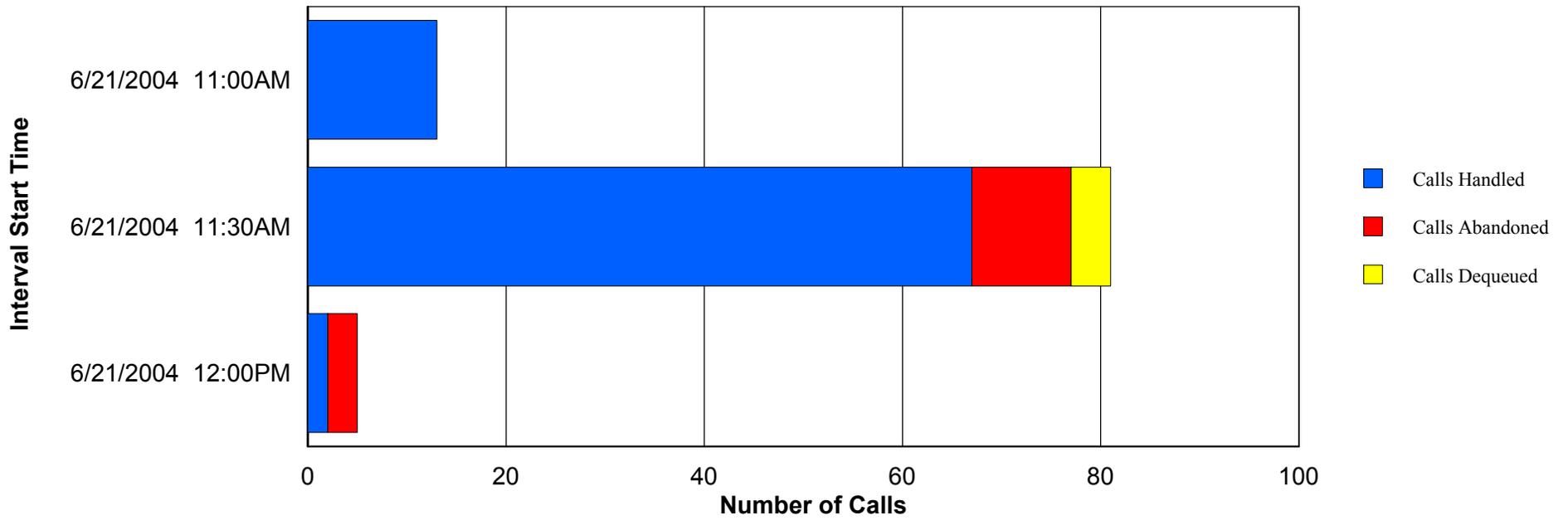


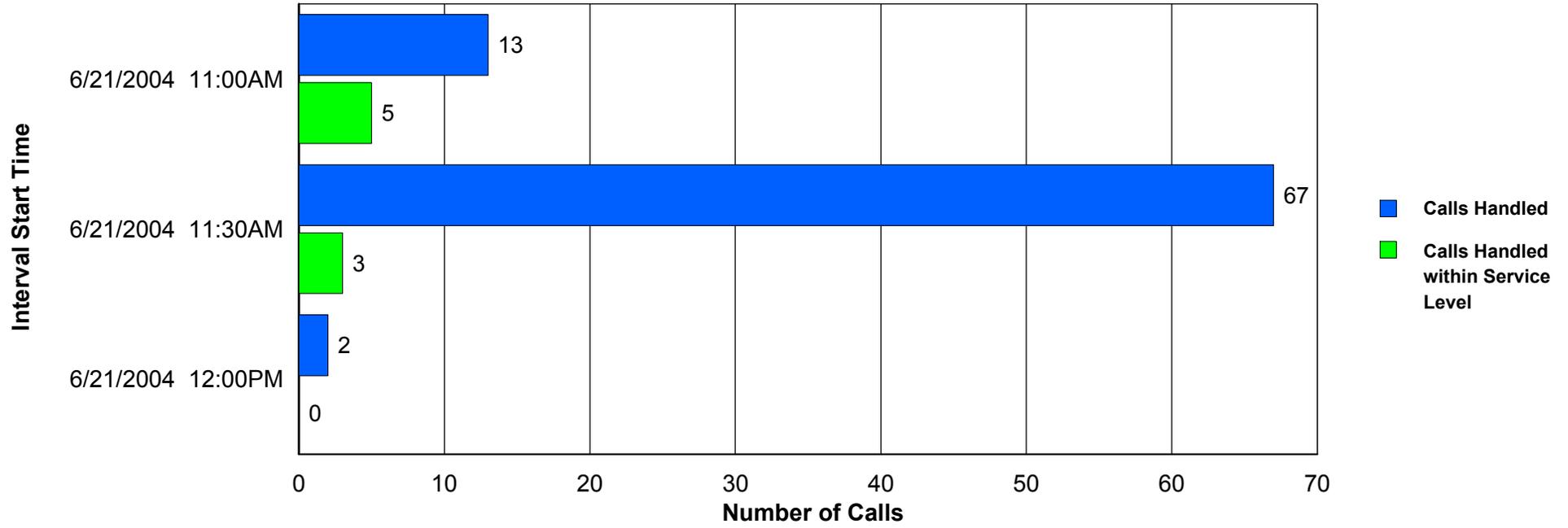
### Calls Handled, Abandoned and Dequeued by Interval

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%

<u>Interval Start Time</u> <u>Interval End Time</u>	<u>CSQ Name</u> <u>(Call Skills)</u>	<u>Service Level</u> <u>(sec)</u>	<u>Calls Hand</u> <u>&lt; SL*</u>	<u>Calls Aband</u> <u>&lt; SL**</u>	<u>Percentage of Service Level Met</u>				<u>Calls Presented</u>	<u>Calls Handled</u>	<u>Calls Abandoned</u>	<u>Calls Dequeued</u>
					<sup>1</sup> <u>Only Handled</u>	<sup>2</sup> <u>Without Abandon</u>	<sup>3</sup> <u>Positive Abandon</u>	<sup>4</sup> <u>Negative Abandon</u>				
6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	anybody	5	3	0	60.0%	60.0%	60.0%	60.0%	5	5 100.0%	0 0.0%	0 0.0%
6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	bSkills (BSKILLS)	5	0	0	0.0%	0.0%	0.0%	0.0%	2	2 100.0%	0 0.0%	0 0.0%
6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	BXB	5	1	0	100.0%	100.0%	100.0%	100.0%	1	1 100.0%	0 0.0%	0 0.0%
6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	dSkills (DSKILLS)	5	0	0	0.0%	0.0%	0.0%	0.0%	1	1 100.0%	0 0.0%	0 0.0%
6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	gSkills (GSKILLS)	5	1	0	25.0%	25.0%	25.0%	25.0%	4	4 100.0%	0 0.0%	0 0.0%
<b>Summary:</b>			<b>5</b>	<b>0</b>	<b>38.5%</b>	<b>38.5%</b>	<b>38.5%</b>	<b>38.5%</b>	<b>13</b>	<b>13 100.0%</b>	<b>0 0.0%</b>	<b>0 0.0%</b>
6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	anybody	5	0	0	0.0%	0.0%	0.0%	0.0%	12	7 58.3%	1 8.3%	4 33.3%
6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	bSkills (BSKILLS)	5	0	1	0.0%	0.0%	4.3%	0.0%	23	19 82.6%	4 17.4%	0 0.0%
6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	BXB	5	3	1	75.0%	75.0%	80.0%	60.0%	5	4 80.0%	1 20.0%	0 0.0%
6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	dSkills (DSKILLS)	5	0	0	0.0%	0.0%	0.0%	0.0%	19	17 89.5%	2 10.5%	0 0.0%

# 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 Level</u> <u>(sec)</u>	<u>Calls Hand</u> <u>&lt; SL*</u>	<u>Calls Aband</u> <u>&lt; SL**</u>	<u>Percentage of Service Level Met</u>				<u>Calls Presented</u>	<u>Calls Handled</u>	<u>Calls Abandoned</u>	<u>Calls Dequeued</u>
					<u>Only</u> <sup>1</sup> <u>Handled</u>	<u>Without</u> <sup>2</sup> <u>Abandon</u>	<u>Positive</u> <sup>3</sup> <u>Abandon</u>	<u>Negative</u> <sup>4</sup> <u>Abandon</u>				
6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	<b>gSkills</b>  (GSKILLS)	5	0	0	0.0%	0.0%	0.0%	0.0%	22	20 90.9%	2 9.1%	0 0.0%
<b>Summary:</b>			<b>3</b>	<b>2</b>	<b>4.5%</b>	<b>3.8%</b>	<b>6.2%</b>	<b>3.7%</b>	<b>81</b>	<b>67 82.7%</b>	<b>10 12.3%</b>	<b>4 4.9%</b>
6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	<b>anybody</b>	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	<b>bSkills</b>  (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	<b>BXB</b>	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	<b>dSkills</b>  (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	<b>gSkills</b>  (GSKILLS)	5	0	0	0.0%	0.0%	0.0%	0.0%	0	0 0.0%	0 0.0%	0 0.0%
<b>Summary:</b>			<b>0</b>	<b>0</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>5</b>	<b>2 40.0%</b>	<b>3 60.0%</b>	<b>0 0.0%</b>