

Queue Period Statistics Abandon Report (Accumulative Percentage)



Queue Range: <All>
 Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM
 Shift Time Range: <All>
 Site ID Range: <All>

Group by	Ints Offered	Ints Answered	Ints Aband	Service Thresholds						Avg Aband Time	Avg Speed Ans
				< 10	< 20	< 30	< 40	< 50	< 60		
SiteID: 1											
SystemIvrTransferHub											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
SystemIvrTransferHub											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
Accounting											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
Accounting											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
ARM Collections											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
ARM Collections											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
CompanyOperator											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
CompanyOperator											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
Customer Satisfaction											
8/29/2015	8,651	8,486	164	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:02:00	:00:10
Customer Satisfaction											
8/29/2015	8,651	8,486	164	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:02:00	:00:10
Customer Service											
8/29/2015	2,851	2,851	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:25
Customer Service											
8/29/2015	2,851	2,851	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:25
Dialer											
8/29/2015	1,578	1,486	92	0.00%	0.00%	5.83%	5.83%	5.83%	5.83%	:00:16	:00:01
Dialer											
8/29/2015	1,578	1,486	92	0.00%	0.00%	5.83%	5.83%	5.83%	5.83%	:00:16	:00:01

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				< 10	< 20	< 30	< 40	< 50	< 60		
SiteID: 1											
FeedBack											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
FeedBack	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
FeedBack IPA											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
FeedBack IPA	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
Help Desk											
8/29/2015	2,618	2,618	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:21
Help Desk	2,618	2,618	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:21
imc											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
imc	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
IPA Intelligent Mobile Connect											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
IPA Intelligent Mobile Connect	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
IPA Intelligent Mobile Connect 2											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
IPA Intelligent Mobile Connect 2	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00

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				< 10	< 20	< 30	< 40	< 50	< 60		
SiteID: 1											
IPA Life Insurance Demo											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
IPA Life Insurance Demo	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
IPA TeleHealth											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
IPA TeleHealth	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
JS_Survey											
8/29/2015	1	0	1	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:59:58	:00:00
JS_Survey	1	0	1	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:59:58	:00:00
Marketing											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
Marketing	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
MedImmune											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
MedImmune	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
MemberServices											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
MemberServices	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
Partners											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
Partners	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00

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SiteID: 1											
RL-TechSupport											
8/29/2015	1	0	1	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:59:48	:00:00
RL-TechSupport	1	0	1	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:59:48	:00:00
Sales Specialist											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
Sales Specialist	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
SC Marketing											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
SC Marketing	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
SimdomainAdmins											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
SimdomainAdmins	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
SMS											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
SMS	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
Social Media											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
Social Media	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
Support											
8/29/2015	240	240	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:01
Support	240	240	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:01

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				< 10	< 20	< 30	< 40	< 50	< 60		
SiteID: 1											
TechnicalSales											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
TechnicalSales	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
TIER 2 - ClientServices											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
TIER 2 - ClientServices	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
VanceWG											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
VanceWG	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
WrapUpWG											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
WrapUpWG	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
SiteID: 1	15,940	15,681	258	0.00%	0.00%	0.58%	0.58%	0.58%	0.58%	:01:50	:00:14
Grand Total:	15,940	15,681	258	0.00%	0.00%	0.58%	0.58%	0.58%	0.58%	:01:50	:00:14