

# Total Calls Presented by CSQ and Call Priority

Start Date Selected - End Date Selected

CSQ Name

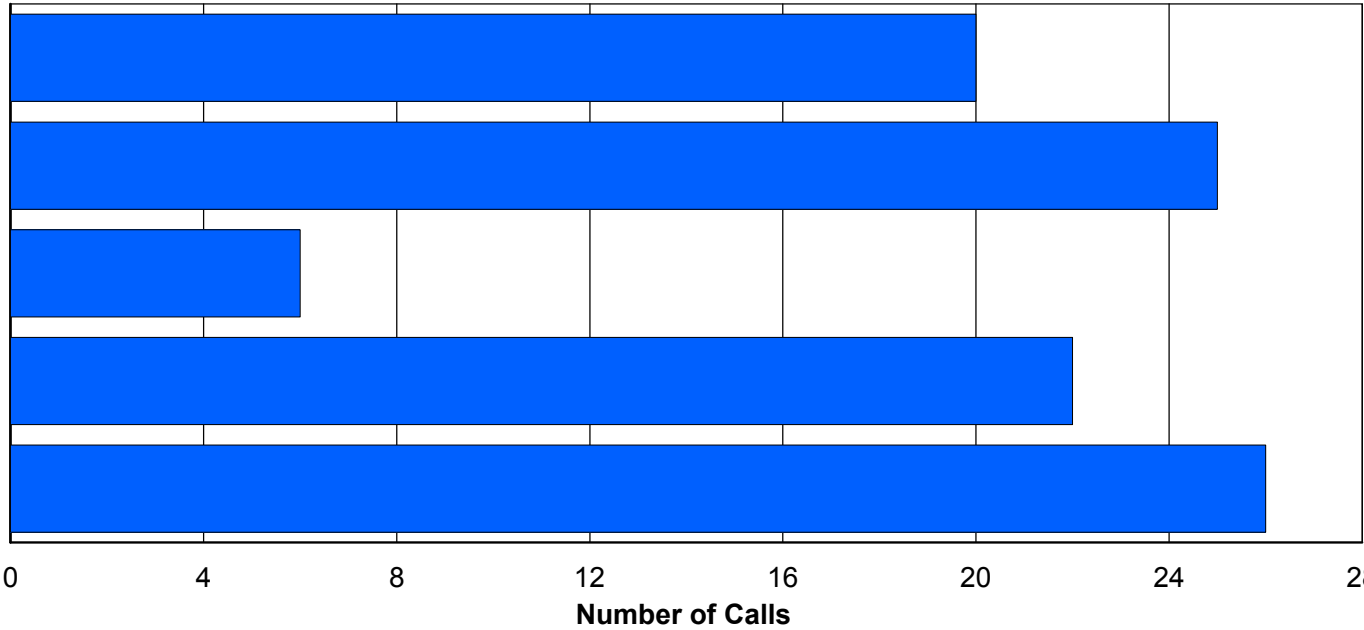
anybody

bSkills

BXB

dSkills

gSkills



Call Priority

- 1 (low)
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 (high)

# Contact Service Queue Priority Summary Report

Start Date Selected - End Date Selected

Total and Average Calls Presented by Call Priority											
(regular = total, <i>italics</i> = average per day)											
<u>CSQ Name</u> (Call Skills)	<u>Total Calls</u> <u>Presented</u>	<u>Priority 1</u> (low)	<u>Priority 2</u>	<u>Priority 3</u>	<u>Priority 4</u>	<u>Priority 5</u>	<u>Priority 6</u>	<u>Priority 7</u>	<u>Priority 8</u>	<u>Priority 9</u>	<u>Priority 10</u> (high)
<b>anybody</b>	20	20	0	0	0	0	0	0	0	0	0
		<i>20.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>
<b>bSkills</b>	25	25	0	0	0	0	0	0	0	0	0
(BSKILLS)		<i>25.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>
<b>BXB</b>	6	6	0	0	0	0	0	0	0	0	0
		<i>6.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>
<b>dSkills</b>	22	22	0	0	0	0	0	0	0	0	0
(DSKILLS)		<i>22.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>
<b>gSkills</b>	26	26	0	0	0	0	0	0	0	0	0
(GSKILLS)		<i>26.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>