

Distribution Queue Performance (Queue by Date by Interaction Type)



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>

	Ints Ans	Avg Talk	Total Talk	Avg ACW	Total ACW	Ints Aban	Avg Aban	% Aband	Max Wait Ans	Avg Speed Ans	Svl Lvl 1	Entered
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SiteID: 1

SystemlvrTransferHub

8/29/2015

Call	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
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8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
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SystemlvrTransferHub	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
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CompanyOperator

8/29/2015

Call	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
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8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
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CompanyOperator	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
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Customer Satisfaction

8/29/2015

Call	3,757	:02:17	143:15:59	:00:00	:00:00	164	:02:00	4.18%	:03:03	:00:23	56.19%	3,922
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Callback	2,880	:00:17	13:36:12	:00:00	:00:00	0	:00:00	0.00%	:00:08	:00:00	100.00%	2,880
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Chat	1,439	:02:53	69:14:34	:00:00	:00:00	0	:00:00	0.00%	:00:10	:00:00	100.00%	1,439
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SiteID: 1												
Customer Satisfaction												
8/29/2015												
Email	410	:02:45	18:50:09	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	410
8/29/2015	8,486	:01:44	244:56:54	:00:00	:00:00	164	:02:00	1.90%	:03:03	:00:10	80.60%	8,651
Customer Satisfaction	8,486	:01:44	244:56:54	:00:00	:00:00	164	:02:00	1.90%	:03:03	:00:10	80.60%	8,651
Customer Service												
8/29/2015												
Call	1,002	:08:33	142:51:20	:00:00	:00:00	0	:00:00	0.00%	:01:20	:00:06	71.86%	1,002
Chat	1,439	:02:42	64:46:12	:00:00	:00:00	0	:00:00	0.00%	:04:11	:00:44	72.83%	1,439
Email	410	:02:48	19:07:02	:00:00	:00:00	0	:00:00	0.00%	:02:27	:00:04	100.00%	410
8/29/2015	2,851	:04:46	226:44:34	:00:00	:00:00	0	:00:00	0.00%	:04:11	:00:25	76.39%	2,851
Customer Service	2,851	:04:46	226:44:34	:00:00	:00:00	0	:00:00	0.00%	:04:11	:00:25	76.39%	2,851
Dialer												
8/29/2015												
Call	1,486	:05:30	136:02:06	:00:00	:00:00	92	:00:16	5.83%	:00:02	:00:01	100.00%	1,578

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	Ints Ans	Avg Talk	Total Talk	Avg ACW	Total ACW	Ints Aban	Avg Aban	% Aband	Max Wait Ans	Avg Speed Ans	Svl Lvl 1	Entered
SiteID: 1												
Dialer												
8/29/2015	1,486	:05:30	136:02:06	:00:00	:00:00	92	:00:16	5.83%	:00:02	:00:01	100.00%	1,578
Dialer	1,486	:05:30	136:02:06	:00:00	:00:00	92	:00:16	5.83%	:00:02	:00:01	100.00%	1,578
Help Desk												
8/29/2015												
Call	769	:08:50	113:14:19	:00:00	:00:00	0	:00:00	0.00%	:01:15	:00:04	75.55%	769
Chat	1,439	:02:48	67:07:43	:00:00	:00:00	0	:00:00	0.00%	:03:46	:00:36	73.38%	1,439
Email	410	:02:48	19:07:09	:00:00	:00:00	0	:00:00	0.00%	:02:27	:00:04	100.00%	410
8/29/2015	2,618	:04:34	199:29:11	:00:00	:00:00	0	:00:00	0.00%	:03:46	:00:21	78.19%	2,618
Help Desk	2,618	:04:34	199:29:11	:00:00	:00:00	0	:00:00	0.00%	:03:46	:00:21	78.19%	2,618
JS_Survey												
8/29/2015												
Call	0	:00:00	:00:00	:00:00	:00:00	1	:59:58	100.00%	:00:00	:00:00	0.00%	1
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	1	:59:58	100.00%	:00:00	:00:00	0.00%	1

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Site ID Range: <All>

	Ints Ans	Avg Talk	Total Talk	Avg ACW	Total ACW	Ints Aban	Avg Aban	% Aband	Max Wait Ans	Avg Speed Ans	Svl Lvl 1	Entered
SiteID: 1												
JS_Survey	0	:00:00	:00:00	:00:00	:00:00	1	:59:58	100.00%	:00:00	:00:00	0.00%	1
Marketing												
8/29/2015												
Email	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
Marketing	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
RL-TechSupport												
8/29/2015												
Call	0	:00:00	:00:00	:00:00	:00:00	1	:59:48	100.00%	:00:00	:00:00	0.00%	1
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	1	:59:48	100.00%	:00:00	:00:00	0.00%	1
RL-TechSupport	0	:00:00	:00:00	:00:00	:00:00	1	:59:48	100.00%	:00:00	:00:00	0.00%	1
Social Media												
8/29/2015												
Email	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0

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	Ints Ans	Avg Talk	Total Talk	Avg ACW	Total ACW	Ints Aban	Avg Aban	% Aband	Max Wait Ans	Avg Speed Ans	Svl Lvl 1	Entered
SiteID: 1												
Social Media												
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
Social Media	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
Support												
8/29/2015												
Call	240	:04:29	17:56:23	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	240
8/29/2015	240	:04:29	17:56:23	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	240
Support	240	:04:29	17:56:23	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	240
SiteID: 1	15,681	:03:09	825:09:08	:00:00	:00:00	258	:01:50	1.62%	:04:11	:00:14	81.57%	15,940

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Shift Time Range: <All>

Site ID Range: <All>

	Ints Ans	Avg Talk	Total Talk	Avg ACW	Total ACW	Ints Aban	Avg Aban	% Aband	Max Wait Ans	Avg Speed Ans	Svl Lvl 1	Entered
Grand Total:	15,681	:03:09	825:09:08	:00:00	:00:00	258	:01:50	1.62%	:04:11	:00:14	81.57%	15,940

Summary by Interaction Type:

	Call	Callback	Chat	Email	Total
1	7,254.00 46.26%	2,880.00 18.37%	4,317.00 27.53%	1,230.00 7.84%	15,681 100.00%
Total	7,254.00 46.26%	2,880.00 18.37%	4,317.00 27.53%	1,230.00 7.84%	15,681 100.00%

		Call	Callback	Chat	Email	Total
1	_SystemIvrTransferHub	0.00 0.00%	0.00 0.00%	0.00 0.00%	0.00 0.00%	0 0.00%
	-	0.00 0.00%	0.00 0.00%	0.00 0.00%	0.00 0.00%	0 0.00%
	CompanyOperator	0.00 0.00%	0.00 0.00%	0.00 0.00%	0.00 0.00%	0 0.00%
	Customer Satisfaction	3,757.00 44.27%	2,880.00 33.94%	1,439.00 16.96%	410.00 4.83%	8,486 100.00%
	Customer Service	1,002.00 35.15%	0.00 0.00%	1,439.00 50.47%	410.00 14.38%	2,851 100.00%
	Dialer	1,486.00 100.00%	0.00 0.00%	0.00 0.00%	0.00 0.00%	1,486 100.00%

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Shift Time Range: <All>

Site ID Range: <All>

		Call	Callback	Chat	Email	Total
1	Help Desk	769.00 29.37%	0.00 0.00%	1,439.00 54.97%	410.00 15.66%	2,618 100.00%
	JS_Survey	0.00 0.00%	0.00 0.00%	0.00 0.00%	0.00 0.00%	0 0.00%
	Marketing	0.00 0.00%	0.00 0.00%	0.00 0.00%	0.00 0.00%	0 0.00%
	RL-TechSupport	0.00 0.00%	0.00 0.00%	0.00 0.00%	0.00 0.00%	0 0.00%
	Social Media	0.00 0.00%	0.00 0.00%	0.00 0.00%	0.00 0.00%	0 0.00%
	Support	240.00 100.00%	0.00 0.00%	0.00 0.00%	0.00 0.00%	240 100.00%
	Total	7,254.00 46.26%	2,880.00 18.37%	4,317.00 27.53%	1,230.00 7.84%	15,681 100.00%
Total		7,254.00 46.26%	2,880.00 18.37%	4,317.00 27.53%	1,230.00 7.84%	15,681 100.00%