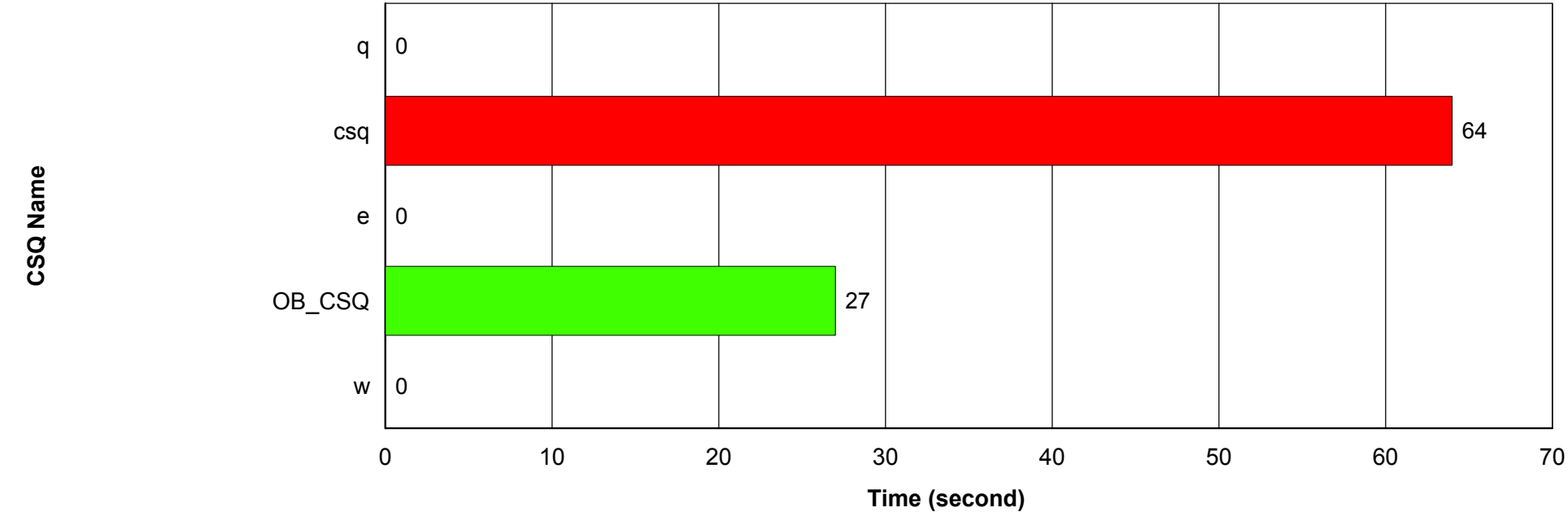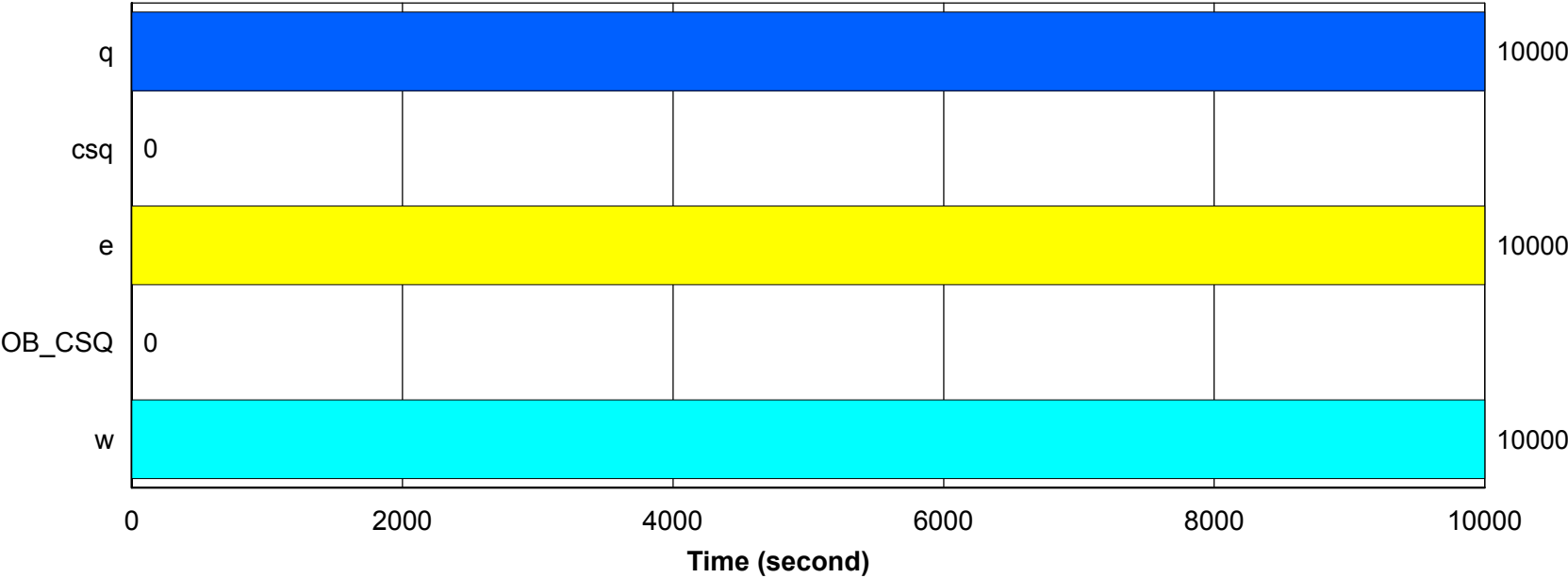**Max Queue Time for Calls Presented by CSQ**

Start Date Selected   -   End Date Selected

Max Queue Time for Emails Presented by CSQ

Start Date Selected - End Date Selected

CSQ Name

q		10000
csq	0	
e		10000
OB_CSQ	0	
w		10000

0   2000   4000   6000   8000   10000

Time (second)

Max Queue Time for Chats Presented by CSQ
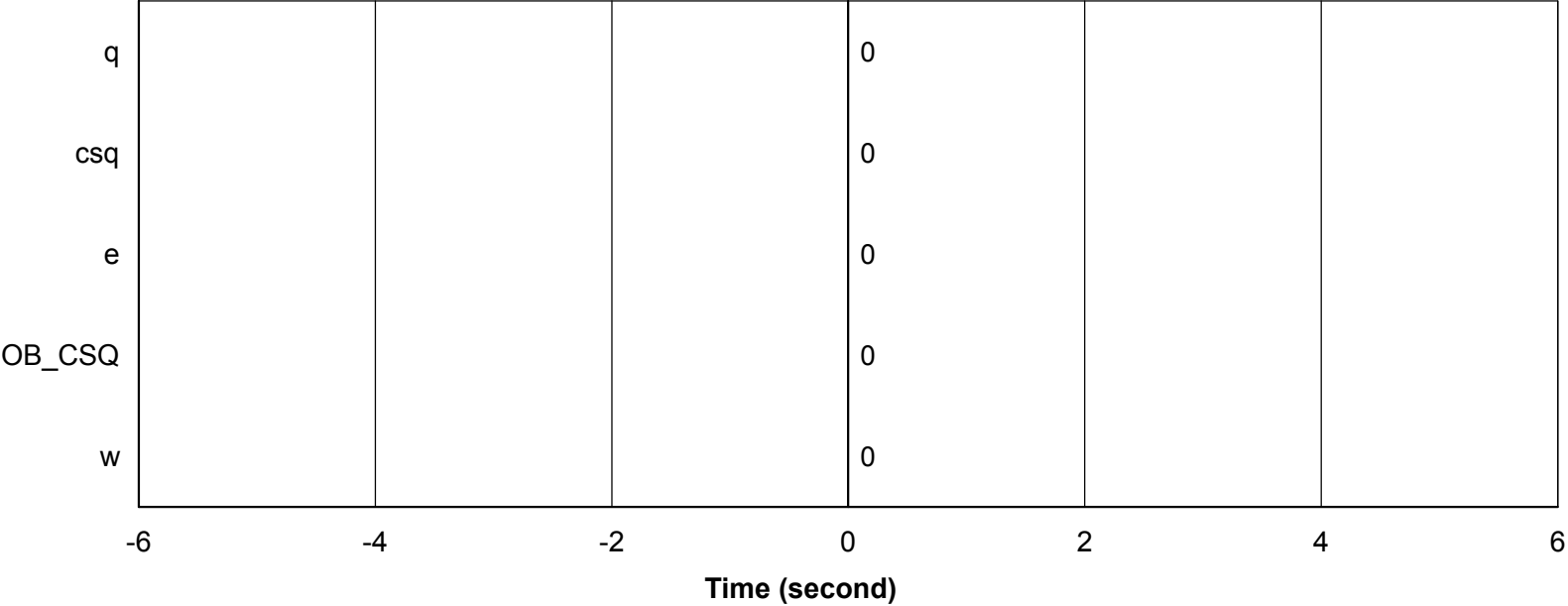
Start Date Selected - End Date Selected

CSQ Name	Time (second)
q	0
csq	0
e	0
OB_CSQ	0
w	0

-6   -4   -2   0   2   4   6

Time (second)

Average Speed of Answer by CSQ

Start Date Selected - End Date Selected

CSQ Name

Time (second)
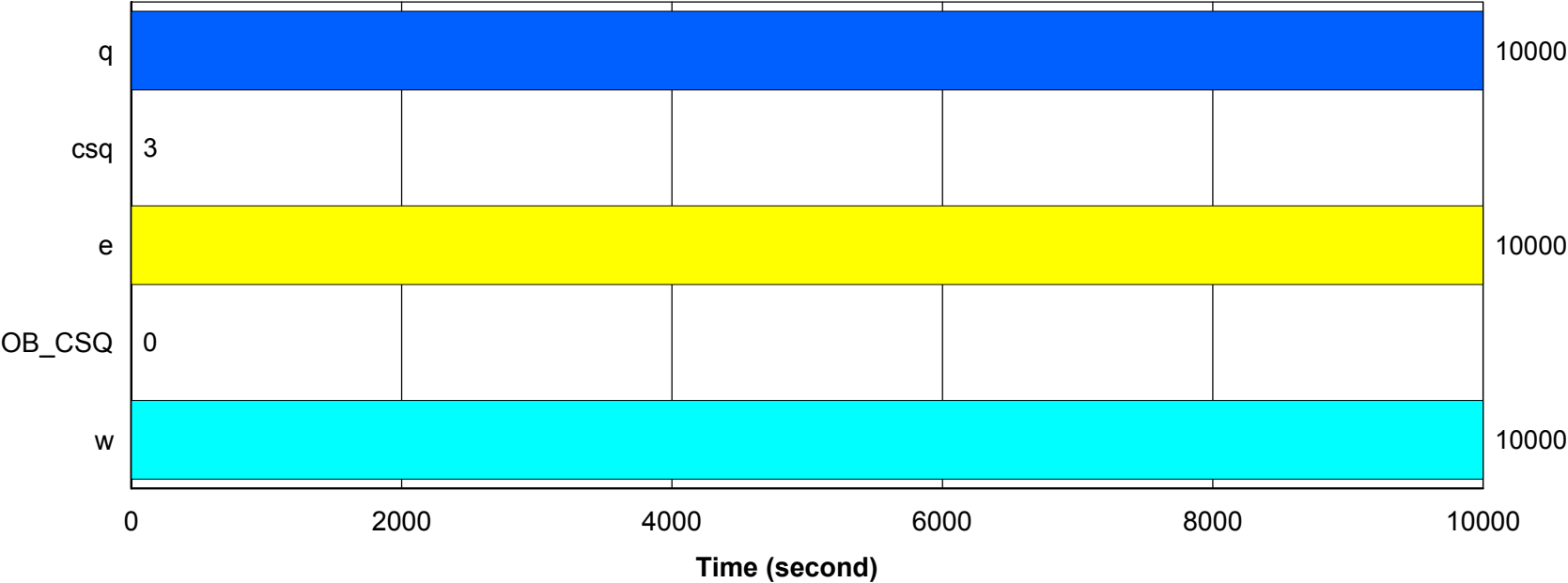
Average Handle Time by CSQ
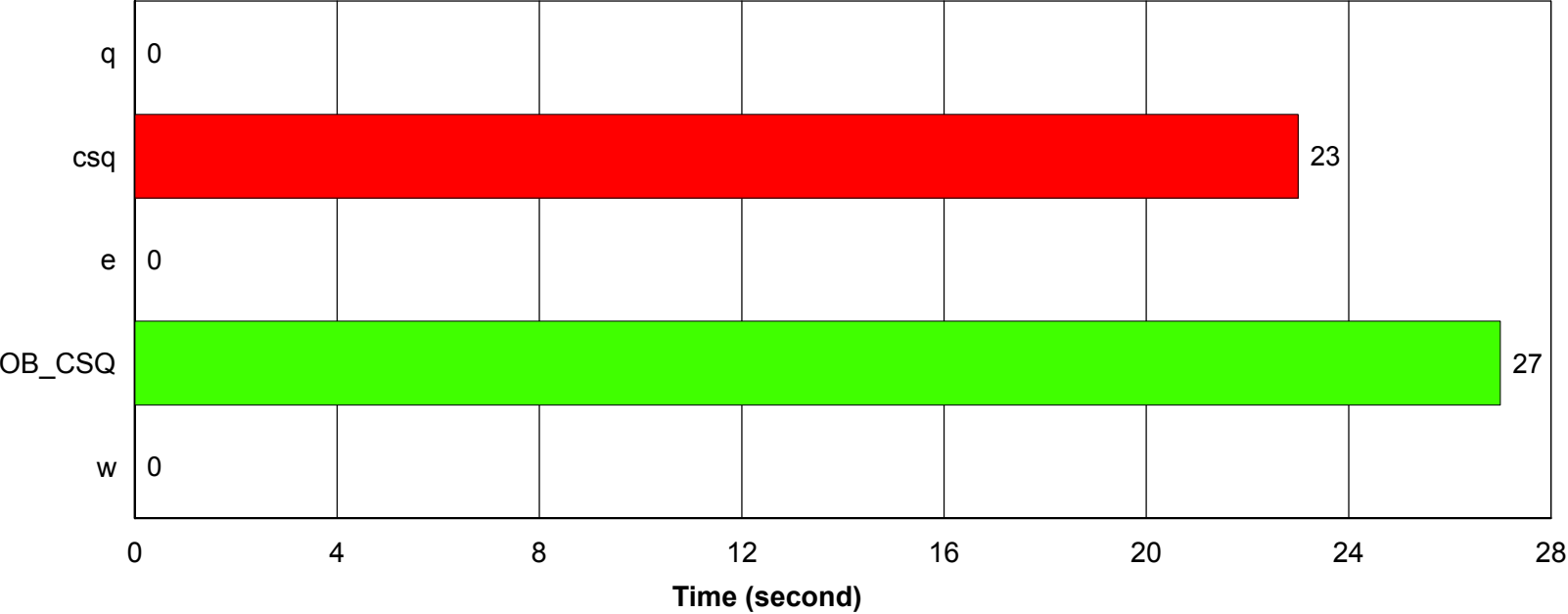
Start Date Selected - End Date Selected
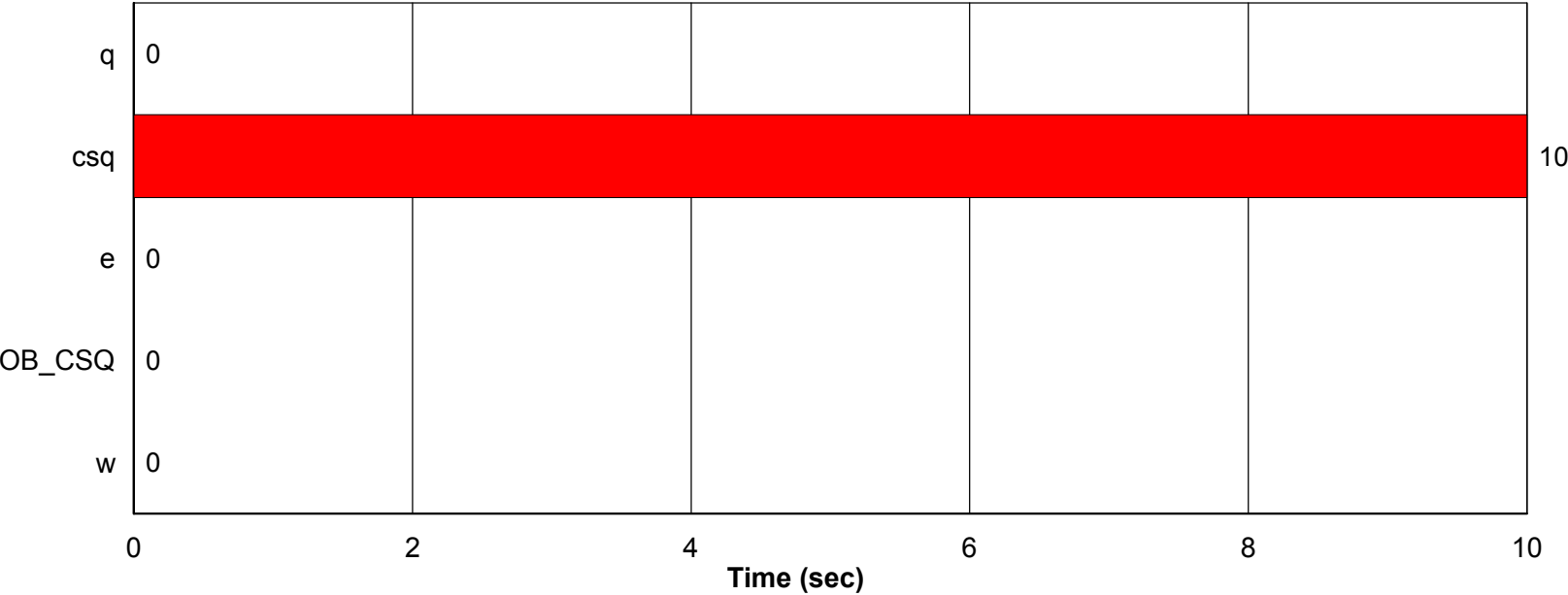
Average Time to Abandon by CSQ

Start Date Selected - End Date Selected

Average Time to Dequeue by CSQ

Start Date Selected - End Date Selected

CSQ Name

q	0
csq	0
e	0
OB_CSQ	0
w	0

-6   -4   -2   0   2   4   6

Time (sec)
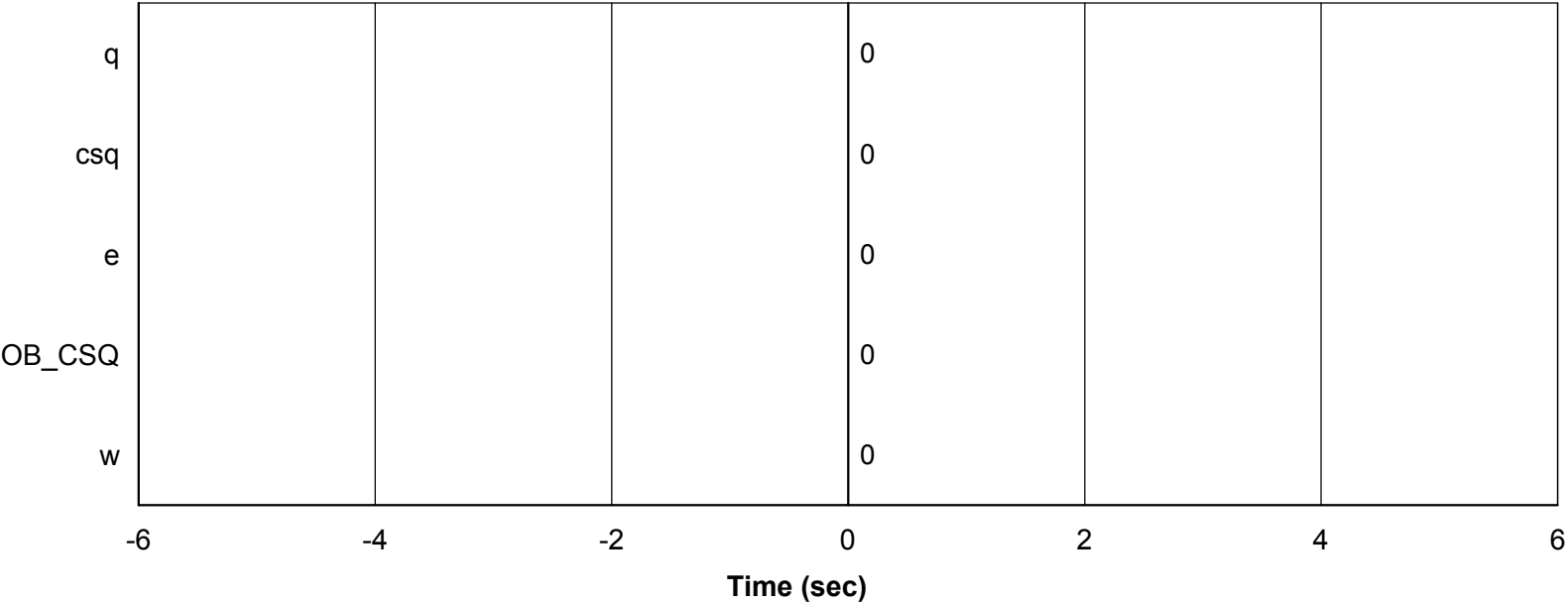
Multi-Channel Contact Service Queue Activity Report

* Calls handled by workflow script or another CSQ.

Start Date Selected - End Date Selected

CSQ Name (Contact Skills)	Contacts Presented	Avg / Max Queue Time	Contacts Handled	Avg Speed of Answer	Avg / Max Handle Time	Contacts Abandoned	Avg / Max Time to Abandon	Avg / Max Abandon Per Day	Contacts Dequeued	Avg / Max Time to Dequeue	Contacts Handled *
q	1	02:46:40	1	10000	0:00:00	N/A	N/A	N/A	0	0:00:00	0
(email)		02:46:40			0:00:00		N/A	N/A		0:00:00	
Summary	1	02:46:40	1	10000	0:00:00	N/A	N/A	N/A	0	0:00:00	0
		02:46:40			0:00:00		N/A	N/A		0:00:00	
csq	7	0:00:12	4	3	0:00:10	3	0:00:23	0.03	0	0:00:00	0
		0:01:04			0:00:34		0:01:04	2		0:00:00	
Summary	7	0:00:12	4	3	0:00:10	3	0:00:23	0.03	0	0:00:00	0
		0:01:04			0:00:34		0:01:04	2		0:00:00	
e	1	02:46:40	0	10000	0:00:00	N/A	N/A	N/A	0	0:00:00	0
(email)		02:46:40			0:00:00		N/A	N/A		0:00:00	
Summary	1	02:46:40	0	10000	0:00:00	N/A	N/A	N/A	0	0:00:00	0
		02:46:40			0:00:00		N/A	N/A		0:00:00	
OB_CSQ	1	0:00:27	0	0	0:00:00	1	0:00:27	0.01	0	0:00:00	0
(obSkill)		0:00:27			0:00:00		0:00:27	1		0:00:00	
Summary	1	0:00:27	0	0	0:00:00	1	0:00:27	0.01	0	0:00:00	0
		0:00:27			0:00:00		0:00:27	1		0:00:00	
w	1	02:46:40	0	10000	0:00:00	N/A	N/A	N/A	0	0:00:00	0
(email)		02:46:40			0:00:00		N/A	N/A		0:00:00	
Summary	1	02:46:40	0	10000	0:00:00	N/A	N/A	N/A	0	0:00:00	0
		02:46:40			0:00:00		N/A	N/A		0:00:00	

All times are server time.

Report generated: 2/24/2009   3:45:18PM