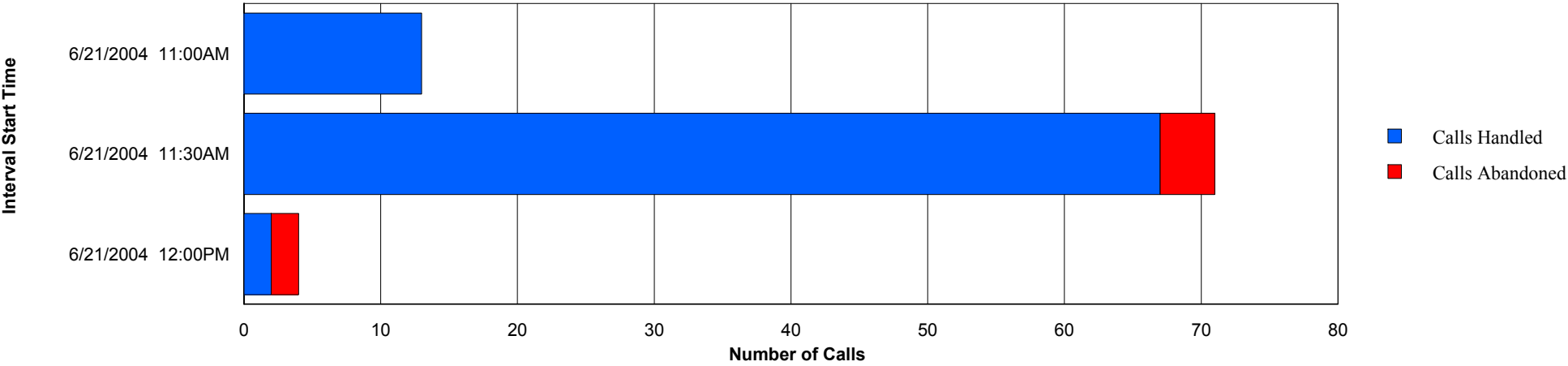


Calls Handled and Calls Abandoned by Interval

Start Date Selected - End Date Selected



Common Skill Contact Service Queue Activity Report (by Interval)

Start Date Selected - End Date Selected

Interval = 30 min

* (Calls Handled Within Service Level / Calls Presented) * 100%

		Calls Presented			Calls Handled			Calls Abandoned			Service Level
<u>Interval Start Time</u>	<u>CSQ Name</u>	<u>Queue Time</u>			<u>Handle Time</u>			<u>Queue Time</u>			<u>Percentage</u>
<u>Interval End Time</u>	<u>[Skills (Competence Level)]</u>	<u>Total</u>	<u>Avg</u>	<u>Max</u>	<u>Total</u>	<u>Avg</u>	<u>Max</u>	<u>Total</u>	<u>Avg</u>	<u>Max</u>	<u>SL Met *</u>
6/21/2004 11:00:00AM	anybody	5	0:00:15	0:00:55	5	0:00:48	0:01:07	0	0:00:00	0:00:00	60.0%
6/21/2004 11:30:00AM											
Summary for Skill:		5			5	0:00:48	0:01:07	0			60.0%
6/21/2004 11:00:00AM	bSkills	2	0:00:29	0:00:49	2	0:00:59	0:01:18	0	0:00:00	0:00:00	0.0%
6/21/2004 11:30:00AM											
	[BSKILLS]										
Summary for Skill:		2			2	0:00:59	0:01:18	0			0.0%
6/21/2004 11:00:00AM	BXB	1	0:00:03	0:00:03	1	0:02:01	0:02:01	0	0:00:00	0:00:00	100.0%
6/21/2004 11:30:00AM											
Summary for Skill:		1			1	0:02:01	0:02:01	0			100.0%
6/21/2004 11:00:00AM	dSkills	1	0:00:06	0:00:06	1	0:00:41	0:00:41	0	0:00:00	0:00:00	0.0%
6/21/2004 11:30:00AM											
	[DSKILLS]										
Summary for Skill:		1			1	0:00:41	0:00:41	0			0.0%
6/21/2004 11:00:00AM	gSkills	4	0:00:19	0:00:58	4	0:03:20	0:10:20	0	0:00:00	0:00:00	25.0%
6/21/2004 11:30:00AM											
	[GSKILLS]										

Common Skill Contact Service Queue Activity Report (by Interval)

Start Date Selected - End Date Selected

Interval = 30 min

* (Calls Handled Within Service Level / Calls Presented) * 100%

		Calls Presented			Calls Handled			Calls Abandoned			Service Level
<u>Interval Start Time</u>	<u>CSQ Name</u>	<u>Queue Time</u>			<u>Handle Time</u>			<u>Queue Time</u>			<u>Percentage</u>
<u>Interval End Time</u>	<u>[Skills (Competence Level)]</u>	<u>Total</u>	<u>Avg</u>	<u>Max</u>	<u>Total</u>	<u>Avg</u>	<u>Max</u>	<u>Total</u>	<u>Avg</u>	<u>Max</u>	<u>SL Met *</u>
Summary for Skill:		4			4	0:03:20	0:10:20	0			25.0%
6/21/2004 11:30:00AM	anybody	12	0:04:03	0:06:40	7	0:02:27	0:07:49	1	0:02:03	0:02:03	0.0%
6/21/2004 12:00:00PM											
Summary for Skill:		12			7	0:02:27	0:07:49	1			0.0%
6/21/2004 11:30:00AM	bSkills	23	0:03:42	0:07:23	19	0:01:46	0:06:02	4	0:00:22	0:01:31	0.0%
6/21/2004 12:00:00PM											
	[BSKILLS]										
Summary for Skill:		23			19	0:01:46	0:06:02	4			0.0%
6/21/2004 11:30:00AM	BXB	5	0:00:33	0:02:36	4	0:01:55	0:06:16	1	0:00:02	0:00:02	60.0%
6/21/2004 12:00:00PM											
Summary for Skill:		5			4	0:01:55	0:06:16	1			60.0%
6/21/2004 11:30:00AM	dSkills	19	0:04:34	0:08:27	17	0:02:15	0:05:44	2	0:07:02	0:14:04	0.0%
6/21/2004 12:00:00PM											
	[DSKILLS]										
Summary for Skill:		19			17	0:02:15	0:05:44	2			0.0%

Common Skill Contact Service Queue Activity Report (by Interval)

Start Date Selected - End Date Selected

Interval = 30 min

* (Calls Handled Within Service Level / Calls Presented) * 100%

		Calls Presented			Calls Handled			Calls Abandoned			Service Level
<u>Interval Start Time</u>	<u>CSQ Name</u>	<u>Queue Time</u>			<u>Handle Time</u>			<u>Queue Time</u>			<u>Percentage</u>
<u>Interval End Time</u>	<u>[Skills (Competence Level)]</u>	<u>Total</u>	<u>Avg</u>	<u>Max</u>	<u>Total</u>	<u>Avg</u>	<u>Max</u>	<u>Total</u>	<u>Avg</u>	<u>Max</u>	<u>SL Met *</u>
6/21/2004 11:30:00AM	gSkills	22	0:04:09	0:08:35	20	0:05:51	01:21:53	2	0:00:58	0:01:57	0.0%
6/21/2004 12:00:00PM											
	[GSKILLS]										
Summary for Skill:		22			20	0:05:51	01:21:53	2			0.0%
6/21/2004 12:00:00PM	anybody	3	0:05:13	0:06:49	1	0:02:21	0:02:21	2	0:04:26	0:08:52	0.0%
6/21/2004 12:30:00PM											
Summary for Skill:		3			1	0:02:21	0:02:21	2			0.0%
6/21/2004 12:00:00PM	bSkills	0	0:00:00	0:00:00	0	0:00:00	0:00:00	0	0:00:00	0:00:00	0.0%
6/21/2004 12:30:00PM											
	[BSKILLS]										
Summary for Skill:		0			0	0:00:00	0:00:00	0			0.0%
6/21/2004 12:00:00PM	BXB	0	0:00:00	0:00:00	0	0:00:00	0:00:00	0	0:00:00	0:00:00	0.0%
6/21/2004 12:30:00PM											
Summary for Skill:		0			0	0:00:00	0:00:00	0			0.0%
6/21/2004 12:00:00PM	dSkills	2	0:05:35	0:06:11	1	0:00:47	0:00:47	1	0:05:00	0:05:00	0.0%
6/21/2004 12:30:00PM											
	[DSKILLS]										

All times are server time.

Report generated: 2/24/2009 5:01:37PM

Common Skill Contact Service Queue Activity Report (by Interval)

Start Date Selected - End Date Selected

Interval = 30 min

* (Calls Handled Within Service Level / Calls Presented) * 100%

		Calls Presented			Calls Handled			Calls Abandoned			Service Level
<u>Interval Start Time</u>	<u>CSQ Name</u>	<u>Queue Time</u>			<u>Handle Time</u>			<u>Queue Time</u>			<u>Percentage</u>
<u>Interval End Time</u>	<u>[Skills (Competence Level)]</u>	<u>Total</u>	<u>Avg</u>	<u>Max</u>	<u>Total</u>	<u>Avg</u>	<u>Max</u>	<u>Total</u>	<u>Avg</u>	<u>Max</u>	<u>SL Met *</u>
Summary for Skill:	[DSKILLS]	2			1	0:00:47	0:00:47	1			0.0%
6/21/2004 12:00:00PM	gSkills	0	0:00:00	0:00:00	0	0:00:00	0:00:00	0	0:00:00	0:00:00	0.0%
6/21/2004 12:30:00PM											
	[GSKILLS]										
Summary for Skill:	[GSKILLS]	0			0	0:00:00	0:00:00	0			0.0%