



Campaign Statistics

DateTime: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Campaign: Is not null
Period Type: Half Hour
Display Legends: No

ARM Collections

Statistics in Date/Time Range

Range		Averages Over Time Range										Based on Counts During Time Range						
Date/Time Range		Contact Records		Agents						CPA			Filter	Contacts	RPCs	Abandons		
Date	Time	Filter	Recycle	Total	Idle	%Idle	NDir	%NDir	Pace	Base	Adj	Dials	Pen Rt	%Dials	%Conts	%Dials	%Dets	%Conts
10/21/2015	16:00	43	39	1.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	16:30	43	39	1.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	17:30	*	43	39	1.5	0.0	0.0	0	9.6	0.0	0.0	0.0	1	2.3	0.0	0.0	0.0	0.0
	18:00	*	41	42	1.0	0.0	0.0	0	0.0	0.0	0.0	6	14.5	66.7	50.0	0.0	0.0	0.0
10/23/2015	15:00	40	37	0.5	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0

Events in Date/Time Range

Date/Time Range		Event	Mode	Contact Records		Agents					Pace	CPA	
				Filter	Recycle	Total	Idle	%Idle	NDir	%NDir		Base	Adj
10/21/2015	5:48:43	Recycle	Preview	43	38	1.5	0.0	0.0	0	0.0	0.0	0.0	0.0
	5:52:36	Recycle	Preview	43	38	1.5	0.0	0.0	0	0.0	0.0	0.0	0.0
	5:52:41	New Active Group	Preview	43	38	1.5	0.0	0.0	0	0.0	0.0	0.0	0.0
	5:52:42	Reset	Preview	43	38	1.5	0.0	0.0	0	0.0	0.0	0.0	0.0
	6:08:42	Recycle	Preview	42	43	1.2	0.0	0.0	0	0.0	0.0	0.0	0.0
	6:08:59	Recycle	Preview	42	43	1.2	0.0	0.0	0	0.0	0.0	0.0	0.0
	6:09:05	New Active Group	Preview	42	43	1.2	0.0	0.0	0	0.0	0.0	0.0	0.0
	6:09:05	Reset	Preview	42	43	1.2	0.0	0.0	0	0.0	0.0	0.0	0.0
	6:09:05	Recycle	Preview	42	43	1.2	0.0	0.0	0	0.0	0.0	0.0	0.0
	6:09:05	Recycle	Preview	42	43	1.2	0.0	0.0	0	0.0	0.0	0.0	0.0
	6:09:11	New Active Group	Preview	42	43	1.2	0.0	0.0	0	0.0	0.0	0.0	0.0
	6:09:11	Reset	Preview	42	43	1.2	0.0	0.0	0	0.0	0.0	0.0	0.0

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ARM Collections

Date/Time Range		Event	Mode	Contact Records		Agents					Pace	CPA	
Date	Time			Filter	Recycle	Total	Idle	% Idle	NDir	%NDir		Base	Adj
	6:10:11	Start	Preview	42	43	1.0	0.0	0.0	0	0.0	0.0	0.0	0.0

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DH Collections

Statistics in Date/Time Range

Date/Time Range DateTime		Averages Over Time Range										Based on Counts During Time Range						
		Contact Records		Agents					CPA			Dials	Filter	Contacts	RPCs	Abandons		
		Filter	Recycle	Total	Idle	%Idle	NDir	%NDir	Pace	Base	Adj		Pen Rt	%Dials	%Conts	%Dials	%Dets	%Conts
10/21/2015	18:00	32	32	0.1	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0

Events in Date/Time Range

Date/Time Range DateTime		Event	Mode	Contact Records		Agents					Pace	CPA	
				Filter	Recycle	Total	Idle	% Idle	NDir	%NDir		Base	Adj

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Dialer

Statistics in Date/Time Range

Range			Averages Over Time Range										Based on Counts During Time Range						
Date/Time Range			Contact Records		Agents						CPA			Filter	Contacts	RPCs	Abandons		
Date	Time		Filter	Recycle	Total	Idle	%Idle	NDir	%NDir	Pace	Base	Adj	Dials	Pen Rt	%Dials	%Conts	%Dials	%Dets	%Conts
10/17/2015	23:30	*	792,264	792,007	6.0	0.0	0.0	0	0.0	-95.0	1.8	1.0	0	0.0	0.0	0.0	0.0	0.0	0.0
10/18/2015	23:30	*	797,421	797,291	6.0	0.0	0.0	0	0.0	-95.0	1.8	1.0	0	0.0	0.0	0.0	0.0	0.0	0.0
10/19/2015	23:30	*	800,000	799,857	6.0	0.0	0.0	0	0.0	-95.0	1.8	1.0	0	0.0	0.0	0.0	0.0	0.0	0.0
10/20/2015	23:30	*	800,000	799,844	6.0	0.0	0.0	0	0.0	-95.0	1.8	1.0	0	0.0	0.0	0.0	0.0	0.0	0.0
10/21/2015	10:30	*	799,998	799,701	6.0	1.0	16.7	0	0.0	-95.0	1.9	1.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	11:00		799,980	799,347	6.0	0.5	7.6	0	0.0	-81.1	1.9	1.2	60	0.0	56.7	100.0	0.0	0.0	0.0
	11:30		799,950	799,140	6.0	0.1	1.4	0	0.0	-81.7	1.9	1.2	65	0.0	52.3	97.1	12.3	19.5	23.5
	12:00		799,918	798,941	6.0	0.5	8.7	0	0.0	-90.2	1.9	1.1	44	0.0	65.9	100.0	0.0	0.0	0.0
	12:30		799,887	798,652	6.0	0.7	11.3	0	0.0	-74.6	1.8	1.2	55	0.0	56.4	100.0	1.8	3.1	3.2
	13:00		799,859	798,315	6.0	0.5	7.6	0	0.0	-60.2	1.8	1.3	46	0.0	60.9	100.0	0.0	0.0	0.0
	13:30		799,828	797,938	6.0	0.5	7.6	0	0.0	-41.0	1.7	1.4	50	0.0	62.0	100.0	4.0	6.1	6.5
	14:00		799,796	797,694	6.0	0.6	9.3	0	0.0	-33.6	1.7	1.5	50	0.0	68.0	100.0	0.0	0.0	0.0
	14:30		799,764	797,533	6.0	0.2	4.0	0	0.0	-11.7	1.6	1.6	44	0.0	65.9	100.0	0.0	0.0	0.0
	15:00		799,734	797,429	6.0	0.3	5.6	0	0.0	4.0	1.6	1.7	60	0.0	55.0	100.0	5.0	8.3	9.1
	15:30		799,701	797,204	6.0	0.3	5.1	0	0.0	-46.2	1.6	1.4	54	0.0	57.4	96.8	16.7	23.1	29.0
	16:00		799,670	796,986	6.0	0.3	4.9	0	0.0	-79.2	1.7	1.1	49	0.0	61.2	100.0	2.0	3.2	3.3
	16:30		799,640	796,874	6.0	0.3	5.6	0	0.0	-71.7	1.6	1.2	42	0.0	66.7	100.0	4.8	6.7	7.1
	17:00		799,611	796,760	6.0	0.4	6.0	0	0.0	-68.4	1.6	1.2	53	0.0	60.4	100.0	0.0	0.0	0.0
	17:30		799,577	796,587	6.0	0.4	6.9	0	0.0	-73.4	1.7	1.2	60	0.0	56.7	100.0	8.3	12.8	14.7
	18:00		799,546	796,439	6.0	0.2	3.6	0	0.0	-90.8	1.7	1.1	49	0.0	55.1	100.0	2.0	3.6	3.7
	18:30		799,516	796,279	6.0	0.3	5.6	0	0.0	-79.0	1.7	1.1	51	0.0	66.7	100.0	3.9	5.6	5.9
	19:00		799,483	796,018	6.0	0.3	5.6	0	0.0	-92.5	1.6	1.1	48	0.0	64.6	100.0	4.2	6.1	6.5
	19:30		799,457	795,791	6.0	0.2	3.1	0	0.0	-86.5	1.6	1.1	40	0.0	62.5	100.0	2.5	3.8	4.0
	20:00		799,429	795,720	6.0	0.5	7.5	0	0.0	-77.3	1.6	1.1	49	0.0	63.3	100.0	0.0	0.0	0.0
	20:30		799,402	795,608	6.0	0.3	5.6	0	0.0	-59.4	1.6	1.2	45	0.0	57.8	100.0	2.2	3.7	3.8
	21:00		799,372	795,440	6.0	0.3	5.3	0	0.0	-52.7	1.6	1.3	62	0.0	54.8	100.0	8.1	12.8	14.7
	21:30		799,337	795,283	6.0	0.3	4.2	0	0.0	-87.2	1.6	1.1	54	0.0	61.1	100.0	5.6	8.3	9.1
	22:00		799,306	795,143	6.0	0.4	7.4	0	0.0	-86.6	1.7	1.1	46	0.0	56.5	100.0	2.2	3.7	3.8
22:30		799,281	794,988	6.0	0.4	7.1	0	0.0	-83.7	1.7	1.1	49	0.0	59.2	100.0	2.0	3.3	3.4	

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Statistics in Date/Time
Range

Range			Averages Over Time Range										Based on Counts During Time Range							
Date/Time Range			Contact Records		Agents						CPA			Filter	Contacts	RPCs	Abandons			
Date	Time		Filter	Recycle	Total	Idle	%Idle	NDir	%NDir	Pace	Base	Adj	Dials	Pen Rt	%Dials	%Conts	%Dials	%Dets	%Conts	
10/21/2015	23:00	*	799,250	794,872	6.0	0.3	5.0	0	0.0	-61.3	1.7	1.3	53	0.0	60.4	100.0	0.0	0.0	0.0	
	23:30	*	799,211	797,557	6.0	0.3	5.6	0	0.0	-53.7	1.8	1.3	62	0.0	56.5	100.0	6.5	10.3	11.4	
10/22/2015	0:00		799,180	797,350	6.0	0.3	5.1	0	0.0	-41.6	1.7	1.4	53	0.0	60.4	100.0	1.9	3.0	3.1	
	0:30		799,147	797,019	6.0	0.4	7.3	0	0.0	-30.8	1.7	1.5	51	0.0	62.7	100.0	0.0	0.0	0.0	
	1:00		799,117	796,700	6.0	0.2	3.3	0	0.0	-10.5	1.7	1.6	43	0.0	60.5	100.0	2.3	3.7	3.8	
	1:30		799,088	796,543	6.0	0.3	5.6	0	0.0	0.3	1.7	1.7	49	0.0	65.3	100.0	2.0	3.0	3.1	
	2:00		799,057	796,333	6.0	0.4	6.4	0	0.0	7.9	1.6	1.8	58	0.0	60.3	100.0	5.2	7.9	8.6	
	2:30		799,024	796,073	6.0	0.3	5.8	0	0.0	-7.5	1.6	1.6	44	0.0	63.6	100.0	6.8	9.7	10.7	
	3:00		798,994	795,920	6.0	0.3	4.9	0	0.0	-36.3	1.6	1.4	60	0.0	55.0	100.0	5.0	8.3	9.1	
	3:30		798,964	795,680	6.0	0.3	4.2	0	0.0	-62.8	1.7	1.2	48	0.0	56.3	96.3	6.3	10.3	11.1	
	4:00		798,931	795,370	6.0	0.3	5.8	0	0.0	-69.8	1.7	1.2	62	0.0	54.8	100.0	4.8	8.1	8.8	
	4:30		798,900	795,163	6.0	0.4	6.3	0	0.0	-84.7	1.7	1.1	51	0.0	54.9	100.0	5.9	9.7	10.7	
	5:00		798,869	794,893	6.0	0.3	4.7	0	0.0	-94.6	1.7	1.0	53	0.0	66.0	100.0	3.8	5.4	5.7	
	5:30		798,838	794,734	6.0	0.6	10.4	0	0.0	-95.6	1.7	1.0	47	0.0	57.4	100.0	4.3	6.9	7.4	
	6:00		798,812	794,557	6.0	0.3	4.3	0	0.0	-75.7	1.8	1.2	49	0.0	59.2	100.0	0.0	0.0	0.0	
	6:30		798,782	794,421	6.0	0.4	7.2	0	0.0	-68.4	1.7	1.2	44	0.0	61.4	100.0	4.5	6.9	7.4	
	7:00		798,752	794,165	6.0	0.3	5.8	0	0.0	-88.9	1.7	1.1	55	0.0	58.2	96.9	9.1	13.9	15.6	
	7:30		798,721	794,032	6.0	0.5	7.6	0	0.0	-93.2	1.7	1.0	47	0.0	61.7	100.0	4.3	6.5	6.9	
	8:00		798,695	793,948	6.0	0.4	5.8	0	0.0	-85.0	1.6	1.1	42	0.0	66.7	100.0	0.0	0.0	0.0	
	8:30		798,664	793,757	6.0	0.2	3.6	0	0.0	-74.4	1.7	1.2	58	0.0	58.6	100.0	6.9	10.5	11.8	
	9:00		798,631	793,533	6.0	0.2	3.0	0	0.0	-83.9	1.6	1.1	49	0.0	61.2	100.0	0.0	0.0	0.0	
	9:30		798,601	793,428	6.0	0.2	2.9	0	0.0	-65.6	1.6	1.2	52	0.0	59.6	100.0	1.9	3.1	3.2	
	10:00		798,571	793,292	6.0	0.2	4.0	0	0.0	-56.5	1.6	1.3	43	0.0	62.8	100.0	0.0	0.0	0.0	
	10:30		798,542	793,184	6.0	0.4	6.3	0	0.0	-47.6	1.6	1.3	54	0.0	55.6	100.0	9.3	14.3	16.7	
	11:00		798,512	793,058	6.0	0.3	5.6	0	0.0	-80.0	1.7	1.1	52	0.0	57.7	100.0	9.6	14.3	16.7	
	11:30		798,482	792,917	6.0	0.3	5.6	0	0.0	-96.5	1.7	1.0	52	0.0	65.4	100.0	3.8	5.6	5.9	
	12:00		798,450	792,704	6.0	0.3	5.0	0	0.0	-80.8	1.7	1.1	50	0.0	58.0	100.0	0.0	0.0	0.0	
	12:30		798,421	792,526	6.0	0.6	9.4	0	0.0	-60.0	1.7	1.3	44	0.0	65.9	100.0	4.5	6.5	6.9	
	13:00		798,391	792,377	6.0	0.5	8.3	0	0.0	-45.6	1.7	1.4	58	0.0	55.2	100.0	1.7	3.0	3.1	
	13:30		798,359	792,281	6.0	0.5	7.6	0	0.0	-42.8	1.7	1.4	51	0.0	62.7	100.0	3.9	5.9	6.3	

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Statistics in Date/Time
Range

Range		Averages Over Time Range											Based on Counts During Time Range							
Date/Time Range		Contact Records		Agents						CPA			Filter	Contacts	RPCs	Abandons				
Date	Time	Filter	Recycle	Total	Idle	%Idle	NDir	%NDir	Pace	Base	Adj	Dials	Pen Rt	%Dials	%Conts	%Dials	%Dets	%Conts		
10/22/2015	14:00			798,329	792,196	6.0	0.3	5.8	0	0.0	-46.1	1.6	1.3	43	0.0	65.1	100.0	4.7	6.7	7.1
	14:30			798,298	792,094	6.0	0.3	5.1	0	0.0	-46.6	1.6	1.3	46	0.0	71.7	100.0	2.2	2.9	3.0
	15:00			798,264	791,924	6.0	0.4	6.0	0	0.0	-50.8	1.6	1.3	56	0.0	62.5	100.0	3.6	5.4	5.7
	15:30			798,230	791,745	6.0	0.4	7.2	0	0.0	-61.8	1.6	1.2	49	0.0	63.3	100.0	6.1	8.8	9.7
	16:00			798,199	791,580	6.0	0.4	6.3	0	0.0	-58.5	1.6	1.2	52	0.0	57.7	100.0	0.0	0.0	0.0
	16:30			798,171	791,407	6.0	0.2	2.5	0	0.0	-35.3	1.6	1.4	50	0.0	56.0	100.0	2.0	3.4	3.6
	17:00			798,142	791,279	6.0	0.3	5.8	0	0.0	-20.4	1.6	1.5	55	0.0	60.0	100.0	1.8	2.9	3.0
	17:30			798,108	791,113	6.0	0.4	6.0	0	0.0	-4.2	1.7	1.7	63	0.0	52.4	100.0	3.2	5.7	6.1
	18:00			798,077	790,969	6.0	0.2	3.7	0	0.0	-5.3	1.7	1.7	52	0.0	57.7	100.0	3.8	6.3	6.7
	18:30			798,044	790,816	6.0	0.4	6.9	0	0.0	-11.0	1.8	1.7	63	0.0	49.2	100.0	4.8	8.8	9.7
	19:00			798,016	790,724	6.0	0.4	6.5	0	0.0	-35.4	1.8	1.5	50	0.0	56.0	100.0	8.0	12.5	14.3
	19:30			797,987	790,600	6.0	0.3	5.6	0	0.0	-60.9	1.8	1.3	52	0.0	57.7	100.0	5.8	9.1	10.0
	20:00			797,956	790,470	6.0	0.6	9.3	0	0.0	-68.8	1.8	1.3	52	0.0	63.5	100.0	3.8	5.7	6.1
	20:30			797,924	790,271	6.0	0.3	5.3	0	0.0	-65.2	1.8	1.3	55	0.0	52.7	100.0	3.6	6.5	6.9
	21:00			797,894	790,117	6.0	0.3	5.6	0	0.0	-74.4	1.8	1.2	52	0.0	61.5	100.0	1.9	3.0	3.1
	21:30			797,863	790,003	6.0	0.2	3.0	0	0.0	-63.5	1.7	1.3	48	0.0	64.6	100.0	2.1	3.1	3.2
	22:00			797,833	789,914	6.0	0.3	4.2	0	0.0	-50.8	1.7	1.3	50	0.0	58.0	100.0	2.0	3.3	3.4
	22:30			797,799	789,794	6.0	0.4	7.2	0	0.0	-41.8	1.7	1.4	56	0.0	62.5	100.0	7.1	10.3	11.4
	23:00	*		797,771	789,611	6.0	0.3	4.9	0	0.0	-57.8	1.7	1.3	41	0.0	61.0	96.0	7.3	11.1	12.0
	23:30	*		797,738	794,001	6.0	0.3	5.6	0	0.0	-84.4	1.7	1.1	52	0.0	59.6	100.0	3.8	6.1	6.5
10/23/2015	0:00			797,706	793,204	6.0	0.3	5.6	0	0.0	-76.5	1.6	1.1	49	0.0	67.3	100.0	0.0	0.0	0.0
	0:30			797,673	792,974	6.0	0.3	5.8	0	0.0	-77.7	1.6	1.1	50	0.0	62.0	100.0	4.0	6.1	6.5
	1:00			797,646	792,756	6.0	0.4	6.8	0	0.0	-67.9	1.6	1.2	45	0.0	55.6	100.0	2.2	3.8	4.0
	1:30			797,613	792,612	6.0	0.4	6.3	0	0.0	-49.8	1.7	1.3	66	0.0	59.1	100.0	1.5	2.5	2.6
	2:00			797,579	792,383	6.0	0.2	3.2	0	0.0	-43.9	1.6	1.4	48	0.0	62.5	100.0	6.3	9.1	10.0
	2:30			797,550	792,213	6.0	0.3	4.9	0	0.0	-77.6	1.7	1.2	47	0.0	55.3	100.0	12.8	18.8	23.1
	3:00			797,524	791,955	6.0	0.2	2.9	0	0.0	-91.9	1.7	1.1	54	0.0	64.8	100.0	1.9	2.8	2.9
	3:30			797,485	791,666	6.0	0.5	7.7	0	0.0	-68.5	1.7	1.2	59	0.0	59.3	100.0	3.4	5.4	5.7
	4:00			797,453	791,476	6.0	0.5	7.6	0	0.0	-64.4	1.7	1.2	50	0.0	60.0	100.0	2.0	3.2	3.3
	4:30			797,421	791,200	6.0	0.5	7.9	0	0.0	-47.6	1.6	1.3	50	0.0	64.0	100.0	0.0	0.0	0.0

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Statistics in Date/Time
Range

Range		Averages Over Time Range										Based on Counts During Time Range						
Date/Time Range		Contact Records		Agents						CPA			Filter	Contacts	RPCs	Abandons		
Date	Time	Filter	Recycle	Total	Idle	%Idle	NDir	%NDir	Pace	Base	Adj	Dials	Pen Rt	%Dials	%Conts	%Dials	%Dets	%Conts
10/23/2015	5:00	797,389	790,892	6.0	0.3	5.6	0	0.0	-32.1	1.7	1.5	59	0.0	49.2	100.0	6.8	12.1	13.8
	5:30	797,362	790,730	6.0	0.3	4.7	0	0.0	-57.6	1.7	1.3	61	0.0	50.8	100.0	4.9	8.8	9.7
	6:00	797,329	790,588	6.0	0.4	6.5	0	0.0	-59.3	1.8	1.3	61	0.0	54.1	100.0	3.3	5.7	6.1
	6:30	797,298	790,454	6.0	0.1	2.1	0	0.0	-86.4	1.8	1.1	51	0.0	54.9	100.0	11.8	17.6	21.4
	7:00	797,267	790,339	6.0	0.3	5.6	0	0.0	-87.5	1.8	1.1	54	0.0	64.8	100.0	1.9	2.8	2.9
	7:30	797,235	790,220	6.0	0.5	7.9	0	0.0	-95.1	1.8	1.0	45	0.0	64.4	100.0	4.4	6.5	6.9
	8:00	797,208	790,122	6.0	0.4	7.2	0	0.0	-81.3	1.7	1.1	39	0.0	71.8	100.0	0.0	0.0	0.0
	8:30	797,178	789,926	6.0	0.3	5.3	0	0.0	-87.1	1.7	1.1	60	0.0	51.7	100.0	6.7	11.4	12.9
	9:00	797,147	789,799	6.0	0.5	9.0	0	0.0	-93.7	1.7	1.0	52	0.0	55.8	100.0	1.9	3.3	3.4
	9:30	797,118	789,699	6.0	0.4	6.7	0	0.0	-86.9	1.7	1.1	45	0.0	62.2	100.0	4.4	6.7	7.1
	10:00	797,087	789,578	6.0	0.3	5.6	0	0.0	-93.9	1.7	1.0	55	0.0	56.4	100.0	5.5	8.8	9.7
	10:30	797,059	789,412	6.0	0.4	7.3	0	0.0	-82.0	1.7	1.1	61	0.0	49.2	100.0	0.0	0.0	0.0
	11:00	797,030	789,218	6.0	0.5	8.3	0	0.0	-56.0	1.8	1.4	52	0.0	53.8	100.0	0.0	0.0	0.0
	11:30	797,004	789,056	6.0	0.4	6.0	0	0.0	-47.0	1.8	1.4	49	0.0	57.1	100.0	6.1	9.7	10.7
	12:00	796,971	788,869	6.0	0.3	4.9	0	0.0	-36.3	1.8	1.5	55	0.0	58.2	100.0	0.0	0.0	0.0
	12:30	796,939	788,682	6.0	0.5	8.0	0	0.0	-17.4	1.8	1.7	58	0.0	56.9	100.0	5.2	8.3	9.1
	13:00	796,903	788,446	6.0	0.4	6.7	0	0.0	-29.5	1.8	1.6	66	0.0	56.1	100.0	3.0	5.1	5.4
	13:30	796,872	788,310	6.0	0.5	7.6	0	0.0	-35.6	1.8	1.5	53	0.0	58.5	100.0	3.8	6.1	6.5
	14:00	796,840	788,194	6.0	0.2	3.5	0	0.0	-32.5	1.8	1.5	57	0.0	52.6	100.0	5.3	9.1	10.0
	14:30	796,807	788,014	6.0	0.3	4.2	0	0.0	-49.9	1.8	1.4	70	0.0	51.4	97.2	7.1	12.5	13.9
	15:00	796,772	787,796	6.0	0.5	7.6	0	0.0	-91.2	1.8	1.1	57	0.0	59.6	100.0	3.5	5.6	5.9
	15:30	796,740	787,630	6.0	0.4	6.9	0	0.0	-95.1	1.8	1.0	51	0.0	64.7	100.0	3.9	5.7	6.1
	16:00	796,708	787,509	6.0	0.4	6.4	0	0.0	-92.3	1.8	1.1	53	0.0	58.5	100.0	3.8	6.1	6.5
	16:30	796,678	787,395	6.0	0.3	4.5	0	0.0	-85.5	1.7	1.1	41	0.0	68.3	100.0	2.4	3.4	3.6
	17:00	796,650	787,331	6.0	0.3	5.0	0	0.0	-80.3	1.7	1.1	42	0.0	71.4	100.0	2.4	3.2	3.3
	17:30	796,617	787,230	6.0	0.5	8.7	0	0.0	-89.2	1.6	1.1	48	0.0	66.7	100.0	4.2	5.9	6.3
	18:00	796,584	787,129	6.0	0.4	7.3	0	0.0	-69.4	1.6	1.2	60	0.0	53.3	100.0	3.3	5.9	6.3
	18:30	796,557	787,025	6.0	0.4	6.9	0	0.0	-86.0	1.6	1.1	51	0.0	56.9	100.0	5.9	9.4	10.3
	19:00	796,524	786,896	6.0	0.3	5.3	0	0.0	-84.2	1.6	1.1	49	0.0	61.2	100.0	0.0	0.0	0.0
	19:30	796,495	786,800	6.0	0.2	3.8	0	0.0	-73.0	1.6	1.2	46	0.0	63.0	100.0	2.2	3.3	3.4

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Statistics in Date/Time
Range

Range		Averages Over Time Range										Based on Counts During Time Range								
Date/Time Range		Contact Records		Agents						CPA			Filter	Contacts	RPCs	Abandons				
Date	Time	Filter	Recycle	Total	Idle	%Idle	NDir	%NDir	Pace	Base	Adj	Dials	Pen Rt	%Dials	%Conts	%Dials	%Dets	%Conts		
10/23/2015	20:00			796,466	786,636	6.0	0.4	6.0	0	0.0	-57.0	1.6	1.3	52	0.0	65.4	100.0	1.9	2.9	2.9
	20:30			796,432	786,491	6.0	0.3	5.1	0	0.0	-52.2	1.7	1.3	51	0.0	54.9	100.0	3.9	6.7	7.1
	21:00			796,403	786,362	6.0	0.2	2.9	0	0.0	-37.0	1.7	1.4	47	0.0	70.2	100.0	0.0	0.0	0.0
	21:30			796,372	786,275	6.0	0.2	3.0	0	0.0	-18.2	1.6	1.5	46	0.0	56.5	100.0	4.3	7.1	7.7
	22:00			796,345	786,161	6.0	0.3	5.1	0	0.0	-25.6	1.6	1.5	58	0.0	51.7	100.0	6.9	11.8	13.3
	22:30			796,315	786,061	6.0	0.2	4.0	0	0.0	-57.9	1.7	1.3	56	0.0	55.4	100.0	8.9	13.9	16.1
	23:00	*		796,286	785,983	6.0	0.3	4.8	0	0.0	-78.2	1.7	1.2	42	0.0	64.3	100.0	0.0	0.0	0.0
	23:30	*		796,249	791,263	6.0	0.4	7.1	0	0.0	-57.2	1.7	1.3	46	0.0	65.2	100.0	0.0	0.0	0.0
10/24/2015	0:00			796,216	789,436	6.0	0.4	6.5	0	0.0	-36.6	1.7	1.4	54	0.0	59.3	100.0	5.6	8.6	9.4
	0:30			796,185	789,116	6.0	0.5	8.0	0	0.0	-50.5	1.7	1.4	54	0.0	57.4	100.0	7.4	11.4	12.9
	1:00			796,155	788,946	6.0	0.4	6.7	0	0.0	-35.6	1.7	1.4	50	0.0	62.0	100.0	2.0	3.1	3.2
	1:30			796,120	788,734	6.0	0.5	8.7	0	0.0	-33.1	1.7	1.4	63	0.0	55.6	100.0	4.8	7.9	8.6
	2:00			796,090	788,641	6.0	0.4	7.3	0	0.0	-50.1	1.7	1.3	52	0.0	57.7	100.0	3.8	6.3	6.7
	2:30			796,059	788,480	6.0	0.3	5.1	0	0.0	-79.5	1.7	1.2	57	0.0	59.6	100.0	10.5	15.0	17.6
	3:00			796,026	788,343	6.0	0.4	7.2	0	0.0	-96.7	1.7	1.0	51	0.0	54.9	100.0	3.9	6.7	7.1
	3:30			795,997	788,217	6.0	0.4	7.1	0	0.0	-86.7	1.7	1.1	46	0.0	65.2	100.0	0.0	0.0	0.0
	4:00			795,970	788,052	6.0	0.2	4.0	0	0.0	-67.6	1.7	1.2	42	0.0	59.5	100.0	2.4	3.8	4.0
	4:30			795,941	787,966	6.0	0.5	8.3	0	0.0	-58.5	1.7	1.3	49	0.0	65.3	100.0	2.0	3.0	3.1
	5:00			795,908	787,876	6.0	0.1	2.2	0	0.0	-60.0	1.6	1.3	50	0.0	62.0	100.0	6.0	8.8	9.7
	5:30			795,877	787,774	6.0	0.3	4.5	0	0.0	-70.3	1.6	1.2	53	0.0	62.3	100.0	3.8	5.7	6.1
	6:00			795,847	787,567	6.0	0.5	8.7	0	0.0	-77.2	1.6	1.2	58	0.0	51.7	100.0	5.2	9.1	10.0
	6:30			795,815	787,435	6.0	0.3	5.8	0	0.0	-90.6	1.7	1.1	57	0.0	56.1	100.0	5.3	8.6	9.4
	7:00			795,779	787,269	6.0	0.2	3.0	0	0.0	-80.0	1.7	1.1	64	0.0	53.1	100.0	6.3	10.5	11.8
	7:30			795,751	787,139	6.0	0.4	7.2	0	0.0	-92.6	1.8	1.1	42	0.0	71.4	100.0	0.0	0.0	0.0
	8:00			795,717	787,012	6.0	0.3	5.1	0	0.0	-73.7	1.7	1.2	52	0.0	63.5	100.0	1.9	2.9	3.0
	8:30			795,686	786,860	6.0	0.5	8.0	0	0.0	-62.4	1.7	1.3	47	0.0	68.1	100.0	0.0	0.0	0.0
	9:00			795,655	786,757	6.0	0.4	6.5	0	0.0	-43.2	1.6	1.3	44	0.0	70.5	100.0	0.0	0.0	0.0
	9:30			795,623	786,654	6.0	0.4	7.1	0	0.0	-22.9	1.6	1.4	52	0.0	57.7	100.0	1.9	3.2	3.3
	10:00			795,593	786,550	6.0	0.4	6.8	0	0.0	-20.5	1.6	1.5	52	0.0	55.8	100.0	5.8	9.4	10.3
	10:30			795,564	786,458	6.0	0.2	4.0	0	0.0	-45.9	1.6	1.3	51	0.0	60.8	100.0	7.8	11.4	12.9

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Statistics in Date/Time
Range

Range		Averages Over Time Range											Based on Counts During Time Range						
Date/Time Range		Contact Records		Agents						CPA			Filter	Contacts	RPCs	Abandons			
Date	Time	Filter	Recycle	Total	Idle	%Idle	NDir	%NDir	Pace	Base	Adj	Dials	Pen Rt	%Dials	%Conts	%Dials	%Dets	%Conts	
10/24/2015	11:00	795,535	786,372	6.0	0.3	4.5	0	0.0	-57.2	1.6	1.3	48	0.0	58.3	100.0	6.3	9.7	10.7	
	11:30	795,505	786,314	6.0	0.4	7.1	0	0.0	-93.0	1.7	1.0	55	0.0	54.5	100.0	9.1	14.3	16.7	
	12:00	795,473	786,243	6.0	0.2	4.0	0	0.0	-86.1	1.8	1.1	68	0.0	51.5	100.0	4.4	7.9	8.6	
	12:30	795,440	786,170	6.0	0.3	4.7	0	0.0	-95.4	1.8	1.0	53	0.0	56.6	100.0	5.7	9.1	10.0	
	13:00	795,408	786,102	6.0	0.5	8.0	0	0.0	-90.6	1.8	1.1	61	0.0	60.7	97.3	6.6	10.0	10.8	
	13:30	795,376	786,037	6.0	0.4	6.8	0	0.0	-96.6	1.8	1.0	47	0.0	57.4	100.0	4.3	6.9	7.4	
	14:00	795,342	785,969	6.0	0.5	8.3	0	0.0	-90.0	1.8	1.1	56	0.0	64.3	100.0	1.8	2.7	2.8	
	14:30	795,308	785,866	6.0	0.5	7.7	0	0.0	-72.1	1.7	1.2	50	0.0	66.0	100.0	0.0	0.0	0.0	
	15:00	795,274	785,780	6.0	0.4	6.7	0	0.0	-55.4	1.6	1.3	50	0.0	64.0	100.0	2.0	3.0	3.1	
	15:30	795,247	785,672	6.0	0.5	7.6	0	0.0	-50.0	1.6	1.3	49	0.0	57.1	100.0	10.2	15.2	17.9	
	16:00	795,216	785,560	6.0	0.3	5.6	0	0.0	-59.3	1.6	1.2	54	0.0	63.0	100.0	0.0	0.0	0.0	
	16:30	795,186	785,468	6.0	0.3	4.5	0	0.0	-44.8	1.6	1.3	49	0.0	57.1	100.0	2.0	3.4	3.6	
	17:00	795,155	785,366	6.0	0.6	9.3	0	0.0	-57.0	1.6	1.3	57	0.0	57.9	100.0	5.3	8.3	9.1	
	17:30	795,123	785,289	6.0	0.4	6.3	0	0.0	-56.9	1.7	1.3	49	0.0	61.2	100.0	6.1	9.1	10.0	
	18:00	795,094	785,233	6.0	0.2	3.8	0	0.0	-90.5	1.7	1.1	50	0.0	56.0	100.0	6.0	9.7	10.7	
	18:30	795,065	785,167	6.0	0.4	5.8	0	0.0	-92.0	1.7	1.1	48	0.0	62.5	100.0	2.1	3.2	3.3	
	19:00	795,032	785,078	6.0	0.3	5.3	0	0.0	-82.3	1.7	1.1	63	0.0	54.0	97.1	4.8	8.3	8.8	
	19:30	794,995	784,986	6.0	0.4	6.1	0	0.0	-86.2	1.7	1.1	62	0.0	59.7	100.0	1.6	2.6	2.7	
	20:00	794,962	784,863	6.0	0.3	5.6	0	0.0	-67.0	1.7	1.2	53	0.0	62.3	100.0	0.0	0.0	0.0	
	20:30	794,928	784,746	6.0	0.5	8.0	0	0.0	-61.1	1.7	1.3	53	0.0	58.5	100.0	3.8	6.1	6.5	
	21:00	794,898	784,664	6.0	0.5	7.6	0	0.0	-52.7	1.7	1.3	45	0.0	66.7	100.0	4.4	6.3	6.7	
	21:30	794,868	784,576	6.0	0.3	4.5	0	0.0	-61.0	1.7	1.3	52	0.0	59.6	100.0	3.8	6.1	6.5	
	22:00	794,835	784,448	6.0	0.5	8.3	0	0.0	-43.3	1.7	1.4	65	0.0	53.8	100.0	0.0	0.0	0.0	
	22:30	794,803	784,358	6.0	0.1	1.6	0	0.0	-24.3	1.7	1.5	48	0.0	60.4	100.0	4.2	6.5	6.9	
	23:00	*	794,774	784,278	6.0	0.3	5.3	0	0.0	-17.0	1.7	1.6	49	0.0	61.2	100.0	4.1	6.3	6.7
	23:30	*	794,743	787,963	6.0	0.5	8.0	0	0.0	-30.1	1.7	1.5	54	0.0	61.1	100.0	5.6	8.3	9.1
10/25/2015	0:00	794,709	786,847	6.0	0.4	6.3	0	0.0	-36.8	1.7	1.4	56	0.0	58.9	100.0	5.4	8.3	9.1	
	0:30	794,675	786,724	6.0	0.3	4.2	0	0.0	-46.0	1.7	1.4	59	0.0	55.9	100.0	3.4	5.7	6.1	
	1:00	794,645	786,522	6.0	0.4	6.7	0	0.0	-66.5	1.7	1.2	53	0.0	54.7	100.0	5.7	9.4	10.3	
	1:30	794,615	786,421	6.0	0.4	6.3	0	0.0	-58.0	1.7	1.3	54	0.0	57.4	100.0	3.7	6.1	6.5	

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Statistics in Date/Time
Range

Range		Averages Over Time Range										Based on Counts During Time Range						
Date/Time Range		Contact Records		Agents						CPA			Filter	Contacts	RPCs	Abandons		
Date	Time	Filter	Recycle	Total	Idle	%Idle	NDir	%NDir	Pace	Base	Adj	Dials	Pen Rt	%Dials	%Conts	%Dials	%Dets	%Conts
10/25/2015	2:00	794,582	786,318	6.0	0.5	7.6	0	0.0	-68.7	1.7	1.2	56	0.0	58.9	100.0	1.8	2.9	3.0
	2:30	794,552	786,197	6.0	0.2	4.0	0	0.0	-67.2	1.8	1.2	47	0.0	63.8	96.7	6.4	9.4	10.0
	3:00	794,522	786,128	6.0	0.4	6.7	0	0.0	-60.8	1.7	1.3	41	0.0	65.9	100.0	0.0	0.0	0.0
	3:30	794,490	786,035	6.0	0.2	3.3	0	0.0	-49.4	1.7	1.4	59	0.0	55.9	100.0	8.5	13.2	15.2
	4:00	794,461	785,958	6.0	0.5	7.7	0	0.0	-94.2	1.7	1.0	57	0.0	50.9	100.0	7.0	12.1	13.8
	4:30	794,431	785,748	6.0	0.6	9.3	0	0.0	-93.7	1.7	1.0	59	0.0	54.2	100.0	3.4	5.9	6.3
	5:00	794,399	785,609	6.0	0.2	4.0	0	0.0	-93.6	1.7	1.0	49	0.0	59.2	100.0	2.0	3.3	3.4
	5:30	794,371	785,532	6.0	0.5	8.3	0	0.0	-78.0	1.7	1.2	49	0.0	61.2	100.0	0.0	0.0	0.0
	6:00	794,343	785,440	6.0	0.5	9.1	0	0.0	-66.3	1.8	1.3	49	0.0	59.2	100.0	4.1	6.5	6.9
	6:30	794,316	785,264	6.0	0.3	5.8	0	0.0	-72.3	1.8	1.2	46	0.0	58.7	100.0	6.5	10.0	11.1
	7:00	794,286	785,144	6.0	0.4	6.9	0	0.0	-83.7	1.7	1.1	47	0.0	61.7	100.0	4.3	6.5	6.9
	7:30	794,256	785,006	6.0	0.6	10.5	0	0.0	-80.5	1.7	1.1	57	0.0	57.9	100.0	1.8	2.9	3.0
	8:00	794,227	784,753	6.0	0.3	4.5	0	0.0	-63.4	1.7	1.2	41	0.0	70.7	100.0	2.4	3.3	3.4
	8:30	794,197	784,630	6.0	0.5	7.6	0	0.0	-51.8	1.7	1.3	49	0.0	53.1	100.0	2.0	3.7	3.8
	9:00	794,168	784,523	6.0	0.2	3.6	0	0.0	-61.2	1.7	1.3	48	0.0	60.4	100.0	8.3	12.1	13.8
	9:30	794,137	784,437	6.0	0.3	5.3	0	0.0	-90.5	1.7	1.1	61	0.0	52.5	100.0	8.2	13.5	15.6
	10:00	794,104	784,324	6.0	0.3	5.6	0	0.0	-96.3	1.7	1.0	65	0.0	58.5	100.0	4.6	7.3	7.9
	10:30	794,070	784,245	6.0	0.5	8.0	0	0.0	-94.6	1.7	1.0	46	0.0	65.2	100.0	2.2	3.2	3.3
	11:00	794,040	784,173	6.0	0.3	4.3	0	0.0	-90.3	1.7	1.1	48	0.0	66.7	100.0	2.1	3.0	3.1
	11:30	794,005	784,054	6.0	0.3	5.6	0	0.0	-78.5	1.6	1.1	43	0.0	72.1	100.0	4.7	6.1	6.5
	12:00	793,977	783,976	6.0	0.4	6.0	0	0.0	-84.1	1.6	1.1	48	0.0	60.4	100.0	2.1	3.3	3.4
	12:30	793,948	783,908	6.0	0.4	7.3	0	0.0	-68.2	1.6	1.2	44	0.0	65.9	100.0	0.0	0.0	0.0
	13:00	793,913	783,787	6.0	0.3	5.6	0	0.0	-65.7	1.6	1.2	75	0.0	50.7	100.0	9.3	15.6	18.4
	13:30	793,878	783,659	6.0	0.3	5.3	0	0.0	-98.0	1.7	1.0	54	0.0	55.6	100.0	11.1	16.7	20.0
	14:00	793,851	783,597	6.0	0.3	5.3	0	0.0	-84.1	1.7	1.1	49	0.0	59.2	100.0	0.0	0.0	0.0
	14:30	793,821	783,524	6.0	0.5	8.3	0	0.0	-60.9	1.7	1.3	49	0.0	61.2	100.0	0.0	0.0	0.0
	15:00	793,790	783,439	6.0	0.5	8.7	0	0.0	-44.8	1.8	1.4	53	0.0	58.5	100.0	3.8	6.1	6.5
	15:30	793,761	783,392	6.0	0.3	5.6	0	0.0	-29.0	1.8	1.5	47	0.0	59.6	100.0	2.1	3.4	3.6
	16:00	793,730	783,330	6.0	0.2	2.7	0	0.0	-32.0	1.7	1.5	57	0.0	57.9	97.0	5.3	8.6	9.1
	16:30	793,698	783,264	6.0	0.5	8.3	0	0.0	-69.3	1.7	1.2	58	0.0	53.4	100.0	10.3	16.2	19.4

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Statistics in Date/Time
Range

Range		Averages Over Time Range										Based on Counts During Time Range							
Date/Time Range		Contact Records		Agents						CPA			Filter	Contacts	RPCs	Abandons			
Date	Time	Filter	Recycle	Total	Idle	%Idle	NDir	%NDir	Pace	Base	Adj	Dials	Pen Rt	%Dials	%Conts	%Dials	%Dets	%Conts	
10/25/2015	17:00		793,666	783,208	6.0	0.5	8.0	0	0.0	-77.3	1.7	1.2	55	0.0	60.0	100.0	3.6	5.7	6.1
	17:30		793,634	783,147	6.0	0.5	8.9	0	0.0	-80.6	1.7	1.1	61	0.0	57.4	100.0	3.3	5.4	5.7
	18:00		793,602	783,092	6.0	0.5	8.0	0	0.0	-88.3	1.7	1.1	50	0.0	62.0	100.0	4.0	6.1	6.5
	18:30		793,569	783,041	6.0	0.3	4.3	0	0.0	-92.7	1.7	1.1	51	0.0	54.9	100.0	5.9	9.7	10.7
	19:00		793,542	782,981	6.0	0.3	4.3	0	0.0	-97.8	1.7	1.0	44	0.0	61.4	100.0	4.5	6.9	7.4
	19:30		793,509	782,914	6.0	0.7	10.9	0	0.0	-93.1	1.7	1.0	62	0.0	59.7	100.0	4.8	7.5	8.1
	20:00		793,474	782,844	6.0	0.4	6.5	0	0.0	-88.7	1.7	1.1	51	0.0	62.7	100.0	3.9	5.9	6.3
	20:30		793,445	782,777	6.0	0.3	4.9	0	0.0	-97.6	1.7	1.0	50	0.0	60.0	100.0	6.0	9.1	10.0
	21:00		793,414	782,717	6.0	0.2	3.3	0	0.0	-89.4	1.7	1.1	57	0.0	63.2	100.0	3.5	5.3	5.6
	21:30		793,378	782,652	6.0	0.5	7.7	0	0.0	-87.3	1.6	1.1	51	0.0	64.7	100.0	2.0	2.9	3.0
	22:00		793,346	782,583	6.0	0.3	4.7	0	0.0	-77.0	1.6	1.1	51	0.0	62.7	100.0	2.0	3.0	3.1
	22:30		793,315	782,508	6.0	0.3	5.8	0	0.0	-76.5	1.6	1.1	46	0.0	67.4	100.0	4.3	6.1	6.5
	23:00	*	793,282	782,424	6.0	0.6	9.3	0	0.0	-91.4	1.6	1.1	58	0.0	62.1	100.0	5.2	7.7	8.3
	23:30	*	798,429	797,288	6.0	0.6	9.3	0	0.0	-81.0	1.6	1.1	40	0.0	72.5	100.0	0.0	0.0	0.0
10/26/2015	0:00		798,615	797,551	6.0	0.7	11.3	0	0.0	-59.6	1.5	1.2	39	0.0	61.5	100.0	0.0	0.0	0.0
	0:30		798,589	797,329	6.0	0.8	13.6	0	0.0	-38.7	1.6	1.3	49	0.0	59.2	100.0	0.0	0.0	0.0
	1:00		798,559	797,175	6.0	0.6	9.7	0	0.0	-16.0	1.6	1.5	51	0.0	62.7	100.0	0.0	0.0	0.0
	1:30		798,529	797,031	6.0	0.6	10.6	0	0.0	3.6	1.6	1.6	39	0.0	69.2	100.0	0.0	0.0	0.0
	2:00		798,499	796,706	6.0	0.5	7.7	0	0.0	25.2	1.6	2.0	52	0.0	65.4	100.0	0.0	0.0	0.0
	2:30		798,468	796,395	6.0	0.0	0.8	0	0.0	41.2	1.6	2.2	57	0.0	49.1	100.0	8.8	15.2	17.9
	3:00		798,437	796,209	6.0	0.4	6.3	0	0.0	14.9	1.6	1.9	53	0.0	58.5	100.0	11.3	16.2	19.4
	3:30		798,409	796,009	6.0	0.3	5.6	0	0.0	-24.0	1.7	1.5	55	0.0	56.4	100.0	5.5	8.8	9.7
	4:00		798,375	795,805	6.0	0.4	7.3	0	0.0	-55.6	1.7	1.3	58	0.0	55.2	100.0	8.6	13.5	15.6
	4:30		798,346	795,557	6.0	0.4	7.2	0	0.0	-75.3	1.7	1.2	49	0.0	61.2	100.0	4.1	6.3	6.7
	5:00		798,311	795,132	6.0	0.4	6.5	0	0.0	-77.6	1.8	1.2	59	0.0	59.3	100.0	3.4	5.4	5.7
	5:30		798,281	794,734	6.0	0.7	10.9	0	0.0	-74.7	1.7	1.2	47	0.0	61.7	100.0	0.0	0.0	0.0
	6:00		798,252	794,507	6.0	0.3	4.2	0	0.0	-63.0	1.7	1.3	51	0.0	60.8	100.0	3.9	6.1	6.5
	6:30		798,222	794,256	6.0	0.3	5.3	0	0.0	-48.2	1.7	1.3	44	0.0	65.9	100.0	0.0	0.0	0.0
	7:00		798,189	794,034	6.0	0.5	7.7	0	0.0	-23.2	1.7	1.5	59	0.0	54.2	100.0	1.7	3.0	3.1
	7:30		798,159	793,856	6.0	0.3	5.8	0	0.0	-15.4	1.7	1.6	51	0.0	60.8	100.0	3.9	6.1	6.5

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Statistics in Date/Time
Range

Range		Averages Over Time Range										Based on Counts During Time Range						
Date/Time Range		Contact Records		Agents						CPA			Filter	Contacts	RPCs	Abandons		
Date	Time	Filter	Recycle	Total	Idle	%Idle	NDir	%NDir	Pace	Base	Adj	Dials	Pen Rt	%Dials	%Conts	%Dials	%Dets	%Conts
10/26/2015	8:00	798,130	793,632	6.0	0.3	4.6	0	0.0	-14.9	1.7	1.6	42	0.0	64.3	100.0	2.4	3.6	3.7
	8:30	798,102	793,425	6.0	0.3	5.3	0	0.0	-27.5	1.7	1.5	45	0.0	60.0	96.3	11.1	16.1	18.5
	9:00	798,073	793,193	6.0	0.3	4.2	0	0.0	-59.9	1.7	1.3	53	0.0	58.5	100.0	5.7	8.8	9.7
	9:30	798,042	792,894	6.0	0.5	8.0	0	0.0	-76.5	1.7	1.2	54	0.0	57.4	100.0	3.7	6.1	6.5
	10:00	798,014	792,697	6.0	0.4	7.2	0	0.0	-81.9	1.7	1.1	54	0.0	55.6	100.0	5.6	9.1	10.0
	10:30	797,978	792,410	6.0	0.3	5.1	0	0.0	-88.3	1.7	1.1	58	0.0	60.3	100.0	1.7	2.8	2.9
	11:00	797,947	792,193	6.0	0.3	4.9	0	0.0	-79.5	1.7	1.1	50	0.0	58.0	100.0	4.0	6.5	6.9
	11:30	797,917	791,944	6.0	0.2	3.8	0	0.0	-83.0	1.7	1.1	54	0.0	63.0	100.0	1.9	2.9	2.9
	12:00	797,882	791,753	6.0	0.3	5.6	0	0.0	-92.3	1.7	1.1	48	0.0	60.4	100.0	8.3	12.1	13.8
	12:30	797,856	791,613	6.0	0.4	7.3	0	0.0	-97.2	1.7	1.0	54	0.0	55.6	100.0	5.6	9.1	10.0
	13:00	797,826	791,451	6.0	0.4	6.9	0	0.0	-86.0	1.7	1.1	54	0.0	55.6	100.0	1.9	3.2	3.3
	13:30	797,796	791,218	6.0	0.4	7.0	0	0.0	-73.7	1.7	1.2	40	0.0	62.5	100.0	0.0	0.0	0.0
	14:00	797,769	791,081	6.0	0.3	4.7	0	0.0	-56.8	1.7	1.3	55	0.0	56.4	100.0	1.8	3.1	3.2
	14:30	797,740	790,909	6.0	0.4	7.2	0	0.0	-45.9	1.7	1.4	55	0.0	52.7	100.0	7.3	12.1	13.8
	15:00	797,706	790,688	6.0	0.2	3.2	0	0.0	-77.3	1.8	1.2	61	0.0	54.1	100.0	4.9	8.3	9.1
	15:30	797,678	790,555	6.0	0.5	9.1	0	0.0	-72.0	1.8	1.2	52	0.0	57.7	100.0	1.9	3.2	3.3
	16:00	797,647	790,384	6.0	0.4	7.1	0	0.0	-89.2	1.8	1.1	52	0.0	53.8	100.0	5.8	9.7	10.7
	16:30	797,618	790,259	6.0	0.6	10.0	0	0.0	-94.4	1.8	1.0	53	0.0	58.5	100.0	3.8	6.1	6.5
	17:00	797,587	790,045	6.0	0.4	6.1	0	0.0	-80.2	1.8	1.1	50	0.0	64.0	100.0	2.0	3.0	3.1
	17:30	797,556	789,784	6.0	0.3	4.5	0	0.0	-91.9	1.7	1.1	51	0.0	60.8	96.8	9.8	14.3	16.1
	18:00	797,523	789,591	6.0	0.4	6.9	0	0.0	-91.9	1.7	1.1	62	0.0	54.8	100.0	1.6	2.9	2.9
	18:30	797,490	789,375	6.0	0.5	8.7	0	0.0	-66.9	1.7	1.2	46	0.0	67.4	100.0	0.0	0.0	0.0
	19:00	797,460	789,171	6.0	0.3	5.3	0	0.0	-54.0	1.7	1.3	45	0.0	64.4	100.0	2.2	3.3	3.4
	19:30	797,429	789,063	6.0	0.3	4.7	0	0.0	-66.9	1.7	1.2	61	0.0	52.5	100.0	9.8	15.8	18.8
	20:00	797,398	788,842	6.0	0.4	6.9	0	0.0	-79.5	1.7	1.1	54	0.0	57.4	100.0	1.9	3.1	3.2
	20:30	797,368	788,689	6.0	0.4	5.8	0	0.0	-82.8	1.7	1.1	53	0.0	58.5	100.0	9.4	13.9	16.1
	21:00	797,337	788,573	6.0	0.5	7.9	0	0.0	-93.3	1.7	1.0	42	0.0	71.4	100.0	0.0	0.0	0.0
	21:30	797,304	788,477	6.0	0.5	8.3	0	0.0	-73.2	1.6	1.2	51	0.0	64.7	100.0	0.0	0.0	0.0
	22:00	797,273	788,404	6.0	0.3	4.8	0	0.0	-52.1	1.7	1.3	46	0.0	60.9	100.0	0.0	0.0	0.0
	22:30	797,244	788,324	6.0	0.5	8.7	0	0.0	-31.4	1.6	1.4	46	0.0	73.9	100.0	0.0	0.0	0.0

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Statistics in Date/Time
Range

Range			Averages Over Time Range										Based on Counts During Time Range							
Date/Time Range			Contact Records		Agents						CPA			Filter	Contacts	RPCs	Abandons			
Date	Time		Filter	Recycle	Total	Idle	%Idle	NDir	%NDir	Pace	Base	Adj	Dials	Pen Rt	%Dials	%Conts	%Dials	%Dets	%Conts	
10/26/2015	23:00	*	797,212	788,246	6.0	0.3	5.0	0	0.0	-15.0	1.5	1.5	42	0.0	71.4	100.0	2.4	3.2	3.3	
	23:30	*	797,173	795,592	6.0	0.6	9.5	0	0.0	-1.8	1.5	1.5	50	0.0	62.0	100.0	0.0	0.0	0.0	
10/27/2015	0:00		797,141	795,562	6.0	0.3	4.5	0	0.0	18.6	1.5	1.8	58	0.0	56.9	100.0	6.9	10.8	12.1	
	0:30		797,102	794,990	6.0	0.3	4.8	0	0.0	3.3	1.6	1.6	69	0.0	58.0	100.0	4.3	7.0	7.5	
	1:00		797,068	794,019	6.0	0.3	5.1	0	0.0	-18.1	1.6	1.5	56	0.0	50.0	100.0	8.9	15.2	17.9	
	1:30		797,035	793,445	6.0	0.2	4.0	0	0.0	-53.2	1.7	1.3	61	0.0	59.0	100.0	3.3	5.3	5.6	
	2:00		797,006	793,072	6.0	0.4	6.3	0	0.0	-58.4	1.8	1.3	47	0.0	61.7	100.0	8.5	12.1	13.8	
	2:30		796,974	792,877	6.0	0.4	6.1	0	0.0	-70.6	1.8	1.2	57	0.0	59.6	100.0	1.8	2.9	2.9	
	3:00		796,945	792,582	6.0	0.3	4.5	0	0.0	-76.7	1.7	1.2	39	0.0	66.7	100.0	7.7	10.3	11.5	
	3:30		796,912	792,151	6.0	0.3	5.6	0	0.0	-95.7	1.7	1.0	55	0.0	60.0	100.0	7.3	10.8	12.1	
	4:00		796,880	791,563	6.0	0.4	6.9	0	0.0	-87.6	1.7	1.1	55	0.0	61.8	100.0	1.8	2.9	2.9	
	4:30		796,849	790,751	6.0	0.3	5.3	0	0.0	-76.8	1.6	1.1	46	0.0	63.0	100.0	0.0	0.0	0.0	
	5:00		796,821	790,321	6.0	0.2	3.7	0	0.0	-69.6	1.6	1.2	41	0.0	63.4	100.0	2.4	3.7	3.8	
	5:30		796,793	789,890	6.0	0.4	6.1	0	0.0	-68.4	1.6	1.2	53	0.0	54.7	100.0	5.7	9.4	10.3	
	6:00		796,761	789,485	6.0	0.5	7.6	0	0.0	-74.6	1.6	1.2	49	0.0	69.4	100.0	2.0	2.9	2.9	
	6:30		796,730	788,925	6.0	0.4	6.8	0	0.0	-65.0	1.6	1.2	50	0.0	50.0	100.0	4.0	7.4	8.0	
	7:00		796,701	788,583	6.0	0.5	8.0	0	0.0	-59.4	1.7	1.3	52	0.0	61.5	100.0	1.9	3.0	3.1	
	7:30		796,676	788,415	6.0	0.4	5.8	0	0.0	-46.8	1.7	1.4	46	0.0	58.7	100.0	2.2	3.6	3.7	
	8:00		796,644	788,243	6.0	0.2	3.6	0	0.0	-37.4	1.7	1.4	54	0.0	63.0	100.0	5.6	8.1	8.8	
	8:30		796,611	788,006	6.0	0.3	4.3	0	0.0	-62.3	1.7	1.3	55	0.0	56.4	100.0	5.5	8.8	9.7	
	9:00		796,580	787,830	6.0	0.4	6.8	0	0.0	-62.3	1.7	1.3	51	0.0	58.8	100.0	2.0	3.2	3.3	
	9:30		796,553	787,677	6.0	0.2	3.8	0	0.0	-76.0	1.7	1.2	45	0.0	62.2	100.0	4.4	6.7	7.1	
	10:00		796,520	787,564	6.0	0.3	5.6	0	0.0	-69.8	1.7	1.2	55	0.0	61.8	100.0	1.8	2.9	2.9	
	10:30		796,486	787,199	6.0	0.3	4.3	0	0.0	-60.5	1.7	1.3	57	0.0	59.6	100.0	3.5	5.6	5.9	
	11:00		796,455	786,973	6.0	0.3	5.6	0	0.0	-45.7	1.7	1.4	55	0.0	60.0	100.0	1.8	2.9	3.0	
	11:30		796,422	786,627	6.0	0.4	6.0	0	0.0	-49.6	1.7	1.4	58	0.0	55.2	100.0	6.9	11.1	12.5	
	12:00		796,389	786,420	6.0	0.4	5.8	0	0.0	-67.0	1.7	1.2	41	0.0	65.9	100.0	4.9	6.9	7.4	
	12:30		796,358	786,244	6.0	0.3	4.8	0	0.0	-66.1	1.7	1.2	57	0.0	64.9	100.0	1.8	2.6	2.7	
	13:00		796,327	786,007	6.0	0.3	5.3	0	0.0	-66.2	1.6	1.2	47	0.0	61.7	100.0	4.3	6.5	6.9	
	13:30		796,297	785,903	6.0	0.3	4.5	0	0.0	-77.5	1.6	1.1	50	0.0	60.0	100.0	8.0	11.8	13.3	

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Dialer

Statistics in Date/Time Range

Range		Averages Over Time Range										Based on Counts During Time Range							
Date/Time Range		Contact Records		Agents						CPA			Filter	Contacts	RPCs	Abandons			
Date	Time	Filter	Recycle	Total	Idle	%Idle	NDir	%NDir	Pace	Base	Adj	Dials	Pen Rt	%Dials	%Conts	%Dials	%Dets	%Conts	
10/27/2015	14:00	796,266	785,712	6.0	0.5	8.7	0	0.0	-84.1	1.6	1.1	54	0.0	61.1	100.0	0.0	0.0	0.0	
	14:30	796,232	785,595	6.0	0.4	7.3	0	0.0	-73.0	1.6	1.2	51	0.0	58.8	100.0	3.9	6.3	6.7	
	15:00	796,201	785,517	6.0	0.7	11.1	0	0.0	-63.5	1.6	1.2	53	0.0	66.0	100.0	0.0	0.0	0.0	
	15:30	796,174	785,442	6.0	0.5	7.6	0	0.0	-50.0	1.6	1.3	35	0.0	74.3	100.0	2.9	3.7	3.8	
	16:00	796,143	785,312	6.0	0.4	6.5	0	0.0	-36.3	1.6	1.4	49	0.0	61.2	100.0	2.0	3.2	3.3	
	16:30	796,113	785,231	6.0	0.3	5.1	0	0.0	-32.7	1.6	1.4	49	0.0	57.1	100.0	4.1	6.7	7.1	
	17:00	796,084	785,144	6.0	0.3	5.8	0	0.0	-22.0	1.6	1.5	48	0.0	62.5	100.0	0.0	0.0	0.0	
	17:30	796,055	785,064	6.0	0.5	8.3	0	0.0	-4.5	1.6	1.6	47	0.0	59.6	100.0	2.1	3.4	3.6	
	18:00	796,024	784,948	6.0	0.5	8.3	0	0.0	12.0	1.7	1.9	74	0.0	44.6	100.0	6.8	13.2	15.2	
	18:30	795,992	784,823	6.0	0.3	5.1	0	0.0	-20.5	1.8	1.6	55	0.0	56.4	100.0	5.5	8.8	9.7	
	19:00	795,965	784,757	6.0	0.4	7.2	0	0.0	-32.5	1.8	1.5	45	0.0	60.0	100.0	4.4	6.9	7.4	
	19:30	795,932	784,601	6.0	0.3	5.3	0	0.0	-57.7	1.8	1.3	64	0.0	57.8	100.0	6.3	9.8	10.8	
	20:00	795,900	784,493	6.0	0.5	8.3	0	0.0	-74.1	1.8	1.2	44	0.0	61.4	100.0	4.5	6.9	7.4	
	20:30	795,871	784,415	6.0	0.5	7.7	0	0.0	-72.7	1.8	1.2	47	0.0	66.0	100.0	2.1	3.1	3.2	
	21:00	795,840	784,346	6.0	0.3	5.3	0	0.0	-51.8	1.7	1.3	54	0.0	61.1	100.0	1.9	2.9	3.0	
	21:30	795,805	784,244	6.0	0.4	6.7	0	0.0	-68.6	1.7	1.2	64	0.0	54.7	100.0	9.4	14.6	17.1	
	22:00	795,775	784,161	6.0	0.6	9.6	0	0.0	-89.8	1.7	1.1	44	0.0	61.4	100.0	0.0	0.0	0.0	
	22:30	795,746	784,063	6.0	0.4	6.1	0	0.0	-81.1	1.7	1.1	55	0.0	56.4	100.0	3.6	6.1	6.5	
	23:00	*	795,718	783,953	6.0	0.4	6.9	0	0.0	-82.9	1.7	1.1	45	0.0	60.0	100.0	4.4	6.9	7.4
	23:30	*	795,682	790,804	6.0	0.5	8.7	0	0.0	-74.4	1.7	1.2	48	0.0	60.4	100.0	2.1	3.3	3.4

Events in Date/Time Range

Date/Time Range		Event	Mode	Contact Records		Agents					CPA		
				Filter	Recycle	Total	Idle	% Idle	NDir	%NDir	Pace	Base	Adj
10/17/2015	11:30:16	Recycle	Predictive	792,264	791,808	6.0	0.0		0		-95.0	1.8	1.0
12:00:00 AM	11:31:51	Recycle	Predictive	792,264	792,106	6.0	0.0		0		-95.0	1.8	1.0
10/18/2015	11:30:22	Recycle	Predictive	792,264	792,106	6.0	0.0		0		-95.0	1.8	1.0
12:00:00 AM	11:31:55	Recycle	Predictive	800,000	799,884	6.0	0.0		0		-95.0	1.8	1.0

10/19/2015
12:00:00 AM

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Dialer

Date/Time Range		Event	Mode	Contact Records		Agents					Pace	CPA	
Date	Time			Filter	Recycle	Total	Idle	% Idle	NDir	%NDir		Base	Adj
10/20/2015 12:00:00 AM	11:30:23	Recycle	Predictive	800,000	799,884	6.0	0.0		0		-95.0	1.8	1.0
	11:32:00	Recycle	Predictive	800,000	799,844	6.0	0.0		0		-95.0	1.8	1.0
	11:30:30	Recycle	Predictive	800,000	799,844	6.0	0.0		0		-95.0	1.8	1.0
	11:30:59	Recycle	Predictive	800,000	799,844	6.0	0.0		0		-95.0	1.8	1.0
10/21/2015 12:00:00 AM	10:50:45	Recycle	Predictive	800,000	799,844	6.0	0.0		0		-95.0	1.8	1.0
	11:26:17	Recycle	Predictive	799,235	794,805	6.0	0.0		0		-52.0	1.7	1.4
	11:30:06	Recycle	Predictive	799,234	794,804	6.0	1.0		0		-52.0	1.7	1.3
10/22/2015 12:00:00 AM	11:29:38	Recycle	Predictive	797,759	789,590	6.0	0.0		0		-63.0	1.7	1.3
	11:30:17	Recycle	Predictive	797,758	789,589	6.0	1.0		0		-63.0	1.7	1.2
10/23/2015 12:00:00 AM	11:28:50	Recycle	Predictive	796,273	785,963	6.0	0.0		0		-67.0	1.7	1.2
	11:30:24	Recycle	Predictive	796,272	785,961	6.0	1.0		0		-67.0	1.7	1.2
10/24/2015 12:00:00 AM	11:28:57	Recycle	Predictive	794,760	784,251	6.0	0.0		0		-15.0	1.7	1.6
	11:30:35	Recycle	Predictive	794,760	784,250	6.0	0.0		0		-15.0	1.7	1.6
10/25/2015 12:00:00 AM	11:29:21	Recycle	Predictive	793,266	782,400	6.0	0.0		0		-90.0	1.6	1.1
	11:30:21	Recycle	Predictive	793,265	782,399	6.0	1.0		0		-90.0	1.6	1.1
10/26/2015 12:00:00 AM	11:29:58	Recycle	Predictive	797,198	788,217	6.0	0.0		0		-10.0	1.5	1.4
	11:30:23	Recycle	Predictive	797,198	788,217	6.0	0.0		0		-10.0	1.5	1.4
10/27/2015 12:00:00 AM	11:29:41	Recycle	Predictive	795,703	783,909	6.0	1.0		0		-81.0	1.7	1.1
	11:30:34	Recycle	Predictive	795,703	783,908	6.0	1.0		0		-81.0	1.7	1.1

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Lead Gen

Statistics in Date/Time Range

Date/Time Range Date Time		Averages Over Time Range										Based on Counts During Time Range						
		Contact Records		Agents					CPA			Dials	Filter	Contacts	RPCs	Abandons		
		Filter	Recycle	Total	Idle	%Idle	NDir	%NDir	Pace	Base	Adj		Pen Rt	%Dials	%Conts	%Dials	%Dets	%Conts
10/17/2015	20:00	62	13	0.6	0.0	0.0	0	0.0	0.0	0.0	0.0	2	3.2	50.0	100.0	0.0	0.0	0.0
10/20/2015	13:30	62	11	0.5	0.0	0.0	0	0.0	0.0	0.0	0.0	2	3.2	100.0	50.0	0.0	0.0	0.0
	14:00	61	10	0.3	0.0	0.0	0	0.0	0.0	0.0	0.0	1	1.6	100.0	100.0	0.0	0.0	0.0
	15:00	61	8	0.4	0.0	0.0	0	0.0	0.0	0.0	0.0	2	3.3	100.0	0.0	0.0	0.0	0.0
	15:30	62	7	0.2	0.0	0.0	0	0.0	0.0	0.0	0.0	1	1.6	0.0	0.0	0.0	0.0	0.0
10/21/2015	4:30	62	5	0.2	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	5:00	62	5	0.5	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	11:30	62	5	1.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	12:00	62	3	0.5	0.0	0.0	0	0.0	0.0	0.0	0.0	2	3.2	50.0	0.0	0.0	0.0	0.0
	16:30	62	3	0.1	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	18:00	61	2	0.5	0.0	0.0	0	0.0	0.0	0.0	0.0	2	3.3	100.0	50.0	0.0	0.0	0.0
10/22/2015	14:30	60	1	0.3	0.0	0.0	0	0.0	0.0	0.0	0.0	1	1.7	100.0	100.0	0.0	0.0	0.0
10/23/2015	5:30	27	22	0.7	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	9:30	25	18	0.3	0.0	0.0	0	0.0	0.0	0.0	0.0	3	12.0	100.0	33.3	0.0	0.0	0.0
	10:00	24	17	0.5	0.0	0.0	0	0.0	0.0	0.0	0.0	1	4.2	100.0	100.0	0.0	0.0	0.0
	11:00	23	14	0.3	0.0	0.0	0	0.0	0.0	0.0	0.0	3	13.0	66.7	0.0	0.0	0.0	0.0
	11:30	23	13	0.3	0.0	0.0	0	0.0	0.0	0.0	0.0	1	4.3	100.0	0.0	0.0	0.0	0.0
	15:00	23	13	0.3	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
10/26/2015	15:30	24	13	0.5	0.0	0.0	0	0.0	0.0	0.0	0.0	1	4.2	100.0	0.0	0.0	0.0	0.0
	16:00	25	13	0.1	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
10/27/2015	4:30	25	12	1.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0

Events in Date/Time Range

Date/Time Range		Event	Mode	Contact Records		Agents					Pace	CPA	
Date	Time			Filter	Recycle	Total	Idle	% Idle	NDir	%NDir		Base	Adj

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Statistics in Date/Time Range

Statistics in Date/Time Range		Averages Over Time Range										Based on Counts During Time Range						
Date/Time Range		Contact Records		Agents						CPA			Filter	Contacts	RPCs	Abandons		
Date	Time	Filter	Recycle	Total	Idle	%Idle	NDir	%NDir	Pace	Base	Adj	Dials	Pen Rt	%Dials	%Conts	%Dials	%Dets	%Conts
10/20/2015	13:30	63	14	1.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
10/21/2015	0:30	63	14	2.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	1:30	62	12	1.5	0.0	0.0	0	0.0	0.0	0.0	0.0	1	1.6	100.0	100.0	0.0	0.0	0.0
	4:30	62	10	1.1	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	5:00	62	9	1.5	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
10/22/2015	16:30	59	6	1.8	0.0	0.0	0	0.0	0.0	0.0	0.0	5	8.4	80.0	100.0	0.0	0.0	0.0
10/23/2015	10:30	57	3	2.0	0.0	0.0	0	0.0	0.0	0.0	0.0	2	3.5	50.0	100.0	0.0	0.0	0.0
	11:00	64	16	1.5	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	12:30	62	14	1.0	0.0	0.0	0	0.0	0.0	0.0	0.0	1	1.6	100.0	100.0	0.0	0.0	0.0
	13:00	61	13	0.5	0.0	0.0	0	0.0	0.0	0.0	0.0	1	1.6	100.0	100.0	0.0	0.0	0.0
	15:00	60	12	0.5	0.0	0.0	0	0.0	0.0	0.0	0.0	1	1.7	100.0	100.0	0.0	0.0	0.0
10/25/2015	17:30	60	10	0.5	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
10/27/2015	3:30	60	8	0.7	0.0	0.0	0	0.0	0.0	0.0	0.0	2	3.3	0.0	0.0	0.0	0.0	0.0
	4:00	59	7	0.5	0.0	0.0	0	0.0	0.0	0.0	0.0	1	1.7	0.0	0.0	0.0	0.0	0.0
	4:30	59	6	0.5	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0

Events in Date/Time Range

Date/Time Range		Event	Mode	Contact Records		Agents					Pace	CPA	
Date	Time			Filter	Recycle	Total	Idle	%Idle	NDir	%NDir		Base	Adj

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Statistics in Date/Time Range

Date/Time Range Date Time		Averages Over Time Range										Based on Counts During Time Range						
		Contact Records		Agents					CPA			Dials	Filter	Contacts	RPCs	Abandons		
		Filter	Recycle	Total	Idle	%Idle	NDir	%NDir	Pace	Base	Adj		Pen Rt	%Dials	%Conts	%Dials	%Dets	%Conts
10/20/2015	16:00	9	8	0.5	0.0	0.0	0	0.0	0.0	0.0	0.0	2	21.6	50.0	100.0	0.0	0.0	0.0
10/21/2015	4:30	8	7	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	5:00	8	7	0.5	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
10/23/2015	11:30	7	6	1.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	12:00	6	5	0.3	0.0	0.0	0	0.0	0.0	0.0	0.0	1	15.8	0.0	0.0	0.0	0.0	0.0
	12:30	6	5	1.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0

Events in Date/Time Range

Date/Time Range		Event	Mode	Contact Records		Agents					Pace	CPA	
Date	Time			Filter	Recycle	Total	Idle	% Idle	NDir	%NDir		Base	Adj

Statistics in Date/Time Range

Statistics in Date/Time Range		Averages Over Time Range										Based on Counts During Time Range						
Date/Time Range		Contact Records		Agents						CPA			Filter	Contacts	RPCs	Abandons		
Date	Time	Filter	Recycle	Total	Idle	%Idle	NDir	%NDir	Pace	Base	Adj	Dials	Pen Rt	%Dials	%Conts	%Dials	%Dets	%Conts
10/20/2015	14:30	9,895	9,890	3.0	1.0	33.3	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	15:00	9,895	9,890	2.6	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	15:30	9,893	9,888	1.8	0.0	0.0	0	7.0	0.0	0.0	0.0	4	0.0	25.0	100.0	0.0	0.0	0.0
10/21/2015	4:30	9,889	9,882	1.2	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	5:00	9,889	9,882	1.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	12:00	9,889	9,882	2.0	0.5	25.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	13:00	9,889	9,882	1.5	0.5	33.3	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	16:30	9,889	9,882	1.8	0.0	0.0	0	13.6	0.0	0.0	0.0	1	0.0	0.0	0.0	0.0	0.0	0.0
	17:00	9,889	9,882	1.8	0.0	0.0	0	18.3	0.0	0.0	0.0	1	0.0	0.0	0.0	0.0	0.0	0.0
	17:30	9,889	9,882	1.3	0.0	0.0	1	74.7	0.0	0.0	0.0	1	0.0	0.0	0.0	0.0	0.0	0.0
	18:00	9,888	9,881	1.4	0.3	23.8	0	0.0	0.0	0.0	0.0	1	0.0	100.0	100.0	0.0	0.0	0.0
10/23/2015	9:00	9,888	9,773	2.0	0.2	10.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	9:30	9,888	9,701	3.3	0.3	7.7	1	15.4	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	10:00	9,886	9,699	2.3	0.0	0.0	1	42.9	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	10:30	9,884	9,697	2.8	0.0	0.0	1	36.4	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	11:00	9,882	9,694	1.5	0.0	0.0	0	13.7	0.0	0.0	0.0	1	0.0	0.0	0.0	0.0	0.0	0.0
	15:00	9,881	9,692	1.5	0.0	0.0	0	0.0	0.0	0.0	0.0	1	0.0	0.0	0.0	0.0	0.0	0.0
10/26/2015	15:30	9,880	9,691	1.5	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	16:00	9,878	9,689	1.2	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0

Events in Date/Time Range

Date/Time Range		Event	Mode	Contact Records		Agents					Pace	CPA	
Date	Time			Filter	Recycle	Total	Idle	%Idle	NDir	%NDir		Base	Adj
10/23/2015	9:13:28	Start	Preview	9,888	9,881	1.0	0.0		0		0.0	0.0	0.0

Statistics in Date/Time Range

Range		Averages Over Time Range										Based on Counts During Time Range						
Date/Time Range		Contact Records		Agents						CPA			Filter	Contacts	RPCs	Abandons		
Date	Time	Filter	Recycle	Total	Idle	%Idle	NDir	%NDir	Pace	Base	Adj	Dials	Pen Rt	%Dials	%Conts	%Dials	%Dets	%Conts
10/20/2015	15:30	17	10	0.6	0.0	0.0	0	0.0	0.0	0.0	0.0	3	17.4	33.3	100.0	0.0	0.0	0.0
10/21/2015	4:30	17	9	0.1	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	5:00	16	7	1.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	9:00	16	7	1.0	0.0	0.0	0	0.0	0.0	0.0	0.0	1	6.3	100.0	100.0	0.0	0.0	0.0
	9:30	16	6	0.1	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	18:00	16	6	0.5	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
10/22/2015	14:30	15	4	0.7	0.0	0.0	0	0.0	0.0	0.0	0.0	1	6.5	0.0	0.0	0.0	0.0	0.0
10/23/2015	5:30	14	2	0.5	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
	10:30	13	14	0.7	0.0	0.0	0	0.0	0.0	0.0	0.0	2	15.0	0.0	0.0	0.0	0.0	0.0
	11:30	12	12	0.2	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0
10/26/2015	16:00	12	12	0.5	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0

Events in Date/Time Range

Date/Time Range		Event	Mode	Contact Records		Agents					Pace	CPA	
Date	Time			Filter	Recycle	Total	Idle	%Idle	NDir	%NDir		Base	Adj

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