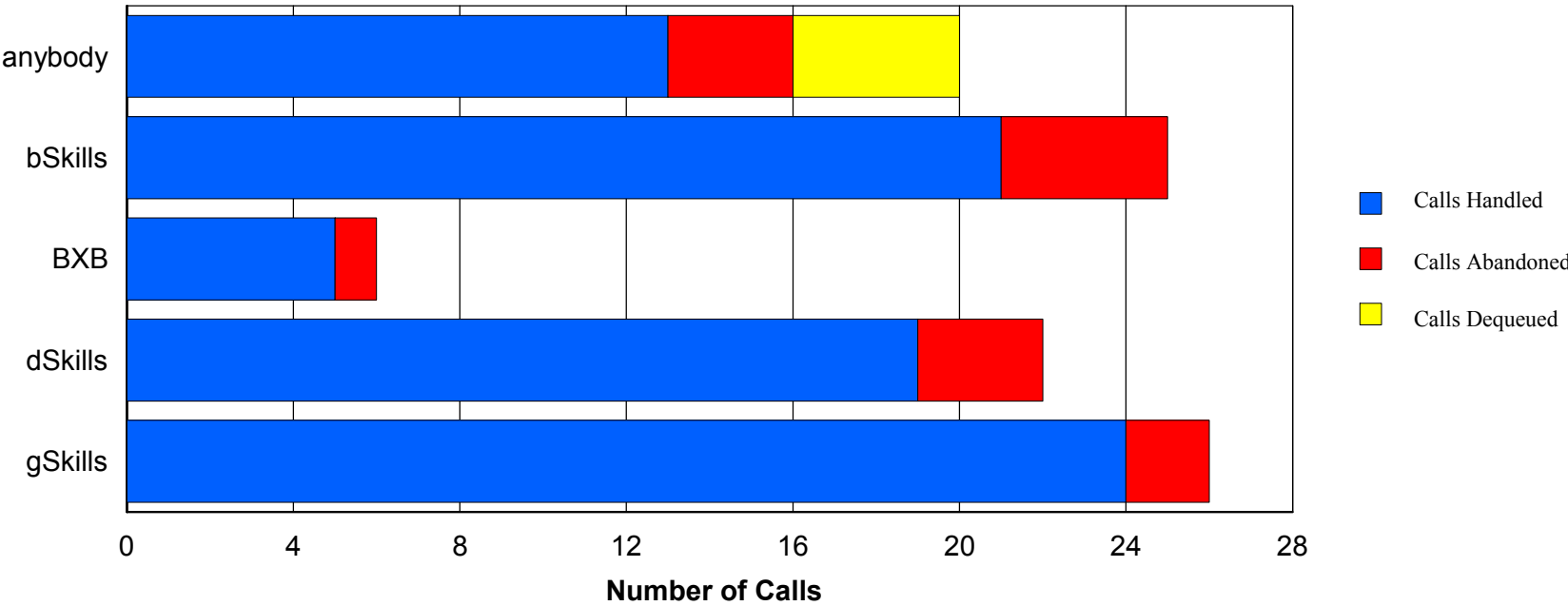


Calls Handled, Abandoned and Dequeued by CSQ

Start Date Selected - End Date Selected

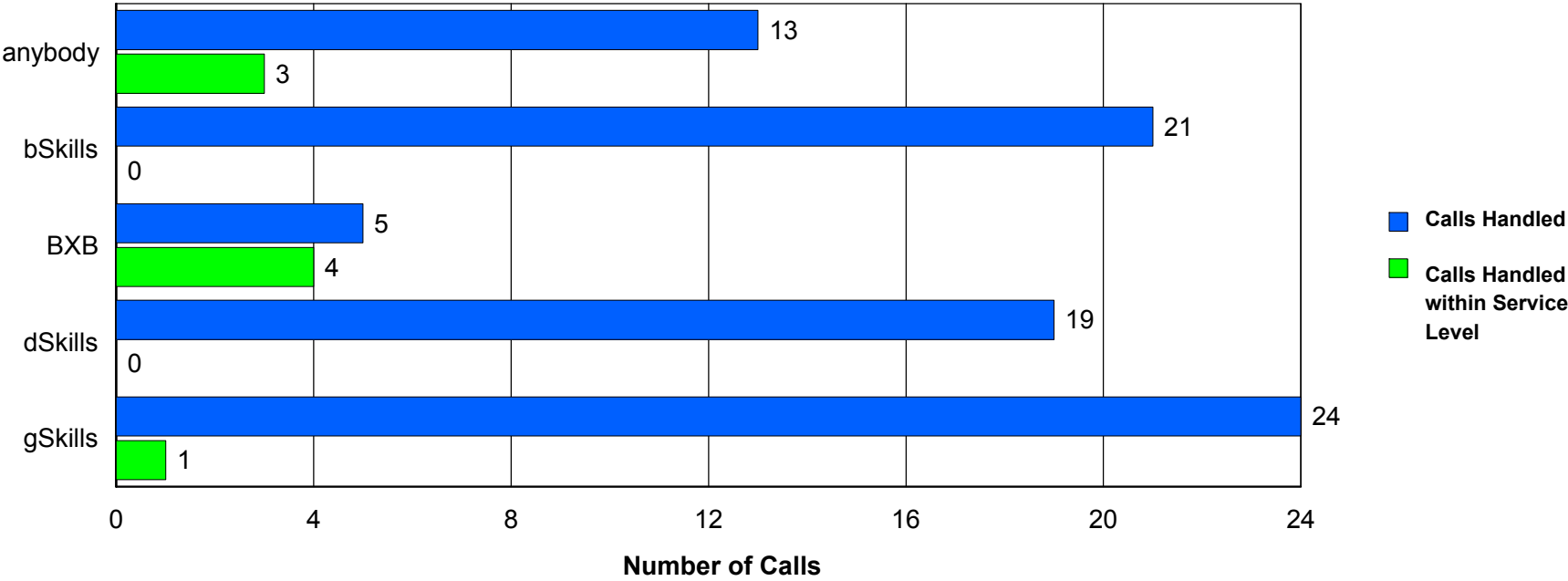
Contact Service Queue Name



Total Calls that Met Service Level by CSQ

Start Date Selected - End Date Selected

Contact Service Queue Name



Contact Service Queue Activity Report (by CSQ)

Start Date Selected - End Date Selected

* Calls Hand < SL: calls handled within service level

** Calls Aband < SL: calls abandoned within service level

Interval = 30 min

1. Service Level for Handled Calls Only : (Calls Handled Within Service Level/ Calls Handled) * 100%

2. Service Level without Abandoned Calls Counted: (Calls Handled Within Service Level / (Calls Presented - Calls Abandoned Within Service Level))*100%

3. Service Level with Abandoned Calls Counted Positively: ((Calls Handled Within Service Level + Calls Abandoned Within Service Level) / Calls Presented) * 100%

4. Service Level with Abandoned Calls Counted Negatively: (Calls Handled Within Service Level / Calls Presented) * 100%

		Percentage of Service Level Met													
<u>CSQ Name</u> <u>(Call Skills)</u>	<u>Interval Start Time</u> <u>Interval End Time</u>	<u>Service Level</u> <u>(sec)</u>	<u>Calls Hand</u> <u>< SL*</u>	<u>Calls Aband</u> <u>< SL**</u>	¹ <u>Only Handled</u>	² <u>Without Abandon</u>	³ <u>Positive Abandon</u>	⁴ <u>Negative Abandon</u>	<u>Calls Presented</u>	<u>Calls Handled</u>	<u>Calls Abandoned</u>	<u>Calls Dequeued</u>			
anybody	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	5	3	0	60.0%	60.0%	60.0%	60.0%	5	5 100.0%	0 0.0%	0 0.0%			
anybody	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	5	0	0	0.0%	0.0%	0.0%	0.0%	12	7 58.3%	1 8.3%	4 33.3%			
anybody	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	5	0	0	0.0%	0.0%	0.0%	0.0%	3	1 33.3%	2 66.7%	0 0.0%			
Summary:			3	0	23.1%	15.0%	15.0%	15.0%	20	13 65.0%	3 15.0%	4 20.0%			
bSkills (BSKILLS)	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	5	0	0	0.0%	0.0%	0.0%	0.0%	2	2 100.0%	0 0.0%	0 0.0%			
bSkills (BSKILLS)	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	5	0	1	0.0%	0.0%	4.3%	0.0%	23	19 82.6%	4 17.4%	0 0.0%			
bSkills (BSKILLS)	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	5	0	0	0.0%	0.0%	0.0%	0.0%	0	0 0.0%	0 0.0%	0 0.0%			
Summary:			0	1	0.0%	0.0%	4.0%	0.0%	25	21 84.0%	4 16.0%	0 0.0%			
BXB	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	5	1	0	100.0%	100.0%	100.0%	100.0%	1	1 100.0%	0 0.0%	0 0.0%			
BXB	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	5	3	1	75.0%	75.0%	80.0%	60.0%	5	4 80.0%	1 20.0%	0 0.0%			
BXB	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	5	0	0	0.0%	0.0%	0.0%	0.0%	0	0 0.0%	0 0.0%	0 0.0%			

Contact Service Queue Activity Report (by CSQ)

Start Date Selected - End Date Selected

* Calls Hand < SL: calls handled within service levelInterval = 30 min

** Calls Aband < SL: calls abandoned within service level

1. Service Level for Handled Calls Only : (Calls Handled Within Service Level/ Calls Handled) * 100%

2. Service Level without Abandoned Calls Counted: (Calls Handled Within Service Level / (Calls Presented - Calls Abandoned Within Service Level))*100%

3. Service Level with Abandoned Calls Counted Positively: ((Calls Handled Within Service Level + Calls Abandoned Within Service Level) / Calls Presented) * 100%

4. Service Level with Abandoned Calls Counted Negatively: (Calls Handled Within Service Level / Calls Presented) * 100%

		<u>Service Level (sec)</u>	<u>Calls Hand < SL*</u>	<u>Calls Aband < SL**</u>	<u>Percentage of Service Level Met</u>				<u>Calls Presented</u>	<u>Calls Handled</u>		<u>Calls Abandoned</u>		<u>Calls Dequeued</u>	
<u>CSQ Name (Call Skills)</u>	<u>Interval Start Time Interval End Time</u>				¹ <u>Only Handled</u>	² <u>Without Abandon</u>	³ <u>Positive Abandon</u>	⁴ <u>Negative Abandon</u>							
Summary:			4	1	80.0%	80.0%	83.3%	66.7%	6	5	83.3%	1	16.7%	0	0.0%
dSkills	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	5	0	0	0.0%	0.0%	0.0%	0.0%	1	1	100.0%	0	0.0%	0	0.0%
(DSKILLS)															
dSkills	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	5	0	0	0.0%	0.0%	0.0%	0.0%	19	17	89.5%	2	10.5%	0	0.0%
(DSKILLS)															
dSkills	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	5	0	0	0.0%	0.0%	0.0%	0.0%	2	1	50.0%	1	50.0%	0	0.0%
(DSKILLS)															
Summary:			0	0	0.0%	0.0%	0.0%	0.0%	22	19	86.4%	3	13.6%	0	0.0%
gSkills	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	5	1	0	25.0%	25.0%	25.0%	25.0%	4	4	100.0%	0	0.0%	0	0.0%
(GSKILLS)															
gSkills	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	5	0	0	0.0%	0.0%	0.0%	0.0%	22	20	90.9%	2	9.1%	0	0.0%
(GSKILLS)															
gSkills	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	5	0	0	0.0%	0.0%	0.0%	0.0%	0	0	0.0%	0	0.0%	0	0.0%
(GSKILLS)															
Summary:			1	0	4.2%	3.8%	3.8%	3.8%	26	24	92.3%	2	7.7%	0	0.0%