(Graph) Profile of Average Speed of Answer

Queue Range:	\<All\>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	\<All\>

8° GENESYS

SystemIvrTransferHub Interval	Minutes	(hh:mm:ss)
12:00:00AM	0.00	:00:00
12:30:00AM	0.00	:00:00
1:00:00AM	0.00	:00:00
1:30:00AM	0.00	:00:00
2:00:00AM	0.00	:00:00
2:30:00AM	0.00	:00:00
3:00:00AM	0.00	:00:00
3:30:00AM	0.00	:00:00
4:00:00AM	0.00	:00:00
4:30:00AM	0.00	:00:00
5:00:00AM	0.00	:00:00
5:30:00AM	0.00	:00:00
6:00:00AM	0.00	:00:00
6:30:00AM	0.00	:00:00
7:00:00AM	0.00	:00:00
7:30:00AM	0.00	:00:00
8:00:00AM	0.00	:00:00
9:00:00AM	0.00	:00:00
9:30:00AM	0.00	:00:00
10:00:00AM	0.00	:00:00
10:30:00AM	0.00	:00:00
11:00:00AM	0.00	:00:00
11:30:00AM	0.00	:00:00
12:00:00PM	0.00	:00:00
12:30:00PM	0.00	:00:00
1:00:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

SystemIvrTransferHub Interval	Minutes	(hh:mm:ss)
1:30:00PM	0.00	:00:00
2:00:00PM	0.00	:00:00
2:30:00PM	0.00	:00:00
3:00:00PM	0.00	:00:00
3:30:00PM	0.00	:00:00
4:00:00PM	0.00	:00:00
4:30:00PM	0.00	:00:00
5:00:00PM	0.00	:00:00
5:30:00PM	0.00	:00:00
6:00:00PM	0.00	:00:00
6:30:00PM	0.00	:00:00
7:00:00PM	0.00	:00:00
7:30:00PM	0.00	:00:00
8:00:00PM	0.00	:00:00
8:30:00PM	0.00	:00:00
9:00:00PM	0.00	:00:00
9:30:00PM	0.00	:00:00
10:00:00PM	0.00	:00:00
10:30:00PM	0.00	:00:00
11:00:00PM	0.00	:00:00
11:30:00PM	0.00	:00:00
Total Avg:	0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **_SystemIvrTransferHub_**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: \<All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All>

GENESYS

407ETR	**Interval**	**Minutes**	**(hh:mm:ss)**
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **407ETR**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

407ETR-French	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	\<All\>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	\<All\>

ǒ GENESYS

Queue Name: 407ETR-French
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	\<All\>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	\<All\>

GENESYS

Accounting	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>	
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM	
Activity Time Range:	00:00:00-23:59:59	
Site ID Range:	<All>	

GENESYS

Accounting	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Accounting
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

American Red Cross	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
Total Avg:		0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **American Red Cross**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

ARM Collections	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ⵔ GENESYS™

ARM Collections	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: ARM Collections
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

AS-TechSupport	Interval	Minutes	(hh:mm:ss)
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8 GENESYS™

Queue Name: AS-TechSupport
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

AVDS Dialer	Interval	Minutes	(hh:mm:ss)
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: AVDS Dialer

Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All\>

GENESYS

Bentley	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Bentley
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

BF-TechSupport	Interval	Minutes	(hh:mm:ss)
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: BF-TechSupport
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

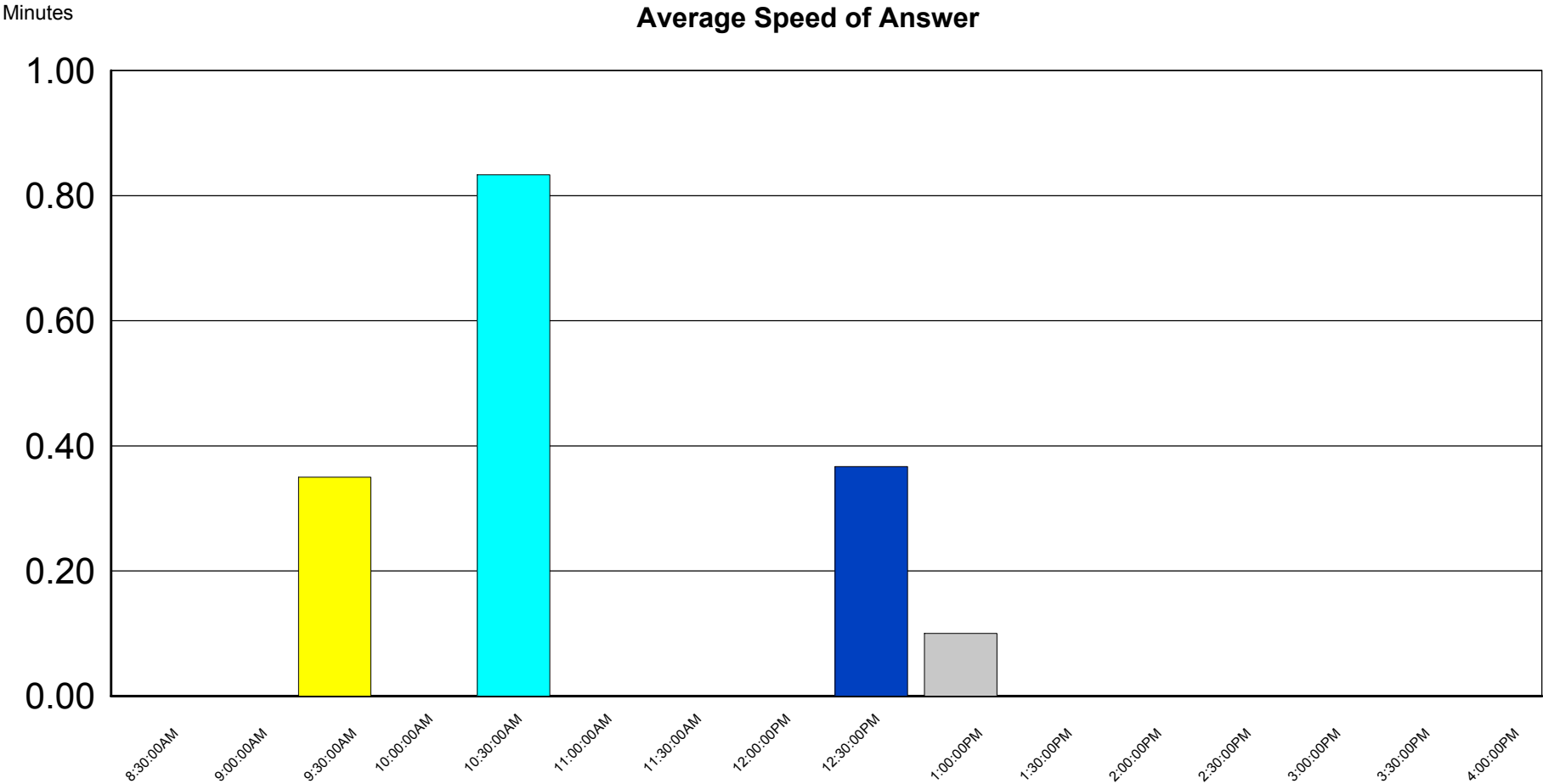Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Care Center	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.35	:00:21
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.83	:00:50
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.37	:00:22
	1:00:00PM	0.10	:00:06
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
Total Avg:		0.41	:00:25

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: Care Center

Minutes

Average Speed of Answer

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Cigna Clinical Team	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Cigna Clinical Team
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

Cigna Customer Service	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

᎒ GENESYS™

Queue Name: Cigna Customer Service
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Cigna Health Coaching	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Cigna Health Coaching
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Claims	Interval	Minutes	(hh:mm:ss)
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All\>

GENESYS

Claims	Interval	Minutes	(hh:mm:ss)
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All\>

GENESYS

Queue Name: **Claims**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59
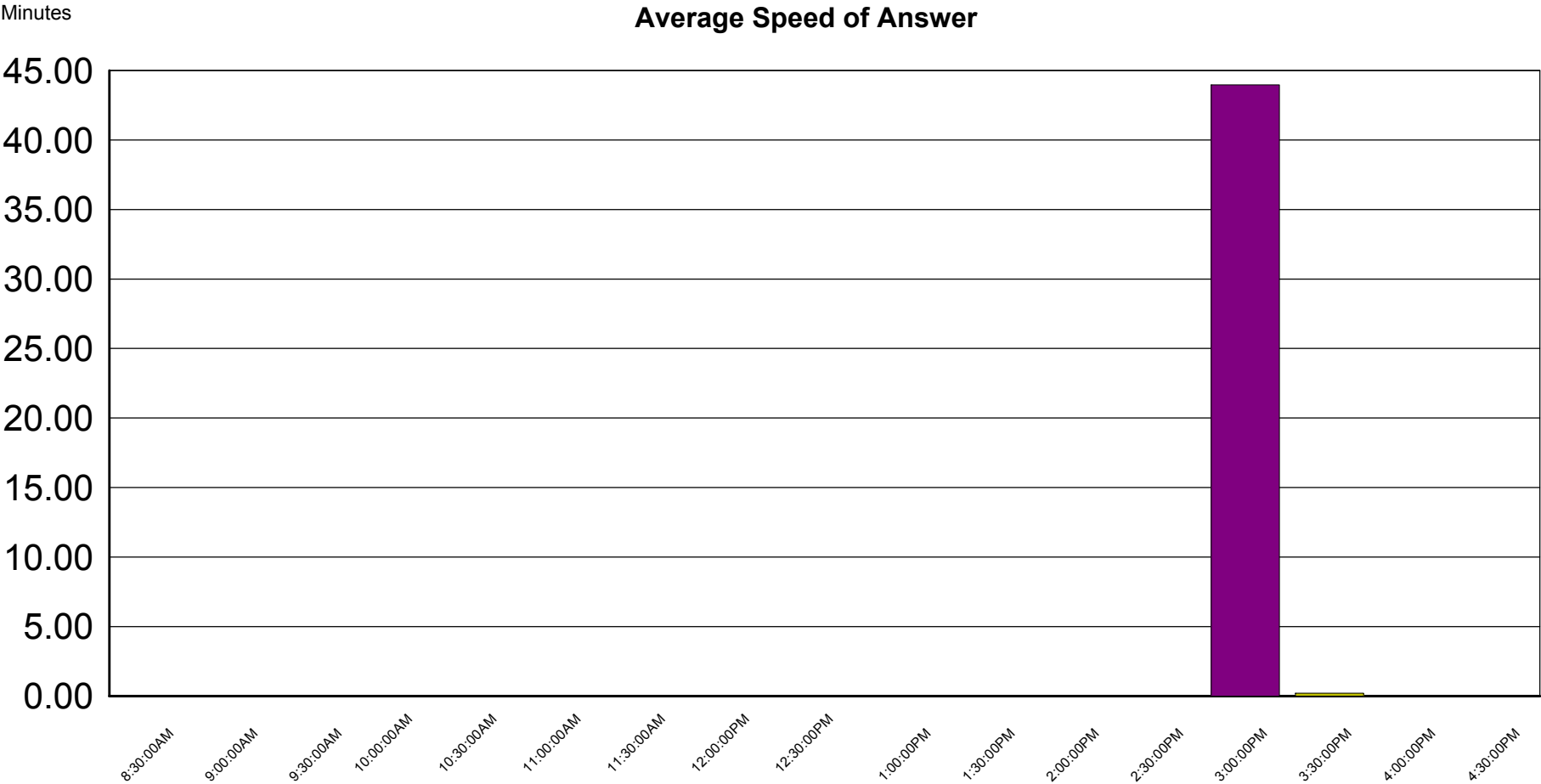
Site ID Range: <All>

GENESYS

ClientServices	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	43.96	:43:58
	3:30:00PM	0.22	:00:13
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
Total Avg:		36.67	:36:40

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: **ClientServices**

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

CompanyOperator	Interval	Minutes	(hh:mm:ss)
	10:30:00AM	0.00	:00:00
Total Avg:		0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: CompanyOperator
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Complaints Escalation - 1 Interval	Minutes	(hh:mm:ss)
6:00:00AM	0.00	:00:00
6:30:00AM	0.00	:00:00
7:00:00AM	0.00	:00:00
7:30:00AM	0.00	:00:00
8:00:00AM	0.00	:00:00
8:30:00AM	0.00	:00:00
9:00:00AM	0.00	:00:00
9:30:00AM	0.00	:00:00
10:00:00AM	0.00	:00:00
10:30:00AM	0.00	:00:00
11:00:00AM	0.00	:00:00
11:30:00AM	0.00	:00:00
12:00:00PM	0.00	:00:00
12:30:00PM	0.00	:00:00
1:00:00PM	0.00	:00:00
1:30:00PM	0.00	:00:00
2:00:00PM	0.00	:00:00
2:30:00PM	0.00	:00:00
3:00:00PM	0.00	:00:00
3:30:00PM	0.00	:00:00
4:00:00PM	0.00	:00:00
4:30:00PM	0.00	:00:00
5:00:00PM	0.00	:00:00
5:30:00PM	0.00	:00:00
Total Avg:	0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Complaints Escalation - 1
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Complaints Research - 1 Interval	Minutes	(hh:mm:ss)
6:00:00AM	0.00	:00:00
6:30:00AM	0.00	:00:00
7:00:00AM	0.00	:00:00
7:30:00AM	0.00	:00:00
8:00:00AM	0.00	:00:00
8:30:00AM	0.00	:00:00
9:00:00AM	0.00	:00:00
9:30:00AM	0.00	:00:00
10:00:00AM	0.00	:00:00
10:30:00AM	0.00	:00:00
11:00:00AM	0.00	:00:00
11:30:00AM	0.00	:00:00
12:00:00PM	0.00	:00:00
12:30:00PM	0.00	:00:00
1:00:00PM	0.00	:00:00
1:30:00PM	0.00	:00:00
2:00:00PM	0.00	:00:00
2:30:00PM	0.00	:00:00
3:00:00PM	0.00	:00:00
3:30:00PM	0.00	:00:00
4:00:00PM	0.00	:00:00
4:30:00PM	0.00	:00:00
5:00:00PM	0.00	:00:00
5:30:00PM	0.00	:00:00
Total Avg:	0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Complaints Research - 1
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Conference Room 1	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Conference Room 1
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Conference Room 2	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **Conference Room 2**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

CS New Order	Interval	Minutes	(hh:mm:ss)
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ⴏ GENESYS

Queue Name: CS New Order
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Customer Satisfaction	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.17	:00:10
	12:30:00AM	0.21	:00:13
	1:00:00AM	0.20	:00:12
	1:30:00AM	0.20	:00:12
	2:00:00AM	0.19	:00:11
	2:30:00AM	0.19	:00:12
	3:00:00AM	0.19	:00:11
	3:30:00AM	0.20	:00:12
	4:00:00AM	0.18	:00:11
	4:30:00AM	0.19	:00:11
	5:00:00AM	0.18	:00:11
	5:30:00AM	0.18	:00:11
	6:00:00AM	0.20	:00:12
	6:30:00AM	0.18	:00:11
	7:00:00AM	0.19	:00:11
	7:30:00AM	0.18	:00:11
	8:00:00AM	0.18	:00:11
	8:30:00AM	0.18	:00:11
	9:00:00AM	0.18	:00:11
	9:30:00AM	0.19	:00:11
	10:00:00AM	0.19	:00:12
	10:30:00AM	0.20	:00:12
	11:00:00AM	0.18	:00:11
	11:30:00AM	0.20	:00:12
	12:00:00PM	0.18	:00:11
	12:30:00PM	0.18	:00:11

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Customer Satisfaction	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.19	:00:11
	1:30:00PM	0.19	:00:12
	2:00:00PM	0.19	:00:12
	2:30:00PM	0.19	:00:11
	3:00:00PM	0.19	:00:11
	3:30:00PM	0.18	:00:11
	4:00:00PM	0.17	:00:10
	4:30:00PM	0.18	:00:11
	5:00:00PM	0.19	:00:11
	5:30:00PM	0.18	:00:11
	6:00:00PM	0.19	:00:11
	6:30:00PM	0.19	:00:11
	7:00:00PM	0.18	:00:11
	7:30:00PM	0.20	:00:12
	8:00:00PM	0.18	:00:11
	8:30:00PM	0.19	:00:12
	9:00:00PM	0.19	:00:11
	9:30:00PM	0.20	:00:12
	10:00:00PM	0.20	:00:12
	10:30:00PM	0.19	:00:12
	11:00:00PM	0.19	:00:11
	11:30:00PM	0.19	:00:11
Total Avg:		0.19	:00:11

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ĝĝ GENESYS™

Queue Name: **Customer Satisfaction**
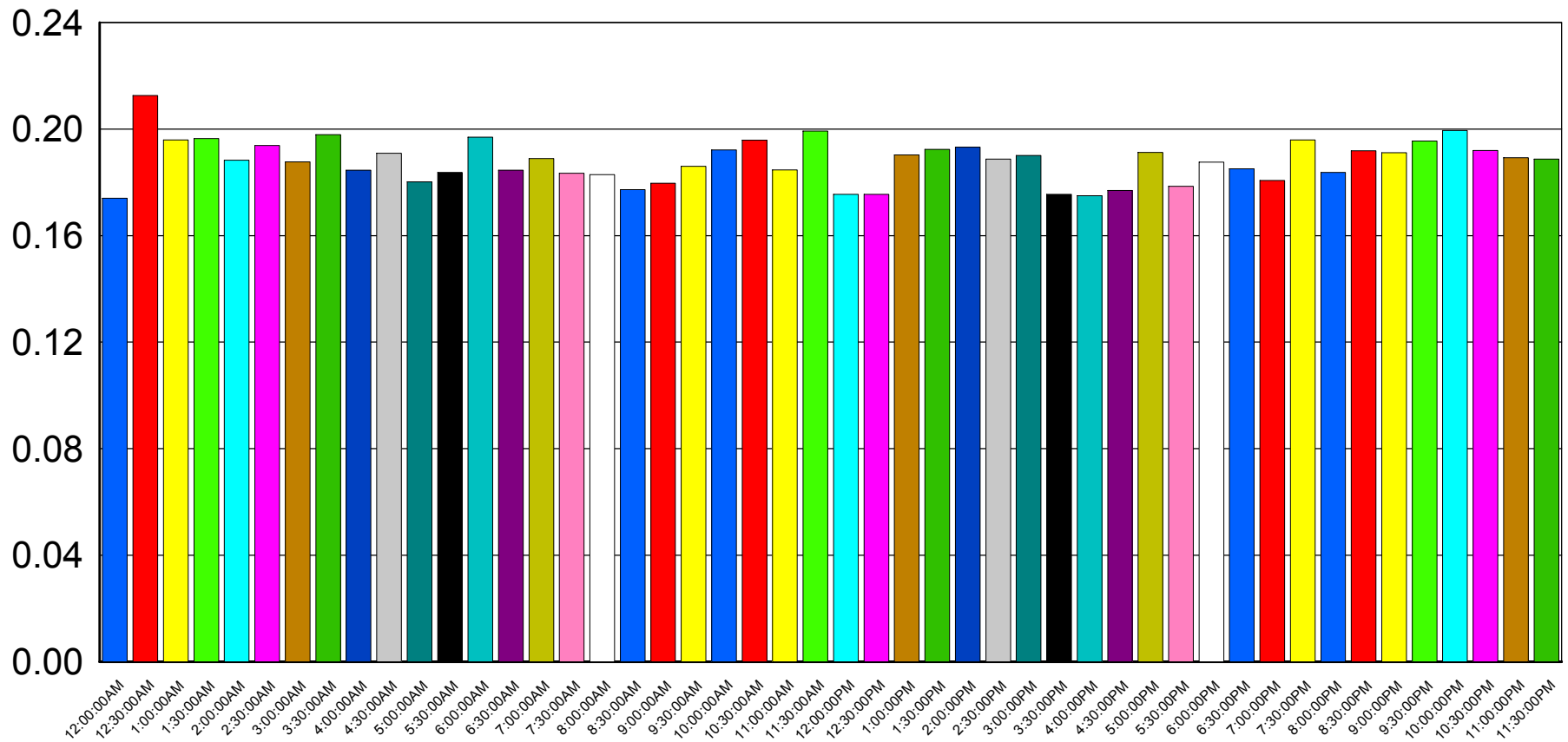
(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Customer Service	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.03	:00:02
	12:30:00AM	0.01	:00:01
	1:00:00AM	0.01	:00:01
	1:30:00AM	0.01	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.01	:00:00
	3:00:00AM	0.01	:00:01
	3:30:00AM	0.01	:00:01
	4:00:00AM	0.01	:00:00
	4:30:00AM	0.01	:00:00
	5:00:00AM	0.41	:00:25
	5:30:00AM	0.44	:00:27
	6:00:00AM	0.62	:00:37
	6:30:00AM	0.67	:00:40
	7:00:00AM	0.54	:00:33
	7:30:00AM	0.52	:00:31
	8:00:00AM	0.54	:00:32
	8:30:00AM	0.50	:00:30
	9:00:00AM	0.54	:00:32
	9:30:00AM	0.45	:00:27
	10:00:00AM	1.36	:01:22
	10:30:00AM	0.57	:00:34
	11:00:00AM	0.81	:00:49
	11:30:00AM	0.66	:00:40
	12:00:00PM	0.47	:00:28
	12:30:00PM	0.24	:00:14

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

Customer Service	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.68	:00:41
	1:30:00PM	0.10	:00:06
	2:00:00PM	0.11	:00:07
	2:30:00PM	0.11	:00:07
	3:00:00PM	0.39	:00:23
	3:30:00PM	0.12	:00:07
	4:00:00PM	0.42	:00:25
	4:30:00PM	0.13	:00:08
	5:00:00PM	0.11	:00:06
	5:30:00PM	0.12	:00:07
	6:00:00PM	0.95	:00:57
	6:30:00PM	1.14	:01:09
	7:00:00PM	0.16	:00:10
	7:30:00PM	0.08	:00:05
	8:00:00PM	0.50	:00:30
	8:30:00PM	0.51	:00:30
	9:00:00PM	1.11	:01:07
	9:30:00PM	0.53	:00:32
	10:00:00PM	0.31	:00:19
	10:30:00PM	0.23	:00:14
	11:00:00PM	0.24	:00:14
	11:30:00PM	0.20	:00:12
Total Avg:		0.36	:00:21

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

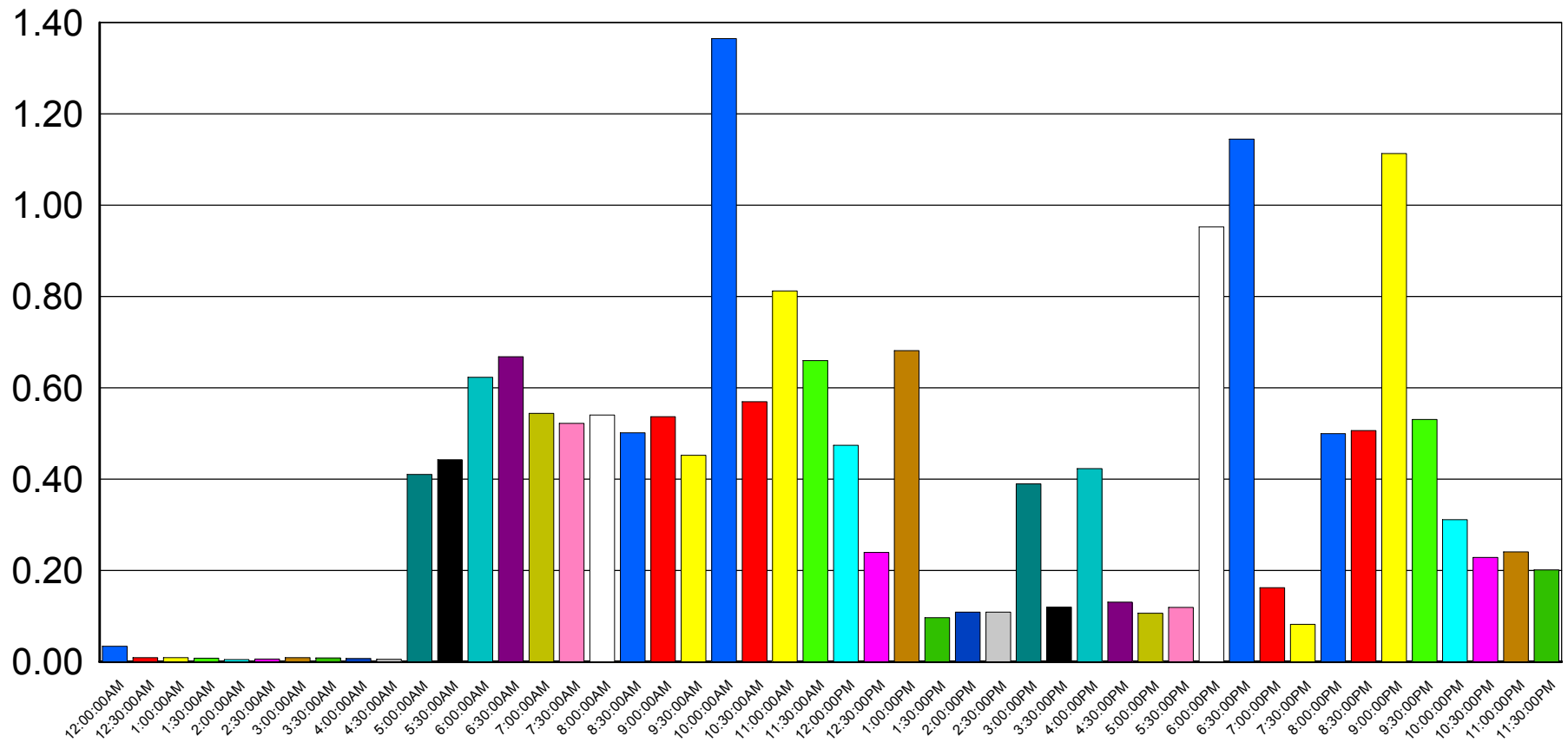**Date Time Range:** 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ဌ GENESYS

Queue Name: Customer Service

Minutes

Average Speed of Answer

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Dialer	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.02	:00:01
	12:30:00AM	0.02	:00:01
	1:00:00AM	0.02	:00:01
	1:30:00AM	0.02	:00:01
	2:00:00AM	0.02	:00:01
	2:30:00AM	0.02	:00:01
	3:00:00AM	0.02	:00:01
	3:30:00AM	0.02	:00:01
	4:00:00AM	0.02	:00:01
	4:30:00AM	0.02	:00:01
	5:00:00AM	0.02	:00:01
	5:30:00AM	0.02	:00:01
	6:00:00AM	0.02	:00:01
	6:30:00AM	0.02	:00:01
	7:00:00AM	0.02	:00:01
	7:30:00AM	0.02	:00:01
	8:00:00AM	0.02	:00:01
	8:30:00AM	0.02	:00:01
	9:00:00AM	0.02	:00:01
	9:30:00AM	0.02	:00:01
	10:00:00AM	0.02	:00:01
	10:30:00AM	0.02	:00:01
	11:00:00AM	0.02	:00:01
	11:30:00AM	0.02	:00:01
	12:00:00PM	0.02	:00:01
	12:30:00PM	0.02	:00:01

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

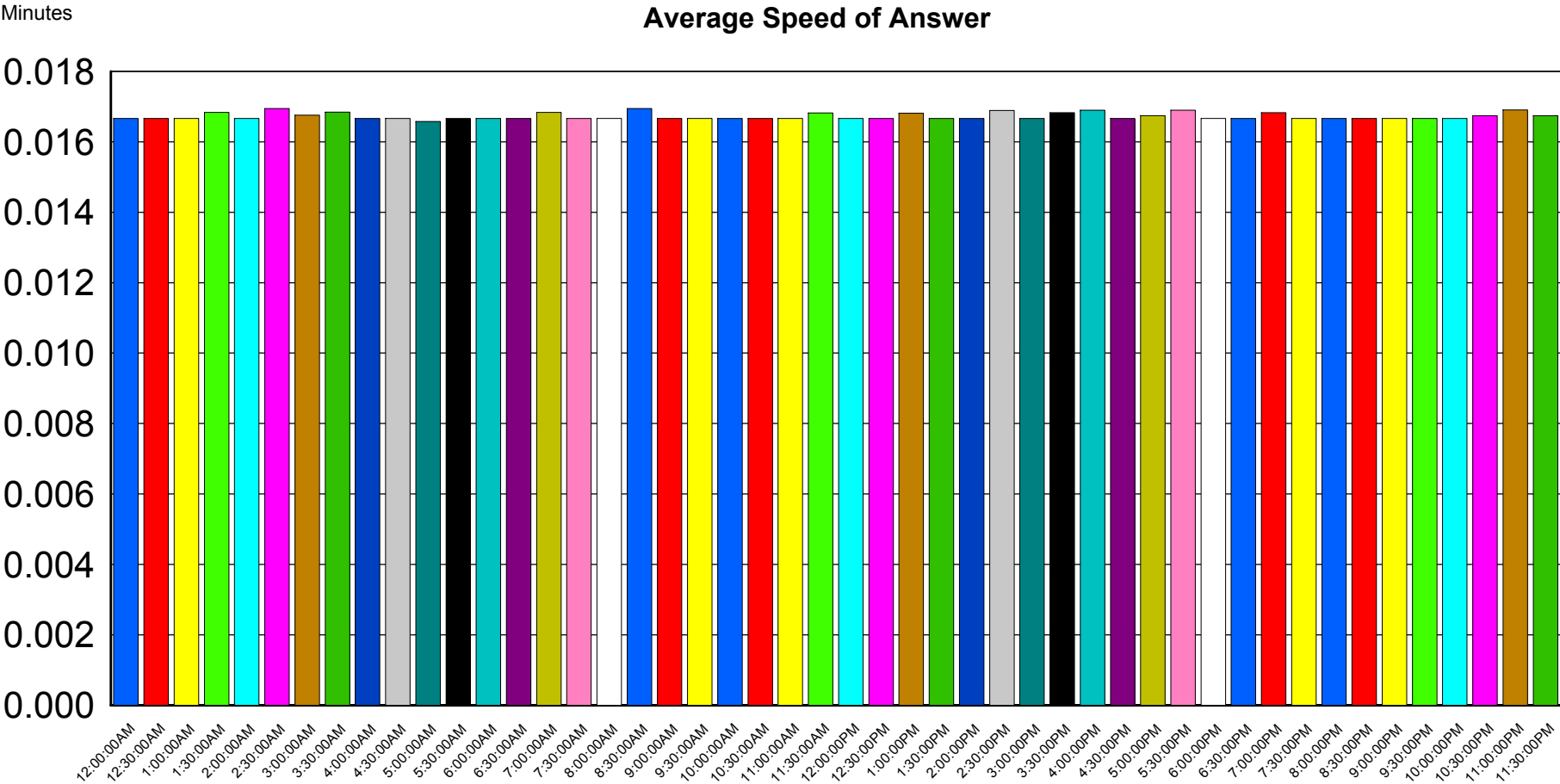Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Dialer	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.02	:00:01
	1:30:00PM	0.02	:00:01
	2:00:00PM	0.02	:00:01
	2:30:00PM	0.02	:00:01
	3:00:00PM	0.02	:00:01
	3:30:00PM	0.02	:00:01
	4:00:00PM	0.02	:00:01
	4:30:00PM	0.02	:00:01
	5:00:00PM	0.02	:00:01
	5:30:00PM	0.02	:00:01
	6:00:00PM	0.02	:00:01
	6:30:00PM	0.02	:00:01
	7:00:00PM	0.02	:00:01
	7:30:00PM	0.02	:00:01
	8:00:00PM	0.02	:00:01
	8:30:00PM	0.02	:00:01
	9:00:00PM	0.02	:00:01
	9:30:00PM	0.02	:00:01
	10:00:00PM	0.02	:00:01
	10:30:00PM	0.02	:00:01
	11:00:00PM	0.02	:00:01
	11:30:00PM	0.02	:00:01
Total Avg:		0.02	:00:01

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: Dialer

Minutes

Average Speed of Answer

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

ES-TechSupport	Interval	Minutes	(hh:mm:ss)
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **ES-TechSupport**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

FeedBack	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

FeedBack	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.21	:00:13
	2:00:00PM	0.32	:00:19
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.24	:00:14

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ဒိုGENESYS

Queue Name: FeedBack

Minutes

Average Speed of Answer

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>	
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM	
Activity Time Range:	00:00:00-23:59:59	
Site ID Range:	<All>	

GENESYS

FeedBack IPA	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	1,179.05	19:39:03
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

FeedBack IPA	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		1,179.05	19:39:03

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

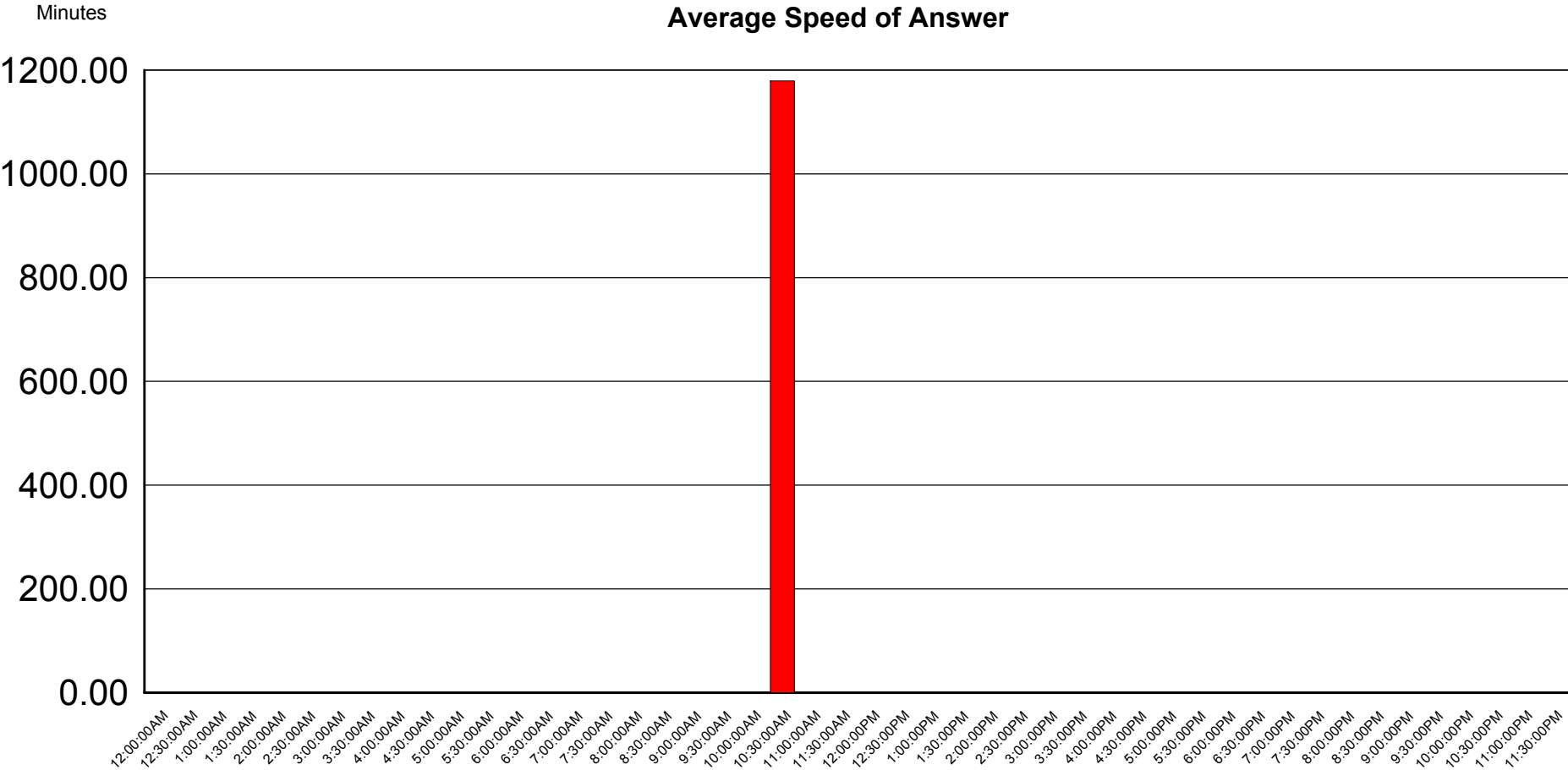**Activity Time Range:**   00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: **FeedBack IPA**

Minutes

Average Speed of Answer

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

GeneriGas Commercial	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

og GENESYS

Queue Name: **GeneriGas Commercial**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

GeneriGas Residential	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: GeneriGas Residential
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

GeneriGas Service	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	\<All\>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	\<All\>

�echoGENESYS

Queue Name: GeneriGas Service
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: `<All>`

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: `<All>`

GENESYS

GroupA	Interval	Minutes	(hh:mm:ss)
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>	
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM	
Activity Time Range:	00:00:00-23:59:59	
Site ID Range:	<All>	

GENESYS

Total Avg: 0.00   :00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: GroupA
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

HealthCareAgents	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ଟ GENESYS™

Queue Name: HealthCareAgents
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Help Desk	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.02	:00:01
	12:30:00AM	0.01	:00:00
	1:00:00AM	0.01	:00:01
	1:30:00AM	0.01	:00:01
	2:00:00AM	0.01	:00:00
	2:30:00AM	0.01	:00:01
	3:00:00AM	0.01	:00:01
	3:30:00AM	0.01	:00:01
	4:00:00AM	0.01	:00:01
	4:30:00AM	0.01	:00:01
	5:00:00AM	0.62	:00:37
	5:30:00AM	0.74	:00:45
	6:00:00AM	0.50	:00:30
	6:30:00AM	0.52	:00:31
	7:00:00AM	0.52	:00:31
	7:30:00AM	0.67	:00:40
	8:00:00AM	0.53	:00:32
	8:30:00AM	0.53	:00:32
	9:00:00AM	0.55	:00:33
	9:30:00AM	0.59	:00:35
	10:00:00AM	1.07	:01:04
	10:30:00AM	0.48	:00:29
	11:00:00AM	0.56	:00:34
	11:30:00AM	0.68	:00:41
	12:00:00PM	0.35	:00:21
	12:30:00PM	0.20	:00:12

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Help Desk	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.53	:00:32
	1:30:00PM	0.08	:00:05
	2:00:00PM	0.09	:00:05
	2:30:00PM	0.08	:00:05
	3:00:00PM	0.29	:00:18
	3:30:00PM	0.11	:00:07
	4:00:00PM	0.36	:00:21
	4:30:00PM	0.15	:00:09
	5:00:00PM	0.10	:00:06
	5:30:00PM	0.11	:00:06
	6:00:00PM	0.99	:01:00
	6:30:00PM	1.10	:01:06
	7:00:00PM	0.21	:00:13
	7:30:00PM	0.08	:00:05
	8:00:00PM	0.46	:00:28
	8:30:00PM	0.47	:00:28
	9:00:00PM	1.08	:01:05
	9:30:00PM	0.48	:00:29
	10:00:00PM	0.39	:00:24
	10:30:00PM	0.33	:00:20
	11:00:00PM	0.38	:00:23
	11:30:00PM	0.44	:00:27
Total Avg:		0.35	:00:21

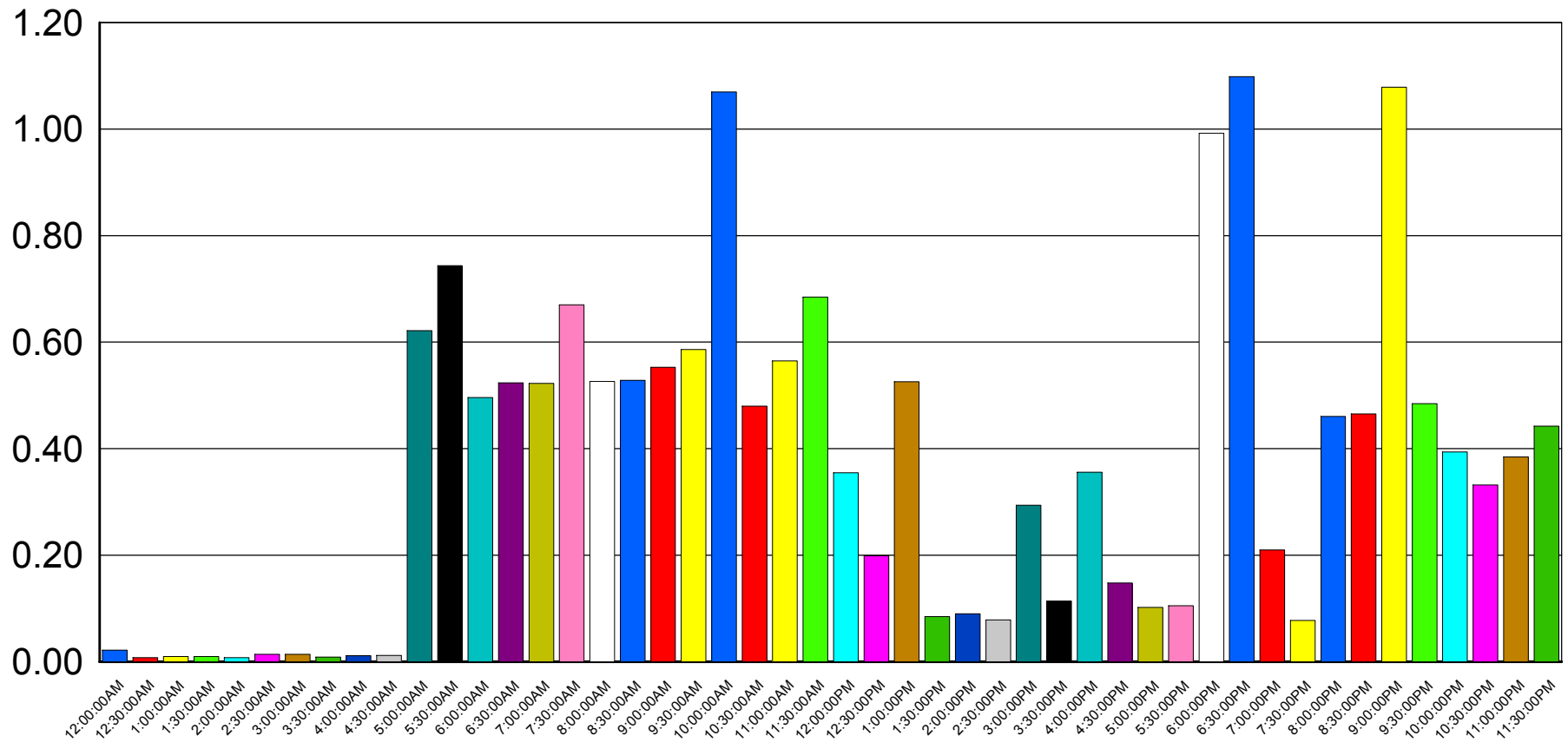# (Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

Queue Name: Help Desk

Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

HOOPP - Retirement and TInterval	Minutes	(hh:mm:ss)
8:30:00AM	0.00	:00:00
9:00:00AM	0.00	:00:00
9:30:00AM	0.00	:00:00
10:00:00AM	0.00	:00:00
10:30:00AM	0.00	:00:00
11:00:00AM	0.00	:00:00
11:30:00AM	0.00	:00:00
12:00:00PM	0.00	:00:00
12:30:00PM	0.00	:00:00
1:00:00PM	0.00	:00:00
1:30:00PM	0.00	:00:00
2:00:00PM	0.00	:00:00
3:30:00PM	0.00	:00:00
4:00:00PM	0.00	:00:00
4:30:00PM	0.00	:00:00
5:30:00PM	0.00	:00:00
6:00:00PM	0.00	:00:00
6:30:00PM	0.00	:00:00
Total Avg:	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: HOOPP - Retirement and Terminations
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ខ្ទ GENESYS

HP Management	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ဗ GENESYS™

Queue Name: HP Management
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

HP Partner A	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ဥ **GENESYS**™

Queue Name: HP Partner A
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>		
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM		
Activity Time Range:	00:00:00-23:59:59		
Site ID Range:	<All>		

GENESYS

HP Partner B	**Interval**	**Minutes**	**(hh:mm:ss)**
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ଃ GENESYS

Total Avg: 0.00   :00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Queue Name: HP Partner B
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

HP Partner C	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

HP Partner C	Interval	Minutes	(hh:mm:ss)
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

� GENESYS

Queue Name: HP Partner C
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: `<All>`

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: `<All>`

HP Partner D	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Queue Name: HP Partner D
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

HP Re-Engagement	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: HP Re-Engagement
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

HP Training	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

இ GENESYS™

Queue Name: HP Training
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

imc	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

imc	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: imc
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

IMC - Dialing	Interval	Minutes	(hh:mm:ss)
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
Total Avg:		0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8 GENESYS

Queue Name: IMC - Dialing
Chart not printed : all data points are zero

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

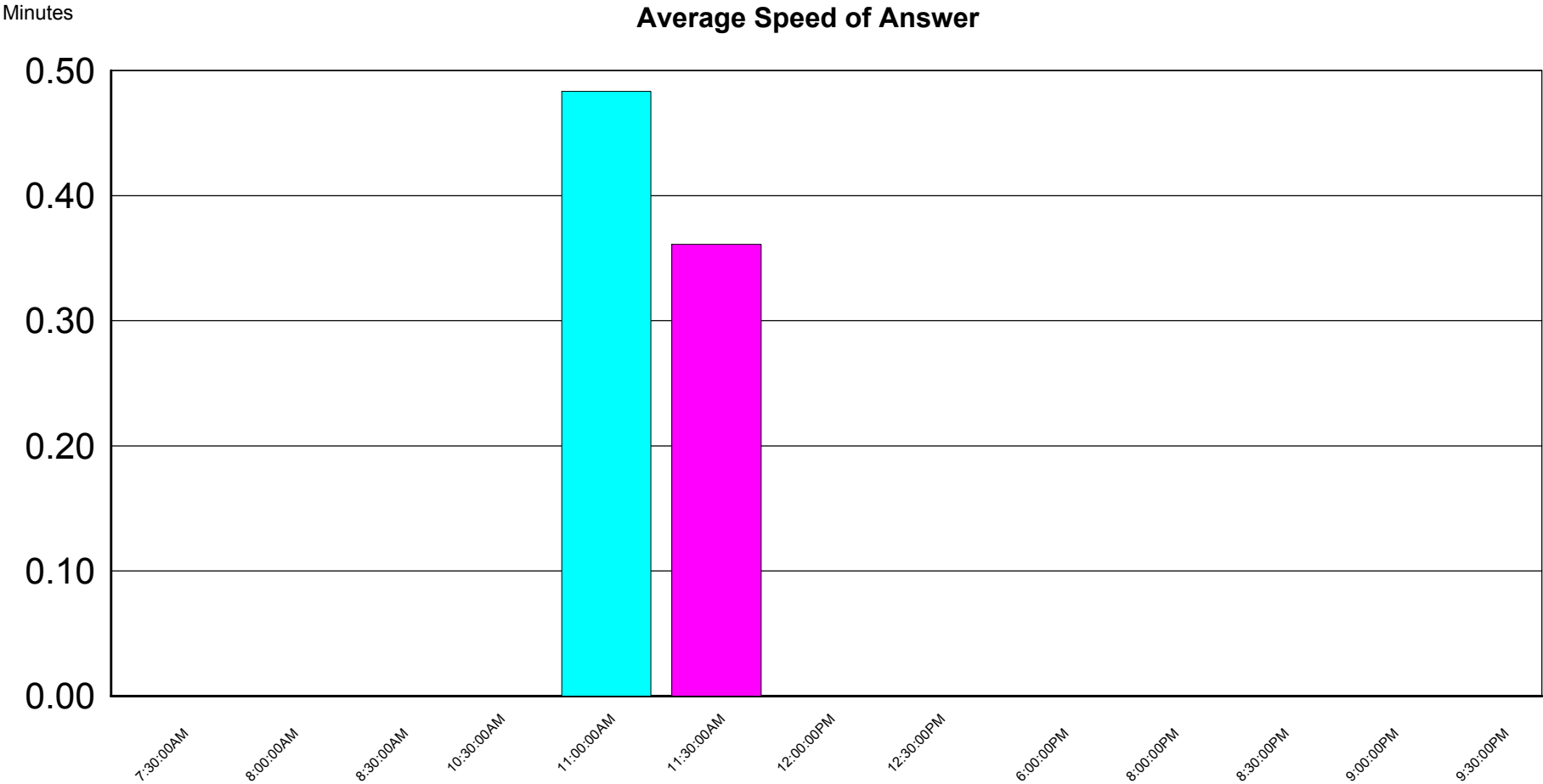Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Insurance	Interval	Minutes	(hh:mm:ss)
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.48	:00:29
	11:30:00AM	0.36	:00:22
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
Total Avg:		0.39	:00:24

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **Insurance**

Minutes

Average Speed of Answer

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8GENESYS

Insurance Adjusters	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ଃ GENESYS

Queue Name: Insurance Adjusters
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Insurance Agents	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.10	:00:06
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
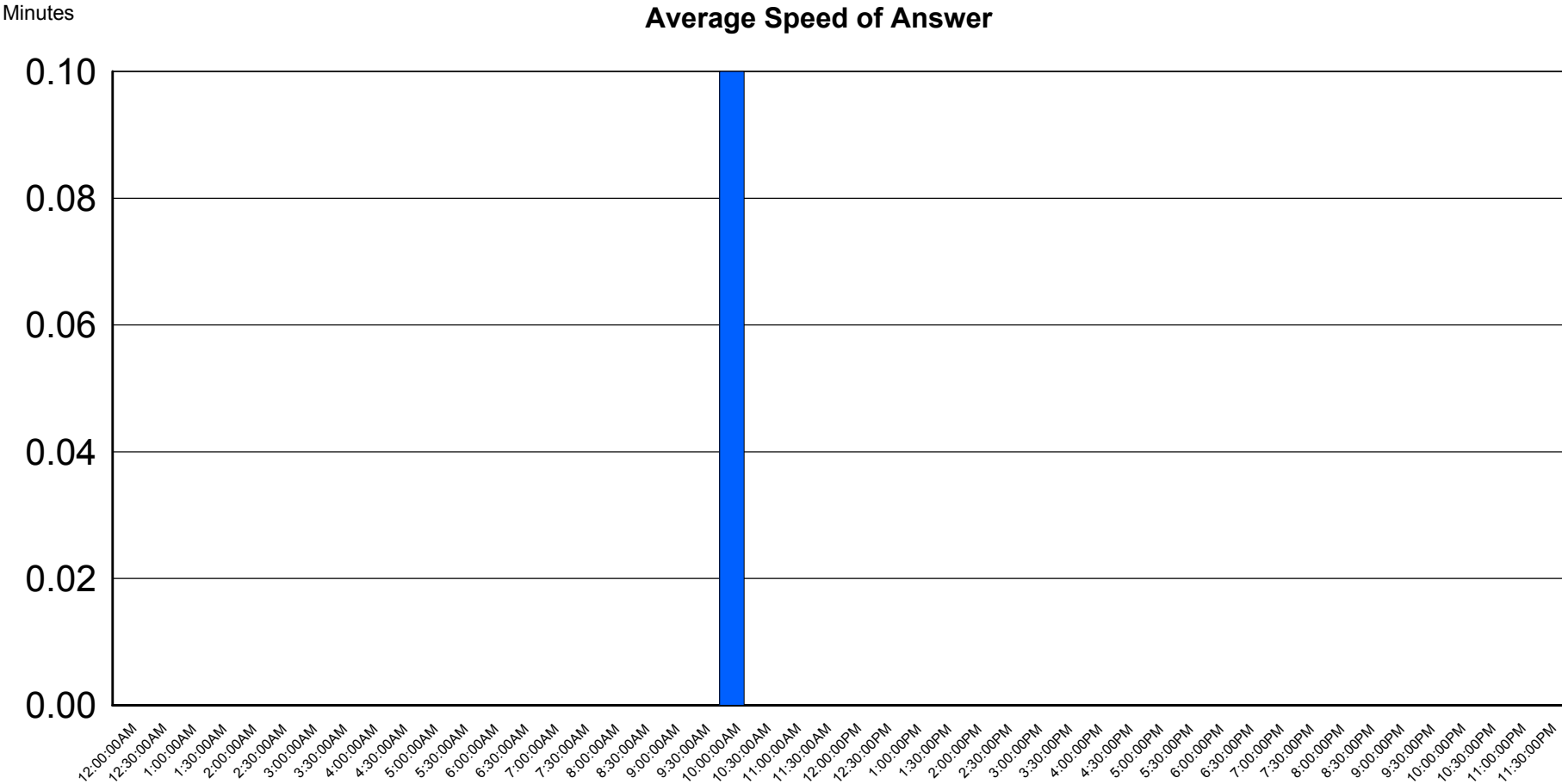
Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ၷၳ GENESYS™

Insurance Agents	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.10	:00:06

(Graph) Profile of Average Speed of Answer

Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All\>

GENESYS

Queue Name: **Insurance Agents**

Average Speed of Answer

(Graph) Profile of Average Speed of Answer

Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All\>

GENESYS

Insurance Claims	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **Insurance Claims**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Interactions14	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Interactions14
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

IPA Demos	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

IPA Demos	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: **IPA Demos**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

IPA HR Onboarding	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
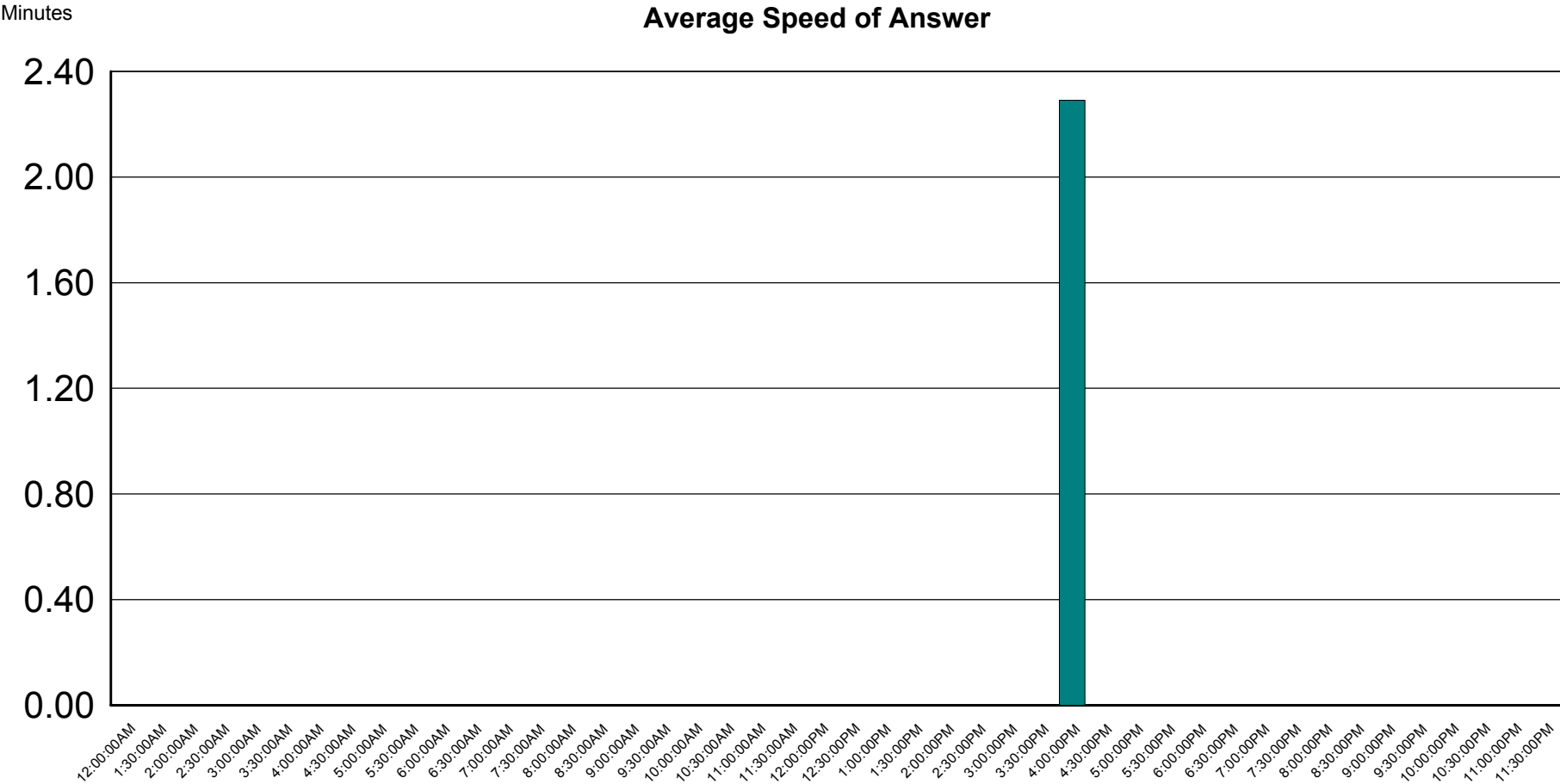
Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

IPA HR Onboarding	Interval	Minutes	(hh:mm:ss)
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	2.29	:02:17
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00

Total Avg: 2.29   :02:17

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **IPA HR Onboarding**

Minutes

Average Speed of Answer

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

IPA Intelligent Mobile Con Interval	Minutes	(hh:mm:ss)
12:00:00AM	0.00	:00:00
12:30:00AM	0.00	:00:00
1:00:00AM	0.00	:00:00
1:30:00AM	0.00	:00:00
2:00:00AM	0.00	:00:00
2:30:00AM	0.00	:00:00
3:00:00AM	0.00	:00:00
3:30:00AM	0.00	:00:00
4:00:00AM	0.00	:00:00
4:30:00AM	0.00	:00:00
5:00:00AM	0.00	:00:00
5:30:00AM	0.00	:00:00
6:00:00AM	0.00	:00:00
6:30:00AM	0.00	:00:00
7:00:00AM	0.00	:00:00
7:30:00AM	0.00	:00:00
8:00:00AM	0.00	:00:00
8:30:00AM	0.00	:00:00
9:00:00AM	0.00	:00:00
9:30:00AM	0.00	:00:00
10:00:00AM	0.00	:00:00
10:30:00AM	0.00	:00:00
11:00:00AM	0.00	:00:00
11:30:00AM	0.00	:00:00
12:00:00PM	0.00	:00:00
12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All\>

GENESYS

IPA Intelligent Mobile Con Interval	Minutes	(hh:mm:ss)
1:00:00PM	0.00	:00:00
1:30:00PM	0.00	:00:00
2:00:00PM	0.00	:00:00
2:30:00PM	0.00	:00:00
3:00:00PM	0.00	:00:00
3:30:00PM	0.00	:00:00
4:00:00PM	0.00	:00:00
4:30:00PM	0.00	:00:00
5:00:00PM	0.00	:00:00
5:30:00PM	0.00	:00:00
6:00:00PM	0.00	:00:00
6:30:00PM	0.00	:00:00
7:00:00PM	0.00	:00:00
7:30:00PM	0.00	:00:00
8:00:00PM	0.00	:00:00
8:30:00PM	0.00	:00:00
9:00:00PM	0.00	:00:00
9:30:00PM	0.00	:00:00
10:00:00PM	0.00	:00:00
10:30:00PM	0.00	:00:00
11:00:00PM	0.00	:00:00
11:30:00PM	0.00	:00:00
Total Avg:	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: IPA Intelligent Mobile Connect
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

IPA Intelligent Mobile Con Interval	Minutes	(hh:mm:ss)
11:00:00AM	0.00	:00:00
11:30:00AM	0.00	:00:00
3:00:00PM	0.00	:00:00
3:30:00PM	0.00	:00:00
Total Avg:	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8 GENESYS

Queue Name: IPA Intelligent Mobile Connect - Dialing
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

IPA Intelligent Mobile Con|Interval	Minutes	(hh:mm:ss)
12:00:00AM	0.00	:00:00
12:30:00AM	0.00	:00:00
1:00:00AM	0.00	:00:00
1:30:00AM	0.00	:00:00
2:00:00AM	0.00	:00:00
2:30:00AM	0.00	:00:00
3:00:00AM	0.00	:00:00
3:30:00AM	0.00	:00:00
4:00:00AM	0.00	:00:00
4:30:00AM	0.00	:00:00
5:00:00AM	0.00	:00:00
5:30:00AM	0.00	:00:00
6:00:00AM	0.00	:00:00
6:30:00AM	0.00	:00:00
7:00:00AM	0.00	:00:00
7:30:00AM	0.00	:00:00
8:00:00AM	0.00	:00:00
8:30:00AM	0.00	:00:00
9:00:00AM	0.00	:00:00
9:30:00AM	0.00	:00:00
10:00:00AM	0.00	:00:00
10:30:00AM	0.00	:00:00
11:00:00AM	0.00	:00:00
11:30:00AM	0.00	:00:00
12:00:00PM	0.00	:00:00
12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>	
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM	
Activity Time Range:	00:00:00-23:59:59	
Site ID Range:	<All>	

GENESYS

IPA Intelligent Mobile Con·Interval	Minutes	(hh:mm:ss)
1:00:00PM	0.00	:00:00
1:30:00PM	0.00	:00:00
2:00:00PM	0.00	:00:00
2:30:00PM	0.00	:00:00
3:00:00PM	0.00	:00:00
3:30:00PM	0.00	:00:00
4:00:00PM	0.00	:00:00
4:30:00PM	0.00	:00:00
5:00:00PM	0.00	:00:00
5:30:00PM	0.00	:00:00
6:00:00PM	0.00	:00:00
6:30:00PM	0.00	:00:00
7:00:00PM	0.00	:00:00
7:30:00PM	0.00	:00:00
8:00:00PM	0.00	:00:00
8:30:00PM	0.00	:00:00
9:00:00PM	0.00	:00:00
9:30:00PM	0.00	:00:00
10:00:00PM	0.00	:00:00
10:30:00PM	0.00	:00:00
11:00:00PM	0.00	:00:00
11:30:00PM	0.00	:00:00
Total Avg:	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8 GENESYS

Queue Name: IPA Intelligent Mobile Connect 2

Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

IPA Intelligent Mobile Con Interval	Minutes	(hh:mm:ss)
11:00:00AM	0.00	:00:00
11:30:00AM	0.00	:00:00
Total Avg:	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8 GENESYS

Queue Name: **IPA Intelligent Mobile Connect 2 - Dialing**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ⴔ GENESYS

IPA Life Insurance Demo Interval	Minutes	(hh:mm:ss)
12:00:00AM	0.00	:00:00
12:30:00AM	0.00	:00:00
1:00:00AM	0.00	:00:00
1:30:00AM	0.00	:00:00
2:00:00AM	0.00	:00:00
2:30:00AM	0.00	:00:00
3:00:00AM	0.00	:00:00
3:30:00AM	0.00	:00:00
4:00:00AM	0.00	:00:00
4:30:00AM	0.00	:00:00
5:00:00AM	0.00	:00:00
5:30:00AM	0.00	:00:00
6:00:00AM	0.00	:00:00
6:30:00AM	0.00	:00:00
7:00:00AM	0.00	:00:00
7:30:00AM	0.00	:00:00
8:00:00AM	0.00	:00:00
8:30:00AM	0.00	:00:00
9:00:00AM	0.00	:00:00
9:30:00AM	0.00	:00:00
10:00:00AM	0.38	:00:23
10:30:00AM	0.00	:00:00
11:00:00AM	0.00	:00:00
11:30:00AM	0.00	:00:00
12:00:00PM	0.00	:00:00
12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

IPA Life Insurance Demo Interval	Minutes	(hh:mm:ss)
1:00:00PM	0.00	:00:00
1:30:00PM	0.00	:00:00
2:00:00PM	0.00	:00:00
2:30:00PM	0.00	:00:00
3:00:00PM	0.00	:00:00
3:30:00PM	0.00	:00:00
4:00:00PM	0.00	:00:00
4:30:00PM	0.00	:00:00
5:00:00PM	0.00	:00:00
5:30:00PM	0.00	:00:00
6:00:00PM	1.62	:01:37
6:30:00PM	0.00	:00:00
7:00:00PM	0.00	:00:00
7:30:00PM	0.00	:00:00
8:00:00PM	0.00	:00:00
8:30:00PM	0.00	:00:00
9:00:00PM	0.00	:00:00
9:30:00PM	0.00	:00:00
10:00:00PM	0.00	:00:00
10:30:00PM	0.00	:00:00
11:00:00PM	0.00	:00:00
11:30:00PM	0.00	:00:00
Total Avg:	1.00	:01:00

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

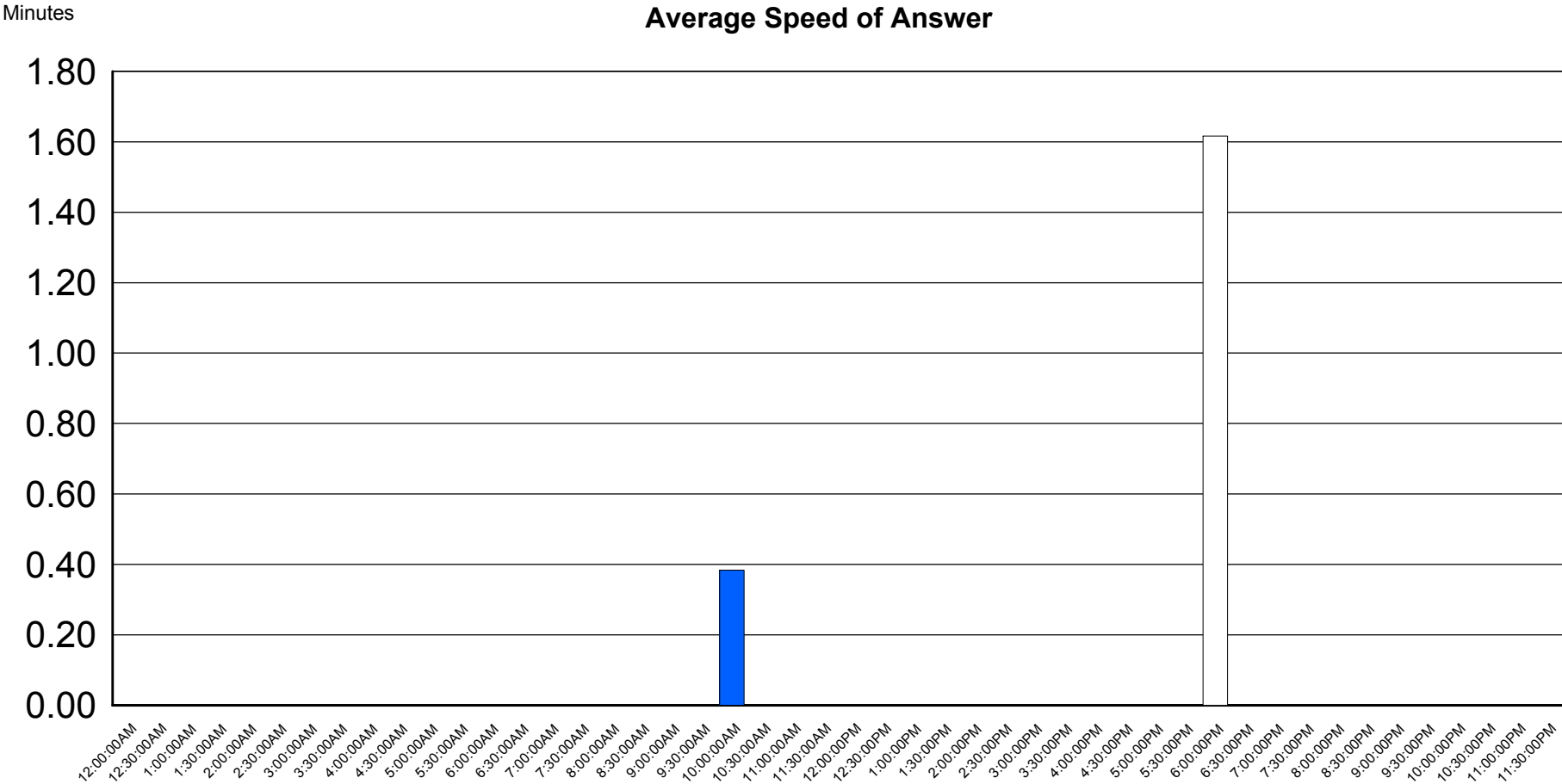**Activity Time Range:** 00:00:00-23:59:59

Site ID Range: <All>

Ⴝ GENESYS

Queue Name: IPA Life Insurance Demo

Average Speed of Answer

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

IPA OnCall Staging	Interval	Minutes	(hh:mm:ss)
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: IPA OnCall Staging
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

IPA TeleHealth	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

IPA TeleHealth	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.26	:00:16
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.26	:00:16

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: IPA TeleHealth
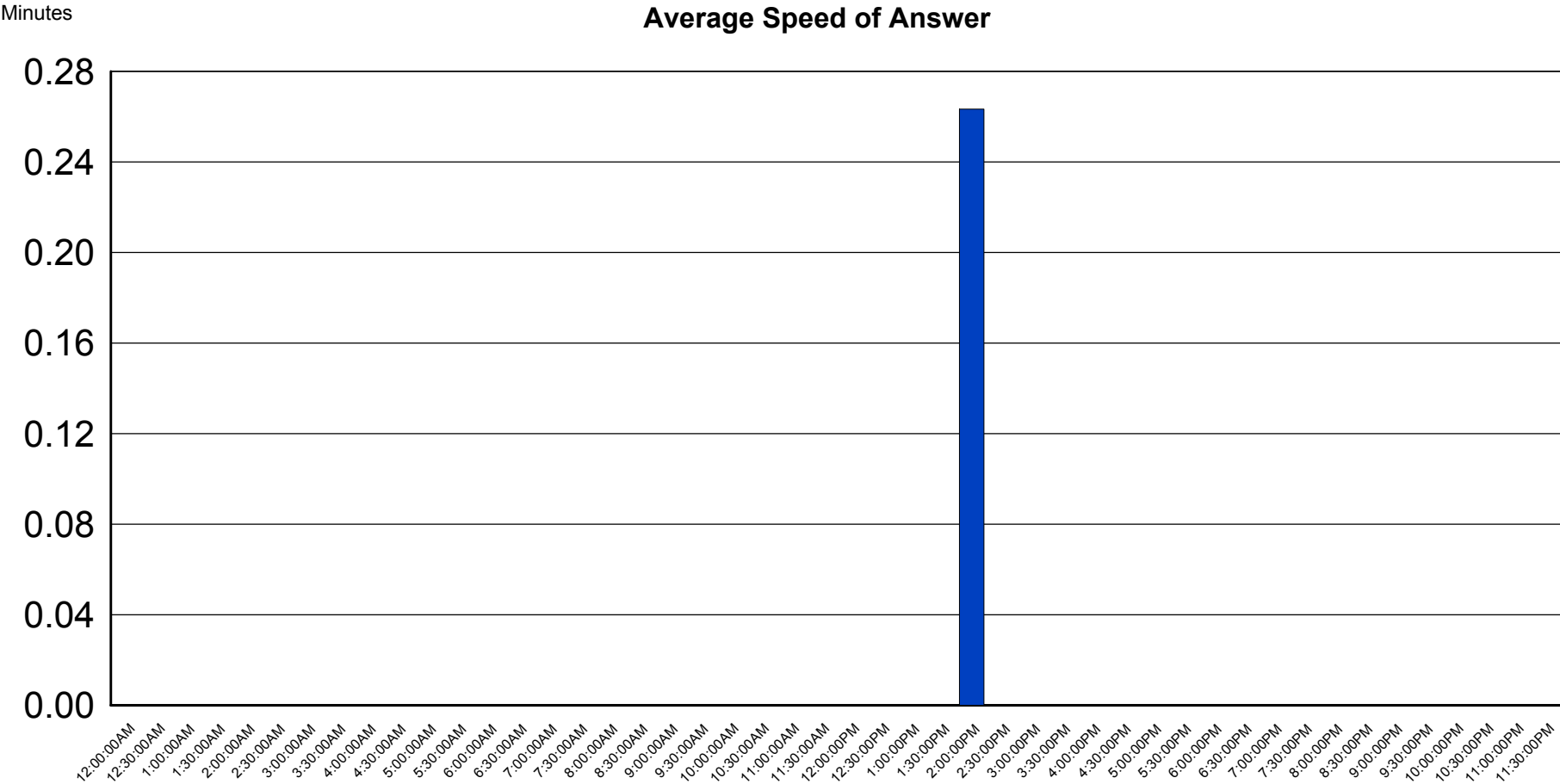
Minutes

Average Speed of Answer

(Graph) Profile of Average Speed of Answer

GENESYS

IPA University Enrollment Interval	Minutes	(hh:mm:ss)
12:00:00AM	0.00	:00:00
12:30:00AM	0.00	:00:00
1:00:00AM	0.00	:00:00
4:30:00PM	0.00	:00:00
5:00:00PM	0.00	:00:00
5:30:00PM	0.00	:00:00
6:00:00PM	0.00	:00:00
6:30:00PM	0.00	:00:00
9:00:00PM	0.00	:00:00
9:30:00PM	0.00	:00:00
10:00:00PM	0.00	:00:00
10:30:00PM	0.00	:00:00
11:00:00PM	0.00	:00:00
Total Avg:	0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **IPA University Enrollment**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

JS_Survey	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: \<All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All>

GENESYS

JS_Survey	Interval	Minutes	(hh:mm:ss)
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8 GENESYS™

Queue Name: **JS_Survey**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Genesys

Lamborghini	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ဥ၀ GENESYS™

Queue Name: Lamborghini
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	\<All\>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	\<All\>

GENESYS

Legal Shield - Member SerInterval	Minutes	(hh:mm:ss)
8:30:00AM	0.00	:00:00
9:00:00AM	0.00	:00:00
9:30:00AM	0.00	:00:00
10:00:00AM	0.00	:00:00
10:30:00AM	0.00	:00:00
11:00:00AM	0.00	:00:00
11:30:00AM	0.00	:00:00
Total Avg:	0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Legal Shield - Member Services
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Loan Officers	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Loan Officers
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Marketing	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	48.98	:48:59
	12:30:00AM	73.20	01:13:12
	1:00:00AM	0.76	:00:46
	1:30:00AM	36.69	:36:41
	2:00:00AM	4.42	:04:25
	2:30:00AM	0.00	:00:00
	3:00:00AM	66.89	01:06:53
	3:30:00AM	8.75	:08:45
	4:00:00AM	0.10	:00:06
	4:30:00AM	7.45	:07:27
	5:00:00AM	35.50	:35:30
	5:30:00AM	4.04	:04:02
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.66	:00:40
	7:00:00AM	0.32	:00:19
	7:30:00AM	0.00	:00:00
	8:00:00AM	1.38	:01:23
	8:30:00AM	0.27	:00:16
	9:00:00AM	0.76	:00:46
	9:30:00AM	3.88	:03:53
	10:00:00AM	13.21	:13:12
	10:30:00AM	1.21	:01:13
	11:00:00AM	1.63	:01:38
	11:30:00AM	4.33	:04:20
	12:00:00PM	0.31	:00:19
	12:30:00PM	4.57	:04:34

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

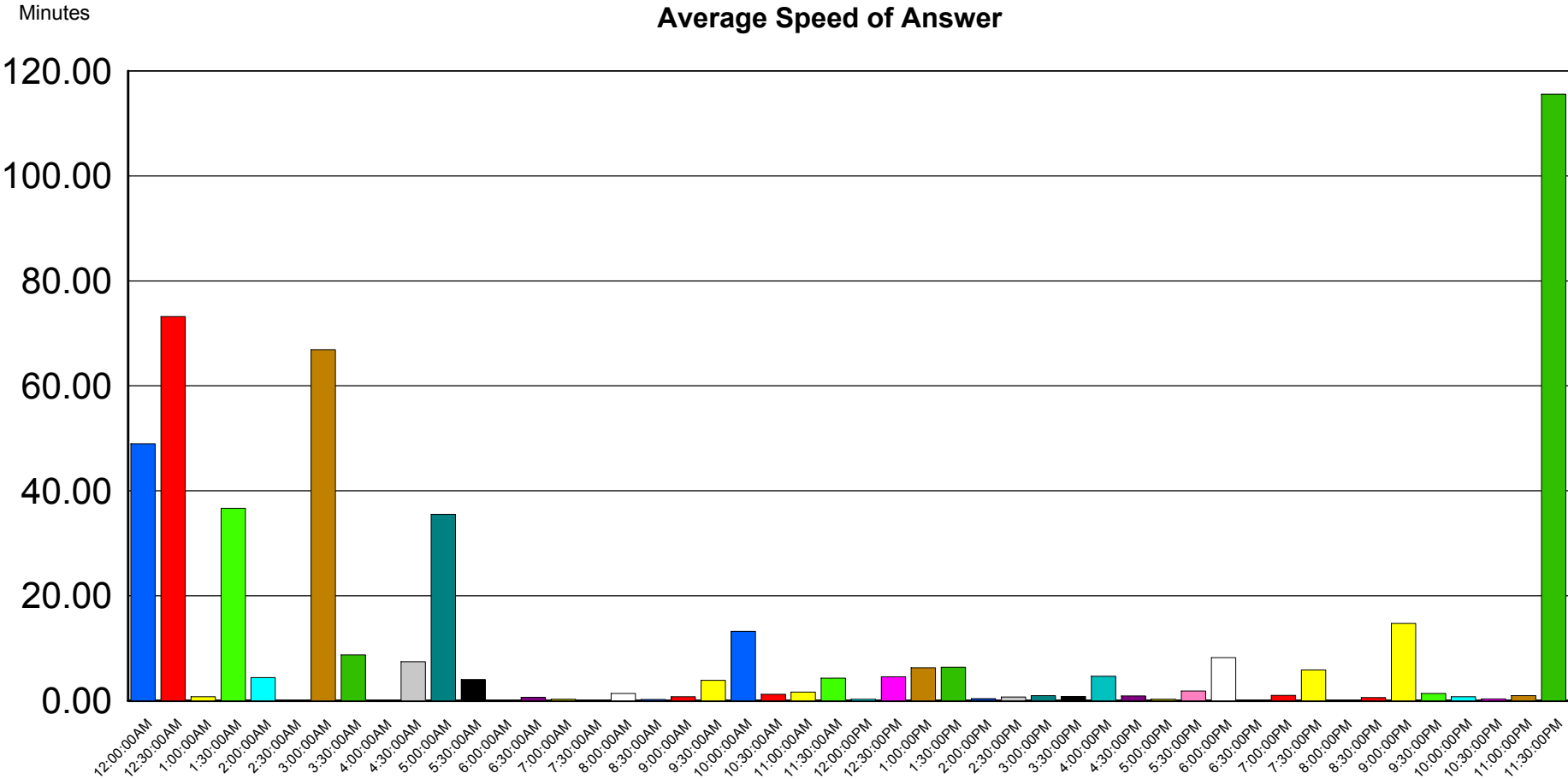Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Marketing	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	6.31	:06:18
	1:30:00PM	6.39	:06:23
	2:00:00PM	0.39	:00:24
	2:30:00PM	0.74	:00:44
	3:00:00PM	0.96	:00:57
	3:30:00PM	0.82	:00:49
	4:00:00PM	4.65	:04:39
	4:30:00PM	0.90	:00:54
	5:00:00PM	0.29	:00:17
	5:30:00PM	1.84	:01:50
	6:00:00PM	8.23	:08:14
	6:30:00PM	0.08	:00:05
	7:00:00PM	1.05	:01:03
	7:30:00PM	5.86	:05:52
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.59	:00:35
	9:00:00PM	14.73	:14:44
	9:30:00PM	1.38	:01:23
	10:00:00PM	0.79	:00:47
	10:30:00PM	0.36	:00:22
	11:00:00PM	0.97	:00:58
	11:30:00PM	115.59	01:55:36
Total Avg:		9.50	:09:30

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ĝGENESYS

Queue Name: **Marketing**

Minutes

Average Speed of Answer

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

MedImmune	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

MedImmune	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: MedImmune

Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

MemberServices	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	18.30	:18:18
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	1.52	:01:31
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.57	:00:34
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.13	:00:08
	10:00:00AM	0.24	:00:15
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.17	:00:10
	12:00:00PM	0.78	:00:47
	12:30:00PM	2.26	:02:16

(Graph) Profile of Average Speed of Answer

GENESYS

MemberServices	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	6.58	:06:35
	1:30:00PM	18.93	:18:56
	2:00:00PM	0.63	:00:38
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.38	:00:23
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.17	:00:10
	4:30:00PM	2.23	:02:14
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.15	:00:09
	7:30:00PM	0.00	:00:00
	8:00:00PM	1.13	:01:08
	8:30:00PM	0.32	:00:19
	9:00:00PM	0.45	:00:27
	9:30:00PM	1.24	:01:15
	10:00:00PM	0.00	:00:00
	10:30:00PM	3.08	:03:05
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		3.60	:03:36

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

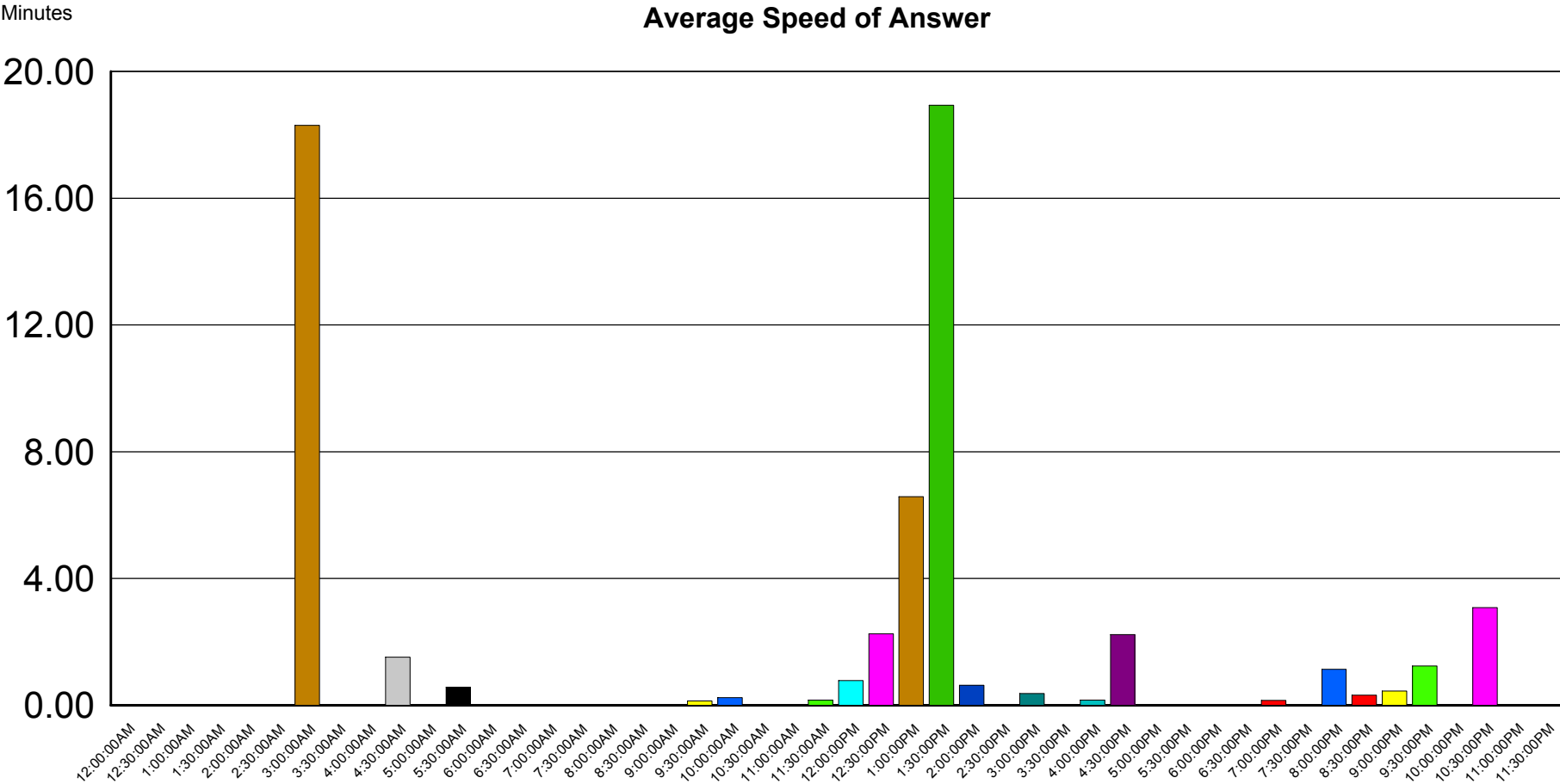**Activity Time Range:** 00:00:00-23:59:59

Site ID Range: <All>

ၜ GENESYS

Queue Name: **MemberServices**

Minutes

Average Speed of Answer

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

MemberServicesCallBack Interval	Minutes	(hh:mm:ss)
1:30:00AM	0.00	:00:00
2:00:00AM	0.00	:00:00
2:30:00AM	0.00	:00:00
3:00:00AM	0.00	:00:00
3:30:00AM	0.00	:00:00
4:00:00AM	0.00	:00:00
4:30:00AM	0.00	:00:00
5:00:00AM	0.00	:00:00
5:30:00AM	0.00	:00:00
6:00:00AM	0.00	:00:00
6:30:00AM	0.00	:00:00
10:00:00AM	0.00	:00:00
10:30:00AM	0.00	:00:00
11:00:00AM	0.00	:00:00
11:30:00AM	0.00	:00:00
12:00:00PM	0.00	:00:00
12:30:00PM	0.00	:00:00
1:00:00PM	0.00	:00:00
1:30:00PM	0.00	:00:00
2:00:00PM	0.00	:00:00
2:30:00PM	0.00	:00:00
3:00:00PM	0.00	:00:00
3:30:00PM	0.00	:00:00
4:00:00PM	0.00	:00:00
4:30:00PM	0.00	:00:00
5:00:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

MemberServicesCallBack Interval	Minutes	(hh:mm:ss)
5:30:00PM	0.00	:00:00
6:00:00PM	0.00	:00:00
7:00:00PM	0.00	:00:00
7:30:00PM	0.00	:00:00
8:00:00PM	0.00	:00:00
8:30:00PM	0.00	:00:00
9:00:00PM	0.00	:00:00
9:30:00PM	0.00	:00:00
10:00:00PM	0.00	:00:00
10:30:00PM	0.00	:00:00
11:00:00PM	0.00	:00:00
11:30:00PM	0.00	:00:00
Total Avg:	0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: MemberServicesCallBack
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>	
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM	
Activity Time Range:	00:00:00-23:59:59	
Site ID Range:	<All>	

GENESYS

MemorialCare AEMR	Interval	Minutes	(hh:mm:ss)
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: MemorialCare AEMR
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

MemorialCare BUS Custom Interval	Minutes	(hh:mm:ss)
10:00:00AM	0.00	:00:00
10:30:00AM	0.00	:00:00
11:00:00AM	0.00	:00:00
11:30:00AM	0.00	:00:00
12:00:00PM	0.00	:00:00
12:30:00PM	0.00	:00:00
1:00:00PM	0.00	:00:00
1:30:00PM	0.00	:00:00
2:00:00PM	0.00	:00:00
2:30:00PM	0.00	:00:00
3:00:00PM	0.00	:00:00
3:30:00PM	0.00	:00:00
4:00:00PM	0.00	:00:00
4:30:00PM	0.00	:00:00
5:00:00PM	0.00	:00:00
5:30:00PM	0.00	:00:00
6:00:00PM	0.00	:00:00
Total Avg:	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Queue Name: **MemorialCare BUS Customer Service**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ဥ GENESYS

MemorialCare BUS Operat Interval	Minutes	(hh:mm:ss)
10:00:00AM	0.00	:00:00
10:30:00AM	0.00	:00:00
11:00:00AM	0.00	:00:00
11:30:00AM	0.00	:00:00
12:00:00PM	0.00	:00:00
12:30:00PM	0.00	:00:00
1:00:00PM	0.00	:00:00
1:30:00PM	0.00	:00:00
2:00:00PM	0.00	:00:00
2:30:00PM	0.00	:00:00
3:00:00PM	0.00	:00:00
3:30:00PM	0.00	:00:00
4:00:00PM	0.00	:00:00
4:30:00PM	0.00	:00:00
5:00:00PM	0.00	:00:00
5:30:00PM	0.00	:00:00
6:00:00PM	0.00	:00:00
Total Avg:	**0.00**	**:00:00**

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: MemorialCare BUS Operator
Chart not printed : all data points are zero

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

MemorialCare BUS SpanisInterval	Minutes	(hh:mm:ss)
10:00:00AM	0.00	:00:00
10:30:00AM	0.00	:00:00
11:00:00AM	0.00	:00:00
11:30:00AM	0.00	:00:00
12:00:00PM	0.00	:00:00
12:30:00PM	0.00	:00:00
1:00:00PM	0.00	:00:00
1:30:00PM	0.00	:00:00
2:00:00PM	0.00	:00:00
2:30:00PM	0.00	:00:00
3:00:00PM	0.00	:00:00
3:30:00PM	0.00	:00:00
4:00:00PM	0.00	:00:00
4:30:00PM	0.00	:00:00
5:00:00PM	0.00	:00:00
5:30:00PM	0.00	:00:00
6:00:00PM	0.00	:00:00
Total Avg:	0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **MemorialCare BUS Spanish**

Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

MemorialCare Help Desk Interval	Minutes	(hh:mm:ss)
8:30:00AM	0.00	:00:00
9:00:00AM	0.00	:00:00
9:30:00AM	0.00	:00:00
10:00:00AM	0.00	:00:00
10:30:00AM	0.00	:00:00
11:00:00AM	0.00	:00:00
11:30:00AM	0.00	:00:00
12:00:00PM	0.00	:00:00
12:30:00PM	0.00	:00:00
1:00:00PM	0.00	:00:00
1:30:00PM	0.00	:00:00
2:00:00PM	0.00	:00:00
2:30:00PM	0.00	:00:00
3:00:00PM	0.00	:00:00
3:30:00PM	0.00	:00:00
4:00:00PM	0.00	:00:00
4:30:00PM	0.00	:00:00
5:00:00PM	0.00	:00:00
5:30:00PM	0.00	:00:00
6:00:00PM	0.00	:00:00
Total Avg:	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: MemorialCare Help Desk
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

MemorialCare Patient Final Interval	Minutes	(hh:mm:ss)
10:00:00AM	0.00	:00:00
10:30:00AM	0.00	:00:00
11:00:00AM	0.00	:00:00
11:30:00AM	0.00	:00:00
12:00:00PM	0.00	:00:00
12:30:00PM	0.00	:00:00
1:00:00PM	0.00	:00:00
1:30:00PM	0.00	:00:00
2:00:00PM	0.00	:00:00
2:30:00PM	0.00	:00:00
3:00:00PM	0.00	:00:00
3:30:00PM	0.00	:00:00
4:00:00PM	0.00	:00:00
4:30:00PM	0.00	:00:00
5:00:00PM	0.00	:00:00
5:30:00PM	0.00	:00:00
6:00:00PM	0.00	:00:00
Total Avg:	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: MemorialCare Patient Financial Services
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

MemorialCare Queue Patient Interval	Minutes	(hh:mm:ss)
10:00:00AM	0.00	:00:00
10:30:00AM	0.00	:00:00
11:00:00AM	0.00	:00:00
11:30:00AM	0.00	:00:00
12:00:00PM	0.00	:00:00
12:30:00PM	0.00	:00:00
1:00:00PM	0.00	:00:00
1:30:00PM	0.00	:00:00
2:00:00PM	0.00	:00:00
2:30:00PM	0.00	:00:00
3:00:00PM	0.00	:00:00
3:30:00PM	0.00	:00:00
4:00:00PM	0.00	:00:00
4:30:00PM	0.00	:00:00
5:00:00PM	0.00	:00:00
5:30:00PM	0.00	:00:00
6:00:00PM	0.00	:00:00
Total Avg:	0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: MemorialCare Queue Patient Accounting FV
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Mercadeo	Interval	Minutes	(hh:mm:ss)
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ଃ GENESYS™

Mercadeo	Interval	Minutes	(hh:mm:ss)
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Mercadeo
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All\>

GENESYS

Midwest Tickets	Interval	Minutes	(hh:mm:ss)
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Midwest Tickets
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS™

ML-TechSupport	Interval	Minutes	(hh:mm:ss)
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

ML-TechSupport	Interval	Minutes	(hh:mm:ss)
	10:00:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	\<All\>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	\<All\>

GENESYS

Queue Name: ML-TechSupport
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

GENESYS

Mobilizer Chat	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Mobilizer Chat	Interval	Minutes	(hh:mm:ss)
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Mobilizer Chat
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	\<All\>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	\<All\>

GENESYS

MobilizerReview	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8 GENESYS

MobilizerReview	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: MobilizerReview
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Mortgage Consultants	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Mortgage Consultants
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ଓ GENESYS

NetApp	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **NetApp**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Otterbox Support	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All\>

GENESYS

Otterbox Support	Interval	Minutes	(hh:mm:ss)
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ខGENESYS

Queue Name: **Otterbox Support**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>	
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM	
Activity Time Range:	00:00:00-23:59:59	
Site ID Range:	<All>	

Partners	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.32	:00:19
	6:00:00AM	0.18	:00:11
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.53	:00:32
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.82	:00:49
	9:00:00AM	0.27	:00:16
	9:30:00AM	0.55	:00:33
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.17	:00:10
	11:00:00AM	0.18	:00:11
	11:30:00AM	0.47	:00:28
	12:00:00PM	0.00	:00:00
	12:30:00PM	209.41	03:29:25

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Partners	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	5.62	:05:37
	1:30:00PM	0.12	:00:07
	2:00:00PM	3.63	:03:38
	2:30:00PM	2.61	:02:37
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.31	:00:19
	4:00:00PM	0.37	:00:22
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.74	:00:45
	5:30:00PM	0.08	:00:05
	6:00:00PM	0.20	:00:12
	6:30:00PM	0.30	:00:18
	7:00:00PM	0.38	:00:23
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.20	:00:12
	8:30:00PM	1.04	:01:02
	9:00:00PM	1.40	:01:24
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		6.60	:06:36

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

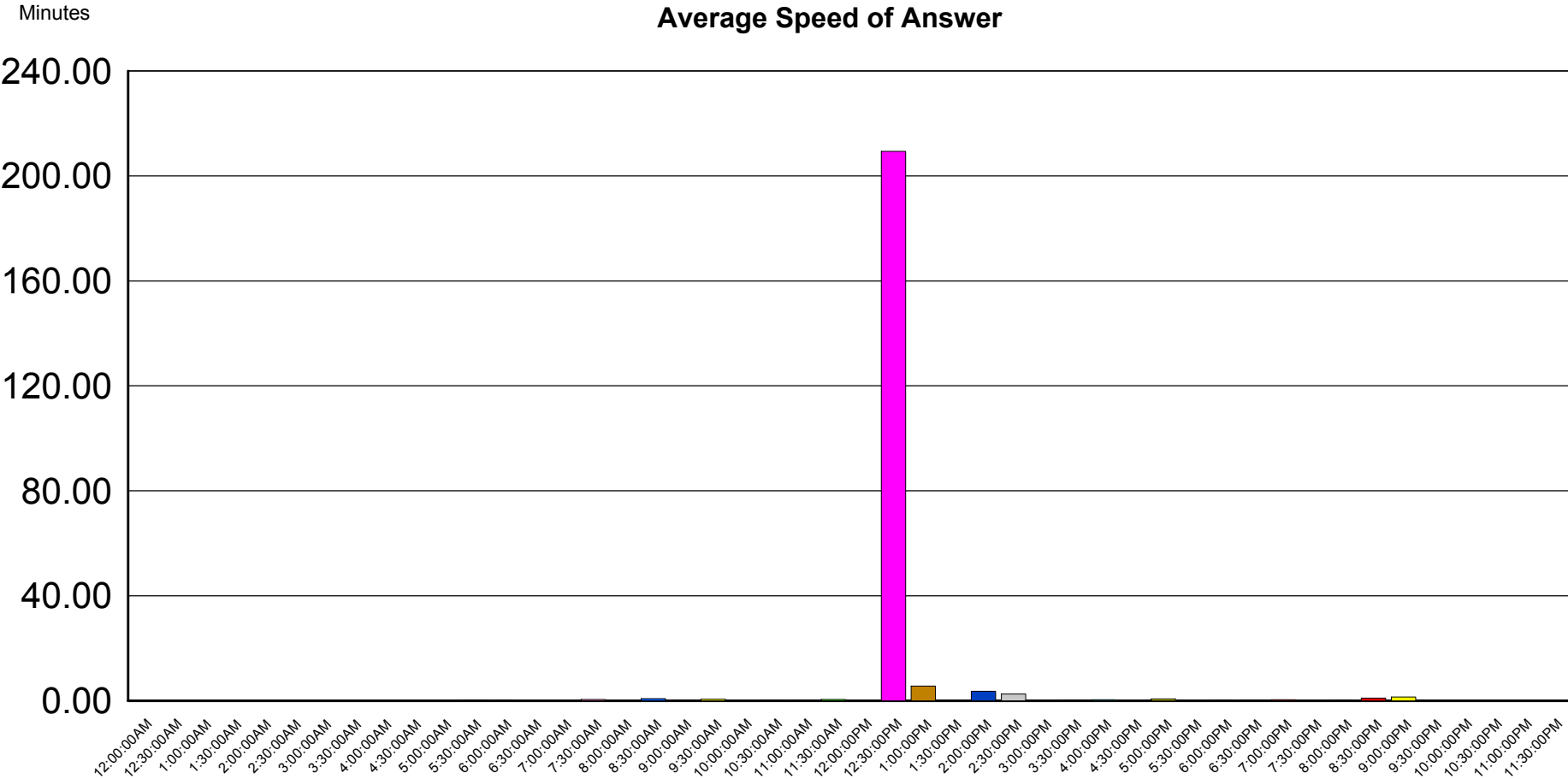**Activity Time Range:** 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: **Partners**

Minutes

Average Speed of Answer

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Personal Advocates	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **Personal Advocates**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

POC SharpHC	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: POC SharpHC
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Porche	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Porche
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Questrade	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ID GENESYS

Queue Name: Questrade
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

QuickBooks Sales	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: QuickBooks Sales
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

QuickBooks Support	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

QuickBooks Support	Interval	Minutes	(hh:mm:ss)
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8 GENESYS

Queue Name: QuickBooks Support
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

ResMed Collections	Interval	Minutes	(hh:mm:ss)
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: ResMed Collections
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

RJ-TechSupport	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: RJ-TechSupport
Chart not printed : all data points are zero

Queue Range: `<All>`

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: `<All>`

GENESYS

RL-TechSupport	Interval	Minutes	(hh:mm:ss)
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	\<All\>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	\<All\>

3 GENESYS

Total Avg: 0.00   :00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: RL-TechSupport
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Sales	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Sales	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

Queue Name: **Sales**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Sales Specialist	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.27	:00:16
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
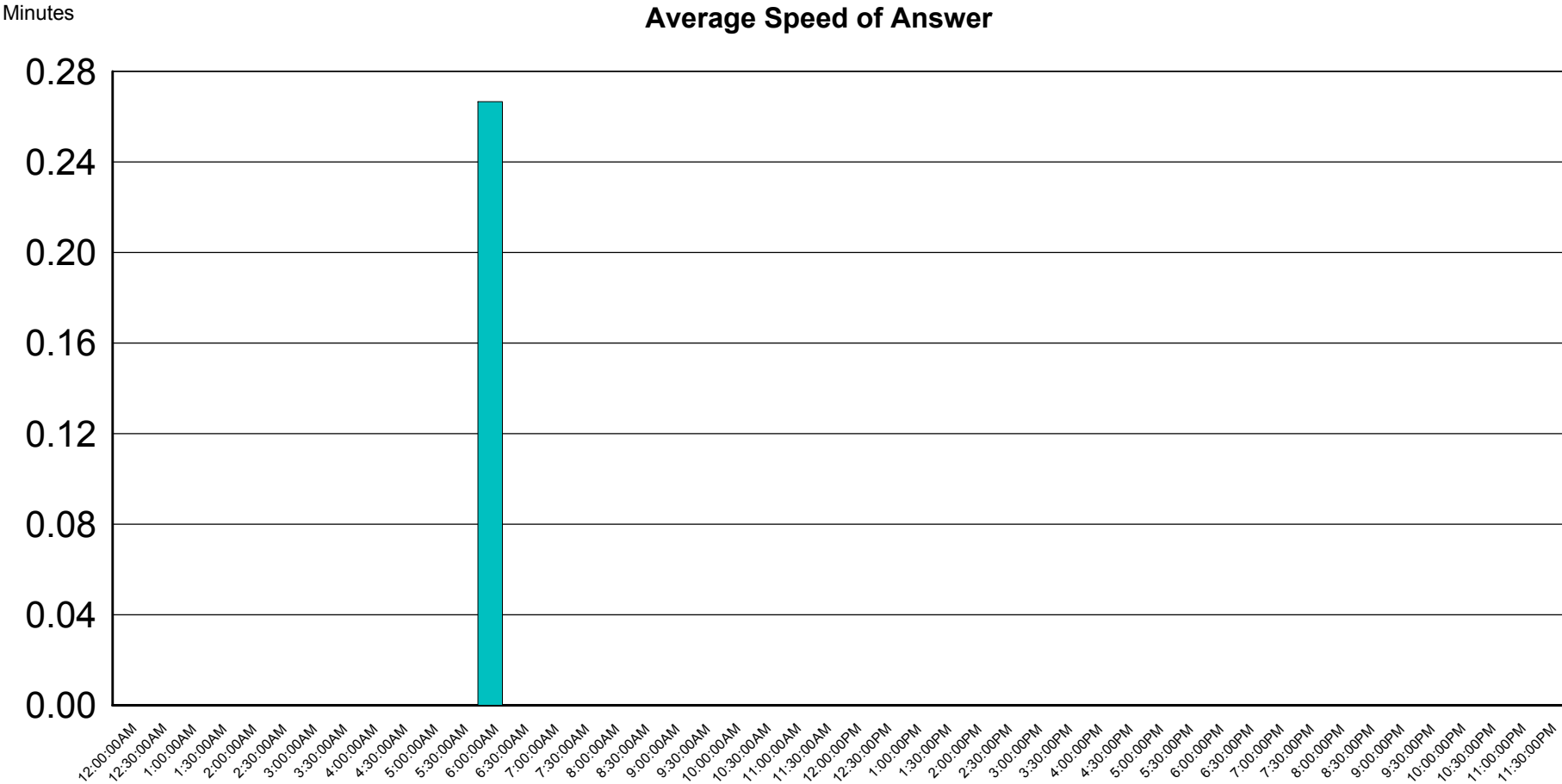
Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Sales Specialist	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.27	:00:16

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ဒို GENESYS

Queue Name: **Sales Specialist**

Minutes

Average Speed of Answer

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

![Genesys logo]

SAP	Interval	Minutes	(hh:mm:ss)
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Queue Name: SAP

Chart not printed : all data points are zero

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

SC Accounting	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

SC Accounting	Interval	Minutes	(hh:mm:ss)
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: **SC Accounting**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

SC Customer Service	Interval	Minutes	(hh:mm:ss)
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

SC Customer Service	Interval	Minutes	(hh:mm:ss)
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: SC Customer Service
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

SC Donor Group	Interval	Minutes	(hh:mm:ss)
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: SC Donor Group
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

SC Marketing	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

SC Marketing	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: SC Marketing
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

SC Technical Support	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

SC Technical Support	Interval	Minutes	(hh:mm:ss)
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ဥ GENESYS

Queue Name: **SC Technical Support**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

Senior Adjusters	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Senior Adjusters
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All\>

ServiceDesk	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Queue Name: **ServiceDesk**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

SimdomainAdmins	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

SimdomainAdmins	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: SimdomainAdmins
Chart not printed : all data points are zero

Queue Range:	<All>	
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM	**GENESYS**
Activity Time Range:	00:00:00-23:59:59	
Site ID Range:	<All>	

SMS	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ga GENESYS™

SMS	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

** So GENESYS**

Queue Name: SMS
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Social Media	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	5,912.10	98:32:06
	10:30:00AM	5,334.64	88:54:39
	11:00:00AM	0.00	:00:00
	11:30:00AM	13.65	:13:39
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

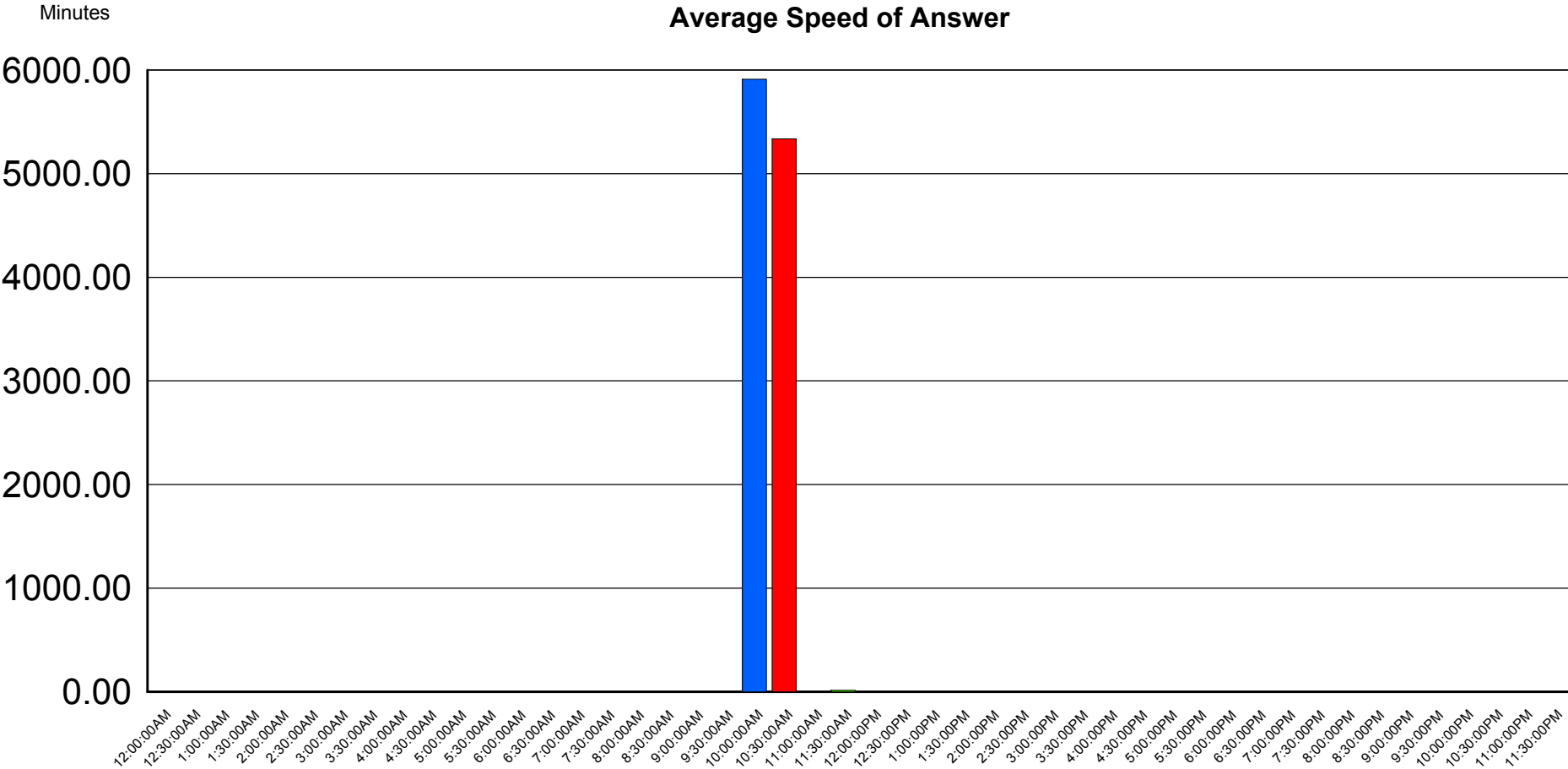Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Social Media	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		4,148.76	69:08:46

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ĝ GENESYS

Queue Name: **Social Media**

Minutes

Average Speed of Answer

y-axis: 6000.00, 5000.00, 4000.00, 3000.00, 2000.00, 1000.00, 0.00

x-axis: 12:00:00AM, 12:30:00AM, 1:00:00AM, 1:30:00AM, 2:00:00AM, 2:30:00AM, 3:00:00AM, 3:30:00AM, 4:00:00AM, 4:30:00AM, 5:00:00AM, 5:30:00AM, 6:00:00AM, 6:30:00AM, 7:00:00AM, 7:30:00AM, 8:00:00AM, 8:30:00AM, 9:00:00AM, 9:30:00AM, 10:00:00AM, 10:30:00AM, 11:00:00AM, 11:30:00AM, 12:00:00PM, 12:30:00PM, 1:00:00PM, 1:30:00PM, 2:00:00PM, 2:30:00PM, 3:00:00PM, 3:30:00PM, 4:00:00PM, 4:30:00PM, 5:00:00PM, 5:30:00PM, 6:00:00PM, 6:30:00PM, 7:00:00PM, 7:30:00PM, 8:00:00PM, 8:30:00PM, 9:00:00PM, 9:30:00PM, 10:00:00PM, 10:30:00PM, 11:00:00PM, 11:30:00PM

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Social Media Approvers	Interval	Minutes	(hh:mm:ss)
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Social Media Approvers
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: `<All>`

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: `<All>`

GENESYS

Social Media Failures	Interval	Minutes	(hh:mm:ss)
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Social Media Failures

Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Social Media Replies	Interval	Minutes	(hh:mm:ss)
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8 GENESYS

Queue Name: Social Media Replies
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

SoW Advanced	Interval	Minutes	(hh:mm:ss)
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8 GENESYS

Queue Name: SoW Advanced
Chart not printed : all data points are zero

Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: \<All\>

SoW Basic	Interval	Minutes	(hh:mm:ss)
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

Queue Name: SoW Basic
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Support	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.02	:00:01
	12:30:00AM	0.02	:00:01
	1:00:00AM	0.02	:00:01
	1:30:00AM	0.02	:00:01
	2:00:00AM	0.02	:00:01
	2:30:00AM	0.02	:00:01
	3:00:00AM	0.02	:00:01
	3:30:00AM	0.02	:00:01
	4:00:00AM	0.02	:00:01
	4:30:00AM	0.02	:00:01
	5:00:00AM	0.02	:00:01
	5:30:00AM	0.02	:00:01
	6:00:00AM	0.02	:00:01
	6:30:00AM	0.02	:00:01
	7:00:00AM	0.02	:00:01
	7:30:00AM	0.02	:00:01
	8:00:00AM	0.02	:00:01
	8:30:00AM	0.02	:00:01
	9:00:00AM	0.02	:00:01
	9:30:00AM	0.02	:00:01
	10:00:00AM	0.02	:00:01
	10:30:00AM	0.02	:00:01
	11:00:00AM	0.02	:00:01
	11:30:00AM	0.02	:00:01
	12:00:00PM	0.02	:00:01
	12:30:00PM	0.02	:00:01

(Graph) Profile of Average Speed of Answer

Queue Range: \<All\>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

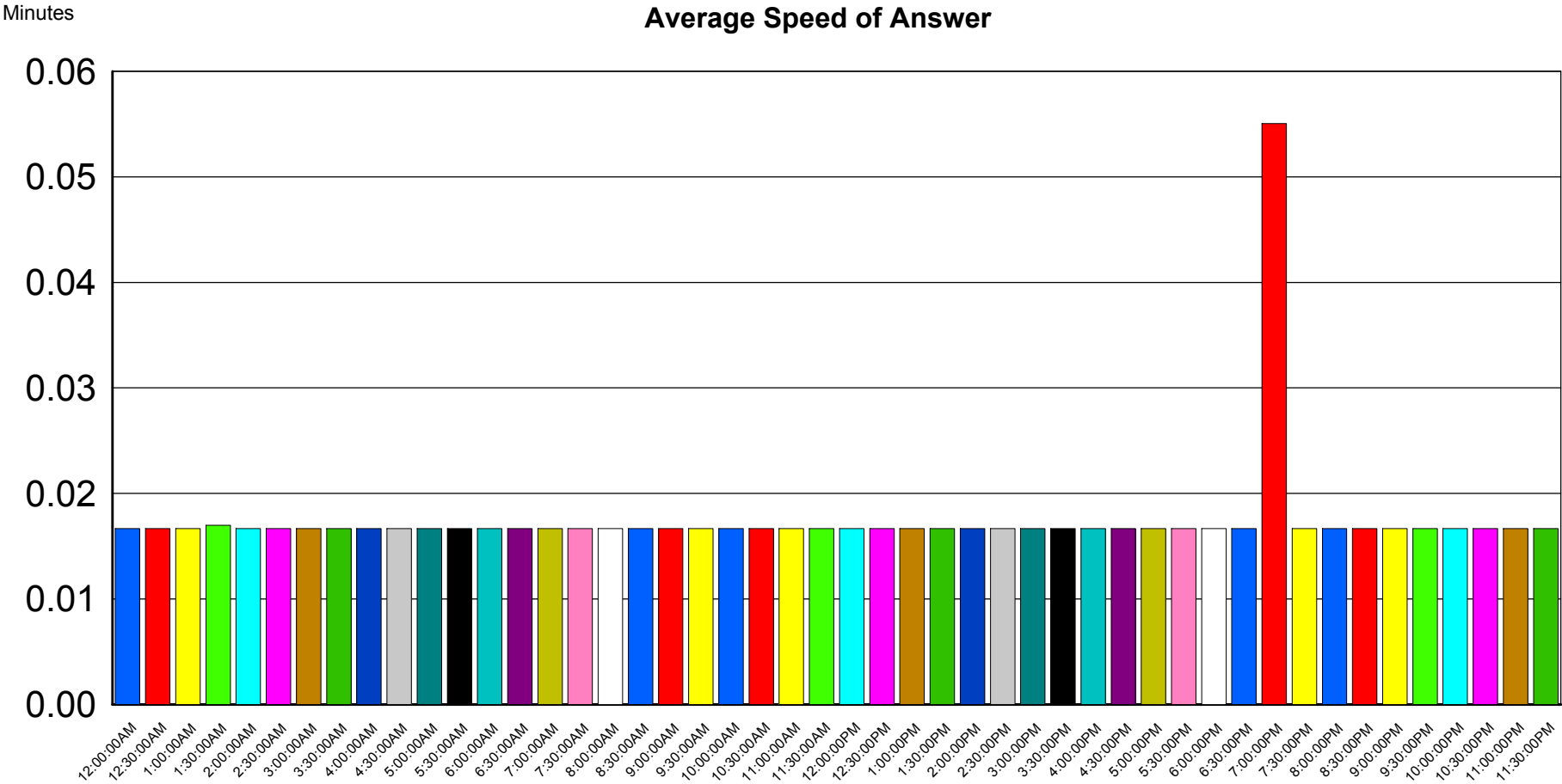**Activity Time Range:**   00:00:00-23:59:59

Site ID Range: \<All\>

GENESYS

Support	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.02	:00:01
	1:30:00PM	0.02	:00:01
	2:00:00PM	0.02	:00:01
	2:30:00PM	0.02	:00:01
	3:00:00PM	0.02	:00:01
	3:30:00PM	0.02	:00:01
	4:00:00PM	0.02	:00:01
	4:30:00PM	0.02	:00:01
	5:00:00PM	0.02	:00:01
	5:30:00PM	0.02	:00:01
	6:00:00PM	0.02	:00:01
	6:30:00PM	0.02	:00:01
	7:00:00PM	0.06	:00:03
	7:30:00PM	0.02	:00:01
	8:00:00PM	0.02	:00:01
	8:30:00PM	0.02	:00:01
	9:00:00PM	0.02	:00:01
	9:30:00PM	0.02	:00:01
	10:00:00PM	0.02	:00:01
	10:30:00PM	0.02	:00:01
	11:00:00PM	0.02	:00:01
	11:30:00PM	0.02	:00:01
Total Avg:		0.02	:00:01

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Queue Name: **Support**

Minutes

Average Speed of Answer

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

TechnicalSales	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

TechnicalSales	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: TechnicalSales
Chart not printed : all data points are zero

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

8° GENESYS™

TIER 2 - ClientServices	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

TIER 2 - ClientServices	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: TIER 2 - ClientServices
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Utilities Agents	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

Utilities Agents	Interval	Minutes	(hh:mm:ss)
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

Queue Name: Utilities Agents
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

GENESYS

VanceWG	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

VanceWG	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

ĝ GENESYS

Queue Name: VanceWG
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

WhirlpoolDryers	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ໃ GENESYS

Queue Name: WhirlpoolDryers
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

WrapUpWG	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.30	:00:18
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

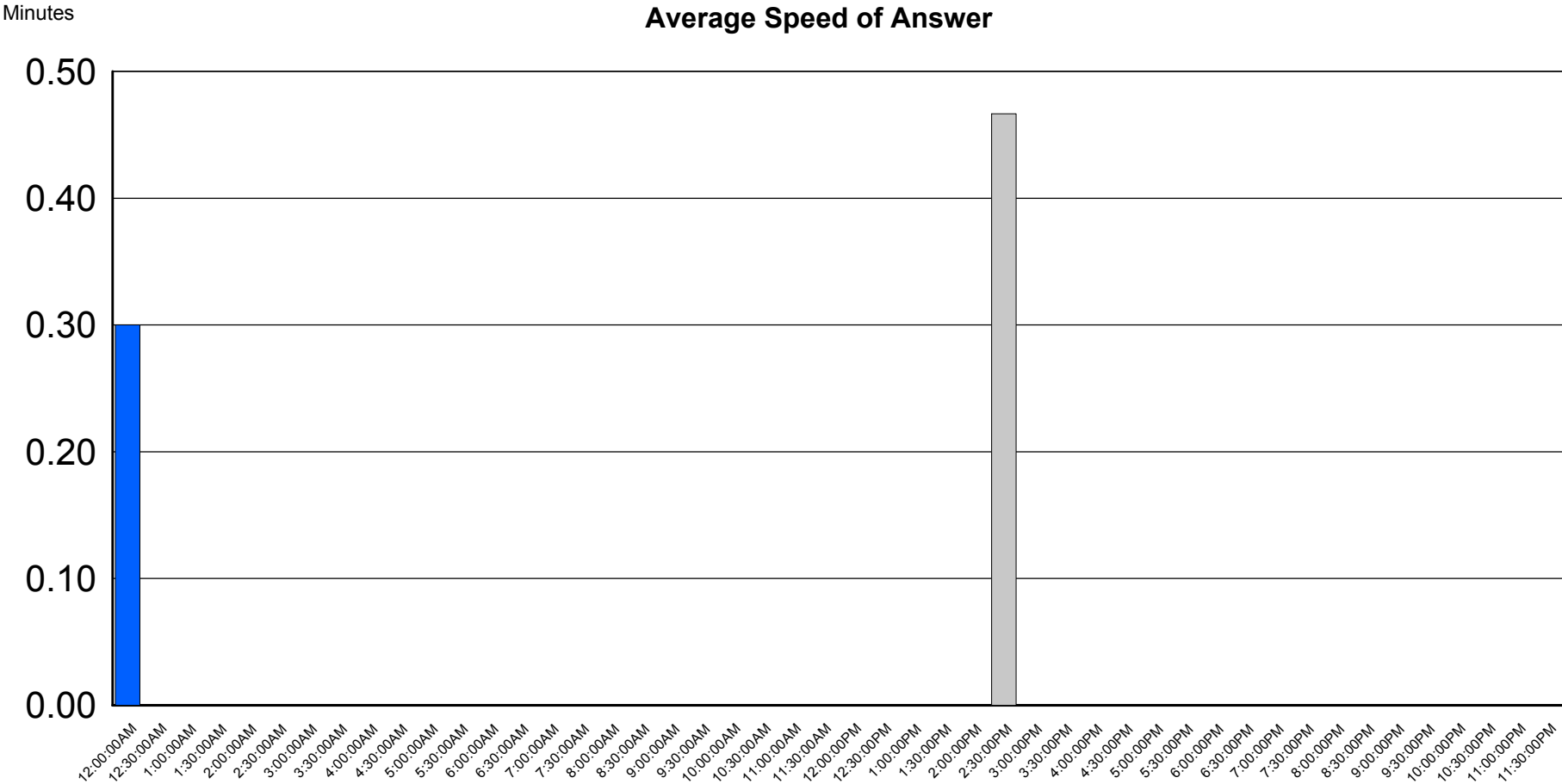Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

WrapUpWG	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.47	:00:28
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.36	:00:21

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ဝ GENESYS

Queue Name: **WrapUpWG**

Minutes

Average Speed of Answer

(Graph) Profile of Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS

YHF	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00
Total Avg:		0.00	:00:00

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ĝ GENESYS

Queue Name: **YHF**
Chart not printed : all data points are zero

(Graph) Profile of Average Speed of Answer

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ço GENESYS

Zendesk	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.00	:00:00
	12:30:00AM	0.00	:00:00
	1:00:00AM	0.00	:00:00
	1:30:00AM	0.00	:00:00
	2:00:00AM	0.00	:00:00
	2:30:00AM	0.00	:00:00
	3:00:00AM	0.00	:00:00
	3:30:00AM	0.00	:00:00
	4:00:00AM	0.00	:00:00
	4:30:00AM	0.00	:00:00
	5:00:00AM	0.00	:00:00
	5:30:00AM	0.00	:00:00
	6:00:00AM	0.00	:00:00
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.15	:00:09
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.10	:00:06
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	1.59	:01:35
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.88	:00:53
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

8 GENESYS™

Zendesk	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	:00:00
	7:00:00PM	0.00	:00:00
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
	11:00:00PM	0.00	:00:00
	11:30:00PM	0.00	:00:00

Total Avg: 0.74 :00:45

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

ଟGENESYS

Queue Name: **Zendesk**

Minutes

Average Speed of Answer

Queue Range: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Activity Time Range: 00:00:00-23:59:59

Site ID Range: <All>

GENESYS
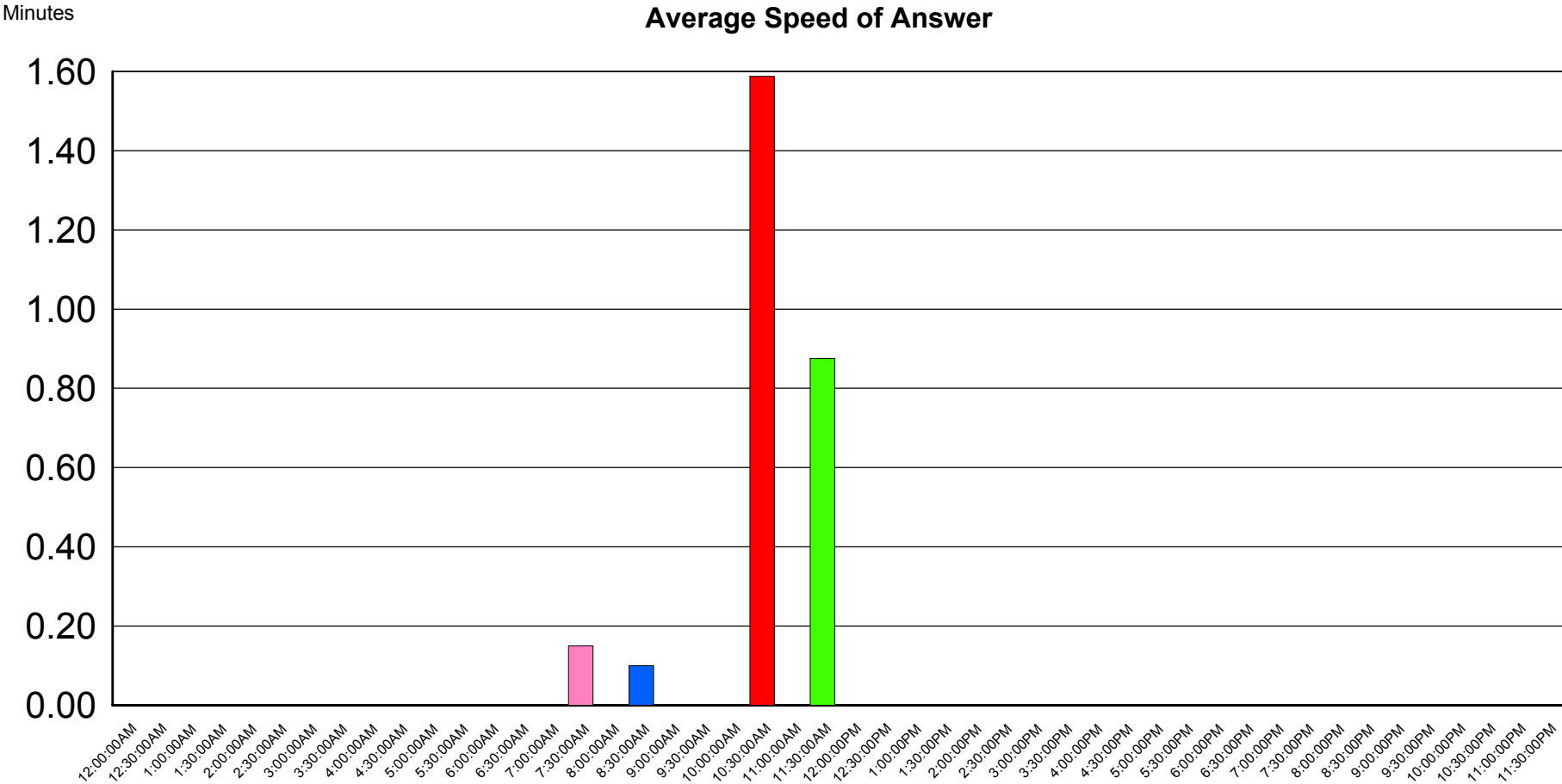
	Minutes	(hh:mm:ss)
Grand Total Avg:	0.36	:00:22