

CALL PERFORMANCE 2013-12 LOCATION 52622.xlsx

Description	12/02/13	12/03/13	12/04/13	12/05/13	12/06/13
ACD Calls offered	2,615	1,982	1,163	1,124	1,012
ACD Calls answered	1,531	1,157	1,121	1,070	981
ACD Calls abandoned	1,084	825	42	54	31
ACD Calls abandoned (%)	41.45%	41.62%	3.61%	4.80%	3.06%
ACD Calls answered (%)	58.55%	58.38%	96.39%	95.20%	96.94%
ACD Total answered call time	127:03:01	10:57:10	9:58:33	9:28:24	8:04:54
ACD Total answered talk time	121:01:13	10:43:24	9:50:04	9:18:06	7:58:39
ACD Total answered wait time	292:24:21	16:52:42	1:00:20	1:02:50	0:58:36
ACD Total abandoned wait time	104:16:51	6:50:33	0:12:12	0:24:02	0:11:40
ACD Average answered call time	0:04:59	0:05:07	0:04:48	0:04:47	0:04:27
ACD Average answered wait time	0:11:28	0:07:53	0:00:29	0:00:32	0:00:32
ACD Average abandoned wait time	0:05:46	0:04:29	0:02:37	0:03:56	0:03:23
Ring No Answers	27	25	20	18	25

Weekly

ACD Calls offered	7,896
ACD Calls answered	5,860
ACD Calls abandoned	2,036
ACD Calls abandoned (%)	25.79%
ACD Calls answered (%)	74.21%
ACD Total answered call time	165:32:03
ACD Total answered talk time	158:51:26
ACD Total answered wait time	312:18:48
ACD Total abandoned wait time	111:55:17
ACD Average answered call time	0:04:50
ACD Average answered wait time	0:04:11
ACD Average abandoned wait time	0:04:02
Ring No Answers	115

Daily

CALL PERFORMANCE 2013-12 LOCATION 52622.xlsx

Description	12/09/13	12/10/13	12/11/13	12/12/13	12/13/13
ACD Calls offered	1,672	1,172	924	1,025	920
ACD Calls answered	1,418	1,112	890	980	870
ACD Calls abandoned	254	60	34	45	50
ACD Calls abandoned (%)	15.19%	5.12%	3.68%	4.39%	5.43%
ACD Calls answered (%)	84.81%	94.88%	96.32%	95.61%	94.57%
ACD Total answered call time	112:41:22	84:33:56	66:19:05	71:46:05	64:23:11
ACD Total answered talk time	110:55:15	83:14:20	65:24:41	70:25:57	63:04:23
ACD Total answered wait time	58:33:49	12:24:49	5:43:38	7:21:43	6:47:34
ACD Total abandoned wait time	10:33:57	3:26:38	1:50:20	2:28:22	2:44:10
ACD Average answered call time	0:04:46	0:04:34	0:04:22	0:04:24	0:04:26
ACD Average answered wait time	0:02:29	0:00:40	0:00:23	0:00:27	0:00:28
ACD Average abandoned wait time	0:02:30	0:03:27	0:03:15	0:03:22	0:03:17
Ring No Answers	21	25	25	12	19

Weekly

ACD Calls offered	5,713
ACD Calls answered	5,270
ACD Calls abandoned	443
ACD Calls abandoned (%)	7.75%
ACD Calls answered (%)	92.25%
ACD Total answered call time	399:43:39
ACD Total answered talk time	393:04:36
ACD Total answered wait time	90:51:33
ACD Total abandoned wait time	4:12:41
ACD Average answered call time	0:04:30
ACD Average answered wait time	0:00:53
ACD Average abandoned wait time	0:03:10
Ring No Answers	102

Daily

CALL PERFORMANCE 2013-12 LOCATION 52622.xlsx

Description	12/16/13	12/17/13	12/18/13	12/19/13	12/20/13
ACD Calls offered	1,538	1,188	802	758	659
ACD Calls answered	1,435	1,133	778	730	629
ACD Calls abandoned	103	55	24	28	30
ACD Calls abandoned (%)	6.70%	4.63%	2.99%	3.69%	4.55%
ACD Calls answered (%)	93.30%	95.37%	97.01%	96.31%	95.45%
ACD Total answered call time	11:44:20	8:52:38	5:42:22	5:39:40	4:28:02
ACD Total answered talk time	11:32:28	8:40:41	5:35:30	5:34:02	4:22:16
ACD Total answered wait time	1:54:16	0:50:36	0:34:15	0:31:43	0:31:37
ACD Total abandoned wait time	0:48:01	0:22:06	0:06:57	0:10:16	0:10:57
ACD Average answered call time	0:04:25	0:04:14	0:03:08	0:04:11	0:03:50
ACD Average answered wait time	0:00:43	0:00:24	0:00:24	0:00:23	0:00:27
ACD Average abandoned wait time	0:04:12	0:03:37	0:02:36	0:03:18	0:03:17
Ring No Answers	32	22	15	10	17

Weekly

ACD Calls offered	4,945
ACD Calls answered	4,705
ACD Calls abandoned	240
ACD Calls abandoned (%)	4.85%
ACD Calls answered (%)	95.15%
ACD Total answered call time	36:27:01
ACD Total answered talk time	35:44:57
ACD Total answered wait time	4:22:27
ACD Total abandoned wait time	0:19:39
ACD Average answered call time	0:03:58
ACD Average answered wait time	0:00:28
ACD Average abandoned wait time	0:03:24
Ring No Answers	96

Daily

CALL PERFORMANCE 2013-12 LOCATION 52622.xlsx

Description	12/23/13	12/24/13	12/25/13	12/26/13	12/27/13
ACD Calls offered	882	226	0	788	785
ACD Calls answered	847	223	0	772	767
ACD Calls abandoned	35	3	0	16	18
ACD Calls abandoned (%)	3.97%	1.33%	#DIV/0!	2.03%	2.29%
ACD Calls answered (%)	96.03%	98.67%	#DIV/0!	97.97%	97.71%
ACD Total answered call time	57:46:04	14:10:26	0:00:00	46:48:18	34:32:23
ACD Total answered talk time	56:58:53	13:52:26	0:00:00	46:05:14	34:00:36
ACD Total answered wait time	6:31:13	1:21:52	0:00:00	4:56:44	4:42:01
ACD Total abandoned wait time	1:58:09	0:04:52	0:00:00	0:40:08	1:02:29
ACD Average answered call time	0:04:06	0:03:53		0:03:38	0:02:42
ACD Average answered wait time	0:00:28	0:00:22		0:00:23	0:00:22
ACD Average abandoned wait time	0:03:23	0:01:37		0:02:31	0:03:28
Ring No Answers	30	7		15	8

Weekly

ACD Calls offered	2,681
ACD Calls answered	2,609
ACD Calls abandoned	72
ACD Calls abandoned (%)	2.69%
ACD Calls answered (%)	97.31%
ACD Total answered call time	153:17:11
ACD Total answered talk time	150:57:09
ACD Total answered wait time	17:31:50
ACD Total abandoned wait time	0:45:08
ACD Average answered call time	0:03:35
ACD Average answered wait time	0:00:24
ACD Average abandoned wait time	0:02:45
Ring No Answers	60

Daily

CALL PERFORMANCE 2013-12 LOCATION 52622.xlsx

Description	12/30/13	12/31/13	Totals
ACD Calls offered	2,089	419	23,743
ACD Calls answered	1,573	400	20,417
ACD Calls abandoned	516	19	3,326
ACD Calls abandoned (%)	0.00%	4.53%	14.01%
ACD Calls answered (%)	75.30%	95.47%	85.99%
ACD Total answered call time	132:22:10	28:38:45	916:00:49
ACD Total answered talk time	130:18:00	28:15:42	897:11:50
ACD Total answered wait time	129:45:03	2:29:26	557:19:07
ACD Total abandoned wait time	28:12:06	1:04:09	167:38:54
ACD Average answered call time	0:05:03	0:04:20	0:04:18
ACD Average answered wait time	0:04:57	0:00:23	0:01:39
ACD Average abandoned wait time	0:03:17	0:03:23	0:03:22
Ring No Answers	20	7	400

Weekly

ACD Calls offered	2,508	23,743
ACD Calls answered	1,973	20,417
ACD Calls abandoned	535	3,326
ACD Calls abandoned (%)	21.33%	14.01%
ACD Calls answered (%)	78.67%	85.99%
ACD Total answered call time	161:00:55	916:00:49
ACD Total answered talk time	158:33:42	897:11:50
ACD Total answered wait time	132:14:29	557:19:07
ACD Total abandoned wait time	14:38:07	131:50:53
ACD Average answered call time	0:04:41	0:04:19
ACD Average answered wait time	0:02:40	0:01:43
ACD Average abandoned wait time	0:03:20	0:03:20
Ring No Answers	27	400

Daily

CALL PERFORMANCE 2013-12 LOCATION 52622.xlsx

Calls Offered December, 2013

Date	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
2-Dec	198	200	187	128	145	131	164	189	189	1,531
3-Dec	122	146	155	84	117	116	146	176	95	1,157
4-Dec	138	169	164	107	110	119	142	94	78	1,121
5-Dec	149	160	142	123	101	116	153	112	68	1,124
6-Dec	100	132	163	121	107	108	103	106	72	1,012
9-Dec	212	271	226	176	177	163	206	152	89	1,672
10-Dec	139	151	160	133	117	157	124	107	84	1,172
11-Dec	98	121	108	115	118	90	104	94	76	924
12-Dec	121	116	137	117	133	118	111	115	57	1,025
13-Dec	126	135	101	114	90	115	91	85	63	920
16-Dec	227	226	202	207	152	134	162	122	106	1,538
17-Dec	159	158	123	137	133	128	134	131	85	1,188
18-Dec	107	109	120	86	91	90	92	61	46	802
19-Dec	107	115	107	108	71	51	82	73	44	758
20-Dec	111	100	80	87	78	76	63	41	23	659
23-Dec	116	131	96	108	98	102	98	76	57	882
24-Dec	58	67	58	36	3	1	1	1	1	226
26-Dec	121	106	96	106	61	85	76	84	53	788
27-Dec	119	110	98	107	84	98	69	62	38	785
30-Dec	270	317	314	283	222	212	197	158	116	2,089
31-Dec	74	114	112	106	9	1	1	1	1	419
	2,872	3,154	2,949	2,589	2,217	2,211	2,319	2,040	1,441	21,792

Hourly Calls Offered

CALL PERFORMANCE 2013-12 LOCATION 52622.xlsx

Calls Answered December, 2013

Date	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
2-Dec	198	200	187	128	145	131	164	189	189	1,531
3-Dec	122	146	155	84	117	116	146	176	95	1,157
4-Dec	138	169	164	107	110	119	142	94	78	1,121
5-Dec	140	150	141	110	93	114	152	106	64	1,070
6-Dec	97	131	159	120	104	105	98	100	67	981
9-Dec	161	224	202	154	157	114	172	149	85	1,418
10-Dec	135	148	156	123	112	131	124	100	83	1,112
11-Dec	97	118	108	115	103	89	100	84	76	890
12-Dec	118	114	134	110	118	113	110	107	56	980
13-Dec	119	126	91	110	87	109	86	83	59	870
16-Dec	209	221	187	185	142	125	155	120	91	1,435
17-Dec	156	148	121	125	129	120	133	119	82	1,133
18-Dec	106	109	117	84	83	88	87	59	45	778
19-Dec	101	113	104	100	70	49	82	70	41	730
20-Dec	93	99	78	87	73	72	63	41	23	629
23-Dec	107	125	90	102	98	99	97	75	54	847
24-Dec	57	66	58	35	3	1	1	1	1	223
26-Dec	118	104	95	105	59	83	75	80	53	772
27-Dec	117	109	96	105	79	97	69	57	38	767
30-Dec	179	213	222	199	182	151	176	152	99	1,573
31-Dec	74	104	105	104	9	1	1	1	1	400
	2,642	2,937	2,770	2,392	2,073	2,027	2,233	1,963	1,380	20,417

Hourly Calls Answered

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Calls Abandoned December, 2013

Date	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
2-Dec	112	109	109	128	153	117	146	134	76	1,084
3-Dec	111	134	98	140	107	108	82	39	6	825
4-Dec	5	7	3	10	3	9	3	2	0	42
5-Dec	9	10	1	13	8	2	1	6	4	54
6-Dec	3	1	4	1	3	3	5	6	5	31
9-Dec	51	47	24	22	20	49	34	3	4	254
10-Dec	4	3	4	10	5	26	0	7	1	60
11-Dec	1	3	0	0	15	1	4	10	0	34
12-Dec	3	2	3	7	15	5	1	8	1	45
13-Dec	7	9	10	4	3	6	5	2	4	50
16-Dec	18	5	15	22	10	9	7	2	15	103
17-Dec	3	10	2	12	4	8	1	12	3	55
18-Dec	1	0	3	2	8	2	5	2	1	24
19-Dec	6	2	3	8	1	2	0	3	3	28
20-Dec	18	1	2	0	5	4	0	0	0	30
23-Dec	9	6	6	6	0	3	1	1	3	35
24-Dec	1	1	0	1	0	0	0	0	0	3
26-Dec	3	2	1	1	2	2	1	4	0	16
27-Dec	2	1	2	2	5	1	0	5	0	18
30-Dec	91	104	92	84	40	61	21	6	17	516
31-Dec	0	10	7	2	0	0	0	0	0	19
	458	467	389	475	407	418	317	252	143	3,326

Hourly Calls Abandoned

CALL PERFORMANCE 2013-12 LOCATION 52622.xlsx

Abandonment Rate December, 2013

Date	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Daily Average
2-Dec	36.13%	35.28%	36.82%	50.00%	51.34%	47.18%	47.10%	41.49%	28.68%	41.56%
3-Dec	47.64%	47.86%	38.74%	62.50%	47.77%	48.21%	35.96%	18.14%	5.94%	39.20%
4-Dec	3.50%	3.98%	1.80%	8.55%	2.65%	7.03%	2.07%	2.08%	0.00%	3.52%
5-Dec	6.04%	6.25%	0.70%	10.57%	7.92%	1.72%	0.65%	5.36%	5.88%	5.01%
6-Dec	3.00%	0.76%	2.45%	0.83%	2.80%	2.78%	4.85%	5.66%	6.94%	3.34%
9-Dec	24.06%	17.34%	10.62%	12.50%	11.30%	30.06%	16.50%	1.97%	4.49%	14.32%
10-Dec	2.88%	1.99%	2.50%	7.52%	4.27%	16.56%	0.00%	6.54%	1.19%	4.83%
11-Dec	1.02%	2.48%	0.00%	0.00%	12.71%	1.11%	3.85%	10.64%	0.00%	3.53%
12-Dec	2.48%	1.72%	2.19%	5.98%	11.28%	4.24%	0.90%	6.96%	1.75%	4.17%
13-Dec	5.56%	6.67%	9.90%	3.51%	3.33%	5.22%	5.49%	2.35%	6.35%	5.38%
16-Dec	7.93%	2.21%	7.43%	10.63%	6.58%	6.72%	4.32%	1.64%	14.15%	6.84%
17-Dec	1.89%	6.33%	1.63%	8.76%	3.01%	6.25%	0.75%	9.16%	3.53%	4.59%
18-Dec	0.93%	0.00%	2.50%	2.33%	8.79%	2.22%	5.43%	3.28%	2.17%	3.07%
19-Dec	5.61%	1.74%	2.80%	7.41%	1.41%	3.92%	0.00%	4.11%	6.82%	3.76%
20-Dec	16.22%	1.00%	2.50%	0.00%	6.41%	5.26%	0.00%	0.00%	0.00%	3.49%
23-Dec	7.76%	4.58%	6.25%	5.56%	0.00%	2.94%	1.02%	1.32%	5.26%	3.85%
24-Dec	1.72%	1.49%	0.00%	2.78%	0.00%	0.00%	0.00%	0.00%	0.00%	0.67%
26-Dec	2.48%	1.89%	1.04%	0.94%	3.28%	2.35%	1.32%	4.76%	0.00%	2.01%
27-Dec	1.68%	0.91%	2.04%	1.87%	5.95%	1.02%	0.00%	8.06%	0.00%	2.39%
30-Dec	33.70%	32.81%	29.30%	29.68%	18.02%	28.77%	10.66%	3.80%	14.66%	22.38%
31-Dec	0.00%	8.77%	6.25%	1.89%	0.00%	0.00%	0.00%	0.00%	0.00%	1.88%
	10.11%	8.86%	7.97%	11.13%	9.94%	10.65%	6.71%	6.54%	5.13%	8.56%

Hourly Abandonment Percentage

CALL PERFORMANCE 2013-12 LOCATION 52622.xlsx

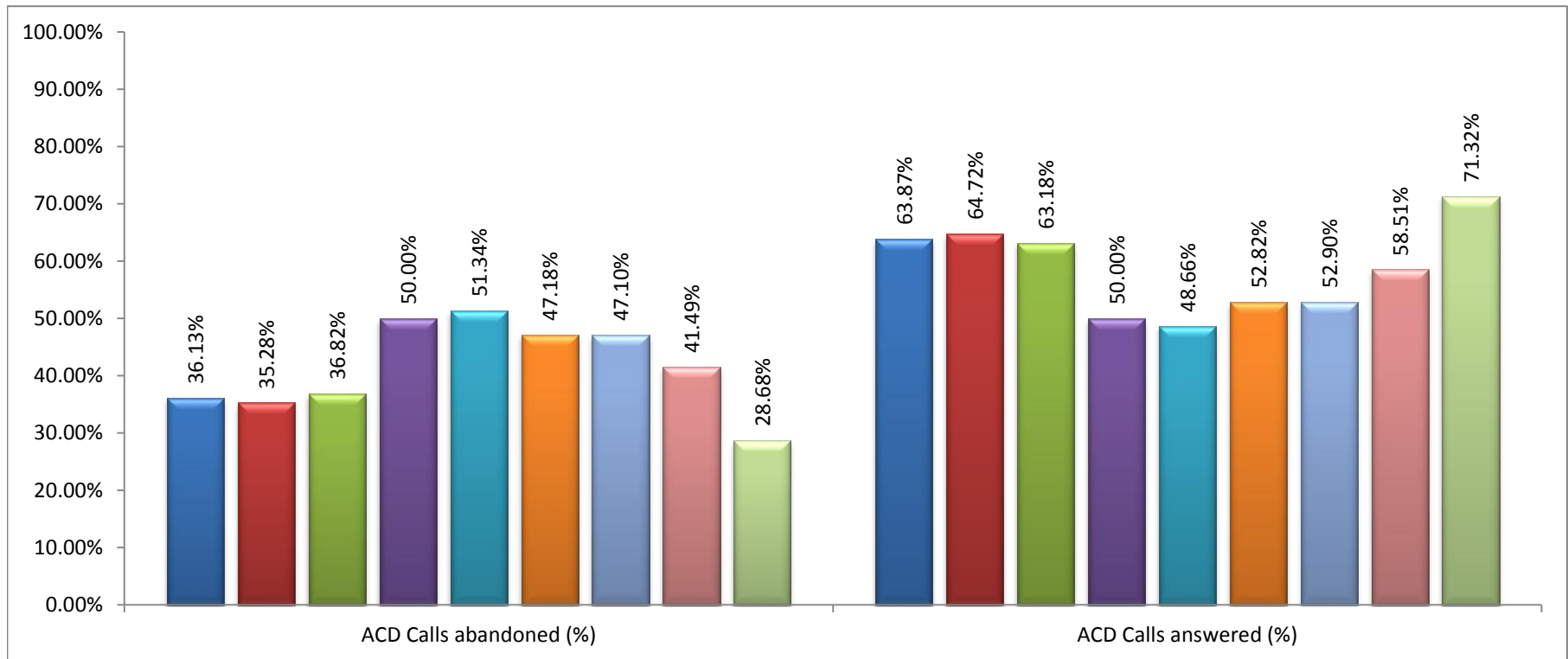
Answered Rate December, 2013

Date	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Daily Average
2-Dec	63.87%	64.72%	63.18%	50.00%	48.66%	52.82%	52.90%	58.51%	71.32%	58.44%
3-Dec	52.36%	52.14%	61.26%	37.50%	52.23%	51.79%	64.04%	81.86%	94.06%	60.80%
4-Dec	96.50%	96.02%	98.20%	91.45%	97.35%	92.97%	97.93%	97.92%	100.00%	96.48%
5-Dec	93.96%	93.75%	99.30%	89.43%	92.08%	98.28%	99.35%	94.64%	94.12%	94.99%
6-Dec	97.00%	99.24%	97.55%	99.17%	97.20%	97.22%	95.15%	94.34%	93.06%	96.66%
9-Dec	75.94%	82.66%	89.38%	87.50%	88.70%	69.94%	83.50%	98.03%	95.51%	85.68%
10-Dec	97.12%	98.01%	97.50%	92.48%	95.73%	83.44%	100.00%	93.46%	98.81%	95.17%
11-Dec	98.98%	97.52%	100.00%	100.00%	87.29%	98.89%	96.15%	89.36%	100.00%	96.47%
12-Dec	97.52%	98.28%	97.81%	94.02%	88.72%	95.76%	99.10%	93.04%	98.25%	95.83%
13-Dec	94.44%	93.33%	90.10%	96.49%	96.67%	94.78%	94.51%	97.65%	93.65%	94.62%
16-Dec	92.07%	97.79%	92.57%	89.37%	93.42%	93.28%	95.68%	98.36%	85.85%	93.16%
17-Dec	98.11%	93.67%	98.37%	91.24%	96.99%	93.75%	99.25%	90.84%	96.47%	95.41%
18-Dec	99.07%	100.00%	97.50%	97.67%	91.21%	97.78%	94.57%	96.72%	97.83%	96.93%
19-Dec	94.39%	98.26%	97.20%	92.59%	98.59%	96.08%	100.00%	95.89%	93.18%	96.24%
20-Dec	83.78%	99.00%	97.50%	100.00%	93.59%	94.74%	100.00%	100.00%	100.00%	96.51%
23-Dec	92.24%	95.42%	93.75%	94.44%	100.00%	97.06%	98.98%	98.68%	94.74%	96.15%
24-Dec	98.28%	98.51%	100.00%	97.22%	100.00%	100.00%	100.00%	100.00%	100.00%	98.80%
26-Dec	97.52%	98.11%	98.96%	99.06%	96.72%	97.65%	98.68%	95.24%	100.00%	97.99%
27-Dec	98.32%	99.09%	97.96%	98.13%	94.05%	98.98%	100.00%	91.94%	100.00%	97.61%
30-Dec	66.30%	67.19%	70.70%	70.32%	81.98%	71.23%	89.34%	96.20%	85.34%	77.62%
31-Dec	100.00%	91.23%	93.75%	98.11%	100.00%	100.00%	100.00%	100.00%	100.00%	98.12%
	89.89%	91.14%	92.03%	88.87%	90.06%	89.35%	93.29%	93.46%	94.87%	91.41%

Hourly Answered Percentage

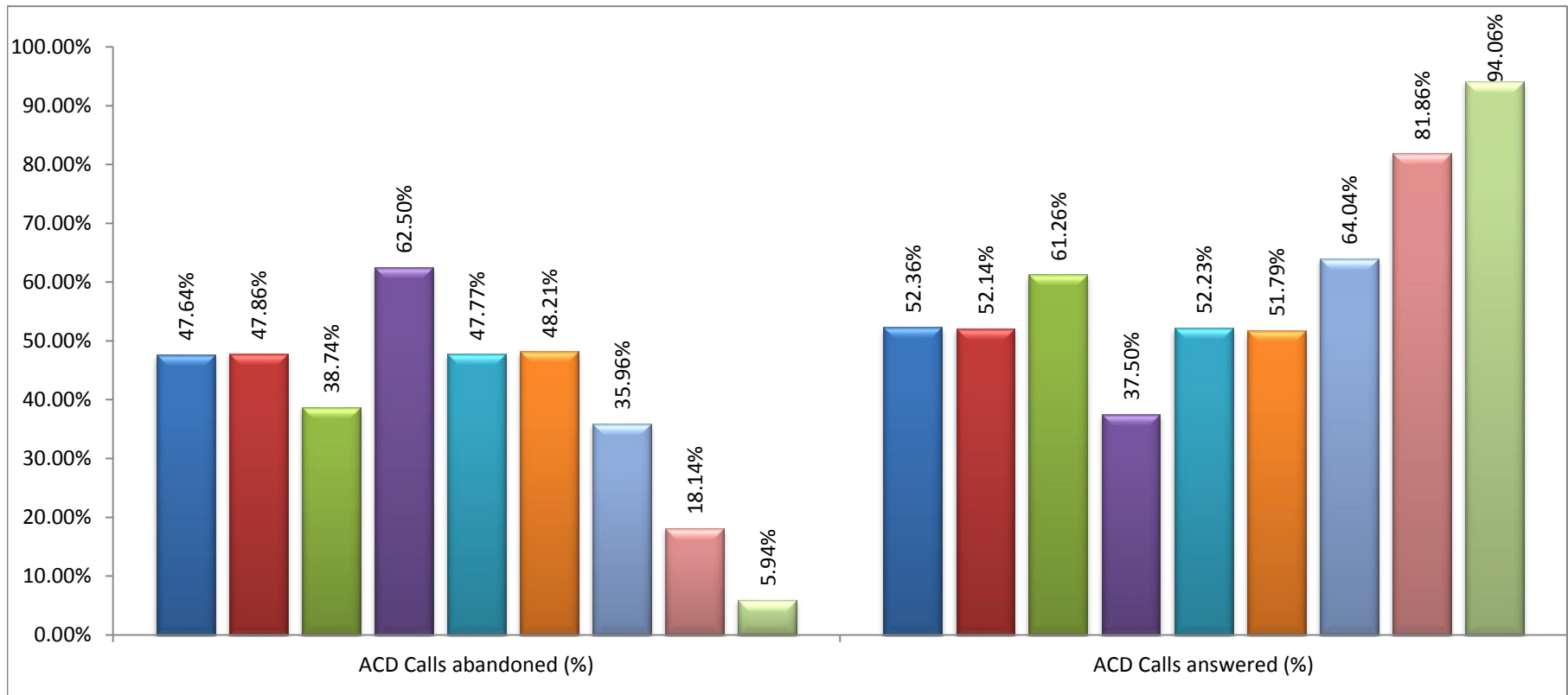
CALL PERFORMANCE 2013-12 LOCATION 52622.xlsx

	2-Dec	2-Dec	2-Dec	2-Dec	2-Dec	2-Dec	2-Dec	2-Dec	2-Dec	
Description	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
ACD Calls offered	310	309	296	256	298	248	310	323	265	2,615
ACD Calls answered	198	200	187	128	145	131	164	189	189	1,531
ACD Calls abandoned	112	109	109	128	153	117	146	134	76	1,084
ACD Calls abandoned (%)	36.13%	35.28%	36.82%	50.00%	51.34%	47.18%	47.10%	41.49%	28.68%	41.45%
ACD Calls answered (%)	63.87%	64.72%	63.18%	50.00%	48.66%	52.82%	52.90%	58.51%	71.32%	58.55%
ACD Total answered call time	15:27:48	16:25:10	15:07:16	11:29:58	12:10:10	11:25:55	14:26:49	15:30:07	14:59:48	127:03:01
ACD Total answered talk time	13:20:16	15:48:17	14:31:30	11:04:50	11:47:05	11:05:34	13:51:33	14:49:40	14:42:28	121:01:13
ACD Total answered wait time	26:02:12	35:50:46	38:32:28	33:14:50	35:18:52	35:13:18	36:06:22	32:25:13	19:40:20	292:24:21
ACD Total abandoned wait time	8:31:51	9:00:40	9:00:21	15:10:11	16:56:48	15:21:29	14:39:49	10:51:49	4:43:53	104:16:51



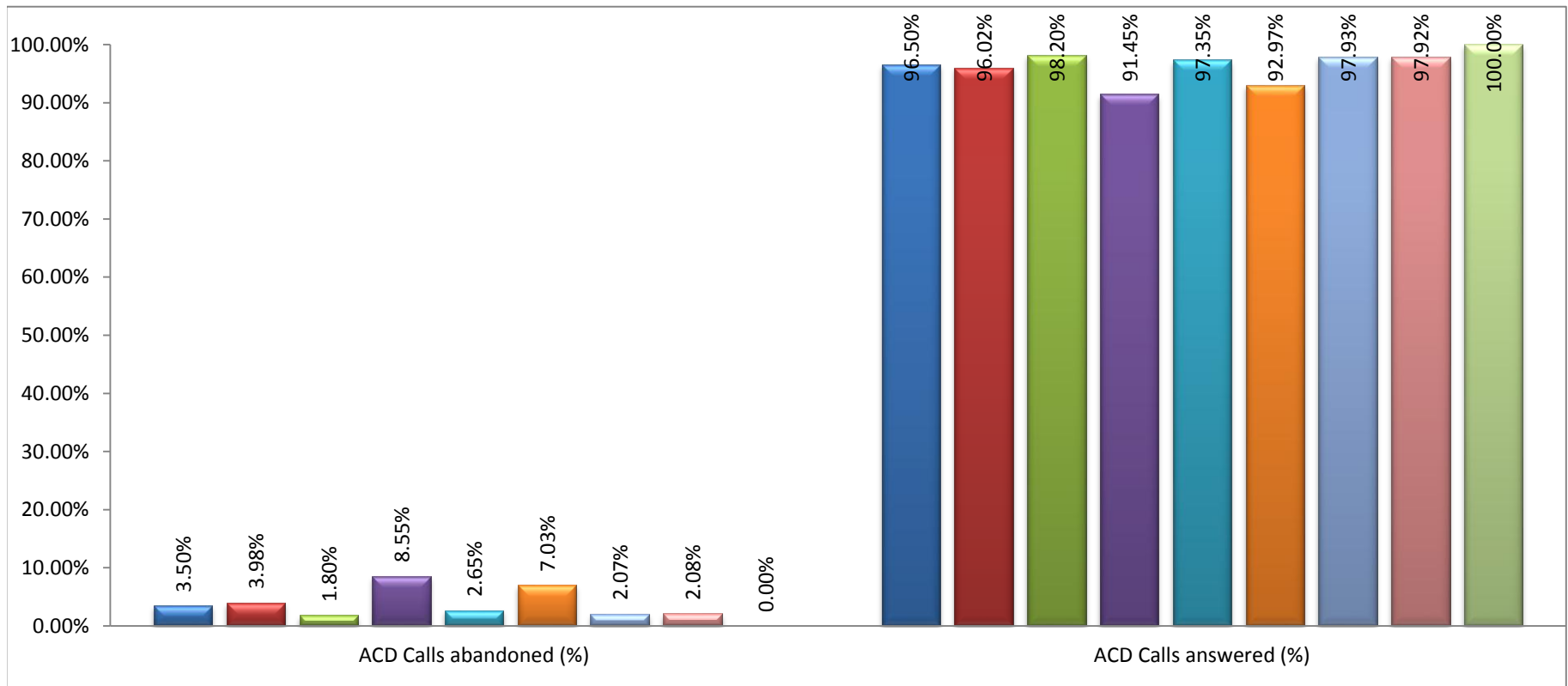
CALL PERFORMANCE 2013-12 LOCATION 52622.xlsx

	3-Dec	3-Dec	3-Dec	3-Dec	3-Dec	3-Dec	3-Dec	3-Dec	3-Dec	
Description	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
ACD Calls offered	233	280	253	224	224	224	228	215	101	1,982
ACD Calls answered	122	146	155	84	117	116	146	176	95	1,157
ACD Calls abandoned	111	134	98	140	107	108	82	39	6	825
ACD Calls abandoned (%)	47.64%	47.86%	38.74%	62.50%	47.77%	48.21%	35.96%	18.14%	5.94%	41.62%
ACD Calls answered (%)	52.36%	52.14%	61.26%	37.50%	52.23%	51.79%	64.04%	81.86%	94.06%	58.38%
ACD Total answered call time	9:49:24	11:36:06	12:27:20	7:51:28	9:28:12	10:47:59	14:13:14	14:47:16	7:33:34	10:57:10
ACD Total answered talk time	9:29:36	11:20:26	12:10:01	7:42:36	9:17:41	10:28:57	14:04:35	14:27:15	7:29:26	10:43:24
ACD Total answered wait time	20:35:37	25:11:45	21:01:41	18:44:41	21:07:14	17:15:22	16:20:47	10:44:08	0:53:00	16:52:42
ACD Total abandoned wait time	8:52:54	10:05:40	6:36:10	12:39:27	8:51:36	8:34:05	4:17:32	1:31:25	0:06:06	6:50:33



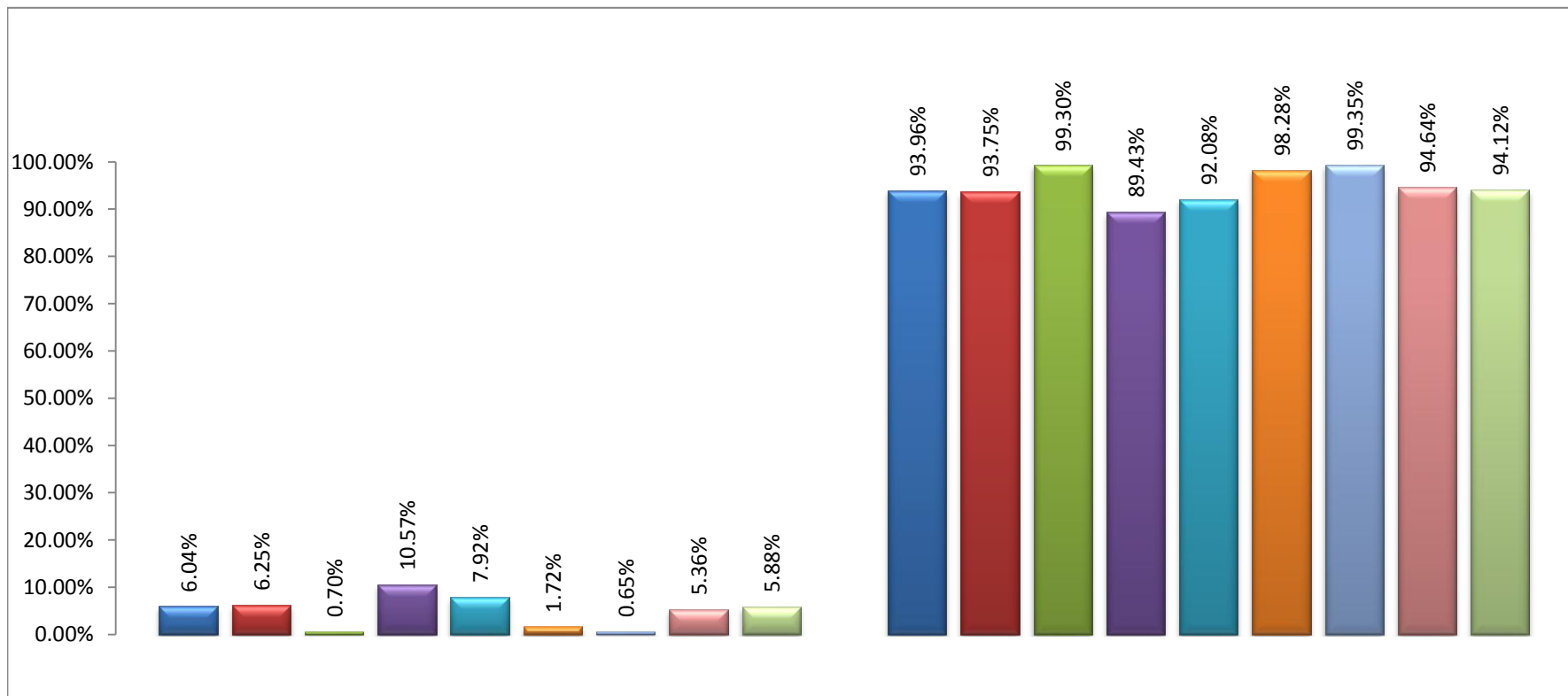
CALL PERFORMANCE 2013-12 LOCATION 52622.xlsx

	4-Dec	4-Dec	4-Dec	4-Dec	4-Dec	4-Dec	4-Dec	4-Dec	4-Dec	
Description	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
ACD Calls offered	143	176	167	117	113	128	145	96	78	1,163
ACD Calls answered	138	169	164	107	110	119	142	94	78	1,121
ACD Calls abandoned	5	7	3	10	3	9	3	2	0	42
ACD Calls abandoned (%)	3.50%	3.98%	1.80%	8.55%	2.65%	7.03%	2.07%	2.08%	0.00%	3.61%
ACD Calls answered (%)	96.50%	96.02%	98.20%	91.45%	97.35%	92.97%	97.93%	97.92%	100.00%	96.39%
ACD Total answered call time	10:53:30	13:03:20	12:45:23	9:36:34	8:29:44	10:09:17	11:04:55	7:56:05	5:48:11	9:58:33
ACD Total answered talk time	10:47:38	12:54:28	12:31:06	9:32:39	8:20:39	9:59:25	10:52:27	7:52:17	5:39:58	9:50:04
ACD Total answered wait time	1:16:54	1:13:37	1:19:51	0:50:37	1:03:41	1:13:37	0:54:00	0:42:54	0:27:45	1:00:20
ACD Total abandoned wait time	0:04:23	0:19:39	0:01:52	0:31:30	0:25:09	0:11:23	0:14:07	0:01:45	0:00:00	0:12:12



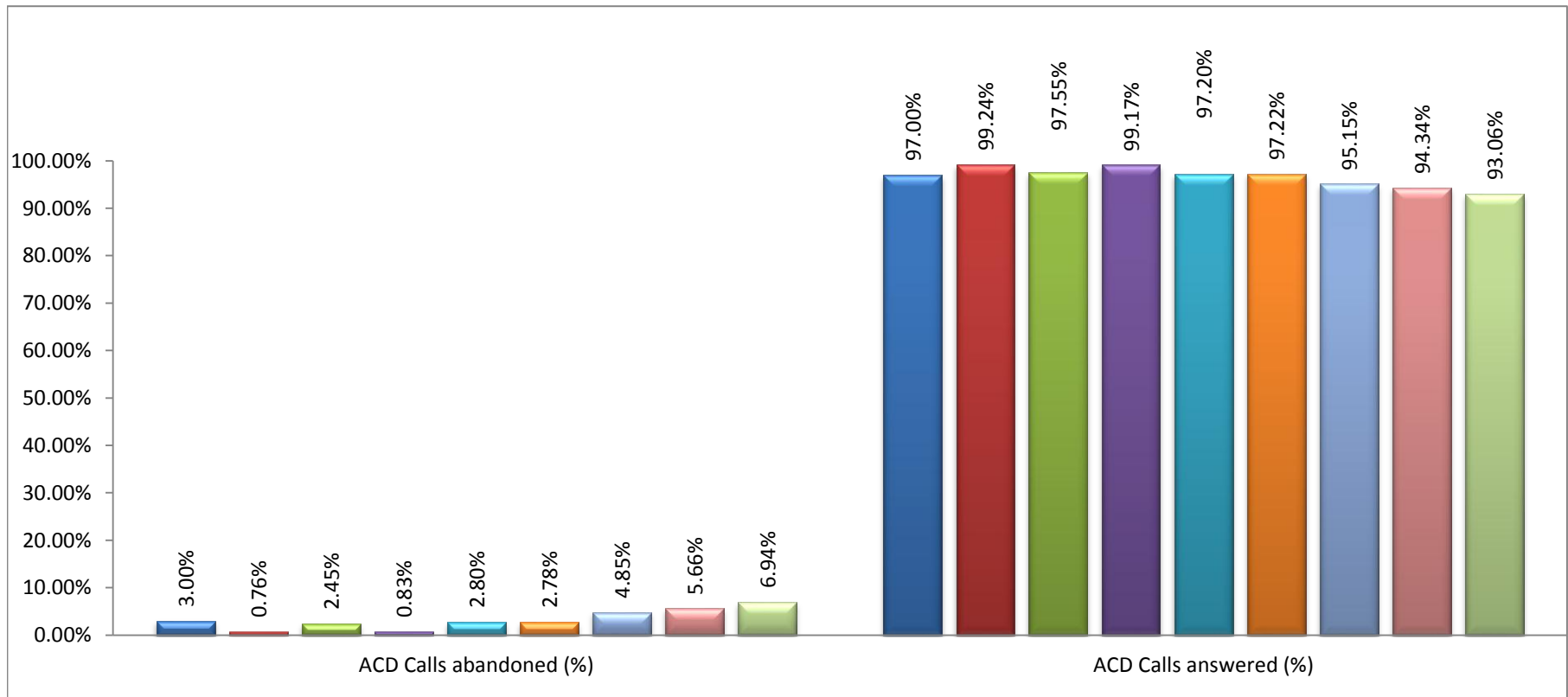
CALL PERFORMANCE 2013-12 LOCATION 52622.xlsx

	5-Dec	5-Dec	5-Dec	5-Dec	5-Dec	5-Dec	5-Dec	5-Dec	5-Dec	
Description	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
ACD Calls offered	149	160	142	123	101	116	153	112	68	1,124
ACD Calls answered	140	150	141	110	93	114	152	106	64	1,070
ACD Calls abandoned	9	10	1	13	8	2	1	6	4	54
ACD Calls abandoned (%)	6.04%	6.25%	0.70%	10.57%	7.92%	1.72%	0.65%	5.36%	5.88%	4.80%
ACD Calls answered (%)	93.96%	93.75%	99.30%	89.43%	92.08%	98.28%	99.35%	94.64%	94.12%	95.20%
ACD Total answered call time	11:46:41	13:20:52	10:32:32	8:12:20	8:08:13	8:51:14	11:13:55	8:50:07	4:19:40	9:28:24
ACD Total answered talk time	11:15:10	13:05:03	10:22:20	8:06:25	8:04:14	8:44:35	11:06:39	8:41:20	4:17:11	9:18:06
ACD Total answered wait time	2:07:05	1:48:19	1:00:11	0:59:58	0:43:14	0:42:45	0:53:04	0:43:17	0:27:33	1:02:50
ACD Total abandoned wait time	0:25:12	0:11:08	0:03:06	1:09:23	1:01:10	0:01:02	0:00:23	0:27:56	0:16:58	0:24:02



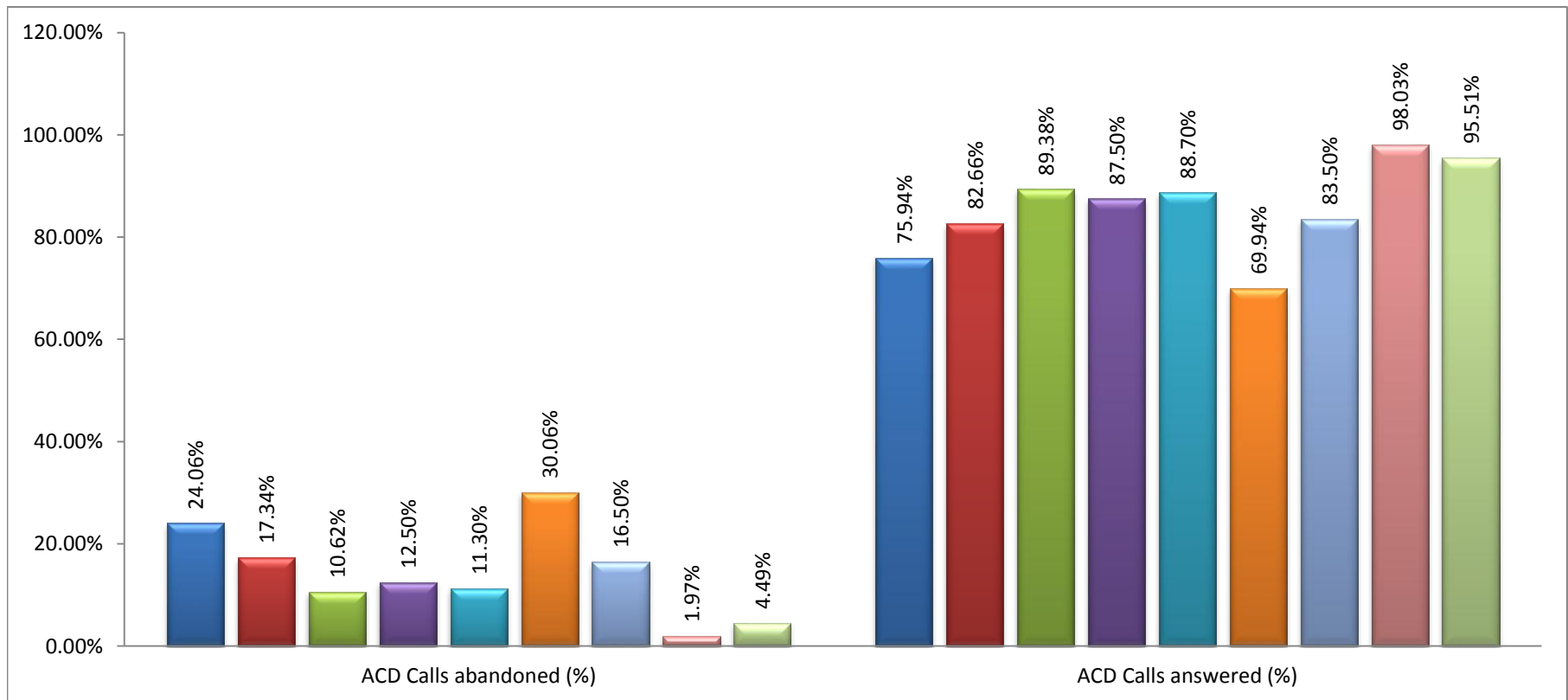
CALL PERFORMANCE 2013-12 LOCATION 52622.xlsx

	6-Dec	6-Dec	6-Dec	6-Dec	6-Dec	6-Dec	6-Dec	6-Dec	6-Dec	
Description	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
ACD Calls offered	100	132	163	121	107	108	103	106	72	1,012
ACD Calls answered	97	131	159	120	104	105	98	100	67	981
ACD Calls abandoned	3	1	4	1	3	3	5	6	5	31
ACD Calls abandoned (%)	3.00%	0.76%	2.45%	0.83%	2.80%	2.78%	4.85%	5.66%	6.94%	3.06%
ACD Calls answered (%)	97.00%	99.24%	97.55%	99.17%	97.20%	97.22%	95.15%	94.34%	93.06%	96.94%
ACD Total answered call time	6:18:32	9:39:45	12:34:45	8:31:17	6:57:09	8:06:40	7:37:58	7:54:43	5:03:20	8:04:54
ACD Total answered talk time	6:13:03	9:36:58	12:28:16	8:26:39	6:52:33	7:53:06	7:30:17	7:49:49	4:57:12	7:58:39
ACD Total answered wait time	1:25:00	0:49:45	2:03:27	0:48:27	0:42:39	1:12:49	0:35:57	0:39:24	0:29:55	0:58:36
ACD Total abandoned wait time	0:19:08	0:30:03	0:01:55	0:00:36	0:07:23	0:07:49	0:11:45	0:12:29	0:13:49	0:11:40



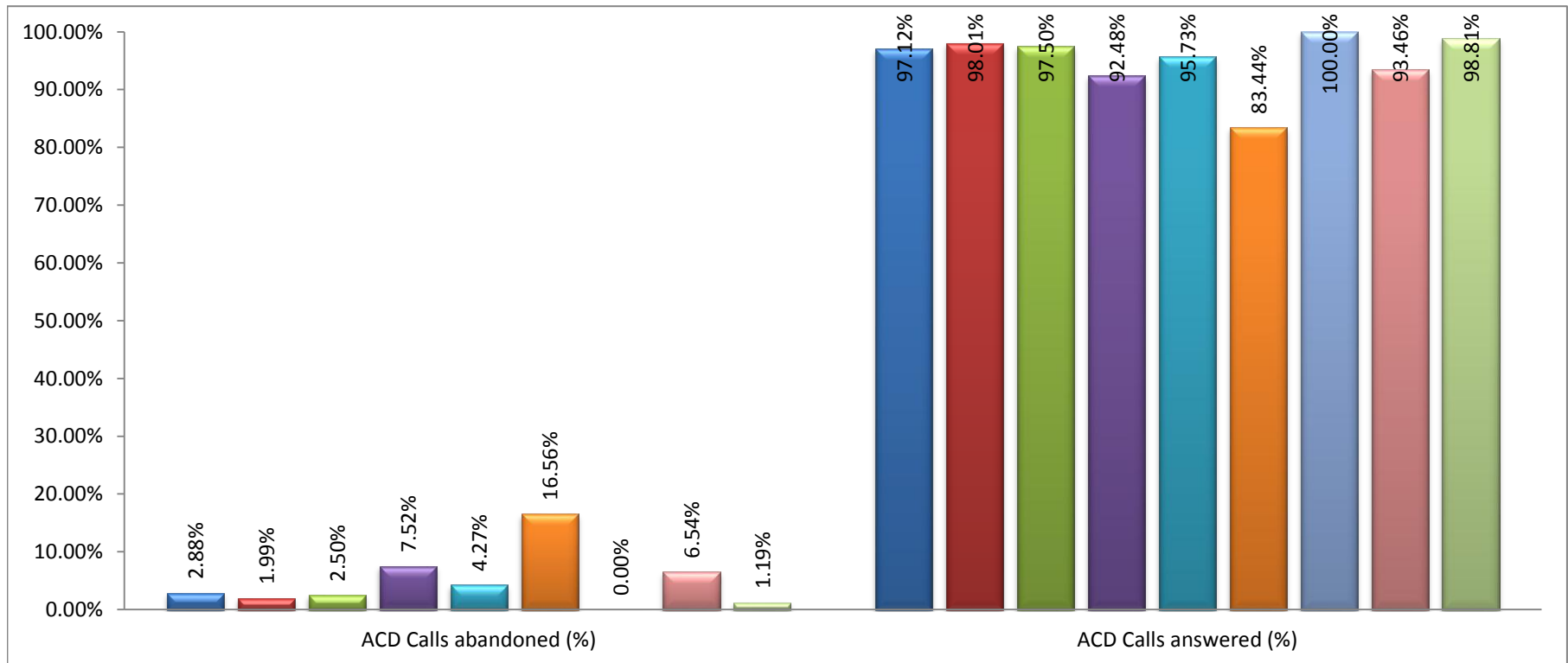
CALL PERFORMANCE 2013-12 LOCATION 52622.xlsx

	9-Dec	9-Dec	9-Dec	9-Dec	9-Dec	9-Dec	9-Dec	9-Dec	9-Dec	
Description	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
ACD Calls offered	212	271	226	176	177	163	206	152	89	1,672
ACD Calls answered	161	224	202	154	157	114	172	149	85	1,418
ACD Calls abandoned	51	47	24	22	20	49	34	3	4	254
ACD Calls abandoned (%)	24.06%	17.34%	10.62%	12.50%	11.30%	30.06%	16.50%	1.97%	4.49%	15.19%
ACD Calls answered (%)	75.94%	82.66%	89.38%	87.50%	88.70%	69.94%	83.50%	98.03%	95.51%	84.81%
ACD Total answered call time	12:06:13	16:56:52	16:25:07	12:38:06	12:25:17	9:13:07	15:46:38	10:25:27	6:44:35	112:41:22
ACD Total answered talk time	11:49:39	16:40:30	16:13:54	12:19:51	12:16:36	9:05:32	15:30:54	10:20:07	6:38:12	110:55:15
ACD Total answered wait time	10:24:22	10:46:28	6:23:49	3:41:19	3:39:48	9:24:48	12:40:43	1:01:00	0:31:32	58:33:49
ACD Total abandoned wait time	1:40:07	1:59:18	0:40:34	0:42:11	0:48:23	2:27:19	1:54:32	0:04:01	0:17:32	10:33:57



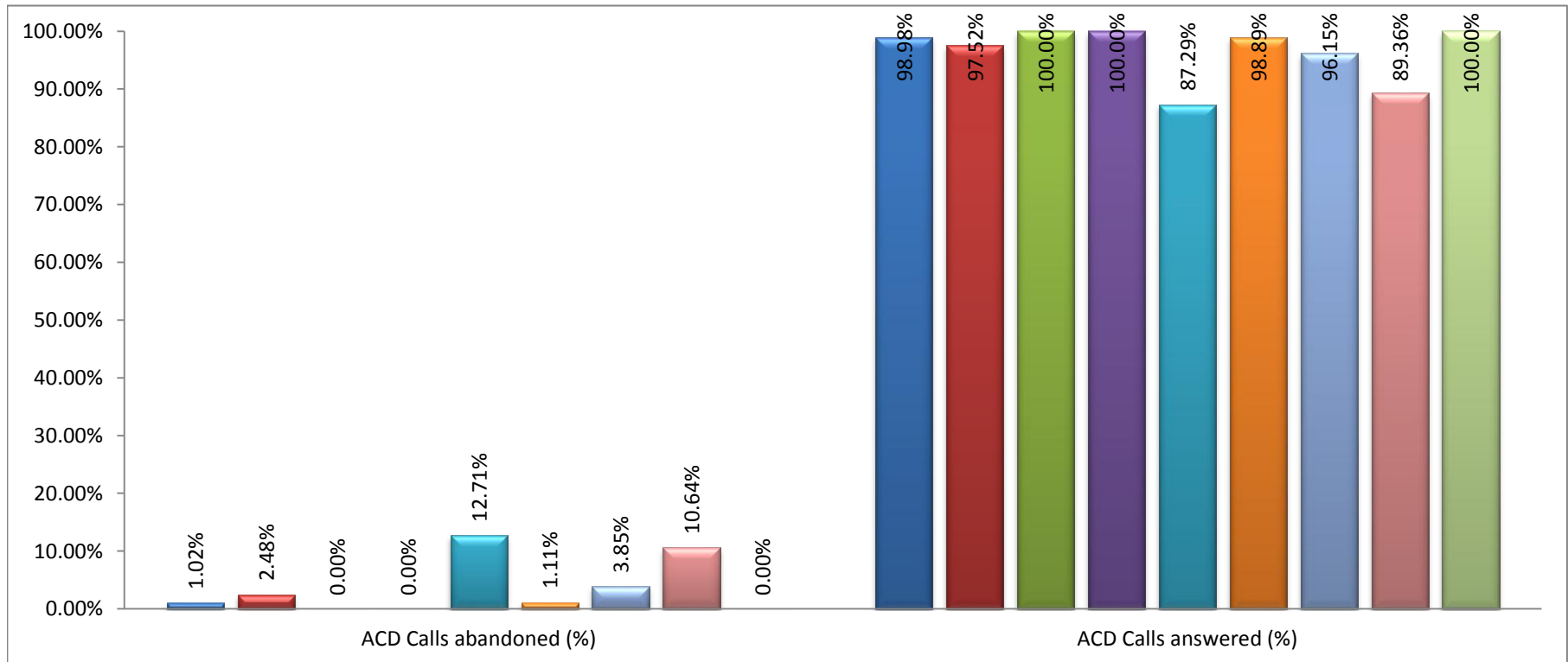
CALL PERFORMANCE 2013-12 LOCATION 52622.xlsx

	10-Dec	10-Dec	10-Dec	10-Dec	10-Dec	10-Dec	10-Dec	10-Dec	10-Dec	
Description	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	
ACD Calls offered	139	151	160	133	117	157	124	107	84	1,172
ACD Calls answered	135	148	156	123	112	131	124	100	83	1,112
ACD Calls abandoned	4	3	4	10	5	26	0	7	1	60
ACD Calls abandoned (%)	2.88%	1.99%	2.50%	7.52%	4.27%	16.56%	0.00%	6.54%	1.19%	5.12%
ACD Calls answered (%)	97.12%	98.01%	97.50%	92.48%	95.73%	83.44%	100.00%	93.46%	98.81%	94.88%
ACD Total answered call time	9:56:31	11:29:11	11:25:58	8:09:32	8:10:59	10:32:57	9:33:34	8:13:42	7:01:32	84:33:56
ACD Total answered talk time	9:47:34	11:13:49	11:19:01	8:02:15	8:07:44	10:21:37	9:25:32	8:05:56	6:50:52	83:14:20
ACD Total answered wait time	1:01:03	1:02:01	0:59:56	0:57:18	0:43:39	5:33:56	0:53:11	0:44:07	0:29:38	12:24:49
ACD Total abandoned wait time	0:10:48	0:01:48	0:13:56	0:41:56	0:39:39	0:58:51	0:00:00	0:39:14	0:00:26	3:26:38

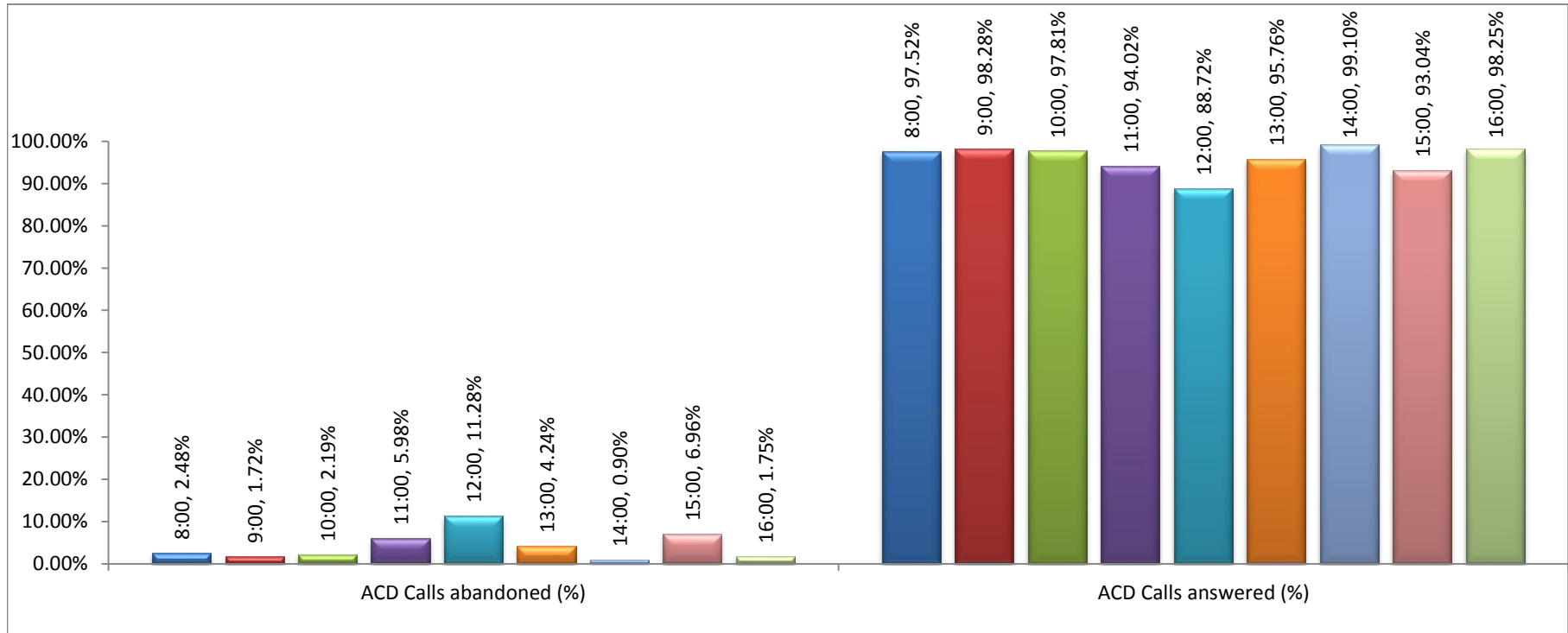


CALL PERFORMANCE 2013-12 LOCATION 52622.xlsx

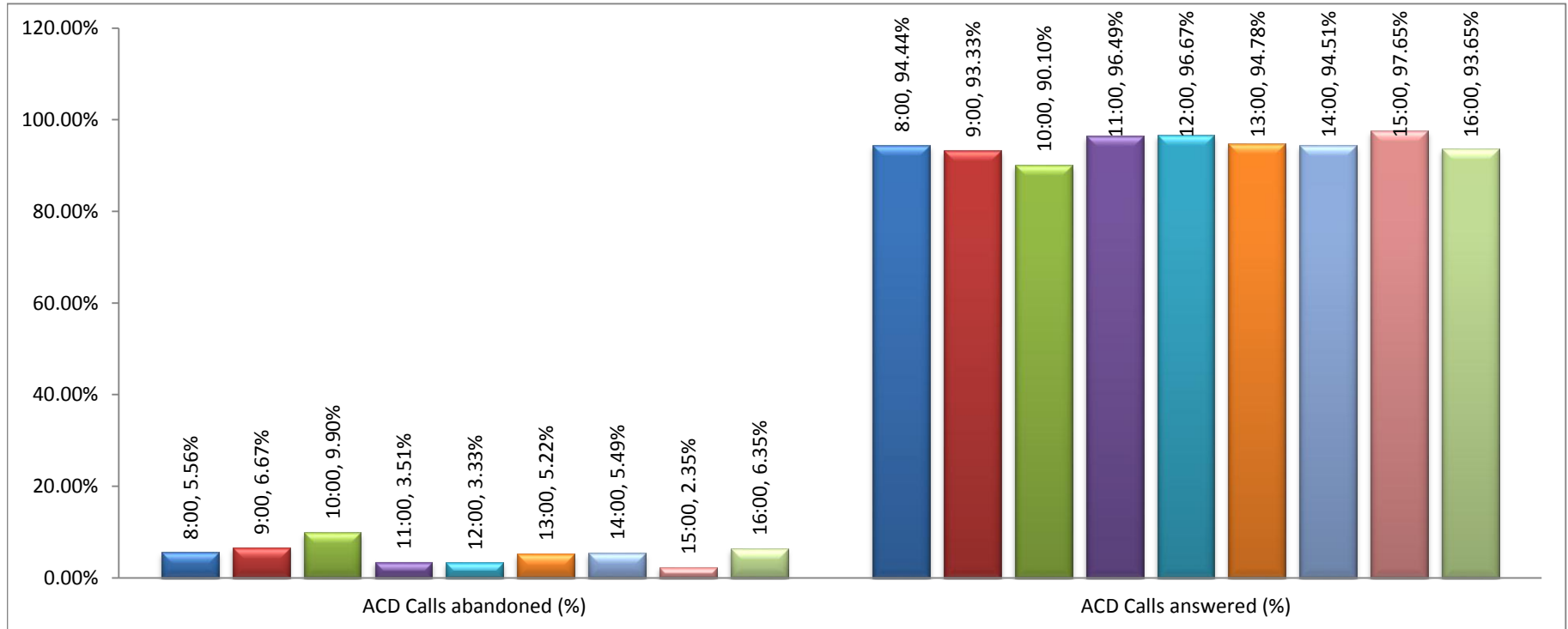
	11-Dec	11-Dec	11-Dec	11-Dec	11-Dec	11-Dec	11-Dec	11-Dec	11-Dec	
Description	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	
ACD Calls offered	98	121	108	115	118	90	104	94	76	924
ACD Calls answered	97	118	108	115	103	89	100	84	76	890
ACD Calls abandoned	1	3	0	0	15	1	4	10	0	34
ACD Calls abandoned (%)	1.02%	2.48%	0.00%	0.00%	12.71%	1.11%	3.85%	10.64%	0.00%	3.68%
ACD Calls answered (%)	98.98%	97.52%	100.00%	100.00%	87.29%	98.89%	96.15%	89.36%	100.00%	96.32%
ACD Total answered call time	7:12:19	8:12:48	9:39:57	8:32:06	7:02:23	6:09:38	7:21:32	6:21:20	5:47:02	66:19:05
ACD Total answered talk time	7:07:15	8:02:34	9:33:28	8:27:59	6:51:41	6:02:25	7:19:08	6:17:47	5:42:24	65:24:41
ACD Total answered wait time	0:38:37	0:40:16	0:50:46	0:44:44	0:39:36	0:34:34	0:36:45	0:32:24	0:25:56	5:43:38
ACD Total abandoned wait time	0:00:41	0:05:55	0:00:00	0:00:00	0:54:11	0:00:36	0:02:54	0:46:03	0:00:00	1:50:20



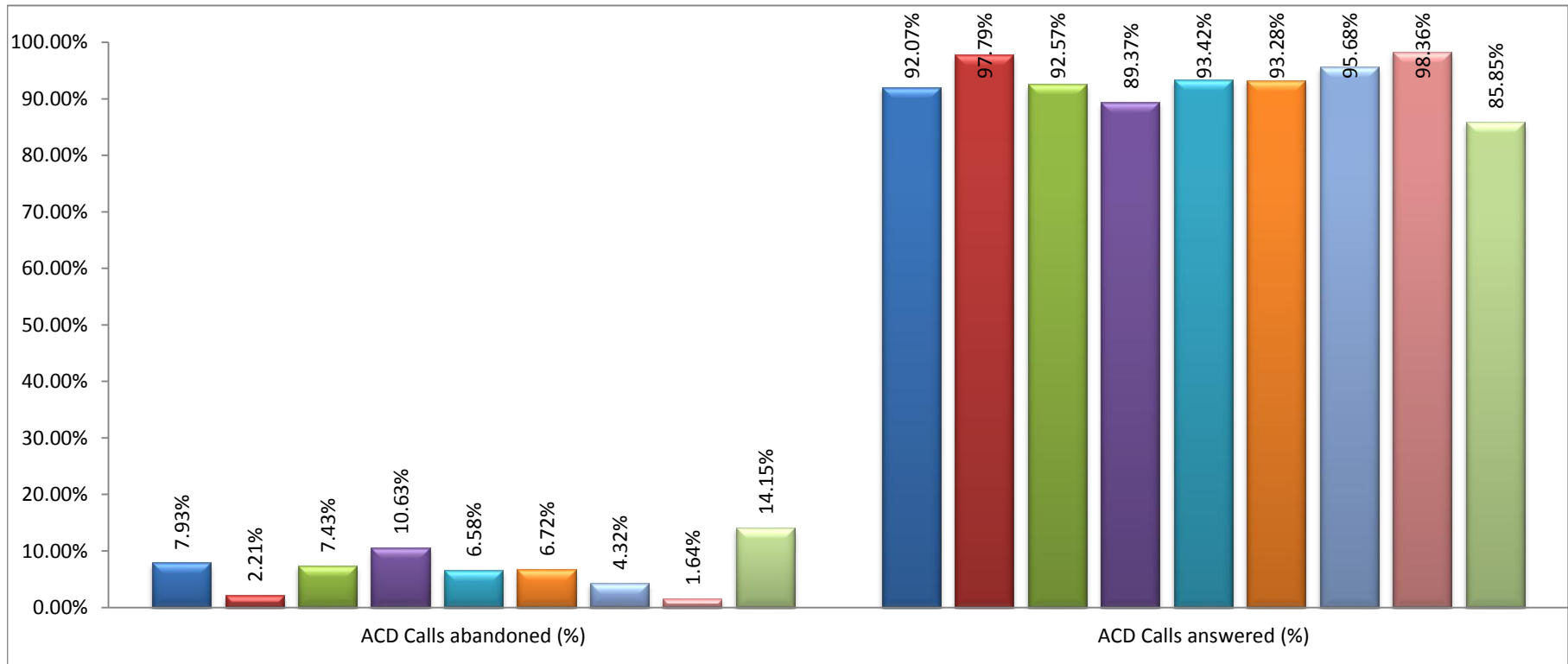
	12-Dec	12-Dec	12-Dec	12-Dec	12-Dec	12-Dec	12-Dec	12-Dec	12-Dec	
Description	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
ACD Calls offered	121	116	137	117	133	118	111	115	57	1,025
ACD Calls answered	118	114	134	110	118	113	110	107	56	980
ACD Calls abandoned	3	2	3	7	15	5	1	8	1	45
ACD Calls abandoned (%)	2.48%	1.72%	2.19%	5.98%	11.28%	4.24%	0.90%	6.96%	1.75%	4.39%
ACD Calls answered (%)	97.52%	98.28%	97.81%	94.02%	88.72%	95.76%	99.10%	93.04%	98.25%	95.61%
ACD Total answered call time	7:20:37	8:26:51	9:36:33	7:53:55	10:15:52	8:03:37	7:33:45	8:10:06	4:24:49	71:46:05
ACD Total answered talk time	7:12:36	8:17:08	9:29:30	7:43:29	9:58:58	7:56:12	7:19:46	8:04:18	4:24:00	70:25:57
ACD Total answered wait time	0:42:12	0:41:45	0:50:21	0:44:31	1:51:18	0:46:21	0:42:28	0:41:48	0:20:59	7:21:43
ACD Total abandoned wait time	0:12:36	0:04:38	0:01:52	0:11:13	1:07:29	0:19:01	0:00:35	0:30:58	0:00:00	2:28:22



	13-Dec	13-Dec	13-Dec	13-Dec	13-Dec	13-Dec	13-Dec	13-Dec	13-Dec	
Description	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
ACD Calls offered	126	135	101	114	90	115	91	85	63	920
ACD Calls answered	119	126	91	110	87	109	86	83	59	870
ACD Calls abandoned	7	9	10	4	3	6	5	2	4	50
ACD Calls abandoned (%)	5.56%	6.67%	9.90%	3.51%	3.33%	5.22%	5.49%	2.35%	6.35%	5.43%
ACD Calls answered (%)	94.44%	93.33%	90.10%	96.49%	96.67%	94.78%	94.51%	97.65%	93.65%	94.57%
ACD Total answered call time	8:40:47	9:04:59	6:50:07	7:42:49	6:28:14	7:41:19	6:29:13	7:02:15	4:23:28	64:23:11
ACD Total answered talk time	8:29:30	8:43:30	6:42:59	7:37:37	6:21:16	7:34:21	6:24:39	6:50:31	4:20:00	63:04:23
ACD Total answered wait time	1:13:53	0:55:52	0:37:52	0:41:33	0:31:35	0:53:43	0:51:19	0:37:50	0:23:57	6:47:34
ACD Total abandoned wait time	0:13:40	0:24:23	0:31:25	0:23:45	0:11:57	0:33:29	0:21:02	0:00:46	0:03:43	2:44:10

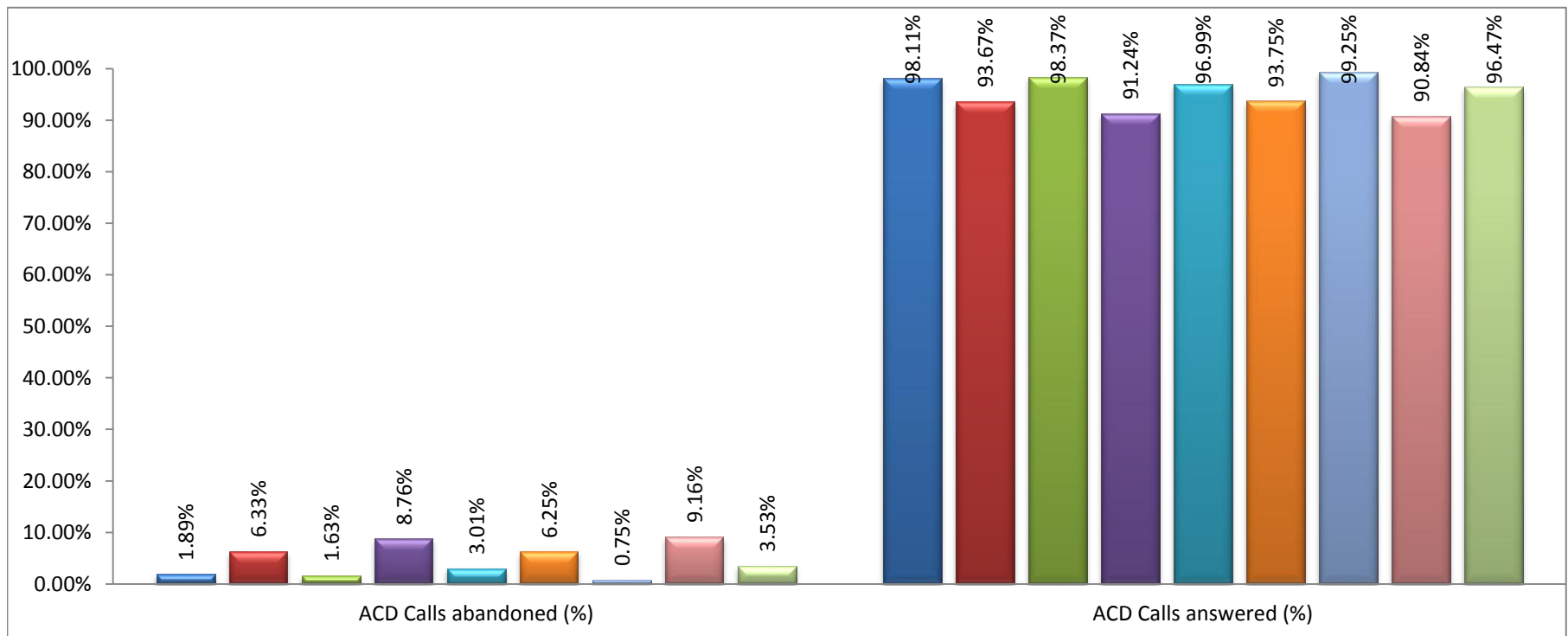


	16-Dec	16-Dec	16-Dec	16-Dec	16-Dec	16-Dec	16-Dec	16-Dec	16-Dec	
Description	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
ACD Calls offered	227	226	202	207	152	134	162	122	106	1,538
ACD Calls answered	209	221	187	185	142	125	155	120	91	1,435
ACD Calls abandoned	18	5	15	22	10	9	7	2	15	103
ACD Calls abandoned (%)	7.93%	2.21%	7.43%	10.63%	6.58%	6.72%	4.32%	1.64%	14.15%	6.70%
ACD Calls answered (%)	92.07%	97.79%	92.57%	89.37%	93.42%	93.28%	95.68%	98.36%	85.85%	93.30%
ACD Total answered call time	14:03:04	18:10:49	14:25:02	13:14:56	8:52:13	9:04:50	11:36:15	9:18:41	6:53:11	11:44:20
ACD Total answered talk time	13:49:27	17:59:06	14:08:43	12:53:13	8:44:56	8:54:18	11:22:16	9:14:41	6:45:35	11:32:28
ACD Total answered wait time	4:16:18	2:59:51	1:25:25	2:46:26	0:53:18	1:59:11	1:25:03	0:47:07	0:35:41	1:54:16
ACD Total abandoned wait time	0:52:57	0:09:27	0:43:22	3:05:23	0:42:57	0:17:51	0:23:59	0:17:17	0:38:55	0:48:01

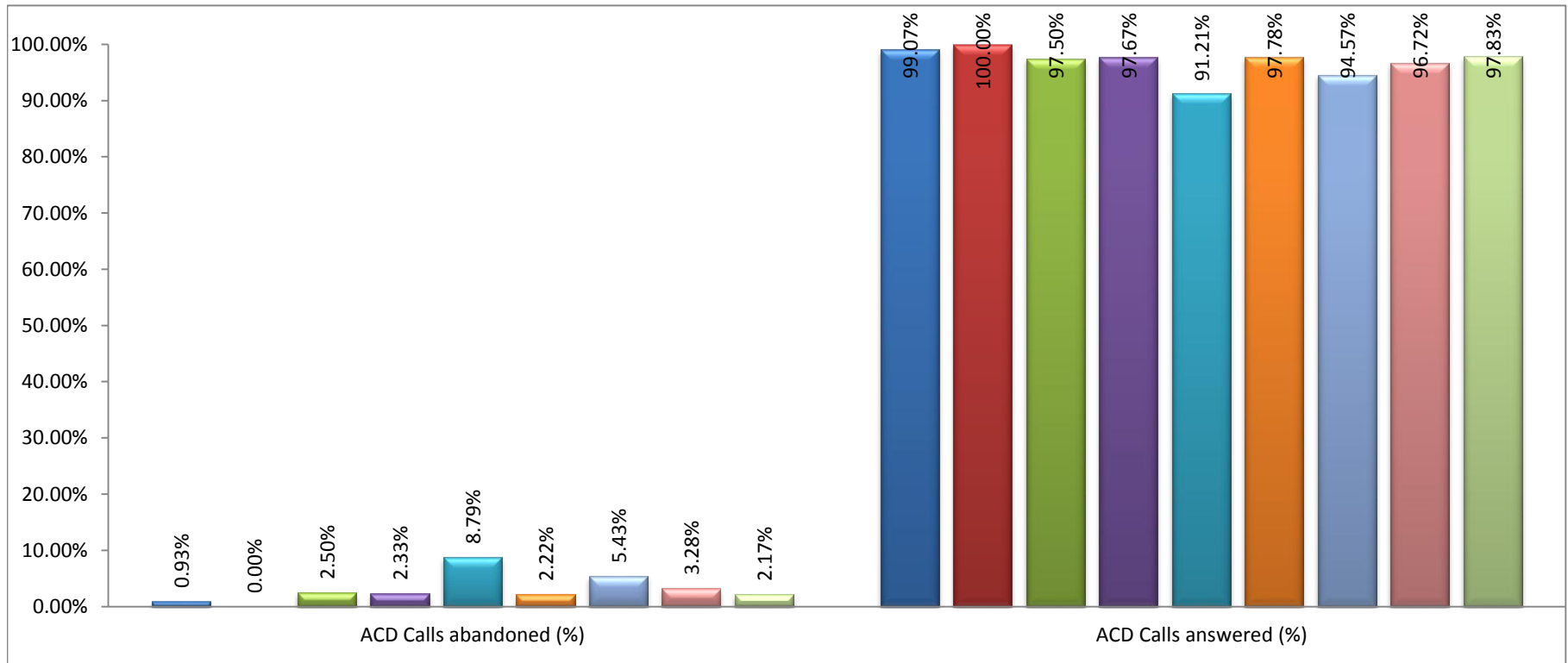


CALL PERFORMANCE 2013-12 LOCATION 52622.xlsx

	17-Dec	17-Dec	17-Dec	17-Dec	17-Dec	17-Dec	17-Dec	17-Dec	17-Dec	
Description	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	Totals
ACD Calls offered	159	158	123	137	133	128	134	131	85	1,188
ACD Calls answered	156	148	121	125	129	120	133	119	82	1,133
ACD Calls abandoned	3	10	2	12	4	8	1	12	3	55
ACD Calls abandoned (%)	1.89%	6.33%	1.63%	8.76%	3.01%	6.25%	0.75%	9.16%	3.53%	4.63%
ACD Calls answered (%)	98.11%	93.67%	98.37%	91.24%	96.99%	93.75%	99.25%	90.84%	96.47%	95.37%
ACD Total answered call time	9:06:53	10:57:25	9:14:10	8:45:48	9:57:28	7:54:28	8:52:15	8:26:03	6:39:08	8:52:38
ACD Total answered talk time	8:58:58	10:45:21	8:56:04	8:26:22	9:51:52	7:45:42	8:44:10	8:10:17	6:27:25	8:40:41
ACD Total answered wait time	1:09:49	0:59:38	0:43:26	0:50:11	0:58:40	0:50:14	0:48:47	0:43:21	0:31:20	0:50:36
ACD Total abandoned wait time	0:08:31	1:15:15	0:01:25	0:44:57	0:07:32	0:10:31	0:09:50	0:36:07	0:04:45	0:22:06

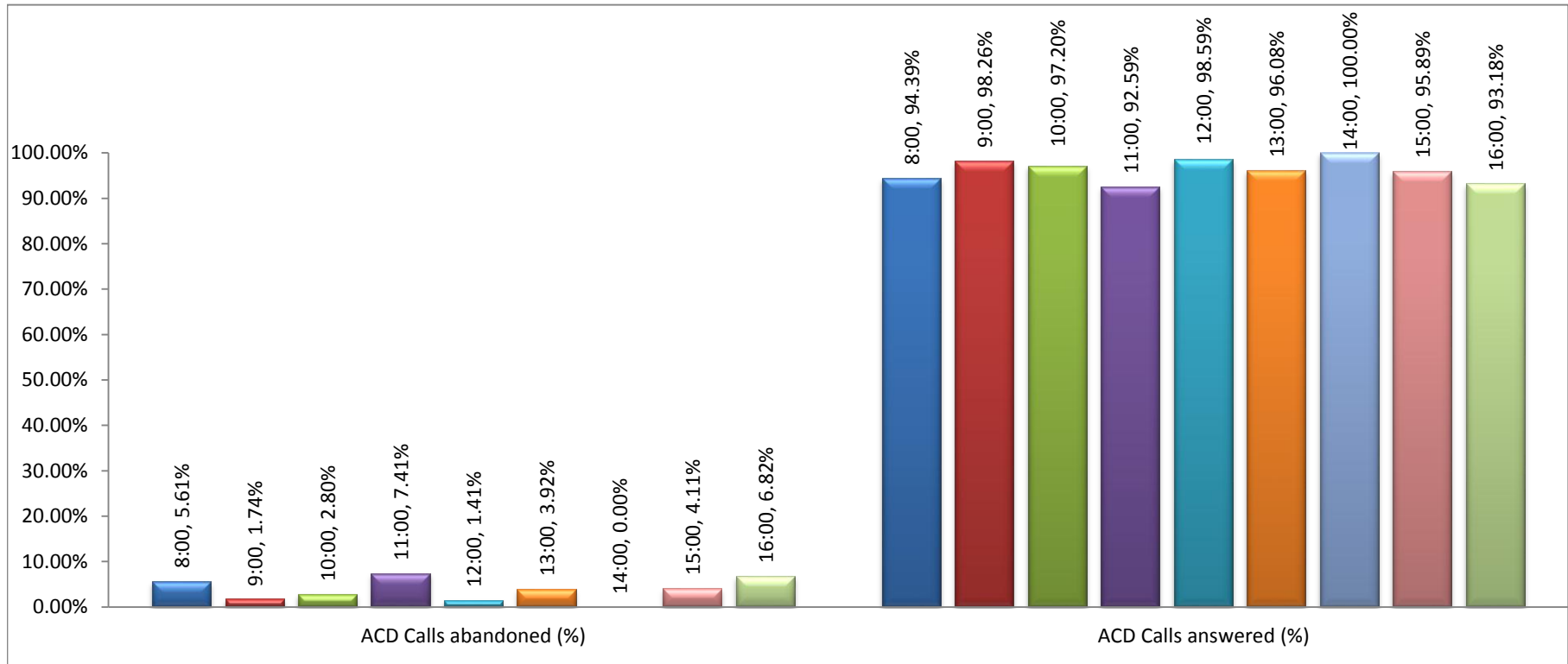


	18-Dec	18-Dec	18-Dec	18-Dec	18-Dec	18-Dec	18-Dec	18-Dec	18-Dec	
Description	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	Totals
ACD Calls offered	107	109	120	86	91	90	92	61	46	802
ACD Calls answered	106	109	117	84	83	88	87	59	45	778
ACD Calls abandoned	1	0	3	2	8	2	5	2	1	24
ACD Calls abandoned (%)	0.93%	0.00%	2.50%	2.33%	8.79%	2.22%	5.43%	3.28%	2.17%	2.99%
ACD Calls answered (%)	99.07%	100.00%	97.50%	97.67%	91.21%	97.78%	94.57%	96.72%	97.83%	97.01%
ACD Total answered call time	7:36:52	7:31:33	7:28:47	5:24:43	5:37:02	4:38:08	6:17:32	3:41:50	3:04:53	5:42:22
ACD Total answered talk time	7:33:33	7:04:53	7:21:47	5:13:27	5:35:12	4:34:35	6:13:15	3:38:49	3:03:58	5:35:30
ACD Total answered wait time	0:45:14	0:41:03	0:47:09	0:32:10	0:34:37	0:38:28	0:32:55	0:21:16	0:15:27	0:34:15
ACD Total abandoned wait time	0:00:33	0:00:00	0:05:34	0:03:12	0:39:52	0:00:37	0:09:51	0:01:48	0:01:06	0:06:57

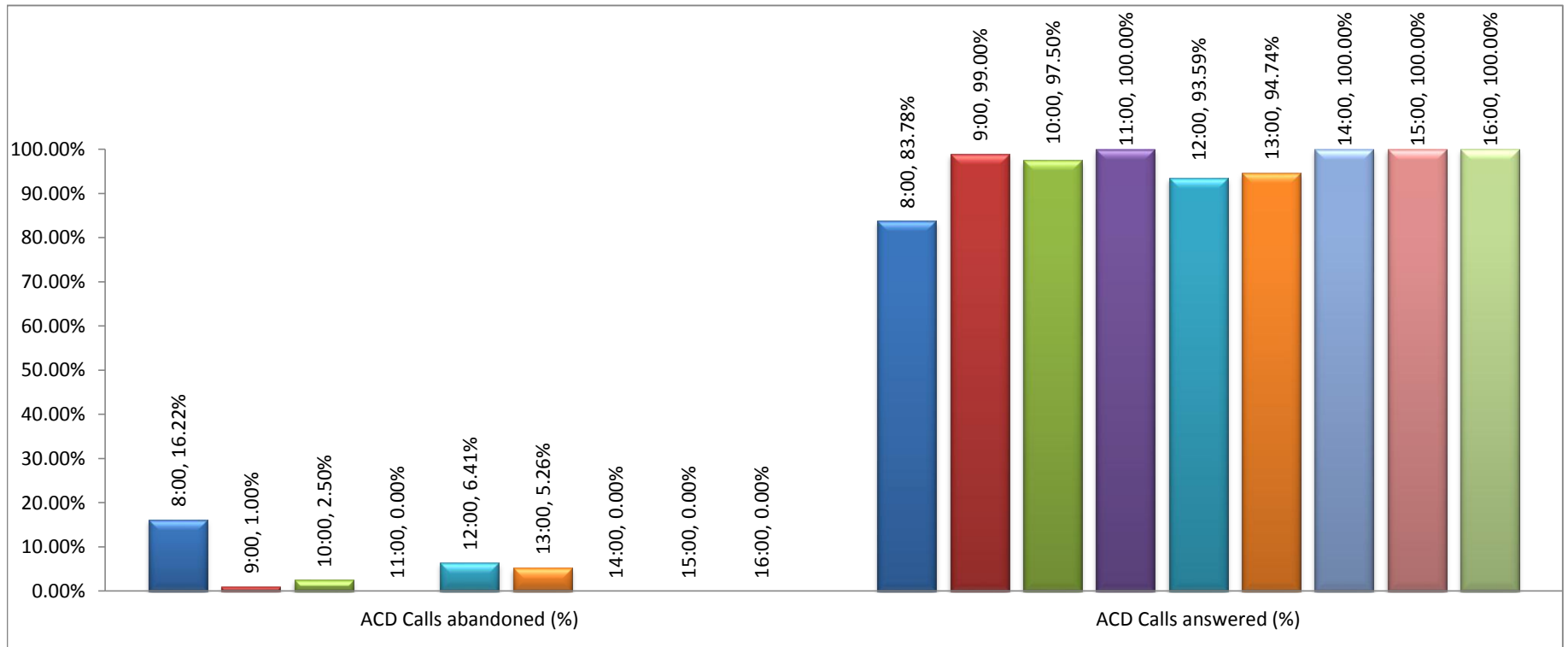


CALL PERFORMANCE 2013-12 LOCATION 52622.xlsx

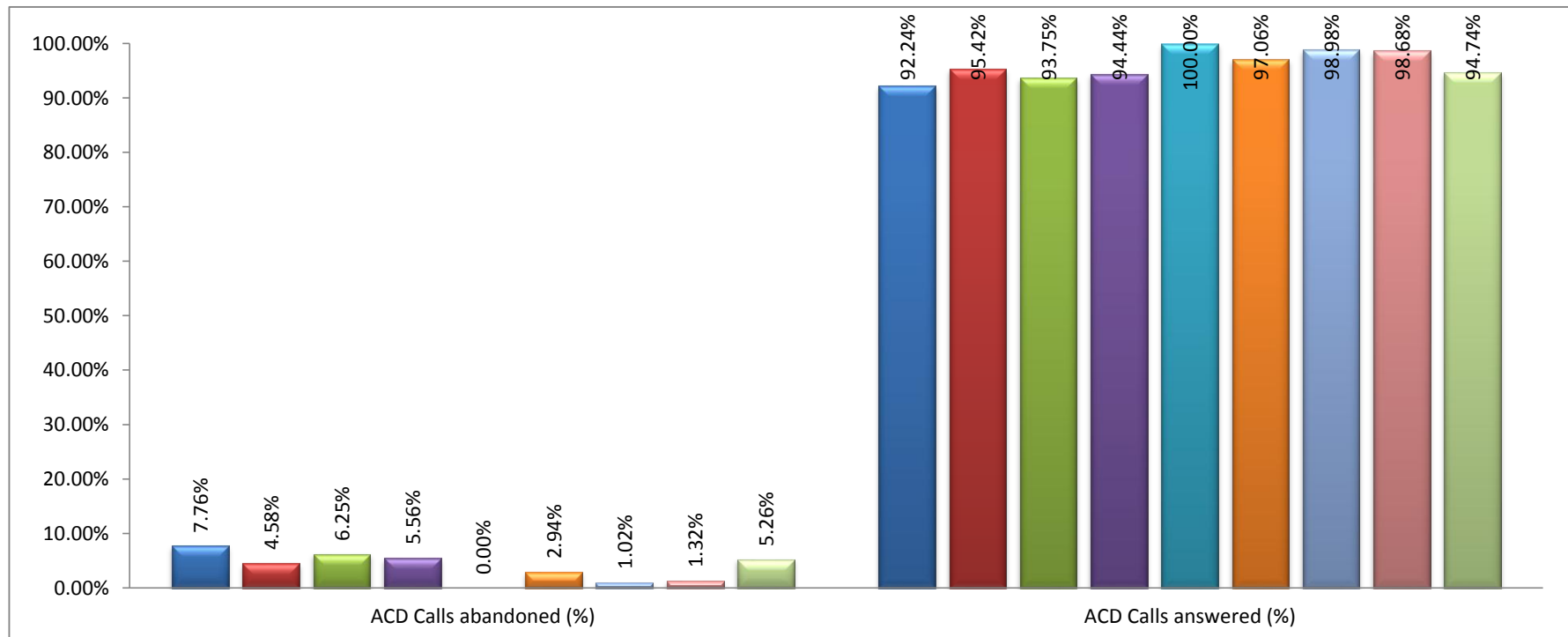
	19-Dec	19-Dec	19-Dec	19-Dec	19-Dec	19-Dec	19-Dec	19-Dec	19-Dec	
Description	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
ACD Calls offered	107	115	107	108	71	51	82	73	44	758
ACD Calls answered	101	113	104	100	70	49	82	70	41	730
ACD Calls abandoned	6	2	3	8	1	2	0	3	3	28
ACD Calls abandoned (%)	5.61%	1.74%	2.80%	7.41%	1.41%	3.92%	0.00%	4.11%	6.82%	3.69%
ACD Calls answered (%)	94.39%	98.26%	97.20%	92.59%	98.59%	96.08%	100.00%	95.89%	93.18%	96.31%
ACD Total answered call time	6:29:34	7:39:35	7:08:21	7:19:16	4:31:10	3:26:39	6:41:01	5:01:38	2:39:44	5:39:40
ACD Total answered talk time	6:24:35	7:35:53	6:57:15	7:12:34	4:28:06	3:25:57	6:28:58	4:57:51	2:35:05	5:34:02
ACD Total answered wait time	0:37:32	0:39:24	0:41:57	0:42:58	0:24:56	0:19:04	0:37:45	0:24:46	0:17:05	0:31:43
ACD Total abandoned wait time	0:14:32	0:01:17	0:05:53	0:43:18	0:00:41	0:09:00	0:00:00	0:09:30	0:08:12	0:10:16



	20-Dec	20-Dec	20-Dec	20-Dec	20-Dec	20-Dec	20-Dec	20-Dec	20-Dec	
Description	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
ACD Calls offered	111	100	80	87	78	76	63	41	23	659
ACD Calls answered	93	99	78	87	73	72	63	41	23	629
ACD Calls abandoned	18	1	2	0	5	4	0	0	0	30
ACD Calls abandoned (%)	16.22%	1.00%	2.50%	0.00%	6.41%	5.26%	0.00%	0.00%	0.00%	4.55%
ACD Calls answered (%)	83.78%	99.00%	97.50%	100.00%	93.59%	94.74%	100.00%	100.00%	100.00%	95.45%
ACD Total answered call time	5:25:58	6:54:48	5:03:46	4:59:22	5:12:57	4:51:08	3:34:26	3:07:27	1:02:22	4:28:02
ACD Total answered talk time	5:16:10	6:46:00	5:00:24	4:56:28	5:04:59	4:44:41	3:28:52	3:01:23	1:01:25	4:22:16
ACD Total answered wait time	1:18:57	0:38:50	0:30:06	0:32:46	0:27:47	0:30:30	0:23:32	0:14:28	0:07:34	0:31:37
ACD Total abandoned wait time	0:49:02	0:03:46	0:04:31	0:00:00	0:11:05	0:30:09	0:00:00	0:00:00	0:00:00	0:10:57

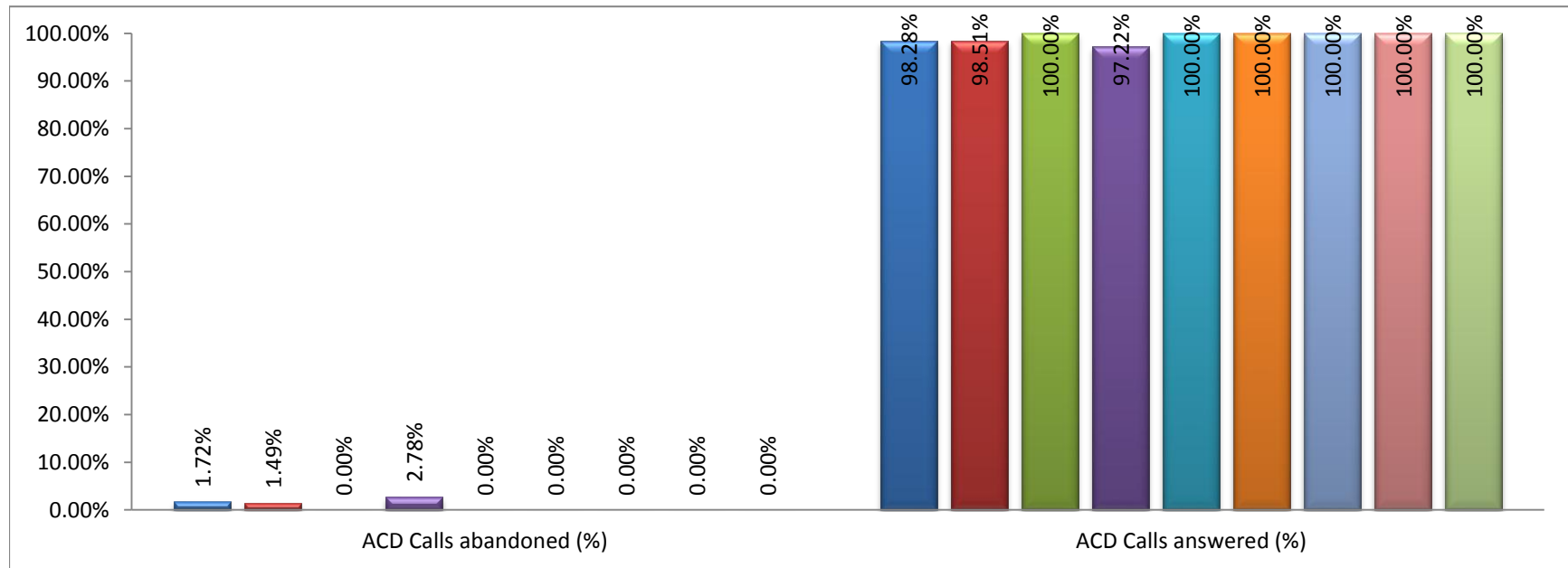


	23-Dec	23-Dec	23-Dec	23-Dec	23-Dec	23-Dec	23-Dec	23-Dec	23-Dec	
Description	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
ACD Calls offered	116	131	96	108	98	102	98	76	57	882
ACD Calls answered	107	125	90	102	98	99	97	75	54	847
ACD Calls abandoned	9	6	6	6	0	3	1	1	3	35
ACD Calls abandoned (%)	7.76%	4.58%	6.25%	5.56%	0.00%	2.94%	1.02%	1.32%	5.26%	3.97%
ACD Calls answered (%)	92.24%	95.42%	93.75%	94.44%	100.00%	97.06%	98.98%	98.68%	94.74%	96.03%
ACD Total answered call time	7:32:02	9:04:04	5:53:15	6:51:54	6:17:46	6:27:24	6:41:18	5:01:12	3:57:09	57:46:04
ACD Total answered talk time	7:23:20	8:56:27	5:47:50	6:49:02	6:12:32	6:23:13	6:36:15	4:59:26	3:50:48	56:58:53
ACD Total answered wait time	1:36:11	0:50:10	0:32:05	0:39:18	0:45:01	0:47:46	0:36:14	0:26:14	0:18:14	6:31:13
ACD Total abandoned wait time	0:22:33	0:33:30	0:18:02	0:31:53	0:00:00	0:02:04	0:00:40	0:04:32	0:04:55	1:58:09

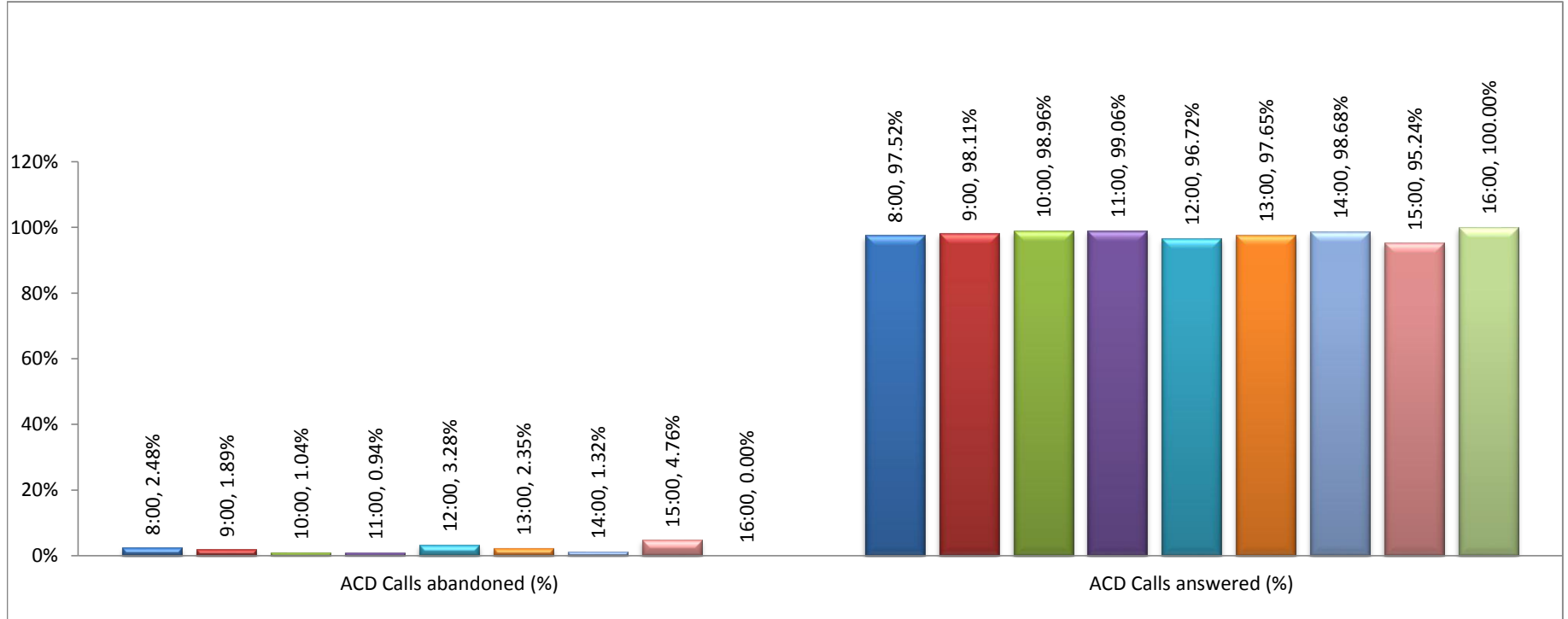


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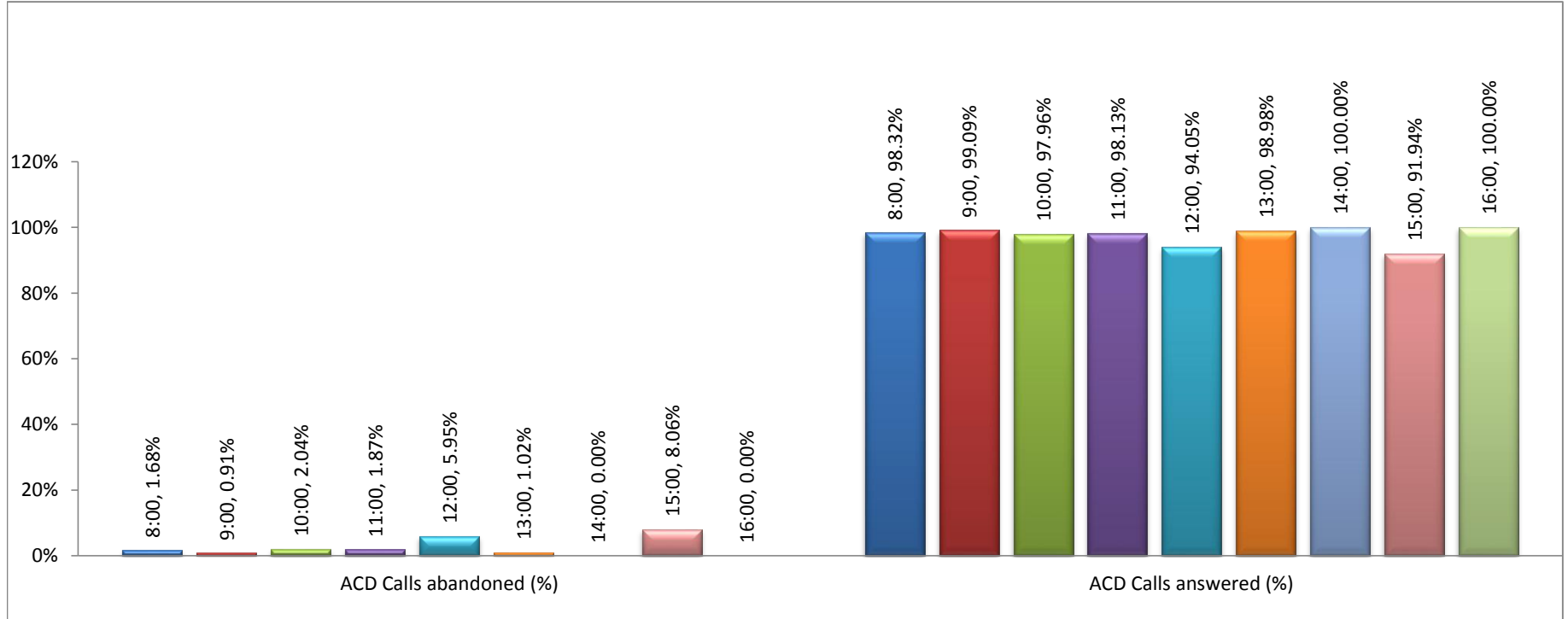
	24-Dec	24-Dec	24-Dec	24-Dec	24-Dec	24-Dec	24-Dec	24-Dec	24-Dec	
Description	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
ACD Calls offered	58	67	58	36	3	1	1	1	1	226
ACD Calls answered	57	66	58	35	3	1	1	1	1	223
ACD Calls abandoned	1	1	0	1	0	0	0	0	0	3
ACD Calls abandoned (%)	1.72%	1.49%	0.00%	2.78%	0.00%	0.00%	0.00%	0.00%	0.00%	1.33%
ACD Calls answered (%)	98.28%	98.51%	100.00%	97.22%	100.00%	100.00%	100.00%	100.00%	100.00%	98.67%
ACD Total answered call time	3:55:46	4:32:33	3:46:46	1:45:45	0:09:36	0:00:00	0:00:00	0:00:00	0:00:00	14:10:26
ACD Total answered talk time	3:53:03	4:27:59	3:40:22	1:41:28	0:09:34	0:00:00	0:00:00	0:00:00	0:00:00	13:52:26
ACD Total answered wait time	0:21:23	0:23:20	0:22:56	0:12:21	0:01:52	0:00:00	0:00:00	0:00:00	0:00:00	1:21:52
ACD Total abandoned wait time	0:00:36	0:00:10	0:00:00	0:04:06	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:04:52



	26-Dec	26-Dec	26-Dec	26-Dec	26-Dec	26-Dec	26-Dec	26-Dec	26-Dec	
Description	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
ACD Calls offered	121	106	96	106	61	85	76	84	53	788
ACD Calls answered	118	104	95	105	59	83	75	80	53	772
ACD Calls abandoned	3	2	1	1	2	2	1	4	0	16
ACD Calls abandoned (%)	2.48%	1.89%	1.04%	0.94%	3.28%	2.35%	1.32%	4.76%	0.00%	2.03%
ACD Calls answered (%)	97.52%	98.11%	98.96%	99.06%	96.72%	97.65%	98.68%	95.24%	100.00%	97.97%
ACD Total answered call time	7:19:05	6:15:42	5:52:08	6:23:42	3:10:49	4:23:45	4:45:13	5:06:15	3:31:39	46:48:18
ACD Total answered talk time	7:08:23	6:07:03	5:46:44	6:21:15	3:09:20	4:20:56	4:41:06	5:03:28	3:26:59	46:05:14
ACD Total answered wait time	0:52:48	0:37:41	0:34:35	0:39:26	0:21:57	0:32:11	0:27:20	0:32:09	0:18:37	4:56:44
ACD Total abandoned wait time	0:10:10	0:01:43	0:00:23	0:03:00	0:15:52	0:00:32	0:00:28	0:08:00	0:00:00	0:40:08

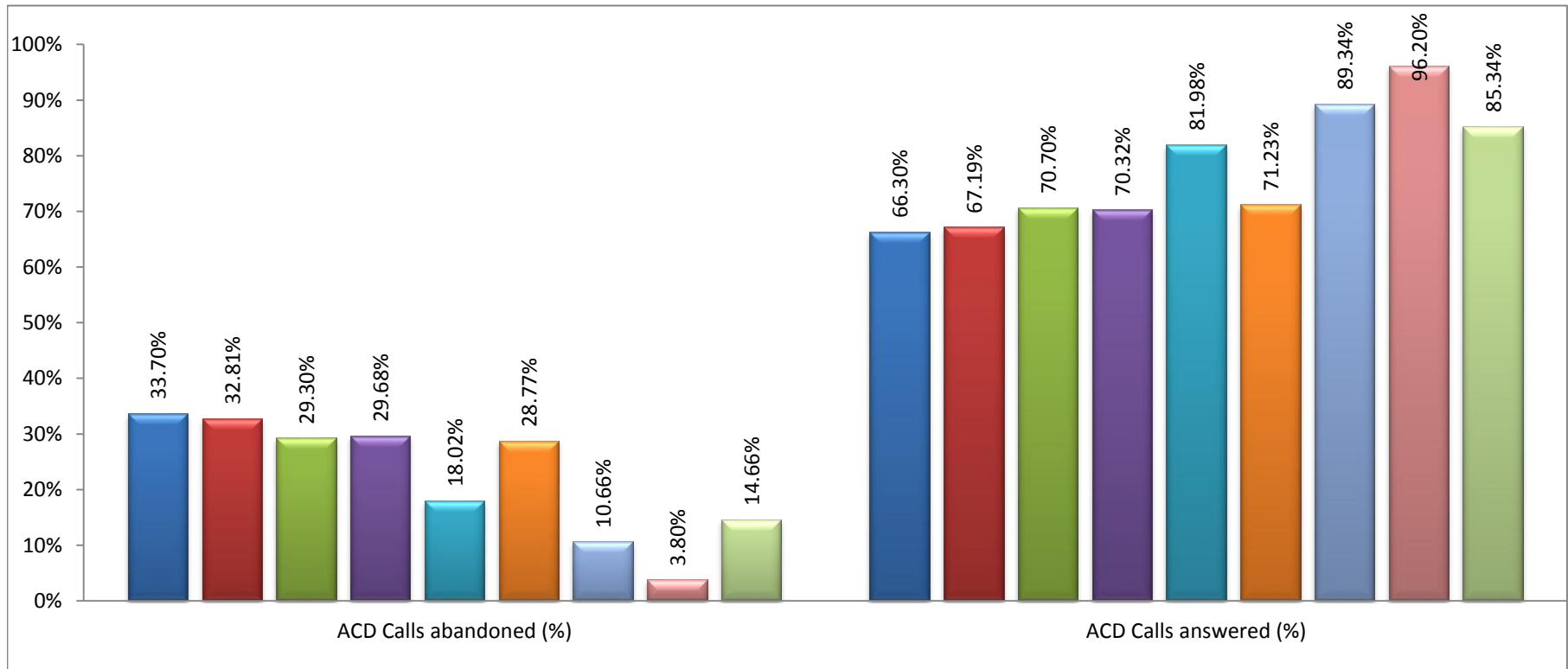


	27-Dec	27-Dec	27-Dec	27-Dec	27-Dec	27-Dec	27-Dec	27-Dec	27-Dec	
Description	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
ACD Calls offered	119	110	98	107	84	98	69	62	38	785
ACD Calls answered	117	109	96	105	79	97	69	57	38	767
ACD Calls abandoned	2	1	2	2	5	1	0	5	0	18
ACD Calls abandoned (%)	1.68%	0.91%	2.04%	1.87%	5.95%	1.02%	0.00%	8.06%	0.00%	2.29%
ACD Calls answered (%)	98.32%	99.09%	97.96%	98.13%	94.05%	98.98%	100.00%	91.94%	100.00%	97.71%
ACD Total answered call time	5:39:29	5:02:28	3:19:25	4:47:21	3:40:25	4:15:01	2:32:14	3:11:07	2:04:53	34:32:23
ACD Total answered talk time	5:30:46	4:57:14	3:17:56	4:45:03	3:37:58	4:13:15	2:31:08	3:06:10	2:01:06	34:00:36
ACD Total answered wait time	0:43:02	0:39:57	0:33:15	0:41:50	0:30:41	0:34:19	0:24:04	0:21:17	0:13:36	4:42:01
ACD Total abandoned wait time	0:00:42	0:06:49	0:03:25	0:13:22	0:13:03	0:00:41	0:00:00	0:24:27	0:00:00	1:02:29



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	30-Dec	30-Dec	30-Dec	30-Dec	30-Dec	30-Dec	30-Dec	30-Dec	30-Dec	
Description	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
ACD Calls offered	270	317	314	283	222	212	197	158	116	2,089
ACD Calls answered	179	213	222	199	182	151	176	152	99	1,573
ACD Calls abandoned	91	104	92	84	40	61	21	6	17	516
ACD Calls abandoned (%)	33.70%	32.81%	29.30%	29.68%	18.02%	28.77%	10.66%	3.80%	14.66%	24.70%
ACD Calls answered (%)	66.30%	67.19%	70.70%	70.32%	81.98%	71.23%	89.34%	96.20%	85.34%	75.30%
ACD Total answered call time	15:07:42	17:51:16	19:49:20	15:34:17	16:33:05	12:49:35	15:46:46	11:19:38	7:30:31	132:22:10
ACD Total answered talk time	14:53:44	17:22:16	19:28:24	15:21:49	16:20:35	12:36:19	15:32:34	11:13:07	7:29:12	130:18:00
ACD Total answered wait time	21:08:36	30:58:40	27:19:09	22:02:59	7:06:45	12:49:32	6:44:17	0:57:19	0:37:46	129:45:03
ACD Total abandoned wait time	6:22:32	6:54:21	5:12:00	4:09:44	1:01:59	2:43:03	0:33:00	0:17:59	0:57:28	28:12:06



	31-Dec	31-Dec	31-Dec	31-Dec	31-Dec	31-Dec	31-Dec	31-Dec	31-Dec	
Description	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Totals
ACD Calls offered	74	114	112	106	9	1	1	1	1	419
ACD Calls answered	74	104	105	104	9	1	1	1	1	400
ACD Calls abandoned	0	10	7	2	0	0	0	0	0	19
ACD Calls abandoned (%)	0.00%	8.77%	6.25%	1.89%	0.00%	0.00%	0.00%	0.00%	0.00%	4.53%
ACD Calls answered (%)	100.00%	91.23%	93.75%	98.11%	100.00%	100.00%	100.00%	100.00%	100.00%	95.47%
ACD Total answered call time	5:25:56	7:47:10	7:04:44	7:27:48	0:53:07	0:00:00	0:00:00	0:00:00	0:00:00	28:38:45
ACD Total answered talk time	5:20:35	7:44:41	7:00:33	7:16:51	0:53:02	0:00:00	0:00:00	0:00:00	0:00:00	28:15:42
ACD Total answered wait time	0:24:46	0:38:49	0:43:19	0:38:38	0:03:54	0:00:00	0:00:00	0:00:00	0:00:00	2:29:26
ACD Total abandoned wait time	0:00:00	0:43:06	0:20:16	0:00:47	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1:04:09

