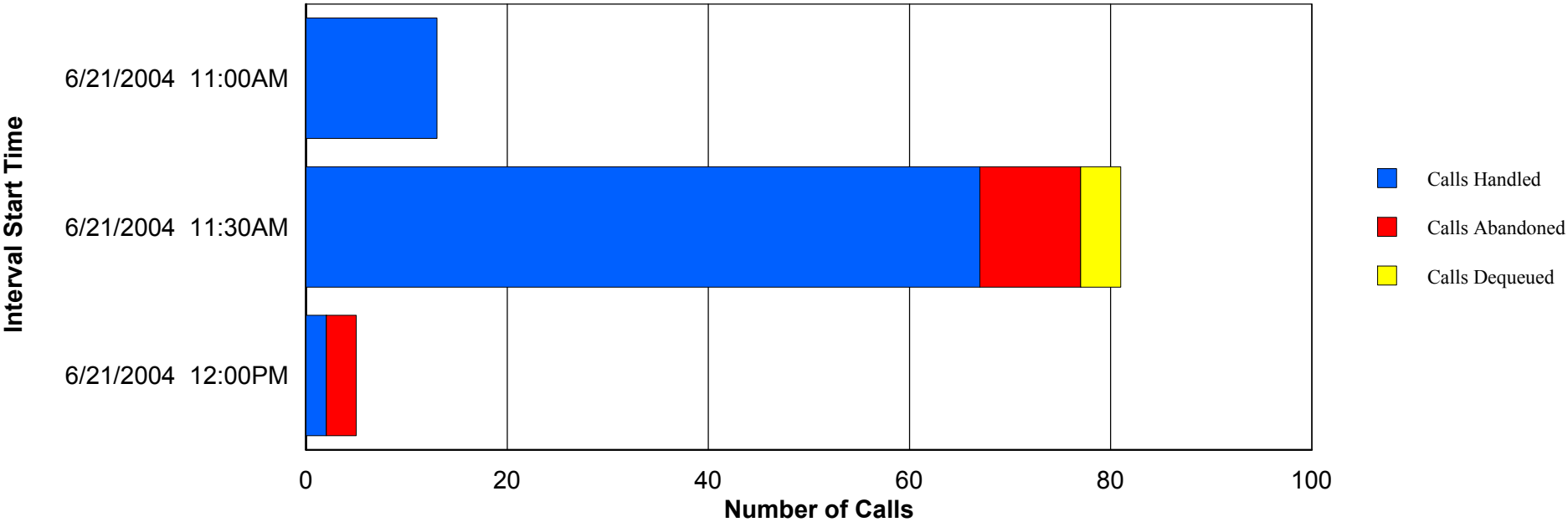


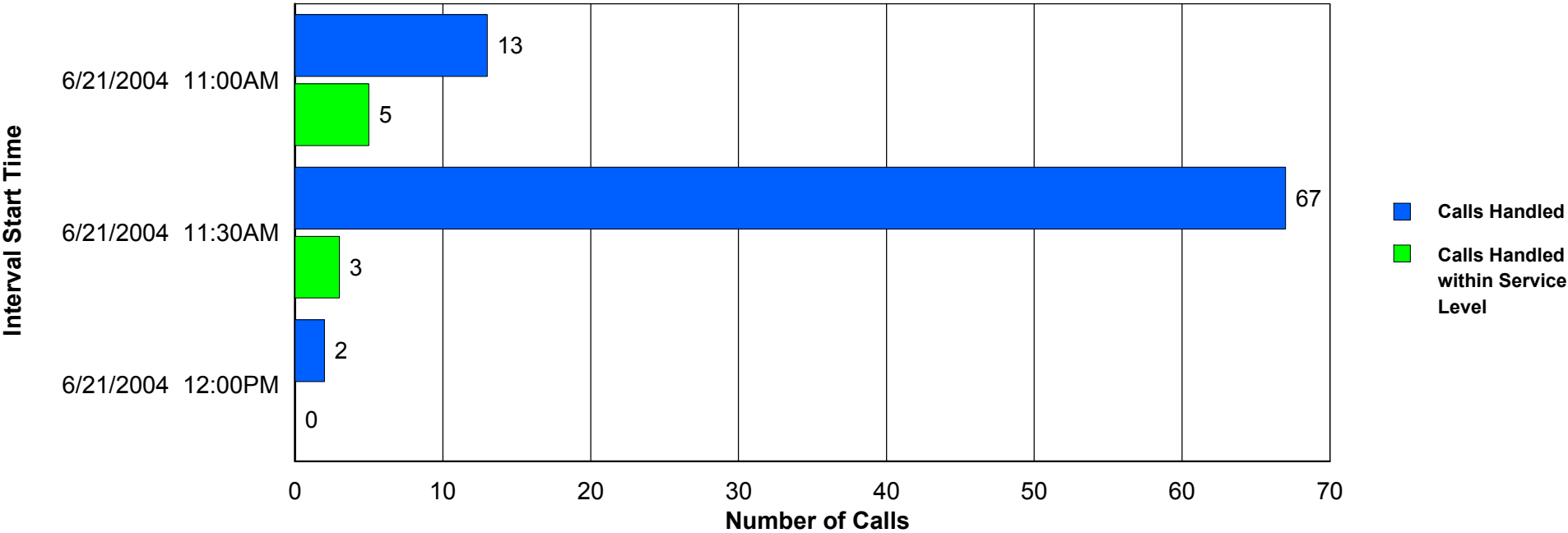
Calls Handled, Abandoned and Dequeued by Interval

Start Date Selected - End Date Selected



Total Calls that Met Service Level by Interval

Start Date Selected - End Date Selected



Contact Service Queue Activity Report (by Interval)

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											
<u>Interval Start Time</u>	<u>CSQ Name</u>	<u>Service Level</u>	<u>Calls Hand</u>	<u>Calls Aband</u>	<u>Only</u> ¹	<u>Without</u> ²	<u>Positive</u> ³	<u>Negative</u> ⁴	<u>Calls Presented</u>	<u>Calls Handled</u>	<u>Calls Abandoned</u>	<u>Calls Dequeued</u>	
<u>Interval End Time</u>	<u>(Call Skills)</u>	<u>(sec)</u>	<u>< SL*</u>	<u>< SL**</u>	<u>Handled</u>	<u>Abandon</u>	<u>Abandon</u>	<u>Abandon</u>					
6/21/2004 11:00:00AM	anybody	5	3	0	60.0%	60.0%	60.0%	60.0%	5	5	100.0%	0 0.0%	
6/21/2004 11:30:00AM													
6/21/2004 11:00:00AM	bSkills	5	0	0	0.0%	0.0%	0.0%	0.0%	2	2	100.0%	0 0.0%	
6/21/2004 11:30:00AM													
	(BSKILLS)												
6/21/2004 11:00:00AM	BxB	5	1	0	100.0%	100.0%	100.0%	100.0%	1	1	100.0%	0 0.0%	
6/21/2004 11:30:00AM													
6/21/2004 11:00:00AM	dSkills	5	0	0	0.0%	0.0%	0.0%	0.0%	1	1	100.0%	0 0.0%	
6/21/2004 11:30:00AM													
	(DSKILLS)												
6/21/2004 11:00:00AM	gSkills	5	1	0	25.0%	25.0%	25.0%	25.0%	4	4	100.0%	0 0.0%	
6/21/2004 11:30:00AM													
	(GSKILLS)												
Summary:			5	0	38.5%	38.5%	38.5%	38.5%	13	13	100.0%	0 0.0%	
6/21/2004 11:30:00AM	anybody	5	0	0	0.0%	0.0%	0.0%	0.0%	12	7	58.3%	1 8.3%	
6/21/2004 12:00:00PM													
6/21/2004 11:30:00AM	bSkills	5	0	1	0.0%	0.0%	4.3%	0.0%	23	19	82.6%	4 17.4%	
6/21/2004 12:00:00PM													
	(BSKILLS)												
6/21/2004 11:30:00AM	BxB	5	3	1	75.0%	75.0%	80.0%	60.0%	5	4	80.0%	1 20.0%	
6/21/2004 12:00:00PM													
6/21/2004 11:30:00AM	dSkills	5	0	0	0.0%	0.0%	0.0%	0.0%	19	17	89.5%	2 10.5%	
6/21/2004 12:00:00PM													
	(DSKILLS)												

Contact Service Queue Activity Report (by Interval)

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%

<u>Interval Start Time</u> <u>Interval End Time</u>	<u>CSQ Name</u> <u>(Call Skills)</u>	<u>Service</u> <u>Level</u> <u>(sec)</u>	<u>Calls</u> <u>Hand</u> <u>< SL*</u>	<u>Calls</u> <u>Aband</u> <u>< SL**</u>	<u>Percentage of Service Level Met</u>				<u>Calls</u> <u>Presented</u>	<u>Calls</u> <u>Handled</u>		<u>Calls</u> <u>Abandoned</u>		<u>Calls</u> <u>Dequeued</u>	
					¹ <u>Only</u> <u>Handled</u>	² <u>Without</u> <u>Abandon</u>	³ <u>Positive</u> <u>Abandon</u>	⁴ <u>Negative</u> <u>Abandon</u>							
6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	gSkills (GSKILLS)	5	0	0	0.0%	0.0%	0.0%	0.0%	22	20	90.9%	2	9.1%	0	0.0%
Summary:			3	2	4.5%	3.8%	6.2%	3.7%	81	67	82.7%	10	12.3%	4	4.9%
6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	anybody	5	0	0	0.0%	0.0%	0.0%	0.0%	3	1	33.3%	2	66.7%	0	0.0%
6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	bSkills (BSKILLS)	5	0	0	0.0%	0.0%	0.0%	0.0%	0	0	0.0%	0	0.0%	0	0.0%
6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	BXB	5	0	0	0.0%	0.0%	0.0%	0.0%	0	0	0.0%	0	0.0%	0	0.0%
6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	dSkills (DSKILLS)	5	0	0	0.0%	0.0%	0.0%	0.0%	2	1	50.0%	1	50.0%	0	0.0%
6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	gSkills (GSKILLS)	5	0	0	0.0%	0.0%	0.0%	0.0%	0	0	0.0%	0	0.0%	0	0.0%
Summary:			0	0	0.0%	0.0%	0.0%	0.0%	5	2	40.0%	3	60.0%	0	0.0%