



TEMPLATE - Call Queue Summary

Date/Time Range	Dec 01, 2025 12:00:00 AM CST - Feb 28, 2026 11:59:59 PM CST
Organization	Webex Sandbox (WbxCC)

Table of Contents

[Search Criteria Summary](#)

[CSQ Name Summary](#)

[Total Call Scenario Volume Charts](#)

[CSQ Name Grouping Call Scenario Volume Charts](#)

Search Criteria Summary

Search Set	Contact Count	Average Contact Queue Time	Handled Contact Count	Handled Contact %	Abandoned Contact Count	Abandoned Contact %	Average Abandoned Contact Queue Time	Average Contact Handle Time	Average Contact Talk Time	Average Contact Hold Time
Total Call Queue	295	00:00:20	47	15.93%	233	78.98%	00:00:20	00:00:23	00:00:06	00:00:02

CSQ Name Summary

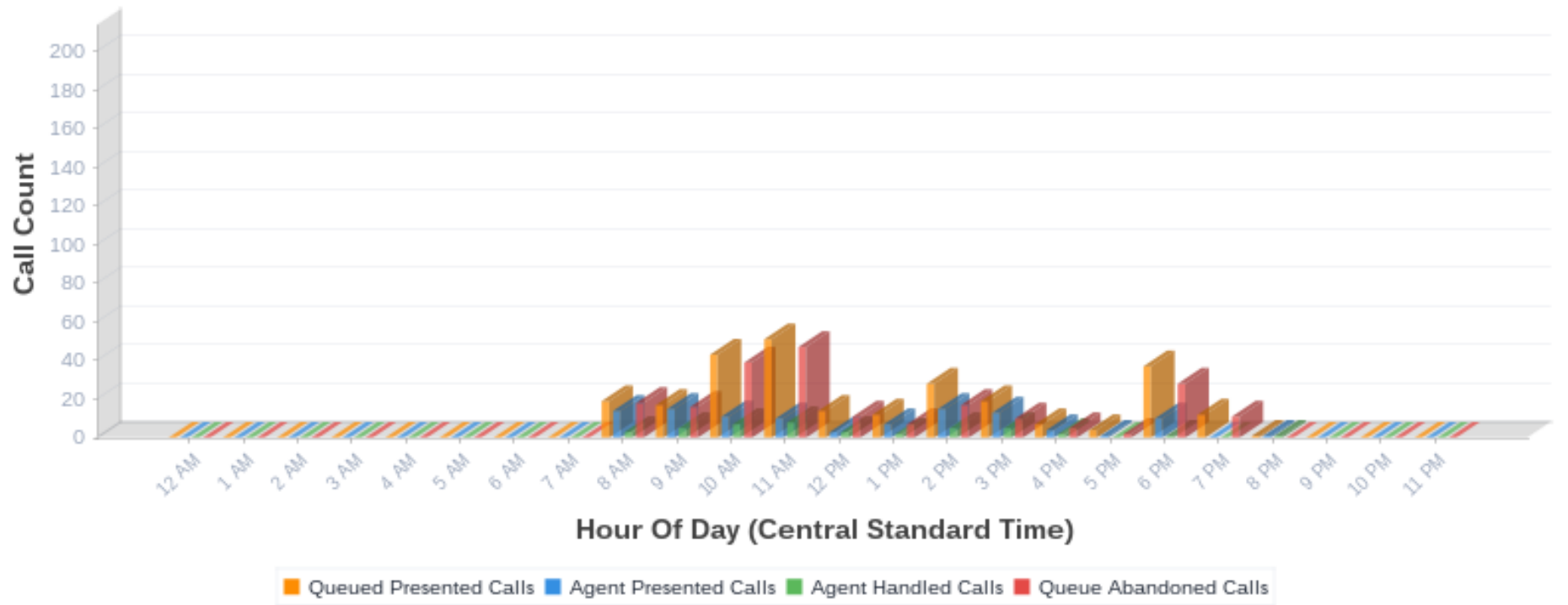


CSQ Name	Contact Count	Average Contact Duration	Handled Contact Count	Handled Contact %	Abandoned Contact Count	Abandoned Contact %	Average Abandoned Contact Queue Time	Average Contact Handle Time	Average Contact Talk Time	Average Contact Hold Time
CC SUPPORT QUEUE	264	00:00:37	28	10.61%	233	88.26%	00:00:23	00:00:09	00:00:05	00:00:02
OUTDIAL QUEUE-1	31	00:00:22	19	61.29%	0	0%	00:00:00	00:02:25	00:00:11	00:00:02
TOTALS	295	00:00:35	47	15.93%	233	78.98%	00:00:20	00:00:23	00:00:06	00:00:02

Total Call Scenario Volume By Hour Of Day

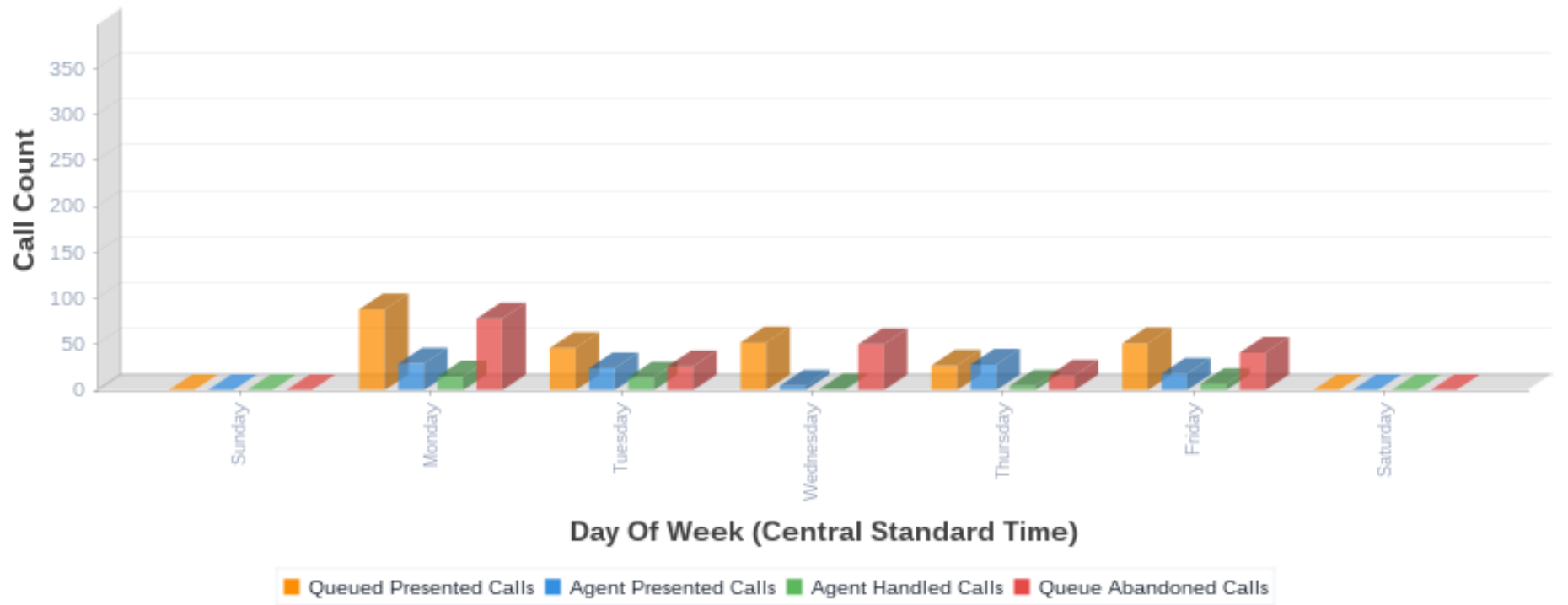


Total Call Scenario Volume By Hour Of Day



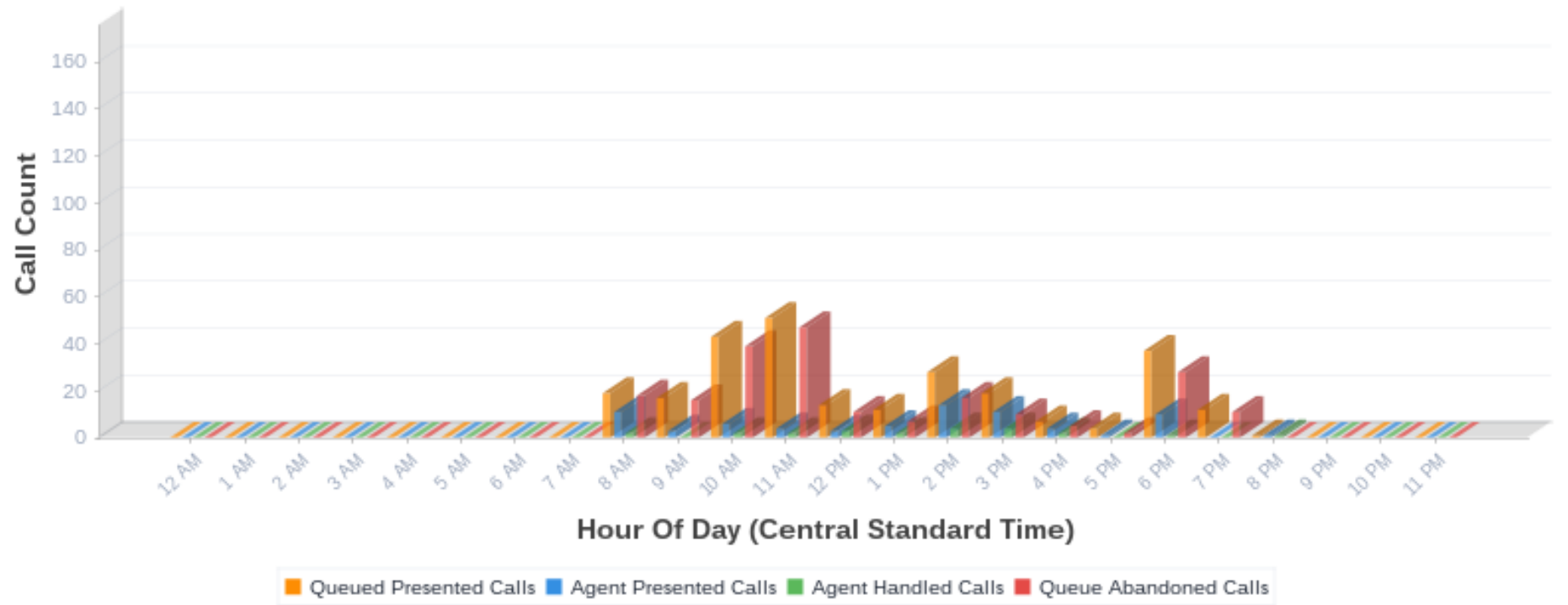
Total Call Scenario Volume By Day Of Week

Total Call Scenario Volume By Day Of Week



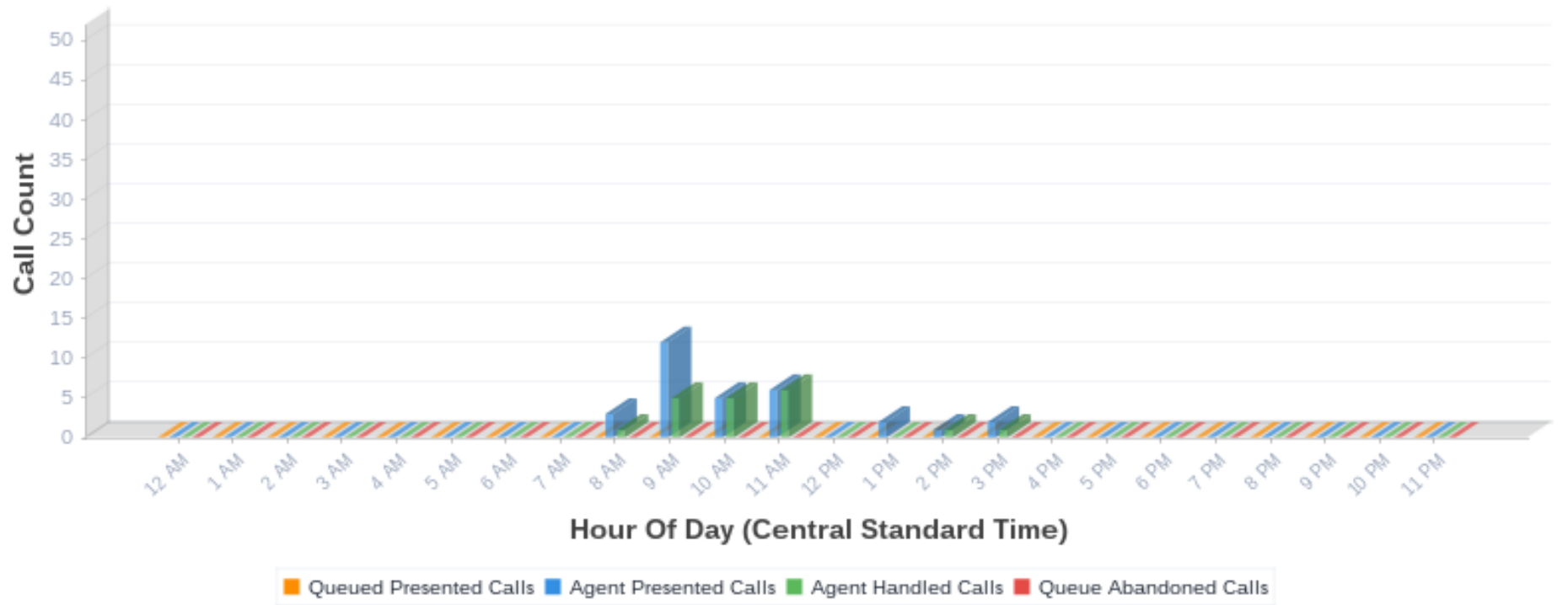
Call Scenario Volume for CSQ Name: CC SUPPORT QUEUE

Call Scenario Volume for CSQ Name: CC SUPPORT QUEUE



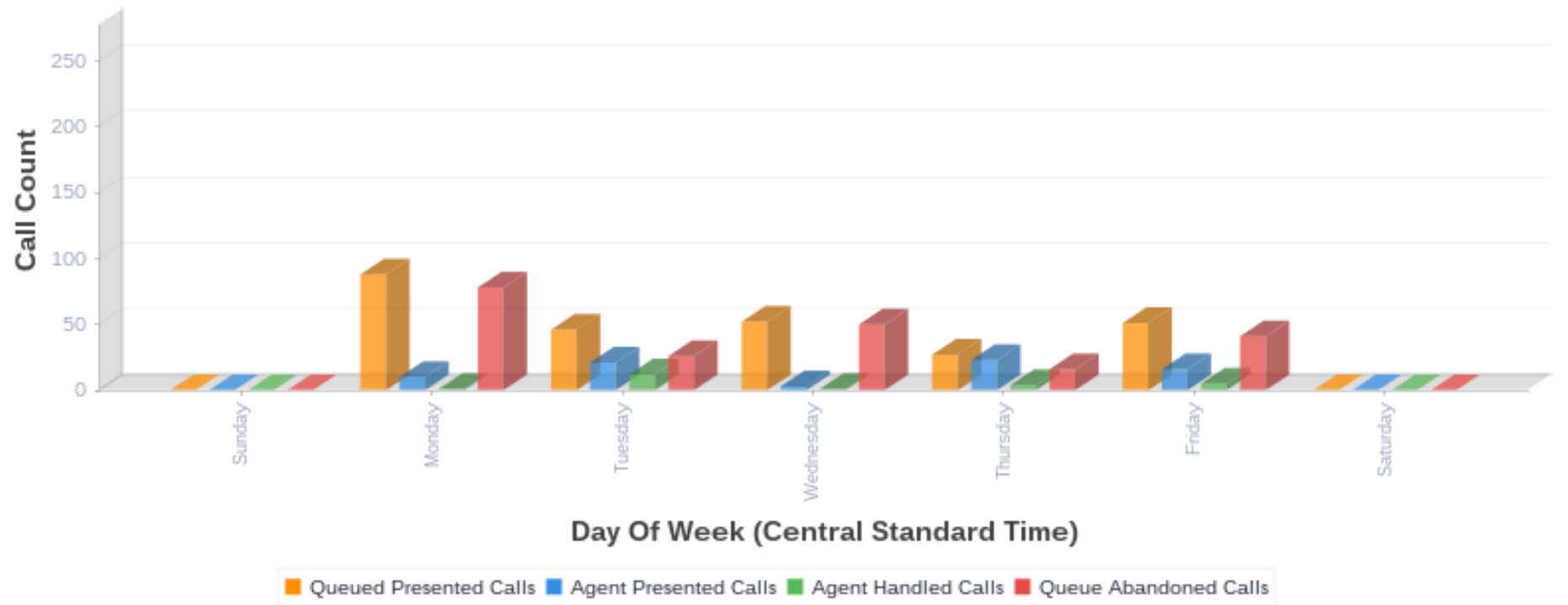
Call Scenario Volume for CSQ Name: OUTDIAL QUEUE-1

Call Scenario Volume for CSQ Name: OUTDIAL QUEUE-1



Call Scenario Volume for CSQ Name: CC SUPPORT QUEUE

Call Scenario Volume for CSQ Name: CC SUPPORT QUEUE



Call Scenario Volume for CSQ Name: OUTDIAL QUEUE-1

Call Scenario Volume for CSQ Name: OUTDIAL QUEUE-1

