

Queue Service Level

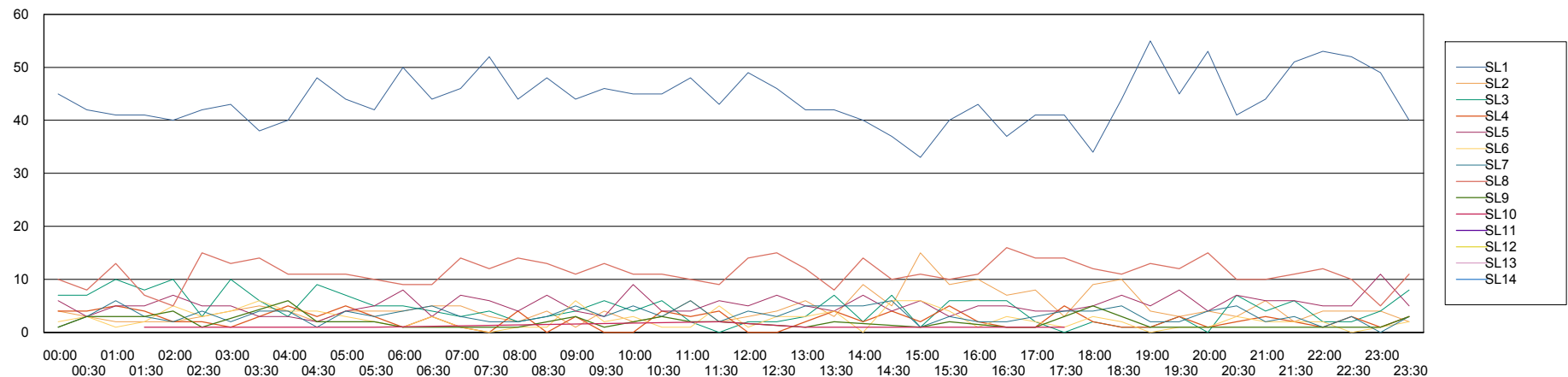


Date Time Range: 10/31/2015 12:00:00 AM - 10/31/2015 11:59:59 PM
Interval: Half Hour(Hiding empty intervals)
Media Type: Call , Chat , Email, Email
Queue: Support , Contains Customer
Service Level Format: Partial Sum
Service Level Calculation: Target answered/Total answered
Show Detail: True

Customer Satisfaction		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	SL 10	SL 11	Total
Summary	Answered	3,959	217	212	115	251	117	157	545	61	7		5,641
	Abandoned	0	0	0	0	0	0	0	117	1	10	1	129
Call	Answered	2,113	217	212	115	251	117	157	545	61	7		3,795
	Abandoned	0	0	0	0	0	0	0	117	1	10	1	129

Answered - Call

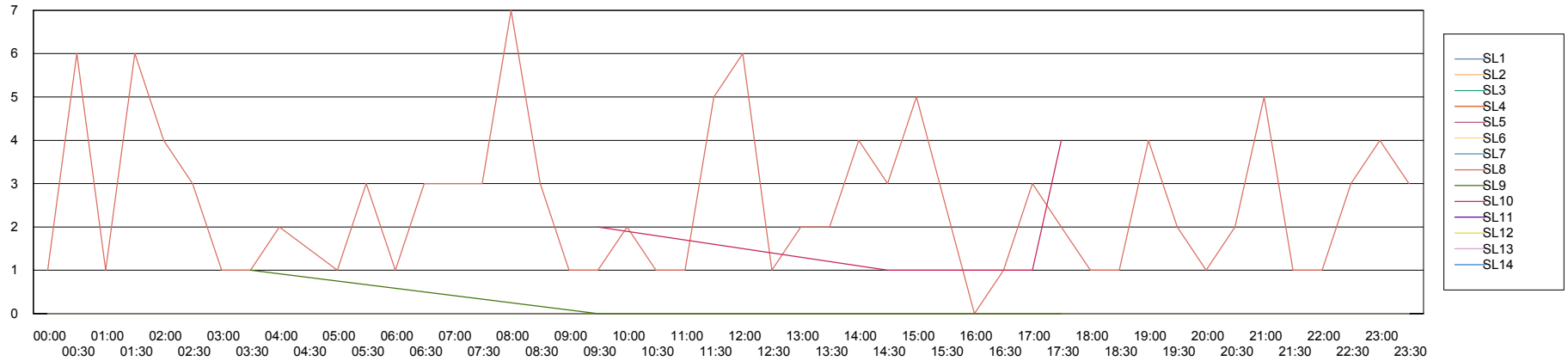
SL: Service Level



Customer Satisfaction		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	SL 10	SL 11	Total
Summary	Answered	3,959	217	212	115	251	117	157	545	61	7		5,641
	Abandoned	0	0	0	0	0	0	0	117	1	10	1	129

Abandon - Call

SL: Service Level



00:00	Answered	45	4	7	4	6	2	1	10	1			80
	Abandoned	0	0	0	0	0	0	0	1				1
00:30	Answered	42	3	7	4	3	3	3	8	3			76
	Abandoned	0	0	0	0	0	0	0	6				6
01:00	Answered	41	2	10	5	5	1	6	13				83
	Abandoned	0	0	0	0	0	0	0	1				1
01:30	Answered	41	2	8	4	5	2	3	7	3	1		76
	Abandoned	0	0	0	0	0	0	0	6				6
02:00	Answered	40	2	10	2	7	5	2	5	4			77
	Abandoned	0	0	0	0	0	0	0	4				4
02:30	Answered	42	3	3	2	5	3	4	15	1			78
	Abandoned	0	0	0	0	0	0	0	3				3
03:00	Answered	43	4	10	1	5	4	2	13				82
	Abandoned	0	0	0	0	0	0	0	1				1
03:30	Answered	38	5	6	3	3	6	4	14				79
	Abandoned	0	0	0	0	0	0	0	1	1			2
04:00	Answered	40	4	3	5	3	4	4	11	6			80
	Abandoned	0	0	0	0	0	0	0	2				2
04:30	Answered	48	2	9	3	2	4	1	11	2			82
	Abandoned	0	0	0	0	0	0						0
05:00	Answered	44	4	7	5	4	3	4	11				82
	Abandoned	0	0	0	0	0	0	0	1				1

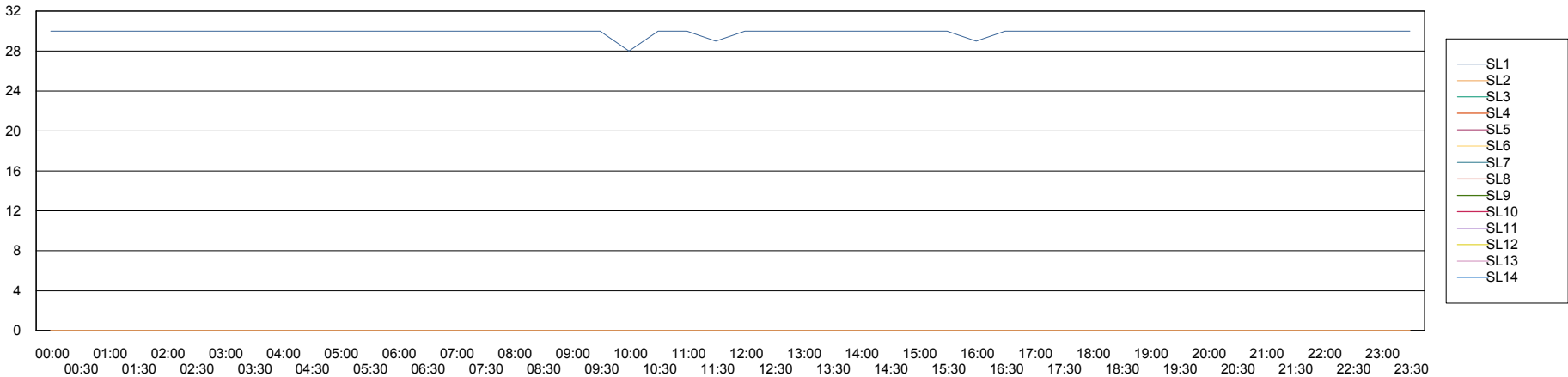
Customer Satisfaction		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	SL 10	SL 11	Total
Summary	Answered	3,959	217	212	115	251	117	157	545	61	7		5,641
	Abandoned	0	0	0	0	0	0	0	117	1	10	1	129
05:30	Answered	42	4	5	3	5	2	3	10	2	1		77
	Abandoned	0	0	0	0	0	0	0	3				3
06:00	Answered	50	4	5	1	8	1	4	9	1			83
	Abandoned	0	0	0	0	0	0	0	1				1
06:30	Answered	44	5	4	3	3	3	5	9	1			77
	Abandoned	0	0	0	0	0	0	0	3				3
07:00	Answered	46	5	3	1	7	1	3	14				80
	Abandoned	0	0	0	0	0	0	0	3				3
07:30	Answered	52	3	4	0	6	0	2	12	1			80
	Abandoned	0	0	0	0	0	0	0	3				3
08:00	Answered	44	2	2	4	4	1	2	14	1			74
	Abandoned	0	0	0	0	0	0	0	7				7
08:30	Answered	48	4	3	0	7	1	3	13				79
	Abandoned	0	0	0	0	0	0	0	3				3
09:00	Answered	44	1	4	3	4	6	5	11	3			81
	Abandoned	0	0	0	0	0	0	0	1				1
09:30	Answered	46	4	6	0	3	2	3	13	1			78
	Abandoned	0	0	0	0	0	0	0	1	0	2		3
10:00	Answered	45	2	4	0	9	3	5	11				79
	Abandoned	0	0	0	0	0	0	0	2				2
10:30	Answered	45	3	6	4	4	1	3	11	3			80
	Abandoned	0	0	0	0	0	0	0	1				1
11:00	Answered	48	6	2	3	4	1	6	10	2			82
	Abandoned	0	0	0	0	0	0	0	1				1
11:30	Answered	43	2	0	4	6	5	2	9	2	2		75
	Abandoned	0	0	0	0	0	0	0	5				5
12:00	Answered	49	3	2	0	5	1	4	14				78
	Abandoned	0	0	0	0	0	0	0	6				6
12:30	Answered	46	4	2	0	7	3	3	15				80
	Abandoned	0	0	0	0	0	0	0	1				1
13:00	Answered	42	6	3	2	5	3	5	12	1	1		80
	Abandoned	0	0	0	0	0	0	0	2				2
13:30	Answered	42	3	7	4	4	4	5	8	2			79
	Abandoned	0	0	0	0	0	0	0	2				2
14:00	Answered	40	9	2	2	7	0	5	14				79
	Abandoned	0	0	0	0	0	0	0	4				4

Customer Satisfaction		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	SL 10	SL 11	Total
Summary	Answered	3,959	217	212	115	251	117	157	545	61	7		5,641
	Abandoned	0	0	0	0	0	0	0	117	1	10	1	129
14:30	Answered	37	5	7	4	4	6	6	10				79
	Abandoned	0	0	0	0	0	0	0	3	0	1		4
15:00	Answered	33	15	1	2	6	6	1	11	1			76
	Abandoned	0	0	0	0	0	0	0	5				5
15:30	Answered	40	9	6	5	3	4	3	10	2			82
	Abandoned	0	0	0	0	0	0						0
16:00	Answered	43	10	6	2	5	1	2	11				80
	Abandoned	0	0	0	0	0	0	0	0	0	1		1
16:30	Answered	37	7	6	1	5	3	2	16	1	1		79
	Abandoned	0	0	0	0	0	0	0	1	0	1		2
17:00	Answered	41	8	2	1	4	2	3	14	1			76
	Abandoned	0	0	0	0	0	0	0	3	0	1		4
17:30	Answered	41	3	0	5	4	1	4	14	3	1		76
	Abandoned	0	0	0	0	0	0	0	2	0	4	1	7
18:00	Answered	34	9	2	2	5	3	4	12	5			76
	Abandoned	0	0	0	0	0	0	0	1				1
18:30	Answered	44	10	1	1	7	2	5	11				81
	Abandoned	0	0	0	0	0	0	0	1				1
19:00	Answered	55	4	1	1	5	0	2	13	1			82
	Abandoned	0	0	0	0	0	0	0	4				4
19:30	Answered	45	3	3	3	8	1	2	12	1			78
	Abandoned	0	0	0	0	0	0	0	2				2
20:00	Answered	53	4	0	1	4	1	4	15				82
	Abandoned	0	0	0	0	0	0	0	1				1
20:30	Answered	41	3	7	2	7	3	5	10				78
	Abandoned	0	0	0	0	0	0	0	2				2
21:00	Answered	44	6	4	3	6	2	2	10	1			78
	Abandoned	0	0	0	0	0	0	0	5				5
21:30	Answered	51	2	6	2	6	2	3	11				83
	Abandoned	0	0	0	0	0	0	0	1				1
22:00	Answered	53	4	2	1	5	2	1	12	1			81
	Abandoned	0	0	0	0	0	0	0	1				1
22:30	Answered	52	4	2	3	5	0	3	10				79
	Abandoned	0	0	0	0	0	0	0	3				3
23:00	Answered	49	4	4	1	11	1	0	5	1			76
	Abandoned	0	0	0	0	0	0	0	4				4

Customer Satisfaction		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	SL 10	SL 11	Total
Summary	Answered	3,959	217	212	115	251	117	157	545	61	7		5,641
	Abandoned	0	0	0	0	0	0	0	117	1	10	1	129
23:30	Answered	40	2	8	3	5	2	3	11	3			77
	Abandoned	0	0	0	0	0	0	0	3				3
Chat	Answered	1,436	0	0	0	0	0						1,436
	Abandoned	0	0	0	0	0	0						0

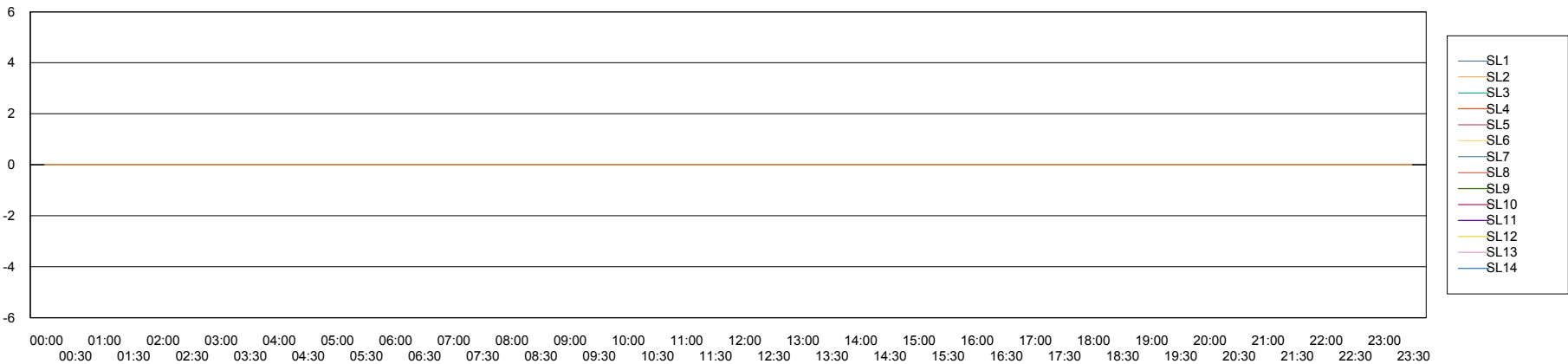
Answered - Chat

SL: Service Level



Abandon - Chat

SL: Service Level



00:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
00:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0

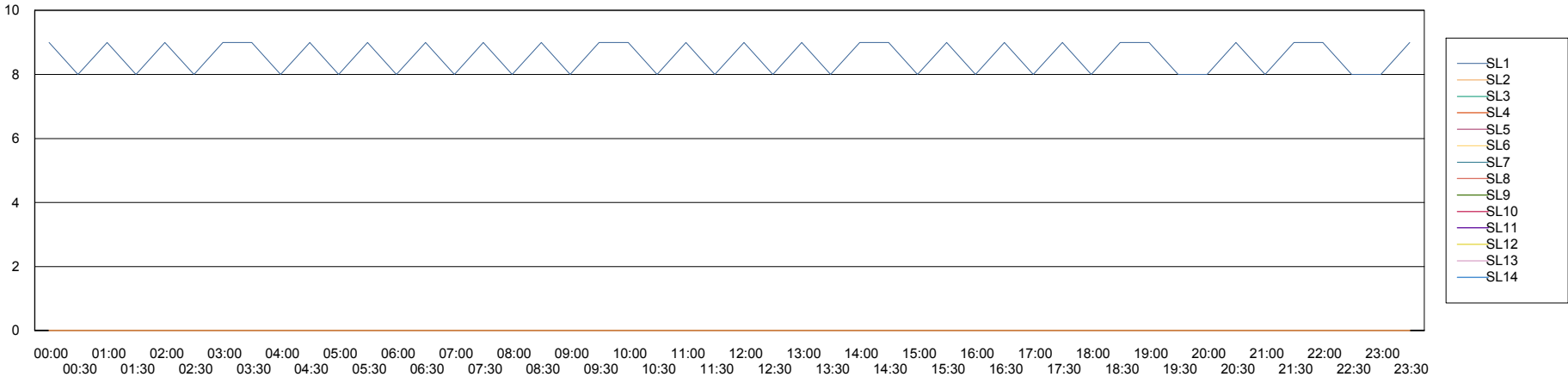
Customer Satisfaction		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	SL 10	SL 11	Total
Summary	Answered	3,959	217	212	115	251	117	157	545	61	7		5,641
	Abandoned	0	0	0	0	0	0	0	117	1	10	1	129
01:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
01:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
02:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
02:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
03:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
03:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
04:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
04:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
05:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
05:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
06:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
06:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
07:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
07:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
08:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
08:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
09:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
09:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0

Customer Satisfaction		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	SL 10	SL 11	Total
Summary	Answered	3,959	217	212	115	251	117	157	545	61	7		5,641
	Abandoned	0	0	0	0	0	0	0	117	1	10	1	129
10:00	Answered	28	0	0	0	0	0						28
	Abandoned	0	0	0	0	0	0						0
10:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
11:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
11:30	Answered	29	0	0	0	0	0						29
	Abandoned	0	0	0	0	0	0						0
12:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
12:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
13:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
13:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
14:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
14:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
15:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
15:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
16:00	Answered	29	0	0	0	0	0						29
	Abandoned	0	0	0	0	0	0						0
16:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
17:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
17:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
18:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
18:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0

Customer Satisfaction		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	SL 10	SL 11	Total
Summary	Answered	3,959	217	212	115	251	117	157	545	61	7		5,641
	Abandoned	0	0	0	0	0	0	0	117	1	10	1	129
19:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
19:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
20:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
20:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
21:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
21:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
22:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
22:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
23:00	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
23:30	Answered	30	0	0	0	0	0						30
	Abandoned	0	0	0	0	0	0						0
Email	Answered	410	0	0	0	0	0						410
	Abandoned	0	0	0	0	0	0						0

Answered - Email

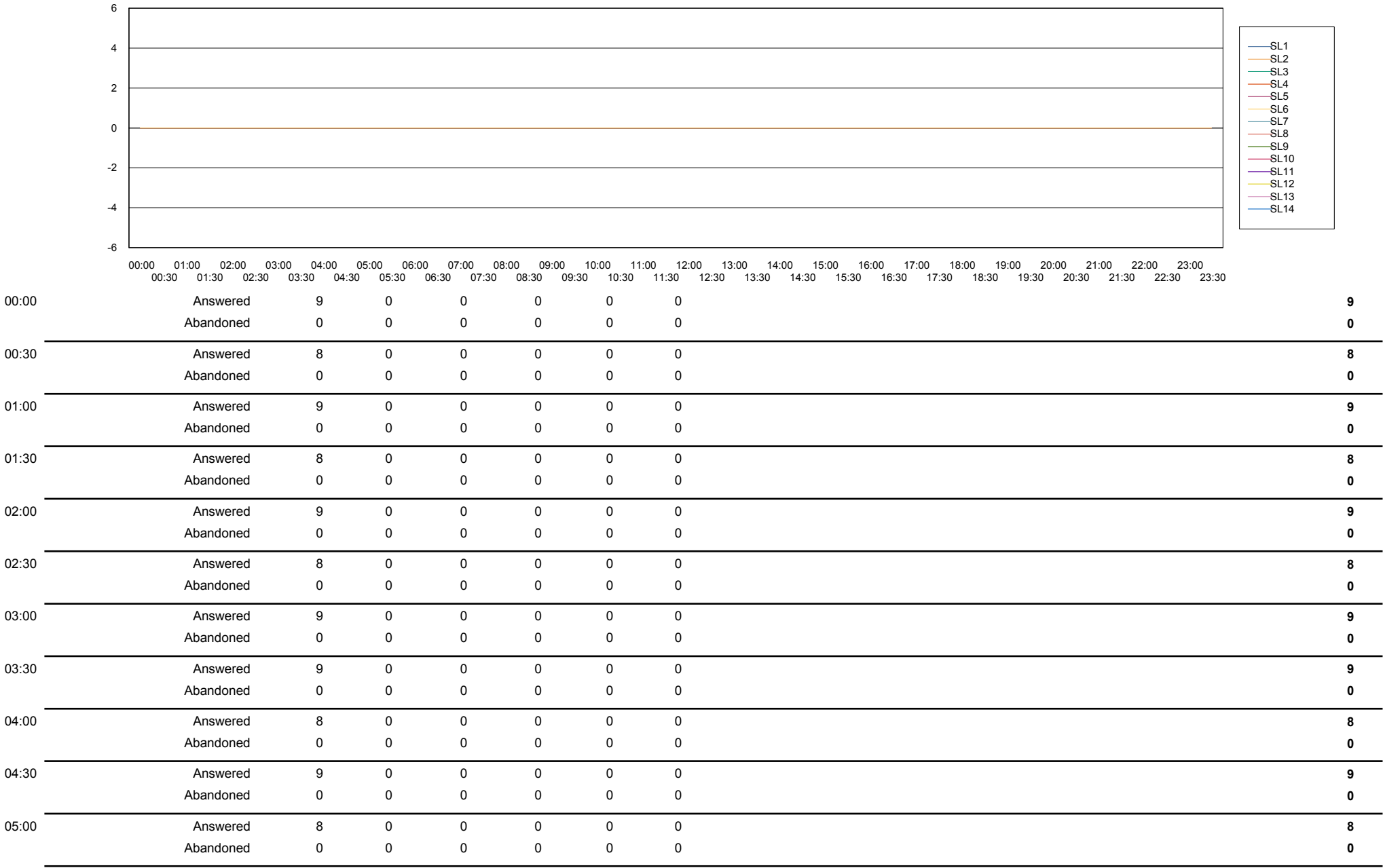
SL: Service Level



Customer Satisfaction		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	SL 10	SL 11	Total
Summary	Answered	3,959	217	212	115	251	117	157	545	61	7		5,641
	Abandoned	0	0	0	0	0	0	0	117	1	10	1	129

Abandon - Email

SL: Service Level

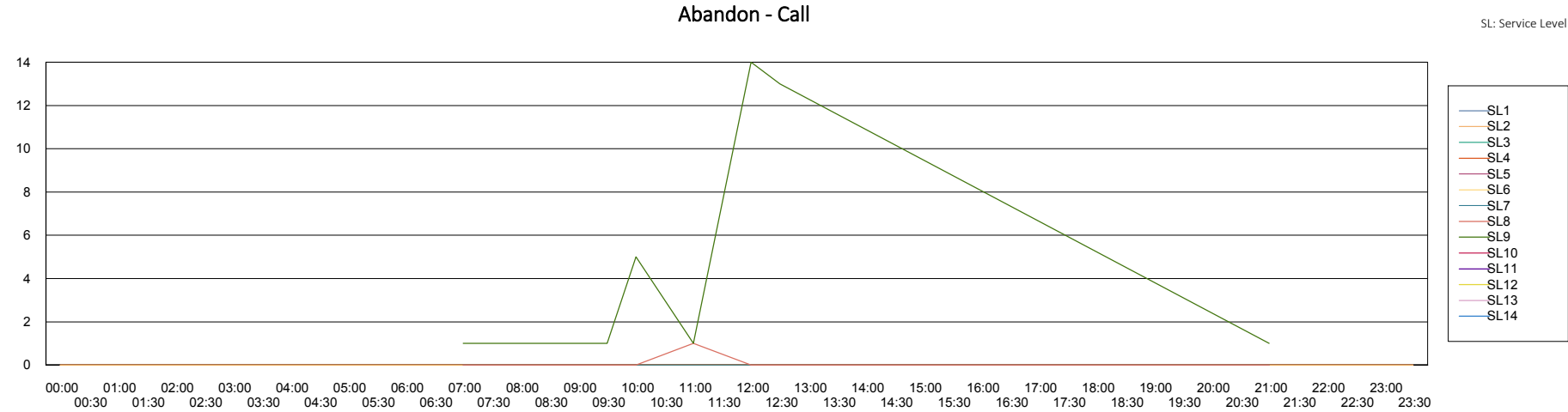
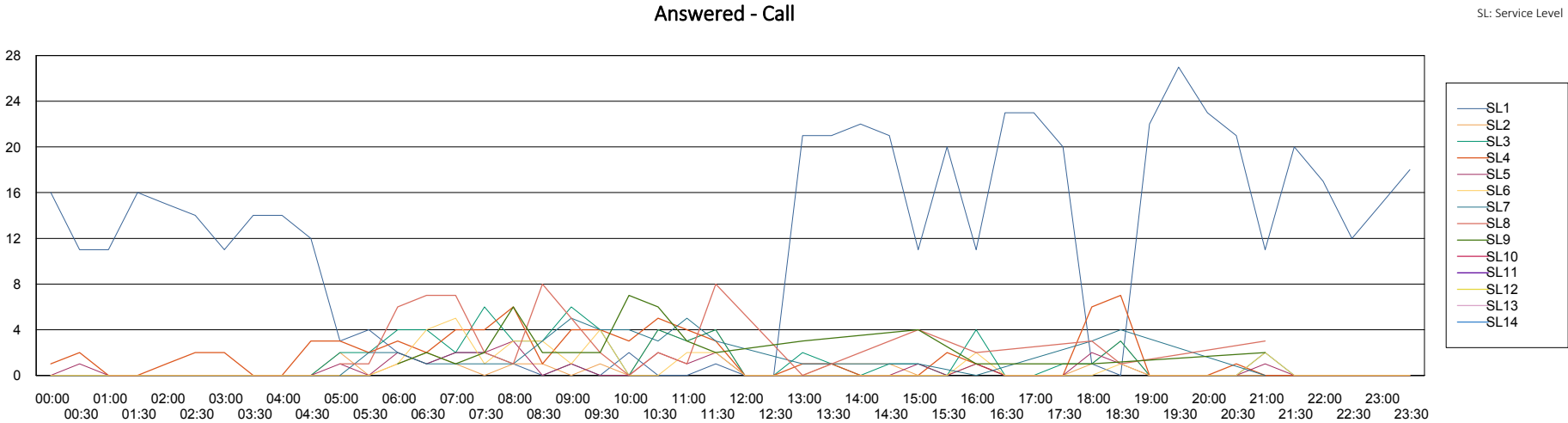


Customer Satisfaction		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	SL 10	SL 11	Total
Summary	Answered	3,959	217	212	115	251	117	157	545	61	7		5,641
	Abandoned	0	0	0	0	0	0	0	117	1	10	1	129
05:30	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0
06:00	Answered	8	0	0	0	0	0						8
	Abandoned	0	0	0	0	0	0						0
06:30	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0
07:00	Answered	8	0	0	0	0	0						8
	Abandoned	0	0	0	0	0	0						0
07:30	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0
08:00	Answered	8	0	0	0	0	0						8
	Abandoned	0	0	0	0	0	0						0
08:30	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0
09:00	Answered	8	0	0	0	0	0						8
	Abandoned	0	0	0	0	0	0						0
09:30	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0
10:00	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0
10:30	Answered	8	0	0	0	0	0						8
	Abandoned	0	0	0	0	0	0						0
11:00	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0
11:30	Answered	8	0	0	0	0	0						8
	Abandoned	0	0	0	0	0	0						0
12:00	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0
12:30	Answered	8	0	0	0	0	0						8
	Abandoned	0	0	0	0	0	0						0
13:00	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0
13:30	Answered	8	0	0	0	0	0						8
	Abandoned	0	0	0	0	0	0						0
14:00	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0

Customer Satisfaction		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	SL 10	SL 11	Total
Summary	Answered	3,959	217	212	115	251	117	157	545	61	7		5,641
	Abandoned	0	0	0	0	0	0	0	117	1	10	1	129
14:30	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0
15:00	Answered	8	0	0	0	0	0						8
	Abandoned	0	0	0	0	0	0						0
15:30	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0
16:00	Answered	8	0	0	0	0	0						8
	Abandoned	0	0	0	0	0	0						0
16:30	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0
17:00	Answered	8	0	0	0	0	0						8
	Abandoned	0	0	0	0	0	0						0
17:30	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0
18:00	Answered	8	0	0	0	0	0						8
	Abandoned	0	0	0	0	0	0						0
18:30	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0
19:00	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0
19:30	Answered	8	0	0	0	0	0						8
	Abandoned	0	0	0	0	0	0						0
20:00	Answered	8	0	0	0	0	0						8
	Abandoned	0	0	0	0	0	0						0
20:30	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0
21:00	Answered	8	0	0	0	0	0						8
	Abandoned	0	0	0	0	0	0						0
21:30	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0
22:00	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0
22:30	Answered	8	0	0	0	0	0						8
	Abandoned	0	0	0	0	0	0						0
23:00	Answered	8	0	0	0	0	0						8
	Abandoned	0	0	0	0	0	0						0

Customer Satisfaction		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	SL 10	SL 11	Total
Summary	Answered	3,959	217	212	115	251	117	157	545	61	7		5,641
	Abandoned	0	0	0	0	0	0	0	117	1	10	1	129
23:30	Answered	9	0	0	0	0	0						9
	Abandoned	0	0	0	0	0	0						0

Customer Service		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	Total
Summary	Answered	1,768	63	73	88	34	49	53	153	128	2,409
	Abandoned	0	0	0	0	0	0	0	1	360	361
Call	Answered	533	28	63	78	24	31	44	64	47	912
	Abandoned	0	0	0	0	0	0	0	1	39	40



00:00	Answered	16	0	0	1	0	0				17
	Abandoned	0	0	0	0	0	0				0
00:30	Answered	11	0	0	2	1	0				14
	Abandoned	0	0	0	0	0	0				0
01:00	Answered	11	0	0	0	0	0				11
	Abandoned	0	0	0	0	0	0				0

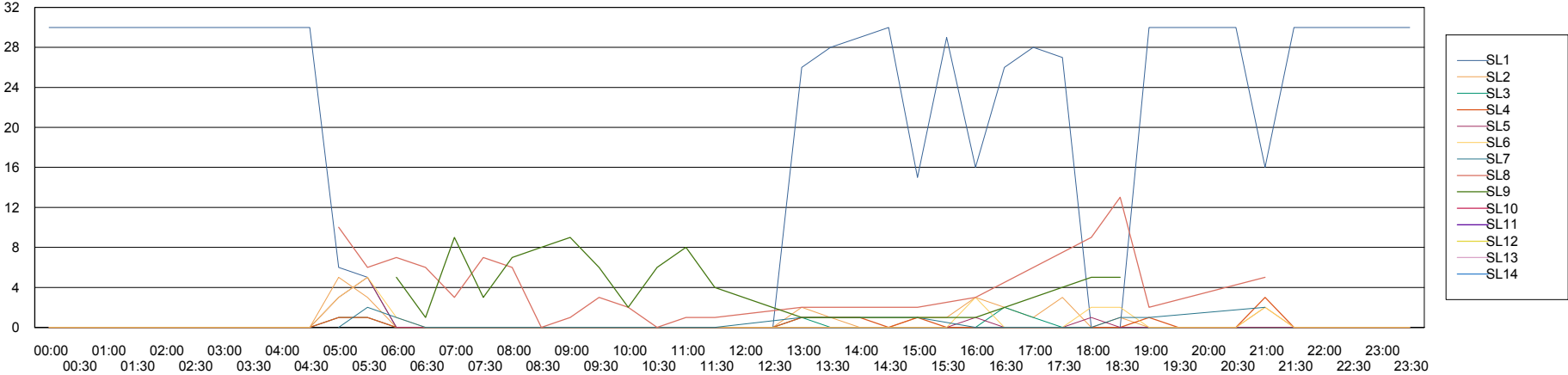
Customer Service		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	Total
Summary	Answered	1,768	63	73	88	34	49	53	153	128	2,409
	Abandoned	0	0	0	0	0	0	0	1	360	361
01:30	Answered	16	0	0	0	0	0				16
	Abandoned	0	0	0	0	0	0				0
02:00	Answered	15	0	0	1	0	0				16
	Abandoned	0	0	0	0	0	0				0
02:30	Answered	14	0	0	2	0	0				16
	Abandoned	0	0	0	0	0	0				0
03:00	Answered	11	0	0	2	0	0				13
	Abandoned	0	0	0	0	0	0				0
03:30	Answered	14	0	0	0	0	0				14
	Abandoned	0	0	0	0	0	0				0
04:00	Answered	14	0	0	0	0	0				14
	Abandoned	0	0	0	0	0	0				0
04:30	Answered	12	0	0	3	0	0				15
	Abandoned	0	0	0	0	0	0				0
05:00	Answered	3	2	2	3	1	0	0	1		12
	Abandoned	0	0	0	0	0	0				0
05:30	Answered	4	0	2	2	0	0	2	1		11
	Abandoned	0	0	0	0	0	0				0
06:00	Answered	2	1	4	3	2	1	2	6	1	22
	Abandoned	0	0	0	0	0	0				0
06:30	Answered	1	2	4	2	1	4	1	7	2	24
	Abandoned	0	0	0	0	0	0				0
07:00	Answered	2	1	2	4	2	5	1	7	1	25
	Abandoned	0	0	0	0	0	0	0	0	1	1
07:30	Answered	2	0	6	4	2	1	1	2	2	20
	Abandoned	0	0	0	0	0	0	0	0	1	1
08:00	Answered	1	1	3	6	3	3	1	1	6	25
	Abandoned	0	0	0	0	0	0				0
08:30	Answered	0	1	3	1	0	3	3	8	2	21
	Abandoned	0	0	0	0	0	0	0	0	1	1
09:00	Answered	1	0	6	4	1	1	5	5	2	25
	Abandoned	0	0	0	0	0	0	0	0	1	1
09:30	Answered	0	1	4	4	0	4	4	2	2	21
	Abandoned	0	0	0	0	0	0	0	0	1	1
10:00	Answered	2	0	0	3	0	0	4	0	7	16
	Abandoned	0	0	0	0	0	0	0	0	5	5

Customer Service		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	Total
Summary	Answered	1,768	63	73	88	34	49	53	153	128	2,409
	Abandoned	0	0	0	0	0	0	0	1	360	361
10:30	Answered	0	4	4	5	2	0	3	2	6	26
	Abandoned	0	0	0	0	0	0				0
11:00	Answered	0	3	3	4	1	2	5	1	3	22
	Abandoned	0	0	0	0	0	0	0	1	1	2
11:30	Answered	1	4	4	3	2	2	3	8	2	29
	Abandoned	0	0	0	0	0	0				0
12:00	Answered	0	0	0	0	0	0				0
	Abandoned	0	0	0	0	0	0	0	0	14	14
12:30	Answered	0	0	0	0	0	0				0
	Abandoned	0	0	0	0	0	0	0	0	13	13
13:00	Answered	21	0	2	1	0	0	1	0	3	28
	Abandoned	0	0	0	0	0	0				0
13:30	Answered	21	1	1	1	0	0				24
	Abandoned	0	0	0	0	0	0				0
14:00	Answered	22	1	0	0	0	0				23
	Abandoned	0	0	0	0	0	0				0
14:30	Answered	21	1	1	0	0	0				23
	Abandoned	0	0	0	0	0	0				0
15:00	Answered	11	0	1	0	1	0	1	4	4	22
	Abandoned	0	0	0	0	0	0				0
15:30	Answered	20	0	0	2	0	0				22
	Abandoned	0	0	0	0	0	0				0
16:00	Answered	11	1	4	1	1	2	0	2	1	23
	Abandoned	0	0	0	0	0	0				0
16:30	Answered	23	0	0	0	0	0				23
	Abandoned	0	0	0	0	0	0				0
17:00	Answered	23	0	0	0	0	0				23
	Abandoned	0	0	0	0	0	0				0
17:30	Answered	20	0	1	0	0	0				21
	Abandoned	0	0	0	0	0	0				0
18:00	Answered	1	1	1	6	2	0	3	3	1	18
	Abandoned	0	0	0	0	0	0				0
18:30	Answered	0	3	3	7	1	1	4	1		20
	Abandoned	0	0	0	0	0	0				0
19:00	Answered	22	0	0	0	0	0				22
	Abandoned	0	0	0	0	0	0				0

Customer Service		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	Total
Summary	Answered	1,768	63	73	88	34	49	53	153	128	2,409
	Abandoned	0	0	0	0	0	0	0	1	360	361
19:30	Answered	27	0	0	0	0	0				27
	Abandoned	0	0	0	0	0	0				0
20:00	Answered	23	0	0	0	0	0				23
	Abandoned	0	0	0	0	0	0				0
20:30	Answered	21	0	0	1	0	0				22
	Abandoned	0	0	0	0	0	0				0
21:00	Answered	11	0	2	0	1	2	0	3	2	21
	Abandoned	0	0	0	0	0	0	0	0	1	1
21:30	Answered	20	0	0	0	0	0				20
	Abandoned	0	0	0	0	0	0				0
22:00	Answered	17	0	0	0	0	0				17
	Abandoned	0	0	0	0	0	0				0
22:30	Answered	12	0	0	0	0	0				12
	Abandoned	0	0	0	0	0	0				0
23:00	Answered	15	0	0	0	0	0				15
	Abandoned	0	0	0	0	0	0				0
23:30	Answered	18	0	0	0	0	0				18
	Abandoned	0	0	0	0	0	0				0
Chat	Answered	851	25	6	10	10	18	9	89	81	1,099
	Abandoned	0	0	0	0	0	0	0	0	321	321

Answered - Chat

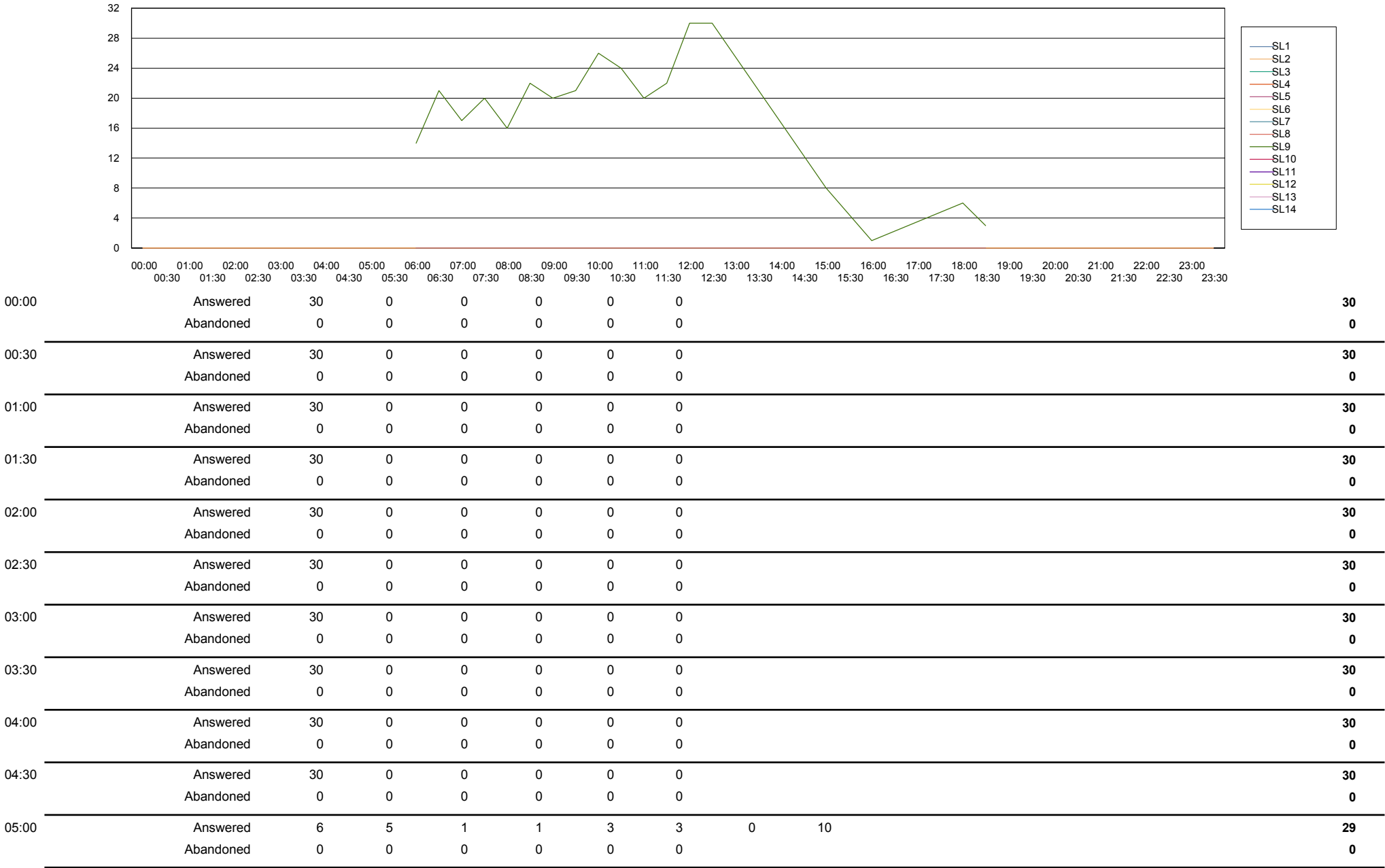
SL: Service Level



Customer Service		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	Total
Summary	Answered	1,768	63	73	88	34	49	53	153	128	2,409
	Abandoned	0	0	0	0	0	0	0	1	360	361

Abandon - Chat

SL: Service Level

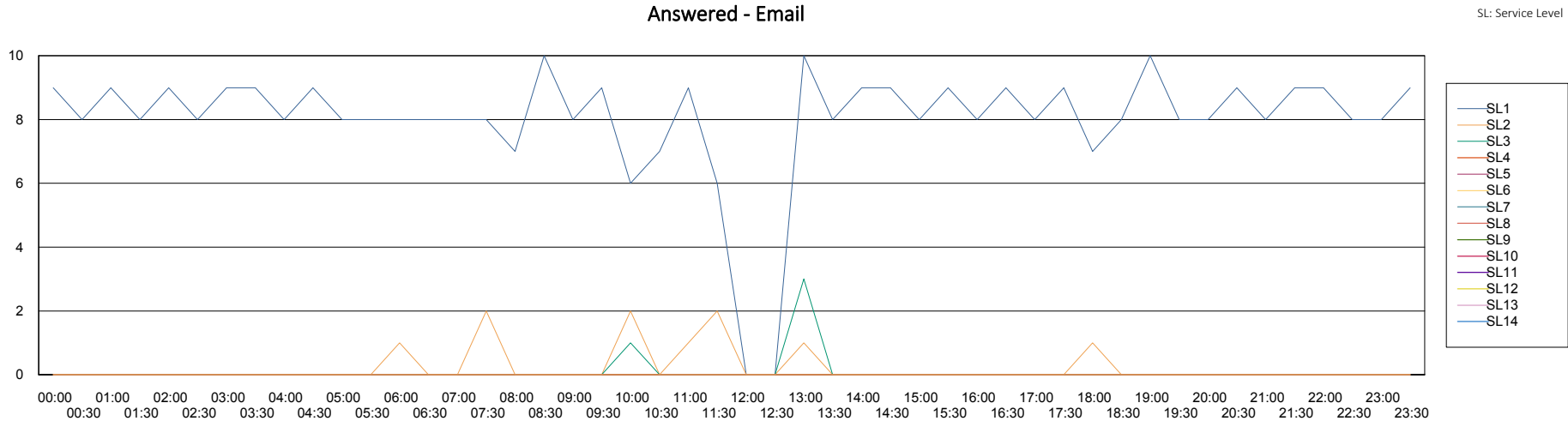


Customer Service		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	Total
Summary	Answered	1,768	63	73	88	34	49	53	153	128	2,409
	Abandoned	0	0	0	0	0	0	0	1	360	361
05:30	Answered	5	3	1	1	5	5	2	6		28
	Abandoned	0	0	0	0	0	0				0
06:00	Answered	0	0	0	0	0	1	1	7	5	14
	Abandoned	0	0	0	0	0	0	0	0	14	14
06:30	Answered	0	0	0	0	0	0	0	6	1	7
	Abandoned	0	0	0	0	0	0	0	0	21	21
07:00	Answered	0	0	0	0	0	0	0	3	9	12
	Abandoned	0	0	0	0	0	0	0	0	17	17
07:30	Answered	0	0	0	0	0	0	0	7	3	10
	Abandoned	0	0	0	0	0	0	0	0	20	20
08:00	Answered	0	0	0	0	0	0	0	6	7	13
	Abandoned	0	0	0	0	0	0	0	0	16	16
08:30	Answered	0	0	0	0	0	0	0	0	8	8
	Abandoned	0	0	0	0	0	0	0	0	22	22
09:00	Answered	0	0	0	0	0	0	0	1	9	10
	Abandoned	0	0	0	0	0	0	0	0	20	20
09:30	Answered	0	0	0	0	0	0	0	3	6	9
	Abandoned	0	0	0	0	0	0	0	0	21	21
10:00	Answered	0	0	0	0	0	0	0	2	2	4
	Abandoned	0	0	0	0	0	0	0	0	26	26
10:30	Answered	0	0	0	0	0	0	0	0	6	6
	Abandoned	0	0	0	0	0	0	0	0	24	24
11:00	Answered	0	0	0	0	0	0	0	1	8	9
	Abandoned	0	0	0	0	0	0	0	0	20	20
11:30	Answered	0	0	0	0	0	0	0	1	4	5
	Abandoned	0	0	0	0	0	0	0	0	22	22
12:00	Answered	0	0	0	0	0	0				0
	Abandoned	0	0	0	0	0	0	0	0	30	30
12:30	Answered	0	0	0	0	0	0				0
	Abandoned	0	0	0	0	0	0	0	0	30	30
13:00	Answered	26	2	1	1	0	0	1	2	1	34
	Abandoned	0	0	0	0	0	0				0
13:30	Answered	28	1	0	1	0	0				30
	Abandoned	0	0	0	0	0	0				0
14:00	Answered	29	0	0	1	0	0				30
	Abandoned	0	0	0	0	0	0				0

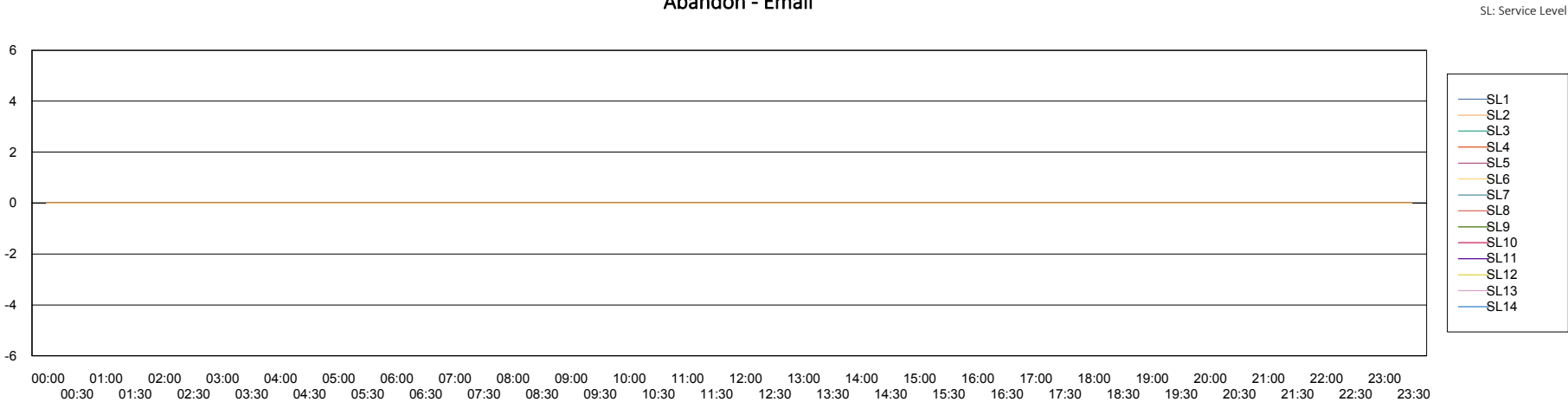
Customer Service		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	Total
Summary	Answered	1,768	63	73	88	34	49	53	153	128	2,409
	Abandoned	0	0	0	0	0	0	0	1	360	361
14:30	Answered	30	0	0	0	0	0				30
	Abandoned	0	0	0	0	0	0				0
15:00	Answered	15	1	0	1	0	0	1	2	1	21
	Abandoned	0	0	0	0	0	0	0	0	8	8
15:30	Answered	29	1	0	0	0	0				30
	Abandoned	0	0	0	0	0	0				0
16:00	Answered	16	3	0	0	1	3	0	3	1	27
	Abandoned	0	0	0	0	0	0	0	0	1	1
16:30	Answered	26	2	2	0	0	0				30
	Abandoned	0	0	0	0	0	0				0
17:00	Answered	28	1	1	0	0	0				30
	Abandoned	0	0	0	0	0	0				0
17:30	Answered	27	3	0	0	0	0				30
	Abandoned	0	0	0	0	0	0				0
18:00	Answered	0	0	0	0	1	2	0	9	5	17
	Abandoned	0	0	0	0	0	0	0	0	6	6
18:30	Answered	0	1	0	0	0	2	1	13	5	22
	Abandoned	0	0	0	0	0	0	0	0	3	3
19:00	Answered	30	0	0	1	0	0	1	2		34
	Abandoned	0	0	0	0	0	0				0
19:30	Answered	30	0	0	0	0	0				30
	Abandoned	0	0	0	0	0	0				0
20:00	Answered	30	0	0	0	0	0				30
	Abandoned	0	0	0	0	0	0				0
20:30	Answered	30	0	0	0	0	0				30
	Abandoned	0	0	0	0	0	0				0
21:00	Answered	16	2	0	3	0	2	2	5		30
	Abandoned	0	0	0	0	0	0				0
21:30	Answered	30	0	0	0	0	0				30
	Abandoned	0	0	0	0	0	0				0
22:00	Answered	30	0	0	0	0	0				30
	Abandoned	0	0	0	0	0	0				0
22:30	Answered	30	0	0	0	0	0				30
	Abandoned	0	0	0	0	0	0				0
23:00	Answered	30	0	0	0	0	0				30
	Abandoned	0	0	0	0	0	0				0

Customer Service		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	Total
Summary	Answered	1,768	63	73	88	34	49	53	153	128	2,409
	Abandoned	0	0	0	0	0	0	0	1	360	361
23:30	Answered	30	0	0	0	0	0				30
	Abandoned	0	0	0	0	0	0				0
Email	Answered	384	10	4	0	0	0				398
	Abandoned	0	0	0	0	0	0				0

Answered - Email



Abandon - Email



00:00	Answered	9	0	0	0	0	0				9
	Abandoned	0	0	0	0	0	0				0
00:30	Answered	8	0	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0

Customer Service		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	Total
Summary	Answered	1,768	63	73	88	34	49	53	153	128	2,409
	Abandoned	0	0	0	0	0	0	0	1	360	361
01:00	Answered	9	0	0	0	0	0				9
	Abandoned	0	0	0	0	0	0				0
01:30	Answered	8	0	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0
02:00	Answered	9	0	0	0	0	0				9
	Abandoned	0	0	0	0	0	0				0
02:30	Answered	8	0	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0
03:00	Answered	9	0	0	0	0	0				9
	Abandoned	0	0	0	0	0	0				0
03:30	Answered	9	0	0	0	0	0				9
	Abandoned	0	0	0	0	0	0				0
04:00	Answered	8	0	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0
04:30	Answered	9	0	0	0	0	0				9
	Abandoned	0	0	0	0	0	0				0
05:00	Answered	8	0	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0
05:30	Answered	8	0	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0
06:00	Answered	8	1	0	0	0	0				9
	Abandoned	0	0	0	0	0	0				0
06:30	Answered	8	0	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0
07:00	Answered	8	0	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0
07:30	Answered	8	2	0	0	0	0				10
	Abandoned	0	0	0	0	0	0				0
08:00	Answered	7	0	0	0	0	0				7
	Abandoned	0	0	0	0	0	0				0
08:30	Answered	10	0	0	0	0	0				10
	Abandoned	0	0	0	0	0	0				0
09:00	Answered	8	0	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0
09:30	Answered	9	0	0	0	0	0				9
	Abandoned	0	0	0	0	0	0				0

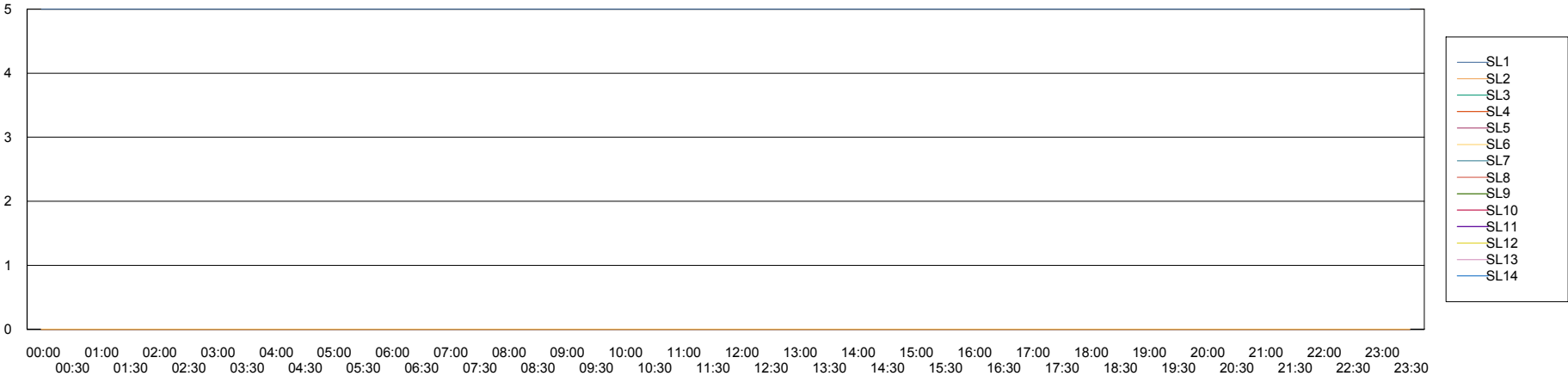
Customer Service		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	Total
Summary	Answered	1,768	63	73	88	34	49	53	153	128	2,409
	Abandoned	0	0	0	0	0	0	0	1	360	361
10:00	Answered	6	2	1	0	0	0				9
	Abandoned	0	0	0	0	0	0				0
10:30	Answered	7	0	0	0	0	0				7
	Abandoned	0	0	0	0	0	0				0
11:00	Answered	9	1	0	0	0	0				10
	Abandoned	0	0	0	0	0	0				0
11:30	Answered	6	2	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0
12:00	Answered	0	0	0	0	0	0				0
	Abandoned	0	0	0	0	0	0				0
12:30	Answered	0	0	0	0	0	0				0
	Abandoned	0	0	0	0	0	0				0
13:00	Answered	10	1	3	0	0	0				14
	Abandoned	0	0	0	0	0	0				0
13:30	Answered	8	0	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0
14:00	Answered	9	0	0	0	0	0				9
	Abandoned	0	0	0	0	0	0				0
14:30	Answered	9	0	0	0	0	0				9
	Abandoned	0	0	0	0	0	0				0
15:00	Answered	8	0	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0
15:30	Answered	9	0	0	0	0	0				9
	Abandoned	0	0	0	0	0	0				0
16:00	Answered	8	0	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0
16:30	Answered	9	0	0	0	0	0				9
	Abandoned	0	0	0	0	0	0				0
17:00	Answered	8	0	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0
17:30	Answered	9	0	0	0	0	0				9
	Abandoned	0	0	0	0	0	0				0
18:00	Answered	7	1	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0
18:30	Answered	8	0	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0

Customer Service		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	SL 9	Total
Summary	Answered	1,768	63	73	88	34	49	53	153	128	2,409
	Abandoned	0	0	0	0	0	0	0	1	360	361
19:00	Answered	10	0	0	0	0	0				10
	Abandoned	0	0	0	0	0	0				0
19:30	Answered	8	0	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0
20:00	Answered	8	0	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0
20:30	Answered	9	0	0	0	0	0				9
	Abandoned	0	0	0	0	0	0				0
21:00	Answered	8	0	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0
21:30	Answered	9	0	0	0	0	0				9
	Abandoned	0	0	0	0	0	0				0
22:00	Answered	9	0	0	0	0	0				9
	Abandoned	0	0	0	0	0	0				0
22:30	Answered	8	0	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0
23:00	Answered	8	0	0	0	0	0				8
	Abandoned	0	0	0	0	0	0				0
23:30	Answered	9	0	0	0	0	0				9
	Abandoned	0	0	0	0	0	0				0

Support		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	Total
Summary	Answered	240	0	0	0	0	0	240
	Abandoned	0	0	0	0	0	0	0
Call	Answered	240	0	0	0	0	0	240
	Abandoned	0	0	0	0	0	0	0

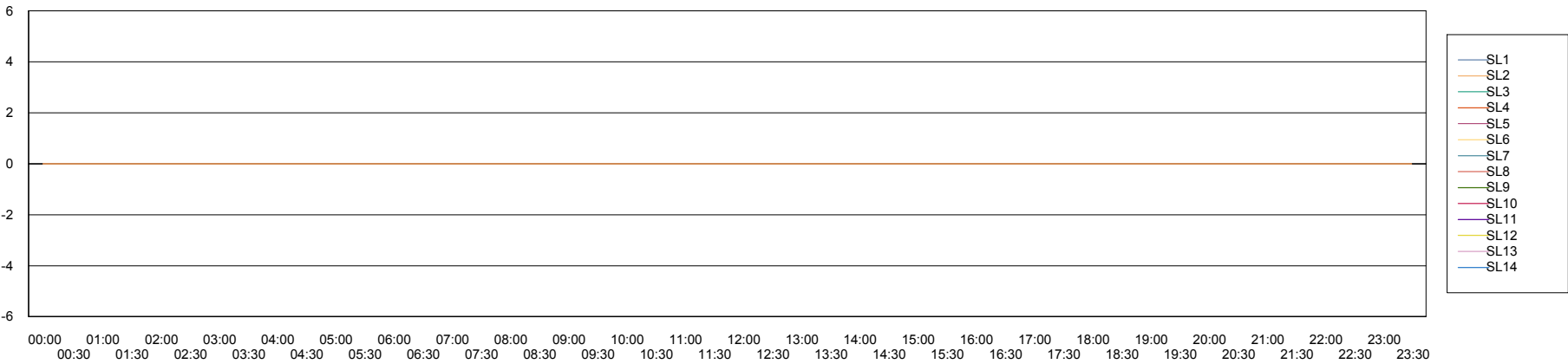
Answered - Call

SL: Service Level



Abandon - Call

SL: Service Level



00:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
00:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
01:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0

Support		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	Total
Summary	Answered	240	0	0	0	0	0	240
	Abandoned	0	0	0	0	0	0	0
01:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
02:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
02:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
03:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
03:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
04:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
04:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
05:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
05:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
06:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
06:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
07:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
07:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
08:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
08:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
09:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
09:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
10:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0

Support		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	Total
Summary	Answered	240	0	0	0	0	0	240
	Abandoned	0	0	0	0	0	0	0
10:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
11:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
11:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
12:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
12:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
13:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
13:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
14:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
14:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
15:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
15:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
16:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
16:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
17:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
17:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
18:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
18:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
19:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0

Support		SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	Total
Summary	Answered	240	0	0	0	0	0	240
	Abandoned	0	0	0	0	0	0	0
19:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
20:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
20:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
21:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
21:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
22:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
22:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
23:00	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0
23:30	Answered	5	0	0	0	0	0	5
	Abandoned	0	0	0	0	0	0	0