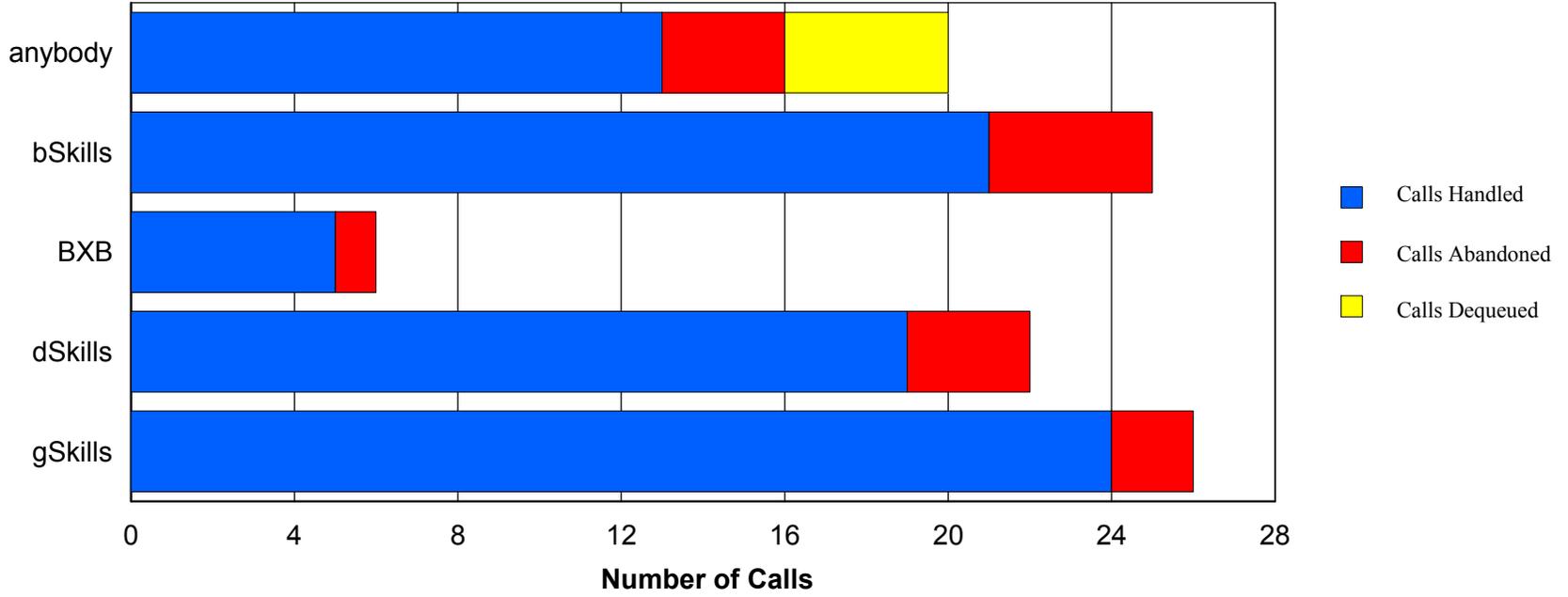


Calls Handled, Abandoned and Dequeued by CSQ

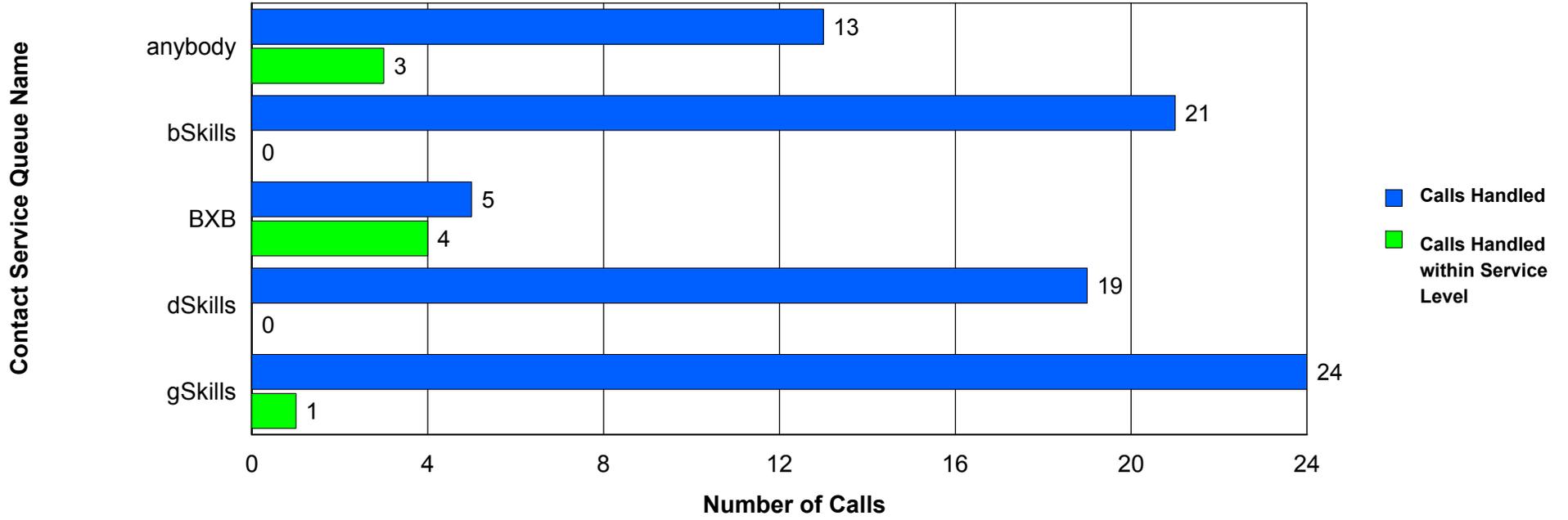
Start Date Selected - End Date Selected

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%

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				
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%