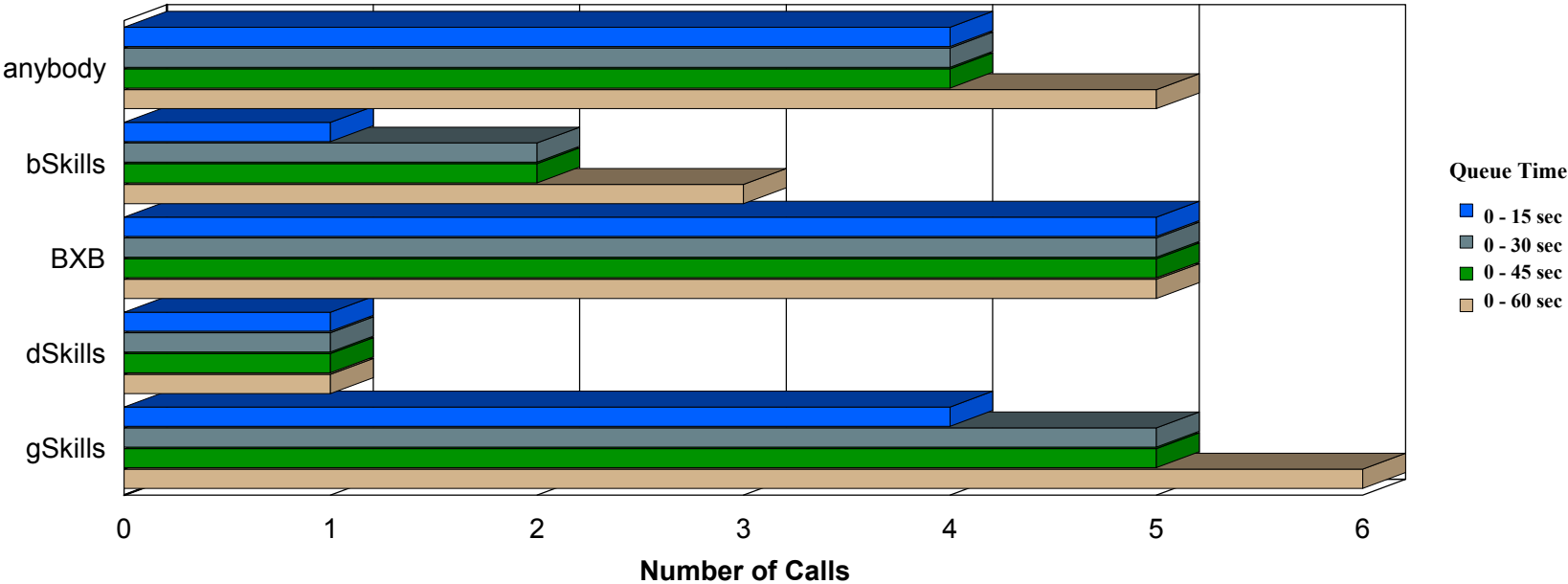


Total Calls Handled by Time Interval and CSQ

Start Date Selected - End Date Selected

CSQ Name



Total Calls Abandoned by Time Interval and CSQ

Start Date Selected - End Date Selected

CSQ Name

anybody

bSkills

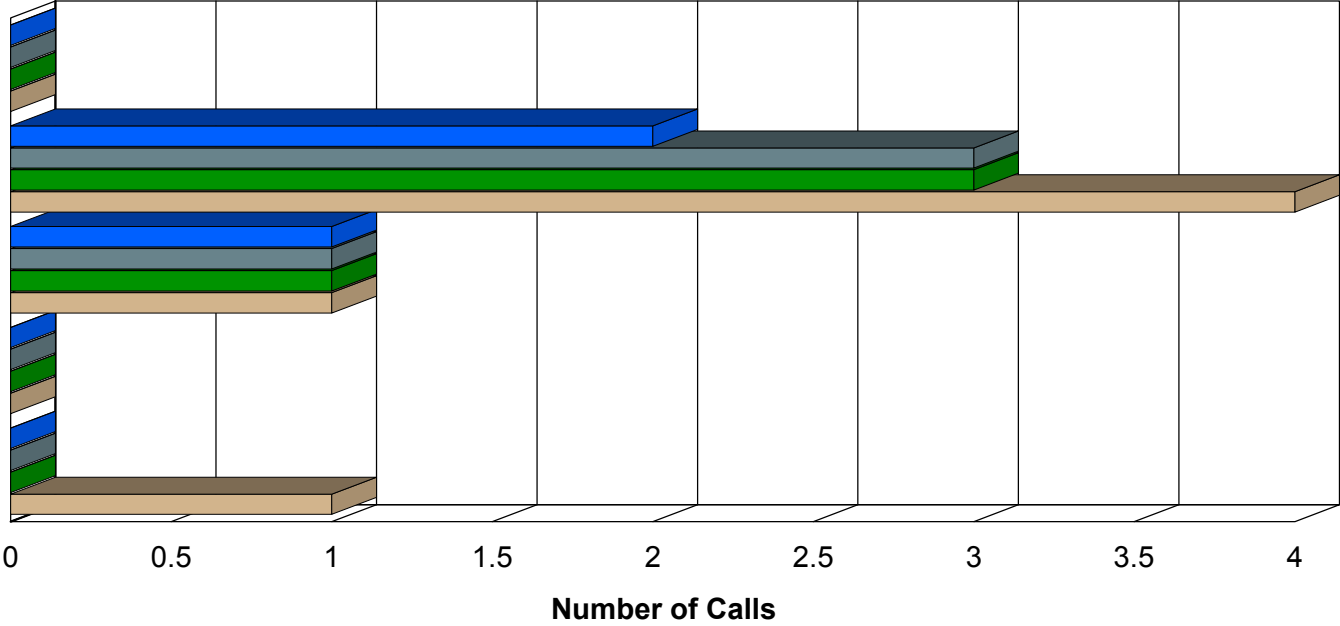
BXB

dSkills

gSkills

Queue Time

- 0 - 15 sec
- 0 - 30 sec
- 0 - 45 sec
- 0 - 60 sec



# Contact Service Queue Call Distribution Summary Report

Start Date Selected - End Date Selected

Time Interval Length T = 15 sec

| <u>CSQ Name</u><br>(Call Skills) | <u>Calls</u><br><u>Handled</u> | <u>Total / Percentage Calls Handled With Queue Time</u> |             |             |             | <u>Calls</u><br><u>Abandoned</u> | <u>Total / Percentage Calls Abandoned With Queue Time</u> |              |              |              |
|----------------------------------|--------------------------------|---|-------------|-------------|-------------|----------------------------------|---|--------------|--------------|--------------|
|                                  |                                | 0 - 15 sec  | 0 - 30 sec  | 0 - 45 sec  | 0 - 60 sec  |                                  | 0 - 15 sec  | 0 - 30 sec   | 0 - 45 sec   | 0 - 60 sec   |
| <b>anybody</b>                   | 13                             | 4<br>30.80%   | 4<br>30.80% | 4<br>30.80% | 5<br>38.50% | 3                                | 0<br>0.00%  | 0<br>0.00%   | 0<br>0.00%   | 0<br>0.00%   |
| <b>bSkills</b><br>(BSKILLS)      | 21                             | 1<br>4.80%  | 2<br>9.50%  | 2<br>9.50%  | 3<br>14.30% | 4                                | 2<br>50.00%   | 3<br>75.00%  | 3<br>75.00%  | 4<br>100.00% |
| <b>BXB</b>                       | 6                              | 5<br>83.30%   | 5<br>83.30% | 5<br>83.30% | 5<br>83.30% | 1                                | 1<br>100.00%  | 1<br>100.00% | 1<br>100.00% | 1<br>100.00% |
| <b>dSkills</b><br>(DSKILLS)      | 21                             | 1<br>4.80%  | 1<br>4.80%  | 1<br>4.80%  | 1<br>4.80%  | 3                                | 0<br>0.00%  | 0<br>0.00%   | 0<br>0.00%   | 0<br>0.00%   |
| <b>gSkills</b><br>(GSKILLS)      | 25                             | 4<br>16.00%   | 5<br>20.00% | 5<br>20.00% | 6<br>24.00% | 2                                | 0<br>0.00%  | 0<br>0.00%   | 0<br>0.00%   | 1<br>50.00%  |