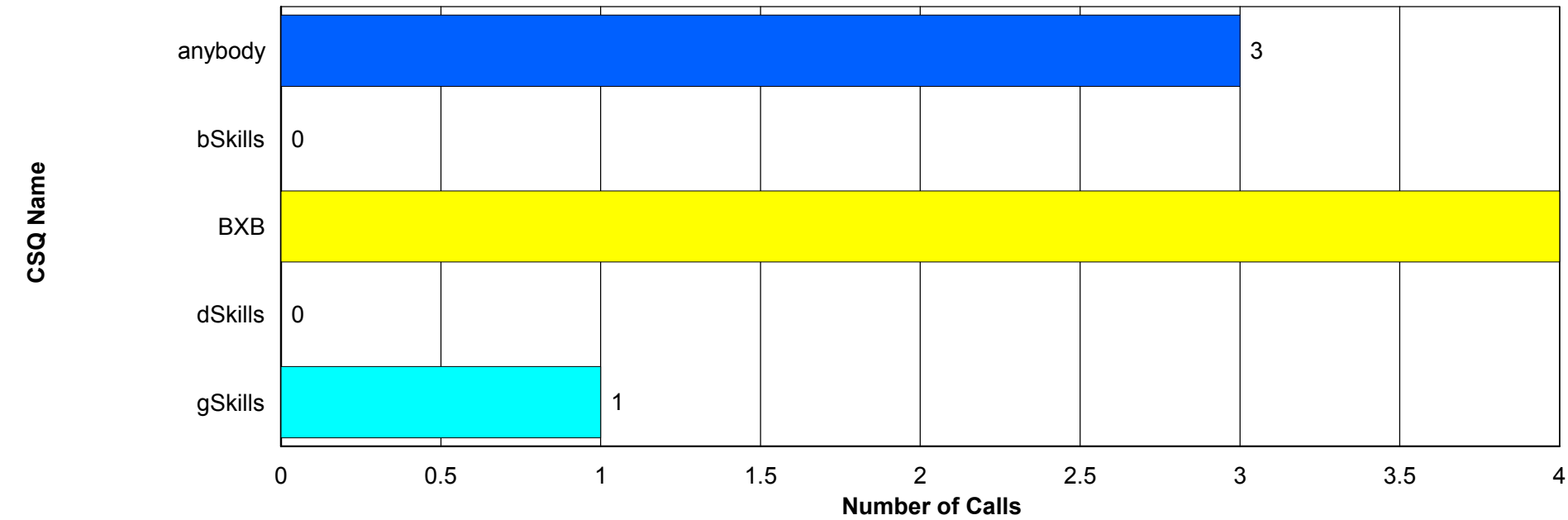
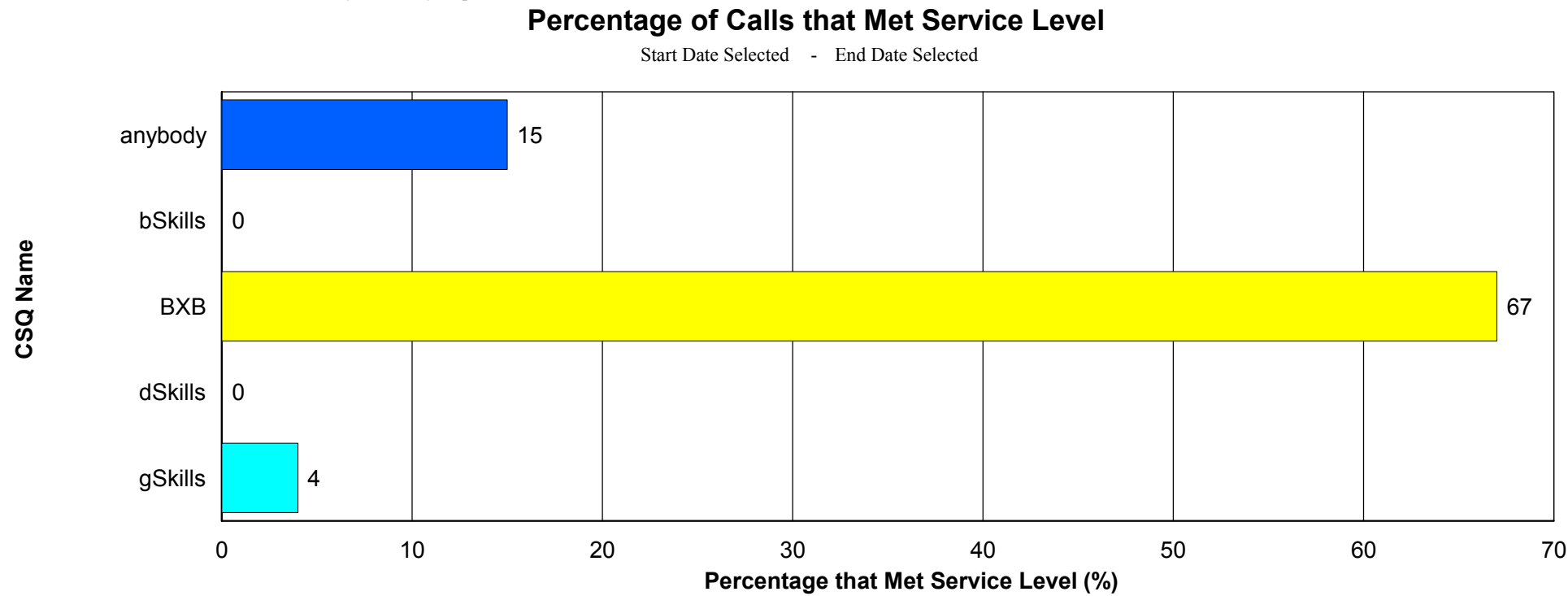


Total Calls that Met Service Level

Start Date Selected - End Date Selected





Contact Service Queue Service Level Priority Summary Report

Start Date Selected - End Date Selected

* Total Service Level Met: Number of Calls Handled Within Service Level.

Percentage Service Level Met = (Calls Handled Within Service Level / Calls Presented) * 100%

<u>CSQ Name</u> (Call Skills)	<u>Service</u> <u>Level</u> (sec)	<u>Calls</u> <u>Presented</u>	<u>Total/</u> <u>Percent</u> <u>SL Met*</u>	<u>Number and Percentage of Calls that Met Service Level for Each Call Priority</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)
anybody	5	20	3 15%	3 23%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
bSkills (BSKILLS)	5	25	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
BXB	5	6	4 67%	4 80%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
dSkills (DSKILLS)	5	22	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
gSkills (GSKILLS)	5	26	1 4%	1 4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%