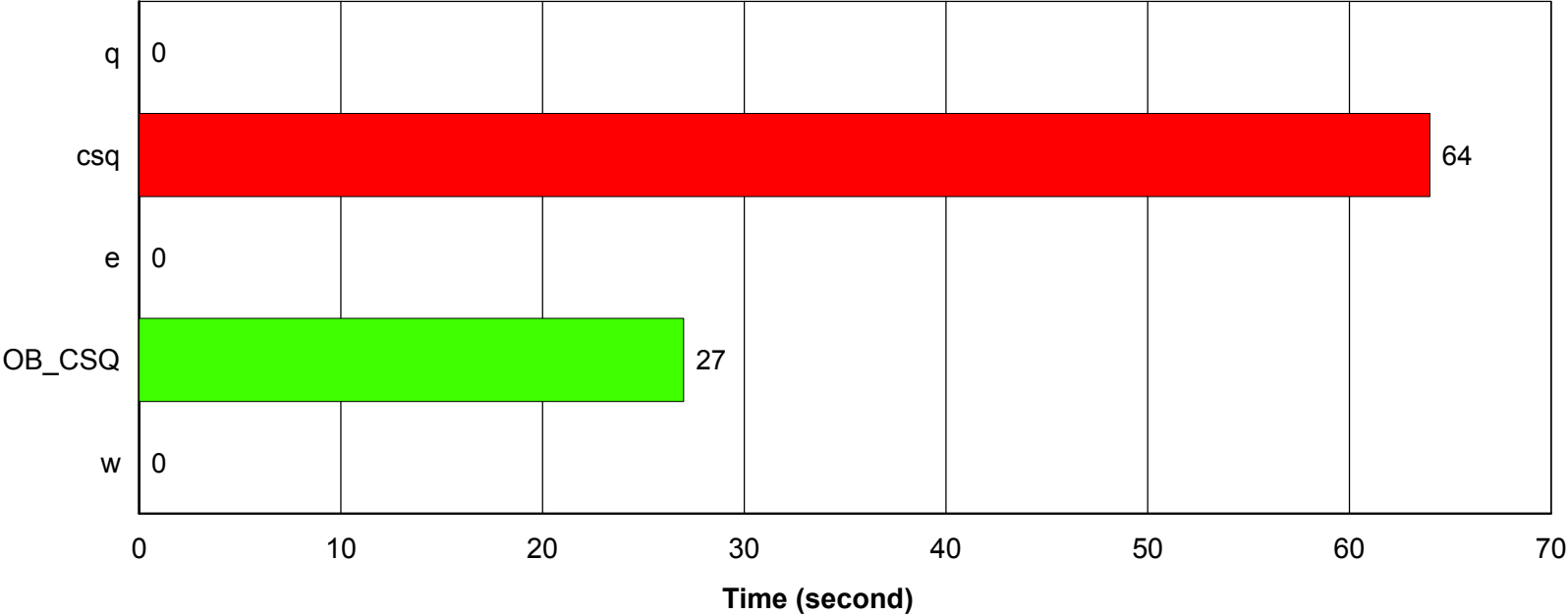


Max Queue Time for Calls Presented by CSQ

Start Date Selected - End Date Selected

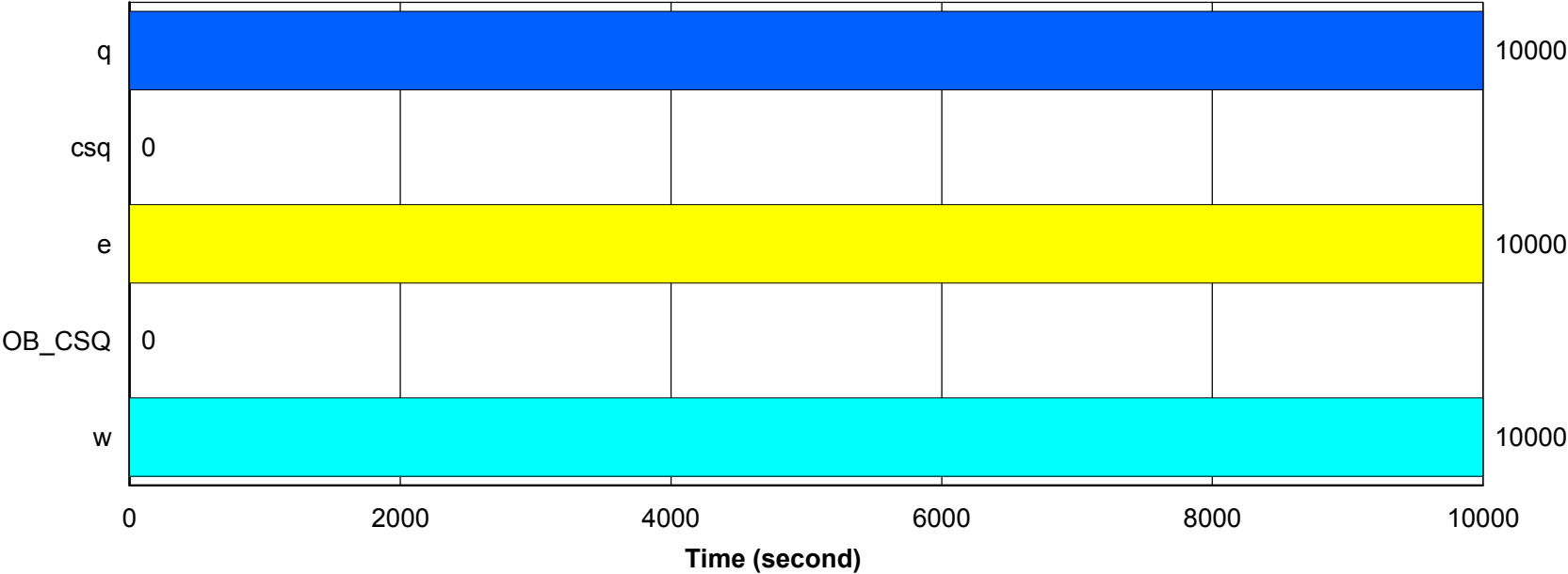
CSQ Name



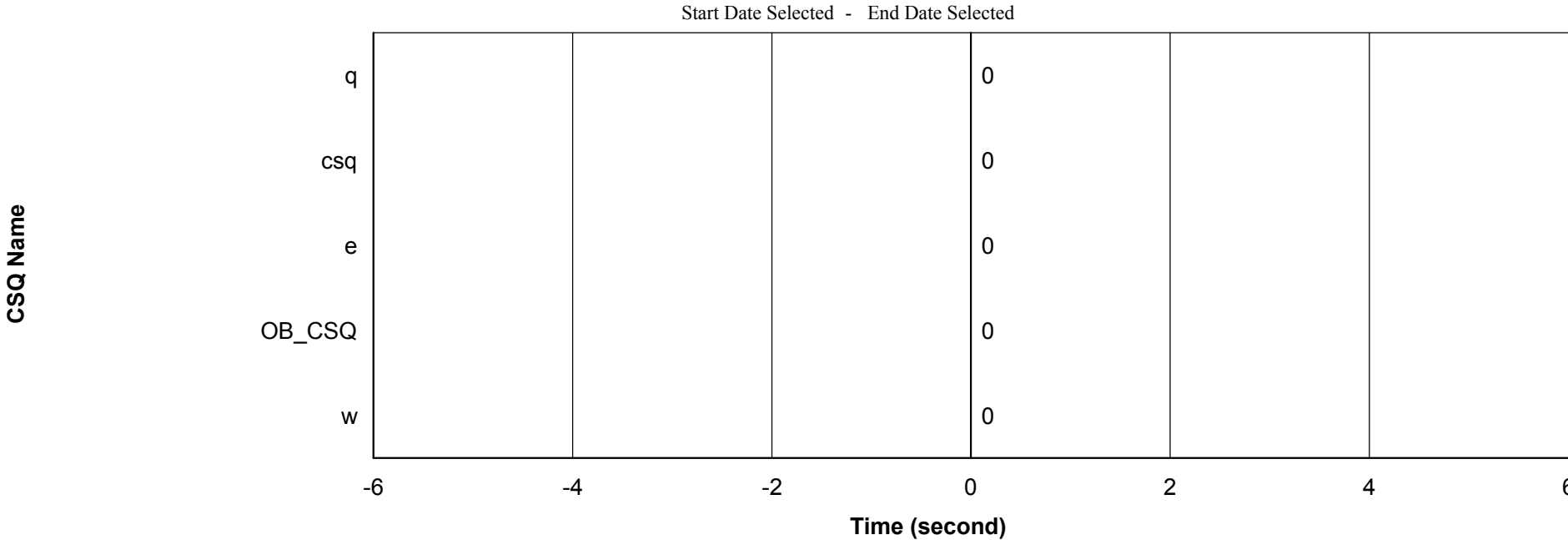
Max Queue Time for Emails Presented by CSQ

Start Date Selected - End Date Selected

CSQ Name

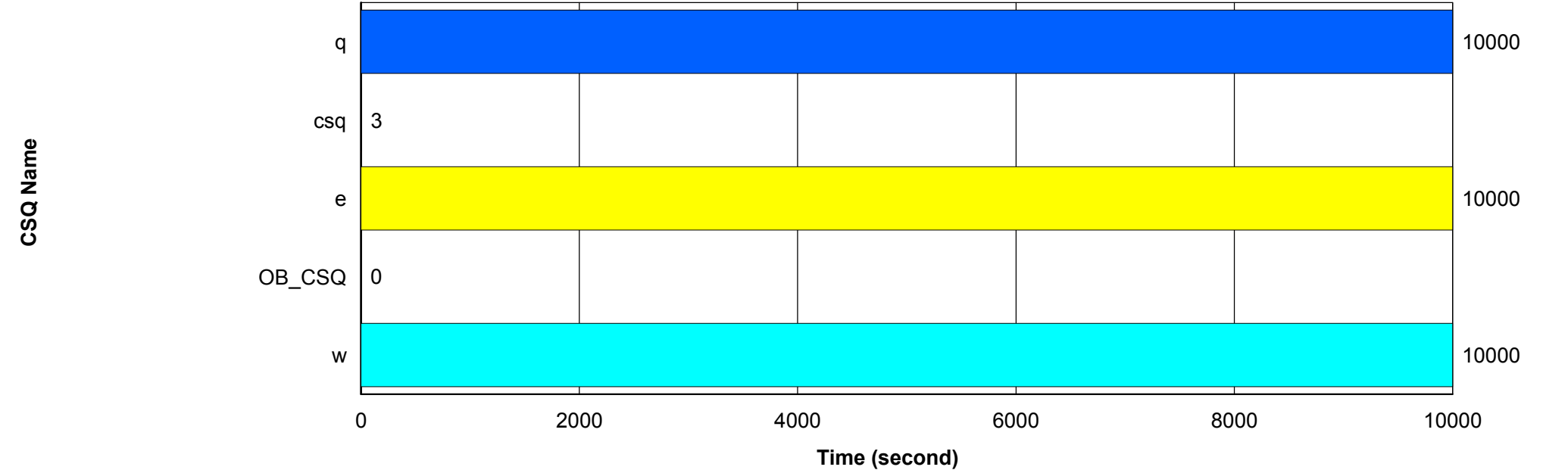


Max Queue Time for Chats Presented by CSQ



Average Speed of Answer by CSQ

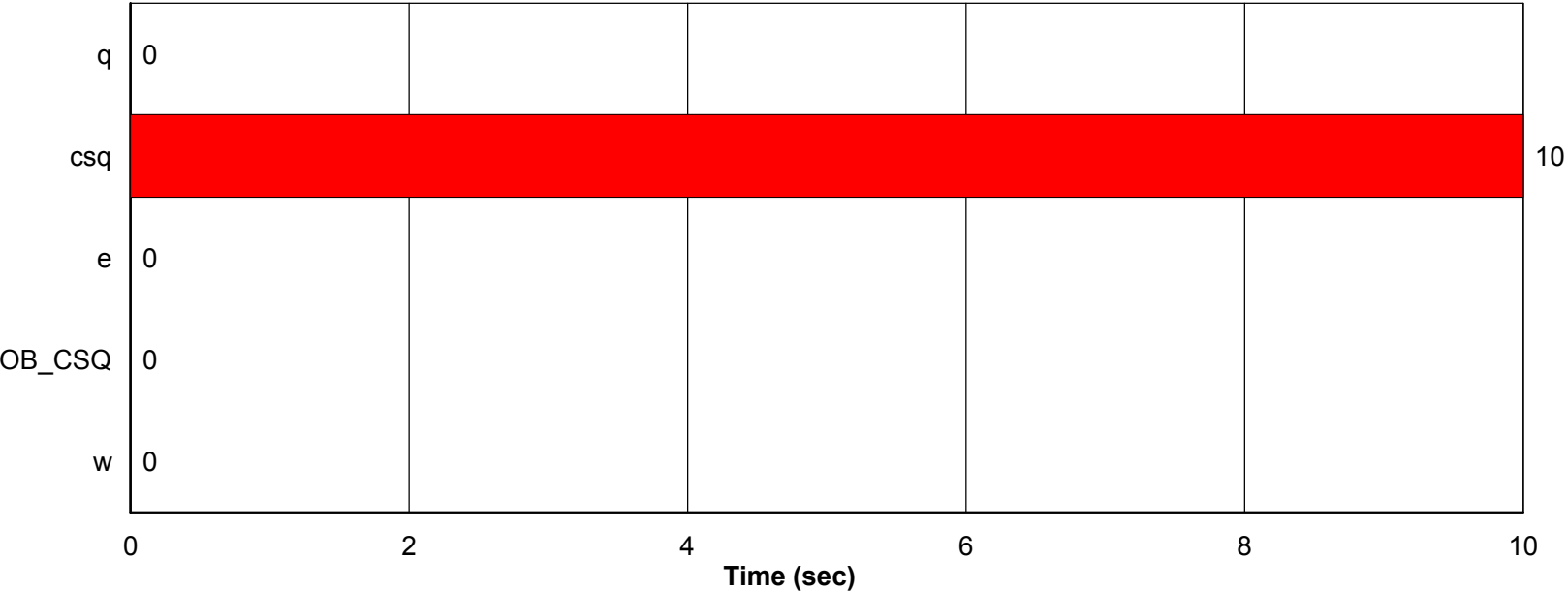
Start Date Selected - End Date Selected



Average Handle Time by CSQ

Start Date Selected - End Date Selected

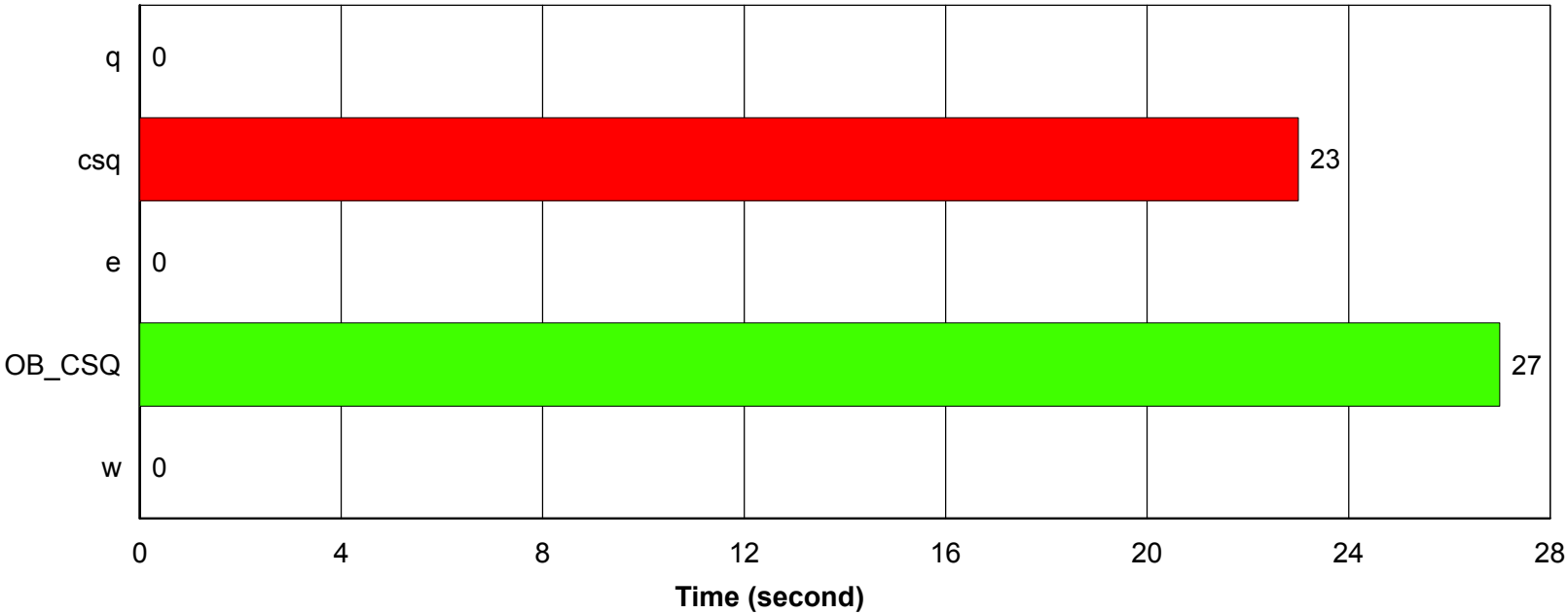
CSQ Name



Average Time to Abandon by CSQ

Start Date Selected - End Date Selected

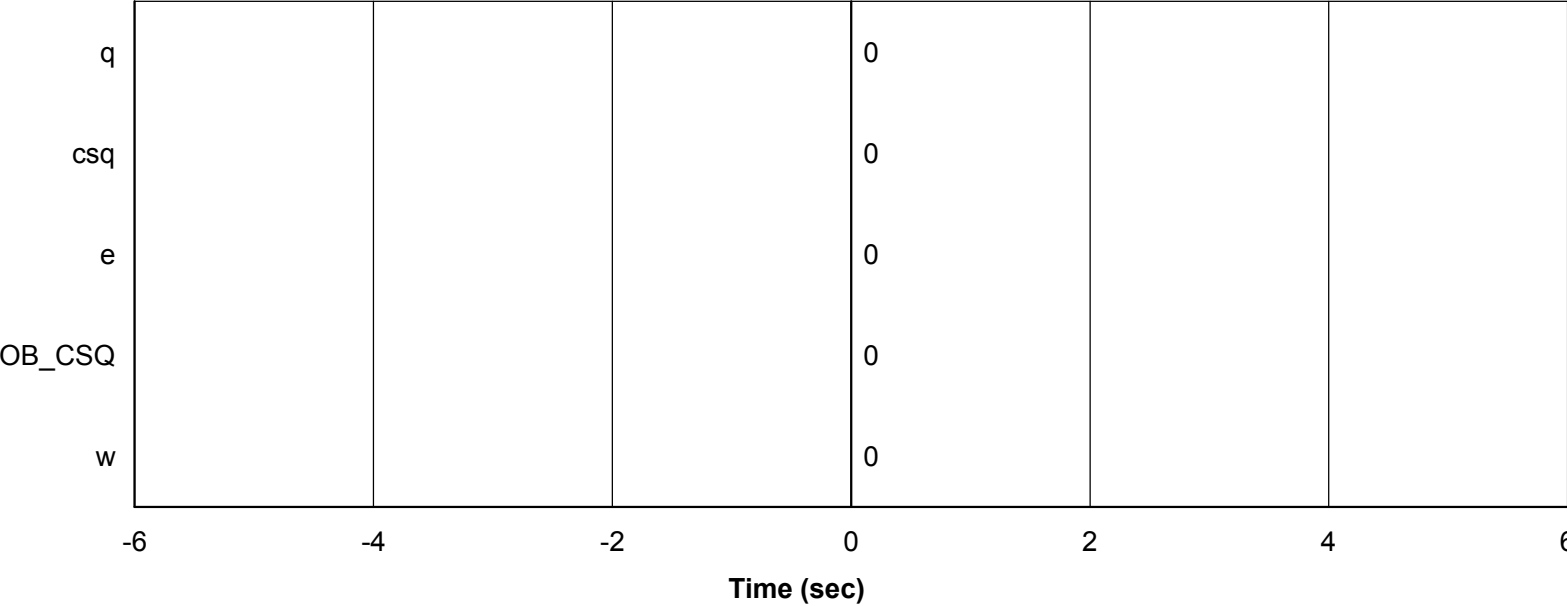
CSQ Name



Average Time to Dequeue by CSQ

Start Date Selected - End Date Selected

CSQ Name



Multi-Channel Contact Service Queue Activity Report

* Calls handled by workflow script or another CSQ.

Start Date Selected - End Date Selected

<u>CSQ Name</u> (Contact Skills)	<u>Contacts</u> <u>Presented</u>	<u>Avg / Max</u> <u>Queue Time</u>	<u>Contacts</u> <u>Handled</u>	<u>Avg Speed</u> <u>of Answer</u>	<u>Avg / Max</u> <u>Handle Time</u>	<u>Contacts</u> <u>Abandoned</u>	<u>Avg / Max</u> <u>Time to</u> <u>Abandon</u>	<u>Avg / Max</u> <u>Abandon</u> <u>Per Day</u>	<u>Contacts</u> <u>Dequeued</u>	<u>Avg / Max</u> <u>Time to</u> <u>Dequeue</u>	<u>Contacts</u> <u>Handled *</u>
q (email)	1	02:46:40	1	10000	0:00:00	N/A	N/A	N/A	0	0:00:00	0
		02:46:40			0:00:00		N/A	N/A		0:00:00	
<u>Summary</u>	1	02:46:40	1	10000	0:00:00	N/A	N/A	N/A	0	0:00:00	0
		02:46:40			0:00:00		N/A	N/A		0:00:00	
csq	7	0:00:12	4	3	0:00:10	3	0:00:23	0.03	0	0:00:00	0
		0:01:04			0:00:34		0:01:04	2		0:00:00	
<u>Summary</u>	7	0:00:12	4	3	0:00:10	3	0:00:23	0.03	0	0:00:00	0
		0:01:04			0:00:34		0:01:04	2		0:00:00	
e (email)	1	02:46:40	0	10000	0:00:00	N/A	N/A	N/A	0	0:00:00	0
		02:46:40			0:00:00		N/A	N/A		0:00:00	
<u>Summary</u>	1	02:46:40	0	10000	0:00:00	N/A	N/A	N/A	0	0:00:00	0
		02:46:40			0:00:00		N/A	N/A		0:00:00	
OB_CSQ (obSkill)	1	0:00:27	0	0	0:00:00	1	0:00:27	0.01	0	0:00:00	0
		0:00:27			0:00:00		0:00:27	1		0:00:00	
<u>Summary</u>	1	0:00:27	0	0	0:00:00	1	0:00:27	0.01	0	0:00:00	0
		0:00:27			0:00:00		0:00:27	1		0:00:00	
w (email)	1	02:46:40	0	10000	0:00:00	N/A	N/A	N/A	0	0:00:00	0
		02:46:40			0:00:00		N/A	N/A		0:00:00	
<u>Summary</u>	1	02:46:40	0	10000	0:00:00	N/A	N/A	N/A	0	0:00:00	0
		02:46:40			0:00:00		N/A	N/A		0:00:00	

All times are server time.

Report generated: 11/5/2007 6:45:20PM