

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
SiteID: 1												
_SystemlvrTransferHub_												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

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<b>SiteID: 1</b>												
<b>_SystemlvrTransferHub_</b>												
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
_SystemlvrTransferHub_	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<b>Accounting</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

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<b>SiteID: 1</b>												
<b>Accounting</b>												
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

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<b>SiteID: 1</b>												
<b>Accounting</b>												
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

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19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
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22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
Accounting	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<b>ARM Collections</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

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03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

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12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>ARM Collections</b>												
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
ARM Collections	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<b>CompanyOperator</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%



# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>CompanyOperator</b>												
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>CompanyOperator</b>												
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
CompanyOperator	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<b>Customer Satisfaction</b>												
00:00:00	178	:01:40	04:55:16	:00:00	:00:00	0	:00:00	0.00%	:02:36	:00:14	75.28%	115.14%
00:30:00	177	:01:45	05:11:05	:00:00	:00:00	3	:02:00	1.67%	:02:20	:00:09	83.62%	116.61%
01:00:00	175	:01:43	05:01:01	:00:00	:00:00	5	:02:00	2.76%	:01:55	:00:11	77.71%	116.16%
01:30:00	179	:01:46	05:14:53	:00:00	:00:00	1	:02:00	0.56%	:02:20	:00:10	79.33%	117.01%
02:00:00	176	:01:42	05:00:09	:00:00	:00:00	6	:02:00	3.28%	:01:55	:00:10	81.82%	116.82%
02:30:00	172	:01:46	05:02:44	:00:00	:00:00	9	:02:00	4.97%	:01:55	:00:08	82.56%	116.94%
03:00:00	173	:01:46	05:04:49	:00:00	:00:00	9	:02:00	4.97%	:01:55	:00:09	82.66%	117.15%
03:30:00	171	:01:47	05:04:42	:00:00	:00:00	7	:02:00	3.89%	:02:19	:00:09	83.63%	117.77%
04:00:00	177	:01:44	05:07:19	:00:00	:00:00	8	:02:00	4.35%	:01:56	:00:07	84.18%	116.85%
04:30:00	173	:01:43	04:56:32	:00:00	:00:00	7	:02:00	3.89%	:02:19	:00:10	81.50%	116.38%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Customer Satisfaction</b>												
05:00:00	177	:01:45	05:09:11	:00:00	:00:00	3	:02:00	1.67%	:02:36	:00:09	81.36%	117.36%
05:30:00	177	:01:43	05:04:13	:00:00	:00:00	4	:02:00	2.21%	:02:36	:00:09	81.36%	115.97%
06:00:00	180	:01:44	05:12:27	:00:00	:00:00	2	:02:00	1.10%	:01:38	:00:10	82.78%	115.71%
06:30:00	178	:01:43	05:04:42	:00:00	:00:00	4	:02:00	2.20%	:02:06	:00:11	82.58%	116.65%
07:00:00	176	:01:45	05:07:29	:00:00	:00:00	5	:02:00	2.76%	:01:56	:00:10	82.39%	118.37%
07:30:00	179	:01:42	05:03:29	:00:00	:00:00	5	:02:00	2.73%	:01:56	:00:10	81.56%	117.12%
08:00:00	174	:01:46	05:07:20	:00:00	:00:00	4	:02:00	2.22%	:02:18	:00:09	82.76%	117.10%
08:30:00	180	:01:46	05:19:14	:00:00	:00:00	2	:02:00	1.10%	:01:55	:00:09	84.44%	118.37%
09:00:00	178	:01:43	05:06:36	:00:00	:00:00	2	:02:00	1.11%	:02:36	:00:11	80.34%	116.96%
09:30:00	181	:01:43	05:11:37	:00:00	:00:00	1	:02:00	0.55%	:02:36	:00:09	80.11%	116.27%
10:00:00	180	:01:44	05:11:12	:00:00	:00:00	1	:02:00	0.55%	:01:36	:00:11	78.33%	118.51%
10:30:00	177	:01:45	05:10:29	:00:00	:00:00	3	:02:00	1.66%	:02:36	:00:10	81.92%	118.11%
11:00:00	177	:01:44	05:07:33	:00:00	:00:00	3	:02:00	1.67%	:01:36	:00:09	80.79%	116.82%
11:30:00	180	:01:42	05:07:16	:00:00	:00:00	3	:02:00	1.65%	:02:36	:00:10	81.67%	117.46%
12:00:00	180	:01:46	05:19:20	:00:00	:00:00	0	:00:00	0.00%	:01:56	:00:09	82.78%	117.22%
12:30:00	176	:01:44	05:04:01	:00:00	:00:00	6	:02:00	3.30%	:02:16	:00:10	81.82%	118.26%
13:00:00	180	:01:43	05:09:26	:00:00	:00:00	2	:02:00	1.10%	:02:11	:00:11	81.11%	118.21%
13:30:00	168	:01:47	04:59:36	:00:00	:00:00	12	:02:00	6.67%	:02:36	:00:09	82.74%	120.01%
14:00:00	175	:01:45	05:05:14	:00:00	:00:00	4	:02:00	2.22%	:02:36	:00:10	82.86%	118.92%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Customer Satisfaction</b>												
14:30:00	179	:01:44	05:10:00	:00:00	:00:00	0	:00:00	0.00%	:01:59	:00:10	81.01%	118.27%
15:00:00	172	:01:45	05:02:22	:00:00	:00:00	7	:02:00	3.87%	:02:36	:00:09	84.88%	114.66%
15:30:00	173	:01:45	05:03:56	:00:00	:00:00	7	:02:00	3.91%	:02:00	:00:09	83.24%	117.03%
16:00:00	179	:01:43	05:06:21	:00:00	:00:00	2	:02:00	1.10%	:01:55	:00:11	81.01%	116.64%
16:30:00	177	:01:44	05:07:03	:00:00	:00:00	5	:02:00	2.76%	:02:00	:00:10	82.49%	117.46%
17:00:00	175	:01:45	05:07:42	:00:00	:00:00	3	:02:00	1.69%	:02:10	:00:10	80.00%	116.33%
17:30:00	180	:01:43	05:08:45	:00:00	:00:00	1	:02:00	0.55%	:03:03	:00:11	78.33%	118.20%
18:00:00	177	:01:45	05:10:44	:00:00	:00:00	1	:02:00	0.56%	:02:36	:00:10	79.66%	117.38%
18:30:00	178	:01:41	05:00:36	:00:00	:00:00	2	:02:00	1.11%	:02:55	:00:13	78.09%	117.57%
19:00:00	175	:01:41	04:54:58	:00:00	:00:00	1	:02:00	0.56%	:01:59	:00:13	76.00%	116.77%
19:30:00	177	:01:42	05:01:25	:00:00	:00:00	4	:02:00	2.21%	:02:57	:00:11	79.10%	116.91%
20:00:00	178	:01:45	05:12:00	:00:00	:00:00	0	:00:00	0.00%	:01:55	:00:12	76.97%	117.21%
20:30:00	178	:01:42	05:02:58	:00:00	:00:00	1	:02:00	0.56%	:02:57	:00:12	76.97%	118.68%
21:00:00	173	:01:42	04:53:47	:00:00	:00:00	5	:02:00	2.79%	:02:57	:00:13	77.46%	115.17%
21:30:00	181	:01:41	05:03:11	:00:00	:00:00	0	:00:00	0.00%	:02:36	:00:13	75.69%	116.36%
22:00:00	175	:01:47	05:12:59	:00:00	:00:00	1	:02:00	0.56%	:02:36	:00:10	78.86%	118.53%
22:30:00	180	:01:45	05:14:01	:00:00	:00:00	0	:00:00	0.00%	:02:02	:00:09	80.00%	116.20%
23:00:00	178	:01:43	05:06:36	:00:00	:00:00	0	:00:00	0.00%	:01:58	:00:11	76.40%	116.50%
23:30:00	177	:01:41	04:58:35	:00:00	:00:00	3	:02:00	1.66%	:01:58	:00:12	77.40%	118.60%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
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SiteID: 1

## Customer Satisfaction

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%	117.18%
Customer Satisfaction	8,486	:01:44	244:56:54	:00:00	:00:00	164	:02:00	1.90%	:03:03	:00:10	80.60%	117.18%

## Customer Service

00:00:00	53	:04:30	03:58:44	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.10%
00:30:00	55	:04:29	04:06:49	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.09%
01:00:00	53	:04:52	04:17:41	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.03%
01:30:00	54	:04:52	04:22:48	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.04%
02:00:00	57	:04:25	04:11:27	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.03%
02:30:00	54	:04:41	04:13:05	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.01%
03:00:00	58	:04:18	04:08:55	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.09%
03:30:00	52	:04:40	04:02:19	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.14%
04:00:00	55	:04:41	04:17:57	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	99.99%
04:30:00	53	:04:30	03:58:10	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	99.99%
05:00:00	54	:04:36	04:08:00	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.08%
05:30:00	60	:04:01	04:00:47	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.16%
06:00:00	63	:05:25	05:41:17	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.20%
06:30:00	65	:05:11	05:36:27	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Customer Service</b>												
07:00:00	59	:04:58	04:52:50	:00:00	:00:00	0	:00:00	0.00%	:03:11	:00:45	40.68%	100.09%
07:30:00	59	:04:54	04:48:47	:00:00	:00:00	0	:00:00	0.00%	:03:11	:01:31	15.25%	99.70%
08:00:00	63	:04:42	04:55:51	:00:00	:00:00	0	:00:00	0.00%	:03:35	:01:29	19.05%	99.52%
08:30:00	61	:04:53	04:57:37	:00:00	:00:00	0	:00:00	0.00%	:03:33	:01:22	18.03%	100.23%
09:00:00	59	:04:46	04:41:17	:00:00	:00:00	0	:00:00	0.00%	:03:11	:01:22	16.95%	99.69%
09:30:00	68	:04:16	04:50:37	:00:00	:00:00	0	:00:00	0.00%	:03:37	:01:24	17.65%	101.10%
10:00:00	56	:05:08	04:47:10	:00:00	:00:00	0	:00:00	0.00%	:02:38	:00:19	71.43%	98.88%
10:30:00	63	:04:44	04:58:11	:00:00	:00:00	0	:00:00	0.00%	:03:27	:01:28	15.87%	98.79%
11:00:00	67	:04:25	04:55:33	:00:00	:00:00	0	:00:00	0.00%	:03:39	:01:25	14.93%	99.23%
11:30:00	60	:05:14	05:14:04	:00:00	:00:00	0	:00:00	0.00%	:03:12	:01:34	13.33%	99.28%
12:00:00	68	:04:34	05:10:23	:00:00	:00:00	0	:00:00	0.00%	:02:00	:00:03	97.06%	100.00%
12:30:00	60	:05:09	05:09:04	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.44%
13:00:00	56	:04:46	04:26:49	:00:00	:00:00	0	:00:00	0.00%	:03:46	:01:10	30.36%	99.05%
13:30:00	65	:04:22	04:44:08	:00:00	:00:00	0	:00:00	0.00%	:03:46	:01:37	15.38%	99.19%
14:00:00	63	:04:20	04:33:02	:00:00	:00:00	0	:00:00	0.00%	:04:11	:01:41	17.46%	98.94%
14:30:00	63	:04:21	04:33:46	:00:00	:00:00	0	:00:00	0.00%	:04:11	:01:54	14.29%	100.35%
15:00:00	67	:04:51	05:25:26	:00:00	:00:00	0	:00:00	0.00%	:01:57	:00:03	97.01%	100.03%
15:30:00	64	:04:54	05:13:14	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.17%
16:00:00	64	:04:56	05:15:45	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.46%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Customer Service</b>												
16:30:00	59	:05:09	05:03:36	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.56%
17:00:00	61	:04:47	04:51:33	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.10%
17:30:00	62	:04:33	04:41:43	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.17%
18:00:00	59	:05:13	05:08:02	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.17%
18:30:00	64	:04:56	05:15:24	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.10%
19:00:00	57	:05:12	04:55:59	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.37%
19:30:00	64	:04:48	05:07:31	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.83%
20:00:00	57	:05:27	05:10:19	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.04%
20:30:00	64	:04:51	05:10:27	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.01%
21:00:00	58	:05:19	05:08:17	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.04%
21:30:00	60	:05:11	05:11:25	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.38%
22:00:00	52	:04:49	04:10:53	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.57%
22:30:00	55	:04:24	04:02:12	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.06%
23:00:00	52	:04:33	03:56:39	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	99.98%
23:30:00	56	:04:31	04:12:34	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.00%
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%	99.99%
Customer Service	2,851	:04:46	226:44:34	:00:00	:00:00	0	:00:00	0.00%	:04:11	:00:25	76.39%	99.99%

# Distribution Queue Performance (Queue by Date by Interval)

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	Load Ratio
<b>SiteID: 1</b>												
<b>Dialer</b>												
00:00:00	34	:04:56	02:47:52	:00:00	:00:00	1	:00:16	2.86%	:00:01	:00:01	100.00%	100.10%
00:30:00	29	:05:48	02:47:58	:00:00	:00:00	2	:00:16	6.45%	:00:01	:00:01	100.00%	100.08%
01:00:00	29	:05:44	02:46:04	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	100.07%
01:30:00	33	:05:11	02:50:48	:00:00	:00:00	3	:00:16	8.33%	:00:01	:00:01	100.00%	100.08%
02:00:00	30	:05:33	02:46:40	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	100.07%
02:30:00	31	:05:25	02:48:02	:00:00	:00:00	1	:00:16	3.13%	:00:01	:00:01	100.00%	100.07%
03:00:00	31	:05:32	02:51:20	:00:00	:00:00	3	:00:16	8.82%	:00:01	:00:01	100.00%	100.09%
03:30:00	29	:06:03	02:55:27	:00:00	:00:00	6	:00:16	17.14%	:00:01	:00:01	100.00%	100.08%
04:00:00	31	:05:30	02:50:20	:00:00	:00:00	2	:00:16	6.06%	:00:01	:00:01	100.00%	100.09%
04:30:00	33	:05:05	02:47:53	:00:00	:00:00	4	:00:16	10.81%	:00:01	:00:01	100.00%	100.11%
05:00:00	30	:05:43	02:51:32	:00:00	:00:00	1	:00:16	3.13%	:00:01	:00:01	100.00%	100.08%
05:30:00	25	:06:44	02:48:31	:00:00	:00:00	1	:00:16	4.00%	:00:01	:00:01	100.00%	100.06%
06:00:00	36	:04:34	02:44:16	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	100.10%
06:30:00	32	:05:18	02:49:29	:00:00	:00:00	1	:00:16	3.03%	:00:01	:00:01	100.00%	100.10%
07:00:00	32	:05:19	02:49:56	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	100.10%
07:30:00	28	:06:07	02:51:14	:00:00	:00:00	1	:00:16	3.45%	:00:01	:00:01	100.00%	100.10%
08:00:00	29	:05:53	02:50:51	:00:00	:00:00	1	:00:16	3.33%	:00:01	:00:01	100.00%	100.08%
08:30:00	34	:05:03	02:51:41	:00:00	:00:00	4	:00:16	10.53%	:00:01	:00:01	100.00%	100.11%
09:00:00	38	:04:27	02:49:10	:00:00	:00:00	4	:00:16	9.52%	:00:01	:00:01	100.00%	100.12%



# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Dialer</b>												
09:30:00	29	:05:58	02:53:12	:00:00	:00:00	7	:00:16	19.44%	:00:01	:00:01	100.00%	100.08%
10:00:00	29	:05:52	02:49:57	:00:00	:00:00	1	:00:16	3.33%	:00:01	:00:01	100.00%	100.09%
10:30:00	32	:05:20	02:50:29	:00:00	:00:00	2	:00:16	5.88%	:00:01	:00:01	100.00%	100.09%
11:00:00	29	:05:55	02:51:48	:00:00	:00:00	1	:00:16	3.33%	:00:01	:00:01	100.00%	100.08%
11:30:00	30	:05:38	02:49:04	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	100.11%
12:00:00	30	:05:40	02:50:02	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	100.07%
12:30:00	31	:05:30	02:50:35	:00:00	:00:00	4	:00:16	11.43%	:00:01	:00:01	100.00%	100.10%
13:00:00	29	:05:54	02:51:07	:00:00	:00:00	4	:00:16	12.12%	:00:01	:00:01	100.00%	100.07%
13:30:00	31	:05:32	02:51:24	:00:00	:00:00	2	:00:16	6.06%	:00:01	:00:01	100.00%	100.07%
14:00:00	29	:05:54	02:51:08	:00:00	:00:00	3	:00:16	9.38%	:00:01	:00:01	100.00%	100.08%
14:30:00	34	:05:04	02:52:01	:00:00	:00:00	4	:00:16	10.53%	:00:02	:00:01	100.00%	100.08%
15:00:00	33	:05:05	02:47:55	:00:00	:00:00	1	:00:16	2.94%	:00:01	:00:01	100.00%	100.08%
15:30:00	35	:04:49	02:48:26	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	100.10%
16:00:00	30	:05:42	02:51:13	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	100.08%
16:30:00	32	:05:20	02:50:27	:00:00	:00:00	2	:00:16	5.88%	:00:01	:00:01	100.00%	100.09%
17:00:00	29	:05:51	02:49:29	:00:00	:00:00	1	:00:16	3.33%	:00:01	:00:01	100.00%	100.06%
17:30:00	29	:05:58	02:53:11	:00:00	:00:00	3	:00:16	9.38%	:00:01	:00:01	100.00%	100.07%
18:00:00	31	:05:36	02:53:42	:00:00	:00:00	8	:00:16	20.51%	:00:01	:00:01	100.00%	100.08%
18:30:00	29	:05:39	02:44:04	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	100.07%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Dialer</b>												
19:00:00	33	:04:59	02:44:22	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	100.11%
19:30:00	31	:05:26	02:48:11	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	100.12%
20:00:00	36	:04:43	02:49:55	:00:00	:00:00	2	:00:16	5.26%	:00:01	:00:01	100.00%	100.09%
20:30:00	30	:05:41	02:50:18	:00:00	:00:00	2	:00:16	6.25%	:00:01	:00:01	100.00%	100.07%
21:00:00	30	:05:43	02:51:21	:00:00	:00:00	1	:00:16	3.23%	:00:01	:00:01	100.00%	100.08%
21:30:00	30	:05:43	02:51:44	:00:00	:00:00	2	:00:16	6.25%	:00:01	:00:01	100.00%	100.09%
22:00:00	27	:06:25	02:53:20	:00:00	:00:00	0	:00:00	0.00%	:00:02	:00:01	100.00%	100.05%
22:30:00	29	:05:57	02:52:19	:00:00	:00:00	1	:00:16	3.33%	:00:01	:00:01	100.00%	100.07%
23:00:00	31	:05:30	02:50:21	:00:00	:00:00	2	:00:16	6.06%	:00:01	:00:01	100.00%	100.07%
23:30:00	34	:05:03	02:51:57	:00:00	:00:00	4	:00:16	10.53%	:00:01	:00:01	100.00%	100.10%
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%	100.08%
Dialer	1,486	:05:30	136:02:06	:00:00	:00:00	92	:00:16	5.83%	:00:02	:00:01	100.00%	100.08%
<b>FeedBack</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>FeedBack</b>												
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>FeedBack</b>												
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>FeedBack</b>												
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
FeedBack	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<b>FeedBack IPA</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>FeedBack IPA</b>												
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>FeedBack IPA</b>												
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>FeedBack IPA</b>												
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
FeedBack IPA	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
<b>Help Desk</b>												
00:00:00	52	:04:29	03:53:08	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.06%
00:30:00	51	:04:29	03:48:40	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.03%
01:00:00	52	:04:13	03:39:09	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.05%
01:30:00	51	:04:28	03:47:44	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	99.99%
02:00:00	52	:04:28	03:52:09	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.01%
02:30:00	51	:04:23	03:43:39	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	99.99%
03:00:00	52	:04:22	03:46:54	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.00%
03:30:00	50	:04:21	03:37:46	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.00%
04:00:00	52	:04:21	03:45:51	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.10%
04:30:00	50	:04:30	03:45:24	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	99.99%
05:00:00	54	:04:01	03:36:43	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.21%
05:30:00	52	:04:31	03:54:34	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.06%



# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Help Desk</b>												
06:00:00	54	:04:44	04:15:20	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.59%
06:30:00	55	:04:37	04:14:16	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.31%
07:00:00	52	:04:57	04:17:12	:00:00	:00:00	0	:00:00	0.00%	:02:46	:00:39	40.38%	105.79%
07:30:00	60	:04:09	04:09:15	:00:00	:00:00	0	:00:00	0.00%	:02:46	:01:12	18.33%	107.73%
08:00:00	56	:04:22	04:04:24	:00:00	:00:00	0	:00:00	0.00%	:02:46	:01:18	19.64%	109.22%
08:30:00	58	:04:08	04:00:09	:00:00	:00:00	0	:00:00	0.00%	:03:11	:01:08	17.24%	107.79%
09:00:00	57	:04:33	04:19:24	:00:00	:00:00	0	:00:00	0.00%	:03:11	:01:11	19.30%	108.42%
09:30:00	53	:04:36	04:03:41	:00:00	:00:00	0	:00:00	0.00%	:02:46	:01:17	24.53%	103.66%
10:00:00	60	:05:01	05:00:54	:00:00	:00:00	0	:00:00	0.00%	:02:06	:00:11	80.00%	105.04%
10:30:00	56	:04:26	04:07:51	:00:00	:00:00	0	:00:00	0.00%	:02:46	:01:18	19.64%	111.84%
11:00:00	55	:04:27	04:04:20	:00:00	:00:00	0	:00:00	0.00%	:03:11	:01:18	20.00%	109.70%
11:30:00	52	:04:31	03:54:31	:00:00	:00:00	0	:00:00	0.00%	:03:11	:01:30	21.15%	112.01%
12:00:00	60	:04:48	04:47:40	:00:00	:00:00	0	:00:00	0.00%	:01:00	:00:01	98.33%	100.48%
12:30:00	57	:04:59	04:44:24	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.72%
13:00:00	53	:05:05	04:29:43	:00:00	:00:00	0	:00:00	0.00%	:03:25	:00:56	47.17%	107.95%
13:30:00	55	:04:11	03:49:52	:00:00	:00:00	0	:00:00	0.00%	:03:11	:01:34	16.36%	112.16%
14:00:00	57	:04:08	03:55:51	:00:00	:00:00	0	:00:00	0.00%	:03:32	:01:31	15.79%	109.44%
14:30:00	54	:04:23	03:56:48	:00:00	:00:00	0	:00:00	0.00%	:03:46	:01:45	16.67%	108.80%
15:00:00	63	:04:24	04:36:42	:00:00	:00:00	0	:00:00	0.00%	:01:57	:00:03	96.83%	101.27%

# Distribution Queue Performance (Queue by Date by Interval)

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	Load Ratio
<b>SiteID: 1</b>												
<b>Help Desk</b>												
15:30:00	57	:04:48	04:33:14	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.06%
16:00:00	61	:04:29	04:33:49	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.38%
16:30:00	54	:05:20	04:48:11	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.55%
17:00:00	62	:04:51	05:00:32	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.00%
17:30:00	59	:05:03	04:57:31	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.45%
18:00:00	53	:05:06	04:30:02	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.44%
18:30:00	57	:04:27	04:13:35	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.00%
19:00:00	52	:05:18	04:35:26	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.07%
19:30:00	59	:04:19	04:15:05	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.09%
20:00:00	55	:04:51	04:27:08	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.29%
20:30:00	58	:04:28	04:19:05	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.61%
21:00:00	52	:05:11	04:29:31	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	100.83%
21:30:00	52	:05:02	04:21:55	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.00%
22:00:00	52	:04:20	03:45:16	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.26%
22:30:00	51	:04:06	03:29:27	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.07%
23:00:00	49	:04:30	03:40:37	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:00	100.00%	99.99%
23:30:00	49	:04:11	03:24:49	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	100.05%
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%	102.50%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
Help Desk	2,618	:04:34	199:29:11	:00:00	:00:00	0	:00:00	0.00%	:03:46	:00:21	78.19%	102.50%
<b>imc</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>imc</b>												
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>imc</b>												
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
imc	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<b>IPA Intelligent Mobile Connect</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>IPA Intelligent Mobile Connect</b>												
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>IPA Intelligent Mobile Connect</b>												
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>IPA Intelligent Mobile Connect</b>												
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
IPA Intelligent Mobile Connect	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<b>IPA Intelligent Mobile Connect 2</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%



# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>IPA Intelligent Mobile Connect 2</b>												
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>IPA Intelligent Mobile Connect 2</b>												
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>IPA Intelligent Mobile Connect 2</b>												
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
IPA Intelligent Mobile Connect 2	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<b>IPA Life Insurance Demo</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>IPA Life Insurance Demo</b>												
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>IPA Life Insurance Demo</b>												
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



Queue Range: <All>

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

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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	Load Ratio
<b>SiteID: 1</b>												
<b>IPA Life Insurance Demo</b>												
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
IPA Life Insurance Demo	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<b>IPA TeleHealth</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>IPA TeleHealth</b>												
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>IPA TeleHealth</b>												
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
IPA TeleHealth	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%



# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>JS_Survey</b>												
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	1	:59:58	0.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	1	:59:58	100.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
JS_Survey	0	:00:00	:00:00	:00:00	:00:00	1	:59:58	100.00%	:00:00	:00:00	0.00%	0.00%
<b>Marketing</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Marketing</b>												
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Marketing</b>												
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Marketing</b>												
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
Marketing	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<b>MedImmune</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>MedImmune</b>												
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>MedImmune</b>												
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
MedImmune	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

## MemberServices

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>MemberServices</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>MemberServices</b>												
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%



# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>MemberServices</b>												
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
MemberServices	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<b>Partners</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Partners</b>												
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Partners</b>												
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Partners</b>												
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
Partners	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<b>RL-TechSupport</b>												
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	1	:59:48	0.00%	:00:00	:00:00	0.00%	0.00%
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	1	:59:48	100.00%	:00:00	:00:00	0.00%	0.00%
RL-TechSupport	0	:00:00	:00:00	:00:00	:00:00	1	:59:48	100.00%	:00:00	:00:00	0.00%	0.00%

## Sales Specialist

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Sales Specialist</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Sales Specialist</b>												
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Sales Specialist</b>												
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
Sales Specialist	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<b>SC Marketing</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>SC Marketing</b>												
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%



# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>SC Marketing</b>												
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>SC Marketing</b>												
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
SC Marketing	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
<b>SimdomainAdmins</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>SimdomainAdmins</b>												
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>SimdomainAdmins</b>												
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>SimdomainAdmins</b>												
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
SimdomainAdmins	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<b>SMS</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

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Site ID Range: <All>

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<b>SiteID: 1</b>												
<b>SMS</b>												
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

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Queue Range: <All>

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<b>SiteID: 1</b>												
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15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

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<b>SiteID: 1</b>												
SMS	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<b>Social Media</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%



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<b>SiteID: 1</b>												
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08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Social Media</b>												
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
Social Media	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<b>Support</b>												
00:00:00	5	:04:29	:22:26	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.93%
00:30:00	5	:04:29	:22:27	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	100.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Support</b>												
01:00:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
01:30:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
02:00:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
02:30:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
03:00:00	5	:04:29	:22:26	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.93%
03:30:00	5	:04:29	:22:27	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	100.00%
04:00:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
04:30:00	5	:04:29	:22:26	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.93%
05:00:00	5	:04:29	:22:26	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.93%
05:30:00	5	:04:29	:22:26	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.93%
06:00:00	5	:04:29	:22:26	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.93%
06:30:00	5	:04:29	:22:27	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	100.00%
07:00:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
07:30:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
08:00:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
08:30:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
09:00:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
09:30:00	5	:04:29	:22:26	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.93%
10:00:00	5	:04:29	:22:26	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.93%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Support</b>												
10:30:00	5	:04:29	:22:27	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	100.00%
11:00:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
11:30:00	5	:04:29	:22:26	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.93%
12:00:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
12:30:00	5	:04:29	:22:27	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	100.00%
13:00:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
13:30:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
14:00:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
14:30:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
15:00:00	5	:04:29	:22:26	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.93%
15:30:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
16:00:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
16:30:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
17:00:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
17:30:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
18:00:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
18:30:00	5	:04:29	:22:26	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.93%
19:00:00	5	:04:29	:22:26	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.93%
19:30:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>Support</b>												
20:00:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
20:30:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
21:00:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
21:30:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
22:00:00	5	:04:29	:22:26	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.93%
22:30:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
23:00:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
23:30:00	5	:04:29	:22:25	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.85%
8/29/2015	240	:04:29	17:56:23	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.89%
Support	240	:04:29	17:56:23	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	99.89%
<b>TechnicalSales</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>TechnicalSales</b>												
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>TechnicalSales</b>												
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>TechnicalSales</b>												
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<hr/>												
TechnicalSales	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<b>TIER 2 - ClientServices</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%



# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>TIER 2 - ClientServices</b>												
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>TIER 2 - ClientServices</b>												
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>TIER 2 - ClientServices</b>												
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
TIER 2 - ClientServices	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
<b>VanceWG</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>VanceWG</b>												
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>VanceWG</b>												
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
VanceWG	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>WrapUpWG</b>												
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
07:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
08:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
09:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>WrapUpWG</b>												
09:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
10:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
14:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
15:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
16:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
17:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
18:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

# Distribution Queue Performance (Queue by Date by Interval)



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	Load Ratio
<b>SiteID: 1</b>												
<b>WrapUpWG</b>												
19:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
19:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
20:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
21:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
22:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
23:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
WrapUpWG	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%



# Distribution Queue Performance (Queue by Date by Interval)

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	Load Ratio
SiteID: 1	15,681	:03:09	825:09:08	:00:00	:00:00	258	:01:50	1.62%	:04:11	:00:14	81.57%	105.21%

# Distribution Queue Performance (Queue by Date by Interval)

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	Load Ratio
<b>Grand Total:</b>	15,681	:03:09	825:09:08	:00:00	:00:00	258	:01:50	1.62%	:04:11	:00:14	81.57%	105.21%