



Queue Summary Report

Date Time Range: 1/1/2019 12:00:00 AM - 11/6/2019 11:59:59 PM (This Year)
Interval Configuration: Day of Week(Hiding empty intervals)
Media Type: Call
Target Answered Service Level Percentage: 80 %
Target Service Level Calculation: Target answered/Total answered

Summary by Media Type (Call)

	INBOUND											INBOUND SERVICE LEVELS		
	OFF	-- ANS --		-- ABD --		%ANS		AVG	AVG	AVG	AVG	Flow	#	Service levels are unavailable due to multiple workgroups, media types, or service level configurations.
	#	%	#	%	ASA	SVC LVL	TALK	HOLD	ACW	HAND	Out	HOLD		
SUMMARY	8128	0	0%	8122	100%	0:00	0%	0:00	0:00	0:00	0:00	0	0	----- N/A -----
Sunday	1139	0	0%	1141	100%	0:00	0%	0:00	0:00	0:00	0:00	0	0	
Monday	1124	0	0%	1121	100%	0:00	0%	0:00	0:00	0:00	0:00	0	0	
Tuesday	1099	0	0%	1098	100%	0:00	0%	0:00	0:00	0:00	0:00	0	0	
Wednesday	1219	0	0%	1216	100%	0:00	0%	0:00	0:00	0:00	0:00	0	0	
Thursday	1228	0	0%	1232	100%	0:00	0%	0:00	0:00	0:00	0:00	0	0	
Friday	1191	0	0%	1189	100%	0:00	0%	0:00	0:00	0:00	0:00	0	0	
Saturday	1128	0	0%	1125	100%	0:00	0%	0:00	0:00	0:00	0:00	0	0	

Interactions Distribution & Service Level

