Queue Summary and Detail

GENESYS™

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
Queue:	Contains Support
Group Order:	Interval, Queue
Target Service Level Percentage:	80 %
Target Service Level Calculation:	Target answered/Total answered

		INBOUND												INBOUND SERVICE LEVELS											
	OFF	-- ANS -- #	-- ANS -- %	-- ABD -- #	-- ABD -- %	ASA	ANS SVC LVL%	AVG TALK	AVG HOLD	AVG ACW	AVG HAND	FLOW OUT #	HOLD #	ANS 5	ANS 10	ANS 20	ANS 30	ANS 40	ANS 50	ABD 5	ABD 10	ABD 20	ABD 30	ABD 40	ABD 50
Summary	240	240	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	240	0	0	0	0	0	0	0	0	0	0	0
00:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
00:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
01:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
01:30	5	5	100%	0	0%	00:00:01	100%	00:04:30	00:00:00	00:00:00	00:04:30	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:30	00:00:00	00:00:00	00:04:30	0	0	5	0	0	0	0	0	0	0	0	0	0	0
02:00	5	5	100%	0	0%	00:00:01	100%	00:04:30	00:00:00	00:00:00	00:04:30	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:30	00:00:00	00:00:00	00:04:30	0	0	5	0	0	0	0	0	0	0	0	0	0	0
02:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
03:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
03:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
04:00	5	5	100%	0	0%	00:00:01	100%	00:04:30	00:00:00	00:00:00	00:04:30	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:30	00:00:00	00:00:00	00:04:30	0	0	5	0	0	0	0	0	0	0	0	0	0	0
04:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
05:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
05:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
06:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
06:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
07:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
07:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0

		INBOUND												INBOUND SERVICE LEVELS											
	OFF	-- ANS --		-- ABD --		ASA	ANS SVC LVL%	AVG TALK	AVG HOLD	AVG ACW	AVG HAND	FLOW OUT #	HOLD #	ANS 5	ANS 10	ANS 20	ANS 30	ANS 40	ANS 50	ABD 5	ABD 10	ABD 20	ABD 30	ABD 40	ABD 50
		#	%	#	%																				
Summary	240	240	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	240	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
08:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
08:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
09:00	5	5	100%	0	0%	00:00:01	100%	00:04:30	00:00:00	00:00:00	00:04:30	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:30	00:00:00	00:00:00	00:04:30	0	0	5	0	0	0	0	0	0	0	0	0	0	0
09:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
10:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
10:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
11:00	5	5	100%	0	0%	00:00:01	100%	00:04:30	00:00:00	00:00:00	00:04:30	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:30	00:00:00	00:00:00	00:04:30	0	0	5	0	0	0	0	0	0	0	0	0	0	0
11:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
12:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
12:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
13:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
13:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
14:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
14:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
15:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
15:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
16:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
16:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
17:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
17:30	5	5	100%	0	0%	00:00:01	100%	00:04:30	00:00:00	00:00:00	00:04:30	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:30	00:00:00	00:00:00	00:04:30	0	0	5	0	0	0	0	0	0	0	0	0	0	0
18:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0

	OFF	-- ANS --		-- ABD --		ASA	ANS SVC LVL%	AVG TALK	AVG HOLD	AVG ACW	AVG HAND	FLOW OUT #	HOLD #	ANS 5	ANS 10	ANS 20	ANS 30	ANS 40	ANS 50	ABD 5	ABD 10	ABD 20	ABD 30	ABD 40	ABD 50
		#	%	#	%																				
Summary	240	240	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	240	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
18:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
19:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
19:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
20:00	5	5	100%	0	0%	00:00:01	100%	00:04:30	00:00:00	00:00:00	00:04:30	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:30	00:00:00	00:00:00	00:04:30	0	0	5	0	0	0	0	0	0	0	0	0	0	0
20:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
21:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
21:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
22:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
22:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
23:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
23:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0
Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	0

INBOUND   INBOUND SERVICE LEVELS

	OFF	-- ANS --		-- ABD --		ASA	ANS SVC LVL%	AVG TALK	AVG HOLD	AVG ACW	AVG HAND	FLOW OUT #	HOLD #	ANS 5	ANS 10	ANS 20	ANS 30	ANS 40	ANS 50	ABD 5	ABD 10	ABD 20	ABD 30	ABD 40	ABD 50
		#	%	#	%																				
Summary	240	240	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	240	0	0	0	0	0	0	0	0	0	0	0

■ Answered   ■ Abandoned   - - Target Ans Svc Lvl %   —— Ans Svc Lvl %