



Queue Service Level Report

Date Time Range: 9/27/2010 12:00:00 AM - 9/27/2017 11:59:59 PM
Interval Config: Half Hour(Hiding empty intervals)
Service Level Format: Partial Sum
Workgroup: Is not null
Media Type: Call
Show Detail: True
Target Service Level Calculation: Target answered/Total answered

Summary

SystemIvrTransferHub

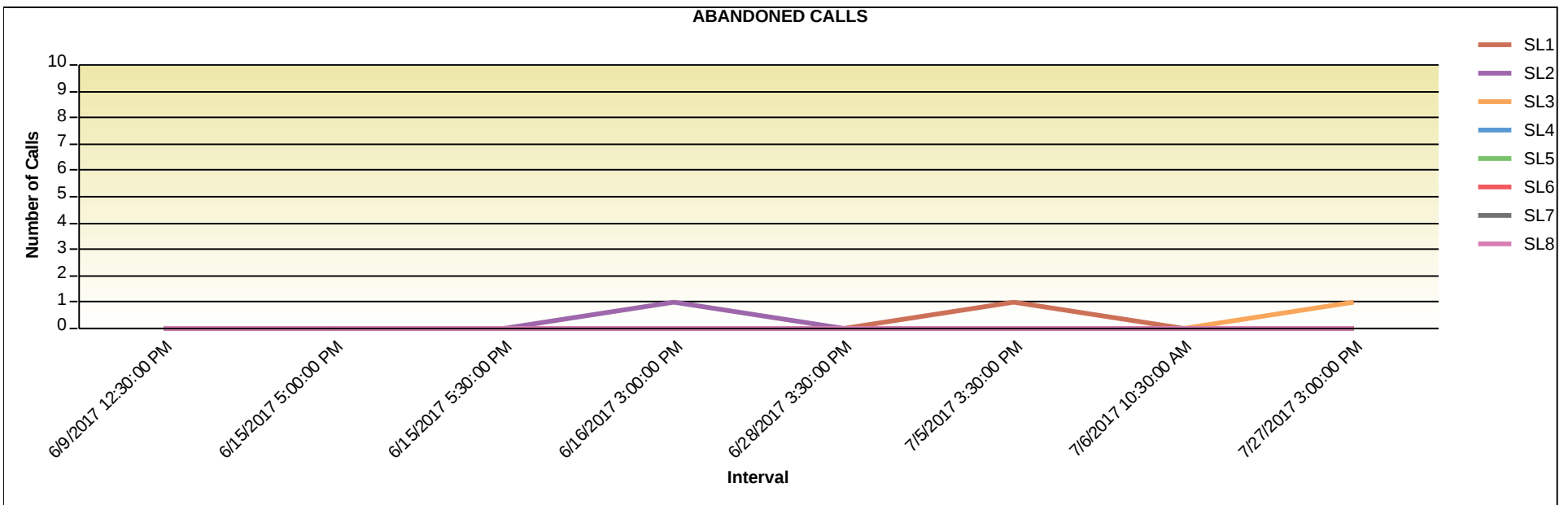
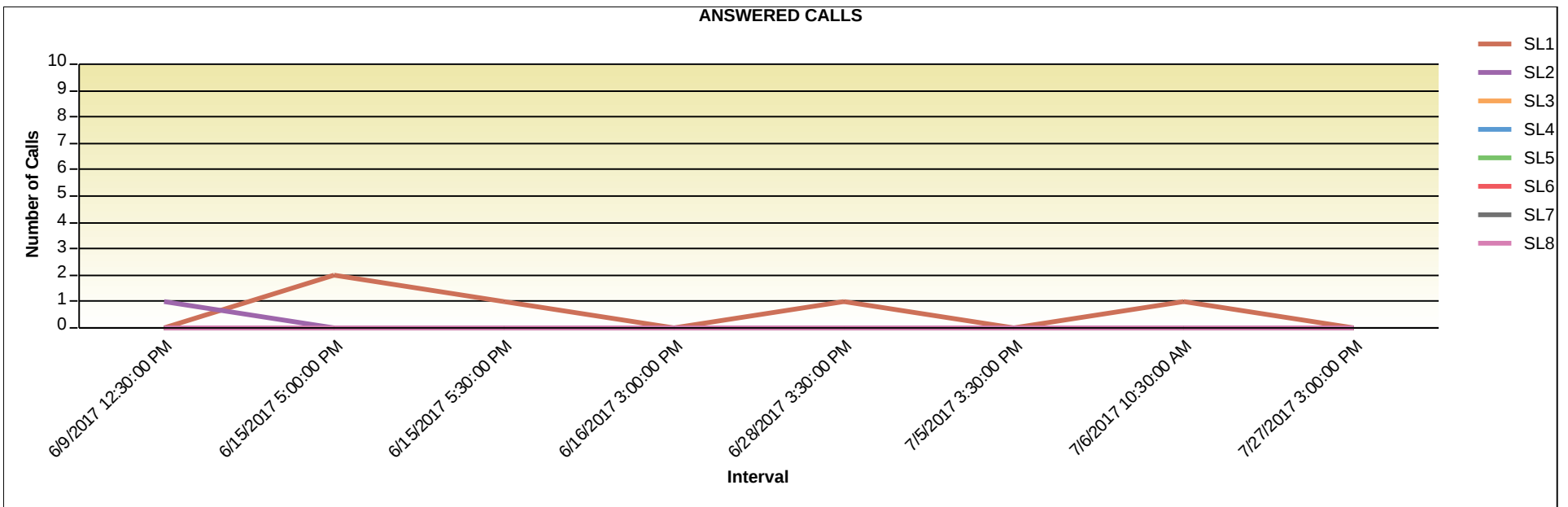
Call	SL1	SL2	SL3	SL4	SL5	SL6	Total
Answered	0	0	0	0	0	0	0
Abandoned	0	0	0	0	0	0	0

wg1

Call	SL1	SL2	SL3	SL4	SL5	SL6	SL7	SL8	Total
Answered	5	1	0	0	0	0	0	0	6
Abandoned	1	1	1	0	0	0	0	0	3

wg1

Call



wg1	Call	SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	Total
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wg1	Call	SL 1	SL 2	SL 3	SL 4	SL 5	SL 6	SL 7	SL 8	Total
6/9/2017 12:30:00 PM	Answered	0	1	0	0	0	0	0	0	1
	Abandoned	0	0	0	0	0	0	0	0	0
6/15/2017 5:00:00 PM	Answered	2	0	0	0	0	0	0	0	2
	Abandoned	0	0	0	0	0	0	0	0	0
6/15/2017 5:30:00 PM	Answered	1	0	0	0	0	0	0	0	1
	Abandoned	0	0	0	0	0	0	0	0	0
6/16/2017 3:00:00 PM	Answered	0	0	0	0	0	0	0	0	0
	Abandoned	0	1	0	0	0	0	0	0	1
6/28/2017 3:30:00 PM	Answered	1	0	0	0	0	0	0	0	1
	Abandoned	0	0	0	0	0	0	0	0	0
7/5/2017 3:30:00 PM	Answered	0	0	0	0	0	0	0	0	0
	Abandoned	1	0	0	0	0	0	0	0	1
7/6/2017 10:30:00 AM	Answered	1	0	0	0	0	0	0	0	1
	Abandoned	0	0	0	0	0	0	0	0	0
7/27/2017 3:00:00 PM	Answered	0	0	0	0	0	0	0	0	0
	Abandoned	0	0	1	0	0	0	0	0	1