

IVR Summary by Date

Date Time Range: 10/1/2015 12:00:00 AM - 10/31/2015 11:59:59
 Site ID Range: PM
 <All>
 Level : 3



Site ID : 1

Application : After Hours

| | Calls Entered | % of Daily Totals | Avg IVR Duration | Total Time | Daily Time % | Repeated Calls |
|----------------------------------|---------------|-------------------|------------------|---------------|--------------|----------------|
| Application : After Hours | | | | | | |
| 2015-10-28 | 1 | 50.00% | :00:26 | :00:26 | 50.00% | 0 |
| 2015-10-29 | 1 | 50.00% | :00:26 | :00:26 | 50.00% | 0 |
| After Hours | 2 | | :00:26 | :00:52 | | 0 |

Application : Default Schedule

| | | | | | | |
|-------------------------|------------|--------|---------------|-----------------|--------|----------|
| 2015-10-26 | 13 | 3.21% | :02:01 | :26:15 | 2.76% | 0 |
| 2015-10-27 | 75 | 18.52% | :02:58 | 03:42:36 | 23.42% | 0 |
| 2015-10-28 | 139 | 34.32% | :02:03 | 04:44:20 | 29.92% | 0 |
| 2015-10-29 | 42 | 10.37% | :02:12 | 01:32:37 | 9.75% | 0 |
| 2015-10-30 | 90 | 22.22% | :02:24 | 03:35:40 | 22.69% | 1 |
| 2015-10-31 | 46 | 11.36% | :02:22 | 01:48:50 | 11.45% | 0 |
| Default Schedule | 405 | | :02:21 | 15:50:18 | | 1 |

Application : Error Handling: After Hours

| | | | | | | |
|------------------------------------|----------|--------|---------------|---------------|--------|----------|
| 2015-10-28 | 1 | 50.00% | :00:03 | :00:03 | 50.00% | 0 |
| 2015-10-29 | 1 | 50.00% | :00:03 | :00:03 | 50.00% | 0 |
| Error Handling: After Hours | 2 | | :00:03 | :00:06 | | 0 |

Application : Error Handling: Default Schedule

| | | | | | | |
|---|------------|--------|---------------|---------------|--------|----------|
| 2015-10-26 | 10 | 3.30% | :00:02 | :00:20 | 3.33% | 0 |
| 2015-10-27 | 67 | 22.11% | :00:02 | :02:12 | 22.00% | 0 |
| 2015-10-28 | 87 | 28.71% | :00:02 | :02:54 | 29.00% | 0 |
| 2015-10-29 | 34 | 11.22% | :00:02 | :01:06 | 11.00% | 0 |
| 2015-10-30 | 61 | 20.13% | :00:02 | :02:00 | 20.00% | 0 |
| 2015-10-31 | 44 | 14.52% | :00:02 | :01:28 | 14.67% | 0 |
| Error Handling: Default Schedule | 303 | | :00:02 | :10:00 | | 0 |

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Site ID : 1

Application : Error Handling: Default Schedule

| | Calls Entered | % of Daily Totals | Avg IVR Duration | Total Time | Daily Time % | Repeated Calls |
|--------------|---------------|-------------------|------------------|------------|--------------|----------------|
| Site ID : 1 | 712 | | :01:21 | 16:01:16 | | 1 |
| Grand Totals | 712 | | :01:21 | 16:01:16 | | 1 |