



Queue Service Level Report

Date Time Range: 1/1/2019 12:00:00 AM - 11/6/2019 11:59:59 PM (This Year)
Interval Config: Weekly(Hiding empty intervals)
Service Level Format: Partial Sum
Workgroup: workgroup1
Media Type: Call
Show Detail: True
Target Service Level Calculation: Target answered/Total answered

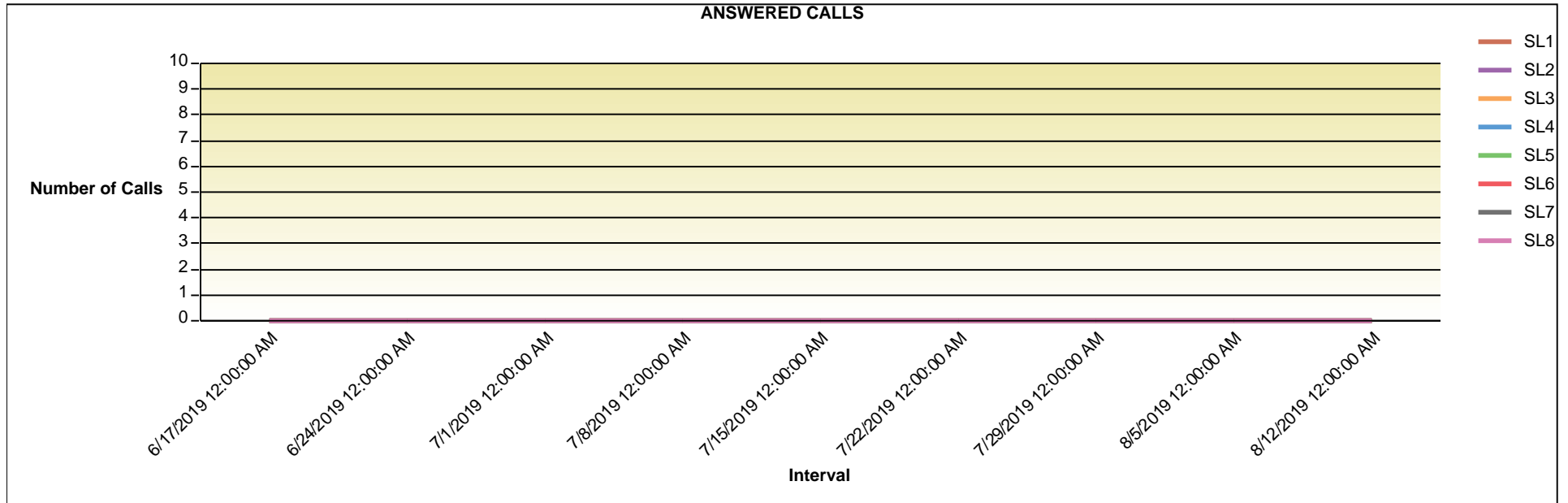
Summary

workgroup1

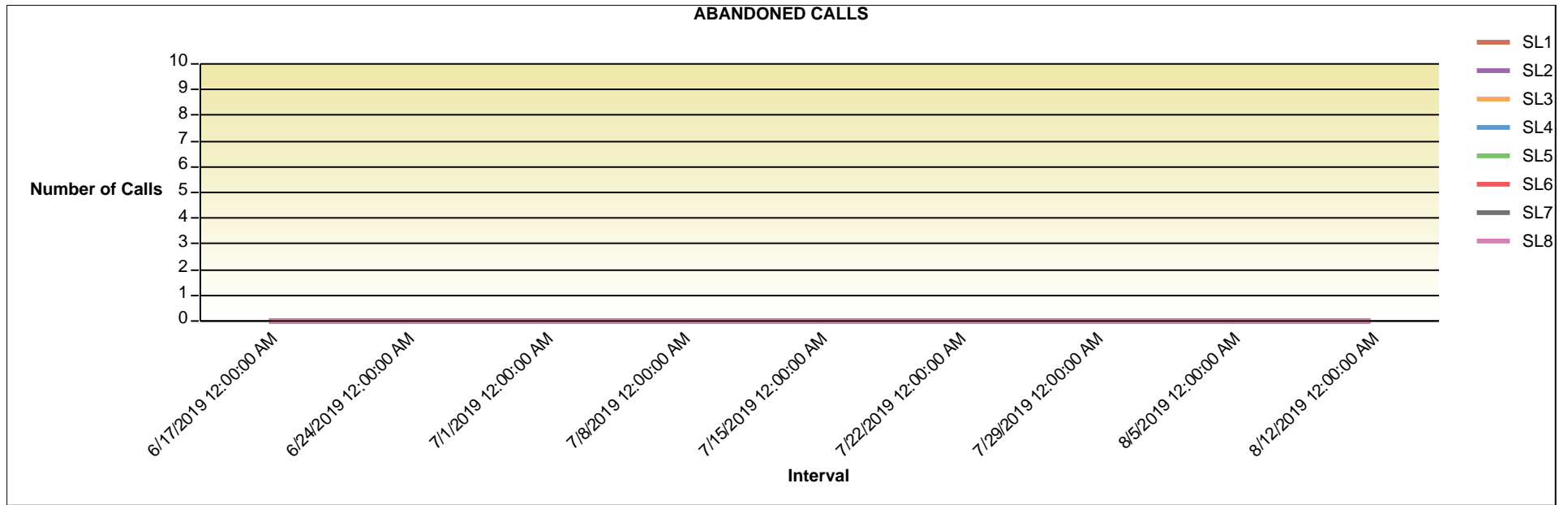
Call	SL1	SL2	SL3	SL4	SL5	SL6	SL7	SL8	Total
Answered	0	0	0	0	0	0	0	0	0
Abandoned	0	0	0	0	0	0	0	0	5457

workgroup1

Call



ABANDONED CALLS



workgroup1	Call	SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	Total
6/17/2019 12:00:00 AM	Answered	0	0	0	0	0	0	0	0	0
	Abandoned	0	0	0	0	0	0	0	0	402
6/24/2019 12:00:00 AM	Answered	0	0	0	0	0	0	0	0	0
	Abandoned	0	0	0	0	0	0	0	0	645
7/1/2019 12:00:00 AM	Answered	0	0	0	0	0	0	0	0	0
	Abandoned	0	0	0	0	0	0	0	0	634
7/8/2019 12:00:00 AM	Answered	0	0	0	0	0	0	0	0	0
	Abandoned	0	0	0	0	0	0	0	0	634
7/15/2019 12:00:00 AM	Answered	0	0	0	0	0	0	0	0	0
	Abandoned	0	0	0	0	0	0	0	0	604
7/22/2019 12:00:00 AM	Answered	0	0	0	0	0	0	0	0	0
	Abandoned	0	0	0	0	0	0	0	0	621
7/29/2019 12:00:00 AM	Answered	0	0	0	0	0	0	0	0	0
	Abandoned	0	0	0	0	0	0	0	0	640
8/5/2019 12:00:00 AM	Answered	0	0	0	0	0	0	0	0	0
	Abandoned	0	0	0	0	0	0	0	0	645
8/12/2019 12:00:00 AM	Answered	0	0	0	0	0	0	0	0	0
	Abandoned	0	0	0	0	0	0	0	0	632