Total Calls Handled by Time Interval and CSQ

Start Date Selected - End Date Selected

CSQ Name (y-axis)

anybody
bSkills
BXB
dSkills
gSkills

Number of Calls (x-axis): 0, 1, 2, 3, 4, 5, 6

Queue Time
- 0 - 15 sec
- 0 - 30 sec
- 0 - 45 sec
- 0 - 60 sec
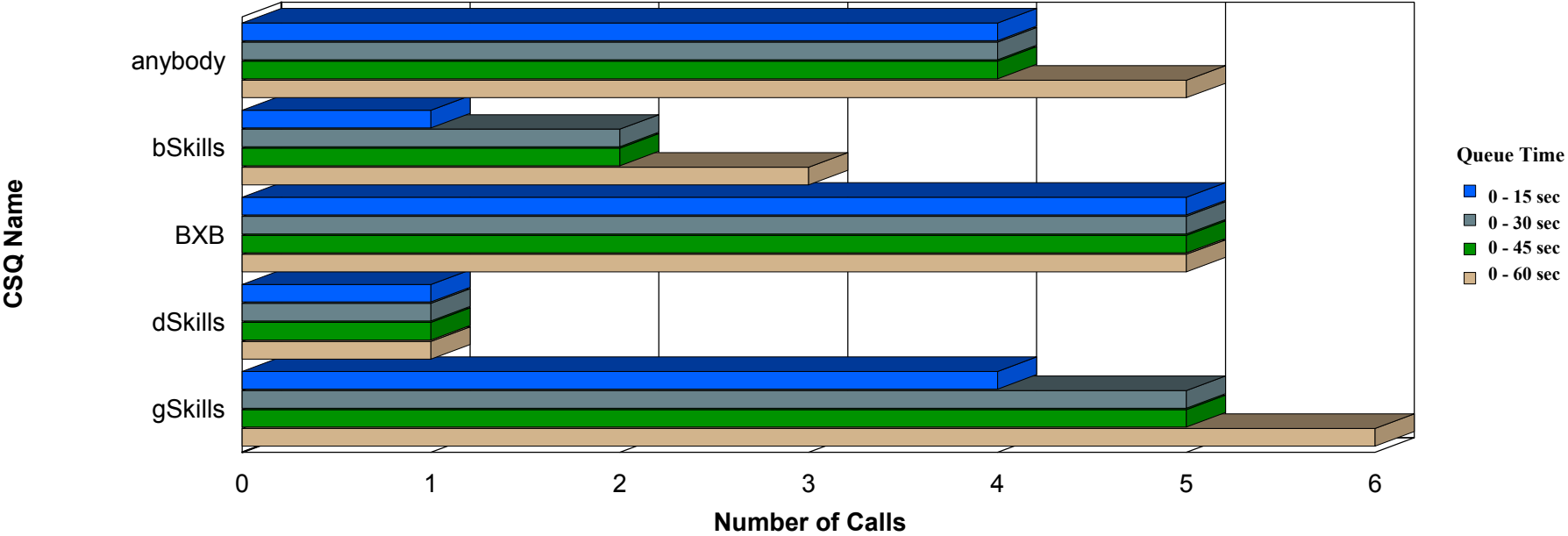
Total Calls Abandoned by Time Interval and CSQ

Start Date Selected - End Date Selected

CSQ Name

anybody
bSkills
BXB
dSkills
gSkills

0   0.5   1   1.5   2   2.5   3   3.5   4

Number of Calls

Queue Time

- 0 - 15 sec
- 0 - 30 sec
- 0 - 45 sec
- 0 - 60 sec
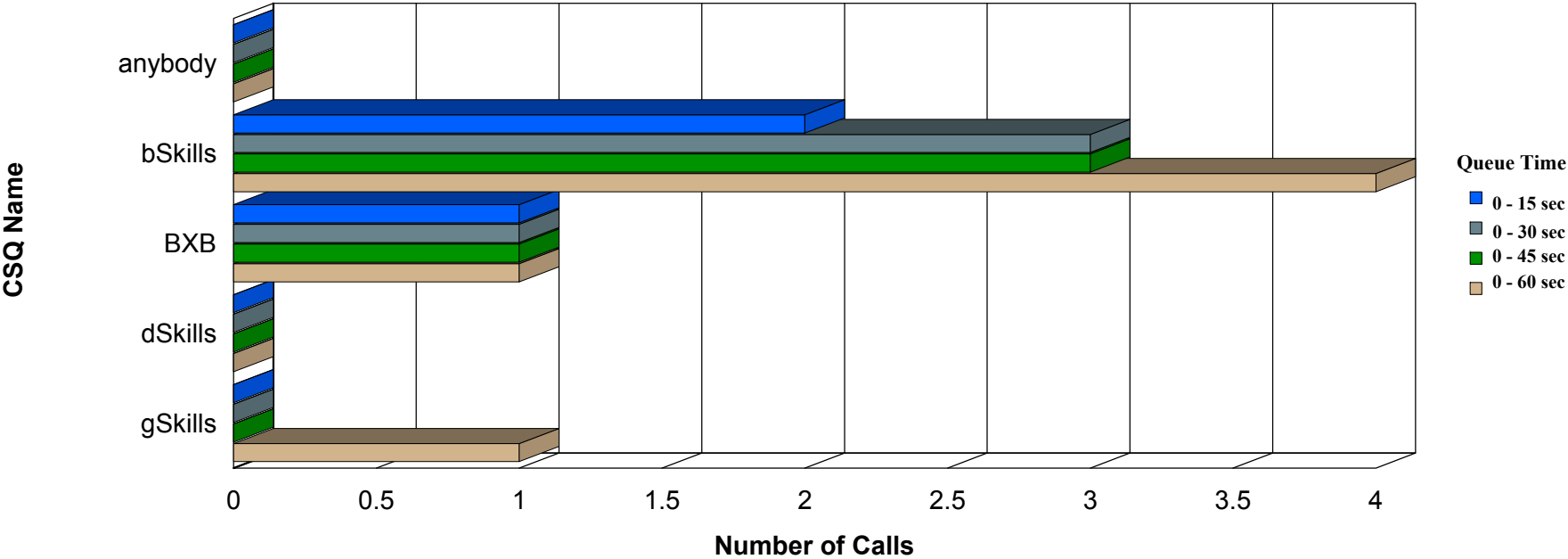
Contact Service Queue Call Distribution Summary Report

Start Date Selected - End Date Selected

Time Interval Length T = 15 sec

CSQ Name (Call Skills)	Calls Handled	Total / Percentage Calls Handled With Queue Time				Calls Abandoned	Total / Percentage Calls Abandoned With Queue Time			
		0 - 15 sec	0 - 30 sec	0 - 45 sec	0 - 60 sec		0 - 15 sec	0 - 30 sec	0 - 45 sec	0 - 60 sec
anybody	13	4 30.80%	4 30.80%	4 30.80%	5 38.50%	3	0 0.00%	0 0.00%	0 0.00%	0 0.00%
bSkills (BSKILLS)	21	1 4.80%	2 9.50%	2 9.50%	3 14.30%	4	2 50.00%	3 75.00%	3 75.00%	4 100.00%
BXB	6	5 83.30%	5 83.30%	5 83.30%	5 83.30%	1	1 100.00%	1 100.00%	1 100.00%	1 100.00%
dSkills (DSKILLS)	21	1 4.80%	1 4.80%	1 4.80%	1 4.80%	3	0 0.00%	0 0.00%	0 0.00%	0 0.00%
gSkills (GSKILLS)	25	4 16.00%	5 20.00%	5 20.00%	6 24.00%	2	0 0.00%	0 0.00%	0 0.00%	1 50.00%

All times are server time.   Report generated: 2/24/2009   5:04:35PM

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