Distribution Queue Performance (Queue by Date Grouping)

Sorted by   Sorted by Month

Queue Range: \<All>

GENESYS

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												
SystemIvrTransferHub												
08	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
SystemIvrTransferHub	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
Accounting												
08	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%
ARM Collections												
08	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%
CompanyOperator												
08	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%

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GENESYS

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Shift Time Range: <All>

Site ID Range: <All>

	Ints Ans	Avg Talk	Total Talk	Avg ACW	Total ACW	Ints Aban	Avg Aban	% Aband	Max Wait Ans	Avg Speed Ans	Svl Lvl 1	Load Ratio
SiteID: 1												
Customer Satisfaction												
08	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												
08	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%
Dialer												
08	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%
FeedBack												
08	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
FeedBack	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>

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>

ຽGENESYS

	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												
FeedBack IPA												
08	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
FeedBack IPA	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
Help Desk												
08	2,618	:04:34	199:29:11	:00:00	:00:00	0	:00:00	0.00%	:03:46	:00:21	78.19%	102.50%
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%
imc												
08	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
imc	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
IPA Intelligent Mobile Connect												
08	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
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%

Distribution Queue Performance (Queue by Date Grouping)

Sorted by   **Sorted by Month**

Queue Range: <All>

GENESYS

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												
IPA Intelligent Mobile Connect 2												
08	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
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%
IPA Life Insurance Demo												
08	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%
IPA TeleHealth												
08	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%
JS_Survey												
08	0	:00:00	:00:00	:00:00	:00:00	1	:59:58	100.00%	:00:00	:00:00	0.00%	0.00%
JS_Survey	0	:00:00	:00:00	:00:00	:00:00	1	:59:58	100.00%	:00:00	:00:00	0.00%	0.00%

Distribution Queue Performance (Queue by Date Grouping)

Sorted by   **Sorted by Month**

Queue Range: <All>

GENESYS

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												
Marketing												
08	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%
MedImmune												
08	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												
08	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%
Partners												
08	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%

Distribution Queue Performance (Queue by Date Grouping)

Sorted by   **Sorted by Month**

Queue Range: <All>

GENESYS

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												
RL-TechSupport												
08	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												
08	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%
SC Marketing												
08	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
SC Marketing	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
SimdomainAdmins												
08	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
SimdomainAdmins	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 Grouping)

Sorted by Sorted by Month

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>

GENESYS

	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												
SMS												
08	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
SMS	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
Social Media												
08	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%
Support												
08	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%
TechnicalSales												
08	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
TechnicalSales	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 Grouping)

Sorted by Sorted by Month

Queue Range: <All>

GENESYS

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												
TIER 2 - ClientServices												
08	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%
VanceWG												
08	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%
WrapUpWG												
08	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%

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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>

GENESYS

	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 Grouping)

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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
Grand Total:	15,681	:03:09	825:09:08	:00:00	:00:00	258	:01:50	1.62%	:04:11	:00:14	81.57%	105.21%