



TEMPLATE - CSQ Statistics

Date/Time Range	Oct 03, 2021 - Oct 09, 2021 8:00:00 AM CDT - 4:59:59 PM CDT
Enterprise	Global Inc.
Cluster	Variphy UCCX
Generated By	victor@variphy.com

Summary Statistics Table

CSQ Name	Total Count	Average Queue Time	Abandoned Average Queue Time	Met Service Level Percent	Missed Service Level Percent	Handled Percent	RNA Percent	Abandoned Percent	Average Handle Time	Average Talk Time
CARS	225	00:00:11	00:00:37	63.11%	36.89%	85.33%	5.78%	8.89%	00:09:16	00:07:36

CSQ Name	Average Hold Time
CARS	00:00:03

CSQ Time Period Statistics



Hour Of Day Interval Table (8:00:00 AM - 4:00:00 PM Central Daylight Time)

CSQ Name	8:00:00 AM	9:00:00 AM	10:00:00 AM	11:00:00 AM	12:00:00 PM	1:00:00 PM	2:00:00 PM	3:00:00 PM	4:00:00 PM
Total Count									
CARS	0	1	38	43	21	23	41	21	37
Average Queue Time									
CARS	00:00:00	00:00:04	00:00:06	00:00:08	00:00:05	00:00:04	00:00:06	00:00:03	00:00:37
Abandoned Average Queue Time									
CARS	00:00:00	00:00:00	00:00:20	00:00:04	00:00:00	00:00:04	00:00:15	00:00:00	00:01:46
Met Service Level Percent									
CARS	0%	100%	71.05%	53.49%	66.67%	65.22%	63.41%	80.95%	51.35%
Missed Service Level Percent									
CARS	0%	0%	28.95%	46.51%	33.33%	34.78%	36.59%	19.05%	48.65%
Handled Percent									
CARS	0%	100%	84.21%	86.05%	90.48%	95.65%	82.93%	95.24%	72.97%
RNA Percent									
CARS	0%	0%	2.63%	6.98%	9.52%	0%	2.44%	4.76%	13.51%
Abandoned Percent									
CARS	0%	0%	13.16%	6.98%	0%	4.35%	14.63%	0%	13.51%
Average Handle Time									
CARS	00:00:00	00:04:13	00:09:03	00:07:38	00:12:17	00:09:25	00:10:54	00:08:53	00:07:56



Day Of Week Interval Table (Sunday - Saturday Central Daylight Time)

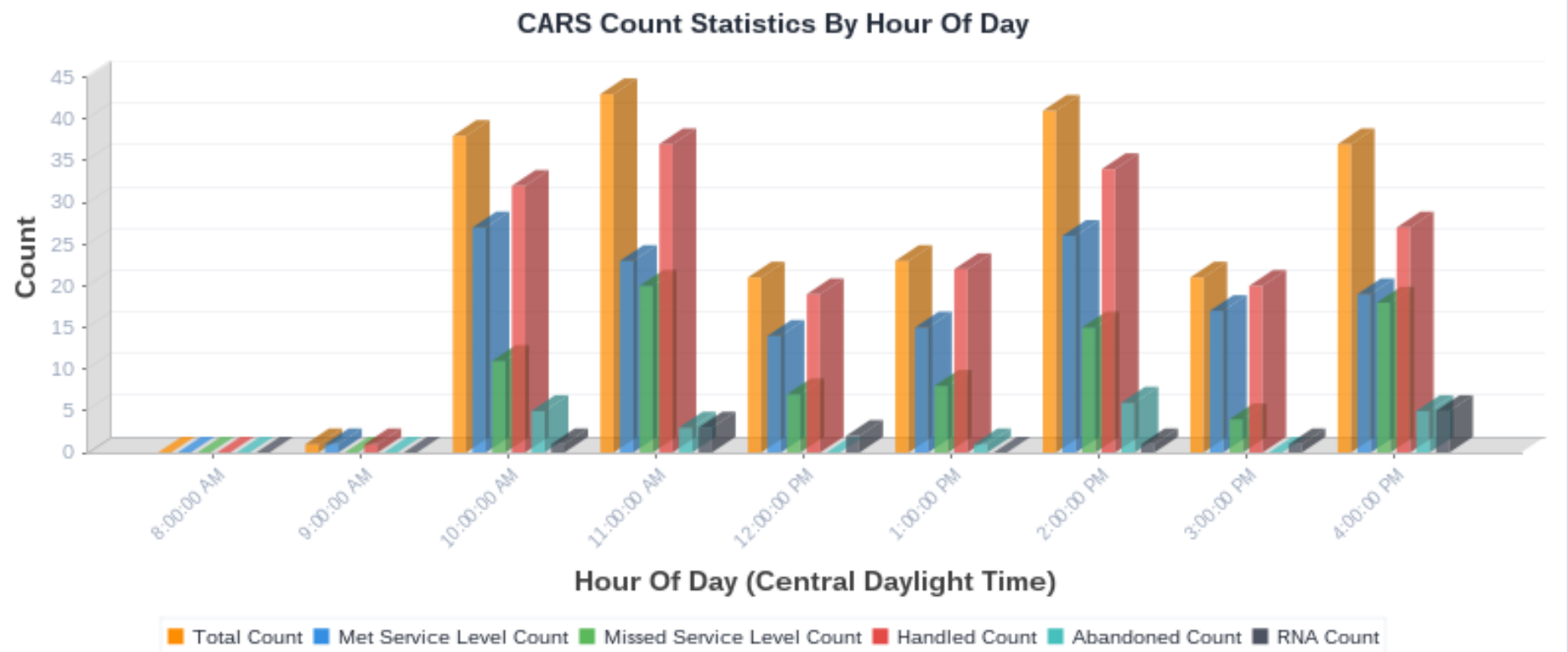
CSQ Name	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Total Count							
CARS	48	55	37	4	2	32	47
Average Queue Time							
CARS	00:00:09	00:00:05	00:00:04	00:02:21	00:04:31	00:00:05	00:00:08
Abandoned Average Queue Time							
CARS	00:00:16	00:00:08	00:00:00	00:00:00	00:04:31	00:00:02	00:00:01
Met Service Level Percent							
CARS	52.08%	61.82%	75.68%	75%	0%	84.38%	53.19%
Missed Service Level Percent							
CARS	47.92%	38.18%	24.32%	25%	100%	15.63%	46.81%
Handled Percent							
CARS	72.92%	85.45%	97.3%	100%	0%	87.5%	89.36%
RNA Percent							
CARS	8.33%	5.45%	2.7%	0%	0%	6.25%	6.38%
Abandoned Percent							
CARS	18.75%	9.09%	0%	0%	100%	6.25%	4.26%
Average Handle Time							



CSQ Name	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
CARS	00:08:31	00:10:38	00:10:16	00:07:00	00:00:00	00:09:02	00:07:53

CSQ Time Period Graphs

CARS Count Statistics By Hour Of Day



CARS Count Statistics By Day Of Week

