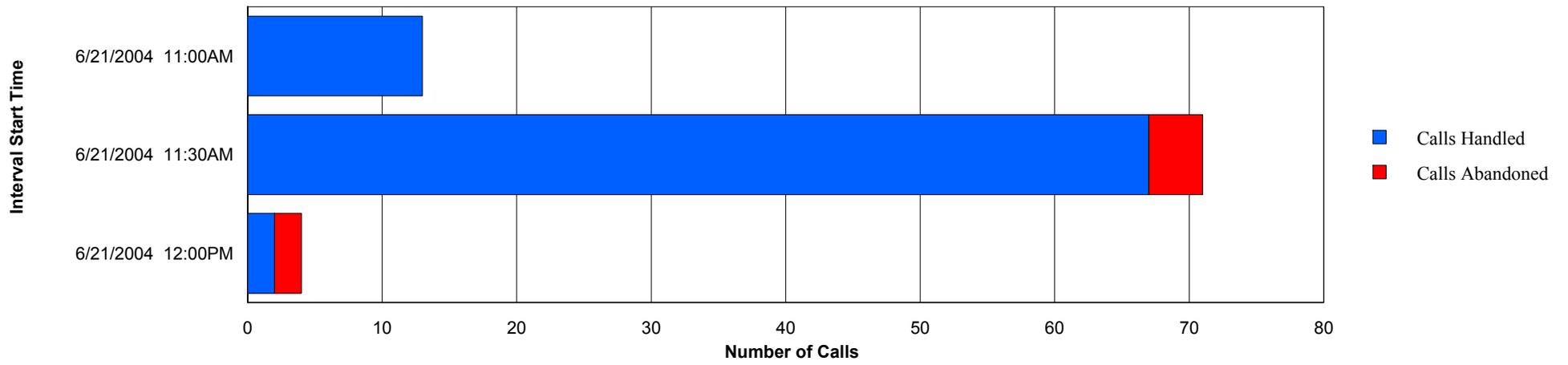


### Calls Handled and Calls Abandoned by Interval

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%

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

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

# 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%

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

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