

(Graph) Profile of Maximum Wait to 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>



<u>_SystemIvrTransferHub_</u>	<u>Interval</u>	<u>Minutes</u>	<u>(hh:mm:ss)</u>
	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 Maximum Wait to 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>



<u>_SystemIvrTransferHub_</u>	<u>Interval</u>	<u>Minutes</u>	<u>(hh:mm:ss)</u>
	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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **_SystemIvrTransferHub_**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **407ETR**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: 407ETR-French
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **Accounting**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: American Red Cross
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **ARM Collections**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **AS-TechSupport**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **AVDS Dialer**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>

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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **Bentley**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **BF-TechSupport**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>

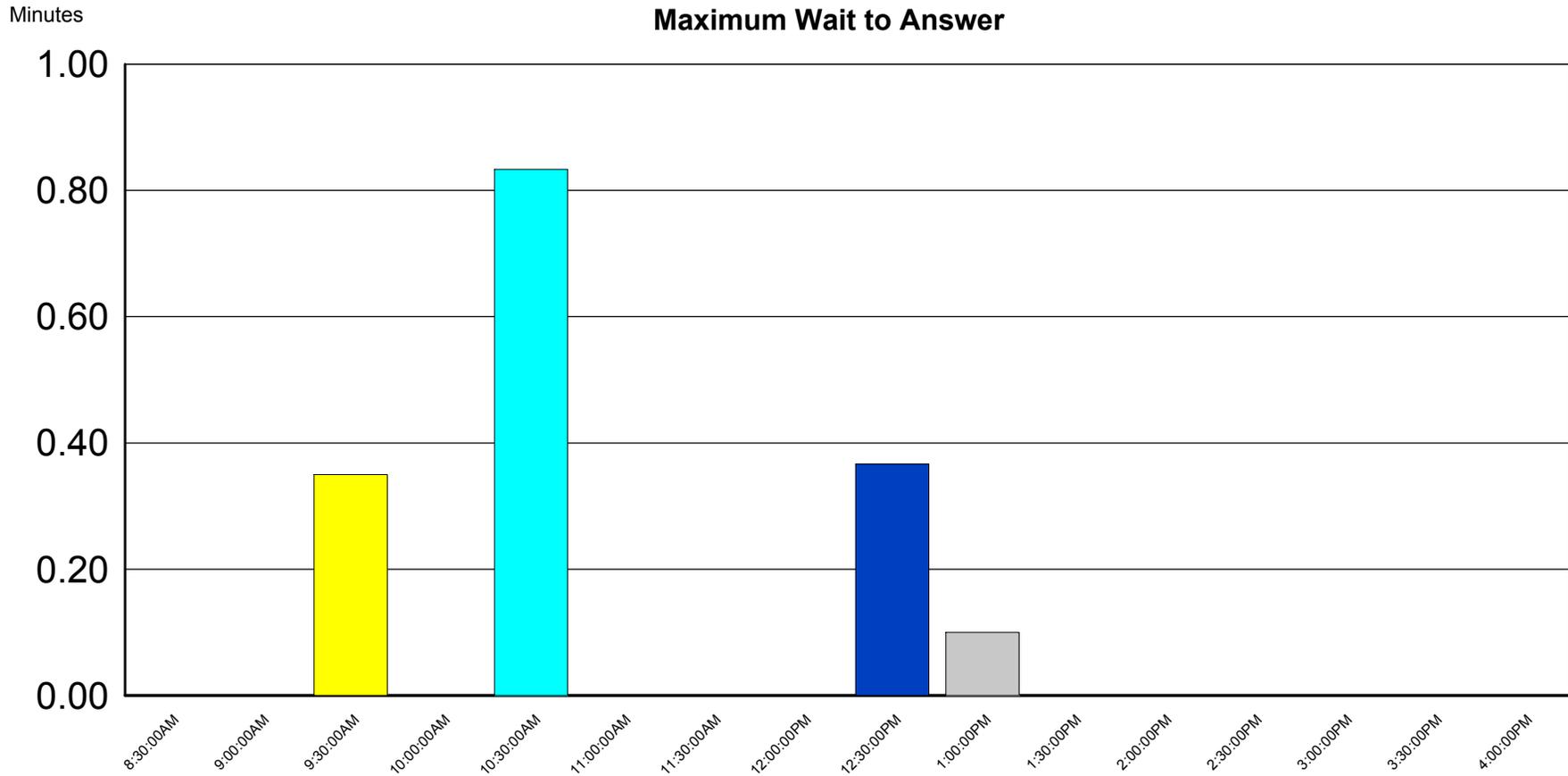
Care Center	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.35	:00:21
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.83	:00:50
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.37	:00:22
	1:00:00PM	0.10	:00:06
	1:30:00PM	0.00	:00:00
	2:00:00PM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

(Graph) Profile of Maximum Wait to 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: **Care Center**



(Graph) Profile of Maximum Wait to 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 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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: Cigna Clinical Team
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: Cigna Customer Service
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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 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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: Cigna Health Coaching
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



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

(Graph) Profile of Maximum Wait to 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: Claims
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



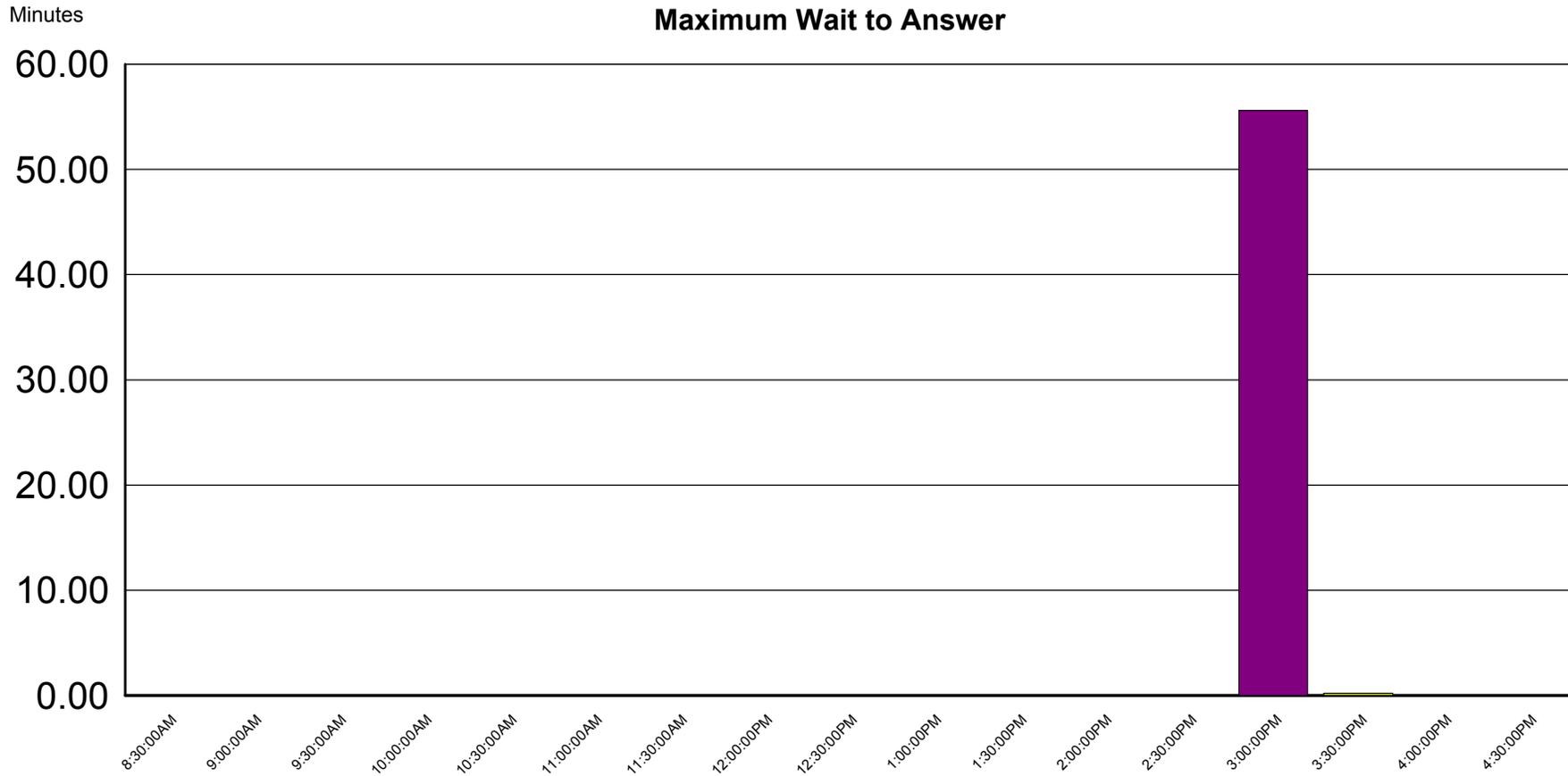
ClientServices	Interval	Minutes	(hh:mm:ss)
	8:30:00AM	0.00	:00:00
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.00	:00:00
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	55.60	:55:36
	3:30:00PM	0.22	:00:13
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
Maximum:		55.60	:55:36

(Graph) Profile of Maximum Wait to 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: **ClientServices**



(Graph) Profile of Maximum Wait to 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>



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

(Graph) Profile of Maximum Wait to 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: CompanyOperator
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:	0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **Complaints Escalation - 1**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>

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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **Complaints Research - 1**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **Conference Room 1**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **Conference Room 2**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **CS New Order**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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 Satisfaction	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	3.80	:03:48
	12:30:00AM	3.85	:03:51
	1:00:00AM	3.45	:03:27
	1:30:00AM	3.85	:03:51
	2:00:00AM	3.80	:03:48
	2:30:00AM	4.13	:04:08
	3:00:00AM	3.18	:03:11
	3:30:00AM	4.00	:04:00
	4:00:00AM	2.80	:02:48
	4:30:00AM	3.73	:03:44
	5:00:00AM	2.80	:02:48
	5:30:00AM	3.18	:03:11
	6:00:00AM	2.97	:02:58
	6:30:00AM	2.72	:02:43
	7:00:00AM	2.98	:02:59
	7:30:00AM	3.20	:03:12
	8:00:00AM	3.18	:03:11
	8:30:00AM	2.93	:02:56
	9:00:00AM	3.45	:03:27
	9:30:00AM	3.02	:03:01
	10:00:00AM	3.52	:03:31
	10:30:00AM	2.98	:02:59
	11:00:00AM	3.10	:03:06
	11:30:00AM	3.05	:03:03
	12:00:00PM	2.92	:02:55
	12:30:00PM	3.23	:03:14

(Graph) Profile of Maximum Wait to 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>



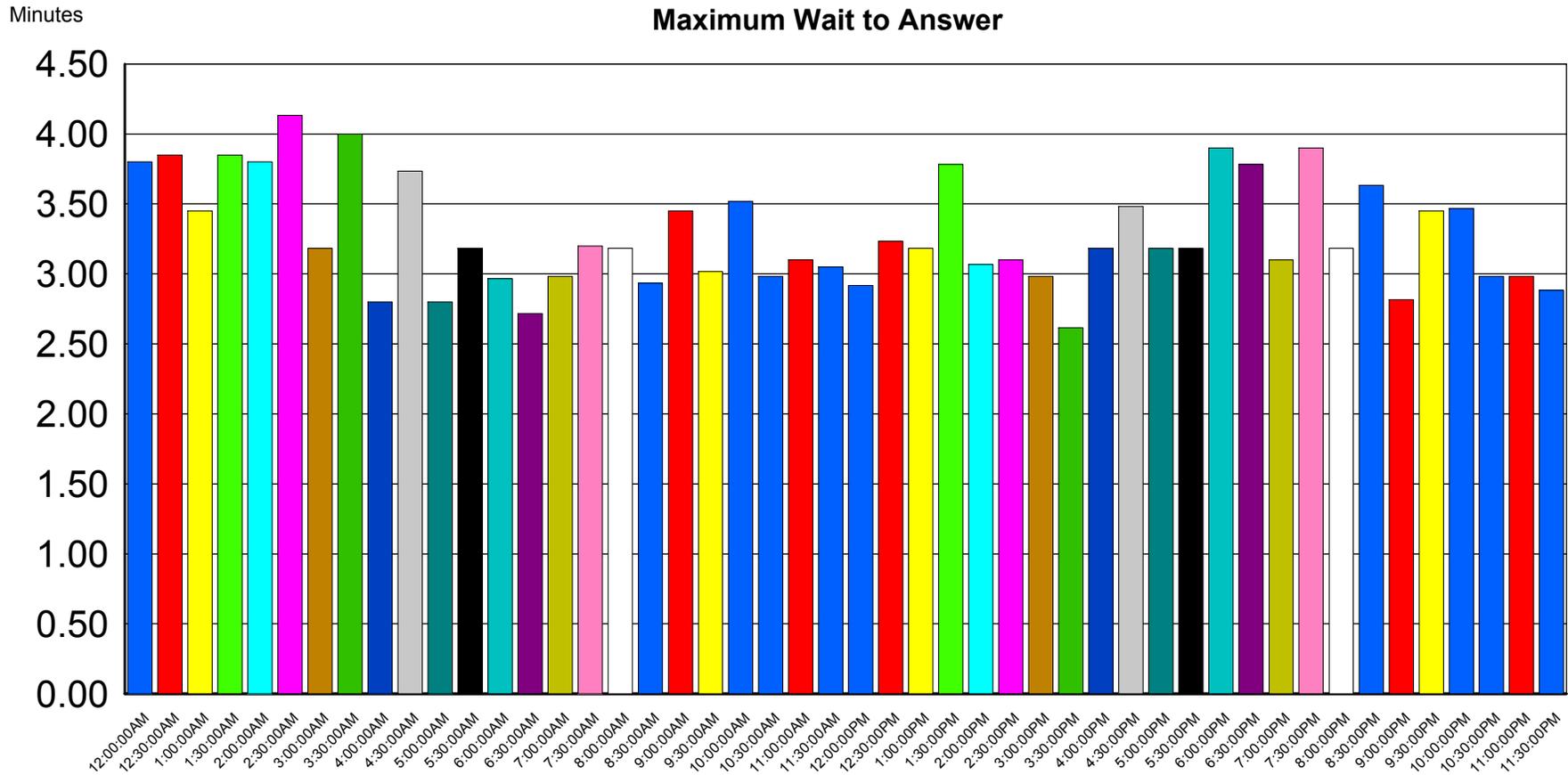
Customer Satisfaction	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	3.18	:03:11
	1:30:00PM	3.78	:03:47
	2:00:00PM	3.07	:03:04
	2:30:00PM	3.10	:03:06
	3:00:00PM	2.98	:02:59
	3:30:00PM	2.62	:02:37
	4:00:00PM	3.18	:03:11
	4:30:00PM	3.48	:03:29
	5:00:00PM	3.18	:03:11
	5:30:00PM	3.18	:03:11
	6:00:00PM	3.90	:03:54
	6:30:00PM	3.78	:03:47
	7:00:00PM	3.10	:03:06
	7:30:00PM	3.90	:03:54
	8:00:00PM	3.18	:03:11
	8:30:00PM	3.63	:03:38
	9:00:00PM	2.82	:02:49
	9:30:00PM	3.45	:03:27
	10:00:00PM	3.47	:03:28
	10:30:00PM	2.98	:02:59
	11:00:00PM	2.98	:02:59
	11:30:00PM	2.88	:02:53
Maximum:		4.13	:04:08

(Graph) Profile of Maximum Wait to 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: **Customer Satisfaction**



(Graph) Profile of Maximum Wait to 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)
	12:00:00AM	3.12	:03:07
	12:30:00AM	0.52	:00:31
	1:00:00AM	0.52	:00:31
	1:30:00AM	0.57	:00:34
	2:00:00AM	0.60	:00:36
	2:30:00AM	0.50	:00:30
	3:00:00AM	0.65	:00:39
	3:30:00AM	1.18	:01:11
	4:00:00AM	0.50	:00:30
	4:30:00AM	0.50	:00:30
	5:00:00AM	4.68	:04:41
	5:30:00AM	4.18	:04:11
	6:00:00AM	8.93	:08:56
	6:30:00AM	11.62	:11:37
	7:00:00AM	11.33	:11:20
	7:30:00AM	9.17	:09:10
	8:00:00AM	10.90	:10:54
	8:30:00AM	11.15	:11:09
	9:00:00AM	13.13	:13:08
	9:30:00AM	7.87	:07:52
	10:00:00AM	18.20	:18:12
	10:30:00AM	10.93	:10:56
	11:00:00AM	15.15	:15:09
	11:30:00AM	10.70	:10:42
	12:00:00PM	18.40	:18:24
	12:30:00PM	13.07	:13:04

(Graph) Profile of Maximum Wait to 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>



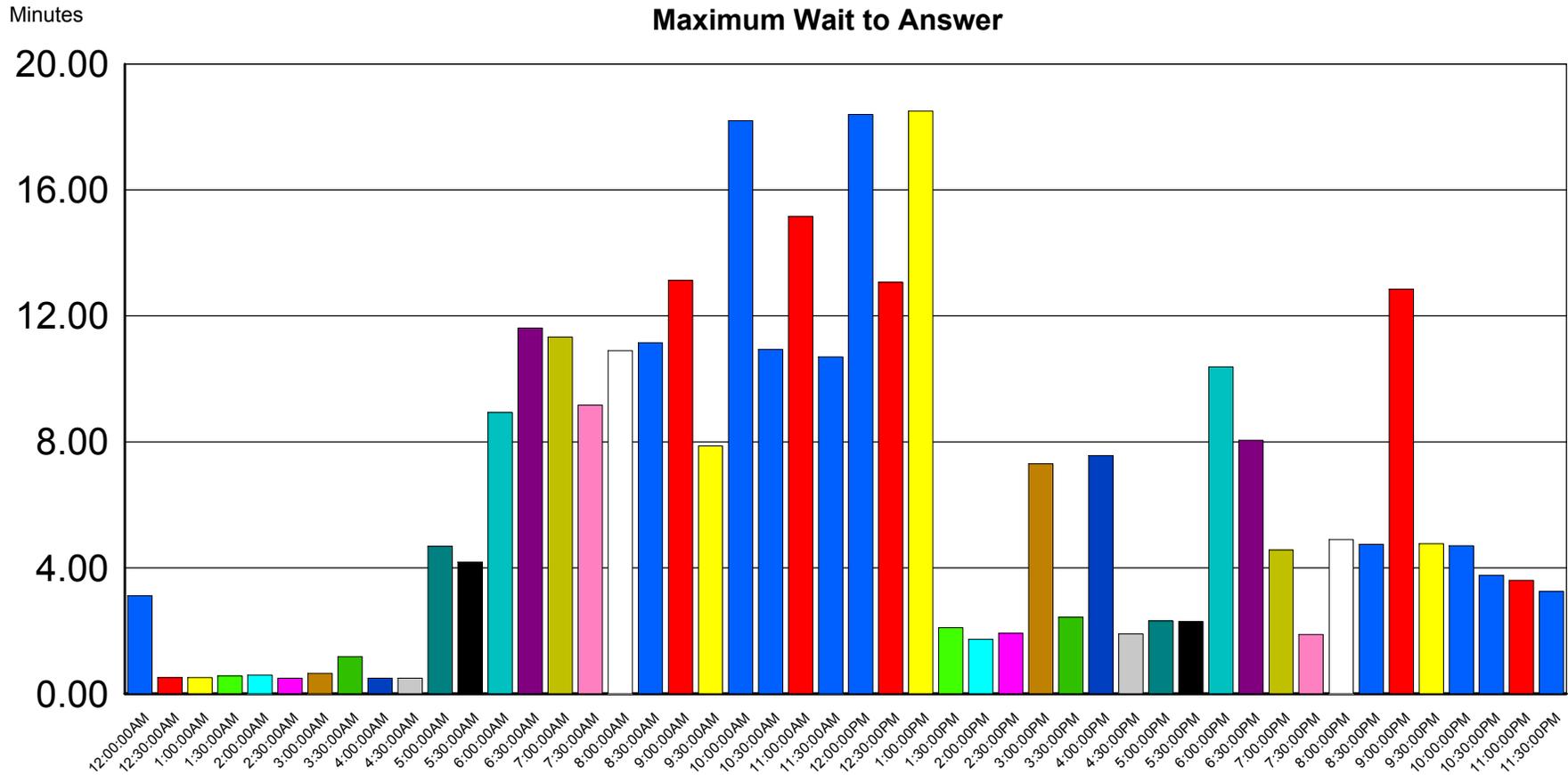
Customer Service	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	18.50	:18:30
	1:30:00PM	2.10	:02:06
	2:00:00PM	1.73	:01:44
	2:30:00PM	1.92	:01:55
	3:00:00PM	7.30	:07:18
	3:30:00PM	2.43	:02:26
	4:00:00PM	7.57	:07:34
	4:30:00PM	1.90	:01:54
	5:00:00PM	2.32	:02:19
	5:30:00PM	2.30	:02:18
	6:00:00PM	10.38	:10:23
	6:30:00PM	8.05	:08:03
	7:00:00PM	4.57	:04:34
	7:30:00PM	1.88	:01:53
	8:00:00PM	4.90	:04:54
	8:30:00PM	4.75	:04:45
	9:00:00PM	12.85	:12:51
	9:30:00PM	4.77	:04:46
	10:00:00PM	4.70	:04:42
	10:30:00PM	3.77	:03:46
	11:00:00PM	3.60	:03:36
	11:30:00PM	3.25	:03:15
Maximum:		18.50	:18:30

(Graph) Profile of Maximum Wait to 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: **Customer Service**



(Graph) Profile of Maximum Wait to 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>



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	0.05	:00:03
	2:00:00AM	0.02	:00:01
	2:30:00AM	0.05	:00:03
	3:00:00AM	0.03	:00:02
	3:30:00AM	0.05	:00:03
	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	0.05	:00:03
	7:30:00AM	0.02	:00:01
	8:00:00AM	0.02	:00:01
	8:30:00AM	0.07	:00:04
	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	0.05	:00:03
	12:00:00PM	0.02	:00:01
	12:30:00PM	0.02	:00:01

(Graph) Profile of Maximum Wait to 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>

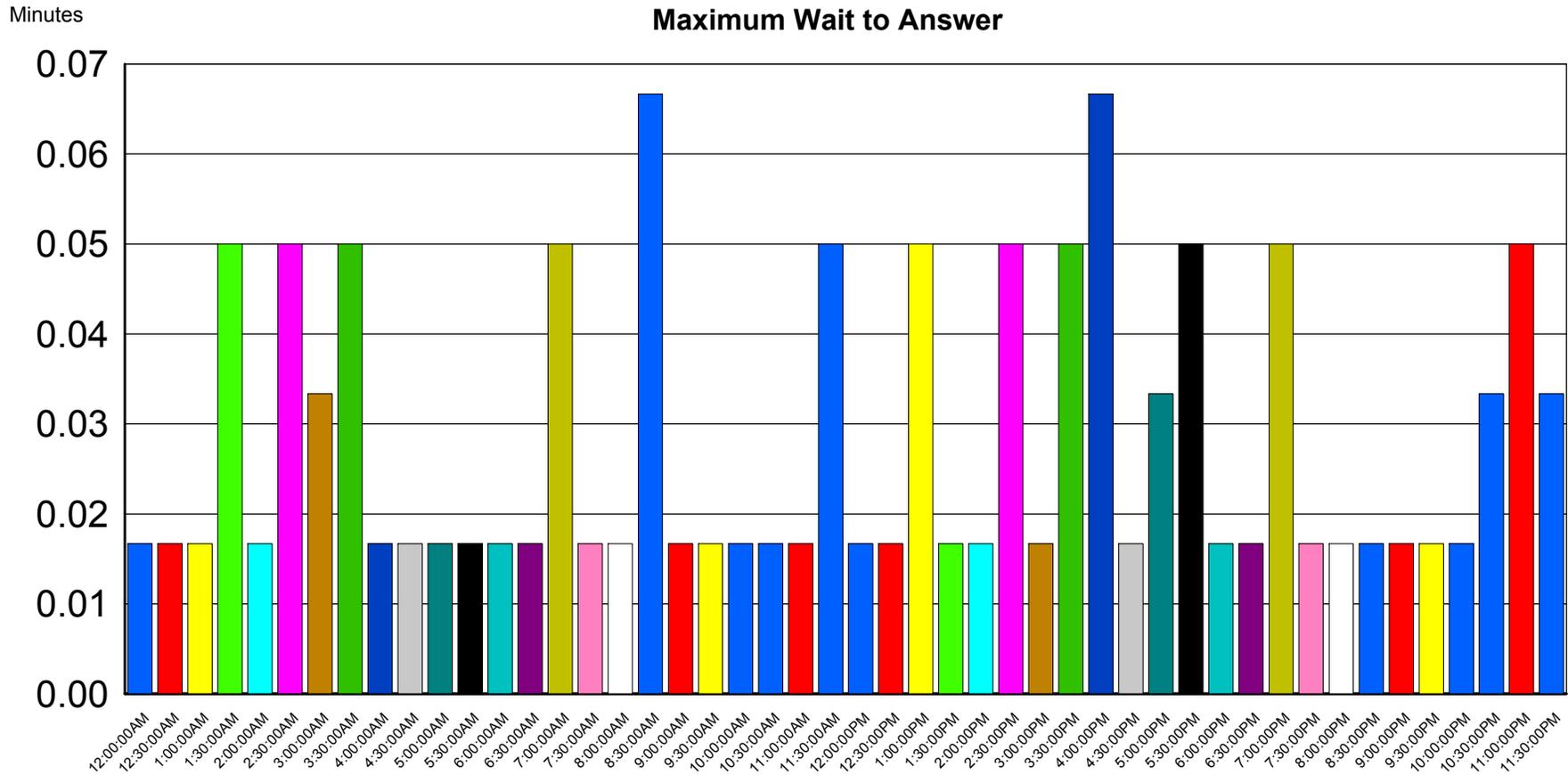
Dialer	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.05	:00:03
	1:30:00PM	0.02	:00:01
	2:00:00PM	0.02	:00:01
	2:30:00PM	0.05	:00:03
	3:00:00PM	0.02	:00:01
	3:30:00PM	0.05	:00:03
	4:00:00PM	0.07	:00:04
	4:30:00PM	0.02	:00:01
	5:00:00PM	0.03	:00:02
	5:30:00PM	0.05	:00:03
	6:00:00PM	0.02	:00:01
	6:30:00PM	0.02	:00:01
	7:00:00PM	0.05	: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	0.03	:00:02
	11:00:00PM	0.05	:00:03
	11:30:00PM	0.03	:00:02
Maximum:		0.07	:00:04

(Graph) Profile of Maximum Wait to 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: **Dialer**



(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **ES-TechSupport**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



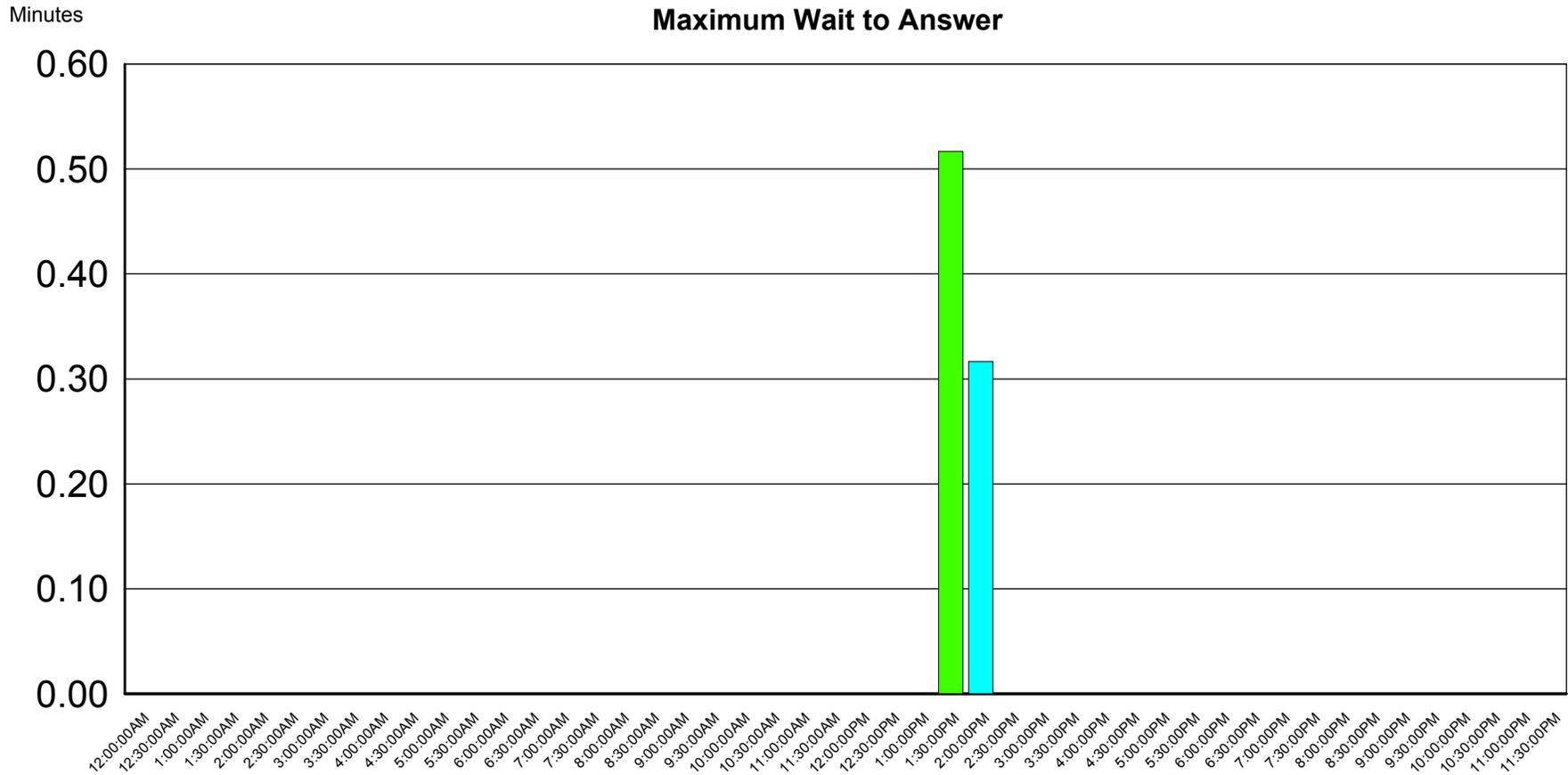
FeedBack	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.52	:00:31
	2:00:00PM	0.32	:00:19
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	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
Maximum:		0.52	:00:31

(Graph) Profile of Maximum Wait to 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: **FeedBack**



(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



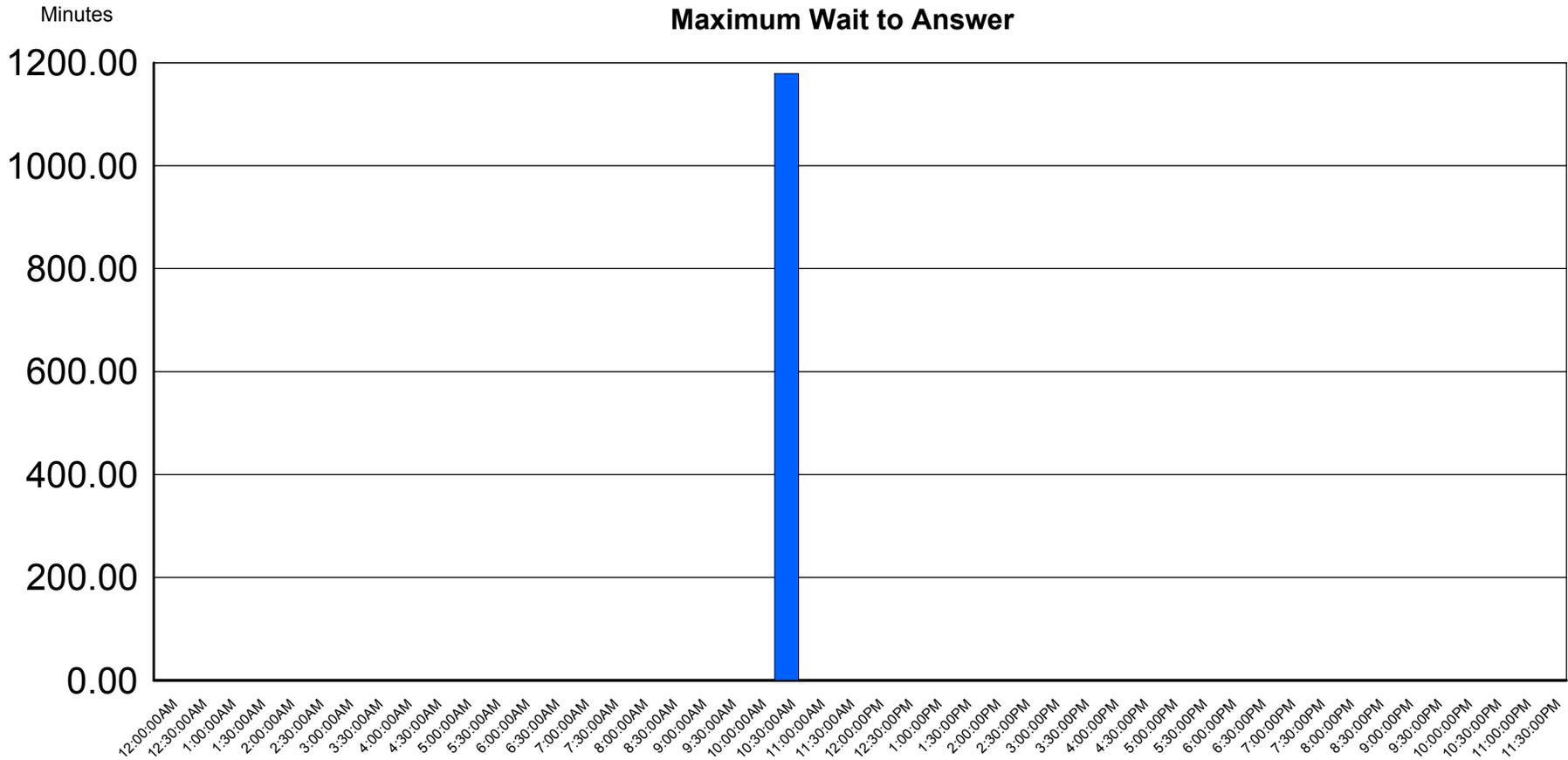
FeedBack IPA	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	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
Maximum:		1,179.05	19:39:03

(Graph) Profile of Maximum Wait to 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: **FeedBack IPA**



(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: GeneriGas Commercial
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>

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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: GeneriGas Residential
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: GeneriGas Service
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>

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 Maximum Wait to 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>



Maximum: 0.00 :00:00

(Graph) Profile of Maximum Wait to 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: **GroupA**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **HealthCareAgents**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



Help Desk	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	3.50	:03:30
	12:30:00AM	0.58	:00:35
	1:00:00AM	0.50	:00:30
	1:30:00AM	0.50	:00:30
	2:00:00AM	0.52	:00:31
	2:30:00AM	0.63	:00:38
	3:00:00AM	0.53	:00:32
	3:30:00AM	0.52	:00:31
	4:00:00AM	0.52	:00:31
	4:30:00AM	0.52	:00:31
	5:00:00AM	4.77	:04:46
	5:30:00AM	4.92	:04:55
	6:00:00AM	8.62	:08:37
	6:30:00AM	15.57	:15:34
	7:00:00AM	13.28	:13:17
	7:30:00AM	18.18	:18:11
	8:00:00AM	11.90	:11:54
	8:30:00AM	11.18	:11:11
	9:00:00AM	14.62	:14:37
	9:30:00AM	13.73	:13:44
	10:00:00AM	18.22	:18:13
	10:30:00AM	14.58	:14:35
	11:00:00AM	13.57	:13:34
	11:30:00AM	15.37	:15:22
	12:00:00PM	12.23	:12:14
	12:30:00PM	6.47	:06:28

(Graph) Profile of Maximum Wait to 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>



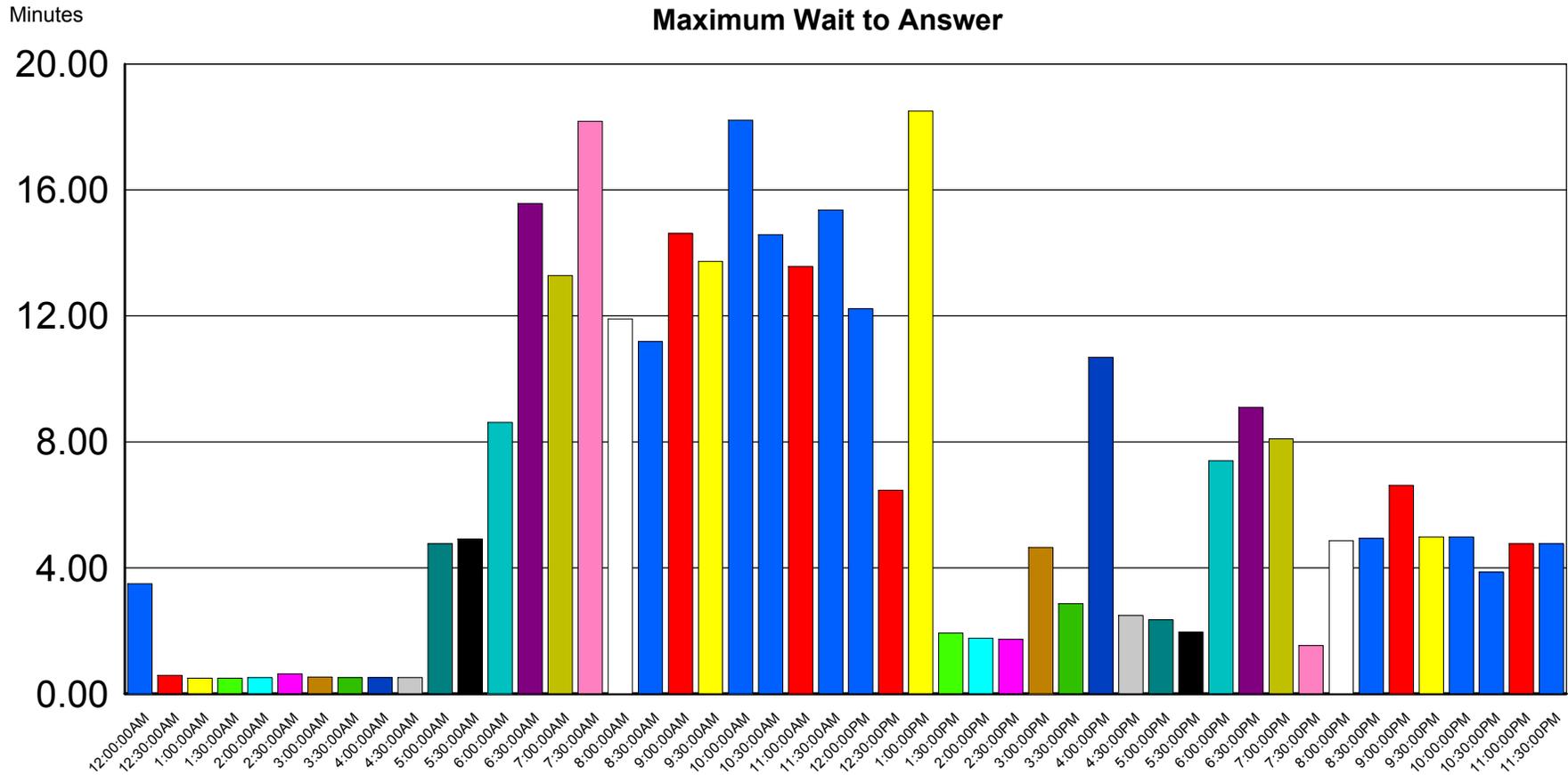
Help Desk	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	18.50	:18:30
	1:30:00PM	1.93	:01:56
	2:00:00PM	1.77	:01:46
	2:30:00PM	1.73	:01:44
	3:00:00PM	4.65	:04:39
	3:30:00PM	2.87	:02:52
	4:00:00PM	10.68	:10:41
	4:30:00PM	2.48	:02:29
	5:00:00PM	2.35	:02:21
	5:30:00PM	1.97	:01:58
	6:00:00PM	7.40	:07:24
	6:30:00PM	9.10	:09:06
	7:00:00PM	8.10	:08:06
	7:30:00PM	1.53	:01:32
	8:00:00PM	4.87	:04:52
	8:30:00PM	4.93	:04:56
	9:00:00PM	6.62	:06:37
	9:30:00PM	4.98	:04:59
	10:00:00PM	4.98	:04:59
	10:30:00PM	3.87	:03:52
	11:00:00PM	4.77	:04:46
	11:30:00PM	4.77	:04:46
Maximum:		18.50	:18:30

(Graph) Profile of Maximum Wait to 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**



(Graph) Profile of Maximum Wait to 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>

HOOPP - Retirement and 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
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
Maximum:	0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **HOOPP - Retirement and Terminations**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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 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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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 Management**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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 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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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 A**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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 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 Maximum Wait to 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>



Maximum: 0.00 :00:00

(Graph) Profile of Maximum Wait to 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 Maximum Wait to 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)
	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 Maximum Wait to 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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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 C**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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 Maximum Wait to 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 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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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 Re-Engagement**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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 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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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 Training**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: imc
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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

(Graph) Profile of Maximum Wait to 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: **IMC - Dialing**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



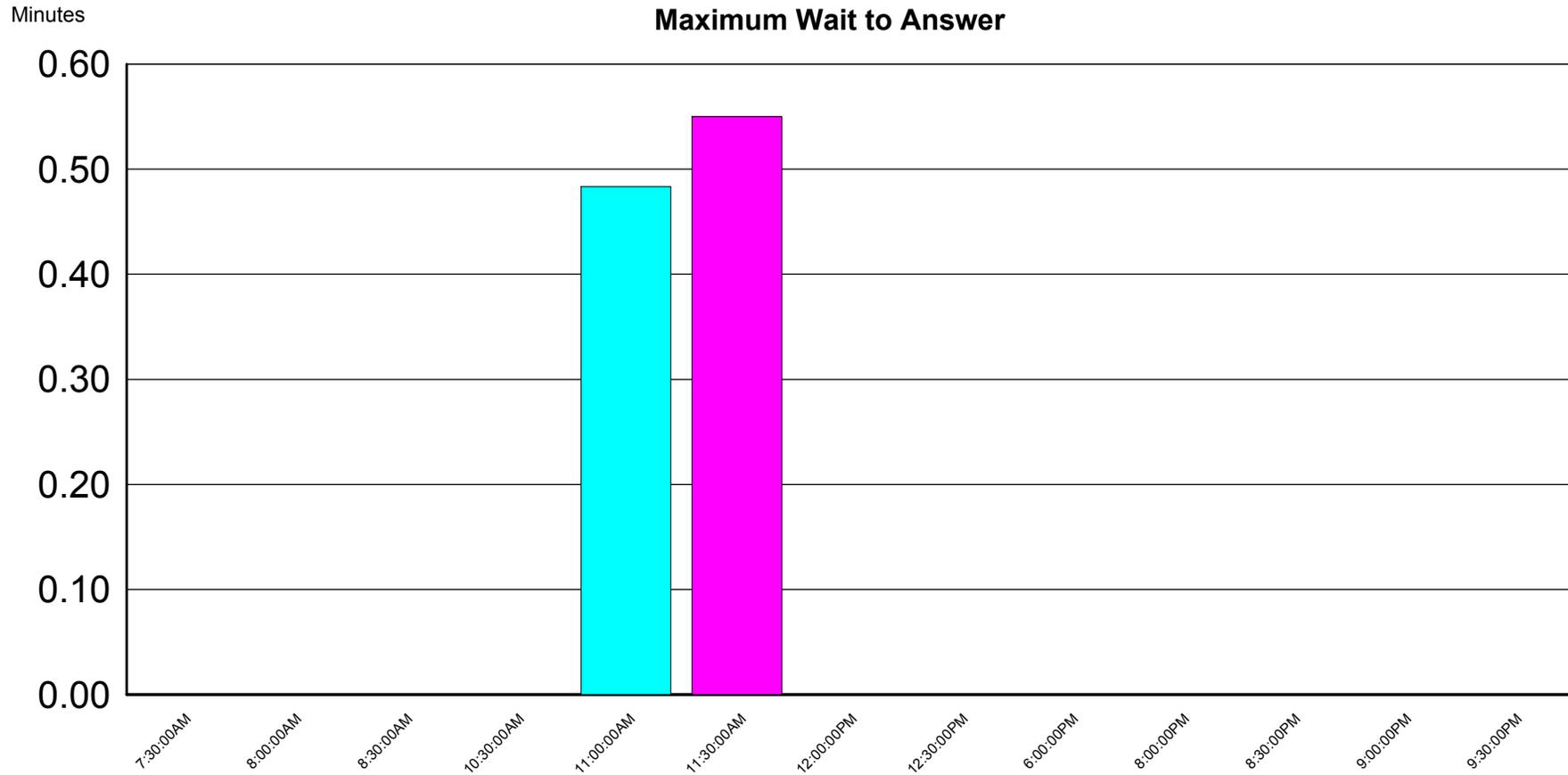
Insurance	Interval	Minutes	(hh:mm:ss)
	7:30:00AM	0.00	:00:00
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.00	:00:00
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.48	:00:29
	11:30:00AM	0.55	:00:33
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	8:00:00PM	0.00	:00:00
	8:30:00PM	0.00	:00:00
	9:00:00PM	0.00	:00:00
	9:30:00PM	0.00	:00:00
Maximum:		0.55	:00:33

(Graph) Profile of Maximum Wait to 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: **Insurance**



(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: Insurance Adjusters
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



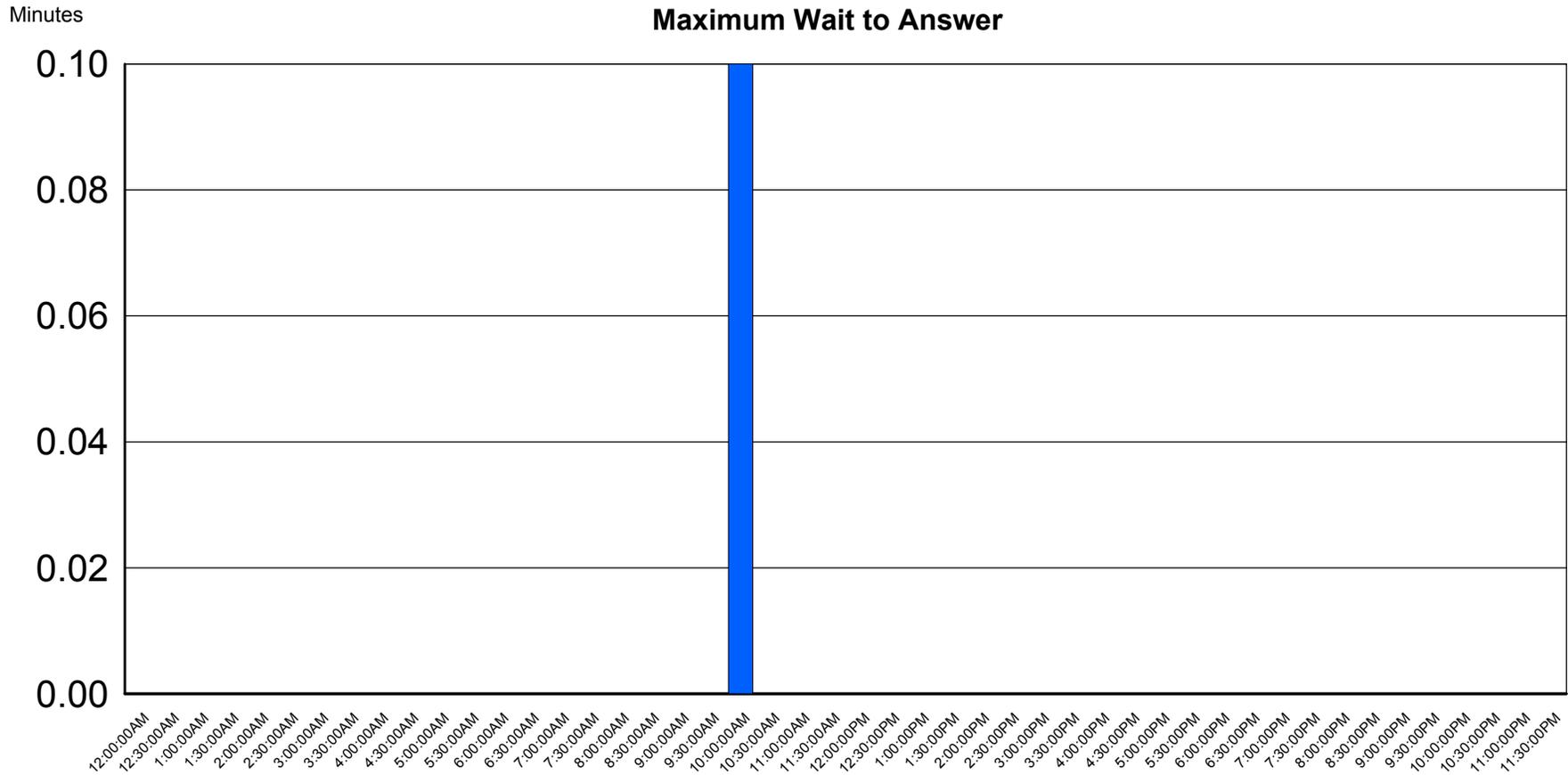
Insurance Agents	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	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
Maximum:		0.10	:00:06

(Graph) Profile of Maximum Wait to 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: **Insurance Agents**



(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: Insurance Claims
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: Interactions14
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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 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 Maximum Wait to 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 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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: IPA Demos
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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 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 Maximum Wait to 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 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	3.40	:03:24
	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
Maximum:		3.40	:03:24

(Graph) Profile of Maximum Wait to Answer

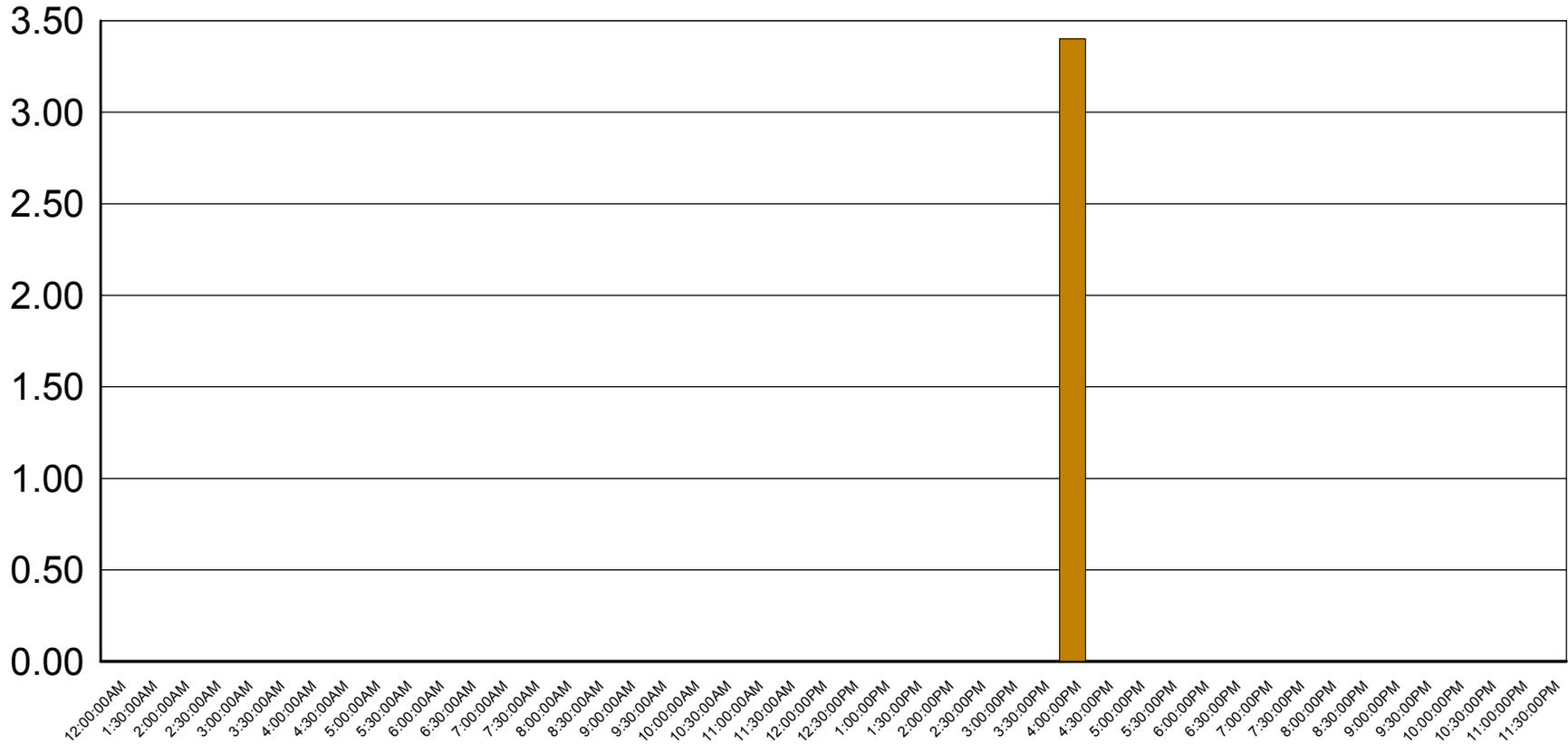
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **IPA HR Onboarding**

Minutes

Maximum Wait to Answer



(Graph) Profile of Maximum Wait to 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 Intelligent Mobile ConInterval	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 Maximum Wait to 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 Intelligent Mobile ConInterval	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
Maximum:	0.00	:00:00

(Graph) Profile of Maximum Wait to 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: IPA Intelligent Mobile Connect
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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 Intelligent Mobile ConInterval	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
Maximum:	0.00	:00:00

(Graph) Profile of Maximum Wait to 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: IPA Intelligent Mobile Connect - Dialing
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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 Intelligent Mobile ConInterval	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 Maximum Wait to 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 Intelligent Mobile ConInterval	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
Maximum:	0.00	:00:00

(Graph) Profile of Maximum Wait to 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: IPA Intelligent Mobile Connect 2
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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 Intelligent Mobile ConInterval	Minutes	(hh:mm:ss)
11:00:00AM	0.00	:00:00
11:30:00AM	0.00	:00:00
Maximum:	0.00	:00:00

(Graph) Profile of Maximum Wait to 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: IPA Intelligent Mobile Connect 2 - Dialing
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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 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 Maximum Wait to 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>



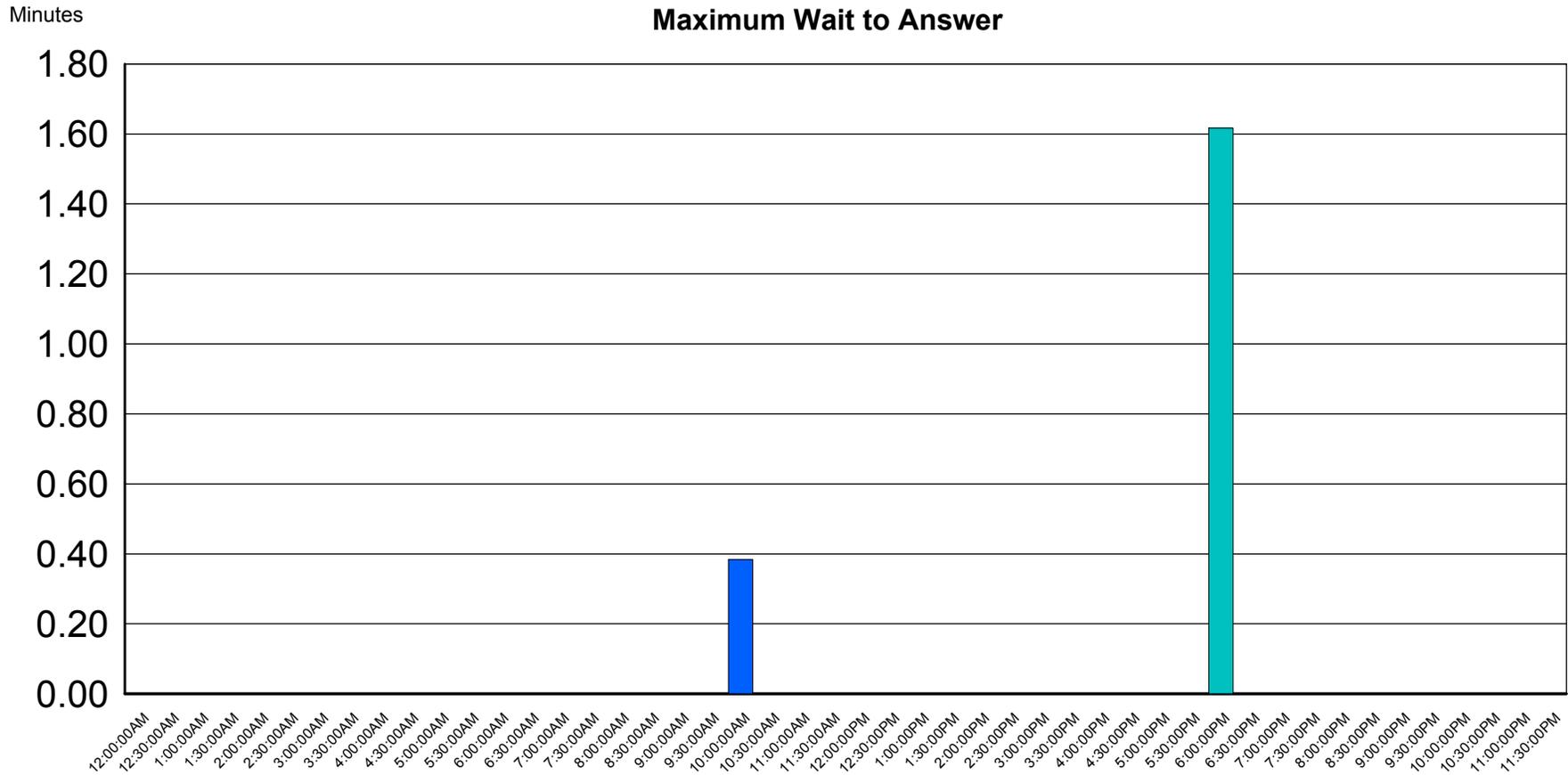
IPA Life Insurance Demo	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	1.62	:01:37
	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
Maximum:		1.62	:01:37

(Graph) Profile of Maximum Wait to 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: **IPA Life Insurance Demo**



(Graph) Profile of Maximum Wait to 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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: IPA OnCall Staging
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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)
	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 Maximum Wait to 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	0.45	:00:27
	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
Maximum:		0.45	:00:27

(Graph) Profile of Maximum Wait to Answer

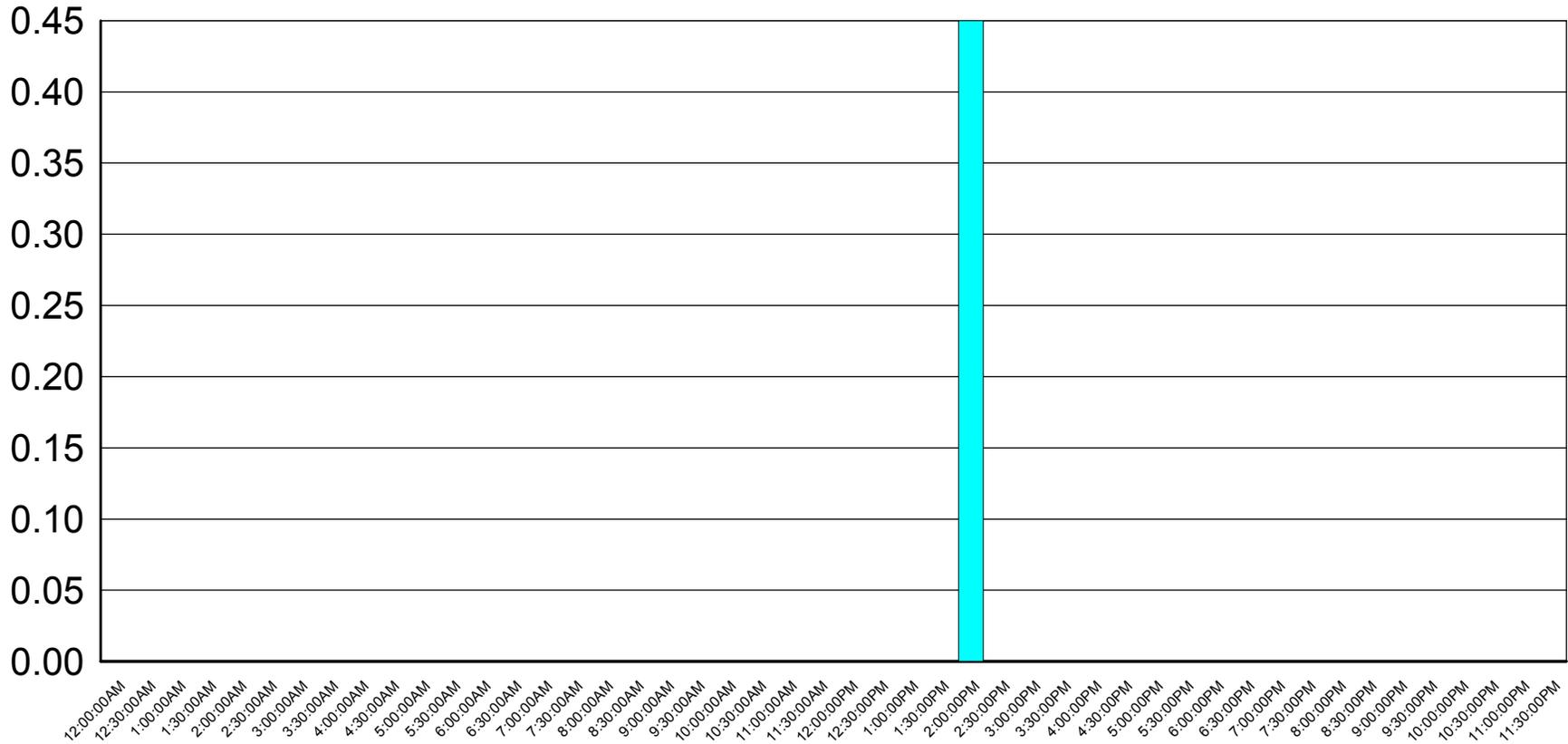
Queue Range: <All>
Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range: 00:00:00-23:59:59
Site ID Range: <All>



Queue Name: **IPA TeleHealth**

Minutes

Maximum Wait to Answer



(Graph) Profile of Maximum Wait to 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 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
Maximum:	0.00	:00:00

(Graph) Profile of Maximum Wait to 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: IPA University Enrollment
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **JS_Survey**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **Lamborghini**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:	0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **Legal Shield - Member Services**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>

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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **Loan Officers**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



Marketing	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	101.53	01:41:32
	12:30:00AM	175.35	02:55:21
	1:00:00AM	1.88	:01:53
	1:30:00AM	236.70	03:56:42
	2:00:00AM	5.53	:05:32
	2:30:00AM	0.00	:00:00
	3:00:00AM	316.35	05:16:21
	3:30:00AM	51.97	:51:58
	4:00:00AM	0.10	:00:06
	4:30:00AM	12.67	:12:40
	5:00:00AM	35.50	:35:30
	5:30:00AM	10.12	:10:07
	6:00:00AM	0.00	:00:00
	6:30:00AM	1.08	:01:05
	7:00:00AM	0.53	:00:32
	7:30:00AM	0.00	:00:00
	8:00:00AM	2.63	:02:38
	8:30:00AM	0.72	:00:43
	9:00:00AM	2.23	:02:14
	9:30:00AM	9.88	:09:53
	10:00:00AM	33.22	:33:13
	10:30:00AM	7.82	:07:49
	11:00:00AM	7.27	:07:16
	11:30:00AM	29.73	:29:44
	12:00:00PM	1.35	:01:21
	12:30:00PM	13.77	:13:46

(Graph) Profile of Maximum Wait to 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>



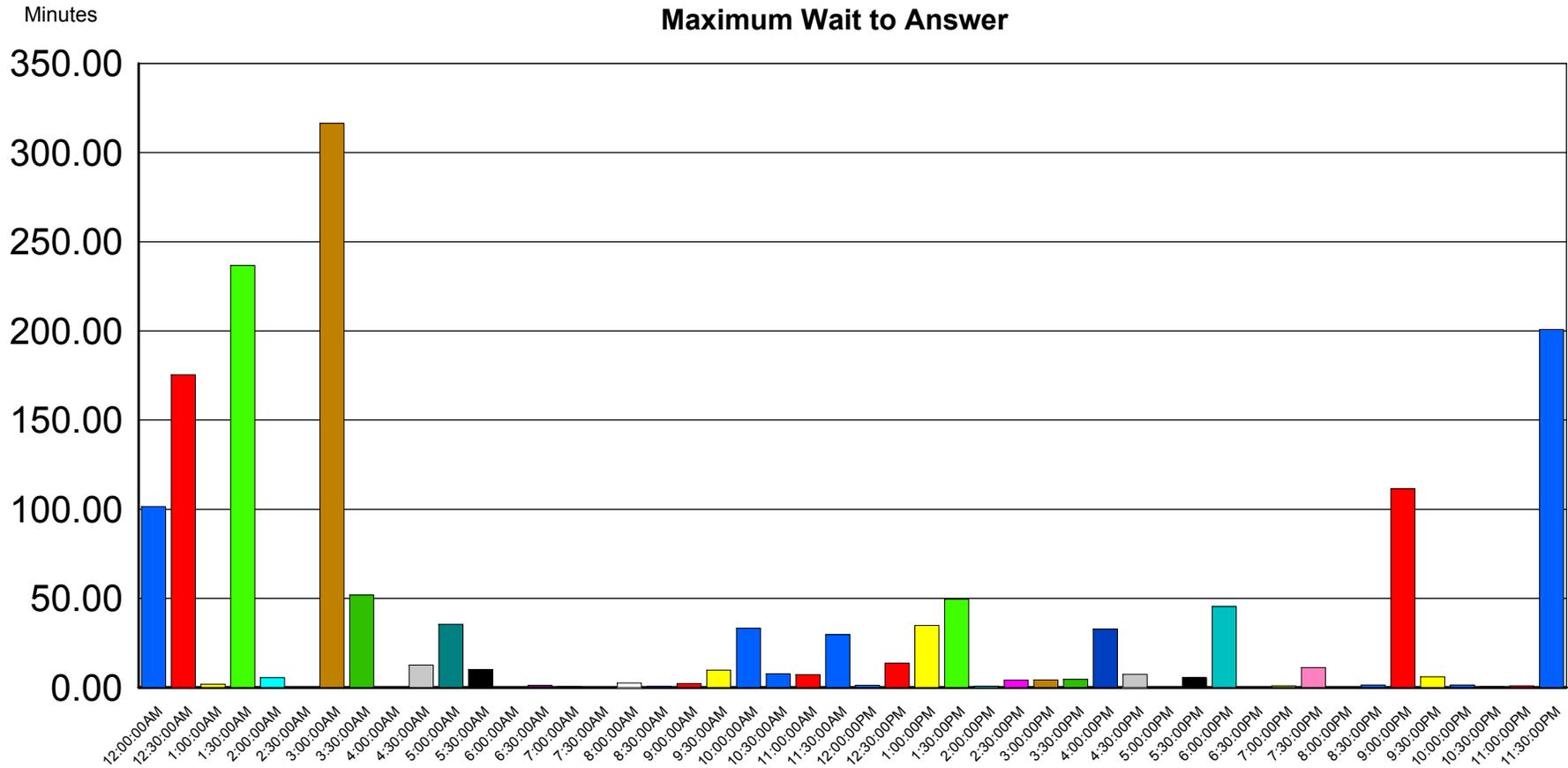
Marketing	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	34.82	:34:49
	1:30:00PM	49.48	:49:29
	2:00:00PM	0.83	:00:50
	2:30:00PM	4.08	:04:05
	3:00:00PM	4.23	:04:14
	3:30:00PM	4.62	:04:37
	4:00:00PM	32.80	:32:48
	4:30:00PM	7.40	:07:24
	5:00:00PM	0.37	:00:22
	5:30:00PM	5.62	:05:37
	6:00:00PM	45.38	:45:23
	6:30:00PM	0.13	:00:08
	7:00:00PM	1.05	:01:03
	7:30:00PM	11.20	:11:12
	8:00:00PM	0.00	:00:00
	8:30:00PM	1.42	:01:25
	9:00:00PM	111.45	01:51:27
	9:30:00PM	6.08	:06:05
	10:00:00PM	1.52	:01:31
	10:30:00PM	0.55	:00:33
	11:00:00PM	0.97	:00:58
	11:30:00PM	200.77	03:20:46
Maximum:		316.35	05:16:21

(Graph) Profile of Maximum Wait to 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: **Marketing**



(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>

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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **MedImmune**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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	31.33	:31:20
	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	0.38	:00:23
	10:30:00AM	0.00	:00:00
	11:00:00AM	0.00	:00:00
	11:30:00AM	0.17	:00:10
	12:00:00PM	1.37	:01:22
	12:30:00PM	4.13	:04:08

(Graph) Profile of Maximum Wait to 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>



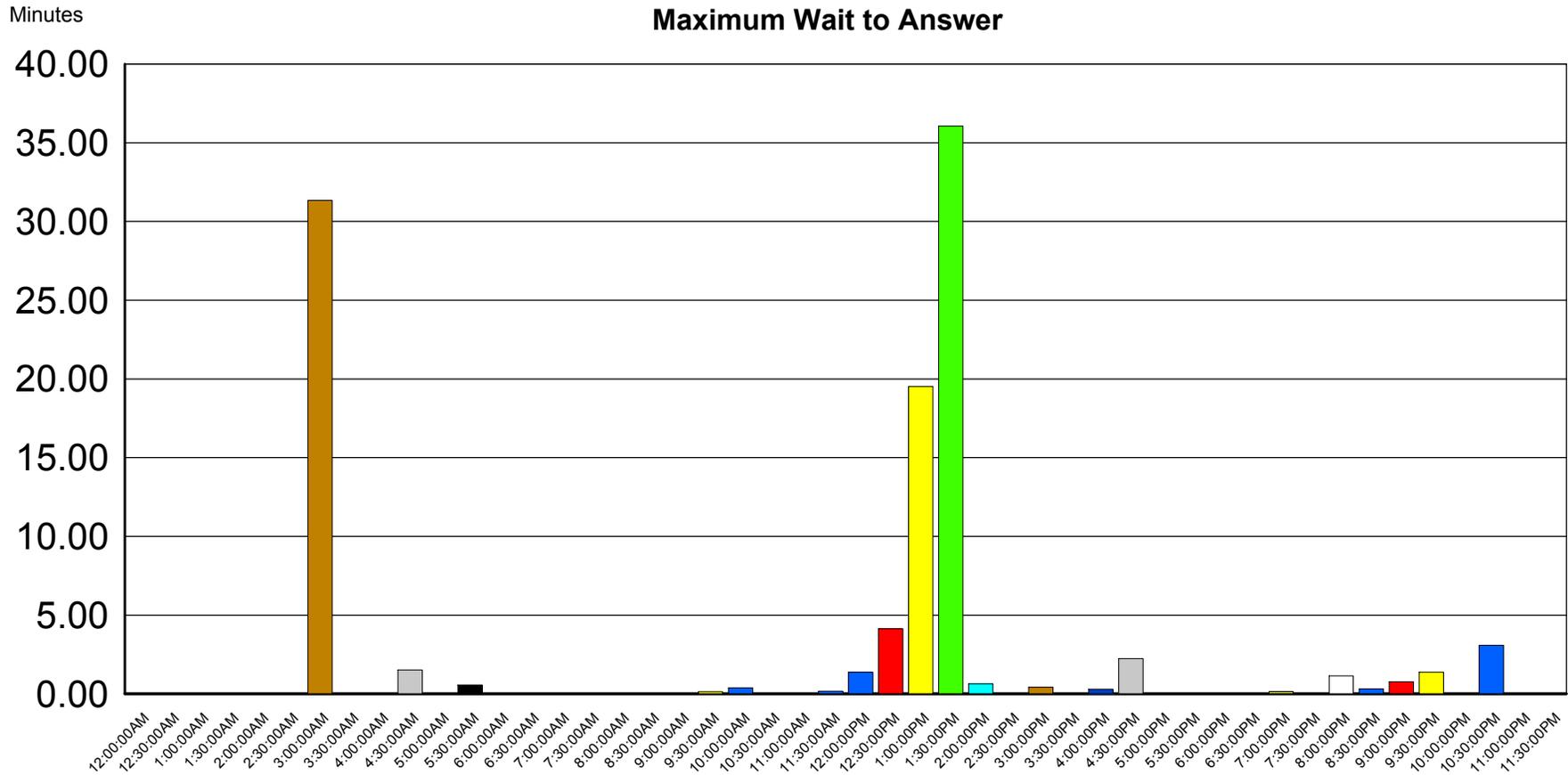
MemberServices	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	19.52	:19:31
	1:30:00PM	36.05	:36:03
	2:00:00PM	0.63	:00:38
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.42	:00:25
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.30	:00:18
	4:30:00PM	2.23	:02:14
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	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	0.77	:00:46
	9:30:00PM	1.37	:01:22
	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
Maximum:		36.05	:36:03

(Graph) Profile of Maximum Wait to 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: **MemberServices**



(Graph) Profile of Maximum Wait to 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)
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 Maximum Wait to 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
Maximum:	0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **MemberServicesCallBack**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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 AEMR**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>

MemorialCare BUS CustorInterval	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
Maximum:	0.00	:00:00

(Graph) Profile of Maximum Wait to 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 Maximum Wait to 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>



MemorialCare BUS OperatInterval	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
Maximum:	0.00	:00:00

(Graph) Profile of Maximum Wait to 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 Operator**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:	0.00	:00:00

(Graph) Profile of Maximum Wait to 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 Spanish
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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 Help Desk
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>

MemorialCare Patient FinalInterval	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
Maximum:	0.00	:00:00

(Graph) Profile of Maximum Wait to 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 Patient Financial Services
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>

MemorialCare Queue PatidInterval	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
Maximum:	0.00	:00:00

(Graph) Profile of Maximum Wait to 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 Queue Patient Accounting FV
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **Mercadeo**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>

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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: Midwest Tickets
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



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

(Graph) Profile of Maximum Wait to 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: **ML-TechSupport**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: Mobilizer Chat
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **MobilizerReview**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>

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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: Mortgage Consultants
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **NetApp**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



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

(Graph) Profile of Maximum Wait to 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: **Otterbox Support**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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	0.58	:00:35
	6:00:00AM	0.23	:00:14
	6:30:00AM	0.00	:00:00
	7:00:00AM	0.00	:00:00
	7:30:00AM	0.57	:00:34
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.82	:00:49
	9:00:00AM	0.53	:00:32
	9:30:00AM	0.93	:00:56
	10:00:00AM	0.00	:00:00
	10:30:00AM	0.20	:00:12
	11:00:00AM	0.37	:00:22
	11:30:00AM	0.60	:00:36
	12:00:00PM	0.00	:00:00
	12:30:00PM	411.82	06:51:49

(Graph) Profile of Maximum Wait to 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>



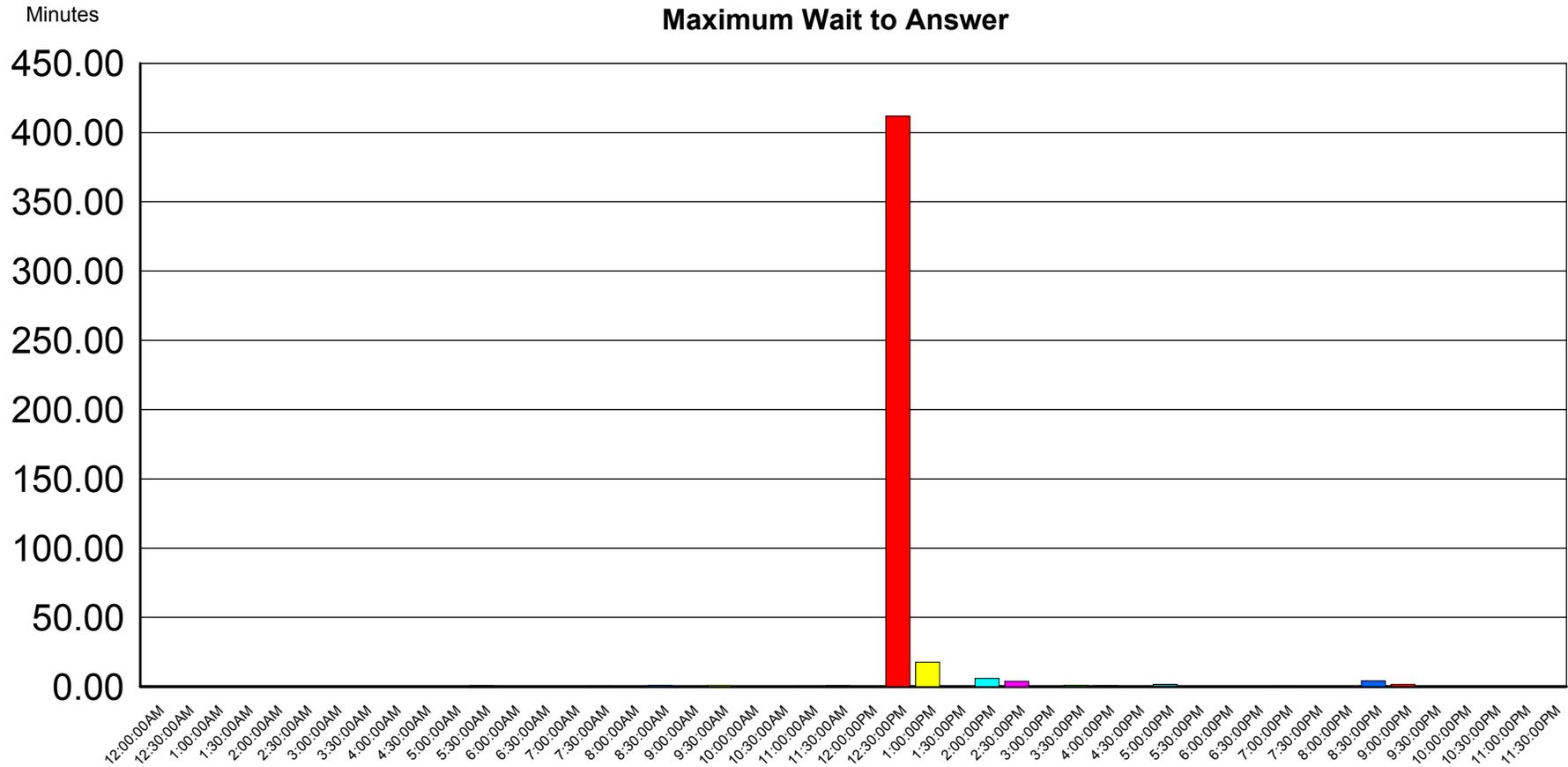
Partners	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	17.72	:17:43
	1:30:00PM	0.18	:00:11
	2:00:00PM	5.90	:05:54
	2:30:00PM	4.00	:04:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.82	:00:49
	4:00:00PM	0.65	:00:39
	4:30:00PM	0.00	:00:00
	5:00:00PM	1.58	:01:35
	5:30:00PM	0.08	:00:05
	6:00:00PM	0.20	:00:12
	6:30:00PM	0.30	:00:18
	7:00:00PM	0.57	:00:34
	7:30:00PM	0.00	:00:00
	8:00:00PM	0.20	:00:12
	8:30:00PM	4.25	:04:15
	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
Maximum:		411.82	06:51:49

(Graph) Profile of Maximum Wait to 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: **Partners**



(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **Personal Advocates**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **POC SharpHC**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **Porche**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: Questrade
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **QuickBooks Sales**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **QuickBooks Support**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: ResMed Collections
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **RJ-TechSupport**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



Maximum: 0.00 :00:00

(Graph) Profile of Maximum Wait to 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: **RL-TechSupport**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: Sales
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



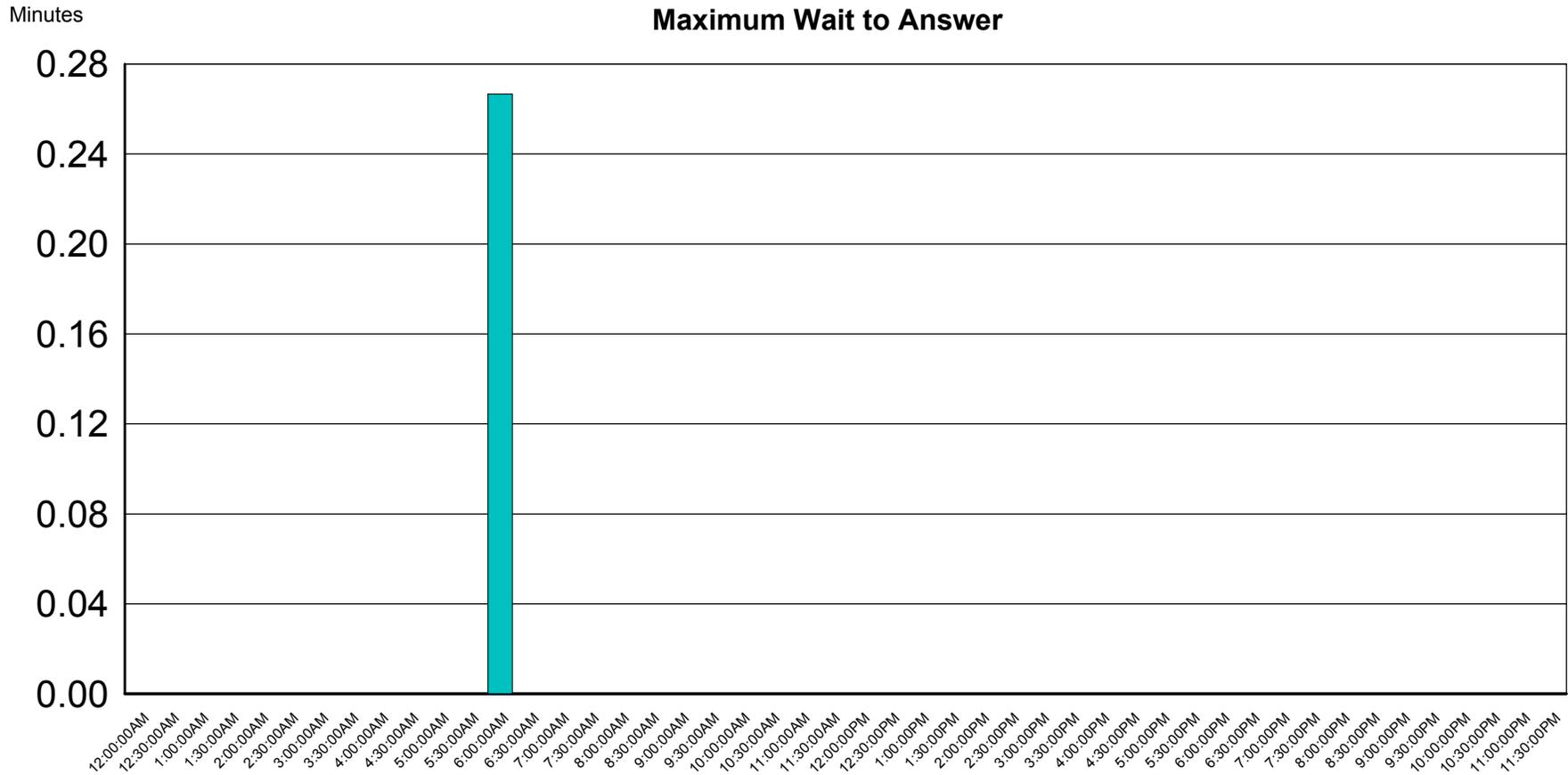
Sales Specialist	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	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
Maximum:		0.27	:00:16

(Graph) Profile of Maximum Wait to 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: **Sales Specialist**



(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **SAP**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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)
	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 Maximum Wait to 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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **SC Accounting**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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 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 Maximum Wait to 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 Customer Service	Interval	Minutes	(hh:mm:ss)
	10:00:00PM	0.00	:00:00
	10:30:00PM	0.00	:00:00
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **SC Customer Service**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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 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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **SC Donor Group**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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 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 Maximum Wait to 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 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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **SC Marketing**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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 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 Maximum Wait to 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 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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **SC Technical Support**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: Senior Adjusters
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **ServiceDesk**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **SimdomainAdmins**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **SMS**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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	5,445.98	90:45:59
	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 Maximum Wait to 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>

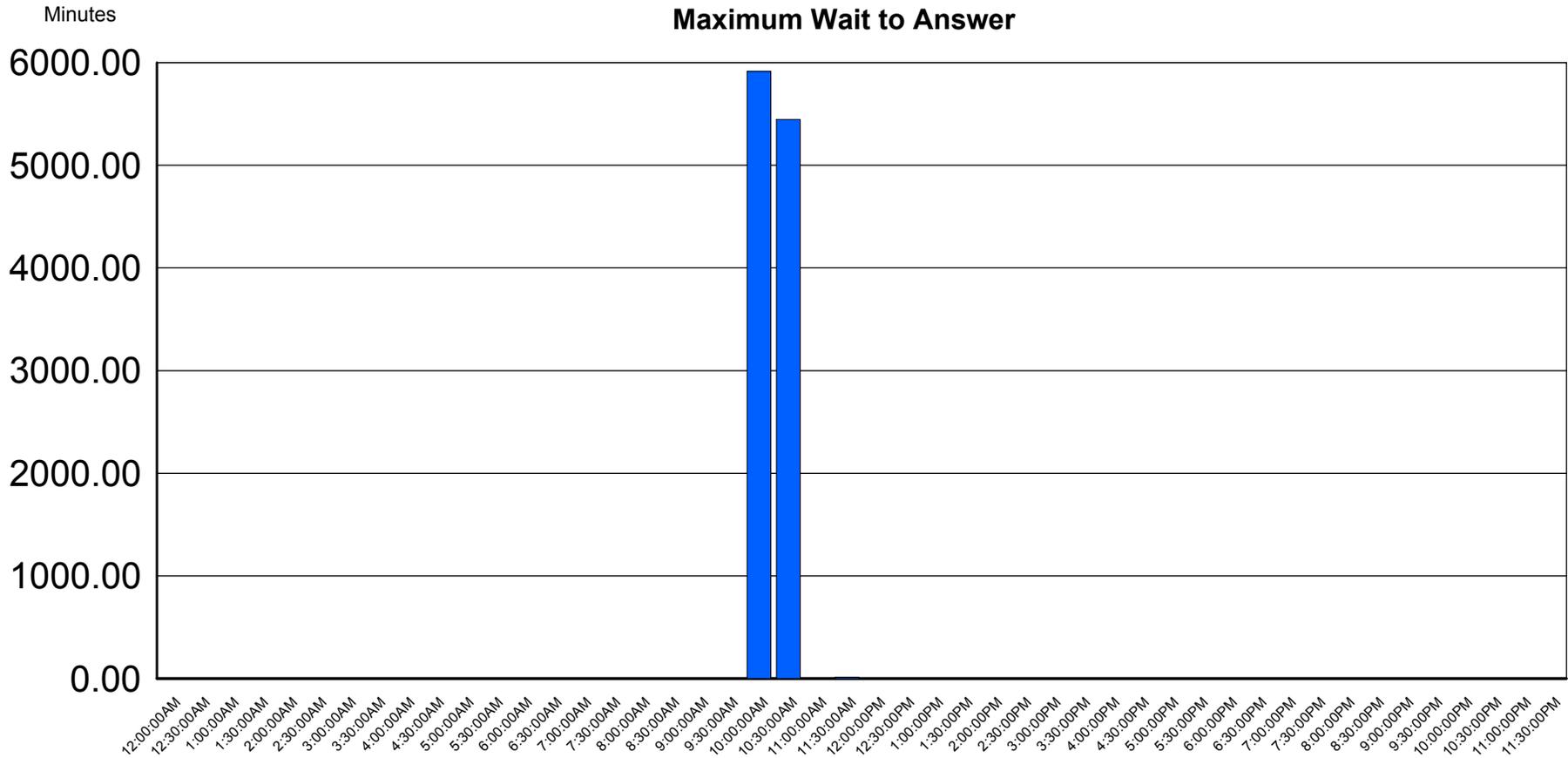
Social Media	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	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
Maximum:		5,912.10	98:32:06

(Graph) Profile of Maximum Wait to 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: **Social Media**



(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: Social Media Approvers
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: Social Media Failures
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: Social Media Replies
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **SoW Advanced**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **SoW Basic**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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	0.03	:00:02
	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 Maximum Wait to 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>



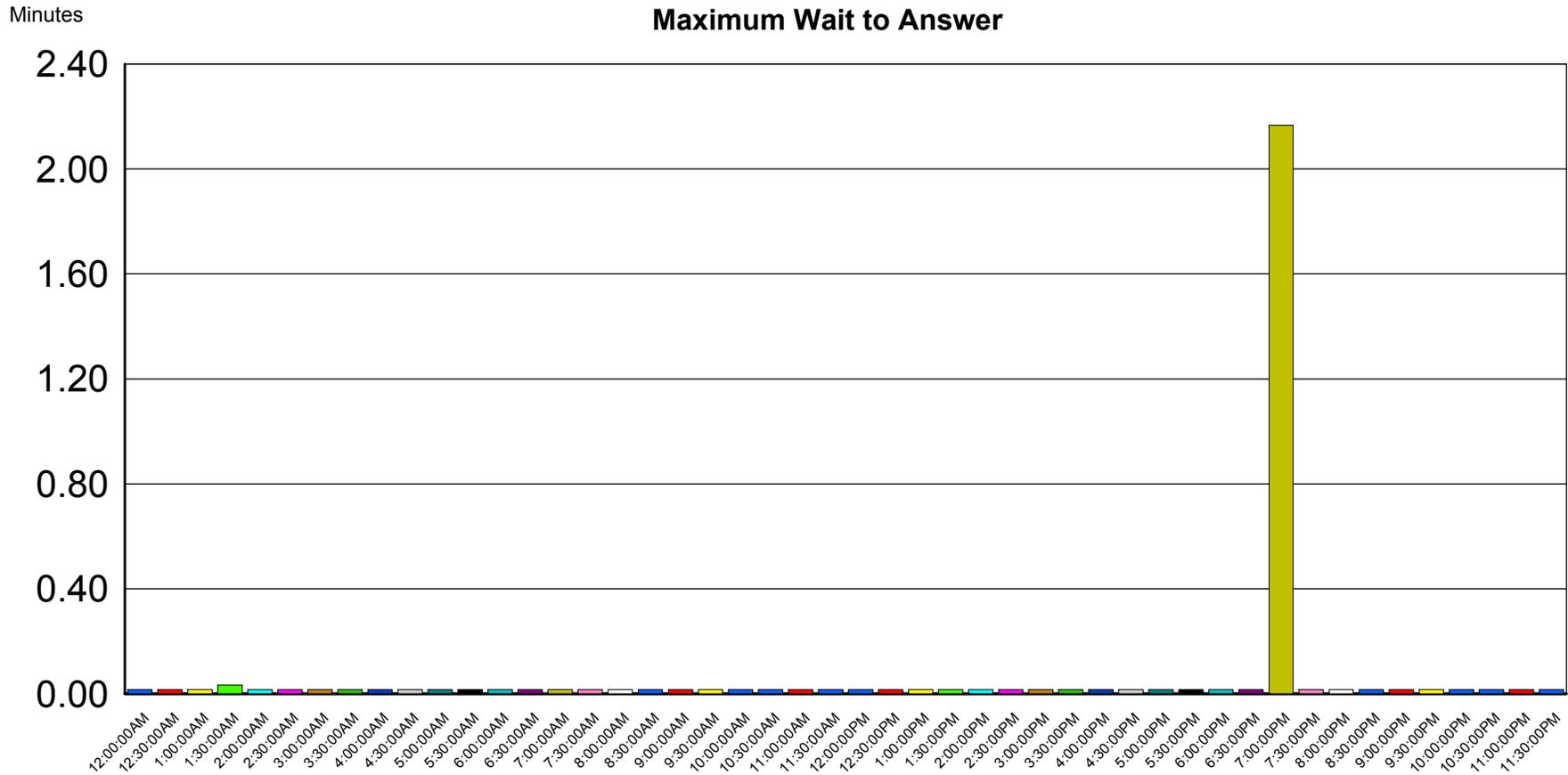
Support	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.02	:00:01
	1:30:00PM	0.02	:00:01
	2:00:00PM	0.02	:00:01
	2:30:00PM	0.02	:00:01
	3:00:00PM	0.02	:00:01
	3:30:00PM	0.02	:00:01
	4:00:00PM	0.02	:00:01
	4:30:00PM	0.02	:00:01
	5:00:00PM	0.02	:00:01
	5:30:00PM	0.02	:00:01
	6:00:00PM	0.02	:00:01
	6:30:00PM	0.02	:00:01
	7:00:00PM	2.17	:02:10
	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
Maximum:		2.17	:02:10

(Graph) Profile of Maximum Wait to 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: **Support**



(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **TechnicalSales**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: TIER 2 - ClientServices
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: Utilities Agents
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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 Maximum Wait to 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>

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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **VanceWG**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: WhirlpoolDryers
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



WrapUpWG	Interval	Minutes	(hh:mm:ss)
	12:00:00AM	0.55	:00:33
	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 Maximum Wait to 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>



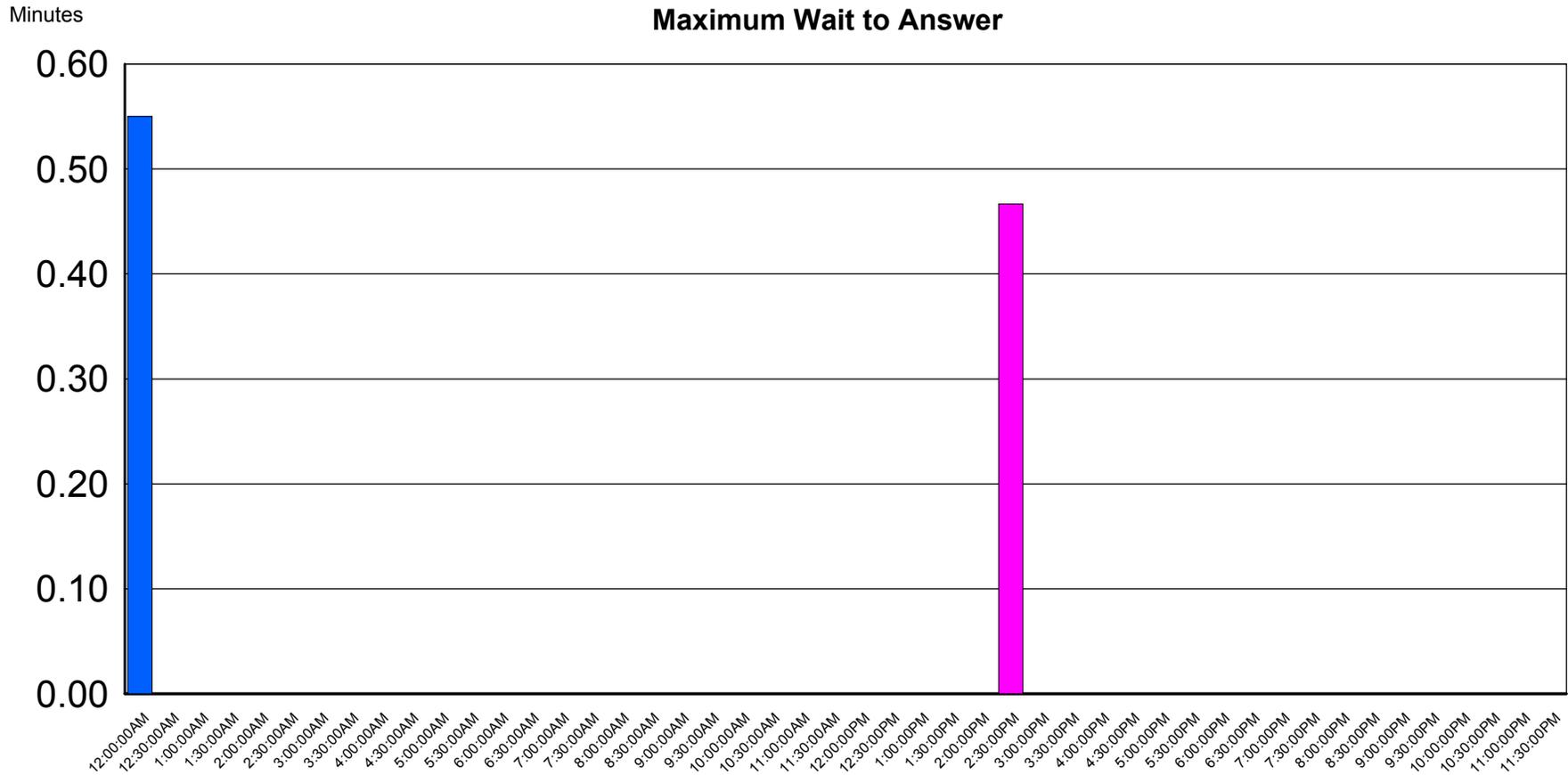
WrapUpWG	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.47	:00:28
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	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
Maximum:		0.55	:00:33

(Graph) Profile of Maximum Wait to 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: **WrapUpWG**



(Graph) Profile of Maximum Wait to 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>



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
Maximum:		0.00	:00:00

(Graph) Profile of Maximum Wait to 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: **YHF**
Chart not printed : all data points are zero

(Graph) Profile of Maximum Wait to 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>



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	0.33	:00:20
	8:00:00AM	0.00	:00:00
	8:30:00AM	0.12	:00:07
	9:00:00AM	0.00	:00:00
	9:30:00AM	0.00	:00:00
	10:00:00AM	0.00	:00:00
	10:30:00AM	4.63	:04:38
	11:00:00AM	0.00	:00:00
	11:30:00AM	1.37	:01:22
	12:00:00PM	0.00	:00:00
	12:30:00PM	0.00	:00:00

(Graph) Profile of Maximum Wait to 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>



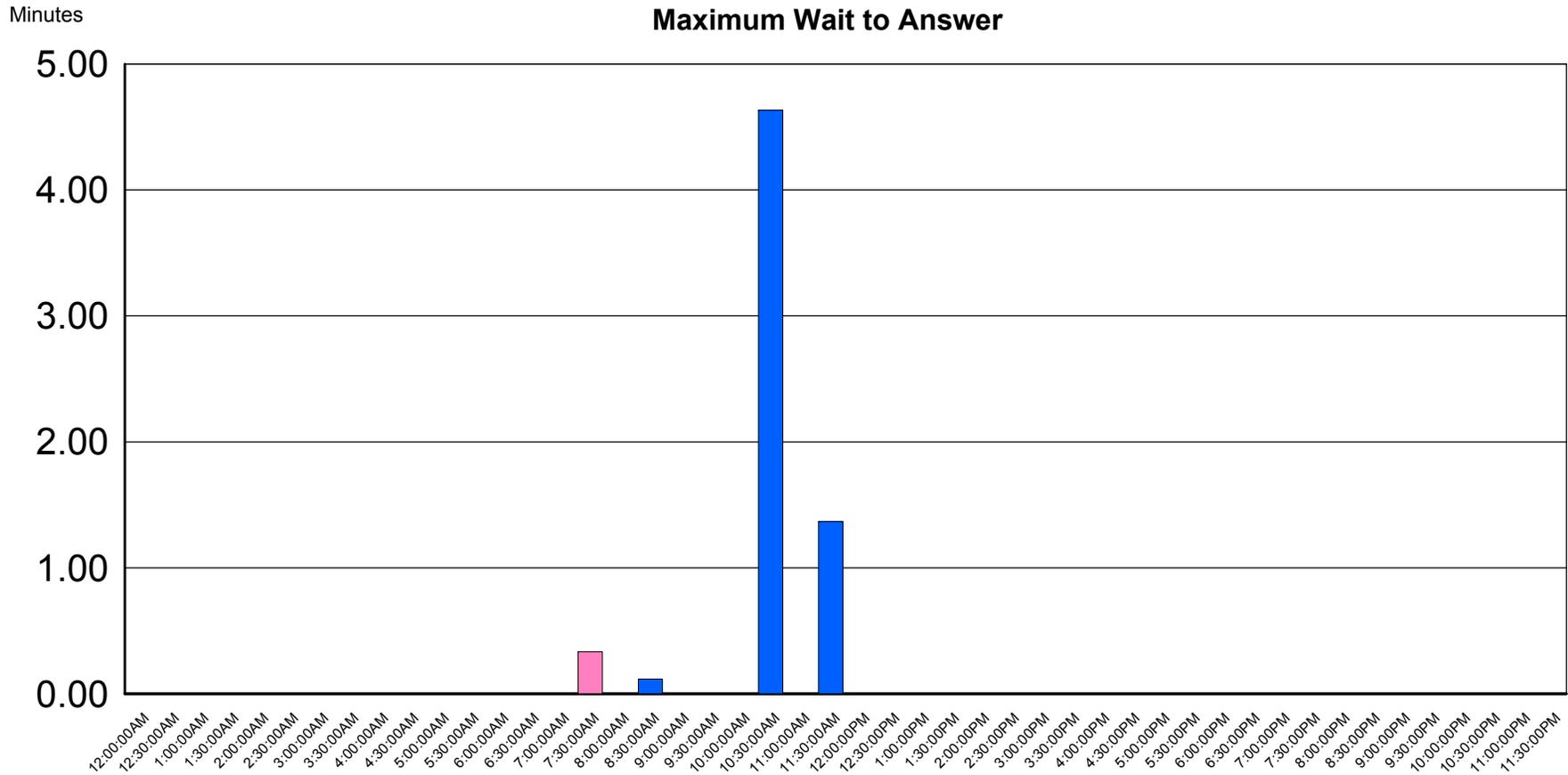
Zendesk	Interval	Minutes	(hh:mm:ss)
	1:00:00PM	0.00	:00:00
	1:30:00PM	0.00	:00:00
	2:00:00PM	0.00	:00:00
	2:30:00PM	0.00	:00:00
	3:00:00PM	0.00	:00:00
	3:30:00PM	0.00	:00:00
	4:00:00PM	0.00	:00:00
	4:30:00PM	0.00	:00:00
	5:00:00PM	0.00	:00:00
	5:30:00PM	0.00	:00:00
	6:00:00PM	0.00	:00:00
	6:30:00PM	0.00	: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
Maximum:		4.63	:04:38

(Graph) Profile of Maximum Wait to 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: **Zendesk**

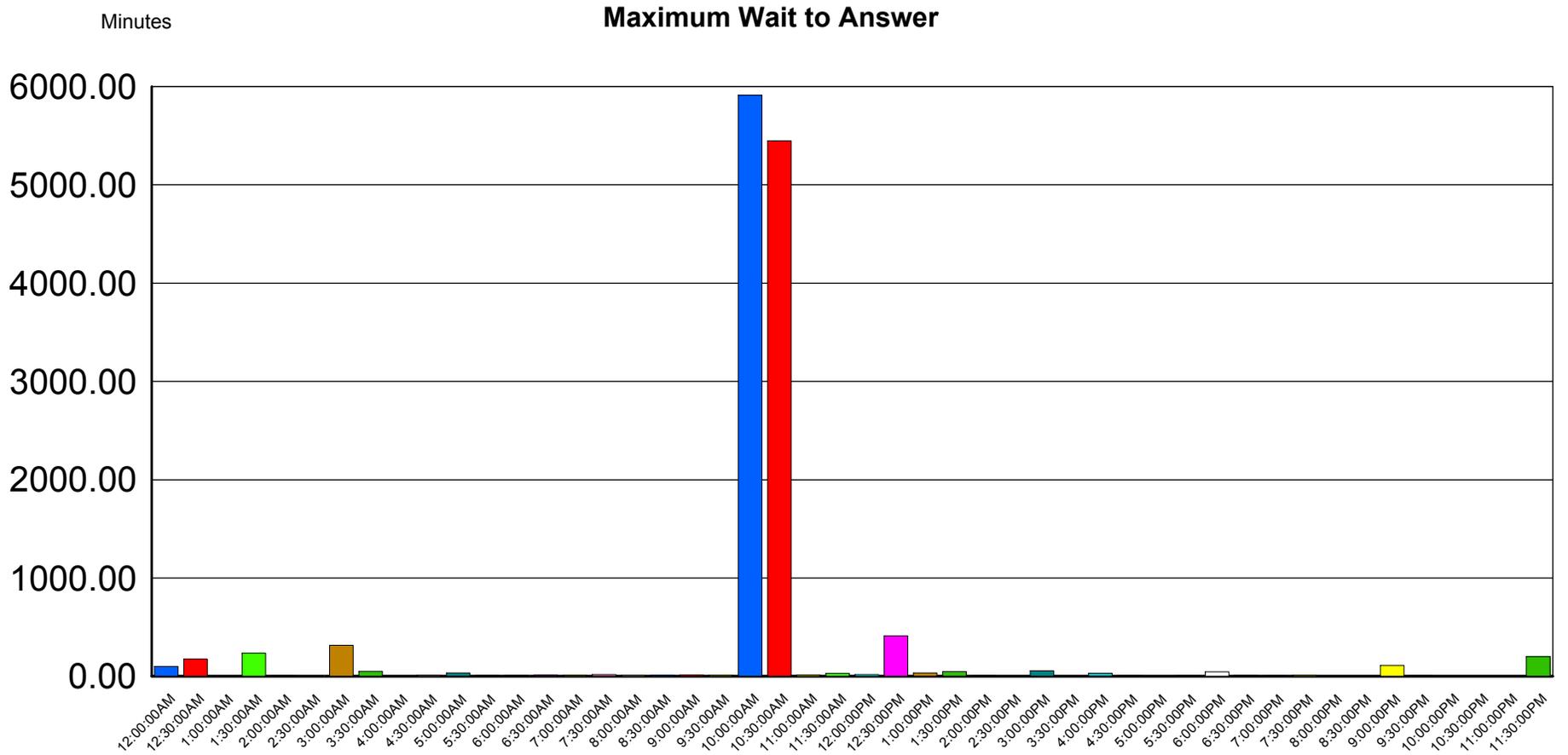


(Graph) Profile of Maximum Wait to Answer

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>



Maximum for All Queues:



(Graph) Profile of Maximum Wait to 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>



	Minutes	(hh:mm:ss)
Maximum:	5,912.10	98:32:06
