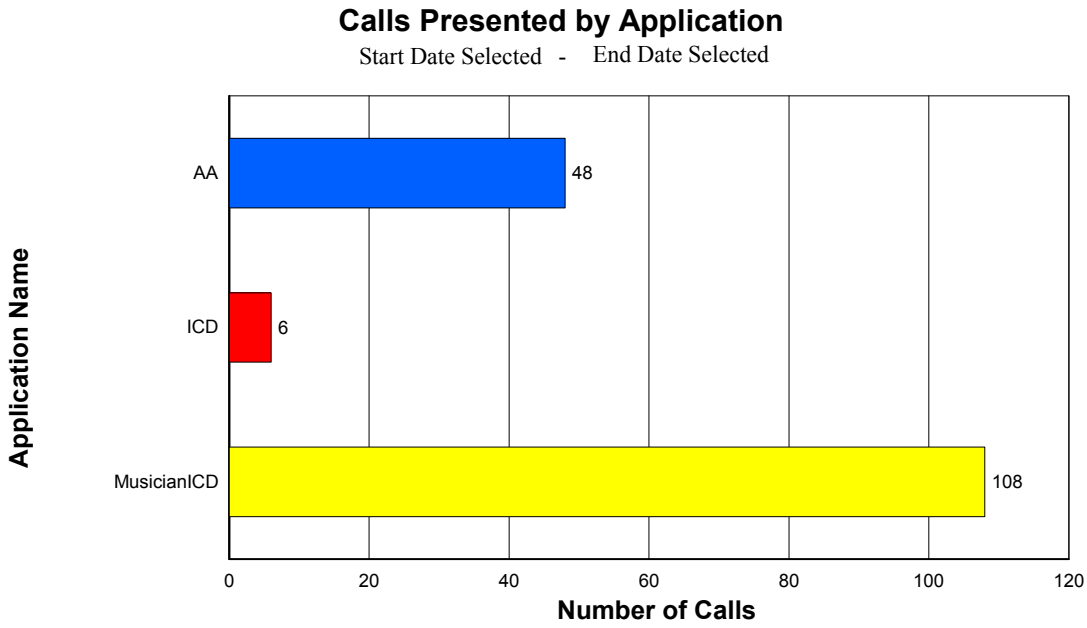
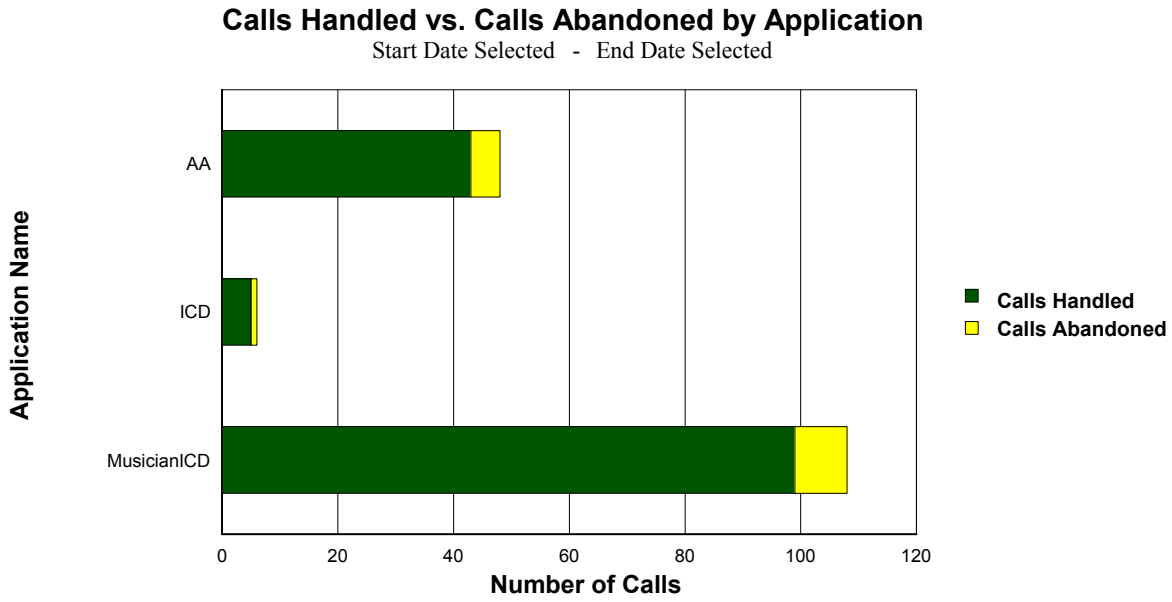
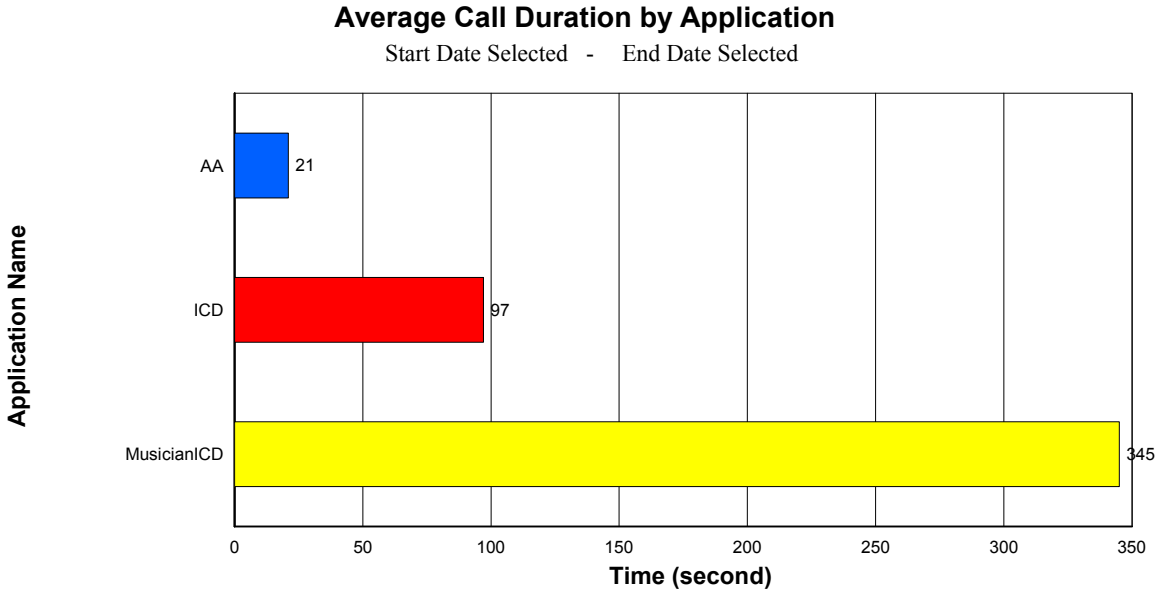

Calls Presented by Application
Start Date Selected - End Date Selected
Application Name
AA
ICD
MusicianICD
48
6
108
0
20
40
60
80
100
120
Number of Calls


Calls Handled vs. Calls Abandoned by Application
Start Date Selected - End Date Selected
Application Name
AA
ICD
MusicianICD
0
20
40
60
80
100
120
Number of Calls
Calls Handled
Calls Abandoned


Average Call Duration by Application
Start Date Selected - End Date Selected
Application Name
AA
ICD
MusicianICD
21
97
345
0
50
100
150
200
250
300
350
Time (second)

* A call can invoke more than one application and is counted for each of them.
** Including calls aborted and rejected.
+ Summary values are calculated for the entire report period.

Application Performance Analysis

Start Date Selected - End Date Selected

Application ID	Application Name	Calls Presented*	Calls Handled	Calls Abandoned**	Abandon Rate (per hour)	Avg Call Duration
0	AA	48	43	5	2.50	0:00:21
1	ICD	6	5	1	0.50	0:01:37
2	MusicianICD	108	99	9	4.50	0:05:45
Summary +		**162**	**147**	**15**	**7.50**	**0:04:00**

All times are server time. Report generated: 2/24/2009 5:09:09PM