

2009-03-30 to 2009-03-30 AGENTDIRECT 9AM-1AM SUBMIT

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Closer Service-Level Stats 2009-03-31 00:31:02

Time range 1 days: 2009-03-30 09:00:00 to 2009-03-31 00:59:59

SHIFT DATE-TIME RANGE	DROPS	DROP %	AVG DROP (s)	HOLD	HOLD %	AVG HOLD (s)	AVG HOLD (s)	TOTAL CALLS	TOTAL CALLTIME MIN:SEC	AVG CALLTIME SECONDS
2009-03-30 09:00:00 - 2009-03-31 00:59:59	51	3.99%	15.98	370	28.93%	19.49	5.64	1279	5556:46	261
TOTALS	51	3.99%	15.98	370	28.93%	19.49	5.64	1279	5563:22	261

----- HOLD TIME, CALL AND DROP STATS

GRAPH IN 15 MINUTE INCREMENTS OF AVERAGE HOLD TIME FOR CALLS TAKEN INTO THIS IN-GROUP

TIME 15 MIN INT	AVG HOLD TIME (sec)					(in seconds)		CALLS HANDLED					DROPS	TOTAL	
	0	12	26	41	50	AVG	MAX	0	10	23	35	43			
+09:00-09:15+						0	0	**C						0	1
09:15-09:30	*****H					18	28	*****C						0	21
09:30-09:45	*****H					15	21	*****C						0	31
09:45-10:00	*****H					12	25	*****C						0	22
+10:00-10:15+	*****H					32	64	>D*****C						1	30
10:15-10:30	*****H					17	30	>D*****C						1	22
10:30-10:45	*****H					13	15	>D*****C						1	18
10:45-11:00	****H					5	9	>D*****C						1	21
+11:00-11:15+	*****H					8	12	*****C						0	20
11:15-11:30	*****H					15	25	*****C						0	25
11:30-11:45	*****H					21	65	>D*****C						1	29
11:45-12:00						0	0	*****C						0	19
+12:00-12:15+						0	0	*****C						0	16
12:15-12:30	*****H					20	48	>D*****C						1	21
12:30-12:45	*****H					17	40	>>D*****C						4	41
12:45-13:00	*****H					33	82	>>D*****C						3	29
+13:00-13:15+	*****H					34	69	>D*****C						2	22
13:15-13:30	*****H					28	64	>>D*****C						4	37
13:30-13:45	*****H					27	110	>>D*****C						4	30
13:45-14:00	****H					9	22	>D*****C						2	24
+14:00-14:15+	*****H					23	48	*****C						0	30

----- CALL HOLD TIME BREAKDOWN IN SECONDS

TIME 15 MIN INT	CALLS	% OF CALLS GROUPED BY HOLD TIME (SEC)									AVERAGE TIME BEFORE ANSWER (SEC)						
		0	20	40	60	80	100	120	120+	AVG	0	20	40	60	80	100	120
+09:00-09:15+	1	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
09:15-09:30	21	76	10	14	0	0	0	0	0	0	18	xxxxx					
09:30-09:45	31	77	16	6	0	0	0	0	0	0	15	xxxxxx					
09:45-10:00	22	77	14	9	0	0	0	0	0	0	12	xxxxx					
+10:00-10:15+	30	50	17	20	10	3	0	0	0	0	32	xxxxxxxxxxx					
10:15-10:30	22	91	5	5	0	0	0	0	0	0	17	xxxxxx					
10:30-10:45	18	89	11	0	0	0	0	0	0	0	13	xxxxx					
10:45-11:00	21	86	14	0	0	0	0	0	0	0	5	xxx					
+11:00-11:15+	20	90	10	0	0	0	0	0	0	0	8	xxxx					
11:15-11:30	25	80	12	8	0	0	0	0	0	0	15	xxxxxx					
11:30-11:45	29	38	38	14	7	3	0	0	0	0	21	xxxxxxxx					
11:45-12:00	19	100	0	0	0	0	0	0	0	0	0						
+12:00-12:15+	16	100	0	0	0	0	0	0	0	0	0						
12:15-12:30	21	71	19	0	10	0	0	0	0	0	20	xxxxxxx					
12:30-12:45	41	46	34	20	0	0	0	0	0	0	17	xxxxxx					
12:45-13:00	29	69	10	17	0	0	3	0	0	0	33	xxxxxxxxxxx					
+13:00-13:15+	22	77	9	5	5	5	0	0	0	0	34	xxxxxxxxxxx					
13:15-13:30	37	51	19	16	11	3	0	0	0	0	28	xxxxxxxxxx					
13:30-13:45	30	27	37	23	7	0	3	3	0	0	27	xxxxxxxxxx					
13:45-14:00	24	88	8	4	0	0	0	0	0	0	9	xxxx					
+14:00-14:15+	30	73	13	10	3	0	0	0	0	0	23	xxxxxxxxx					
14:15-14:30	21	81	14	5	0	0	0	0	0	0	11	xxxx					
14:30-14:45	30	57	23	20	0	0	0	0	0	0	15	xxxxxx					
14:45-15:00	10	90	0	10	0	0	0	0	0	0	21	xxxxxxx					
+15:00-15:15+	28	71	18	7	4	0	0	0	0	0	23	xxxxxxxxx					
15:15-15:30	21	100	0	0	0	0	0	0	0	0	0						
15:30-15:45	24	88	8	4	0	0	0	0	0	0	18	xxxxxx					
15:45-16:00	26	85	12	0	4	0	0	0	0	0	23	xxxxxxxxx					
+16:00-16:15+	32	41	47	6	6	0	0	0	0	0	16	xxxxxx					
16:15-16:30	18	89	11	0	0	0	0	0	0	0	6	xxx					
16:30-16:45	25	80	20	0	0	0	0	0	0	0	7	xx					
16:45-17:00	28	82	0	7	7	4	0	0	0	0	48	xxxxxxxxxxxxxxx					
+17:00-17:15+	24	83	17	0	0	0	0	0	0	0	11	xxxx					
17:15-17:30	19	79	21	0	0	0	0	0	0	0	10	xxxx					
17:30-17:45	2	100	0	0	0	0	0	0	0	0	0						
17:45-18:00	0	0	0	0	0	0	0	0	0	0	0						
+18:00-18:15+	3	100	0	0	0	0	0	0	0	0	0						
18:15-18:30	24	75	13	13	0	0	0	0	0	0	19	xxxxxxx					
18:30-18:45	15	80	13	7	0	0	0	0	0	0	14	xxxxx					
18:45-19:00	17	76	24	0	0	0	0	0	0	0	12	xxxxx					
+19:00-19:15+	11	91	9	0	0	0	0	0	0	0	11	xxxx					
19:15-19:30	20	50	40	10	0	0	0	0	0	0	13	xxxxx					
19:30-19:45	18	83	17	0	0	0	0	0	0	0	6	xx					
19:45-20:00	16	94	0	6	0	0	0	0	0	0	29	xxxxxxxxxxx					
+20:00-20:15+	20	65	25	10	0	0	0	0	0	0	12	xxxxx					
20:15-20:30	21	95	5	0	0	0	0	0	0	0	17	xxxxxx					
20:30-20:45	29	55	21	14	10	0	0	0	0	0	27	xxxxxxxxxxx					
20:45-21:00	15	73	27	0	0	0	0	0	0	0	6	xx					
+21:00-21:15+	28	54	36	11	0	0	0	0	0	0	16	xxxxxx					

21:15-21:30	27	48	30	22	0	0	0	0	0	0	17	xxxxx	
21:30-21:45	24	79	21	0	0	0	0	0	0	0	7	xxx	
21:45-22:00	22	55	41	5	0	0	0	0	0	0	12	xxxxx	
+22:00-22:15+	22	59	27	14	0	0	0	0	0	0	20	xxxxxxxx	
22:15-22:30	18	89	6	0	0	6	0	0	0	0	41	xxxxxxxxxxxx	
22:30-22:45	22	68	18	9	5	0	0	0	0	0	22	xxxxxxxx	
22:45-23:00	22	68	32	0	0	0	0	0	0	0	10	xxx	
+23:00-23:15+	20	75	5	20	0	0	0	0	0	0	25	xxxxxxxx	
23:15-23:30	19	58	21	21	0	0	0	0	0	0	19	xxxxxxxx	
23:30-23:45	17	76	12	12	0	0	0	0	0	0	26	xxxxxxxx	
23:45-00:00	11	64	18	18	0	0	0	0	0	0	16	xxxxxx	
+00:00-00:15+	1	100	0	0	0	0	0	0	0	0	0		
00:15-00:30	0	0	0	0	0	0	0	0	0	0	0		
00:30-00:45	0	0	0	0	0	0	0	0	0	0	0		
00:45-01:00	0	0	0	0	0	0	0	0	0	0	0		
+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+													
TOTAL		1279		71	18	8	2	0	0	0	0		19.4
+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+													

Run Time: 0 seconds

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