

IVR Breakdown

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



Site ID : 1

Menu : -

	Calls Entered	% of Daily Totals	Avg Menu Duration	Total Time	% of Grand Total Time	Repeated Calls
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Application : -

Default E-mail Profile

2015-10-26	4	28.57%	:00:00	:00:00	0.00%	0
2015-10-27	10	71.43%	:00:00	:00:00	0.00%	0

Default E-mail Profile	14		:00:00	:00:00		0
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Default Profile

2015-10-26	13	15.29%	:02:01	:26:18	14.10%	0
2015-10-27	72	84.71%	:02:14	02:40:12	85.90%	0

Default Profile	85		:02:12	03:06:30		0
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TS [REDACTED]

2015-10-27	1	100.00%	:00:03	:00:03	100.00%	0
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TS J [REDACTED]	1		:00:03	:00:03		0
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TS [REDACTED]

2015-10-27	1	100.00%	01:00:02	01:00:02	100.00%	0
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TS [REDACTED]	1		01:00:02	01:00:02		0
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-	101		:02:26	04:06:35		0
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Application : -|-|

Default Schedule

2015-10-27	1	100.00%	:02:26	:02:26	100.00%	0
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Default Schedule	1		:02:26	:02:26		0
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Error Handling: Default Schedule

2015-10-27	2	100.00%	:00:01	:00:02	100.00%	0
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IVR Breakdown

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 <All>
 Level : <All>



Site ID : 1

Menu : -|-|

	Calls Entered	% of Daily Totals	Avg Menu Duration	Total Time	% of Grand Total Time	Repeated Calls
Error Handling: Default Schedule	2		:00:01	:00:02		0
- -	3		:00:49	:02:28		0

Application : -|-|-|-|

Marketing

2015-10-27	3	100.00%	:00:00	:00:00	0.00%	0
Marketing	3		:00:00	:00:00		0
- - - -	3		:00:00	:00:00		0

Application : -|-|Error Handling: Default Schedule|-|

Attendant Disconnect

2015-10-27	2	100.00%	:00:00	:00:00	0.00%	0
Attendant Disconnect	2		:00:00	:00:00		0
- - Error Handling: Default Schedule -	2		:00:00	:00:00		0

Application : Default Profile|

Default Schedule

2015-10-26	13	15.29%	:02:01	:26:15	14.09%	0
2015-10-27	72	84.71%	:02:13	02:40:05	85.91%	0
Default Schedule	85		:02:12	03:06:20		0
Default Profile	85		:02:12	03:06:20		0

Application : Default Profile|Default Schedule|

Default Schedule

2015-10-26	13	15.29%	:02:01	:26:15	14.09%	0
2015-10-27	72	84.71%	:02:13	02:40:05	85.91%	0

IVR Breakdown

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



Site ID : 1

Menu : Default Profile|Default Schedule|

	Calls Entered	% of Daily Totals	Avg Menu Duration	Total Time	% of Grand Total Time	Repeated Calls
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Default Schedule	85		:02:12	03:06:20		0
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Error Handling: Default Schedule

2015-10-26	10	13.33%	:00:02	:00:20	13.33%	0
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2015-10-27	65	86.67%	:00:02	:02:10	86.67%	0
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Error Handling: Default Schedule	75		:00:02	:02:30		0
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Default Profile Default Schedule	160		:01:11	03:08:50		0
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Application : Default Profile|Default Schedule|Default Schedule|

IPA Submenu

2015-10-26	1	100.00%	:00:20	:00:20	100.00%	0
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IPA Submenu	1		:00:20	:00:20		0
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Default Profile Default Schedule Default Schedule	1		:00:20	:00:20		0
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Application : Default Profile|Default Schedule|Default Schedule|-|

Default Schedule

2015-10-27	3	100.00%	:00:00	:00:00	0.00%	0
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Default Schedule	3		:00:00	:00:00		0
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Default Profile Default Schedule Default Schedule -	3		:00:00	:00:00		0
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Application : Default Profile|Default Schedule|Default Schedule|IPA Submenu|

Tele-Health Demo Transfer

2015-10-26	2	100.00%	:00:08	:00:16	100.00%	1
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Tele-Health Demo Transfer	2		:00:08	:00:16		1
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IVR Breakdown

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



Site ID : 1

Menu : Default Profile|Default Schedule|Default Schedule|IPA Submenu|

	Calls Entered	% of Daily Totals	Avg Menu Duration	Total Time	% of Grand Total Time	Repeated Calls
Default Profile Default Schedule Default Schedule IPA Submenu	2		:00:08	:00:16		1

Application : Default Profile|Default Schedule|Error Handling: Default Schedule|-|

Attendant Disconnect

2015-10-26	10	13.33%	:00:00	:00:00	0.00%	0
2015-10-27	65	86.67%	:00:00	:00:00	0.00%	0

Attendant Disconnect	75		:00:00	:00:00		0
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Default Profile Default Schedule Error Handling: Default Schedule -	75		:00:00	:00:00		0
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Application : TS

Default Schedule

2015-10-27	1	100.00%	:00:03	:00:03	100.00%	0
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Default Schedule	1		:00:03	:00:03		0
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TS	1		:00:03	:00:03		0
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Application : TS default Schedule|

Default Schedule

2015-10-27	1	100.00%	:00:03	:00:03	100.00%	0
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Default Schedule	1		:00:03	:00:03		0
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TS 5 Default Schedule	1		:00:03	:00:03		0
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Application : TS 5|Default Schedule|Default Schedule|-|

Default Schedule

2015-10-27	1	100.00%	:00:00	:00:00	0.00%	0
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IVR Breakdown

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



Site ID : 1

Menu : TS [REDACTED] 5|Default Schedule|Default Schedule|-|

	Calls Entered	% of Daily Totals	Avg Menu Duration	Total Time	% of Grand Total Time	Repeated Calls
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Default Schedule	1		:00:00	:00:00		0
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TS [REDACTED] 5 Default Schedule Default Schedule -	1		:00:00	:00:00		0
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Application : [REDACTED] 3|

Default Schedule

2015-10-27	1	100.00%	01:00:02	01:00:02	100.00%	0
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Default Schedule	1		01:00:02	01:00:02		0
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TS [REDACTED] 3	1		01:00:02	01:00:02		0
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Application : TS [REDACTED] 3|Default Schedule|

Default Schedule

2015-10-27	1	100.00%	01:00:02	01:00:02	100.00%	0
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Default Schedule	1		01:00:02	01:00:02		0
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TS [REDACTED] 3 Default Schedule	1		01:00:02	01:00:02		0
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Application : TS [REDACTED] 3|Default Schedule|Default Schedule|

Menu to Select

2015-10-27	1	100.00%	:59:47	:59:47	100.00%	0
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Menu to Select	1		:59:47	:59:47		0
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TS [REDACTED] 3 Default Schedule Default Schedule	1		:59:47	:59:47		0
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Application : TS [REDACTED] 3|Default Schedule|Default Schedule|Menu to Select|

TUI Menu & Prompts

2015-10-27	53	100.00%	:02:14	01:58:30	100.00%	52
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Site ID Range: PM
 <All>
Level : <All>



Site ID : 1

Menu : TS [REDACTED] 3|Default Schedule|Default Schedule|Menu to Select|

	Calls Entered	% of Daily Totals	Avg Menu Duration	Total Time	% of Grand Total Time	Repeated Calls
TUI Menu & Prompts	53		:02:14	01:58:30		52
TS [REDACTED] 3 Default Schedule Default Schedule Menu to Select	53		:02:14	01:58:30		52
Site ID : 1	494		:01:52	15:23:16		53
Grand Totals	494		:01:52	15:23:16		53