

## TEMPLATE - Call Center 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

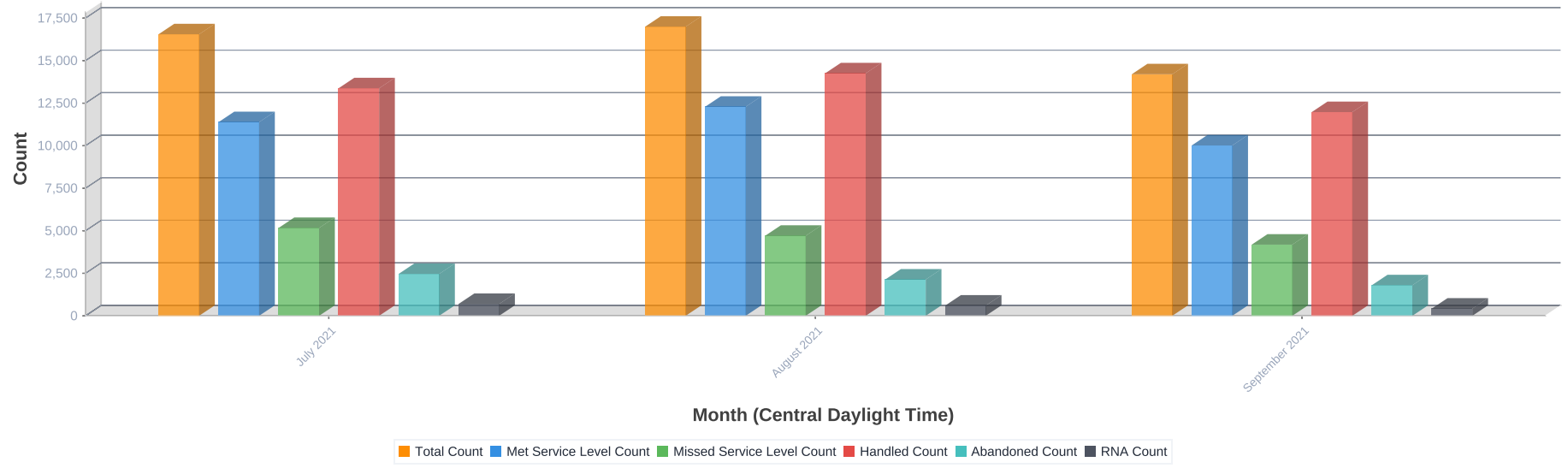
### Total Statistics

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
AREAHS	2	00:00:55	00:01:48	50%	50%	50%	0%	50%	00:00:32	00:00:01	00:00:00
BROOKS	460	00:01:44	00:05:36	50%	50%	72.17%	6.96%	20.65%	00:12:04	00:08:08	00:00:18
CANIP	0	00:00:00	00:00:00	0%	0%	0%	0%	0%	00:00:00	00:00:00	00:00:00
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
CARS UGRD Overflow	84	00:00:25	00:00:25	25%	75%	0%	0%	100%	00:00:00	00:00:00	00:00:00
CSD	3691	00:00:07	00:00:20	68.57%	31.43%	88.43%	1.68%	9.4%	00:08:23	00:06:59	00:00:09
DEV	3	00:00:07	00:00:07	66.67%	33.33%	0%	0%	100%	00:00:00	00:00:00	00:00:00
HS	2224	00:00:07	00:00:13	57.1%	42.9%	75.85%	8.36%	15.78%	00:09:30	00:06:56	00:00:00
HS_SMS	4	00:00:03	00:00:00	100%	0%	100%	0%	0%	00:00:05	00:00:05	00:00:00
ITHelp	2285	00:00:16	00:00:34	41.27%	58.73%	61.27%	2.45%	36.15%	00:08:05	00:02:53	00:00:08
MIL	87	00:00:20	00:00:23	56.32%	43.68%	58.62%	0%	41.38%	00:09:36	00:05:19	00:00:07
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
PENN	0	00:00:00	00:00:00	0%	0%	0%	0%	0%	00:00:00	00:00:00	00:00:00
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
PREADM	1582	00:00:17	00:00:38	56.38%	43.62%	72.44%	6.19%	21.37%	00:05:47	00:03:45	00:00:07
PREADM_SMS	4	00:00:06	00:00:06	75%	25%	0%	0%	100%	00:00:00	00:00:00	00:00:00
PRODEV	0	00:00:00	00:00:00	0%	0%	0%	0%	0%	00:00:00	00:00:00	00:00:00
REINST	1	00:00:02	00:00:00	100%	0%	100%	0%	0%	00:00:31	00:00:01	00:00:00
Test	6	00:00:11	00:00:11	50%	50%	0%	0%	100%	00:00:00	00:00:00	00:00:00
Tier1	21	00:19:01	00:19:01	0%	100%	0%	0%	100%	00:00:00	00:00:00	00:00:00
UGRDIP	143	00:00:17	00:00:42	50.35%	49.65%	66.43%	3.5%	30.07%	00:01:08	00:00:32	00:00:00
UGRDSMS	1124	00:00:12	00:00:18	64.41%	35.59%	88.97%	6.49%	4.54%	00:06:49	00:05:51	00:00:12
<b>Summary</b>	<b>47739</b>	<b>00:00:20</b>	<b>00:00:54</b>	<b>70.56%</b>	<b>29.44%</b>	<b>82.96%</b>	<b>3.61%</b>	<b>13.38%</b>	<b>00:03:54</b>	<b>00:02:42</b>	<b>00:00:12</b>

### Monthly Count Trends Graphical

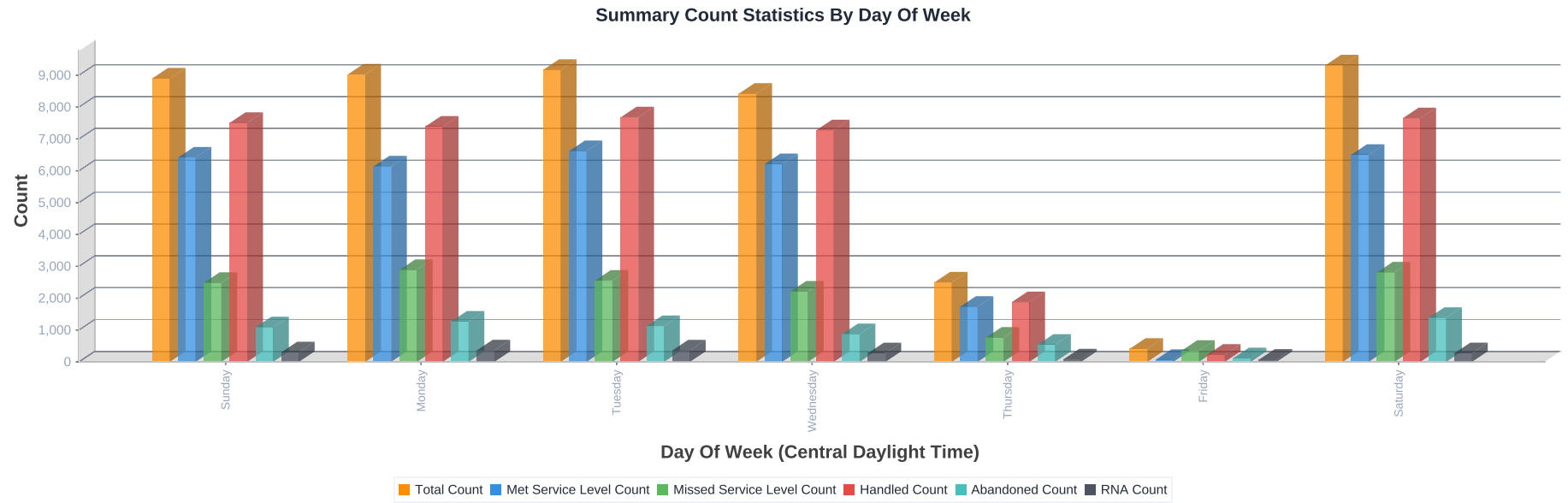
#### Summary Count Statistics By Month

Summary Count Statistics By Month



Day of Week statistics

Summary Count Statistics By Day Of Week



Hour over Hour Graphical

Summary Count Statistics By Hour Of Day

Summary Count Statistics By Hour Of Day

