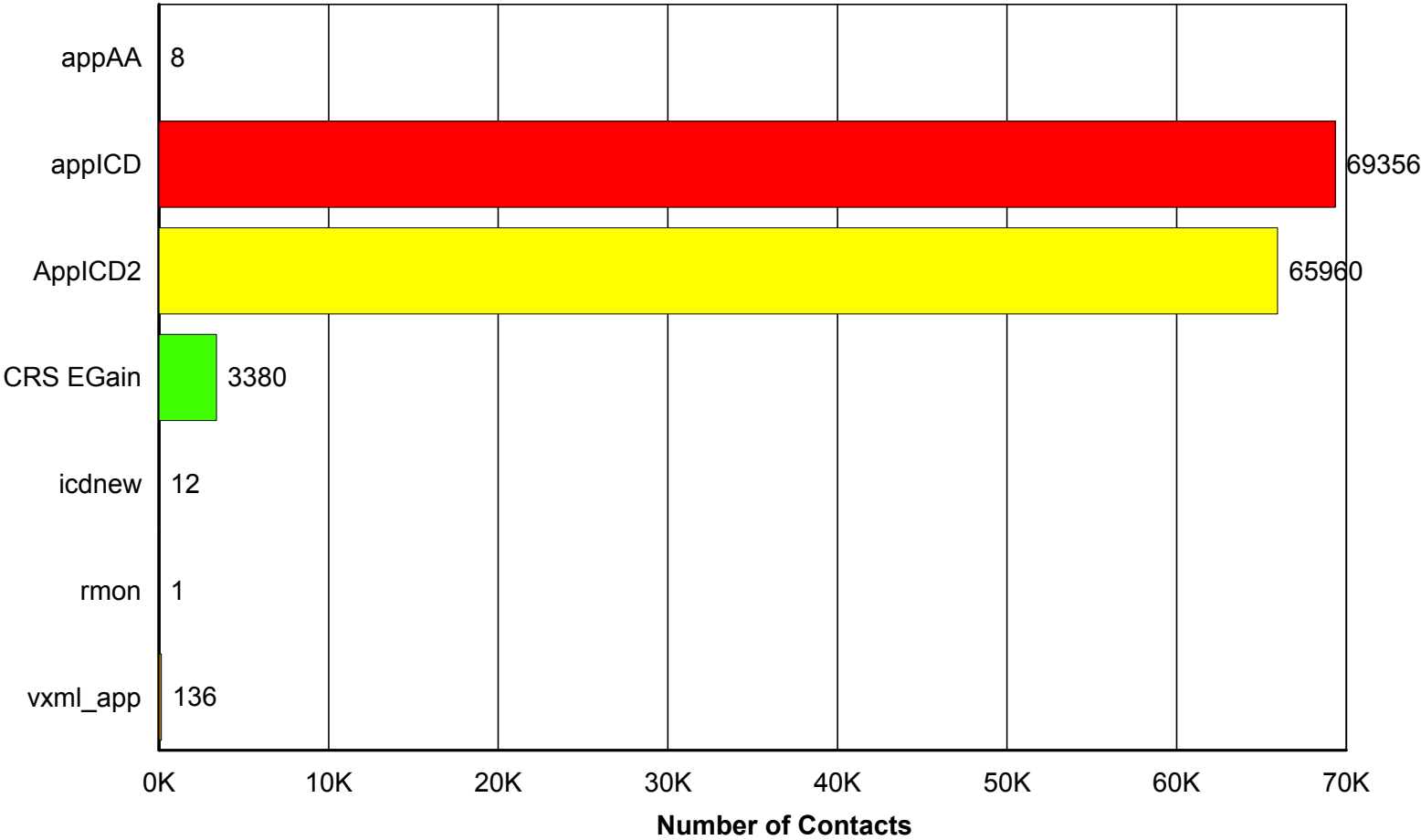


# Contacts Presented by Application

Start Date Selected - End Date Selected

Application Name



\* For calls connected to agents.

\*\* Including calls aborted and rejected.

## Multi-Channel Application Summary Analysis

Start Date Selected - End Date Selected

<u>Application Name</u>	<u>Target</u>	<u>Contacts Presented</u>	<u>Flow-In</u>	<u>Flow-Out</u>	<u>Contacts Handled</u>	<u>Avg Speed of Answer*</u>	<u>Avg Talk Time*</u>	<u>Avg Work Time*</u>	<u>Contacts Abandoned**</u>	<u>Avg Abandon Time</u>
appAA	1111	8	0	1	7	9	0:02:46	0:00:00	1	0:00:11
appICD	0101	69,356	0	0	66,309	0	0:01:57	0:00:00	3,047	0:00:10
AppICD2	0102	65,960	0	0	65,895	10	0:01:47	0:00:00	65	0:00:02
CRS EGain	csqnew_test	8	16	16	8	412	0:01:18	0:01:18	N/A	N/A
CRS EGain	csqnew1	2,062	5,375	723	1,522	23,237	0:04:49	0:04:49	N/A	N/A
CRS EGain	csqnew2	1,310	5,022	22	945	6	0:05:49	0:05:49	N/A	N/A
icdnew	123	12	0	0	12	3	0:00:46	0:00:00	0	
rmon	1184	1	0	0	0	0	0:00:00	0:00:00	1	0:00:27
vxml_app	1166	136	0	0	0	0	0:00:00	0:00:00	136	0:00:22

All times are server time.

Report generated: 2/24/2009 3:44:22PM