

Queue Period Statistics Response Report (Accumulative Percentage)



Queue Range: <All>
 Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM
 Shift Time Range: <All>
 Site ID Range: <All>

Group by	Ints Offered	Ints Answered	Ints Aband	Service Thresholds						Avg Speed	Local Disc.
				< 10	< 20	< 30	< 40	< 50	< 60		
SiteID: 1											
SystemIvrTransferHub											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
SystemIvrTransferHub	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
Accounting											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
Accounting	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
ARM Collections											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
ARM Collections	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
CompanyOperator											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
CompanyOperator	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
Customer Satisfaction											
8/29/2015	8,651	8,486	164	80.60%	82.72%	85.46%	89.22%	90.02%	90.83%	:00:10	7,312
Customer Satisfaction	8,651	8,486	164	80.60%	82.72%	85.46%	89.22%	90.02%	90.83%	:00:10	7,312
Customer Service											
8/29/2015	2,851	2,851	0	76.39%	77.87%	83.62%	84.43%	85.37%	86.99%	:00:25	1,529
Customer Service	2,851	2,851	0	76.39%	77.87%	83.62%	84.43%	85.37%	86.99%	:00:25	1,529
Dialer											
8/29/2015	1,578	1,486	92	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:00:01	1,578
Dialer	1,578	1,486	92	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:00:01	1,578

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SiteID: 1											
FeedBack											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
FeedBack	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
FeedBack IPA											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
FeedBack IPA	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
Help Desk											
8/29/2015	2,618	2,618	0	78.19%	80.14%	84.03%	84.80%	85.75%	87.51%	:00:21	1,619
Help Desk	2,618	2,618	0	78.19%	80.14%	84.03%	84.80%	85.75%	87.51%	:00:21	1,619
imc											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
imc	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
IPA Intelligent Mobile Connect											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
IPA Intelligent Mobile Connect	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
IPA Intelligent Mobile Connect 2											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
IPA Intelligent Mobile Connect 2	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0

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				< 10	< 20	< 30	< 40	< 50	< 60		
SiteID: 1											
IPA Life Insurance Demo											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
IPA Life Insurance Demo	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
IPA TeleHealth											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
IPA TeleHealth	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
JS_Survey											
8/29/2015	1	0	1	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
JS_Survey	1	0	1	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
Marketing											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
Marketing	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
MedImmune											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
MedImmune	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
MemberServices											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
MemberServices	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
Partners											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
Partners	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0

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				< 10	< 20	< 30	< 40	< 50	< 60		
SiteID: 1											
RL-TechSupport											
8/29/2015	1	0	1	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
RL-TechSupport	1	0	1	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
Sales Specialist											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
Sales Specialist	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
SC Marketing											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
SC Marketing	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
SimdomainAdmins											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
SimdomainAdmins	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
SMS											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
SMS	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
Social Media											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
Social Media	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
Support											
8/29/2015	240	240	0	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:00:01	0
Support	240	240	0	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:00:01	0

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				< 10	< 20	< 30	< 40	< 50	< 60		
SiteID: 1											
TechnicalSales											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
TechnicalSales	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
TIER 2 - ClientServices											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
TIER 2 - ClientServices	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
VanceWG											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
VanceWG	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
WrapUpWG											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
WrapUpWG	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
SiteID: 1	15,940	15,681	258	81.57%	83.31%	86.49%	88.80%	89.56%	90.59%	:00:14	12,038
Grand Total:	15,940	15,681	258	81.57%	83.31%	86.49%	88.80%	89.56%	90.59%	:00:14	12,038