

Date Range: 2009-03-30 to 2009-03-30

Inbound Groups:
 ---NONE---
 AGENTDIRECT
 INBOUND
INBOUND2
 CL_TESTCAMP_L

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Shift: ALL

Auto-dial Closer Stats: |INBOUND2| 2009-03-30 23:59:42

Time range: 2009-03-30 00:00:00 to 2009-03-30 23:59:59

----- TOTALS

Total calls taken in to this In-Group: 1278
 Average Call Length for all Calls: 261 seconds
 Answered Calls: 1226 96%
 Average queue time for Answered Calls: 5.22 seconds
 Calls taken into the IVR for this In-Group: 0

----- DROPS

Total DROP Calls: 51 4% drop/answered: 4%
 Average hold time for DROP Calls: 16 seconds

----- CUSTOM INDICATORS

GDE (Answered/Total calls taken in to this In-Group): 96%
 ACR (Dropped/Answered): 4%
 TMR1 (Answered within 20 seconds/Answered): 93%
 TMR2 (Answered within 30 seconds/Answered): 98%

----- QUEUE STATS

Total Calls That entered Queue: 370 29%
 Average QUEUE Length for queue calls: 19.49 seconds
 Average QUEUE Length across all calls: 5.64 seconds

----- CALL HOLD TIME BREAKDOWN IN SECONDS

	0	5	10	15	20	25	30	35	40	45	50	55	60	90	+90	TOTAL
	908	84	27	63	56	45	24	16	21	7	7	8	3	8	1	1278

----- CALL DROP TIME BREAKDOWN IN SECONDS

	0	5	10	15	20	25	30	35	40	45	50	55	60	90	+90	TOTAL
	1	14	7	9	5	4	6	1	1			2		1		51

CALL ANSWERED TIME AND PERCENT BREAKDOWN IN SECONDS

	0	5	10	15	20	25	30	35	40	45	50	55	60	90	+90	TOTAL
INTERVAL	906	70	20	54	51	41	18	15	20	7	7	6	3	7	1	1226
INT %	71%	5%	2%	4%	4%	3%	1%	1%	2%	1%	1%	0%	0%	1%	0%	
CUMULATIVE	906	976	996	1050	1101	1142	1160	1175	1195	1202	1209	1215	1218	1225	1226	1226
CUM %	71%	76%	78%	82%	86%	89%	91%	92%	94%	94%	95%	95%	95%	96%	96%	
CUM ANS %	74%	80%	81%	86%	90%	93%	95%	96%	97%	98%	99%	99%	99%	100%	100%	

----- CALL HANGUP REASON STATS

HANGUP REASON	CALLS
CALLER	368
AGENT	857
ABANDON	51
NONE	2
TOTAL:	1278

----- CALL STATUS STATS

STATUS	DESCRIPTION	CATEGORY	CALLS	TOTAL TIME	AVG TIME	CALLS/HOUR
A5	No rebuttal State	CONTACTS	45	1:54:48	0:02:33	0.49
A6	No Hold	CONTACTS	123	2:21:01	0:01:09	1.33
A8	Verification Cancel	CONTACTS	236	12:57:03	0:03:18	2.55
DNC	DO NOT CALL	CONTACTS	16	0:47:40	0:02:59	0.17
DROP	Agent Not Available	UNDEFINED	51	0:13:35	0:00:16	0.55
G1	SALE Value Plus	CONTACTS	209	13:44:43	0:03:57	2.26
G2	SALE Value Plus and	CONTACTS	86	8:05:55	0:05:39	0.93
G3	SALE Value Plus and	CONTACTS	33	3:15:52	0:05:56	0.36
G4	SALE Value Plus - PH	CONTACTS	474	49:03:0-0	0:06:13	5.12
INCALL	Lead Being Called	CONTACTS	4	0:08:18	0:02:05	0.04
QUEUE	Lead To Be Called	CONTACTS	1	0:00:00	0:00:00	0.01
TOTAL:			1278	92:31:55	0:04:21	13.81

----- CUSTOM STATUS CATEGORY STATS

CATEGORY	CALLS	DESCRIPTION
CONTACTS	1227	Live Person Contacts
NONDIALABLE	0	Leads that cannot be dialed ag
TOTAL	1227	

----- AGENT STATS

AGENT	CALLS	TIME M	AVRG M
1069 - DESMOND SMITH	70	313:34	4:29
1075 - STEVE JONES	42	177:16	4:13
1080 - SOPHIA JOHNSON	62	243:16	3:55
1091 - ISAIAH SMITH	26	161:00	6:12
1096 - NATHAN JONES	13	66:48	5:08
1149 - HARRY JOHNSON	19	54:51	2:53
1159 - DAVID SMITH	55	250:26	4:33
1232 - SHELLEY JONES	73	343:27	4:42
1346 - GEORGINA WILSON	8	28:12	3:32
1406 - CHAD SMITH	77	342:40	4:27
1424 - JARRETT JONES	51	249:26	4:53
1625 - MELISSA SMITH	54	198:42	3:41
1731 - SERGIO JOHNSON	30	98:54	3:18
1741 - CORIN JAMES	1	4:53	4:53
1755 - LAURA SMITH	65	347:03	5:20
1762 - LEA JONES	89	364:24	4:06
1768 - CHRIS SMITH	32	191:26	5:59
1809 - ELIZABETH JONES	18	92:36	5:09
1861 - BOB JOHNSON	74	384:54	5:12
1921 - MAX SMITH	5	18:54	3:47
2111 - CHRIS JONES	4	8:37	2:09
2123 - HARRY TAYLOR	18	88:30	4:55
2139 - BERNARD SMITH	1	3:54	3:54
2145 - SERENA WILSON	61	268:23	4:24
2174 - CHRIS JAMES	85	377:35	4:27
2183 - LINDA JONES	64	306:55	4:48
2212 - BRADLEY SMITH	2	4:31	2:16
2224 - BETHANY JOHNSON	2	20:42	10:21
2246 - ANTHONY JONES	3	25:17	8:26
2248 - DEANA JOHNSON	44	228:38	5:12
2269 - ALEC SMITH	64	230:23	3:36
2302 - SANDRA WILSON	1	2:31	2:31
2310 - DARCIIE JONES	1	3:29	3:29
2316 - LARRY JOHNSON	4	15:06	3:47
2324 - LYNN SMITH	2	4:44	2:22
2326 - DENNIS JONES	1	5:40	5:40

2333	- MICHAEL JAMES		2		4:01		2:01	
2342	- NAFISA SMITH		2		6:42		3:21	
+-----+-----+-----+-----+-----+-----+-----+-----+-----+								
	TOTAL Agents:	38		1225		5538:20		4:31
+-----+-----+-----+-----+-----+-----+-----+-----+-----+								

----- TIME STATS

GRAPH IN 15 MINUTE INCREMENTS OF TOTAL CALLS TAKEN INTO THIS IN-GROUP

+-----+-----+-----+-----+-----+-----+-----+-----+-----+																				
+	HOUR	0	2	5	7	10	13	16	18	21	24	27	30	33	36	39	41	DROPS	TOTAL	+
+-----+-----+-----+-----+-----+-----+-----+-----+-----+																				
+0800+		***X																0	1	
	15	*****X																0	21	
	30	*****X																0	31	
	45	*****X																0	22	
+0900+		>>>D*****X																1	30	
	15	>>>D*****X																1	22	
	30	>>>D*****X																1	18	
	45	>>>D*****X																1	21	
+1000+		*****X																0	20	
	15	*****X																0	25	
	30	>>>D*****X																1	29	
	45	*****X																0	19	
+1100+		*****X																0	16	
	15	>>>D*****X																1	21	
	30	>>>>>>>D*****X																4	41	
	45	>>>>>>>D*****X																3	29	
+1200+		>>>>>>>D*****X																2	22	
	15	>>>>>>>D*****X																4	37	
	30	>>>>>>>D*****X																4	30	
	45	>>>>>D*****X																2	24	
+1300+		*****X																0	30	
	15	>>>D*****X																1	21	
	30	>>>>>>>D*****X																3	30	
	45	*****X																0	10	
+1400+		*****X																0	28	
	15	*****X																0	21	
	30	>>>D*****X																1	24	
	45	>>>D*****X																1	26	
+1500+		>>>>>D*****X																2	32	
	15	*****X																0	18	
	30	>>>D*****X																1	25	
	45	>>>D*****X																1	28	
+1600+		>>>D*****X																1	24	
	15	*****X																0	19	
	30	*****X																0	2	
	45																			
+1700+		*****X																0	3	
	15	>>>>>D*****X																2	24	
	30	*****X																0	15	

+2000+	15	1	1	3	4	1	1	1	-	-	-	-	-	-	-	27
15	13	3	1	1	3	4	1	1	-	-	-	-	-	-	-	27
30	19	3	1	-	1	-	-	-	-	-	-	-	-	-	-	24
45	12	4	-	2	2	-	-	1	-	-	-	-	-	-	-	21
+2100+	13	1	1	-	4	-	1	-	1	-	-	-	-	-	-	21
15	16	-	-	-	1	-	-	-	-	-	-	-	-	1	-	18
30	14	-	-	2	1	1	1	-	-	-	-	1	-	-	-	20
45	15	1	1	1	2	-	-	-	-	-	-	-	-	-	-	20
+2200+	14	-	-	-	1	-	3	-	-	-	-	-	-	-	-	18
15	11	1	-	2	1	2	2	-	-	-	-	-	-	-	-	19
30	13	-	-	2	-	-	-	-	2	-	-	-	-	-	-	17
45	7	2	-	-	-	1	-	-	1	-	-	-	-	-	-	11
+2300+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
15	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
30	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
45	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
+2400+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
TOTALS																1226

Run Time: 1 seconds

powered by

