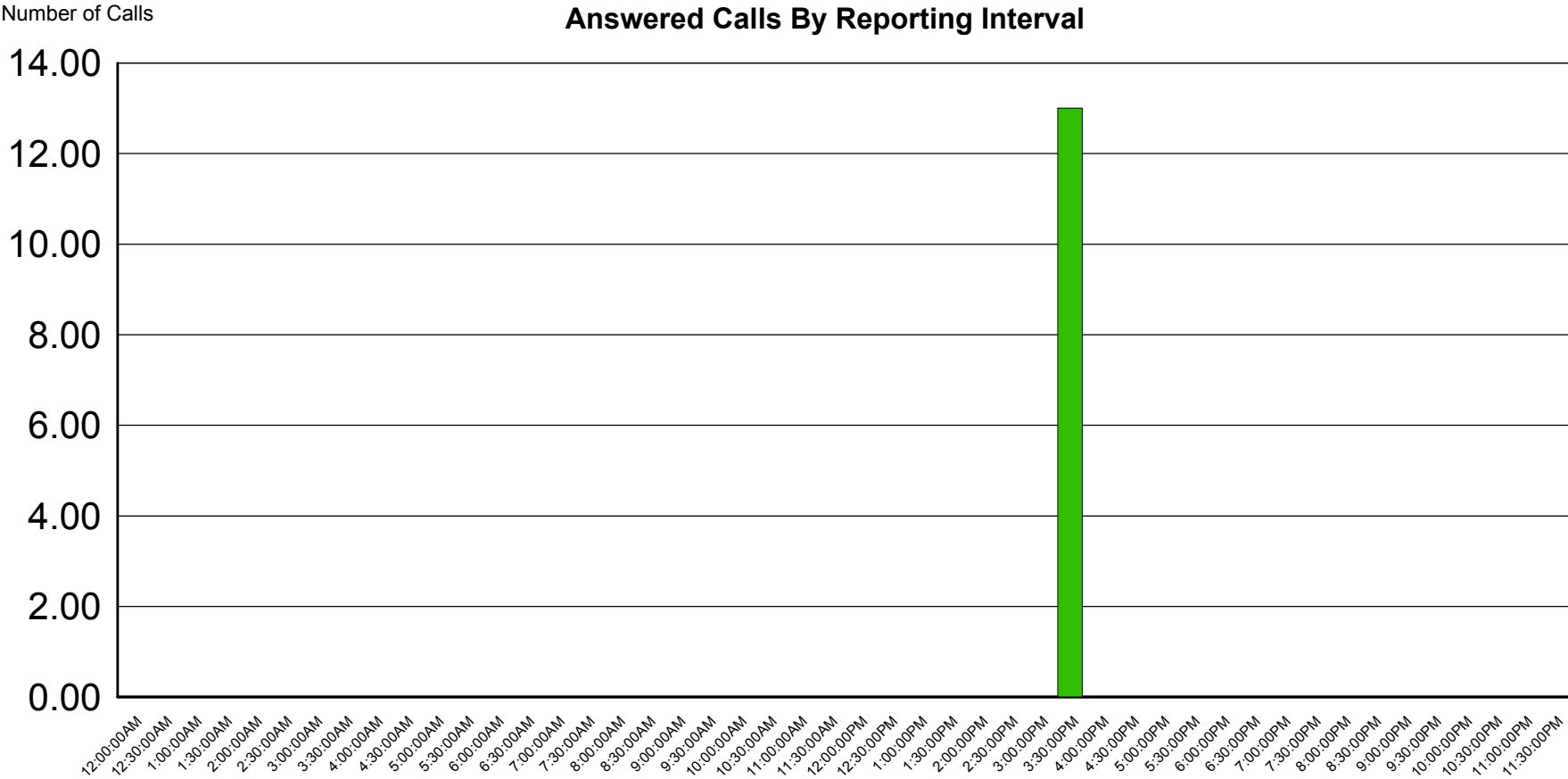Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

IPA Intelligent Mobile Con Interval	Calls
1:00:00PM	0
1:30:00PM	0
2:00:00PM	0
2:30:00PM	0
3:00:00PM	0
3:30:00PM	13
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:	**13**

(Graph) Answered 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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Queue Name: **IPA Intelligent Mobile Connect**

Number of Calls

Answered Calls By Reporting Interval

(Graph) Answered 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
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: **IPA Intelligent Mobile Connect - 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\>

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) Answered 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>

GENESYS

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

(Graph) Answered 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) Answered 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: IPA Intelligent Mobile Connect 2 - Dialing
Chart not printed : all data points are zero

(Graph) Answered 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
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) Answered 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	1
	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

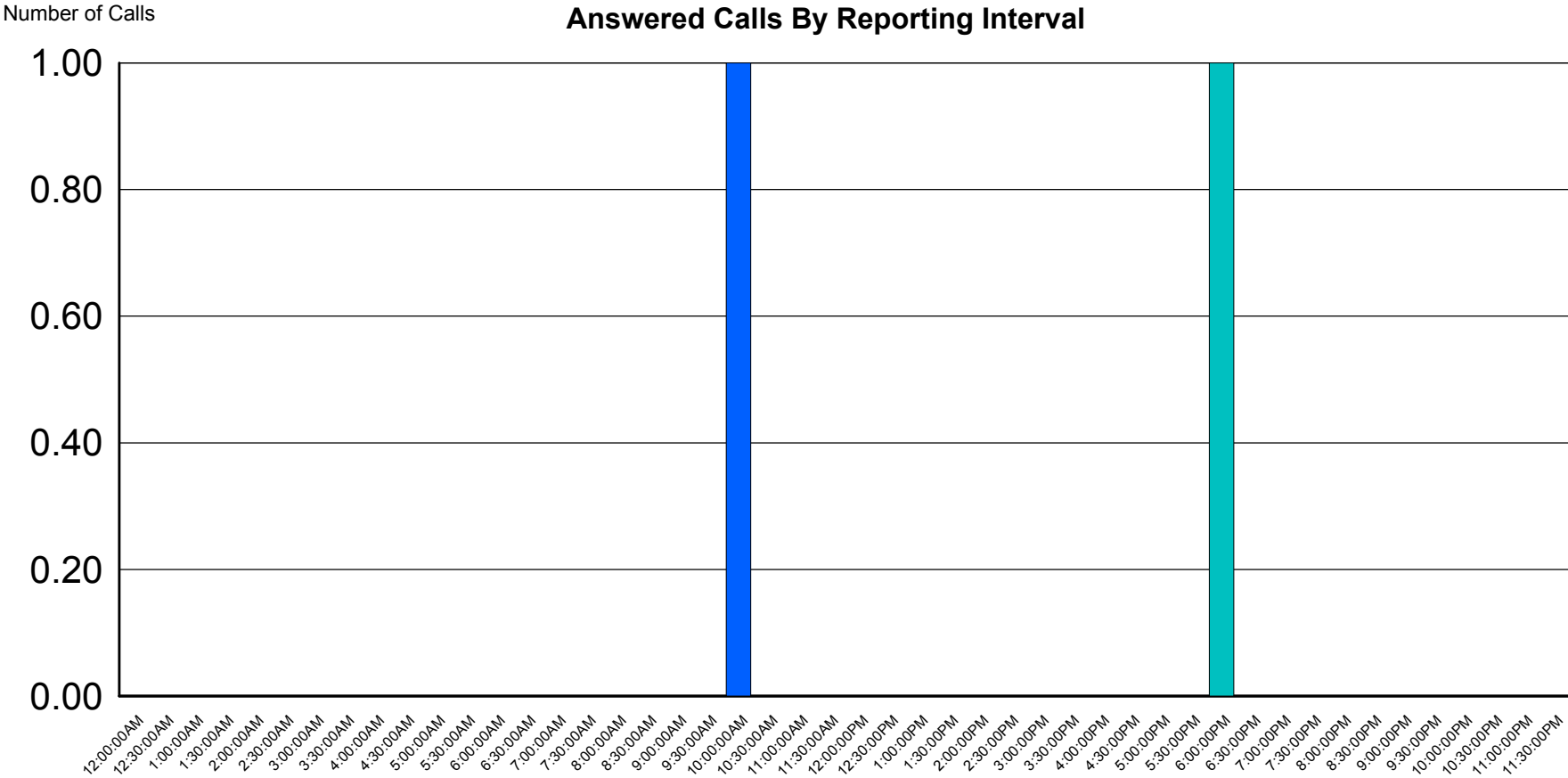**Activity Time Range:**   00:00:00-23:59:59

Site ID Range: \<All\>

ΘGENESYS

Queue Name: **IPA Life Insurance Demo**

Answered Calls By Reporting Interval

(Graph) Answered 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>

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

(Graph) Answered 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 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	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Answered 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]

IPA TeleHealth	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	5
	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**

(Graph) Answered Call Profile

Queue Range: <All>

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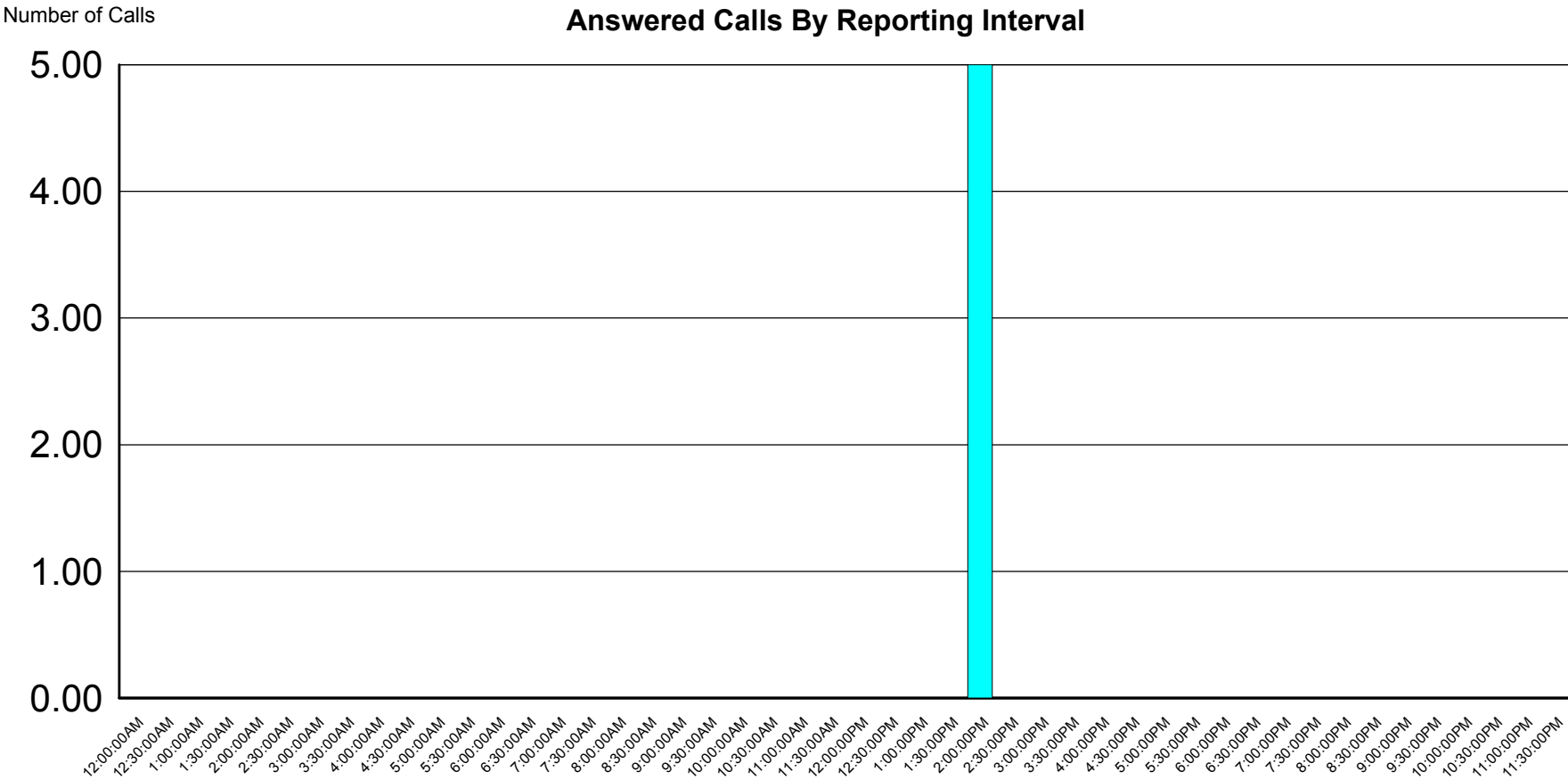
Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: IPA TeleHealth

Answered Calls By Reporting Interval

(Graph) Answered 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™

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

(Graph) Answered 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 University Enrollment
Chart not printed : all data points are zero

(Graph) Answered 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

JS_Survey	Interval	Calls
	12:00:00AM	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
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0

(Graph) Answered 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	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: **JS_Survey**
Chart not printed : all data points are zero

(Graph) Answered 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) Answered 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 Ser 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: Legal Shield - Member Services
Chart not printed : all data points are zero

(Graph) Answered 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>	

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) Answered 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
	12:00:00AM	6
	12:30:00AM	5
	1:00:00AM	5
	1:30:00AM	7
	2:00:00AM	3
	2:30:00AM	0
	3:00:00AM	7
	3:30:00AM	7
	4:00:00AM	1
	4:30:00AM	2
	5:00:00AM	1
	5:30:00AM	3
	6:00:00AM	0
	6:30:00AM	4
	7:00:00AM	5
	7:30:00AM	0
	8:00:00AM	2
	8:30:00AM	4
	9:00:00AM	4
	9:30:00AM	8
	10:00:00AM	10
	10:30:00AM	9
	11:00:00AM	8
	11:30:00AM	16
	12:00:00PM	8
	12:30:00PM	8

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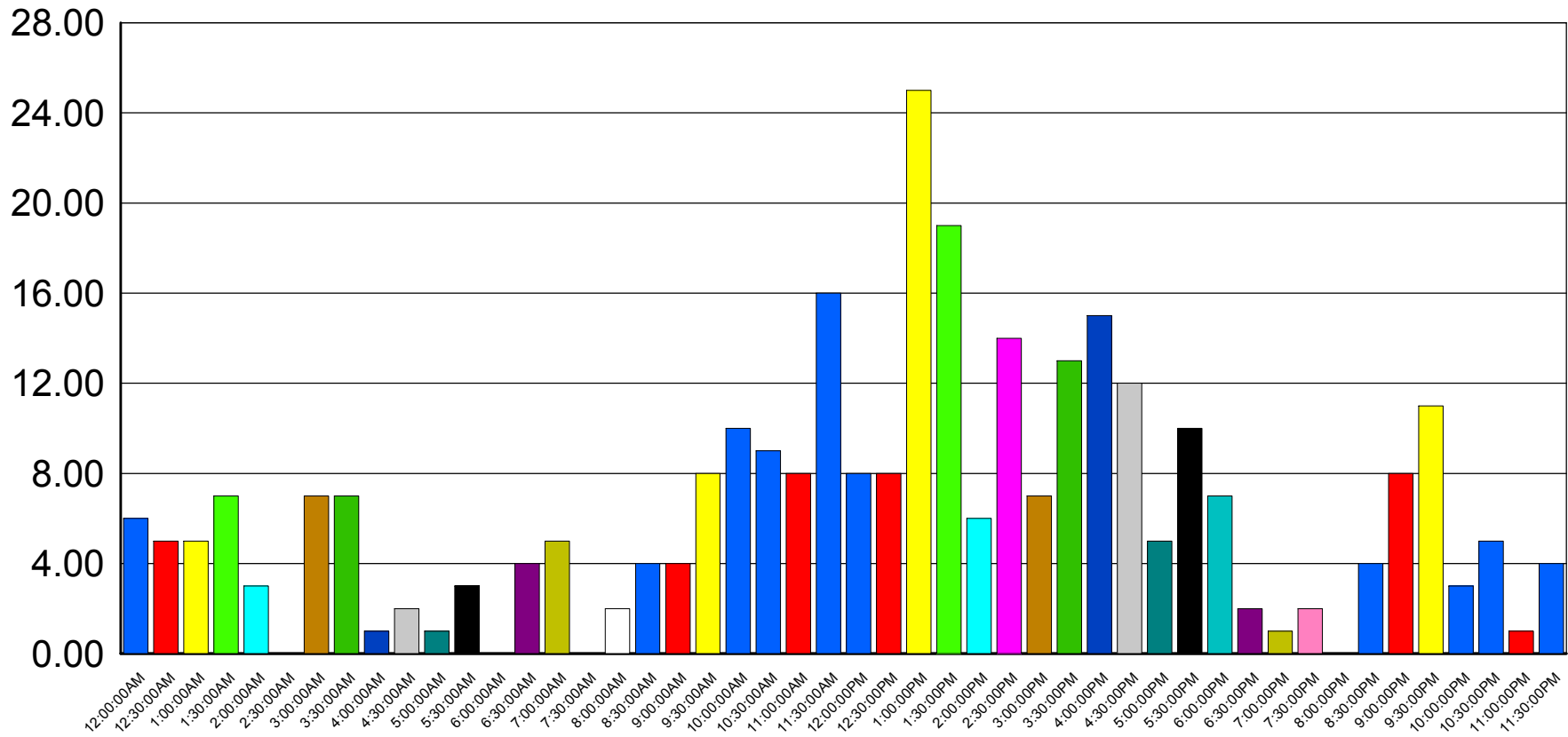
Queue Range: \<All>

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	25
	1:30:00PM	19
	2:00:00PM	6
	2:30:00PM	14
	3:00:00PM	7
	3:30:00PM	13
	4:00:00PM	15
	4:30:00PM	12
	5:00:00PM	5
	5:30:00PM	10
	6:00:00PM	7
	6:30:00PM	2
	7:00:00PM	1
	7:30:00PM	2
	8:00:00PM	0
	8:30:00PM	4
	9:00:00PM	8
	9:30:00PM	11
	10:00:00PM	3
	10:30:00PM	5
	11:00:00PM	1
	11:30:00PM	4

Total: 307

Queue Range: <All>

Date Time Range: 10/17/2015 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: **Marketing**

Number of Calls

Answered Calls By Reporting Interval

(Graph) Answered 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

Queue Range: <All>

Date Time Range: 10/17/2015 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
	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) Answered 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>

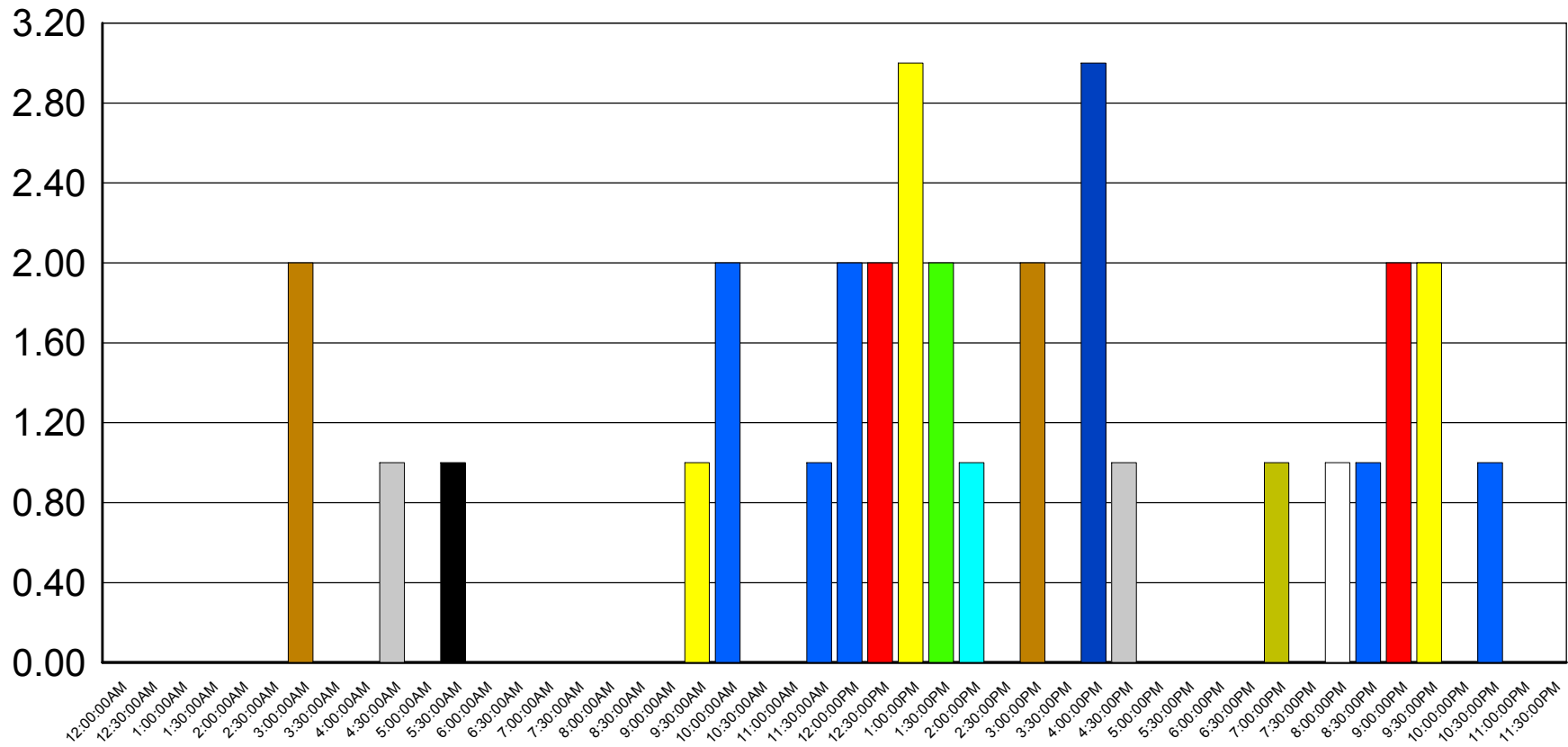| MemberServices	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	2
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	1
	5:00:00AM	0
	5:30:00AM	1
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	1
	10:00:00AM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

(Graph) Answered 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
	1:00:00PM	3
	1:30:00PM	2
	2:00:00PM	1
	2:30:00PM	0
	3:00:00PM	2
	3:30:00PM	0
	4:00:00PM	3
	4:30:00PM	1
	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	1
	8:30:00PM	1
	9:00:00PM	2
	9:30:00PM	2
	10:00:00PM	0
	10:30:00PM	1
	11:00:00PM	0
	11:30:00PM	0
Total:		**32**

(Graph) Answered 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>

ဌ GENESYS™

Queue Name: **MemberServices**

Number of Calls

Answered Calls By Reporting Interval

(Graph) Answered 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

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) Answered 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

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>

8 GENESYS™

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

(Graph) Answered 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) Answered 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 CustorInterval	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 Customer Service
Chart not printed : all data points are zero

(Graph) Answered 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

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>

GENESYS

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

(Graph) Answered 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) Answered 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 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) Answered 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 FinaInterval	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>

ဒ GENESYS

Queue Name: **MemorialCare Patient Financial Services**
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>

८ 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>

GENESYS

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

(Graph) Answered 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
	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
	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>

Mercadeo	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
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: Mercadeo
Chart not printed : all data points are zero

(Graph) Answered 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

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) Answered 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) Answered 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
	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) Answered 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
	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

Queue Range: <All>

Date Time Range: 10/17/2015 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>

GENESYS

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

(Graph) Answered 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
	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) Answered 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

(Graph) Answered 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>

ȘGENESYS

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

(Graph) Answered 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

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) Answered 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>

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) Answered 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

(Graph) Answered 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
	9:30:00PM	0
	10:00:00PM	0
Total:		0

(Graph) Answered 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: Otterbox Support
Chart not printed : all data points are zero

(Graph) Answered 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	3
	6:00:00AM	2
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	2
	8:00:00AM	0
	8:30:00AM	1
	9:00:00AM	6
	9:30:00AM	2
	10:00:00AM	0
	10:30:00AM	5
	11:00:00AM	3
	11:30:00AM	2
	12:00:00PM	0
	12:30:00PM	2

(Graph) Answered 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
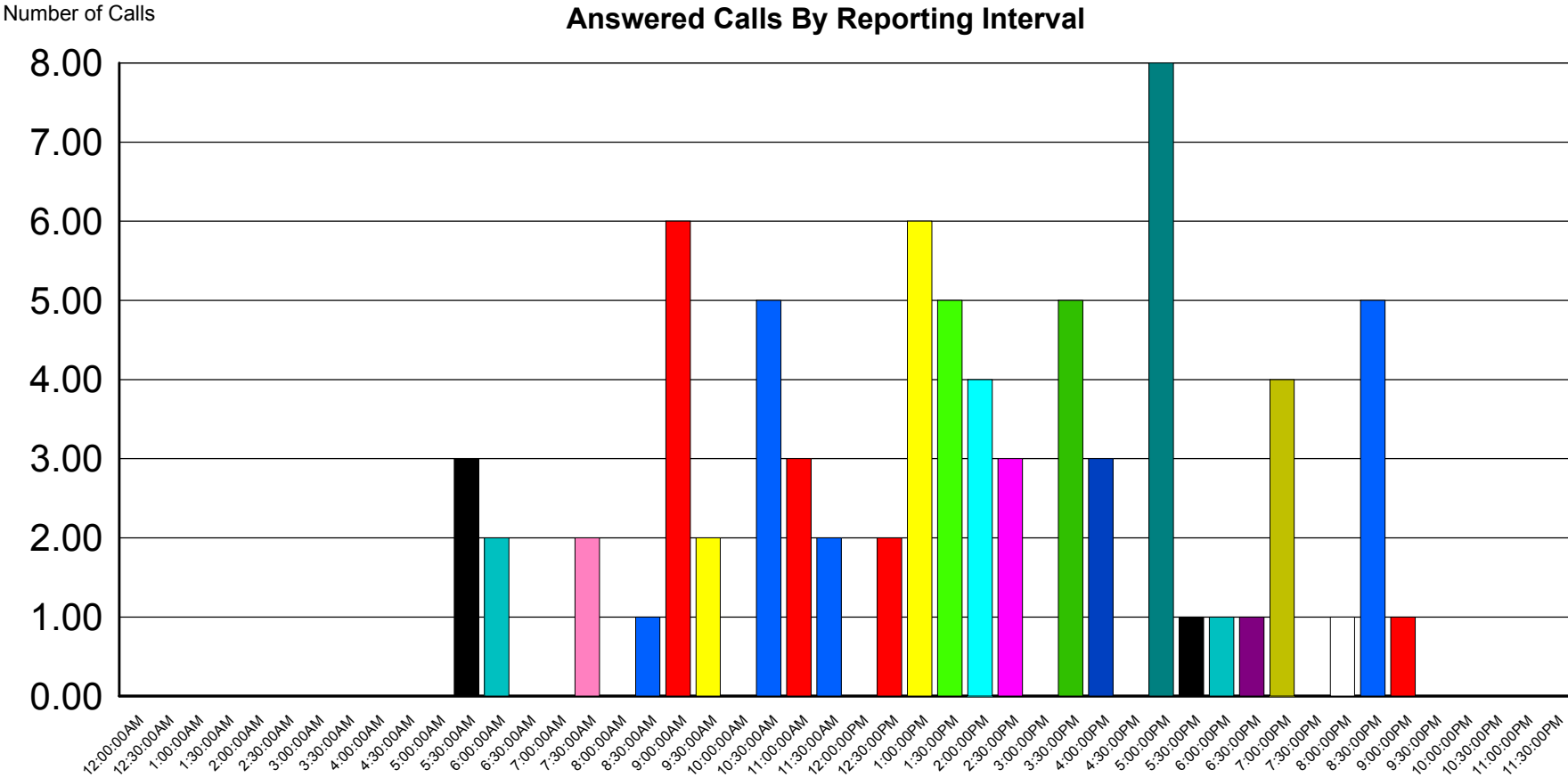
Site ID Range: <All>

GENESYS

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

Total: 76

Queue Range: <All>

Date Time Range: 10/17/2015 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

Answered Calls By Reporting Interval

(Graph) Answered 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

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) Answered 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

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

(Graph) Answered 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: **POC SharpHC**
Chart not printed : all data points are zero

(Graph) Answered 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

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>

GENESYS

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

(Graph) Answered 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

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) Answered 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

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

(Graph) Answered 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
	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

Queue Range: <All>

Date Time Range: 10/17/2015 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

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

Queue Range:	<All>
Date Time Range:	10/17/2015 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) Answered 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

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

(Graph) Answered 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: ResMed Collections
Chart not printed : all data points are zero

(Graph) Answered 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>

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) Answered 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

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

(Graph) Answered 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>

SÖ 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>

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

Queue Range: <All>

Date Time Range: 10/17/2015 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**
	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: Sales
Chart not printed : all data points are zero

(Graph) Answered 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
	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	1
	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) Answered Call Profile

Queue Range: <All>

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

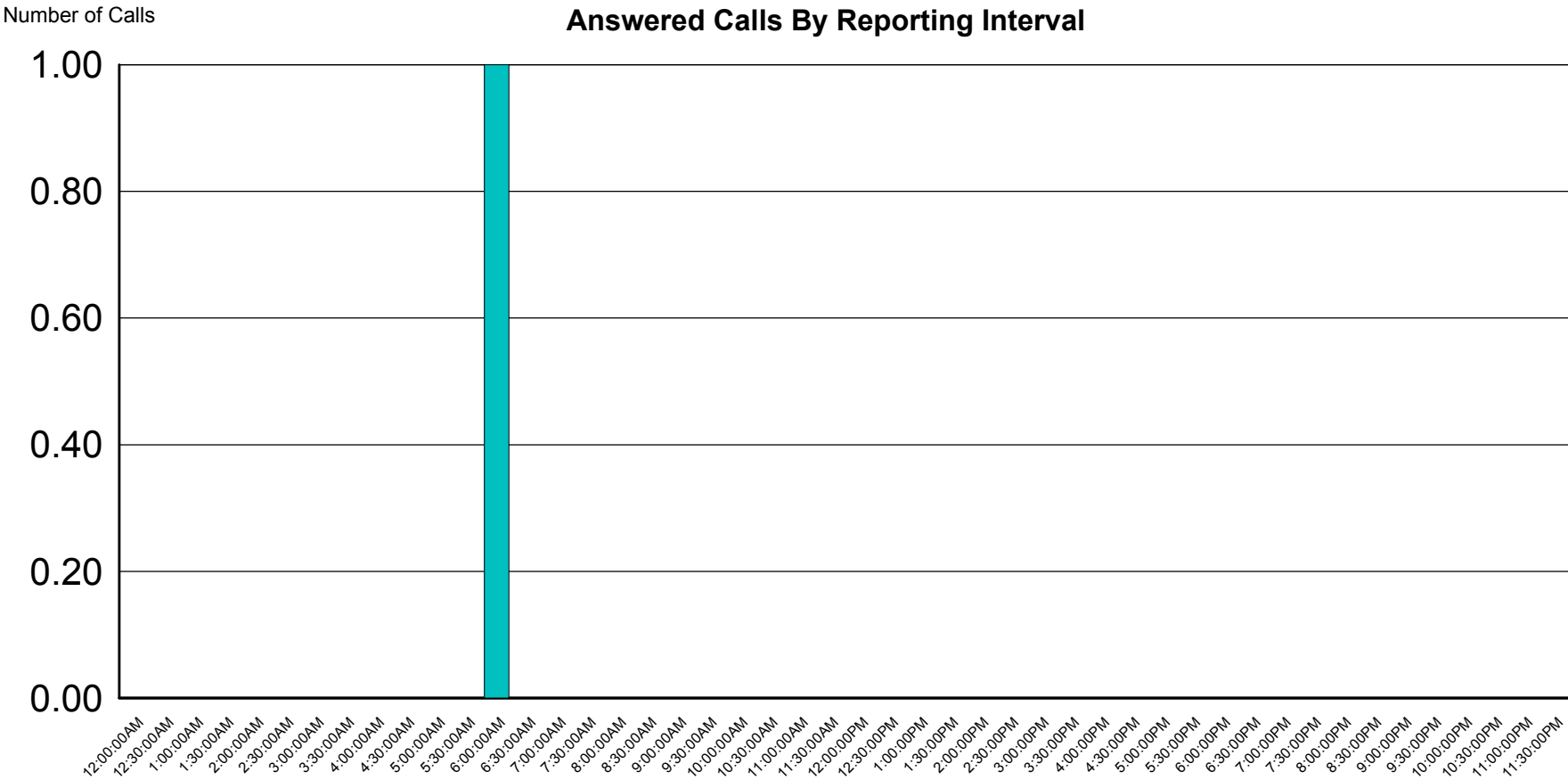Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

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:		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 Specialist

Number of Calls

Answered Calls By Reporting Interval

(Graph) Answered 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>

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

(Graph) Answered 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) Answered 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) Answered 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 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) Answered 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 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) Answered 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 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>

og GENESYS

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

(Graph) Answered 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 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) Answered 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 Marketing	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: SC Marketing
Chart not printed : all data points are zero

(Graph) Answered 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) Answered 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) Answered 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>

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**

Queue Range:	<All>
Date Time Range:	10/17/2015 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) Answered 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>

8 GENESYS

Queue Name: **ServiceDesk**
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

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) Answered 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

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) Answered 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

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) Answered 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

(Graph) Answered 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: SMS
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>

ɕ 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	1
	10:30:00AM	2
	11:00:00AM	0
	11:30:00AM	1
	12:00:00PM	0
	12:30:00PM	0

(Graph) Answered Call Profile

Queue Range: <All>

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

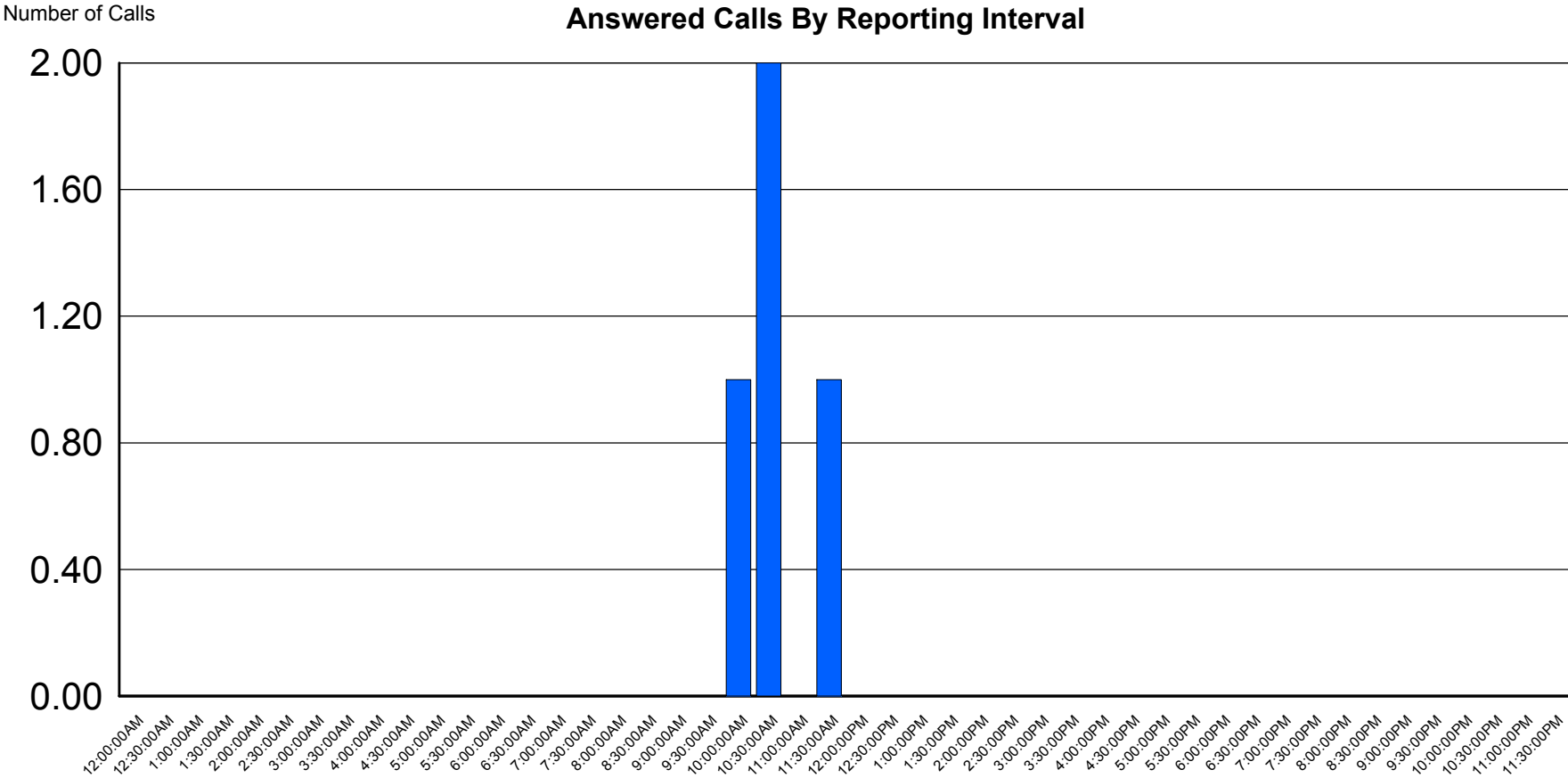Activity Time Range: 00:00:00-23:59:59

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:		**4**

(Graph) Answered 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>

ɓɓ GENESYS™

Queue Name: **Social Media**

Answered Calls By Reporting Interval

(Graph) Answered 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

Queue Range:	<All>
Date Time Range:	10/17/2015 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>

GENESYS

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

(Graph) Answered 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 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>

8 GENESYS

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

(Graph) Answered 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>

GENESYS

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

(Graph) Answered 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

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

(Graph) Answered 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

Support	Interval	Calls
	12:00:00AM	55
	12:30:00AM	55
	1:00:00AM	55
	1:30:00AM	55
	2:00:00AM	55
	2:30:00AM	55
	3:00:00AM	55
	3:30:00AM	55
	4:00:00AM	55
	4:30:00AM	55
	5:00:00AM	55
	5:30:00AM	55
	6:00:00AM	55
	6:30:00AM	55
	7:00:00AM	55
	7:30:00AM	55
	8:00:00AM	55
	8:30:00AM	55
	9:00:00AM	55
	9:30:00AM	55
	10:00:00AM	55
	10:30:00AM	55
	11:00:00AM	50
	11:30:00AM	50
	12:00:00PM	50
	12:30:00PM	50

(Graph) Answered Call Profile

Queue Range: <All>

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

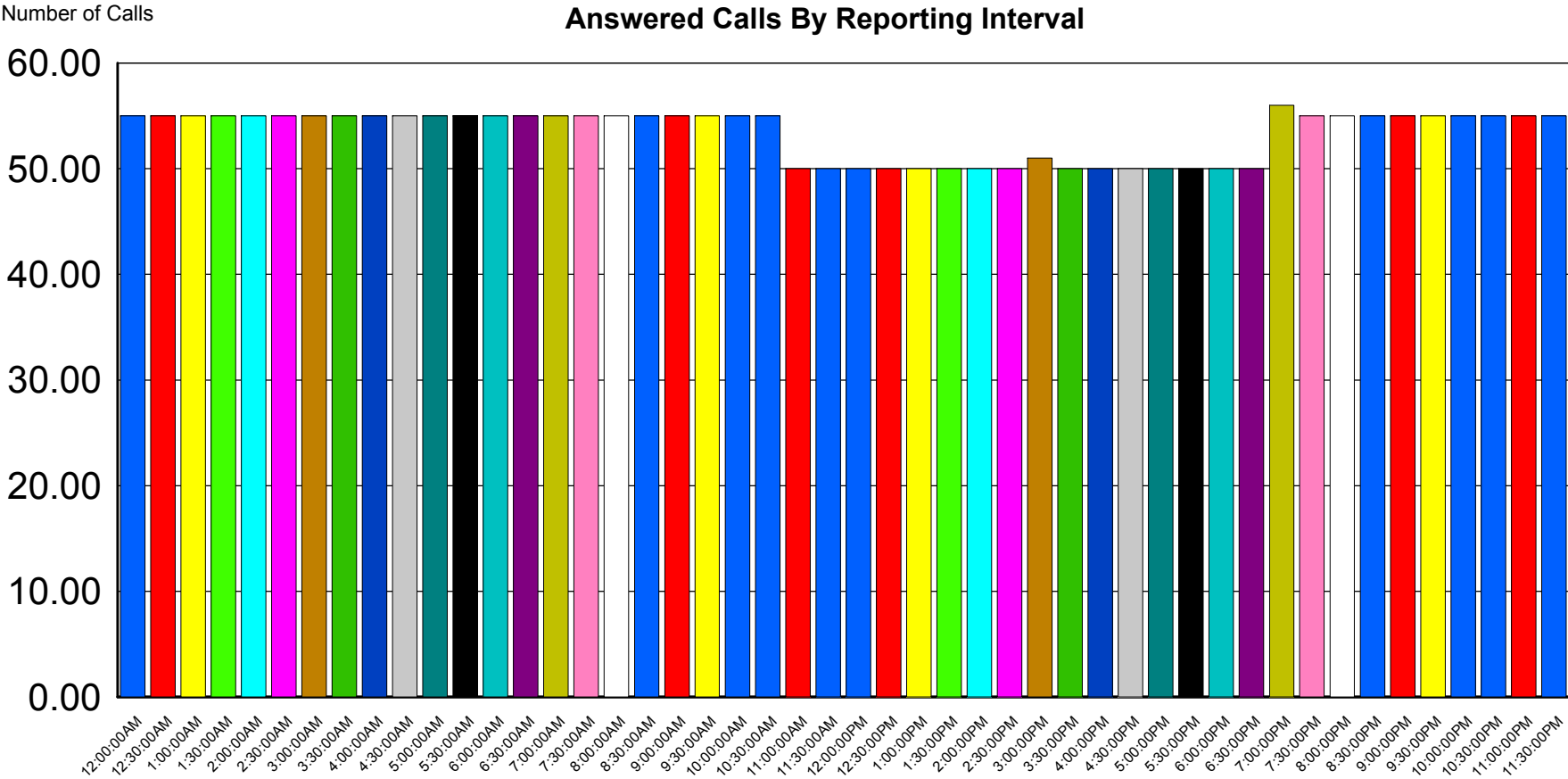Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Support	Interval	Calls
	1:00:00PM	50
	1:30:00PM	50
	2:00:00PM	50
	2:30:00PM	50
	3:00:00PM	51
	3:30:00PM	50
	4:00:00PM	50
	4:30:00PM	50
	5:00:00PM	50
	5:30:00PM	50
	6:00:00PM	50
	6:30:00PM	50
	7:00:00PM	56
	7:30:00PM	55
	8:00:00PM	55
	8:30:00PM	55
	9:00:00PM	55
	9:30:00PM	55
	10:00:00PM	55
	10:30:00PM	55
	11:00:00PM	55
	11:30:00PM	55

Total: 2,562

(Graph) Answered 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: Support

Answered 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>

ᴏᴏ GENESYS

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	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) Answered 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>

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:		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: TechnicalSales
Chart not printed : all data points are zero

(Graph) Answered 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
	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) Answered 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) Answered 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

(Graph) Answered 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>

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) Answered 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

Queue Range: <All>

Date Time Range: 10/17/2015 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
	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) Answered 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>

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

(Graph) Answered 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: WhirlpoolDryers
Chart not printed : all data points are zero

(Graph) Answered 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
	12:00:00AM	2
	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

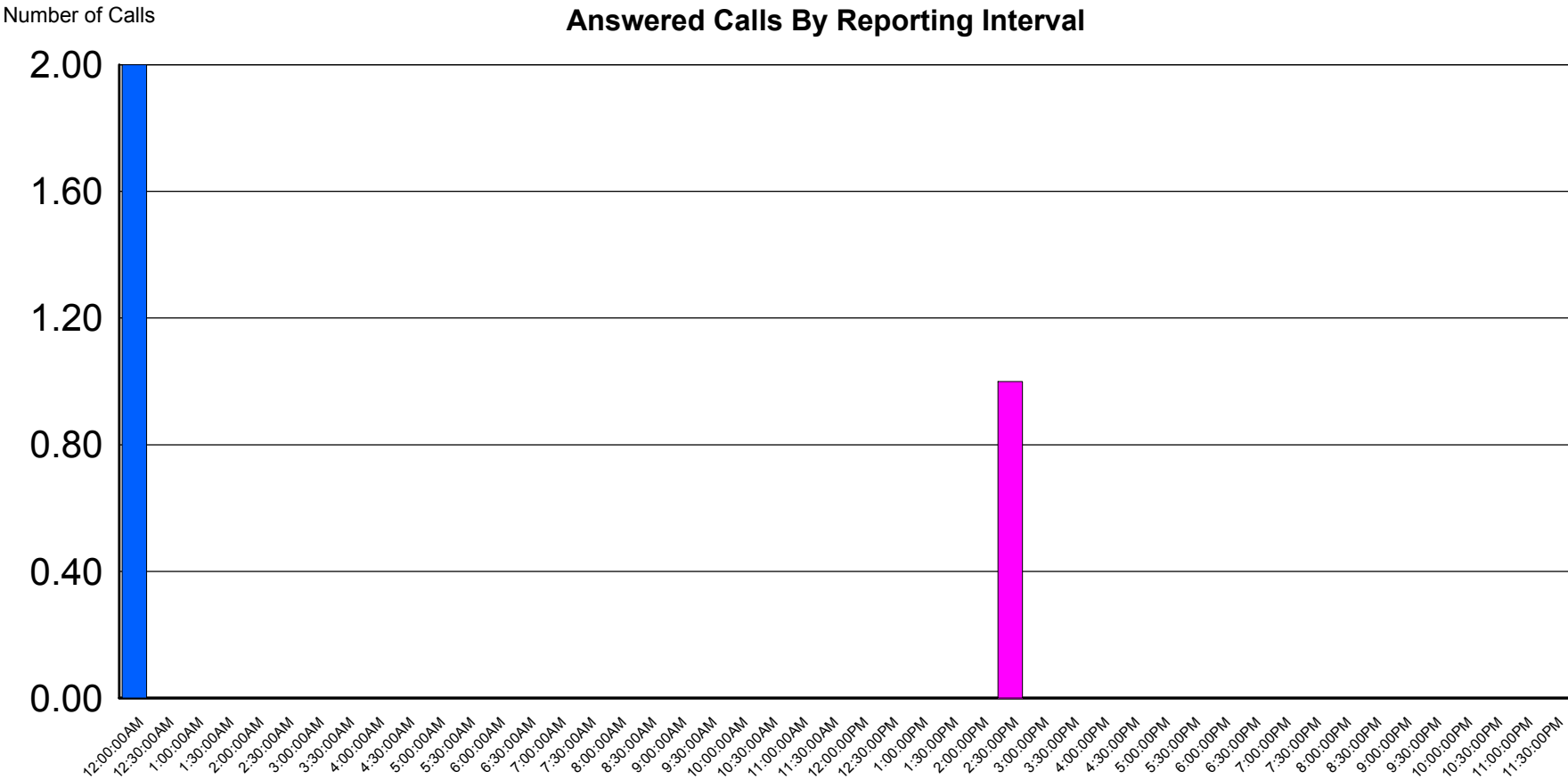**Activity Time Range:**   00:00:00-23:59:59

Site ID Range: <All>

GENESYS

WrapUpWG	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	1
	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

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

ទ្ធGENESYS

Queue Name: WrapUpWG

Number of Calls

Answered Calls By Reporting Interval

(Graph) Answered 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

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

Queue Range: \<All>

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

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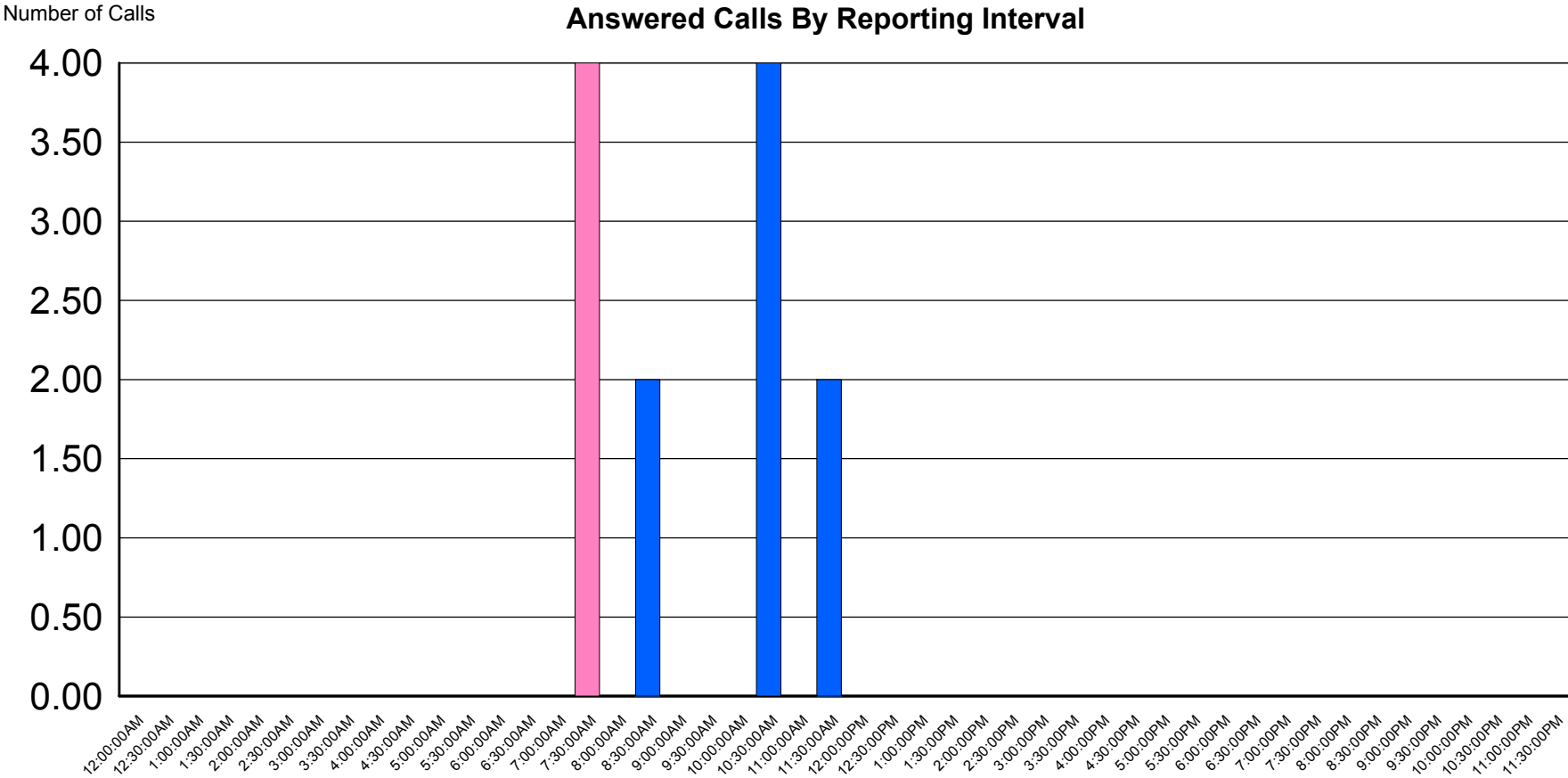
Site ID Range: \<All>

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	4
	8:00:00AM	0
	8:30:00AM	2
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	4
	11:00:00AM	0
	11:30:00AM	2
	12:00:00PM	0
	12:30:00PM	0

(Graph) Answered 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:		**12**

(Graph) Answered Call Profile

Queue Range: <All>

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

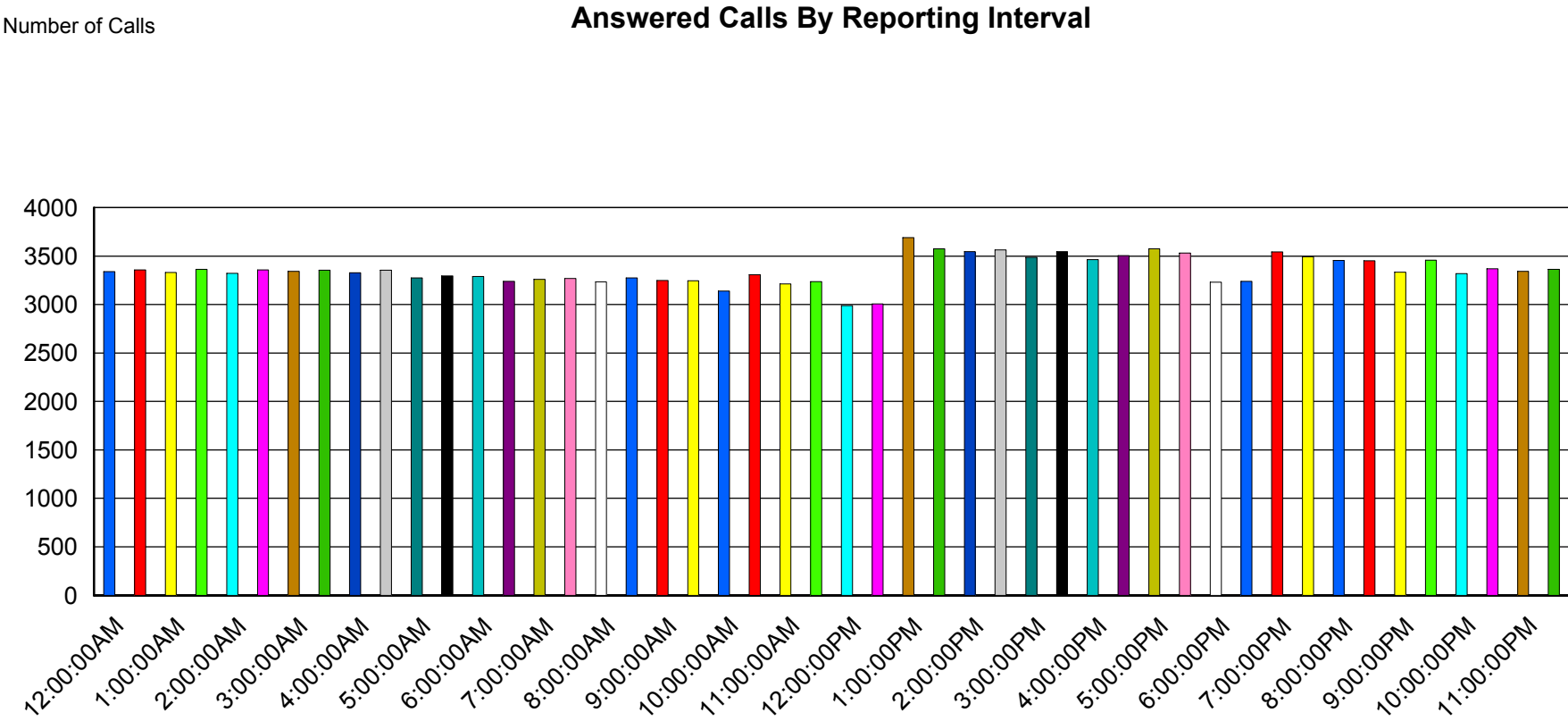**Activity Time Range:** 00:00:00-23:59:59

Site ID Range: <All>

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Queue Name: **Zendesk**

Number of Calls

Answered Calls By Reporting Interval

(Graph) Answered 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

Grand Total Sum All Queues:

Number of Calls

Answered 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>

	Calls
Grand Total:	161,063