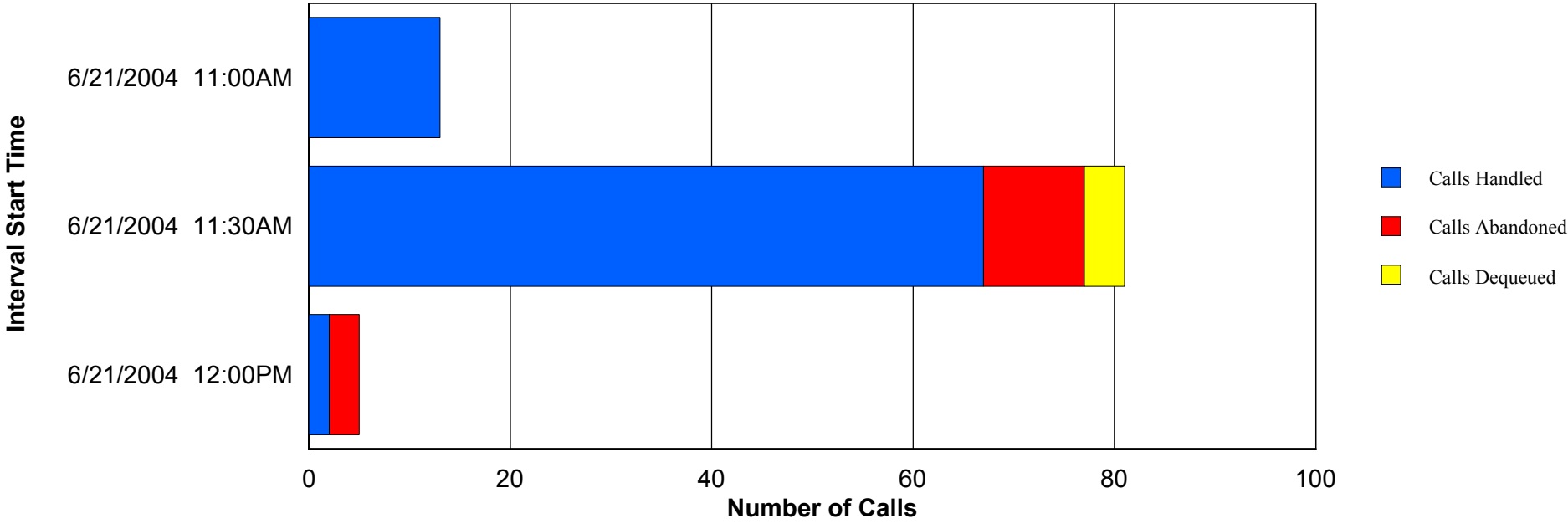


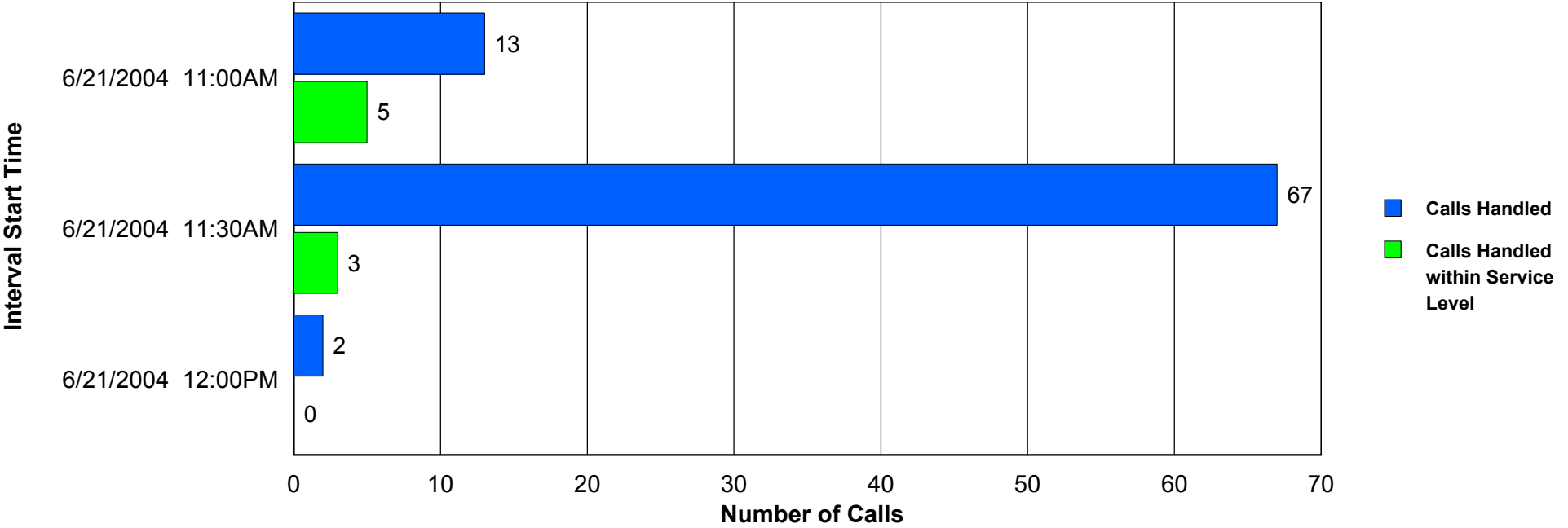
Calls Handled, Abandoned and Dequeued by Interval

Start Date Selected - End Date Selected



Total Calls that Met Service Level by Interval

Start Date Selected - End Date Selected



Contact Service Queue Activity Report (by Interval)

Start Date Selected - End Date Selected

Interval = 30 min

* **Calls Hand < SL:** calls handled within service level

** **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</u> <u>(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</u>		<u>Calls</u>	
<u>Interval Start Time</u>	<u>CSQ Name</u> <u>(Call Skills)</u>				¹ <u>Only Handled</u>	² <u>Without Abandon</u>	³ <u>Positive Abandon</u>	⁴ <u>Negative Abandon</u>			<u>Abandoned</u>		<u>Dequeued</u>	
6/21/2004 11:00:00AM	anybody	5	3	0	60.0%	60.0%	60.0%	60.0%	5	5 100.0%	0	0.0%	0	0.0%
6/21/2004 11:30:00AM														
6/21/2004 11:00:00AM	bSkills	5	0	0	0.0%	0.0%	0.0%	0.0%	2	2 100.0%	0	0.0%	0	0.0%
6/21/2004 11:30:00AM	(BSKILLS)													
6/21/2004 11:00:00AM	BXB	5	1	0	100.0%	100.0%	100.0%	100.0%	1	1 100.0%	0	0.0%	0	0.0%
6/21/2004 11:30:00AM														
6/21/2004 11:00:00AM	dSkills	5	0	0	0.0%	0.0%	0.0%	0.0%	1	1 100.0%	0	0.0%	0	0.0%
6/21/2004 11:30:00AM	(DSKILLS)													
6/21/2004 11:00:00AM	gSkills	5	1	0	25.0%	25.0%	25.0%	25.0%	4	4 100.0%	0	0.0%	0	0.0%
6/21/2004 11:30:00AM	(GSKILLS)													
Summary:			5	0	38.5%	38.5%	38.5%	38.5%	13	13 100.0%	0	0.0%	0	0.0%
6/21/2004 11:30:00AM	anybody	5	0	0	0.0%	0.0%	0.0%	0.0%	12	7 58.3%	1	8.3%	4	33.3%
6/21/2004 12:00:00PM														
6/21/2004 11:30:00AM	bSkills	5	0	1	0.0%	0.0%	4.3%	0.0%	23	19 82.6%	4	17.4%	0	0.0%
6/21/2004 12:00:00PM	(BSKILLS)													
6/21/2004 11:30:00AM	BXB	5	3	1	75.0%	75.0%	80.0%	60.0%	5	4 80.0%	1	20.0%	0	0.0%
6/21/2004 12:00:00PM														
6/21/2004 11:30:00AM	dSkills	5	0	0	0.0%	0.0%	0.0%	0.0%	19	17 89.5%	2	10.5%	0	0.0%
6/21/2004 12:00:00PM	(DSKILLS)													
6/21/2004 11:30:00AM	gSkills	5	0	0	0.0%	0.0%	0.0%	0.0%	22	20 90.9%	2	9.1%	0	0.0%
6/21/2004 12:00:00PM														

Contact Service Queue Activity Report (by Interval)

Start Date Selected - End Date Selected

Interval = 30 min

* Calls Hand < SL: calls handled within service level

** 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%

		Service Level (sec)	Calls Hand < SL*	Calls Aband < SL**	Percentage of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Calls Dequeued	
Interval Start Time	CSQ Name (Call Skills)				Only ¹ Handled	Without ² Abandon	Positive ³ Abandon	Negative ⁴ Abandon							
Interval End Time	(GSKILLS)														
Summary:			3	2	4.5%	3.8%	6.2%	3.7%	81	67	82.7%	10	12.3%	4	4.9%
6/21/2004 12:00:00PM	anybody	5	0	0	0.0%	0.0%	0.0%	0.0%	3	1	33.3%	2	66.7%	0	0.0%
6/21/2004 12:30:00PM															
6/21/2004 12:00:00PM	bSkills	5	0	0	0.0%	0.0%	0.0%	0.0%	0	0	0.0%	0	0.0%	0	0.0%
6/21/2004 12:30:00PM	(BSKILLS)														
6/21/2004 12:00:00PM	BXB	5	0	0	0.0%	0.0%	0.0%	0.0%	0	0	0.0%	0	0.0%	0	0.0%
6/21/2004 12:30:00PM															
6/21/2004 12:00:00PM	dSkills	5	0	0	0.0%	0.0%	0.0%	0.0%	2	1	50.0%	1	50.0%	0	0.0%
6/21/2004 12:30:00PM	(DSKILLS)														
6/21/2004 12:00:00PM	gSkills	5	0	0	0.0%	0.0%	0.0%	0.0%	0	0	0.0%	0	0.0%	0	0.0%
6/21/2004 12:30:00PM	(GSKILLS)														
Summary:			0	0	0.0%	0.0%	0.0%	0.0%	5	2	40.0%	3	60.0%	0	0.0%