

Max Queue Time for Calls Presented by CSQ

Start Date Selected - End Date Selected

CSQ Name

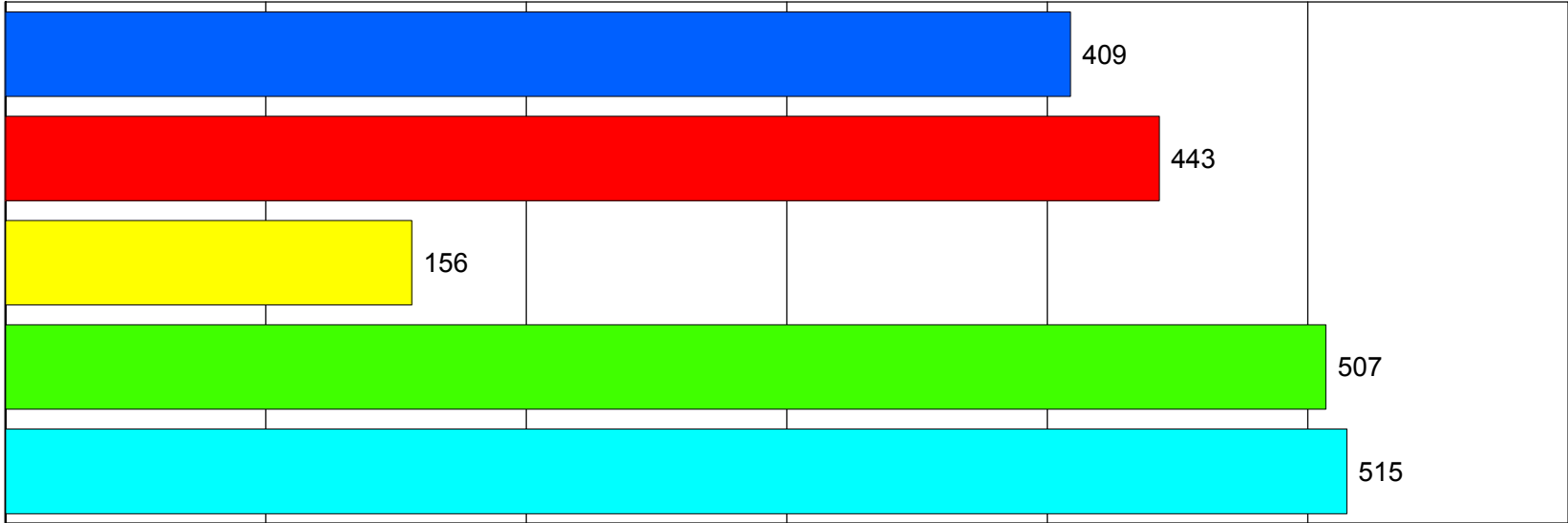
anybody

bSkills

BXB

dSkills

gSkills



0 100 200 300 400 500 600

Time (second)

Average Speed of Answer by CSQ

Start Date Selected - End Date Selected

CSQ Name

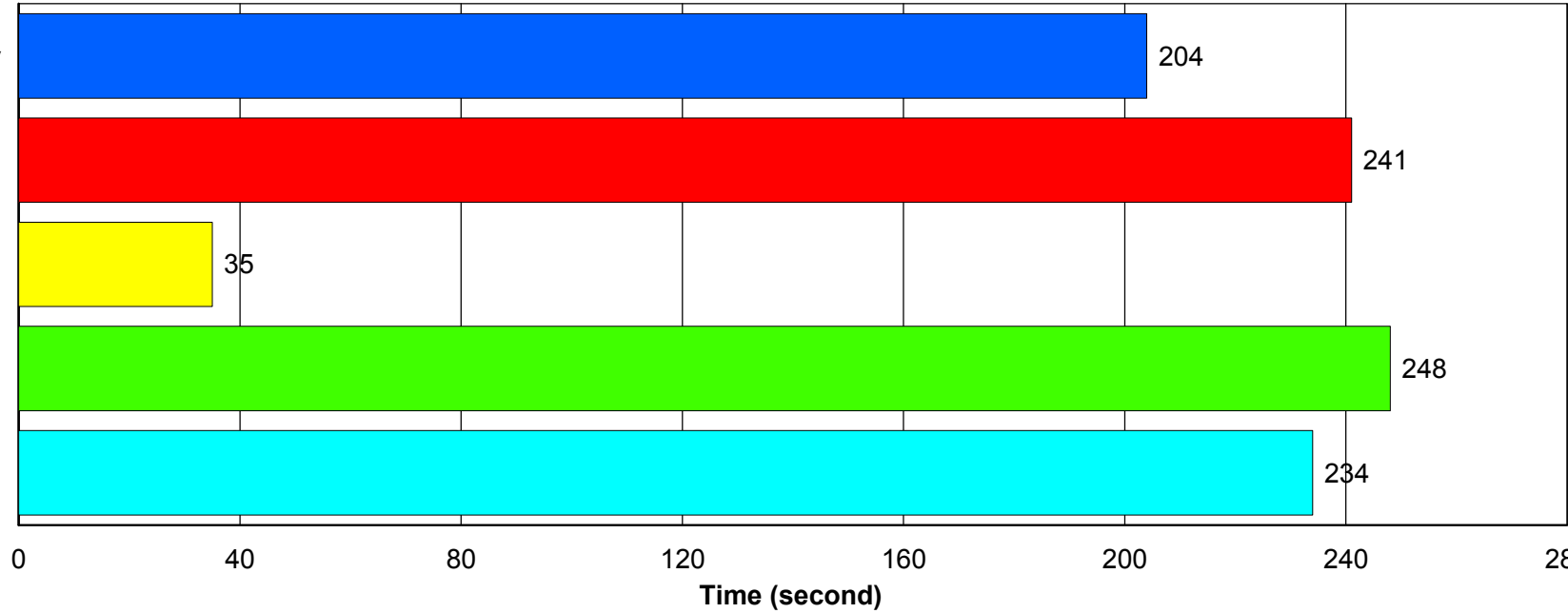
anybody

bSkills

BXB

dSkills

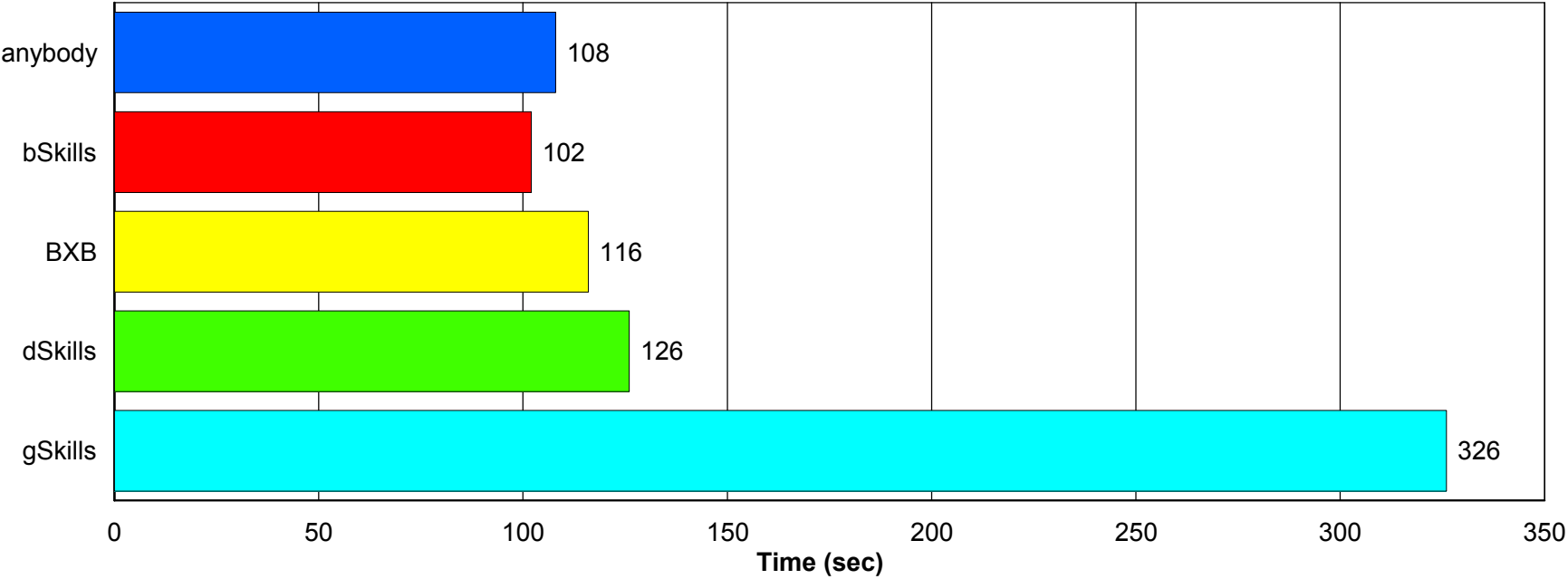
gSkills



Average Handle Time by CSQ

Start Date Selected - End Date Selected

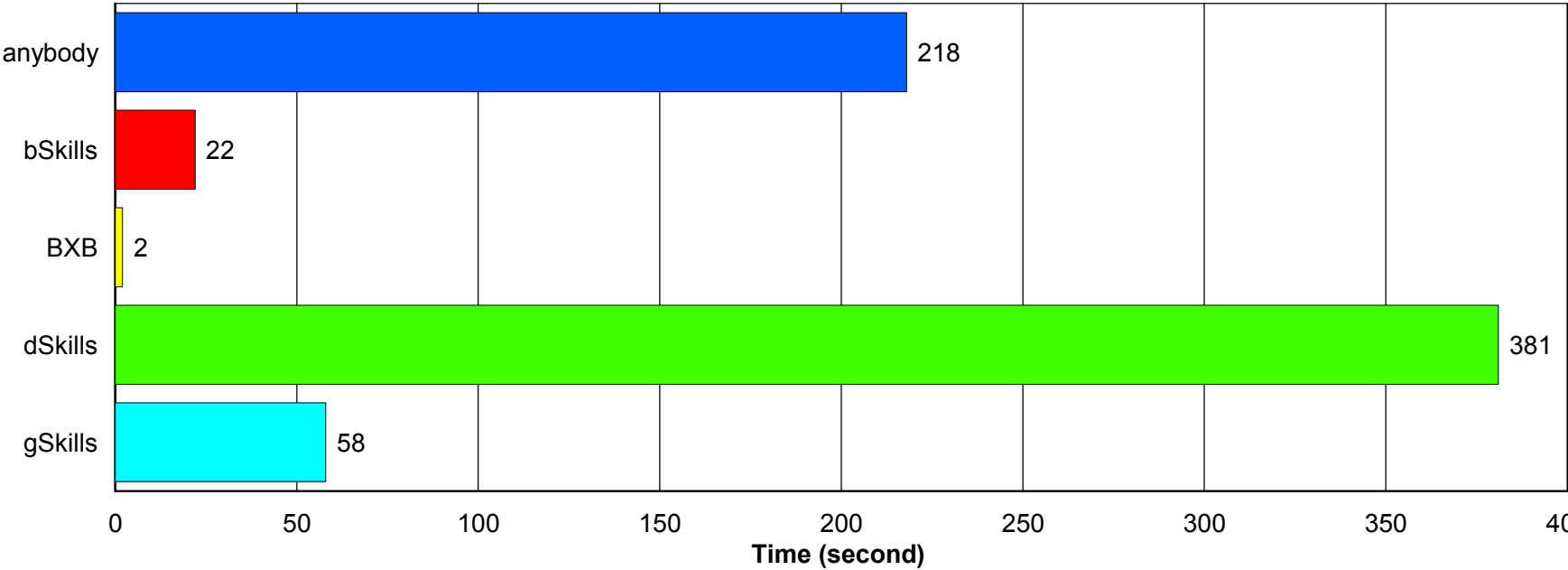
CSQ Name



Average Time to Abandon by CSQ

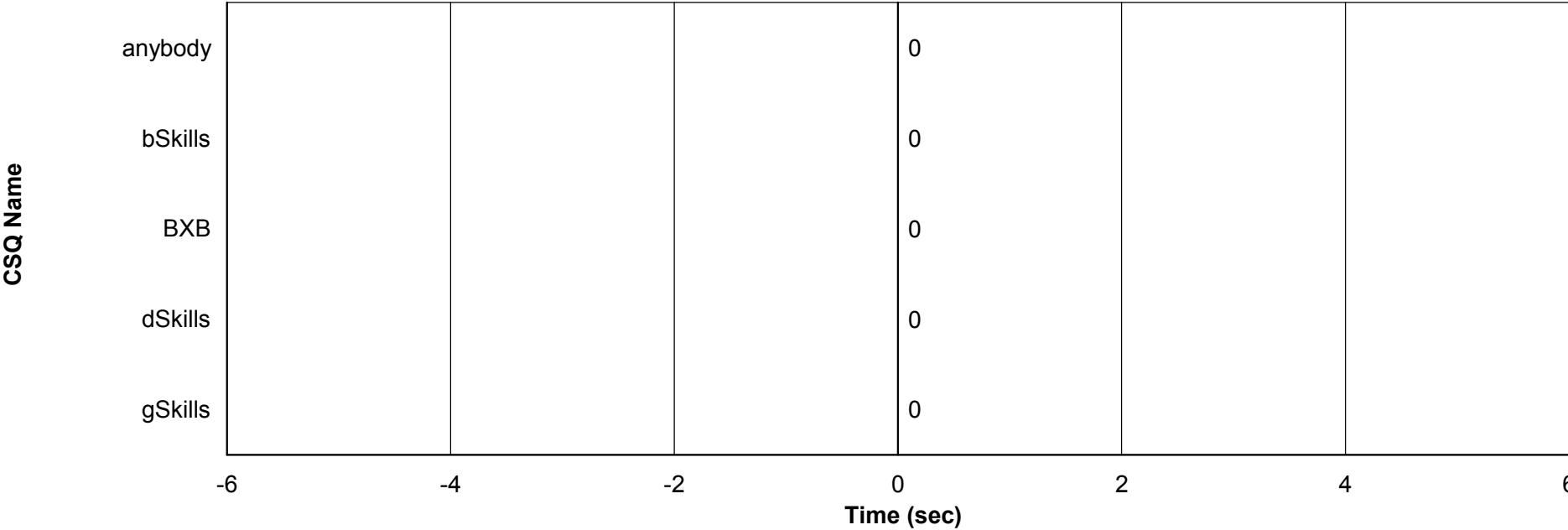
Start Date Selected - End Date Selected

CSQ Name



Average Time to Dequeue by CSQ

Start Date Selected - End Date Selected



Contact Service Queue Activity Report

* Calls handled by workflow script or another CSQ.

Start Date Selected - End Date Selected

<u>CSQ Name</u> <u>(Call Skills)</u>	<u>Calls</u> <u>Presented</u>	<u>Avg / Max</u> <u>Queue Time</u>	<u>Calls</u> <u>Handled</u>	<u>Avg Speed</u> <u>of Answer</u>	<u>Avg / Max</u> <u>Handle Time</u>	<u>Calls</u> <u>Abandoned</u>	<u>Avg / Max</u> <u>Time to</u> <u>Abandon</u>	<u>Avg / Max</u> <u>Abandon</u> <u>Per Day</u>	<u>Calls</u> <u>Dequeued</u>	<u>Avg / Max</u> <u>Time to</u> <u>Dequeue</u>	<u>Calls Handled</u> <u>by Other *</u>
anybody	20	0:03:16 0:06:49	13	0:03:24	0:01:48 0:07:49	3	0:03:38 0:05:41	3.00 3	0	0:00:00 0:00:00	4
bSkills (BSKILLS)	25	0:03:26 0:07:23	21	0:04:01	0:01:42 0:06:02	4	0:00:22 0:00:56	4.00 4	0	0:00:00 0:00:00	0
BXB	6	0:00:28 0:02:36	5	0:00:35	0:01:56 0:06:16	1	0:00:02 0:00:02	1.00 1	0	0:00:00 0:00:00	0
dSkills (DSKILLS)	22	0:04:27 0:08:27	19	0:04:08	0:02:06 0:05:44	3	0:06:21 0:08:27	3.00 3	0	0:00:00 0:00:00	0
gSkills (GSKILLS)	26	0:03:33 0:08:35	24	0:03:54	0:05:26 01:21:53	2	0:00:58 0:01:11	2.00 2	0	0:00:00 0:00:00	0

All times are server time.

Report generated: 11/5/2007 6:55:03PM