

IVR Summary

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

Application : Attendant Disconnect

	Calls Entered	% of Daily Totals	Avg IVR Duration	Total Time	Daily Time %	Repeated Calls
Application : Attendant Disconnect						
2015-10-26	10	12.99%	:00:00	:00:00	0.00%	0
2015-10-27	67	87.01%	:00:00	:00:00	0.00%	0
Attendant Disconnect	77		:00:00	:00:00		0

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

Application : 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

Application : Default Schedule

2015-10-26	26	14.53%	:02:01	:52:30	10.60%	0
2015-10-27	153	85.47%	:02:54	07:22:46	89.40%	0
Default Schedule	179		:02:46	08:15:16		0

Application : Error Handling: Default Schedule

2015-10-26	10	12.99%	:00:02	:00:20	13.16%	0
2015-10-27	67	87.01%	:00:02	:02:12	86.84%	0
Error Handling: Default Schedule	77		:00:02	:02:32		0

Application : IPA Submenu

2015-10-26	1	100.00%	:00:20	:00:20	100.00%	0
IPA Submenu	1		:00:20	:00:20		0

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Application : IPA Submenu

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Application : Marketing						
2015-10-27	3	100.00%	:00:00	:00:00	0.00%	0
Marketing	3		:00:00	:00:00		0
Application : Menu to Select						
2015-10-27	1	100.00%	:59:47	:59:47	100.00%	0
Menu to Select	1		:59:47	:59:47		0
Application : Tele-Health Demo Transfer						
2015-10-26	2	100.00%	:00:08	:00:16	100.00%	1
Tele-Health Demo Transfer	2		:00:08	:00:16		1
Application : TS Jason +1-866-231-8145						
2015-10-27	1	100.00%	:00:03	:00:03	100.00%	0
TS Jason +1-866-231-8145	1		:00:03	:00:03		0
Application : TS Shane +1-866-878-8233						
2015-10-27	1	100.00%	01:00:02	01:00:02	100.00%	0
TS Shane +1-866-878-8233	1		01:00:02	01:00:02		0
Application : TUI Menu & Prompts						
2015-10-27	53	100.00%	:02:14	01:58:30	100.00%	52
TUI Menu & Prompts	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

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Site ID : 1
Application : TUI Menu & Prompts

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