

(Graph) Profile of Calls Entering ACD

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



<u>_SystemIvrTransferHub_</u>	<u>Interval</u>	<u>Calls</u>
	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) Profile of Calls Entering ACD

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



<u>_SystemIvrTransferHub_</u>	<u>Interval</u>	<u>Calls</u>
	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) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

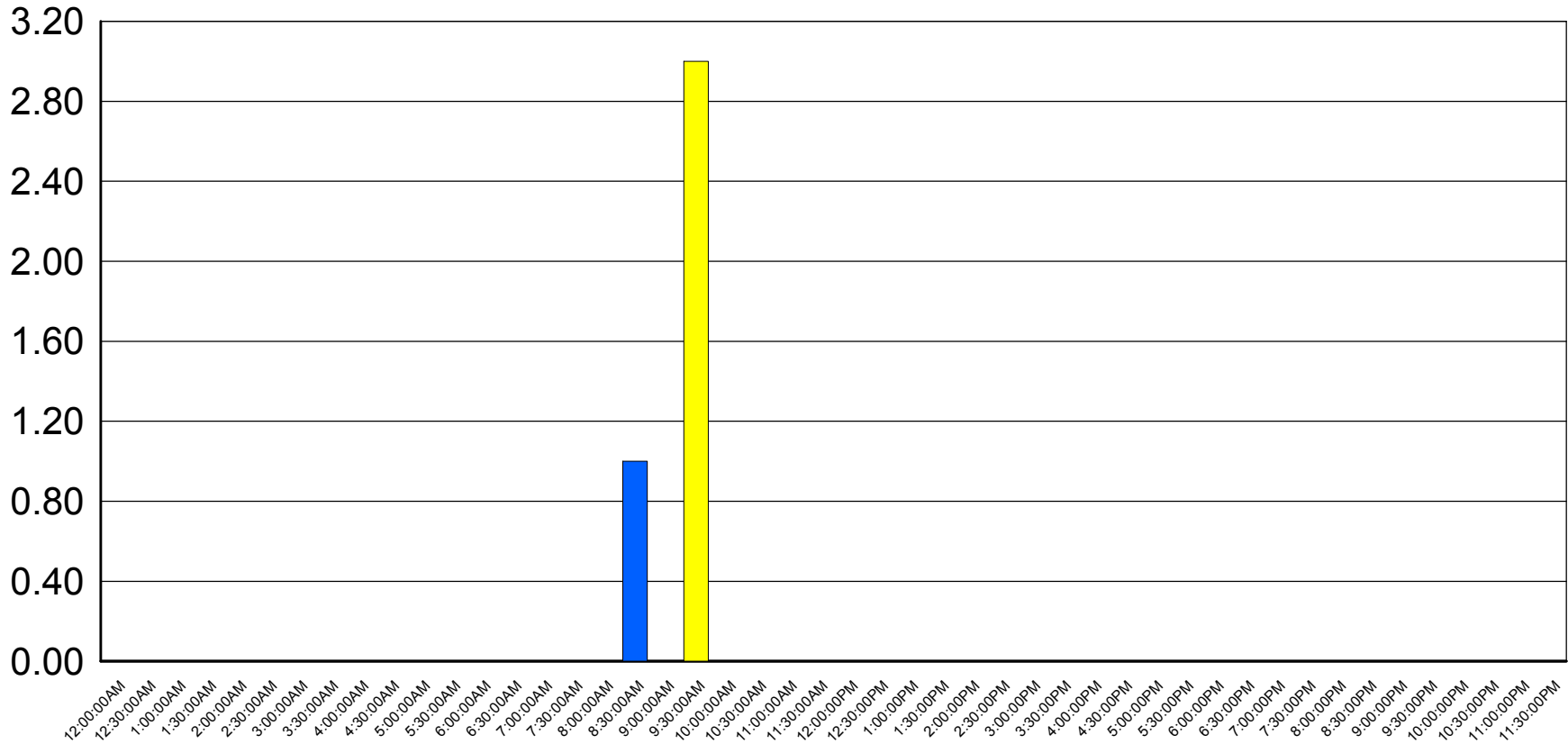
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **Accounting**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

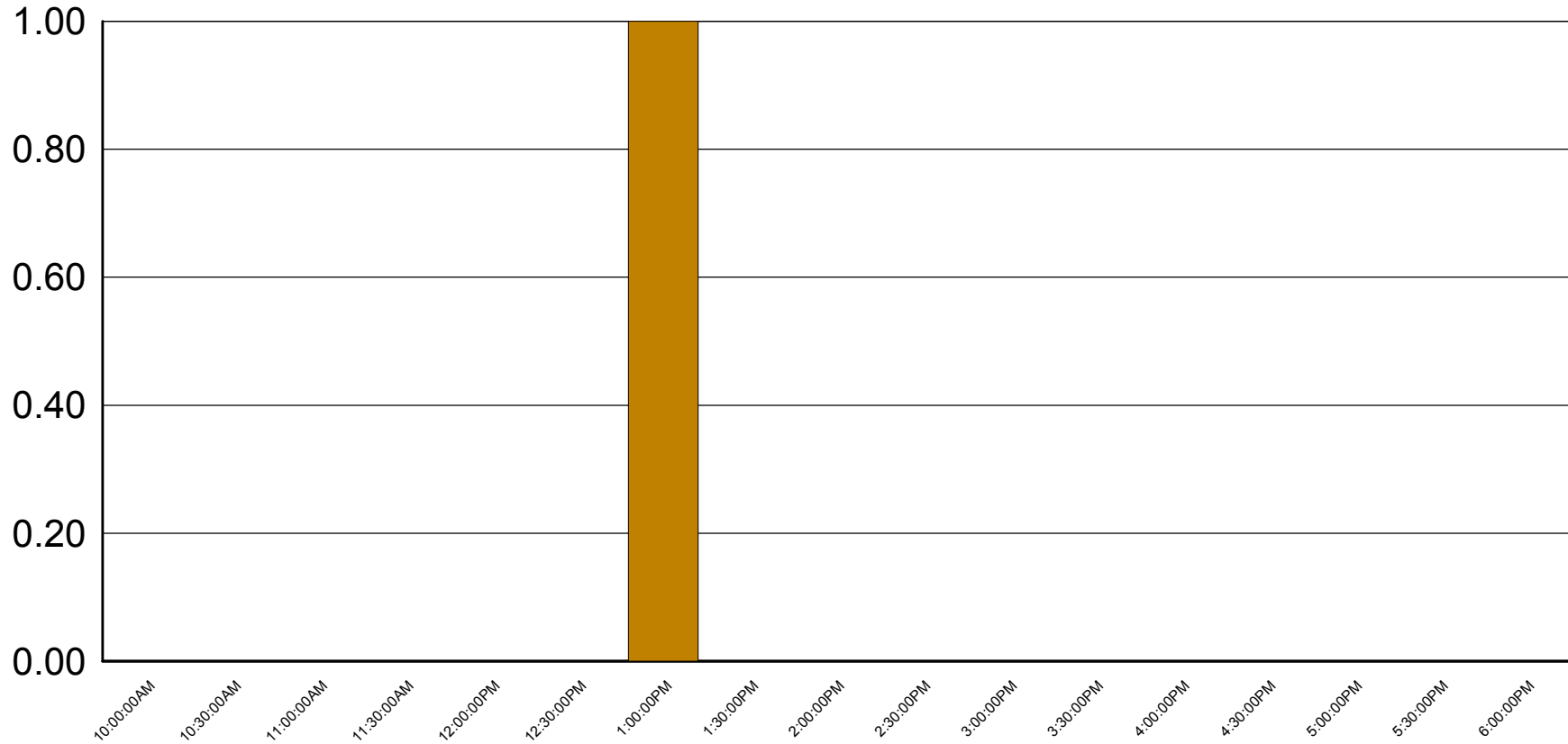
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **BF-TechSupport**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

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



Care Center	Interval	Calls
	8:30:00AM	0
	9:00:00AM	1
	9:30:00AM	1
	10:00:00AM	0
	10:30:00AM	1
	11:00:00AM	0
	11:30:00AM	1
	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:		6

(Graph) Profile of Calls Entering ACD

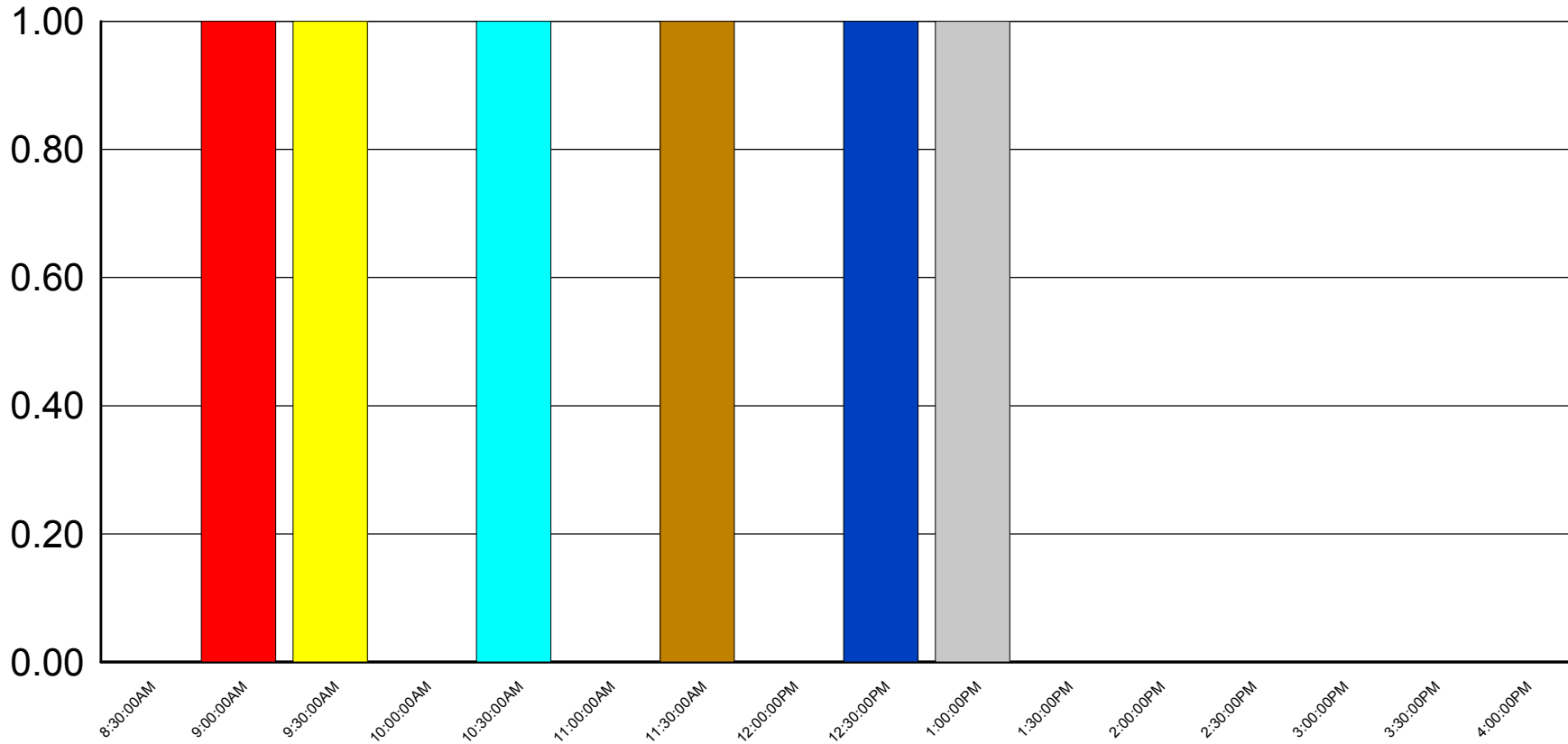
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **Care Center**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

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



Cigna 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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



Cigna 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) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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
	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) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

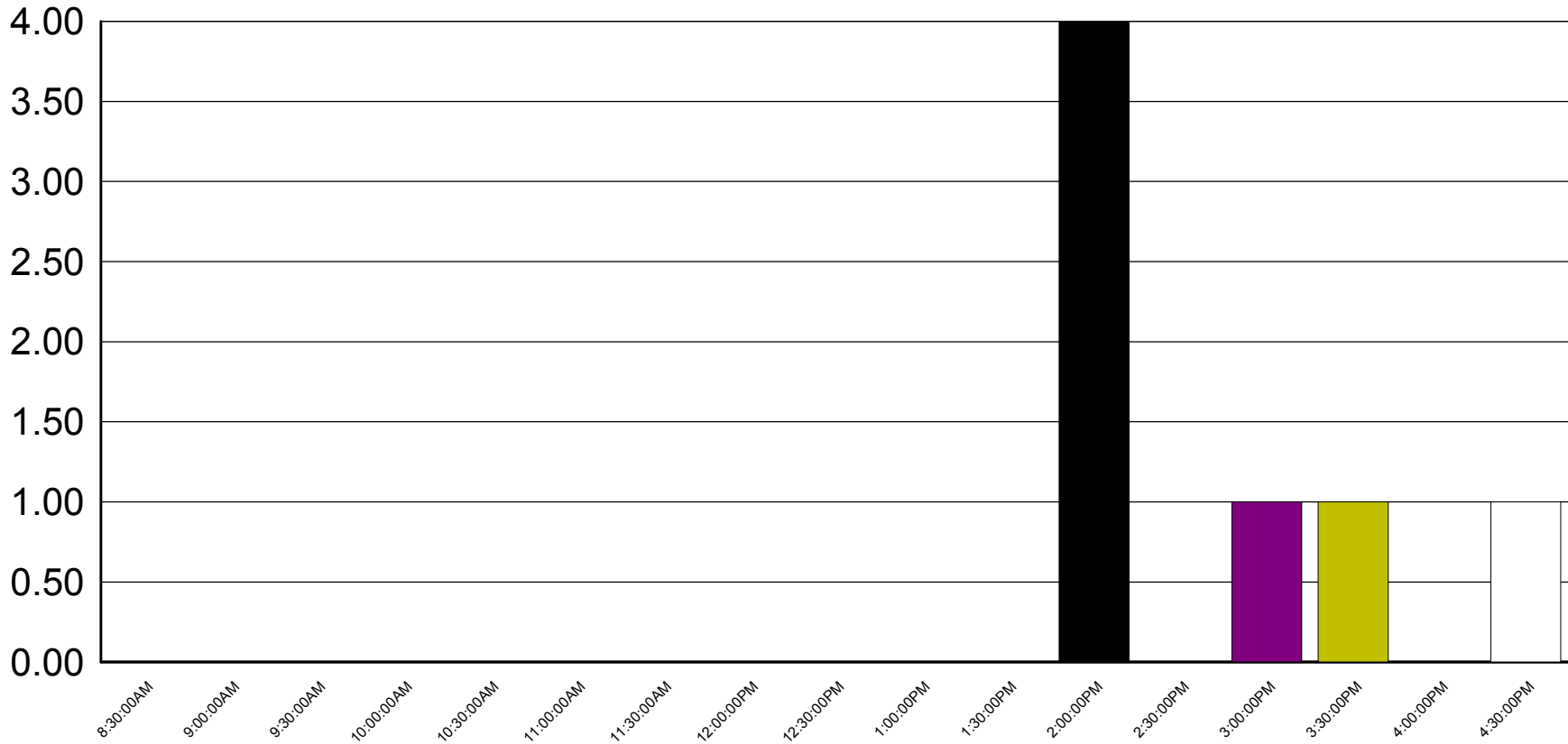
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **ClientServices**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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: Conference Room 2
Chart not printed : all data points are zero

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



Customer Satisfaction	Interval	Calls
	12:00:00AM	1,958
	12:30:00AM	1,971
	1:00:00AM	1,970
	1:30:00AM	1,969
	2:00:00AM	1,978
	2:30:00AM	1,973
	3:00:00AM	1,968
	3:30:00AM	1,968
	4:00:00AM	1,970
	4:30:00AM	1,976
	5:00:00AM	1,968
	5:30:00AM	1,981
	6:00:00AM	1,978
	6:30:00AM	1,968
	7:00:00AM	1,972
	7:30:00AM	1,980
	8:00:00AM	1,975
	8:30:00AM	1,981
	9:00:00AM	1,977
	9:30:00AM	1,978
	10:00:00AM	1,977
	10:30:00AM	1,979
	11:00:00AM	1,978
	11:30:00AM	1,966
	12:00:00PM	1,981
	12:30:00PM	1,983

(Graph) Profile of Calls Entering ACD

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



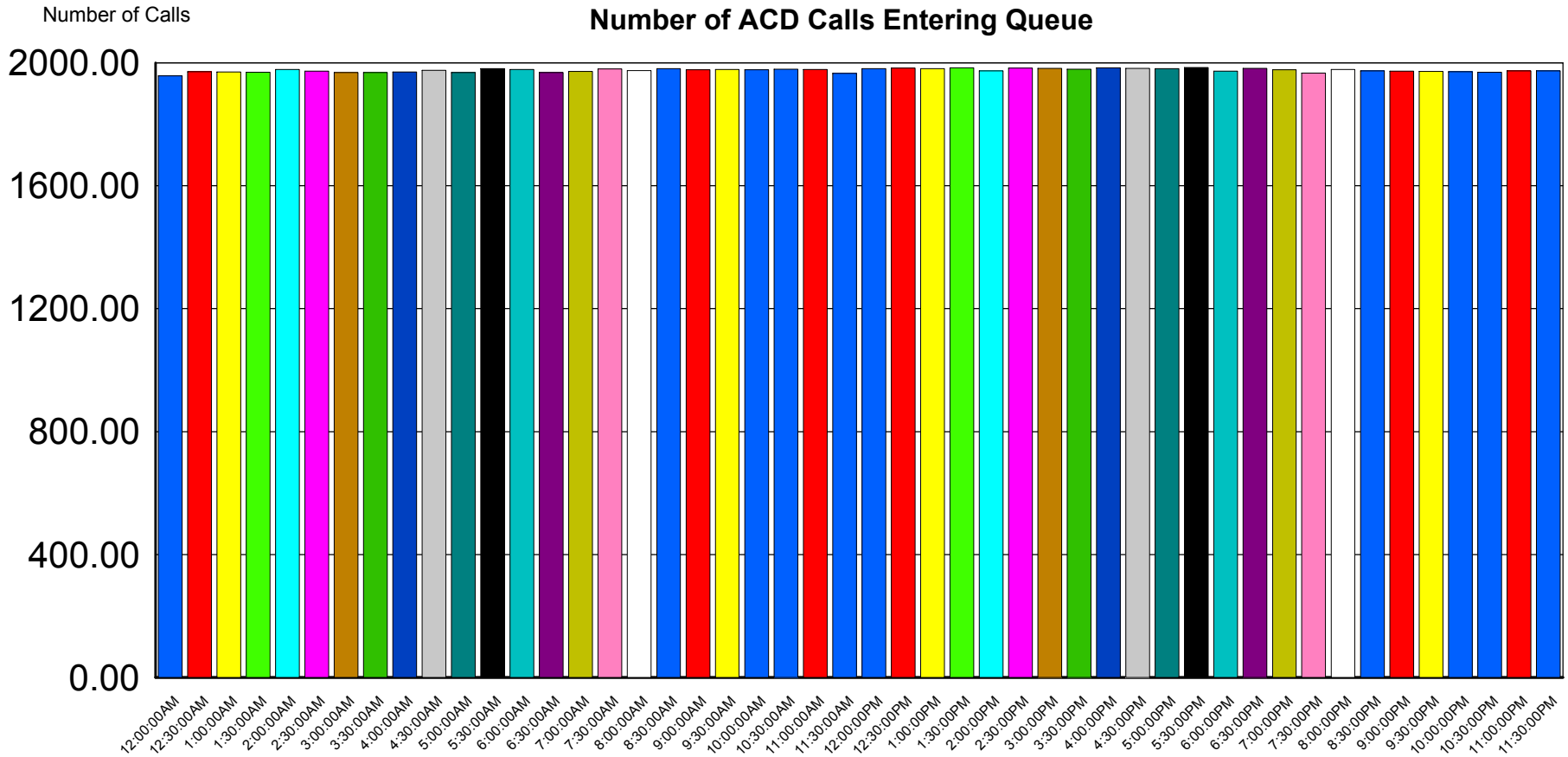
Customer Satisfaction	Interval	Calls
	1:00:00PM	1,981
	1:30:00PM	1,984
	2:00:00PM	1,974
	2:30:00PM	1,983
	3:00:00PM	1,982
	3:30:00PM	1,979
	4:00:00PM	1,984
	4:30:00PM	1,982
	5:00:00PM	1,981
	5:30:00PM	1,985
	6:00:00PM	1,973
	6:30:00PM	1,982
	7:00:00PM	1,977
	7:30:00PM	1,967
	8:00:00PM	1,978
	8:30:00PM	1,974
	9:00:00PM	1,973
	9:30:00PM	1,972
	10:00:00PM	1,971
	10:30:00PM	1,969
	11:00:00PM	1,974
	11:30:00PM	1,974
Total:		94,822

(Graph) Profile of Calls Entering ACD

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



(Graph) Profile of Calls Entering ACD

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



Customer Service	Interval	Calls
	12:00:00AM	589
	12:30:00AM	589
	1:00:00AM	605
	1:30:00AM	590
	2:00:00AM	583
	2:30:00AM	601
	3:00:00AM	591
	3:30:00AM	589
	4:00:00AM	591
	4:30:00AM	597
	5:00:00AM	584
	5:30:00AM	571
	6:00:00AM	693
	6:30:00AM	675
	7:00:00AM	668
	7:30:00AM	689
	8:00:00AM	677
	8:30:00AM	674
	9:00:00AM	675
	9:30:00AM	678
	10:00:00AM	657
	10:30:00AM	659
	11:00:00AM	669
	11:30:00AM	668
	12:00:00PM	629
	12:30:00PM	637

(Graph) Profile of Calls Entering ACD

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



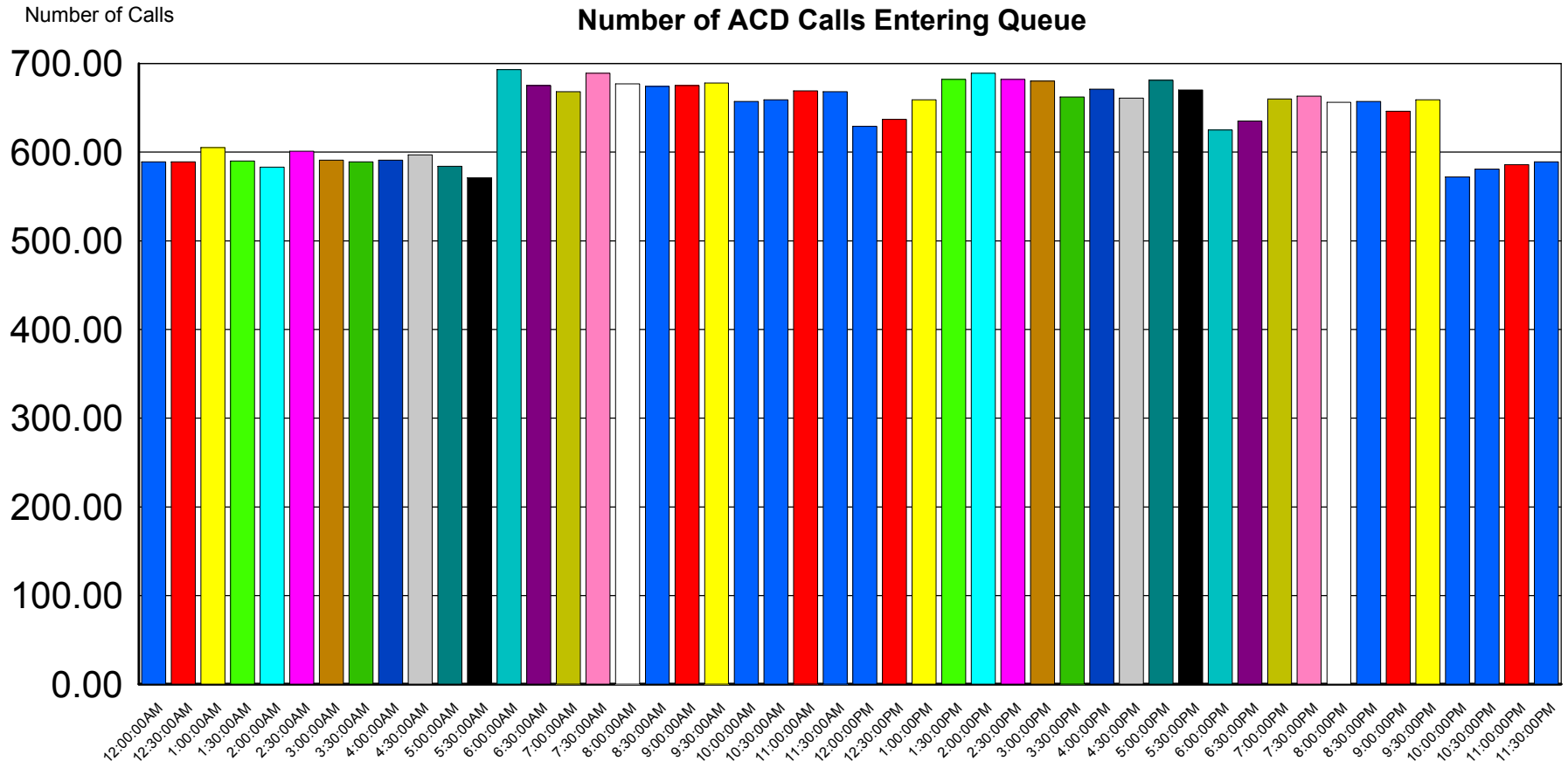
Customer Service	Interval	Calls
	1:00:00PM	659
	1:30:00PM	682
	2:00:00PM	689
	2:30:00PM	682
	3:00:00PM	680
	3:30:00PM	662
	4:00:00PM	671
	4:30:00PM	661
	5:00:00PM	681
	5:30:00PM	670
	6:00:00PM	625
	6:30:00PM	635
	7:00:00PM	660
	7:30:00PM	663
	8:00:00PM	656
	8:30:00PM	657
	9:00:00PM	646
	9:30:00PM	659
	10:00:00PM	572
	10:30:00PM	581
	11:00:00PM	586
	11:30:00PM	589
Total:		30,694

(Graph) Profile of Calls Entering ACD

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



(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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	198
	12:30:00AM	207
	1:00:00AM	181
	1:30:00AM	210
	2:00:00AM	204
	2:30:00AM	203
	3:00:00AM	194
	3:30:00AM	207
	4:00:00AM	198
	4:30:00AM	191
	5:00:00AM	199
	5:30:00AM	189
	6:00:00AM	194
	6:30:00AM	185
	7:00:00AM	208
	7:30:00AM	187
	8:00:00AM	185
	8:30:00AM	197
	9:00:00AM	189
	9:30:00AM	192
	10:00:00AM	203
	10:30:00AM	202
	11:00:00AM	227
	11:30:00AM	247
	12:00:00PM	218
	12:30:00PM	232

(Graph) Profile of Calls Entering ACD

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



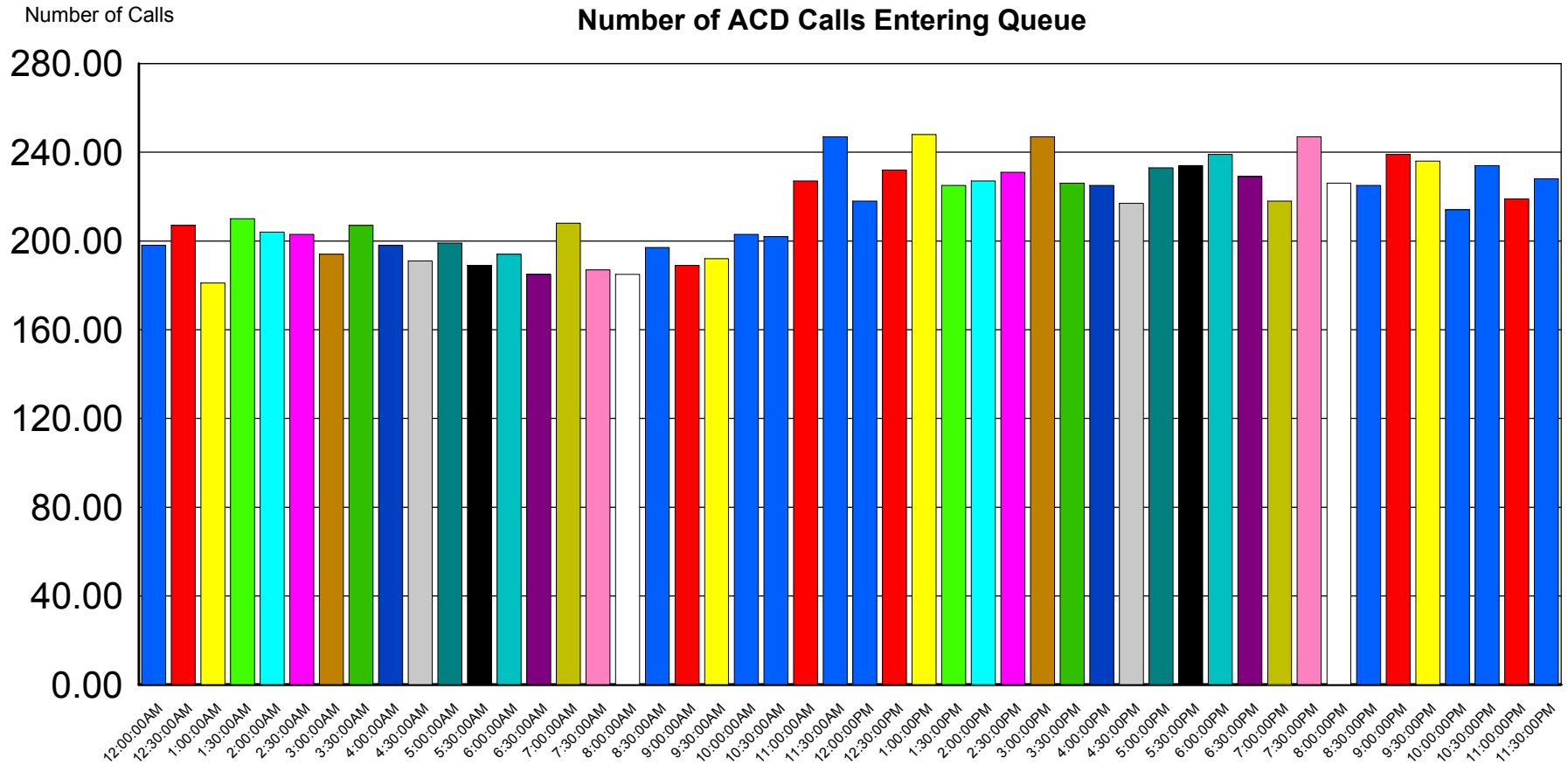
Dialer	Interval	Calls
	1:00:00PM	248
	1:30:00PM	225
	2:00:00PM	227
	2:30:00PM	231
	3:00:00PM	247
	3:30:00PM	226
	4:00:00PM	225
	4:30:00PM	217
	5:00:00PM	233
	5:30:00PM	234
	6:00:00PM	239
	6:30:00PM	229
	7:00:00PM	218
	7:30:00PM	247
	8:00:00PM	226
	8:30:00PM	225
	9:00:00PM	239
	9:30:00PM	236
	10:00:00PM	214
	10:30:00PM	234
	11:00:00PM	219
	11:30:00PM	228
Total:		10,314

(Graph) Profile of Calls Entering ACD

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



(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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



FeedBack	Interval	Calls
	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

(Graph) Profile of Calls Entering ACD

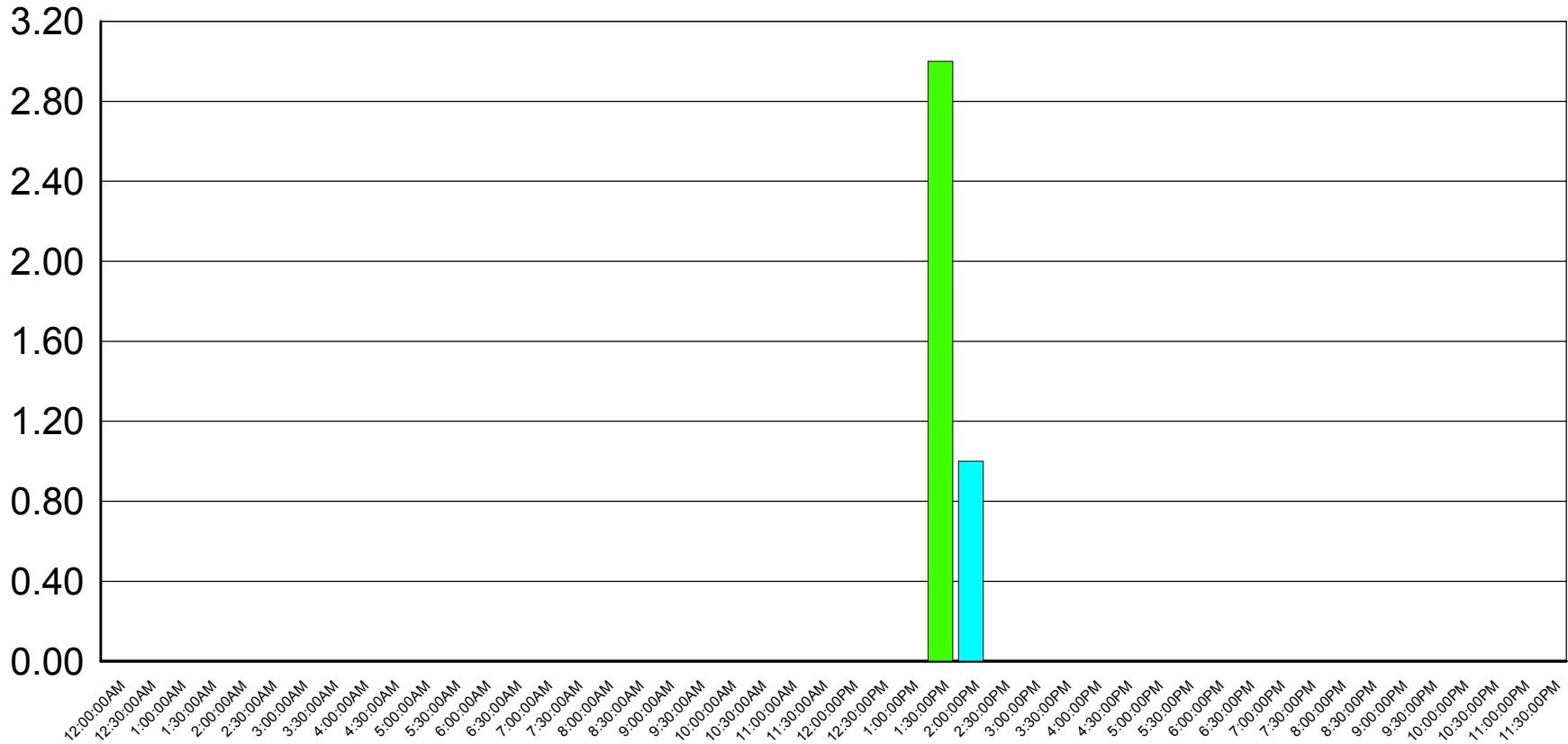
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **FeedBack**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

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



FeedBack IPA	Interval	Calls
	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) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

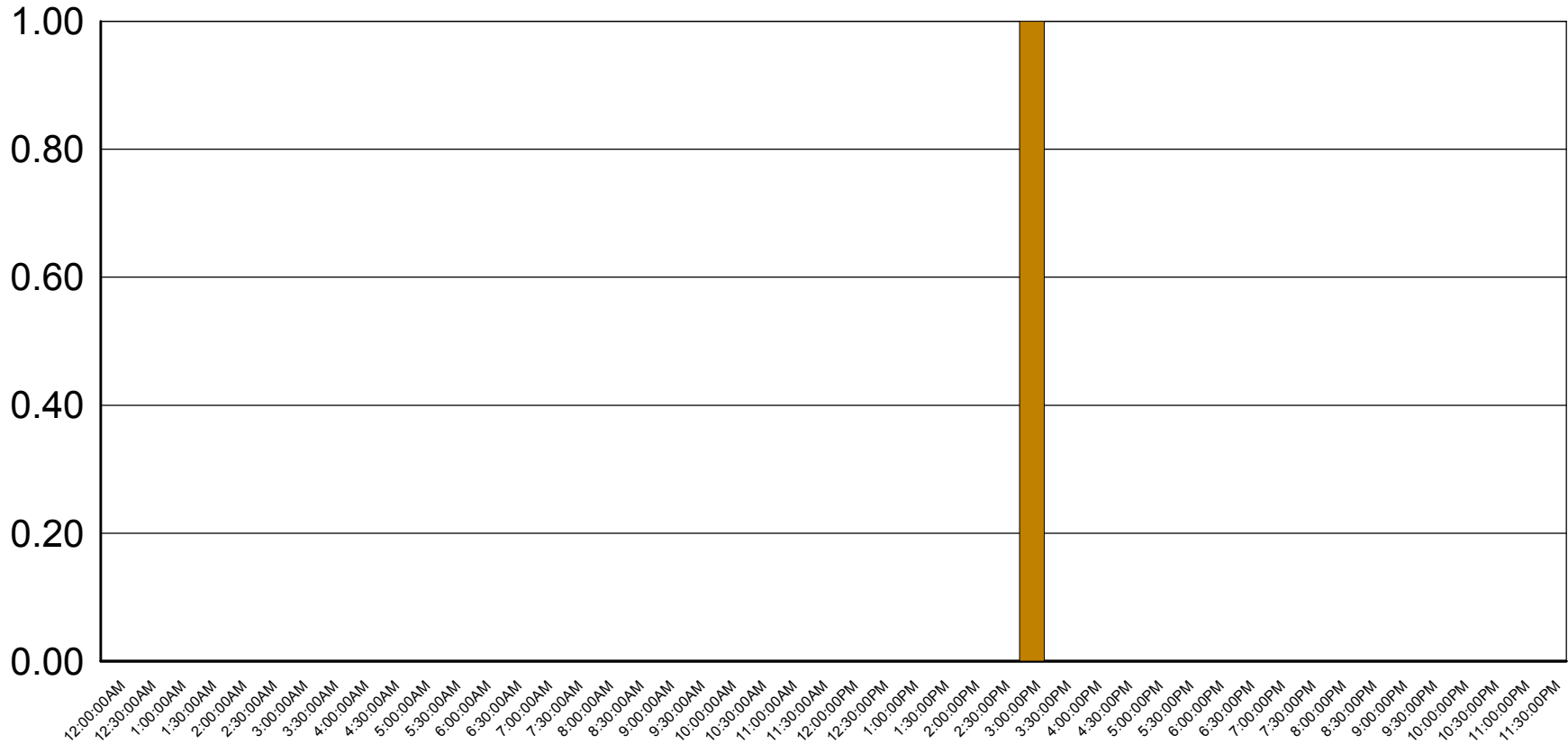
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **FeedBack IPA**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



Help Desk	Interval	Calls
	12:00:00AM	553
	12:30:00AM	562
	1:00:00AM	559
	1:30:00AM	564
	2:00:00AM	552
	2:30:00AM	571
	3:00:00AM	568
	3:30:00AM	560
	4:00:00AM	554
	4:30:00AM	563
	5:00:00AM	533
	5:30:00AM	537
	6:00:00AM	643
	6:30:00AM	616
	7:00:00AM	606
	7:30:00AM	615
	8:00:00AM	608
	8:30:00AM	622
	9:00:00AM	610
	9:30:00AM	609
	10:00:00AM	591
	10:30:00AM	647
	11:00:00AM	600
	11:30:00AM	612
	12:00:00PM	574
	12:30:00PM	571

(Graph) Profile of Calls Entering ACD

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



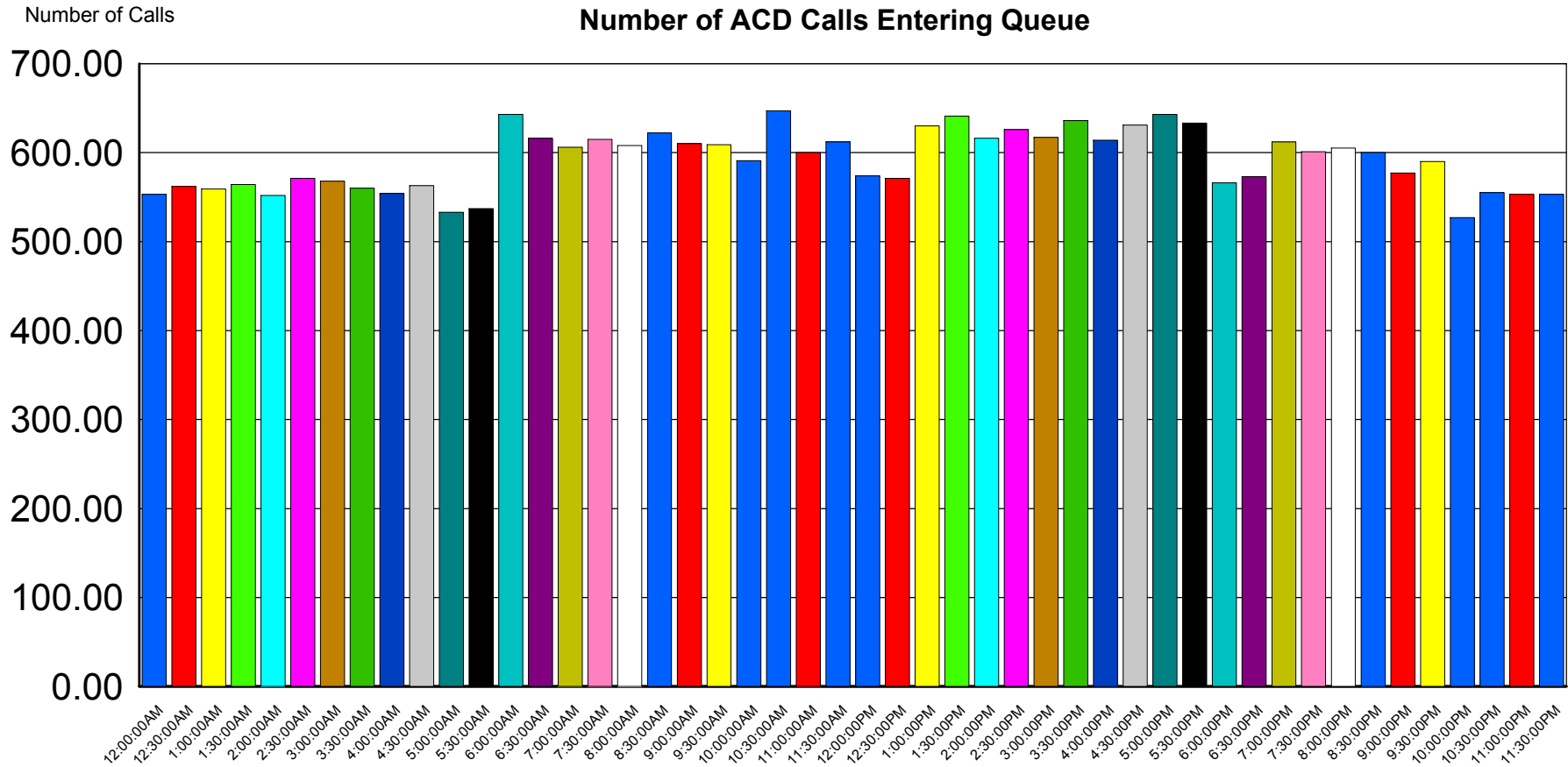
Help Desk	Interval	Calls
	1:00:00PM	630
	1:30:00PM	641
	2:00:00PM	616
	2:30:00PM	626
	3:00:00PM	617
	3:30:00PM	636
	4:00:00PM	614
	4:30:00PM	631
	5:00:00PM	643
	5:30:00PM	633
	6:00:00PM	566
	6:30:00PM	573
	7:00:00PM	612
	7:30:00PM	601
	8:00:00PM	605
	8:30:00PM	600
	9:00:00PM	577
	9:30:00PM	590
	10:00:00PM	527
	10:30:00PM	555
	11:00:00PM	553
	11:30:00PM	553
Total:		28,399

(Graph) Profile of Calls Entering ACD

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



(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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: HOOPP - Retirement and Terminations
Chart not printed : all data points are zero

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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: 3

(Graph) Profile of Calls Entering ACD

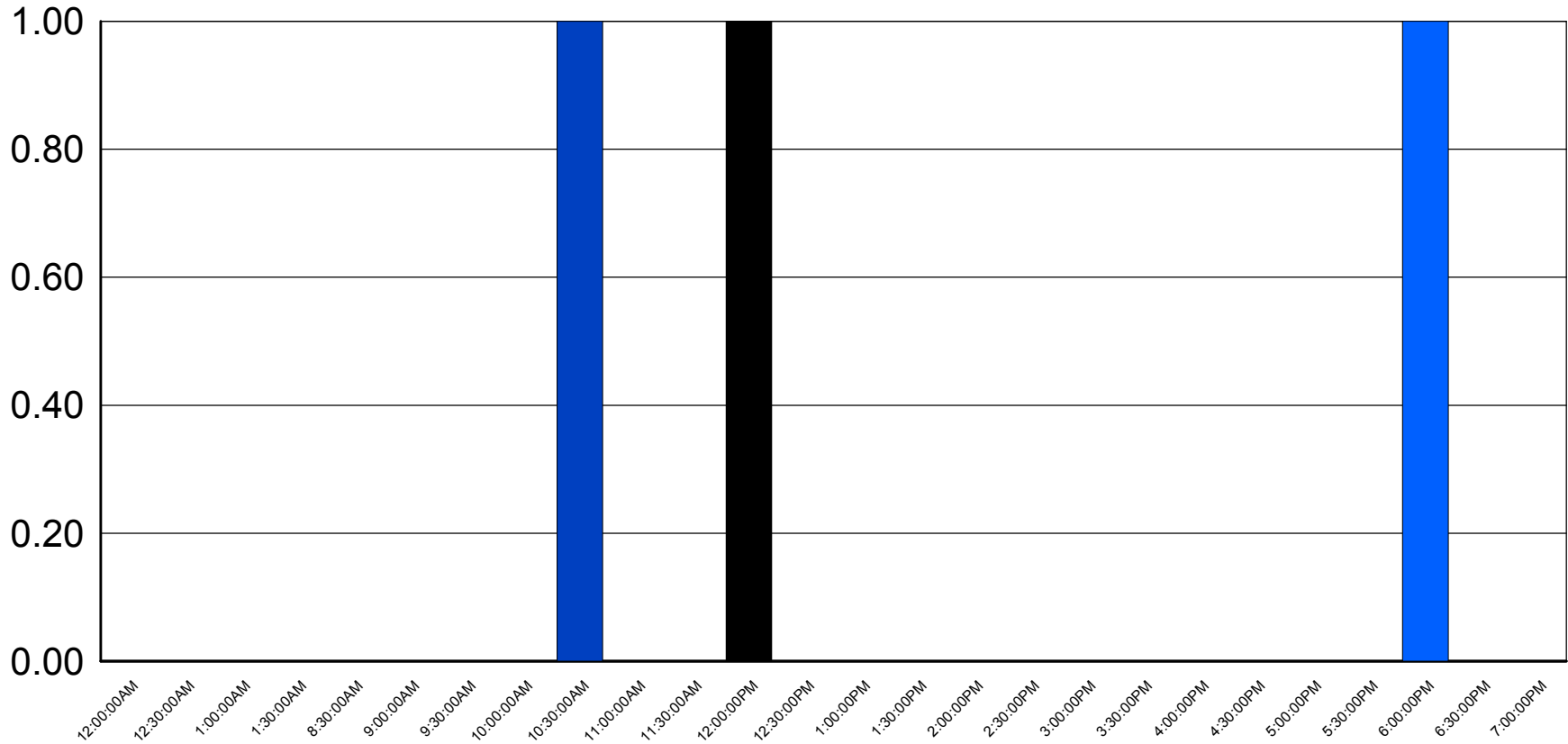
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **HP Partner B**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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	1
	2:00:00AM	0
	2:30:00AM	0
	4:00:00AM	1
	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	1
	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) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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	1
	11:00:00PM	0
	11:30:00PM	0
Total:		4

(Graph) Profile of Calls Entering ACD

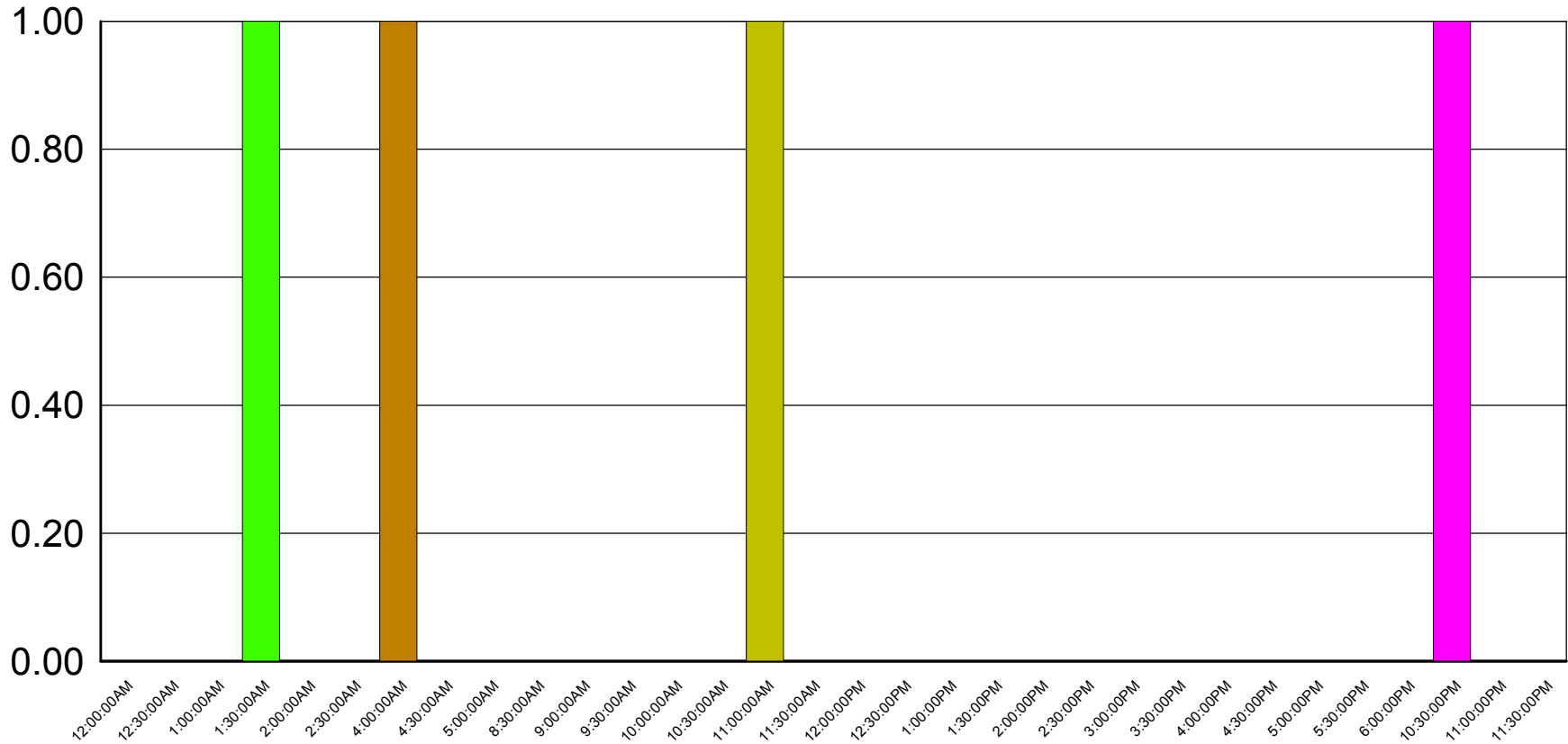
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **HP Partner C**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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 Training	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
Total:		0

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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



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) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

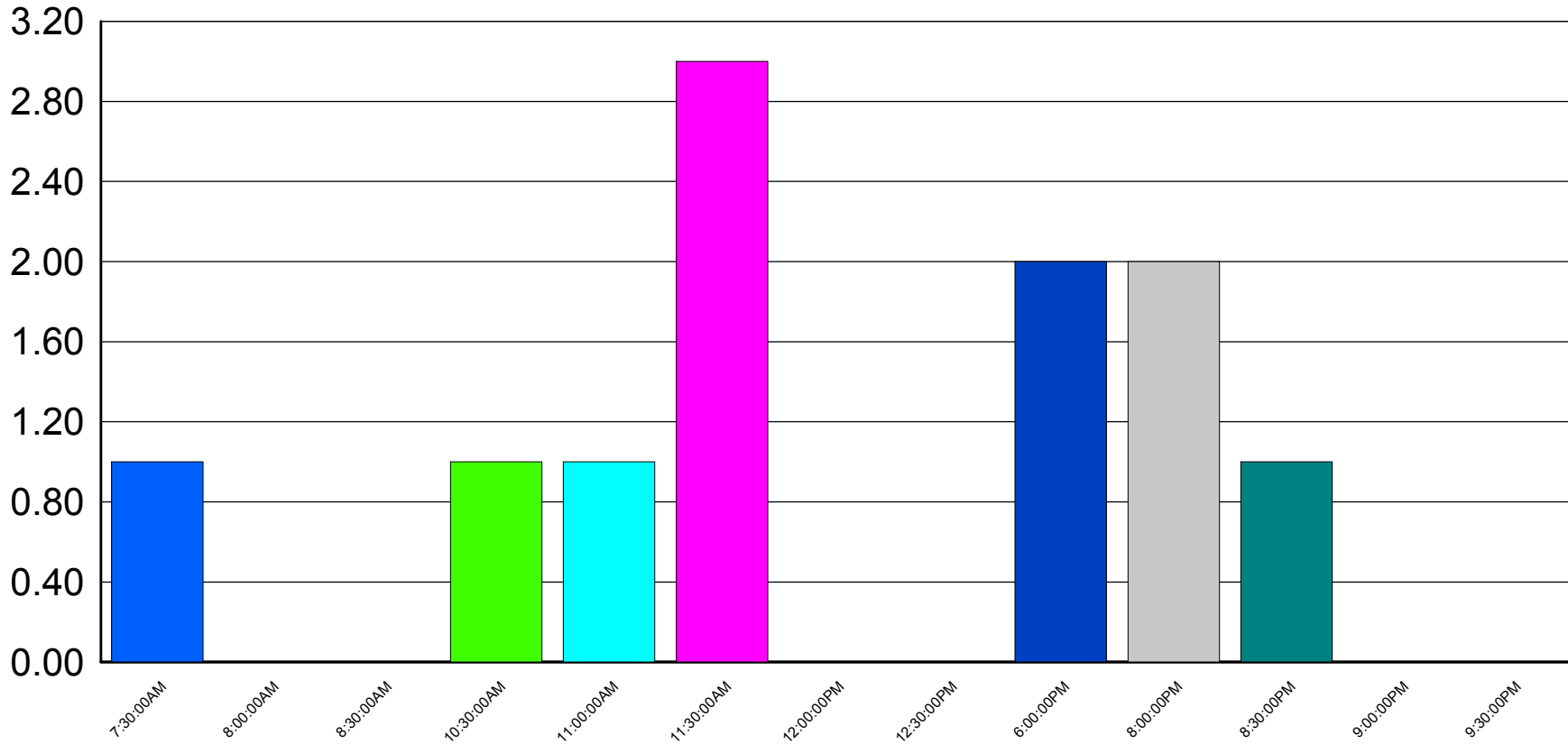
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **Insurance**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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	2
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		2

(Graph) Profile of Calls Entering ACD

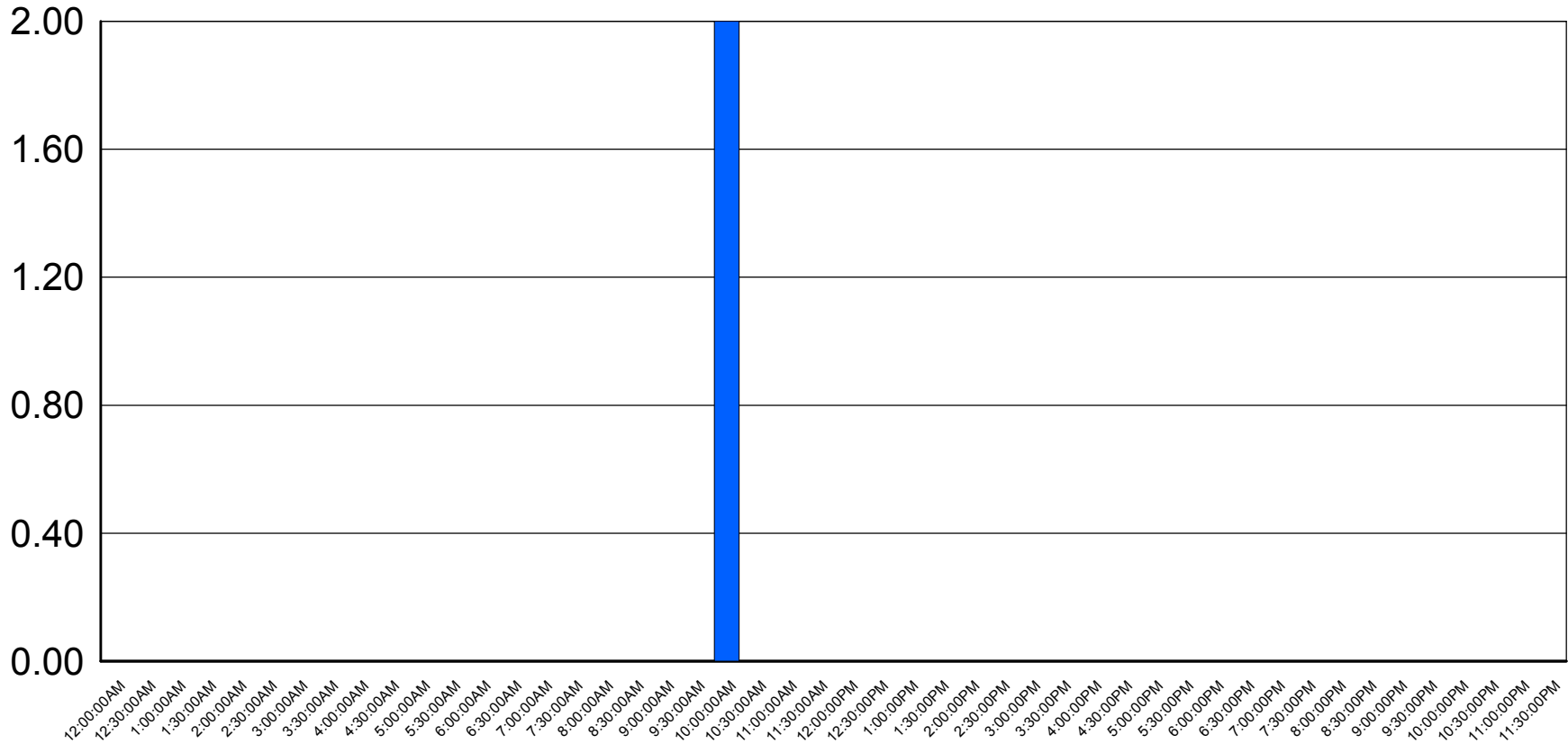
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **Insurance Agents**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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 Claims	Interval	Calls
	8:30:00AM	0
	9:00:00AM	0
	9:30:00AM	0
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
Total:		0

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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: Interactions14
Chart not printed : all data points are zero

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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



IPA Demos	Interval	Calls
	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) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



IPA HR Onboarding	Interval	Calls
	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) Profile of Calls Entering ACD

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



IPA HR Onboarding	Interval	Calls
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	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) Profile of Calls Entering ACD

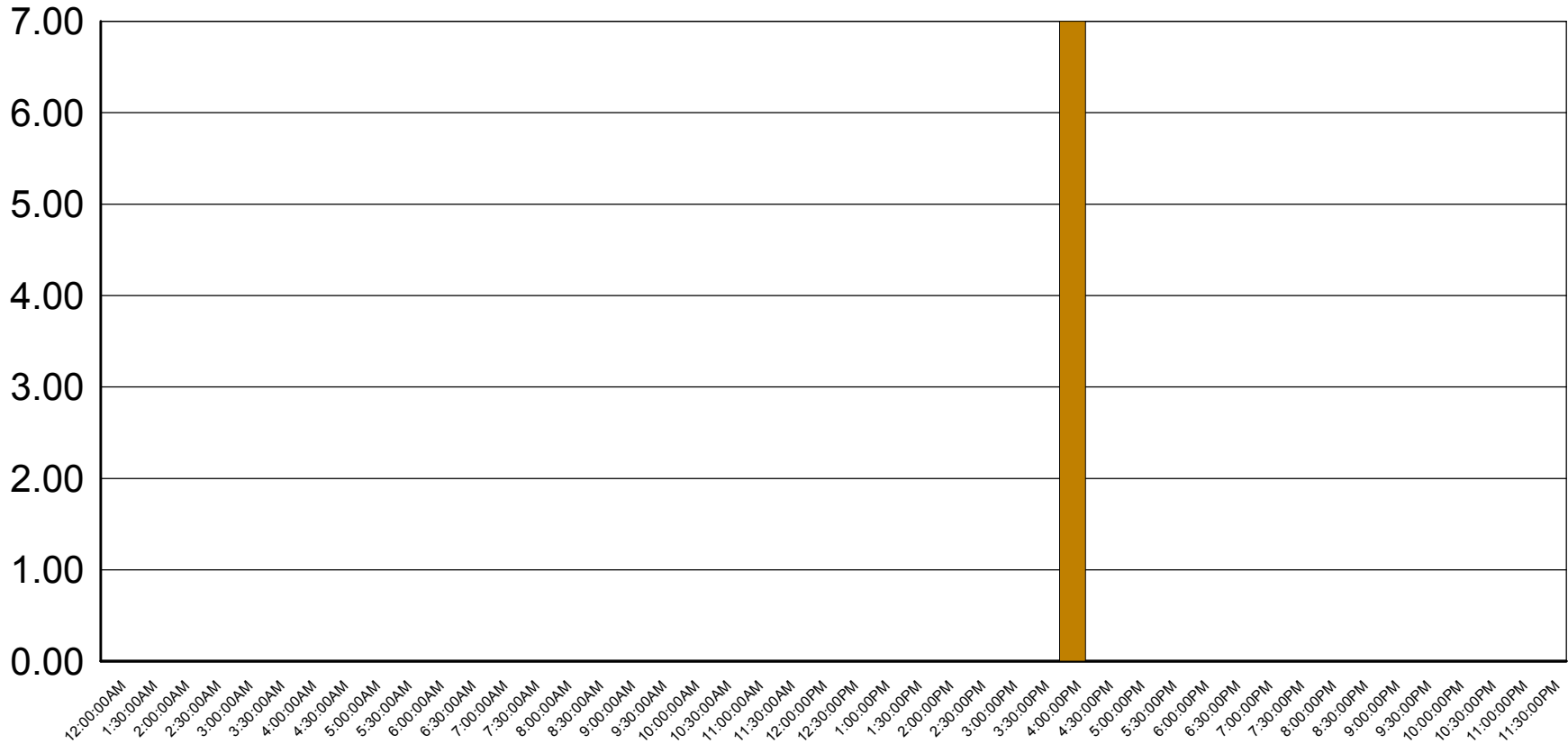
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **IPA HR Onboarding**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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 ConInterval	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) Profile of Calls Entering ACD

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



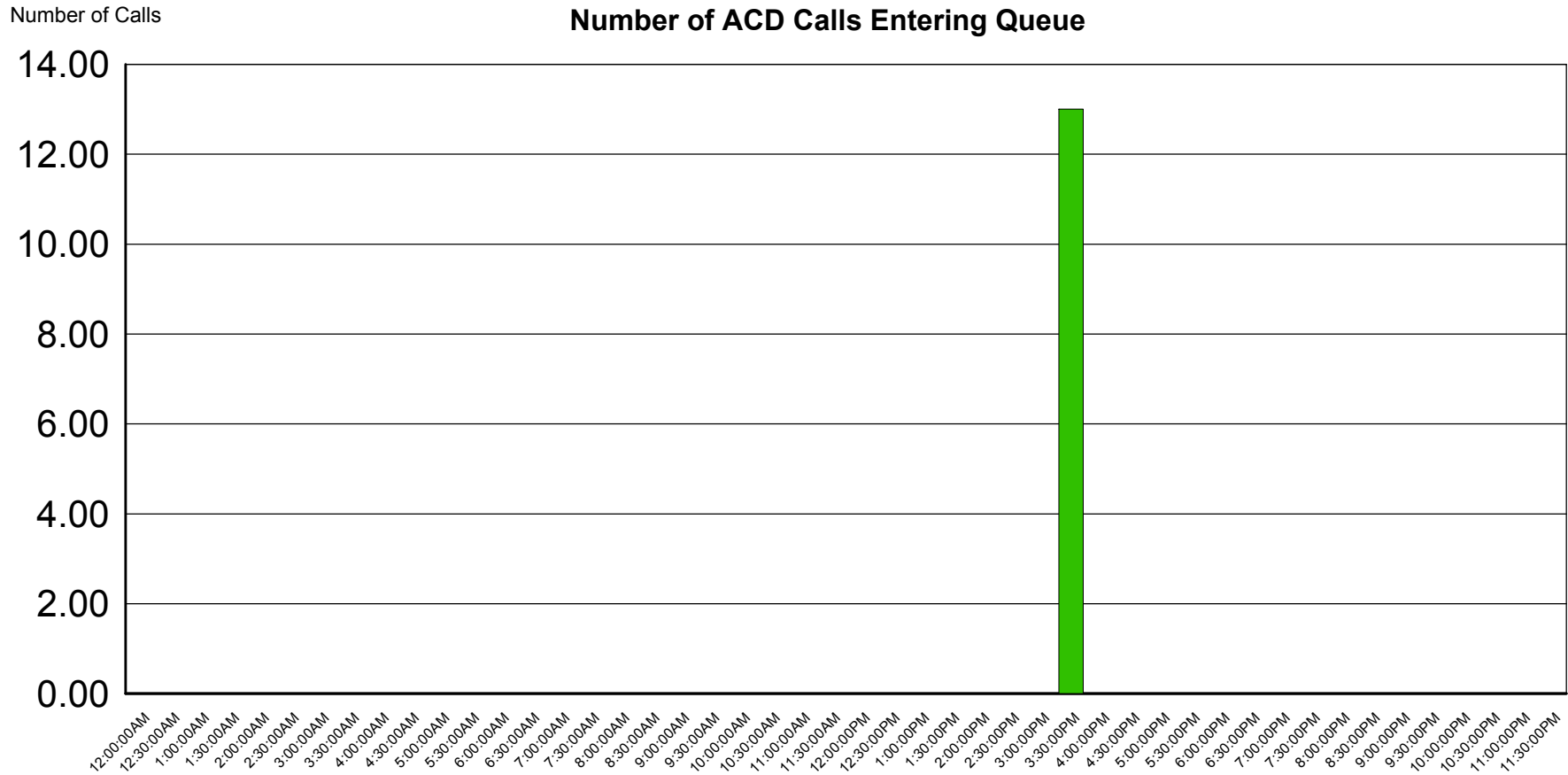
IPA Intelligent Mobile ConInterval	Calls
1:00:00PM	0
1:30:00PM	0
2:00:00PM	0
2:30:00PM	0
3:00:00PM	0
3:30:00PM	13
4:00:00PM	0
4:30:00PM	0
5:00:00PM	0
5:30:00PM	0
6:00:00PM	0
6:30:00PM	0
7:00:00PM	0
7:30:00PM	0
8:00:00PM	0
8:30:00PM	0
9:00:00PM	0
9:30:00PM	0
10:00:00PM	0
10:30:00PM	0
11:00:00PM	0
11:30:00PM	0
Total:	13

(Graph) Profile of Calls Entering ACD

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



(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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 ConInterval	Calls
11:00:00AM	0
11:30:00AM	0
3:00:00PM	0
3:30:00PM	0
Total:	0

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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 ConInterval	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) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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 ConInterval	Calls
1:00:00PM	0
1:30:00PM	0
2:00:00PM	0
2:30:00PM	0
3:00:00PM	0
3:30:00PM	0
4:00:00PM	0
4:30:00PM	0
5:00:00PM	0
5:30:00PM	0
6:00:00PM	0
6:30:00PM	0
7:00:00PM	0
7:30:00PM	0
8:00:00PM	0
8:30:00PM	0
9:00:00PM	0
9:30:00PM	0
10:00:00PM	0
10:30:00PM	0
11:00:00PM	0
11:30:00PM	0
Total:	0

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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 ConInterval	Calls
11:00:00AM	0
11:30:00AM	0
Total:	0

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

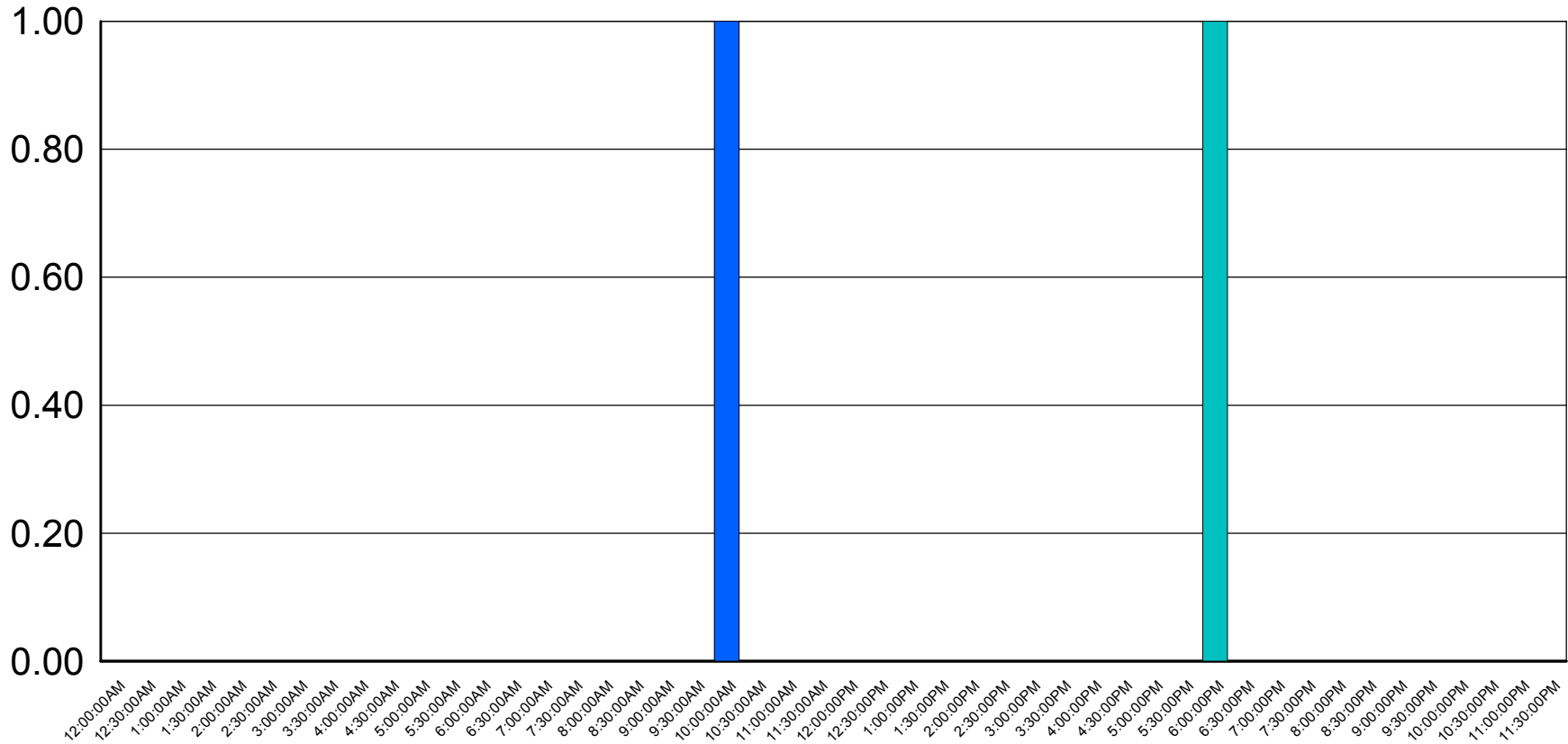
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **IPA Life Insurance Demo**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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	1
	11:00:00AM	0
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	0

(Graph) Profile of Calls Entering ACD

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



IPA TeleHealth	Interval	Calls
	1:00:00PM	0
	1:30:00PM	4
	2:00:00PM	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:		10

(Graph) Profile of Calls Entering ACD

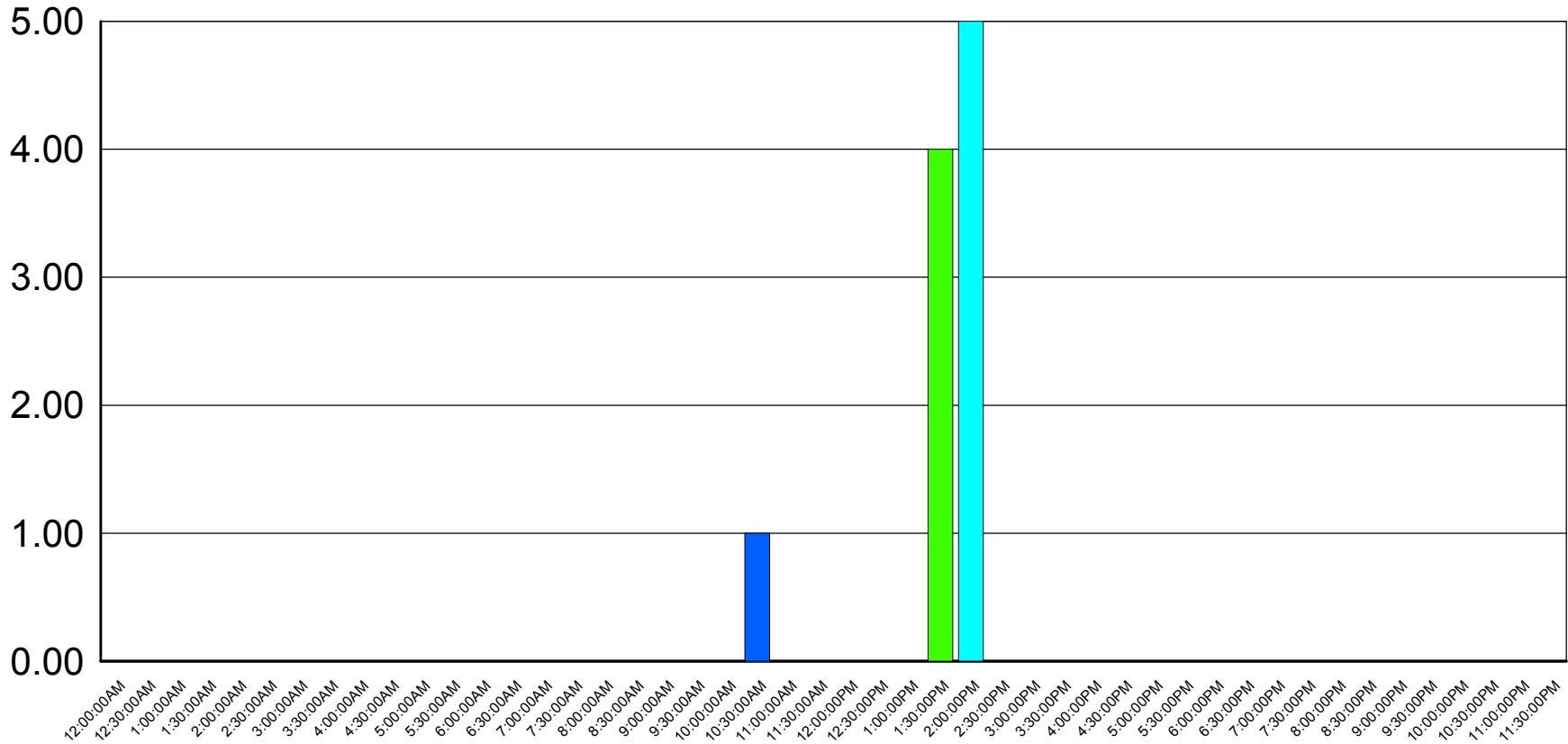
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **IPA TeleHealth**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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 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) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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	1
	9:00:00PM	0
	9:30:00PM	1
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	1
	11:30:00PM	3
Total:		15

(Graph) Profile of Calls Entering ACD

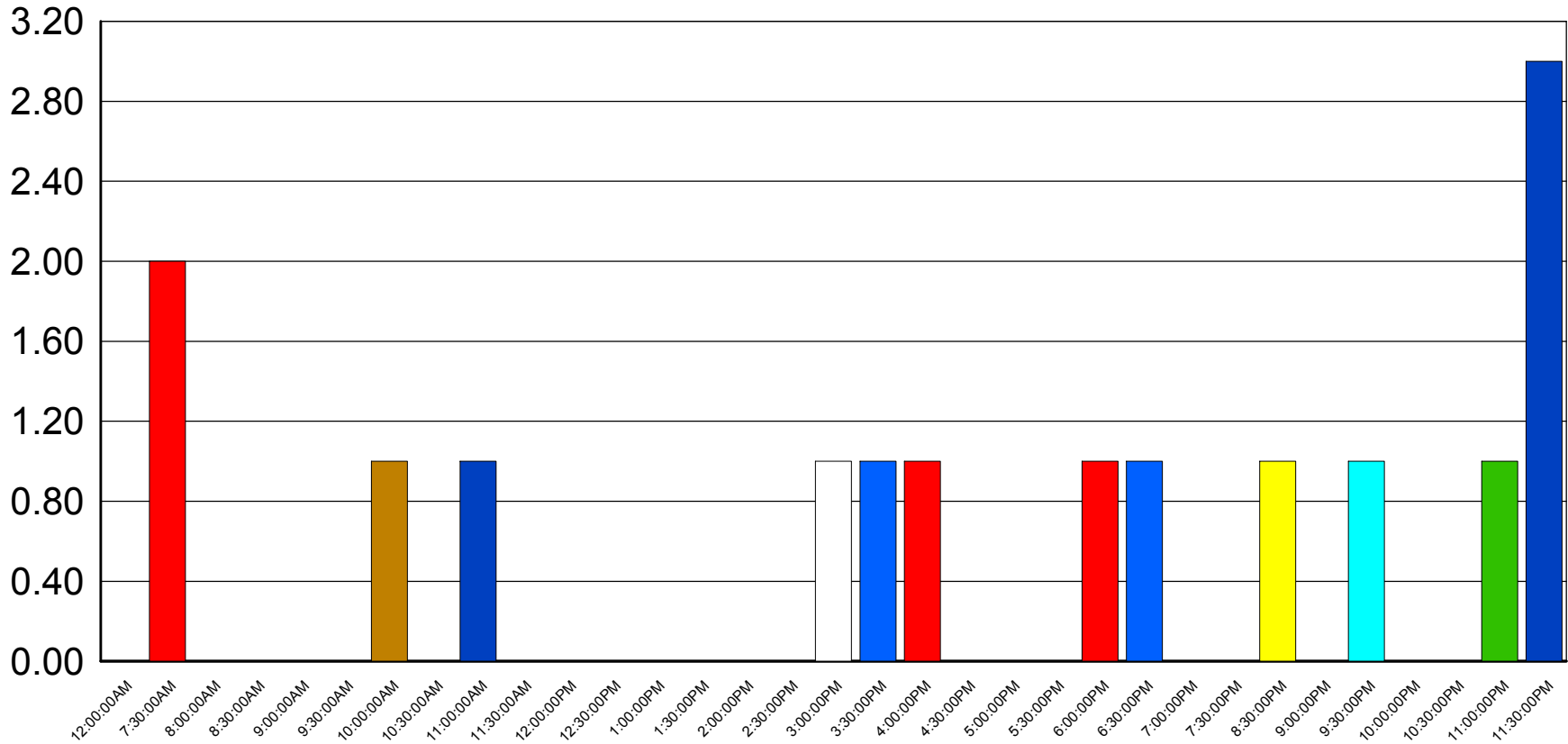
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **JS_Survey**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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: Legal Shield - Member Services
Chart not printed : all data points are zero

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



Marketing	Interval	Calls
	12:00:00AM	3
	12:30:00AM	3
	1:00:00AM	19
	1:30:00AM	7
	2:00:00AM	5
	2:30:00AM	4
	3:00:00AM	9
	3:30:00AM	8
	4:00:00AM	11
	4:30:00AM	8
	5:00:00AM	0
	5:30:00AM	6
	6:00:00AM	1
	6:30:00AM	4
	7:00:00AM	5
	7:30:00AM	0
	8:00:00AM	2
	8:30:00AM	5
	9:00:00AM	4
	9:30:00AM	13
	10:00:00AM	6
	10:30:00AM	12
	11:00:00AM	14
	11:30:00AM	12
	12:00:00PM	10
	12:30:00PM	14

(Graph) Profile of Calls Entering ACD

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



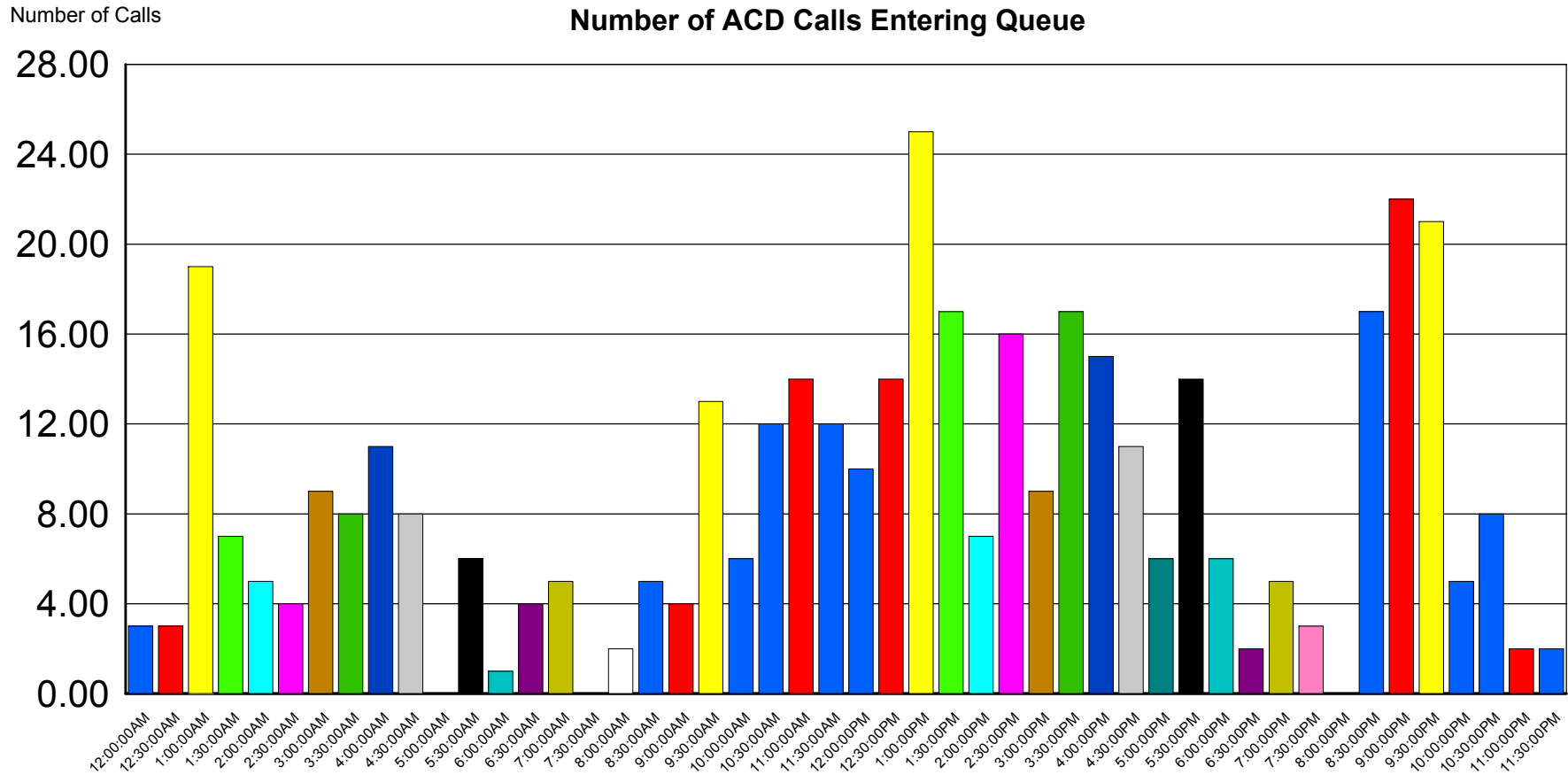
Marketing	Interval	Calls
	1:00:00PM	25
	1:30:00PM	17
	2:00:00PM	7
	2:30:00PM	16
	3:00:00PM	9
	3:30:00PM	17
	4:00:00PM	15
	4:30:00PM	11
	5:00:00PM	6
	5:30:00PM	14
	6:00:00PM	6
	6:30:00PM	2
	7:00:00PM	5
	7:30:00PM	3
	8:00:00PM	0
	8:30:00PM	17
	9:00:00PM	22
	9:30:00PM	21
	10:00:00PM	5
	10:30:00PM	8
	11:00:00PM	2
	11:30:00PM	2
Total:		415

(Graph) Profile of Calls Entering ACD

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



(Graph) Profile of Calls Entering ACD

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



MedImmune	Interval	Calls
	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) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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	1
	3:00:00AM	1
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	1
	5:00:00AM	0
	5:30:00AM	1
	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	1
	10:00:00AM	2
	10:30:00AM	0
	11:00:00AM	0
	11:30:00AM	1
	12:00:00PM	2
	12:30:00PM	3

(Graph) Profile of Calls Entering ACD

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



MemberServices	Interval	Calls
	1:00:00PM	3
	1:30:00PM	1
	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:		33

(Graph) Profile of Calls Entering ACD

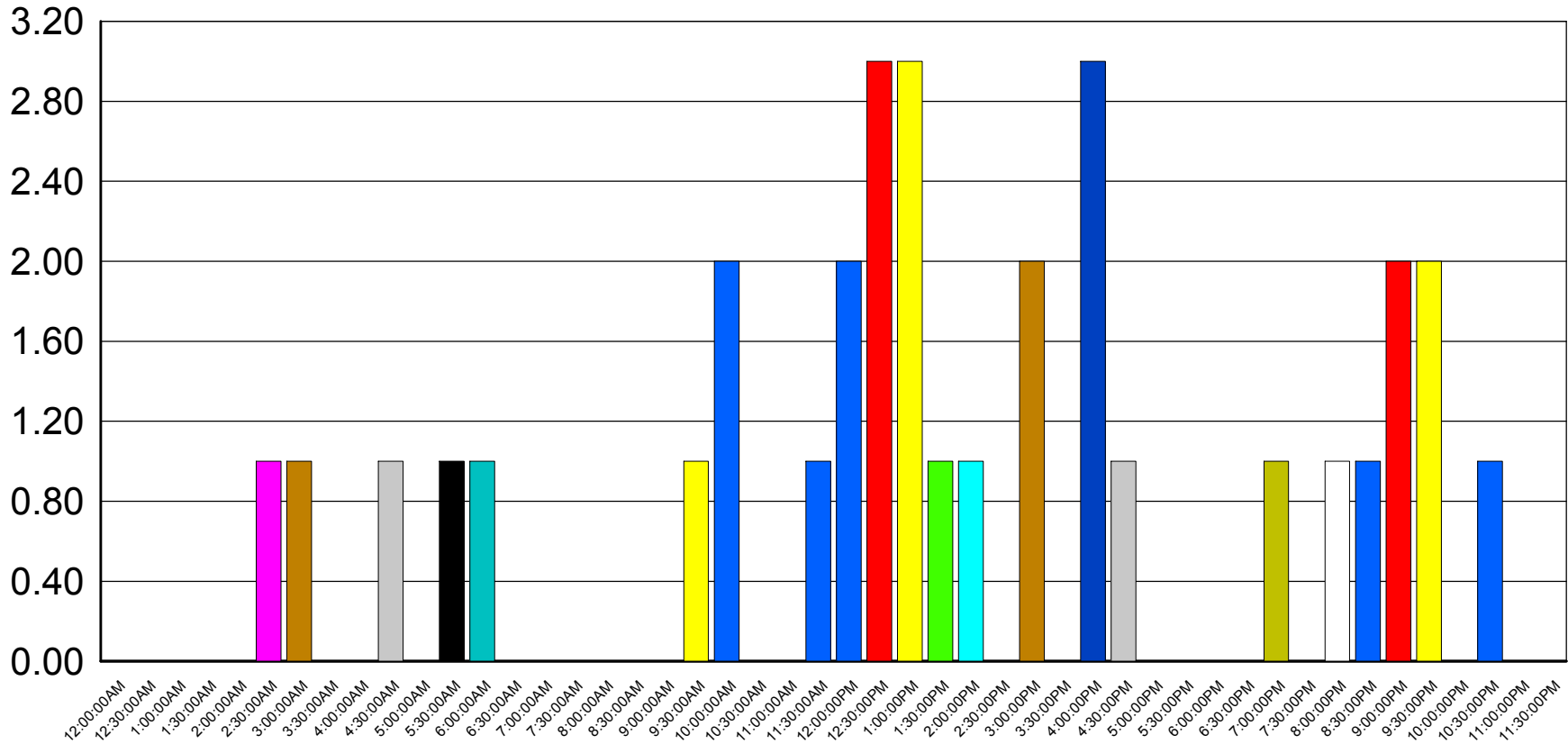
Queue Range: <All>
 Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
 Activity Time Range: 00:00:00-23:59:59
 Site ID Range: <All>



Queue Name: **MemberServices**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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: MemorialCare BUS Customer Service
Chart not printed : all data points are zero

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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: MemorialCare Queue Patient Accounting FV
Chart not printed : all data points are zero

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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	1
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	1
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	1
	7:00:00PM	1
	7:30:00PM	0
	8:00:00PM	0
Total:		6

(Graph) Profile of Calls Entering ACD

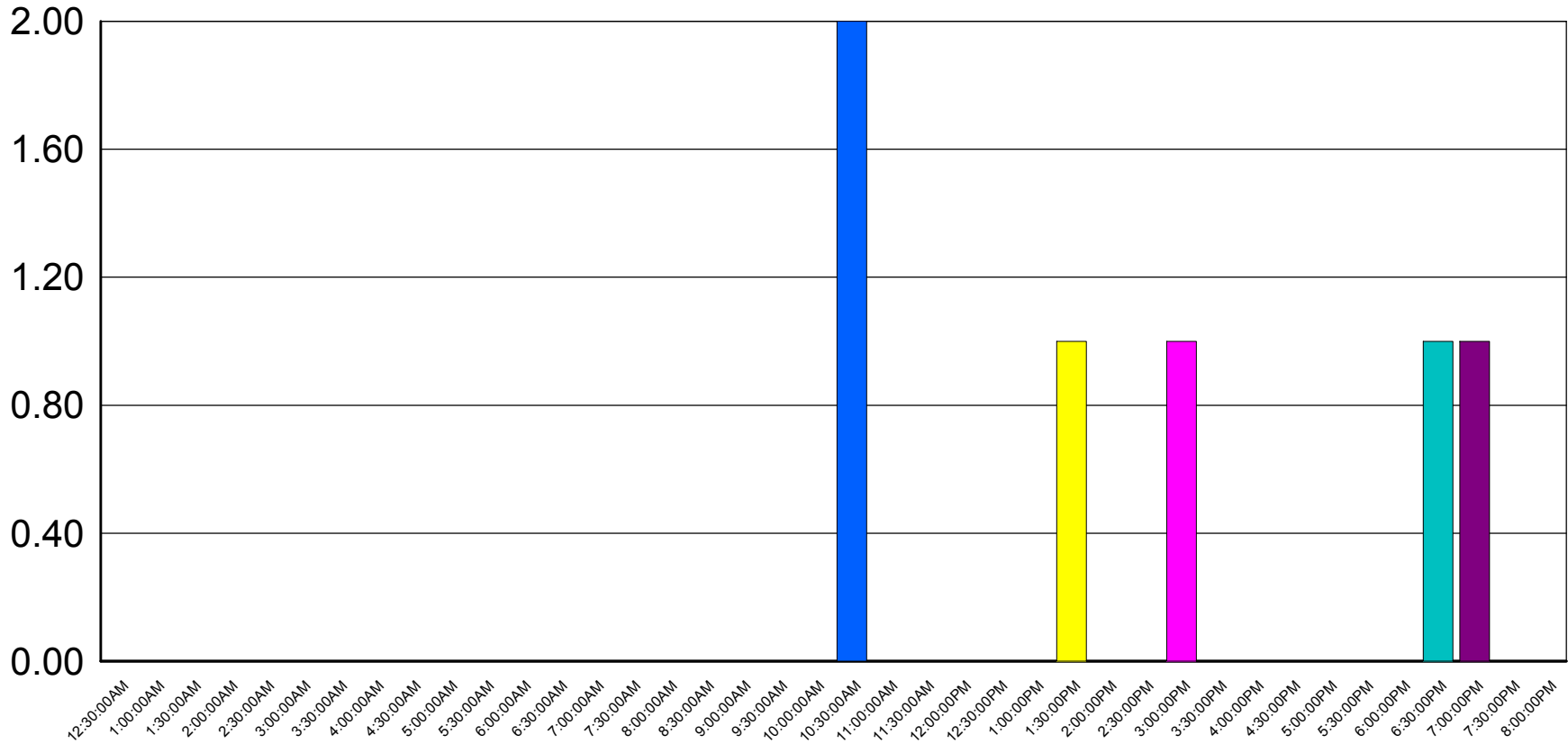
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **Mercadeo**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



ML-TechSupport	Interval	Calls
	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) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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) Profile of Calls Entering ACD

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



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) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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	4
	6:00:00AM	4
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	2
	8:00:00AM	0
	8:30:00AM	4
	9:00:00AM	5
	9:30:00AM	3
	10:00:00AM	0
	10:30:00AM	5
	11:00:00AM	4
	11:30:00AM	2
	12:00:00PM	0
	12:30:00PM	5

(Graph) Profile of Calls Entering ACD

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



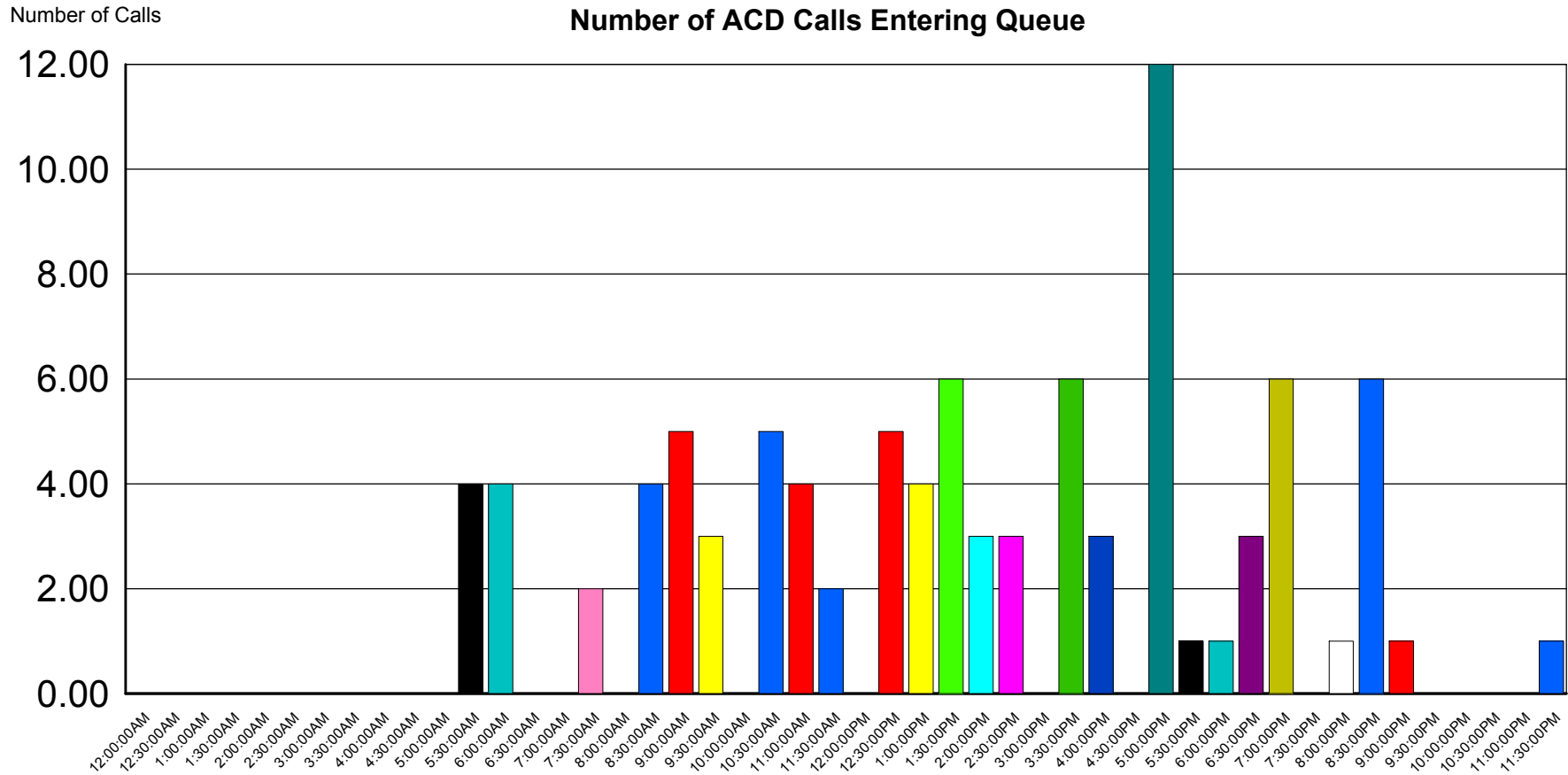
Partners	Interval	Calls
	1:00:00PM	4
	1:30:00PM	6
	2:00:00PM	3
	2:30:00PM	3
	3:00:00PM	0
	3:30:00PM	6
	4:00:00PM	3
	4:30:00PM	0
	5:00:00PM	12
	5:30:00PM	1
	6:00:00PM	1
	6:30:00PM	3
	7:00:00PM	6
	7:30:00PM	0
	8:00:00PM	1
	8:30:00PM	6
	9:00:00PM	1
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	1
Total:		95

(Graph) Profile of Calls Entering ACD

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



(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	1
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		1

(Graph) Profile of Calls Entering ACD

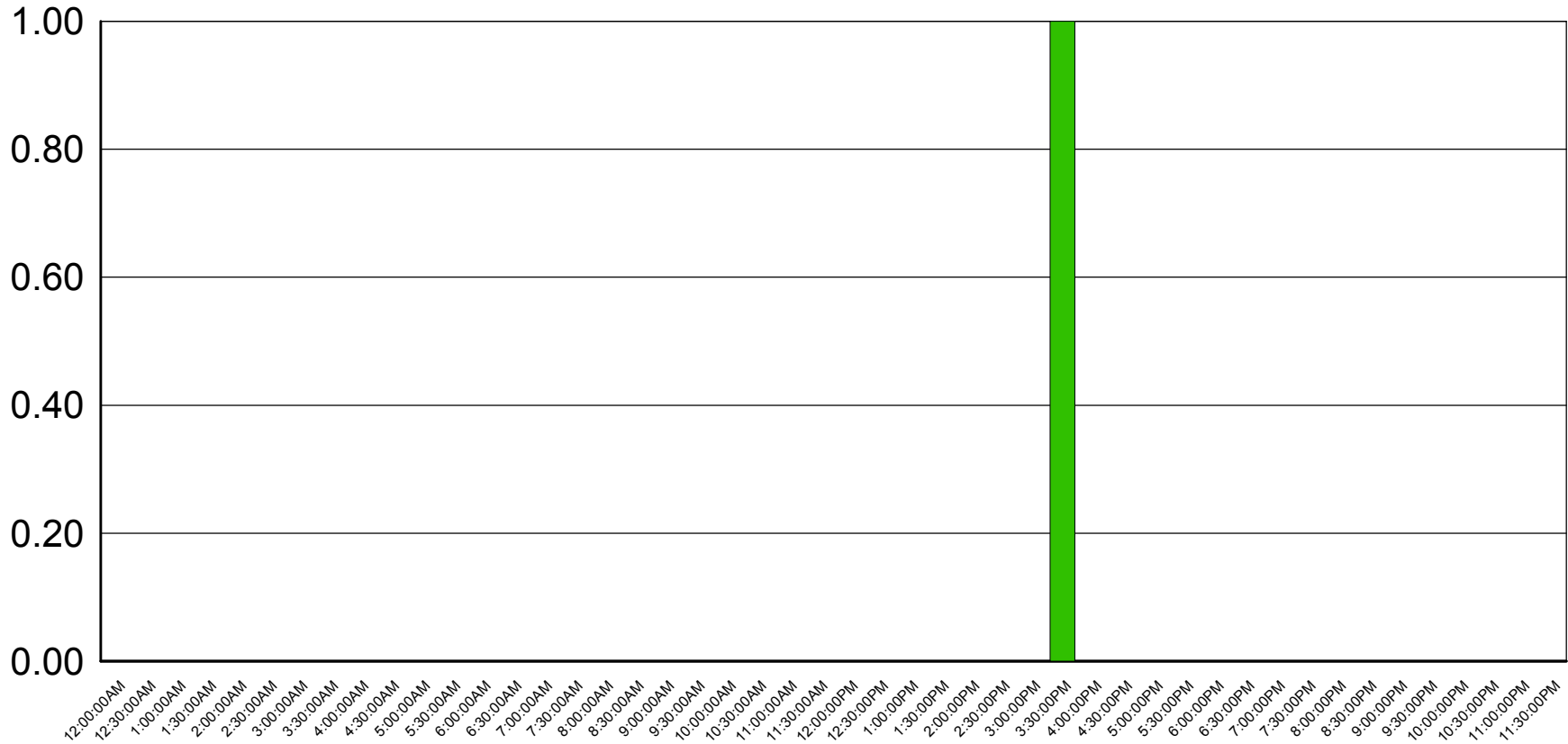
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **Sales**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

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



Sales Specialist	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	3
	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) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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:		4

(Graph) Profile of Calls Entering ACD

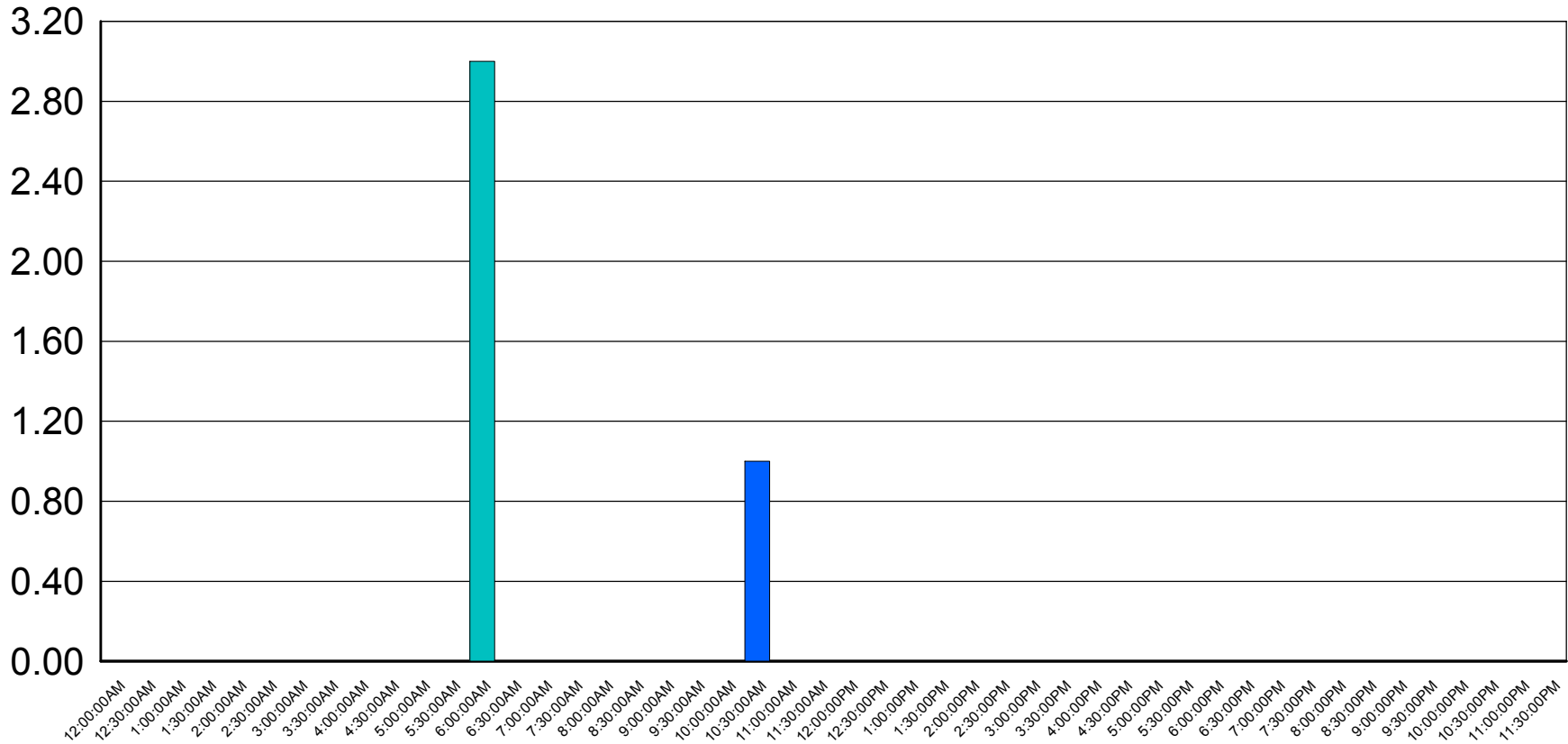
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **Sales Specialist**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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
	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) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

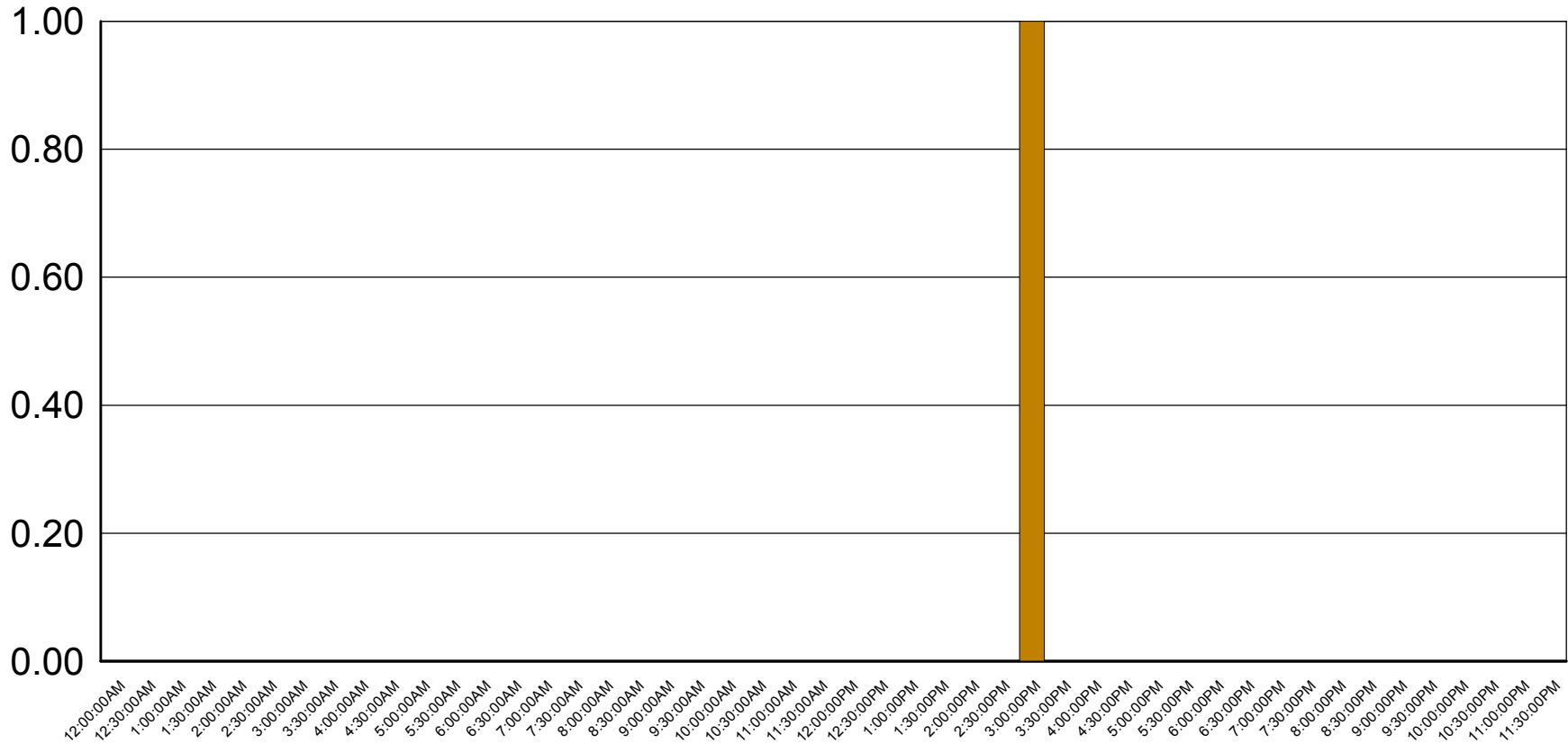
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **SC Marketing**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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 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) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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 Technical Support	Interval	Calls
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
Total:		0

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



SimdomainAdmins	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	0
	3:30:00AM	0
	4:00:00AM	0
	4:30:00AM	0
	5:00:00AM	0
	5:30:00AM	0
	6:00:00AM	0
	6:30:00AM	0
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	0
	8:30:00AM	0
	9:00:00AM	13
	9:30:00AM	5
	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) Profile of Calls Entering ACD

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



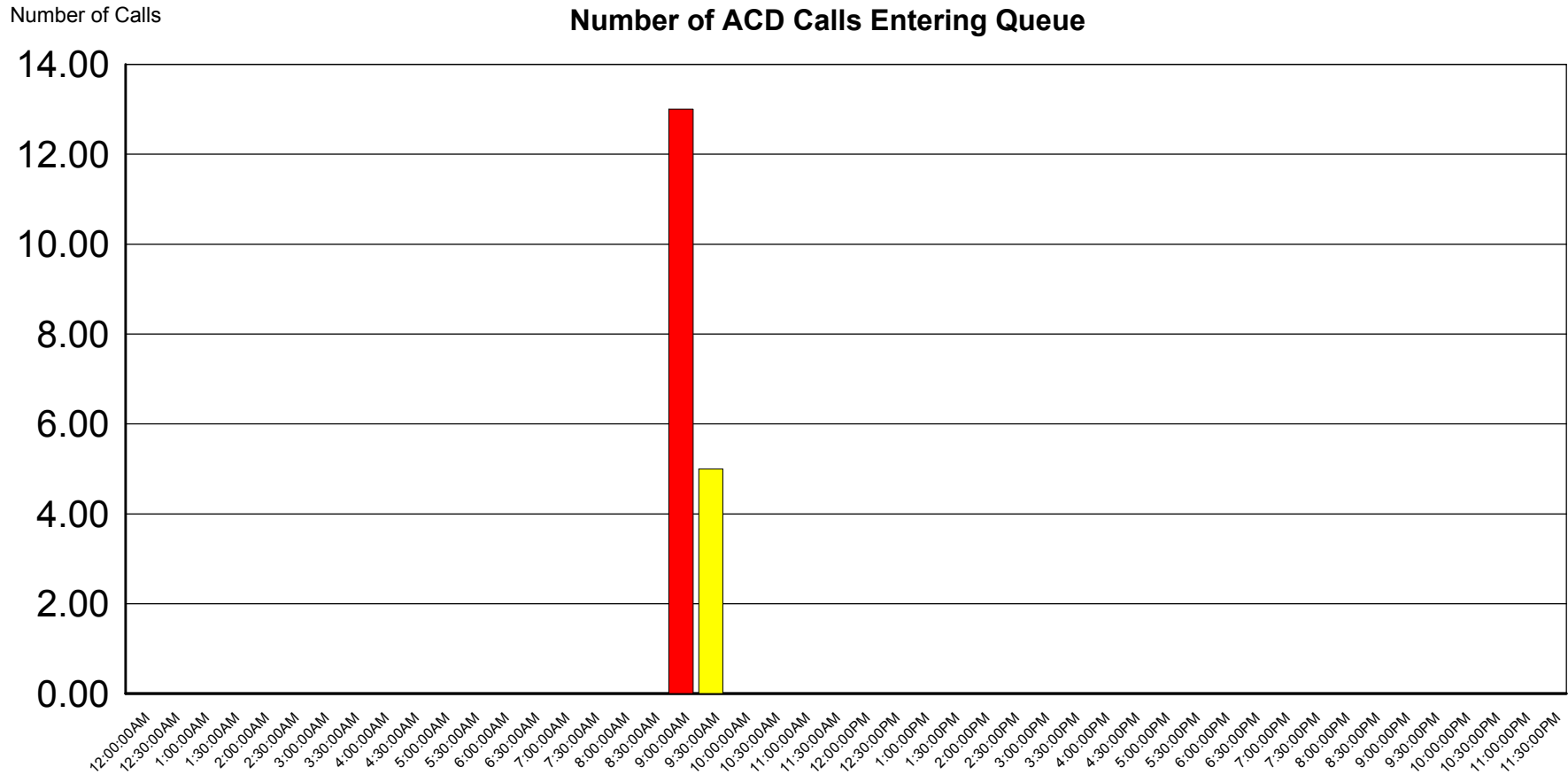
SimdomainAdmins	Interval	Calls
	1:00:00PM	0
	1:30:00PM	0
	2:00:00PM	0
	2:30:00PM	0
	3:00:00PM	0
	3:30:00PM	0
	4:00:00PM	0
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	0
	6:00:00PM	0
	6:30:00PM	0
	7:00:00PM	0
	7:30:00PM	0
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	0
	9:30:00PM	0
	10:00:00PM	0
	10:30:00PM	0
	11:00:00PM	0
	11:30:00PM	0
Total:		18

(Graph) Profile of Calls Entering ACD

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



(Graph) Profile of Calls Entering ACD

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



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) Profile of Calls Entering ACD

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



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) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	1
	1:30:00AM	0
	2:00:00AM	0
	2:30:00AM	0
	3:00:00AM	1
	3:30:00AM	0
	4:00:00AM	2
	4:30:00AM	1
	5:00:00AM	1
	5:30:00AM	0
	6:00:00AM	1
	6:30:00AM	1
	7:00:00AM	0
	7:30:00AM	0
	8:00:00AM	2
	8:30:00AM	0
	9:00:00AM	1
	9:30:00AM	1
	10:00:00AM	0
	10:30:00AM	0
	11:00:00AM	1
	11:30:00AM	0
	12:00:00PM	0
	12:30:00PM	1

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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	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	1
	4:30:00PM	0
	5:00:00PM	0
	5:30:00PM	1
	6:00:00PM	0
	6:30:00PM	3
	7:00:00PM	1
	7:30:00PM	2
	8:00:00PM	0
	8:30:00PM	0
	9:00:00PM	2
	9:30:00PM	1
	10:00:00PM	2
	10:30:00PM	0
	11:00:00PM	2
	11:30:00PM	0
Total:		29

(Graph) Profile of Calls Entering ACD

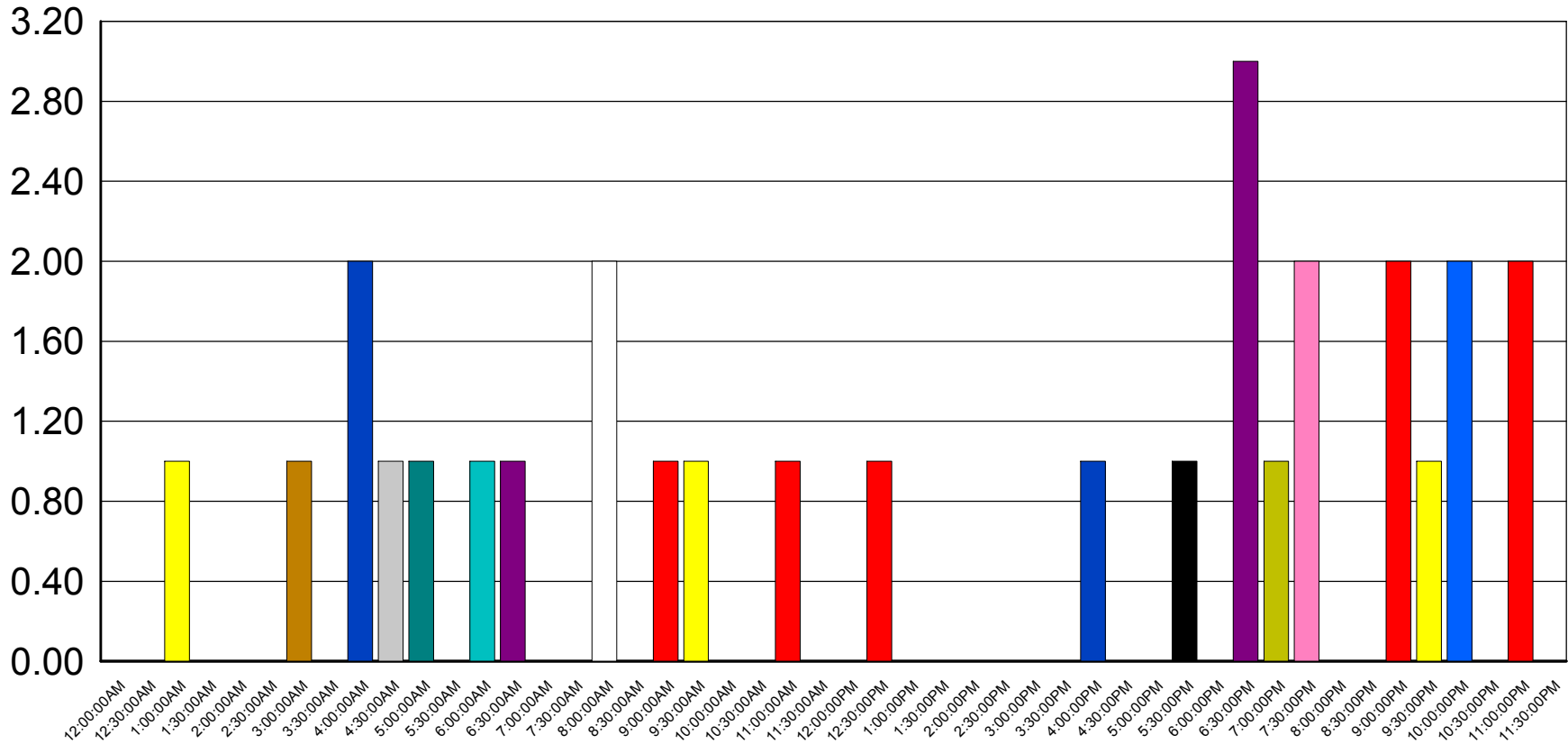
Queue Range: <All>
 Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
 Activity Time Range: 00:00:00-23:59:59
 Site ID Range: <All>



Queue Name: **Social Media**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



Support	Interval	Calls
	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	55
	11:30:00AM	55
	12:00:00PM	55
	12:30:00PM	55

(Graph) Profile of Calls Entering ACD

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



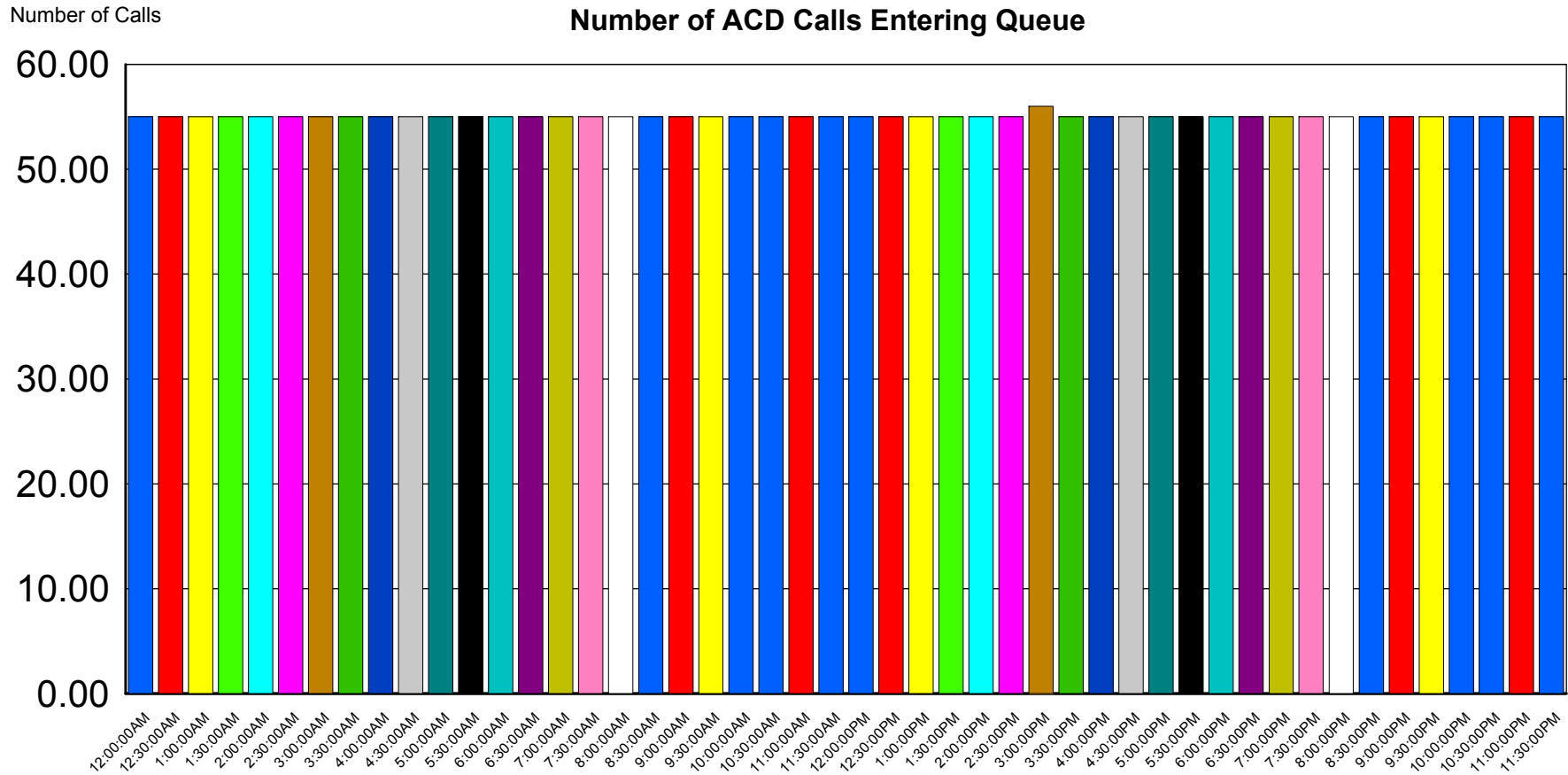
Support	Interval	Calls
	1:00:00PM	55
	1:30:00PM	55
	2:00:00PM	55
	2:30:00PM	55
	3:00:00PM	56
	3:30:00PM	55
	4:00:00PM	55
	4:30:00PM	55
	5:00:00PM	55
	5:30:00PM	55
	6:00:00PM	55
	6:30:00PM	55
	7:00:00PM	55
	7:30:00PM	55
	8:00:00PM	55
	8:30:00PM	55
	9:00:00PM	55
	9:30:00PM	55
	10:00:00PM	55
	10:30:00PM	55
	11:00:00PM	55
	11:30:00PM	55
Total:		2,641

(Graph) Profile of Calls Entering ACD

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



Queue Name: **Support**



(Graph) Profile of Calls Entering ACD

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



TechnicalSales	Interval	Calls
	12:00:00AM	0
	12:30:00AM	0
	1:00:00AM	0
	1:30:00AM	0
	2:00:00AM	1
	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	1
	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) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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:		2

(Graph) Profile of Calls Entering ACD

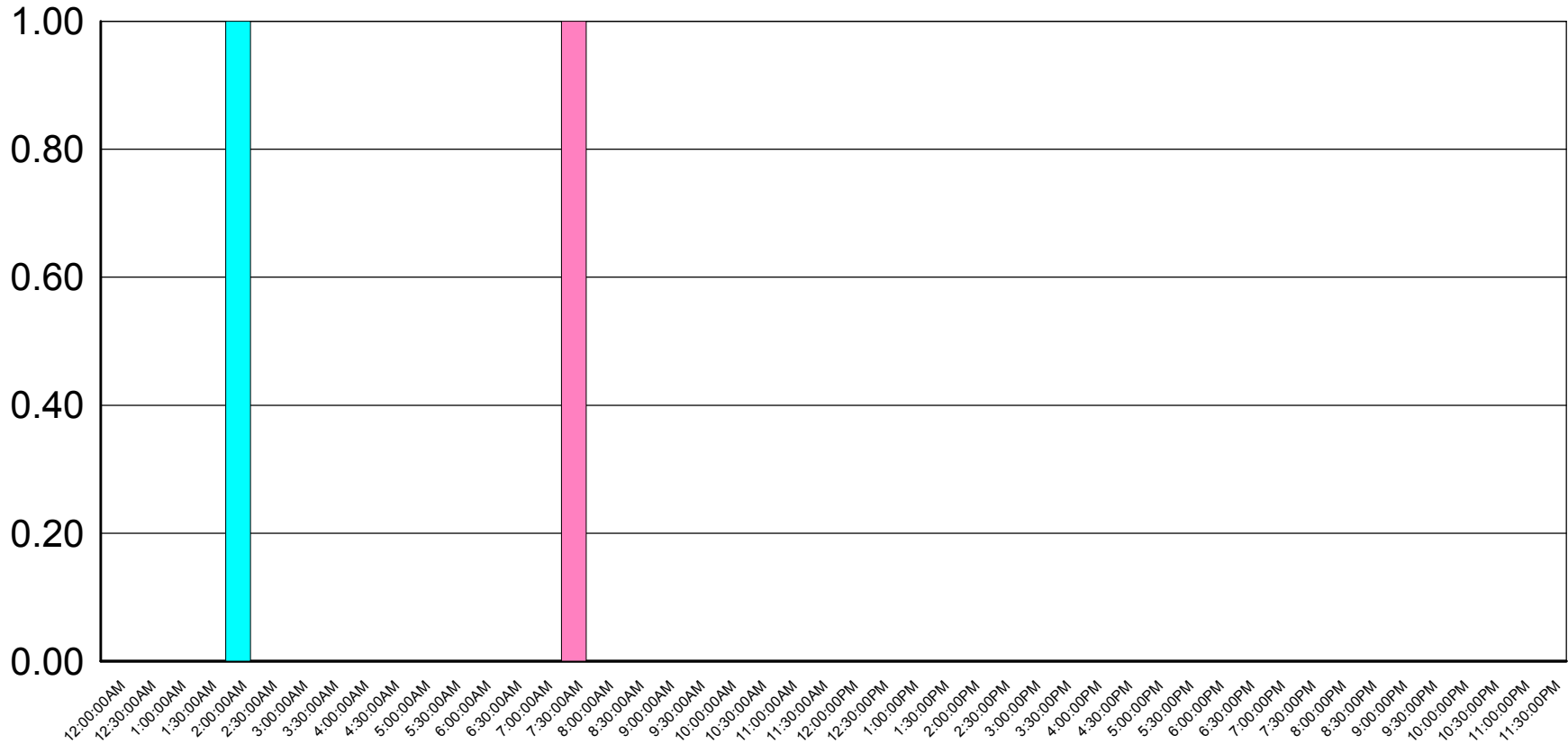
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **TechnicalSales**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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



TIER 2 - ClientServices	Interval	Calls
	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) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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: TIER 2 - ClientServices
Chart not printed : all data points are zero

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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
	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) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



VanceWG	Interval	Calls
	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) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

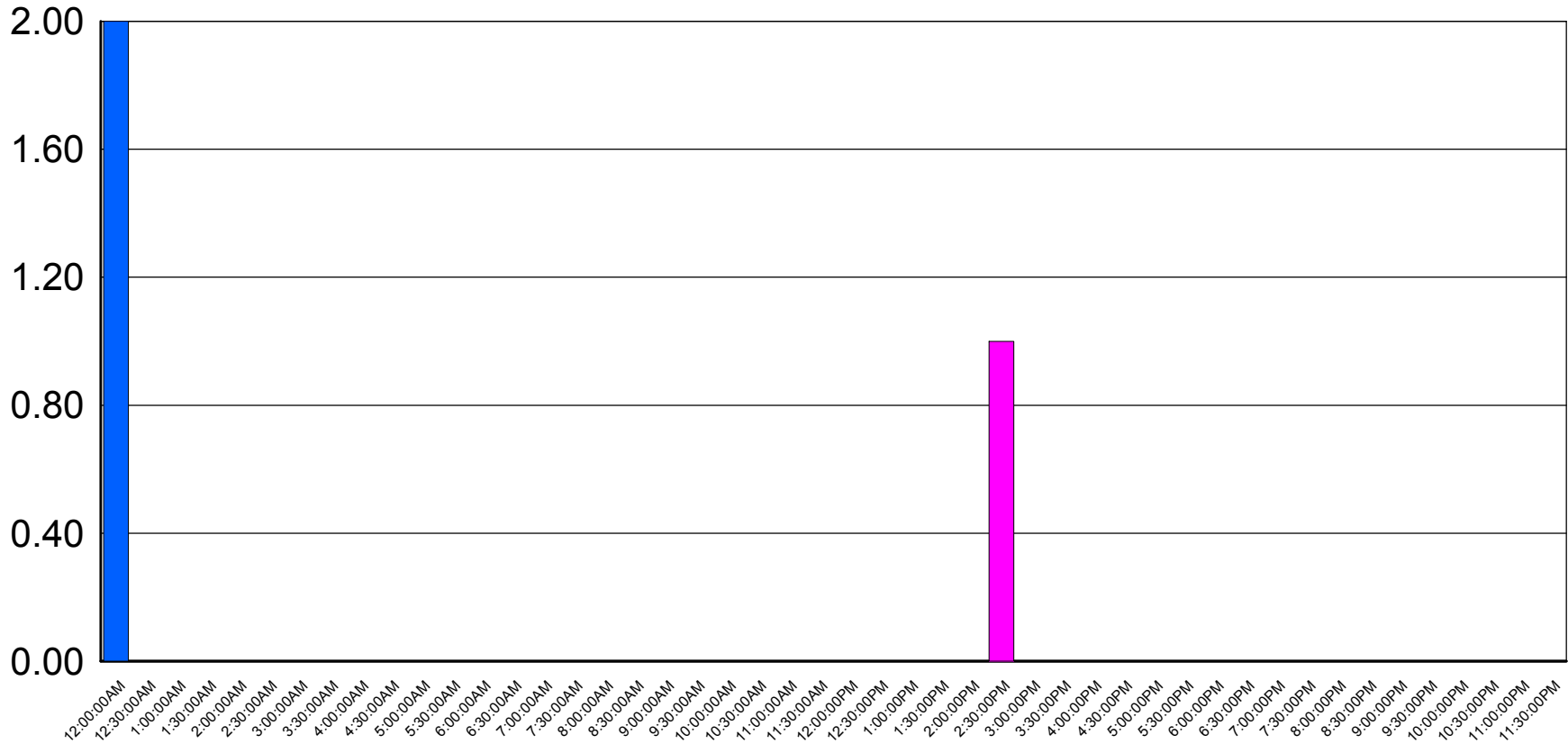
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **WrapUpWG**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

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



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

(Graph) Profile of Calls Entering ACD

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

(Graph) Profile of Calls Entering ACD

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



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	6
	11:00:00AM	0
	11:30:00AM	2
	12:00:00PM	0
	12:30:00PM	0

(Graph) Profile of Calls Entering ACD

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



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:		14

(Graph) Profile of Calls Entering ACD

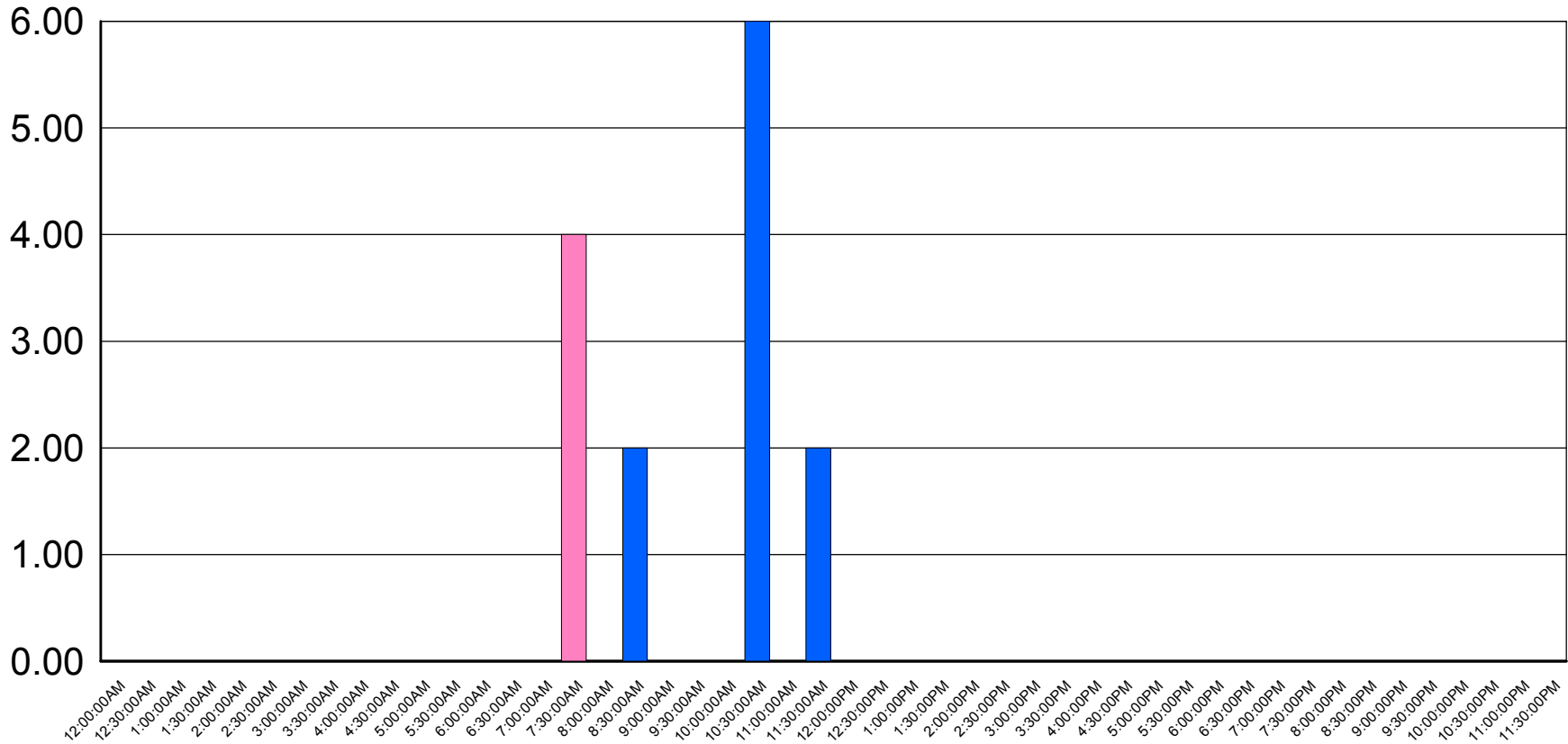
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **Zendesk**

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

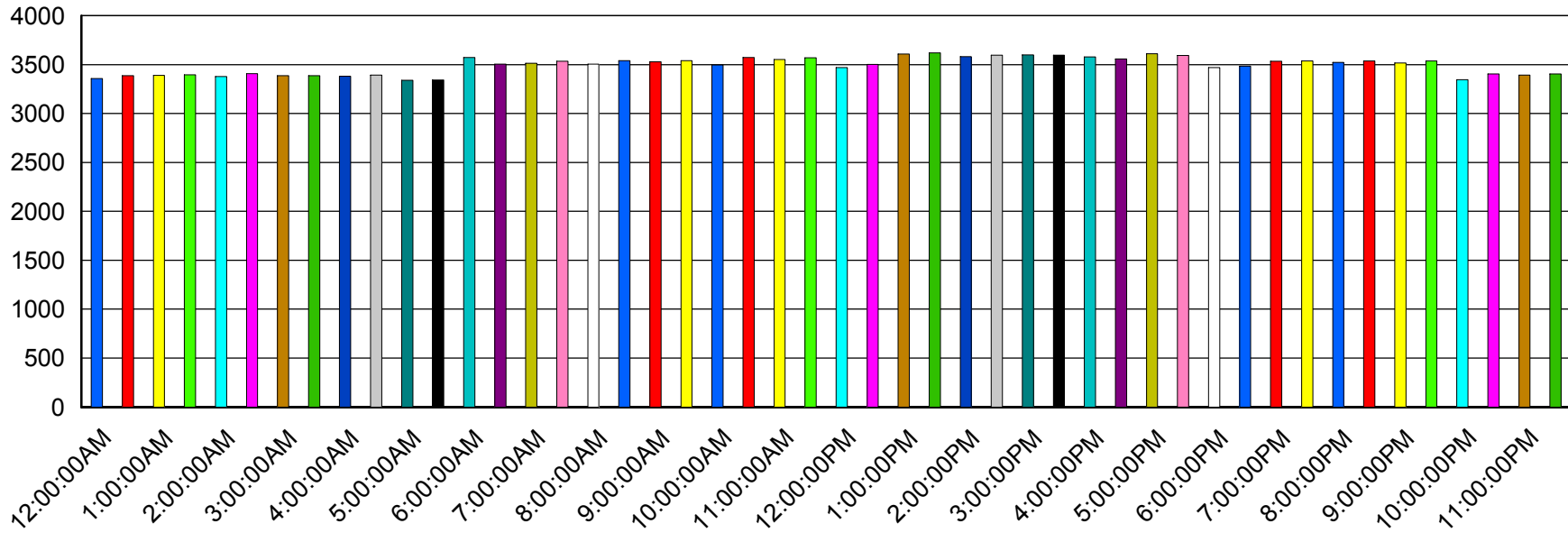
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Grand Total Sum All Queues:

Number of Calls

Number of ACD Calls Entering Queue



(Graph) Profile of Calls Entering ACD

Queue Range: <All>
Date Time Range: 10/17/2015 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: 167,581