

# Distribution Queue Performance (Queue by Interaction Type)



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

	Ints Ans	Avg Talk	Total Talk	Avg ACW	Total ACW	Ints Aban	Avg Aban	% Aband	Max Wait Ans	Avg Speed Ans	Svl Lvl 1	Entered
<b>SiteID: 1</b>												
<b>_SystemlvrTransferHub_</b>												
Call	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
_SystemlvrTransferHub_	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
<b>CompanyOperator</b>												
Call	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
CompanyOperator	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
<b>Customer Satisfaction</b>												
Call	3,757	:02:17	143:15:59	:00:00	:00:00	164	:02:00	4.18%	:03:03	:00:23	56.19%	3,922
Callback	2,880	:00:17	13:36:12	:00:00	:00:00	0	:00:00	0.00%	:00:08	:00:00	100.00%	2,880
Chat	1,439	:02:53	69:14:34	:00:00	:00:00	0	:00:00	0.00%	:00:10	:00:00	100.00%	1,439
Email	410	:02:45	18:50:09	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	410
Customer Satisfaction	8,486	:01:44	244:56:54	:00:00	:00:00	164	:02:00	1.90%	:03:03	:00:10	80.60%	8,651
<b>Customer Service</b>												
Call	1,002	:08:33	142:51:20	:00:00	:00:00	0	:00:00	0.00%	:01:20	:00:06	71.86%	1,002
Chat	1,439	:02:42	64:46:12	:00:00	:00:00	0	:00:00	0.00%	:04:11	:00:44	72.83%	1,439
Email	410	:02:48	19:07:02	:00:00	:00:00	0	:00:00	0.00%	:02:27	:00:04	100.00%	410
Customer Service	2,851	:04:46	226:44:34	:00:00	:00:00	0	:00:00	0.00%	:04:11	:00:25	76.39%	2,851

# Distribution Queue Performance (Queue by Interaction Type)



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

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

# Distribution Queue Performance (Queue by Interaction Type)



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

	Ints Ans	Avg Talk	Total Talk	Avg ACW	Total ACW	Ints Aban	Avg Aban	% Aband	Max Wait Ans	Avg Speed Ans	Svl Lvl 1	Entered
<b>SiteID: 1</b>												
RL-TechSupport	0	:00:00	:00:00	:00:00	:00:00	1	:59:48	100.00%	:00:00	:00:00	0.00%	1
<b>Social Media</b>												
Email	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
Social Media	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
<b>Support</b>												
Call	240	:04:29	17:56:23	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	240
Support	240	:04:29	17:56:23	:00:00	:00:00	0	:00:00	0.00%	:00:01	:00:01	100.00%	240
<b>SiteID: 1</b>	<b>15,681</b>	<b>:03:09</b>	<b>825:09:08</b>	<b>:00:00</b>	<b>:00:00</b>	<b>258</b>	<b>:01:50</b>	<b>1.62%</b>	<b>:04:11</b>	<b>:00:14</b>	<b>81.57%</b>	<b>15,940</b>

# Distribution Queue Performance (Queue by Interaction Type)



Queue Range: <All>

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

Shift Time Range: <All>

Site ID Range: <All>

	Ints Ans	Avg Talk	Total Talk	Avg ACW	Total ACW	Ints Aban	Avg Aban	% Aband	Max Wait Ans	Avg Speed Ans	Svl Lvl 1	Entered
<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%	15,940

## Summary by Interaction Type:

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

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

# Distribution Queue Performance (Queue by Interaction Type)



Queue Range: <All>

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

Shift Time Range: <All>

Site ID Range: <All>

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