

TEMPLATE - CSQ Trending Analysis

Date/Time Range	Jul 01, 2021 12:00:00 AM CDT - Sep 30, 2021 11:59:59 PM CDT
Enterprise	Global Inc.
Cluster	VariPHY UCCX
Generated By	victor@variPHY.com

Total Statistics

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	Average Hold Time
CARS	3922	00:00:14	00:00:57	57.98%	42.02%	82.43%	6.73%	10.81%	00:09:59	00:07:53	00:00:05
OnLineHelpDesk	4066	00:01:53	00:03:30	15.45%	84.55%	60.67%	22.65%	16.6%	00:06:14	00:03:28	00:00:01
PhoneRoom	28030	00:00:08	00:00:20	85.76%	14.24%	88.92%	0.09%	11%	00:01:21	00:00:42	00:00:17
Summary	36018	00:00:21	00:00:55	74.8%	25.2%	85.02%	3.36%	11.61%	00:02:39	00:01:47	00:00:14

Month over Month stats

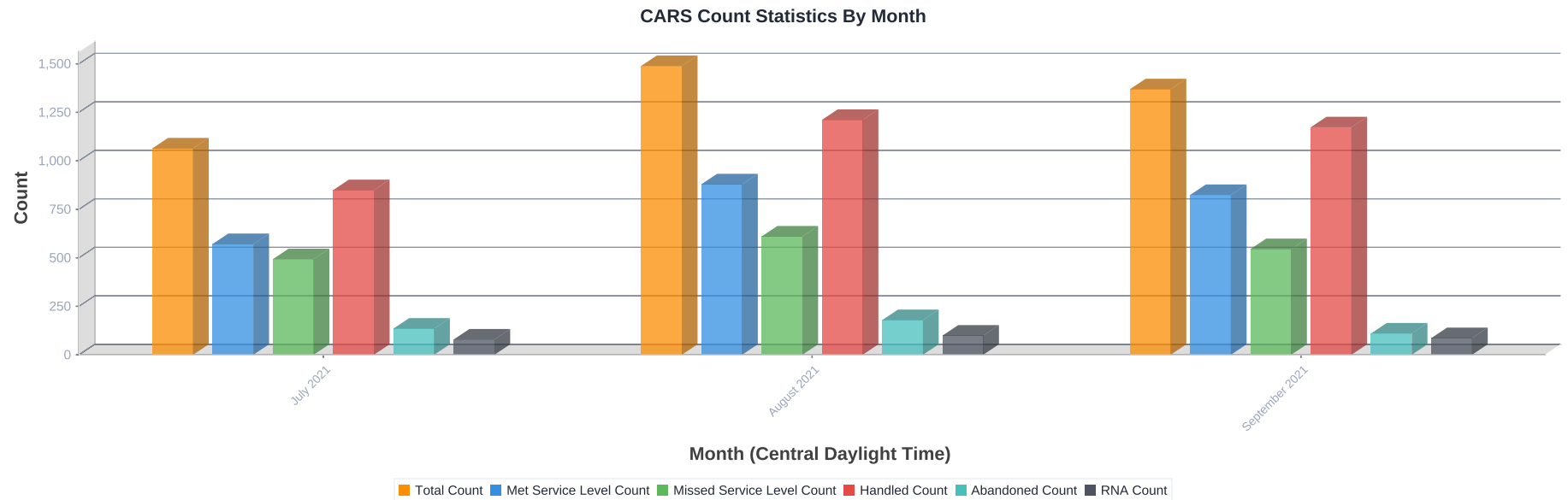
Month Interval Table (July 2021 - September 2021 Central Daylight Time)

CSQ Name	July 2021	August 2021	September 2021
Total Count			
CARS	1064	1489	1369
OnLineHelpDesk	1825	1256	985
PhoneRoom	9622	9969	8439
Summary	12511	12714	10793
Average Queue Time			
CARS	00:00:13	00:00:17	00:00:10
OnLineHelpDesk	00:02:13	00:01:40	00:01:32
PhoneRoom	00:00:09	00:00:07	00:00:09
Summary	00:00:28	00:00:17	00:00:16
Abandoned Average Queue Time			
CARS	00:00:59	00:01:04	00:00:44
OnLineHelpDesk	00:03:41	00:03:18	00:03:21
PhoneRoom	00:00:37	00:00:13	00:00:12
Summary	00:01:20	00:00:42	00:00:41
Met Service Level Percent			
CARS	53.67%	59.03%	60.19%
OnLineHelpDesk	15.01%	15.61%	16.04%
PhoneRoom	87.56%	86.39%	82.96%
Summary	74.09%	76.19%	73.96%
Missed Service Level Percent			
CARS	46.33%	40.97%	39.81%
OnLineHelpDesk	84.99%	84.39%	83.96%
PhoneRoom	12.44%	13.61%	17.04%
Summary	25.91%	23.81%	26.04%
Handled Percent			
CARS	79.79%	81.33%	85.68%
OnLineHelpDesk	59.89%	60.75%	62.03%
PhoneRoom	89.38%	89%	88.29%

Summary	84.26%	85.31%	85.56%
RNA Percent			
CARS	7.42%	6.65%	6.28%
OnLineHelpDesk	22.03%	25.32%	20.41%
PhoneRoom	0.07%	0.15%	0.04%
Summary	3.9%	3.4%	2.69%
Abandoned Percent			
CARS	12.69%	12.02%	8.04%
OnLineHelpDesk	17.92%	13.93%	17.56%
PhoneRoom	10.55%	10.85%	11.67%
Summary	11.81%	11.29%	11.75%
Average Handle Time			
CARS	00:10:24	00:10:19	00:09:21
OnLineHelpDesk	00:06:55	00:05:45	00:05:35
PhoneRoom	00:01:20	00:01:23	00:01:20
Summary	00:02:39	00:02:41	00:02:38

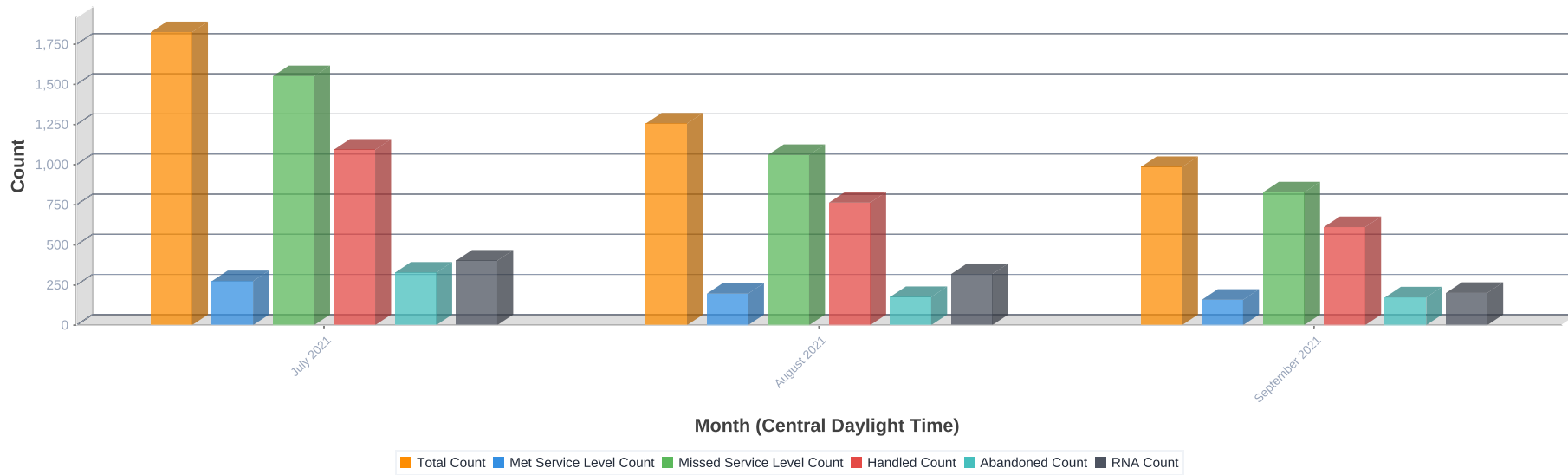
Monthly Count Trends Graphical

CARS Count Statistics By Month

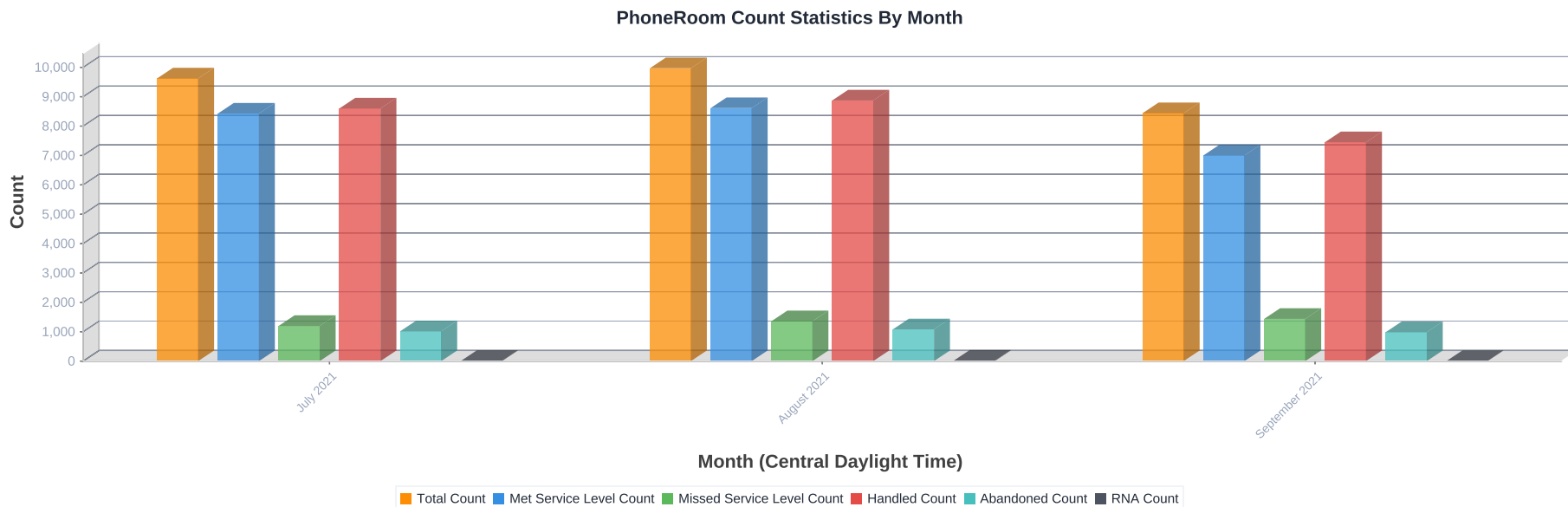


OnLineHelpDesk Count Statistics By Month

OnLineHelpDesk Count Statistics By Month



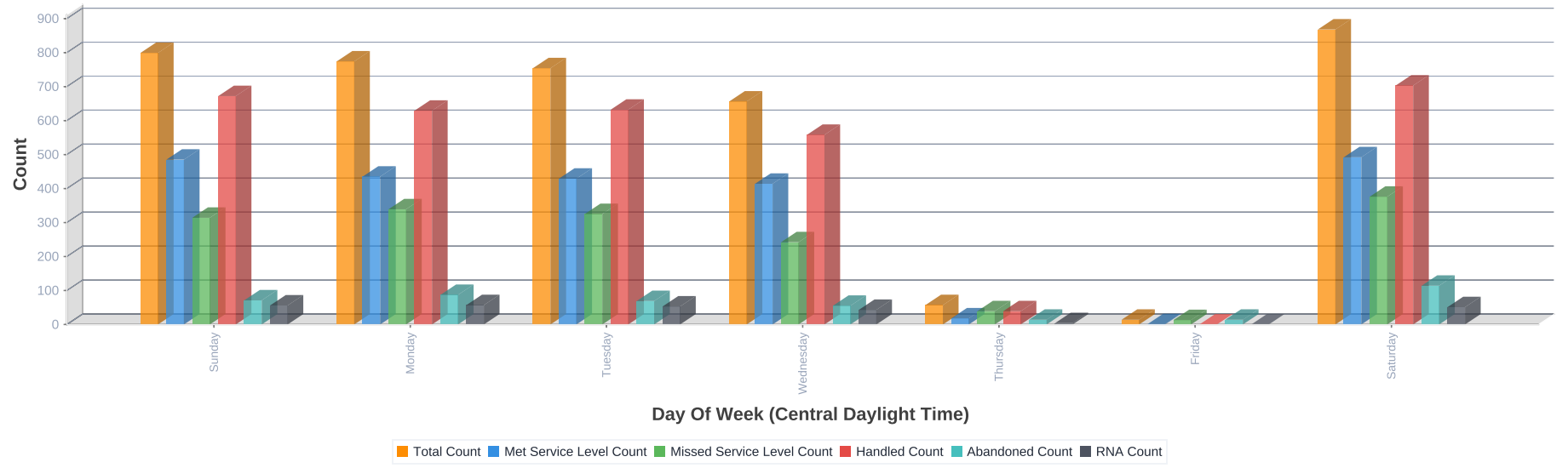
PhoneRoom Count Statistics By Month



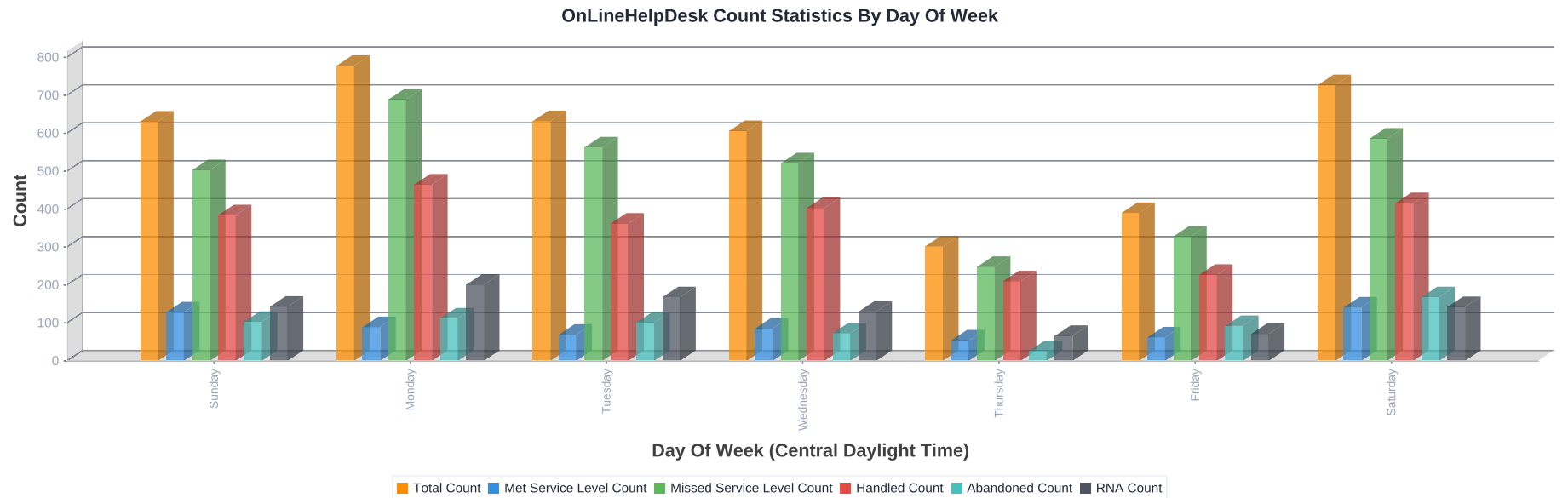
Day of Week statistics

CARS Count Statistics By Day Of Week

CARS Count Statistics By Day Of Week

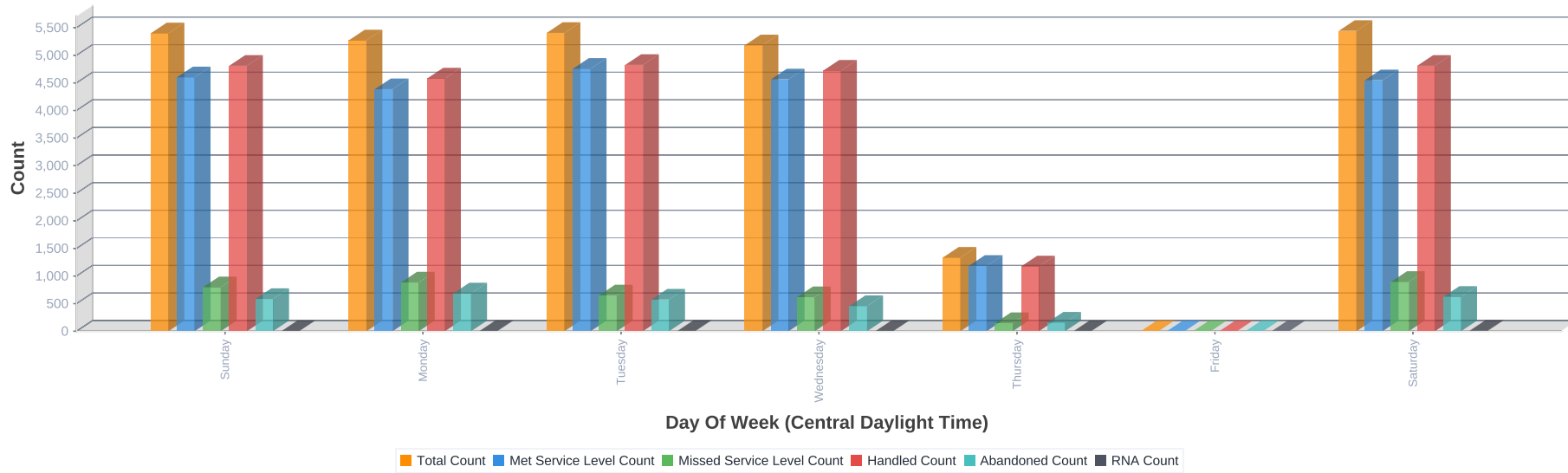


OnLineHelpDesk Count Statistics By Day Of Week



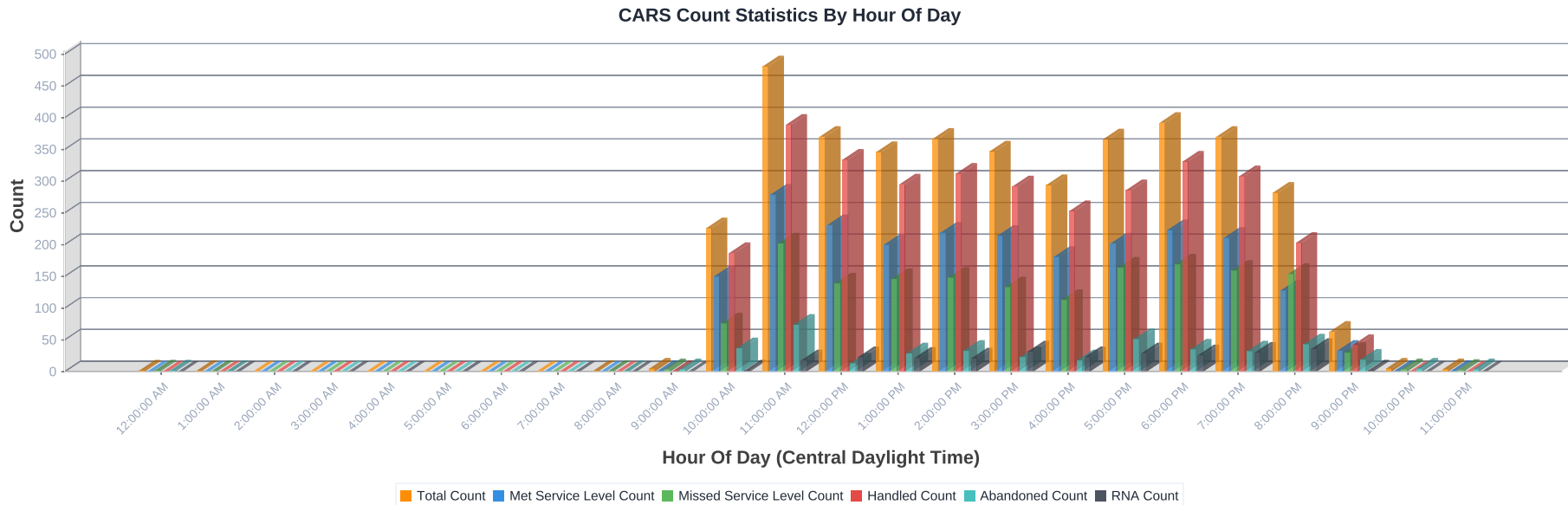
PhoneRoom Count Statistics By Day Of Week

PhoneRoom Count Statistics By Day Of Week



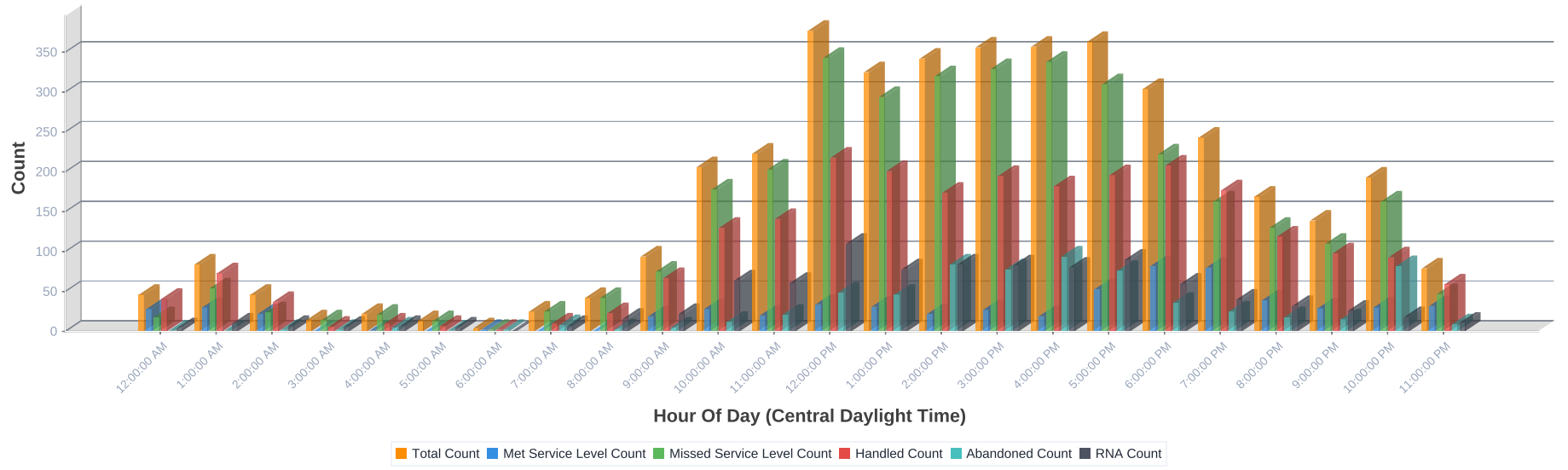
Hour over Hour Graphical

CARS Count Statistics By Hour Of Day



OnLineHelpDesk Count Statistics By Hour Of Day

OnLineHelpDesk Count Statistics By Hour Of Day



PhoneRoom Count Statistics By Hour Of Day

