

IVR Exit Path

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/ Exit Path	Calls Exited	% of Calls	Avg IVR Duration	Total Time	% Time
Default Profile					
Attendant Disconnect	76	95%	:02:26	03:04:41	99.77%
Transfer to Marketing/Partners	3	4%	:00:07	:00:22	0.20%
TS Jason +1-866-231-8145					
Custom Screen Pop	1	1%	:00:03	:00:03	0.03%
	80		:02:19	03:05:06	

-|-|

Default Schedule					
Attendant Disconnect	1	33%	:02:26	:02:26	98.65%
Error Handling: Default Schedule					
Attendant Disconnect	2	67%	:00:01	:00:02	1.35%
	3		:00:49	:02:28	

-|-|-|

Marketing					
Workgroup Queue	3	100%	:00:00	:00:00	0.00%
	3		:00:00	:00:00	

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

Attendant Disconnect					
Attendant Disconnect	2	100%	:00:00	:00:00	0.00%
	2		:00:00	:00:00	

Default Profile|

Default Schedule					
Attendant Disconnect	76	96%	:02:26	03:04:31	99.80%

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Menu/ Exit Path	Calls Exited	% of Calls	Avg IVR Duration	Total Time	% Time
Transfer to Marketing/Partners	3	4%	:00:07	:00:22	0.20%
	79		:02:20	03:04:53	

Default Profile|Default Schedule|

Default Schedule

Attendant Disconnect	76	49%	:02:26	03:04:31	98.47%
Transfer to Marketing/Partners	3	2%	:00:07	:00:22	0.20%
Error Handling: Default Schedule					
Attendant Disconnect	75	49%	:00:02	:02:30	1.33%
	154		:01:13	03:07:23	

Default Profile|Default Schedule|Default Schedule|

IPA Submenu

Attendant Disconnect	1	100%	:00:20	:00:20	100.00%
	1		:00:20	:00:20	

Default Profile|Default Schedule|Default Schedule|-|

Default Schedule

Transfer to Marketing/Partners	3	100%	:00:00	:00:00	0.00%
	3		:00:00	:00:00	

Default Profile|Default Schedule|Default Schedule|IPA Submenu|

Tele-Health Demo Transfer

Attendant Disconnect	1	50%	:00:08	:00:08	100.00%
Default Profile Default Schedule Default Schedule IPA Submenu Tele-Health Demo Transfer	1	50%	:00:00	:00:00	0.00%
	2		:00:04	:00:08	

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

Attendant Disconnect

Attendant Disconnect	75	100%	:00:00	:00:00	0.00%
	75		:00:00	:00:00	

TS Jason +1-866-231-8145|

Default Schedule

Custom Screen Pop	1	100%	:00:03	:00:03	100.00%
	1		:00:03	:00:03	

TS Jason +1-866-231-8145|Default Schedule|

Default Schedule

Custom Screen Pop	1	100%	:00:03	:00:03	100.00%
	1		:00:03	:00:03	

TS Jason +1-866-231-8145|Default Schedule|Default Schedule|-|

Default Schedule

Custom Screen Pop	1	100%	:00:00	:00:00	0.00%
	1		:00:00	:00:00	

TS Shane +1-866-878-8233|Default Schedule|Default Schedule|Menu to Select|

TUI Menu & Prompts

TS Shane +1-866-878-8233 Default Schedule Default Schedule Menu to Select TUI Menu & Prompts	52	100%	:01:08	:58:56	100.00%
	52		:01:08	:58:56	

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457 **:01:21** **10:19:20**

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Menu/ Exit Path	Calls Exited	% of Calls	Avg IVR Duration	Total Time	% Time
Grand Totals	457		:01:21	10:19:20	

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				Total Exited % Exited (All Exited)	
-	80	17.51%			
- -	3	0.66%			
- - -	3	0.66%			
- - Error Handling: Default Schedule -	2	0.44%			
Default Profile	79	17.29%			
Default Profile Default Schedule	154	33.70%			
Default Profile Default Schedule Default Schedule	1	0.22%			
Default Profile Default Schedule Default Schedule -	3	0.66%			
Default Profile Default Schedule Default Schedule IPA Submenu	2	0.44%			
Default Profile Default Schedule Error Handling: Default Schedule -	75	16.41%			
TS Jason +1-866-231-8145	1	0.22%			
TS Jason +1-866-231-8145 Default Schedule	1	0.22%			
TS Jason +1-866-231-8145 Default Schedule Default Schedule -	1	0.22%			
TS Shane +1-866-878-8233 Default Schedule Default Schedule Menu to Select	52	11.38%			
Total	457	100.00%			

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			Total Exited % Exited (All Exited)		
-	2015-10-26			11	2.41%
	2015-10-27			69	15.10%
	Total			80	17.51%
- -	2015-10-27			3	0.66%
	Total			3	0.66%
- - -	2015-10-27			3	0.66%
	Total			3	0.66%
- - Error Handling: Default Schedule -	2015-10-27			2	0.44%
	Total			2	0.44%
Default Profile	2015-10-26			11	2.41%
	2015-10-27			68	14.88%
	Total			79	17.29%
Default Profile Default Schedule	2015-10-26			21	4.60%
	2015-10-27			133	29.10%
	Total			154	33.70%

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Menu/ Exit Path	Calls Exited	% of Calls	Avg IVR Duration	Total Time	% Time
				Total Exited % Exited (All Exited)	
Default Profile Default Schedule Default Schedule	2015-10-26			1	0.22%
	Total			1	0.22%
Default Profile Default Schedule Default Schedule -	2015-10-27			3	0.66%
	Total			3	0.66%
Default Profile Default Schedule Default Schedule IPA Submenu	2015-10-26			2	0.44%
	Total			2	0.44%
Default Profile Default Schedule Error Handling: Default Schedule -	2015-10-26			10	2.19%
	2015-10-27			65	14.22%
	Total			75	16.41%
TS Jason +1-866-231-8145	2015-10-27			1	0.22%
	Total			1	0.22%
TS Jason +1-866-231-8145 Default Schedule	2015-10-27			1	0.22%
	Total			1	0.22%
TS Jason +1-866-231-8145 Default Schedule Default Schedule -	2015-10-27			1	0.22%
	Total			1	0.22%

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Menu/ Exit Path	Calls Exited	% of Calls	Avg IVR Duration	Total Time	% Time
				Total Exited % Exited (All Exited)	
TS Shane +1-866-878-8233 Default Schedule Default Schedule Menu to Select	2015-10-27		52 11.38%		
	Total		52 11.38%		
Total				457 100.00%	

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		% Duration (All Durations)			
-					29.89%
- -					0.40%
- - -					0.00%
- - Error Handling: Default Schedule -					0.00%
Default Profile					29.85%
Default Profile Default Schedule					30.26%
Default Profile Default Schedule Default Schedule					0.05%
Default Profile Default Schedule Default Schedule -					0.00%
Default Profile Default Schedule Default Schedule IPA					0.02%
Default Profile Default Schedule Error Handling: Defau					0.00%
TS Jason +1-866-231-8145					0.01%
TS Jason +1-866-231-8145 Default Schedule					0.01%
TS Jason +1-866-231-8145 Default Schedule Default S					0.00%
TS Shane +1-866-878-8233 Default Schedule Default					9.52%
Total					100.00%