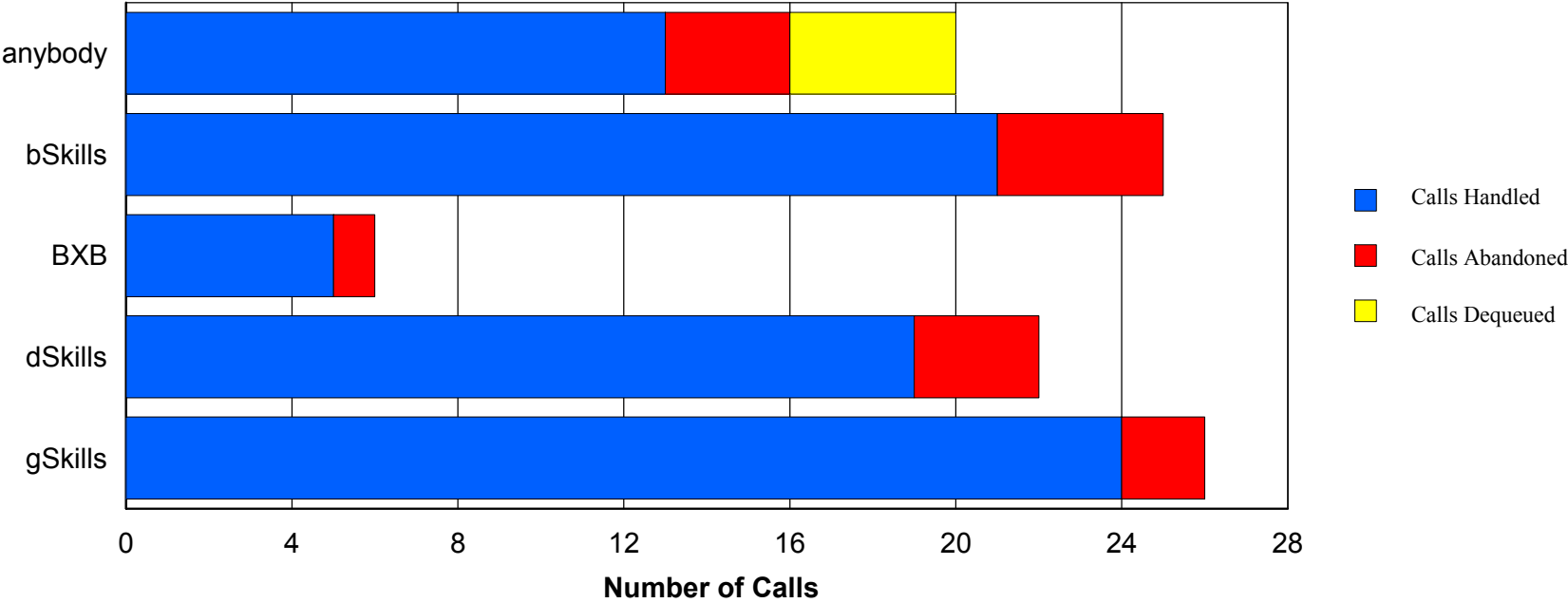


Calls Handled, Abandoned and Dequeued by CSQ

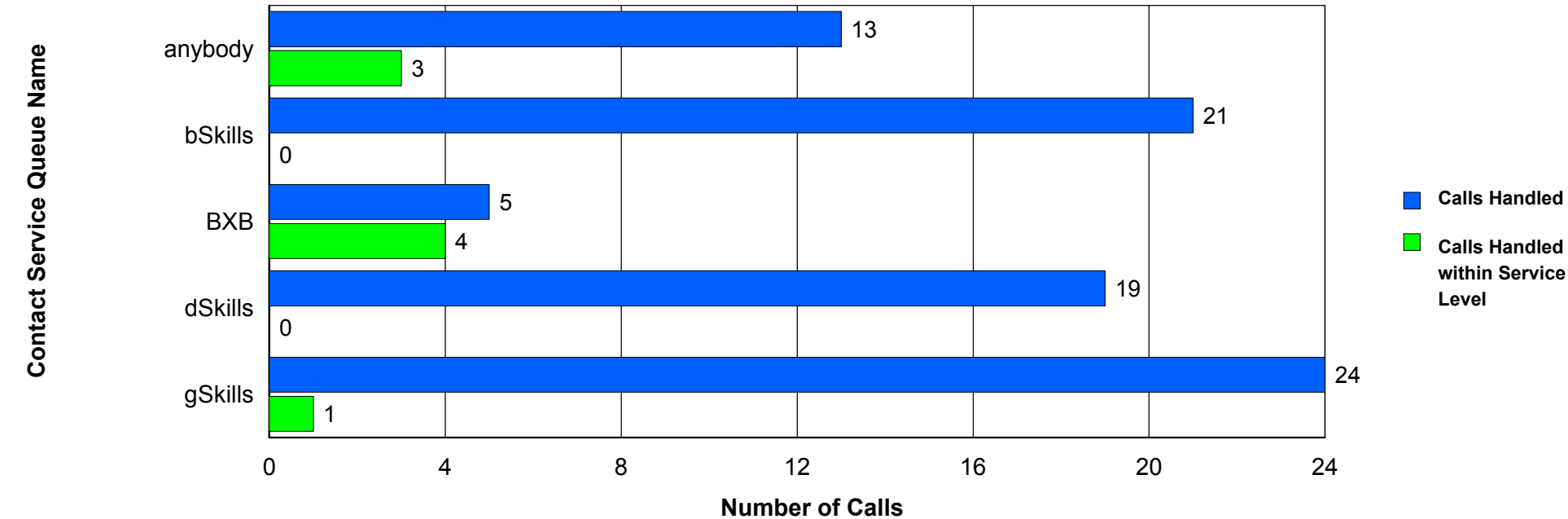
Start Date Selected - End Date Selected

Contact Service Queue Name



Total Calls that Met Service Level by CSQ

Start Date Selected - End Date Selected



Contact Service Queue Activity Report (by CSQ)

Start Date Selected - End Date Selected

Interval = 30 min

* **Calls Hand < SL:** calls handled within service level

** **Calls Aband < SL:** calls abandoned within service level

1. Service Level for Handled Calls Only : (Calls Handled Within Service Level/ Calls Handled) * 100%

2. Service Level without Abandoned Calls Counted: (Calls Handled Within Service Level / (Calls Presented - Calls Abandoned Within Service Level))*100%

3. Service Level with Abandoned Calls Counted Positively: ((Calls Handled Within Service Level + Calls Abandoned Within Service Level) / Calls Presented) * 100%

4. Service Level with Abandoned Calls Counted Negatively: (Calls Handled Within Service Level / Calls Presented) * 100%

		Percentage of Service Level Met														
CSQ Name (Call Skills)	Interval		Service Level (sec)	Calls Hand < SL*	Calls Aband < SL**	Percentage of Service Level Met				Calls Presented	Calls		Calls		Calls	
	Start Time	End Time				1 Only Handled	2 Without Abandon	3 Positive Abandon	4 Negative Abandon		Handled		Abandoned		Dequeued	
anybody	6/21/2004 11:00:00AM	6/21/2004 11:30:00AM	5	3	0	60.0%	60.0%	60.0%	60.0%	5	5	100.0%	0	0.0%	0	0.0%
anybody	6/21/2004 11:30:00AM	6/21/2004 12:00:00PM	5	0	0	0.0%	0.0%	0.0%	0.0%	12	7	58.3%	1	8.3%	4	33.3%
anybody	6/21/2004 12:00:00PM	6/21/2004 12:30:00PM	5	0	0	0.0%	0.0%	0.0%	0.0%	3	1	33.3%	2	66.7%	0	0.0%
Summary:				3	0	23.1%	15.0%	15.0%	15.0%	20	13	65.0%	3	15.0%	4	20.0%
bSkills (BSKILLS)	6/21/2004 11:00:00AM	6/21/2004 11:30:00AM	5	0	0	0.0%	0.0%	0.0%	0.0%	2	2	100.0%	0	0.0%	0	0.0%
bSkills (BSKILLS)	6/21/2004 11:30:00AM	6/21/2004 12:00:00PM	5	0	1	0.0%	0.0%	4.3%	0.0%	23	19	82.6%	4	17.4%	0	0.0%
bSkills (BSKILLS)	6/21/2004 12:00:00PM	6/21/2004 12:30:00PM	5	0	0	0.0%	0.0%	0.0%	0.0%	0	0	0.0%	0	0.0%	0	0.0%
Summary:				0	1	0.0%	0.0%	4.0%	0.0%	25	21	84.0%	4	16.0%	0	0.0%
BXB	6/21/2004 11:00:00AM	6/21/2004 11:30:00AM	5	1	0	100.0%	100.0%	100.0%	100.0%	1	1	100.0%	0	0.0%	0	0.0%
BXB	6/21/2004 11:30:00AM	6/21/2004 12:00:00PM	5	3	1	75.0%	75.0%	80.0%	60.0%	5	4	80.0%	1	20.0%	0	0.0%
BXB	6/21/2004 12:00:00PM	6/21/2004 12:30:00PM	5	0	0	0.0%	0.0%	0.0%	0.0%	0	0	0.0%	0	0.0%	0	0.0%

Contact Service Queue Activity Report (by CSQ)

Start Date Selected - End Date Selected

Interval = 30 min

* **Calls Hand < SL:** calls handled within service level

** **Calls Aband < SL:** calls abandoned within service level

1. Service Level for Handled Calls Only : (Calls Handled Within Service Level/ Calls Handled) * 100%

2. Service Level without Abandoned Calls Counted: (Calls Handled Within Service Level / (Calls Presented - Calls Abandoned Within Service Level))*100%

3. Service Level with Abandoned Calls Counted Positively: ((Calls Handled Within Service Level + Calls Abandoned Within Service Level) / Calls Presented) * 100%

4. Service Level with Abandoned Calls Counted Negatively: (Calls Handled Within Service Level / Calls Presented) * 100%

CSQ Name (Call Skills)	Interval Start Time Interval End Time	Service Level (sec)	Calls Hand < SL*	Calls Aband < SL**	Percentage of Service Level Met				Calls Presented	Calls Handled	Calls Abandoned	Calls Dequeued			
					¹ Only Handled	² Without Abandon	³ Positive Abandon	⁴ Negative Abandon							
Summary:			4	1	80.0%	80.0%	83.3%	66.7%	6	5	83.3%	1	16.7%	0	0.0%
dSkills (DSKILLS)	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	5	0	0	0.0%	0.0%	0.0%	0.0%	1	1	100.0%	0	0.0%	0	0.0%
dSkills (DSKILLS)	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	5	0	0	0.0%	0.0%	0.0%	0.0%	19	17	89.5%	2	10.5%	0	0.0%
dSkills (DSKILLS)	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	5	0	0	0.0%	0.0%	0.0%	0.0%	2	1	50.0%	1	50.0%	0	0.0%
Summary:			0	0	0.0%	0.0%	0.0%	0.0%	22	19	86.4%	3	13.6%	0	0.0%
gSkills (GSKILLS)	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	5	1	0	25.0%	25.0%	25.0%	25.0%	4	4	100.0%	0	0.0%	0	0.0%
gSkills (GSKILLS)	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	5	0	0	0.0%	0.0%	0.0%	0.0%	22	20	90.9%	2	9.1%	0	0.0%
gSkills (GSKILLS)	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	5	0	0	0.0%	0.0%	0.0%	0.0%	0	0	0.0%	0	0.0%	0	0.0%
Summary:			1	0	4.2%	3.8%	3.8%	3.8%	26	24	92.3%	2	7.7%	0	0.0%