Total Calls that Met Service Level
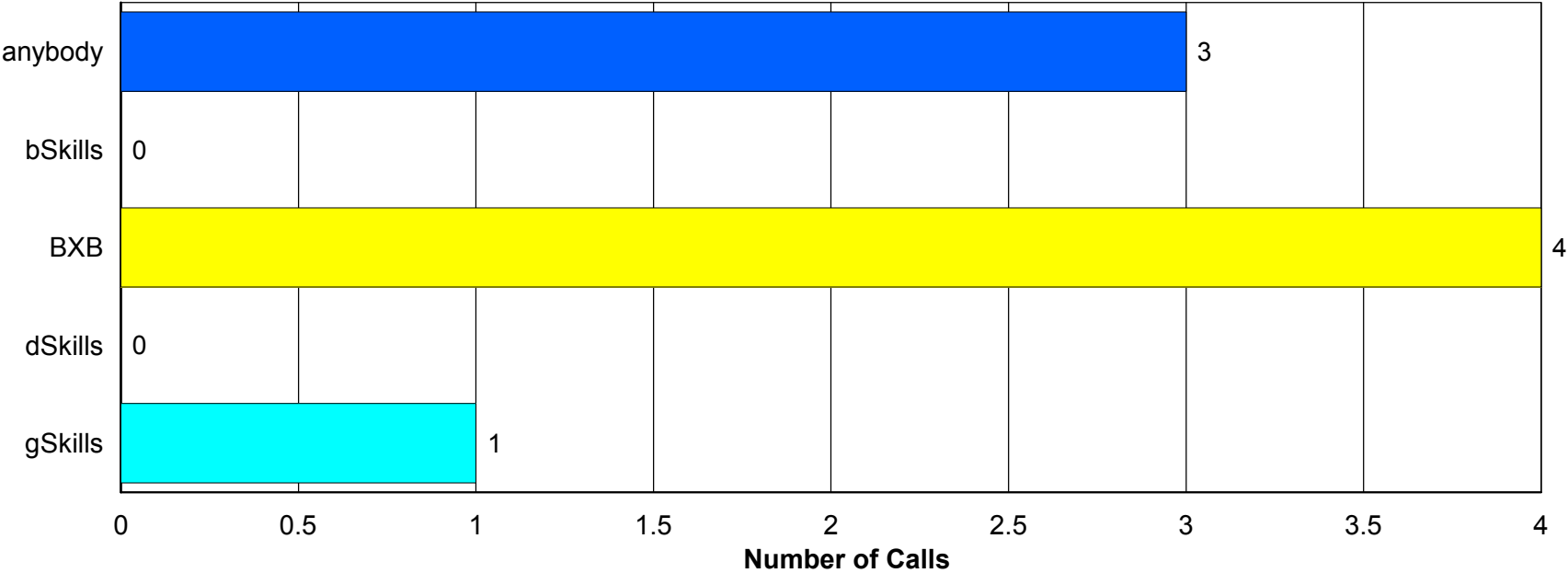
Start Date Selected   -   End Date Selected
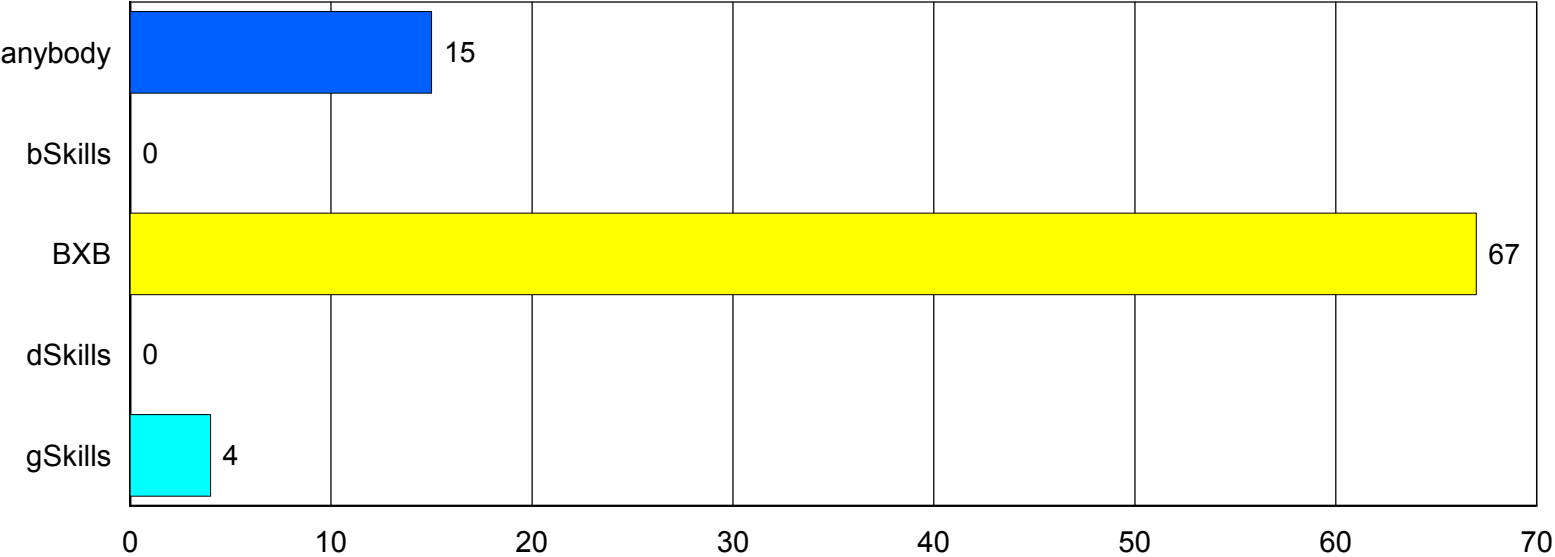
Percentage of Calls that Met Service Level

Start Date Selected End Date Selected

Percentage that Met Service Level (%)

Legend:
- anybody
- bSkills
- BXB
- dSkills
- gSkills

CSQ Name values:
- anybody: 15
- bSkills: 0
- BXB: 67
- dSkills: 0
- gSkills: 4

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%

CSQ Name (Call Skills)	Service Level (sec)	Calls Presented	Total/ Percent SL Met*	Number and Percentage of Calls that Met Service Level for Each Call Priority									
				Priority 1 (low)	Priority 2	Priority 3	Priority 4	Priority 5	Priority 6	Priority 7	Priority 8	Priority 9	Priority 10 (high)
anybody	5	20	3	3	0	0	0	0	0	0	0	0	0
			15%	23%	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	4	0	0	0	0	0	0	0	0	0
			67%	80%	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	1	0	0	0	0	0	0	0	0	0
			4%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%

All times are server time.　　　　　　Report generated:　　　2/24/2009　5:05:48PM

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