



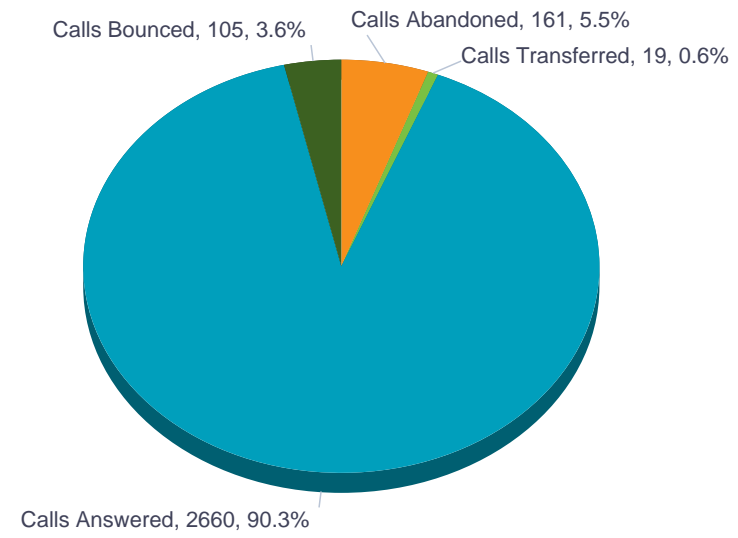
Call Center Presented Calls Report - Customer Service - Weekly

Start Time: 03/26/2017, 12:00 AM
End Time: 04/21/2017, 10:46 AM
Time Zone: (GMT-04:00) (US) Eastern Time
Date Run: 04/21/2017, 10:46 AM

Call Center Name: Customer Service
Call Center Service Id: cc-0001005437-CustomerSupportCC@voip.evolveip.net

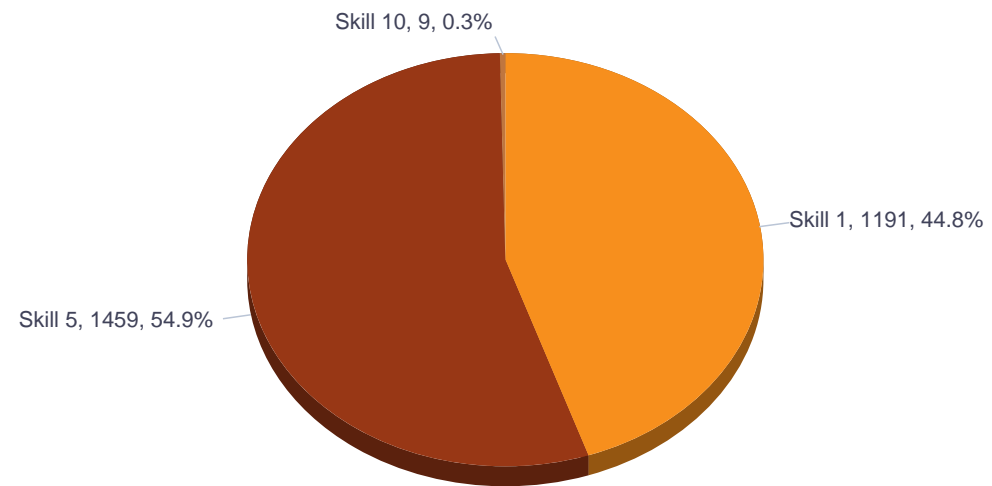


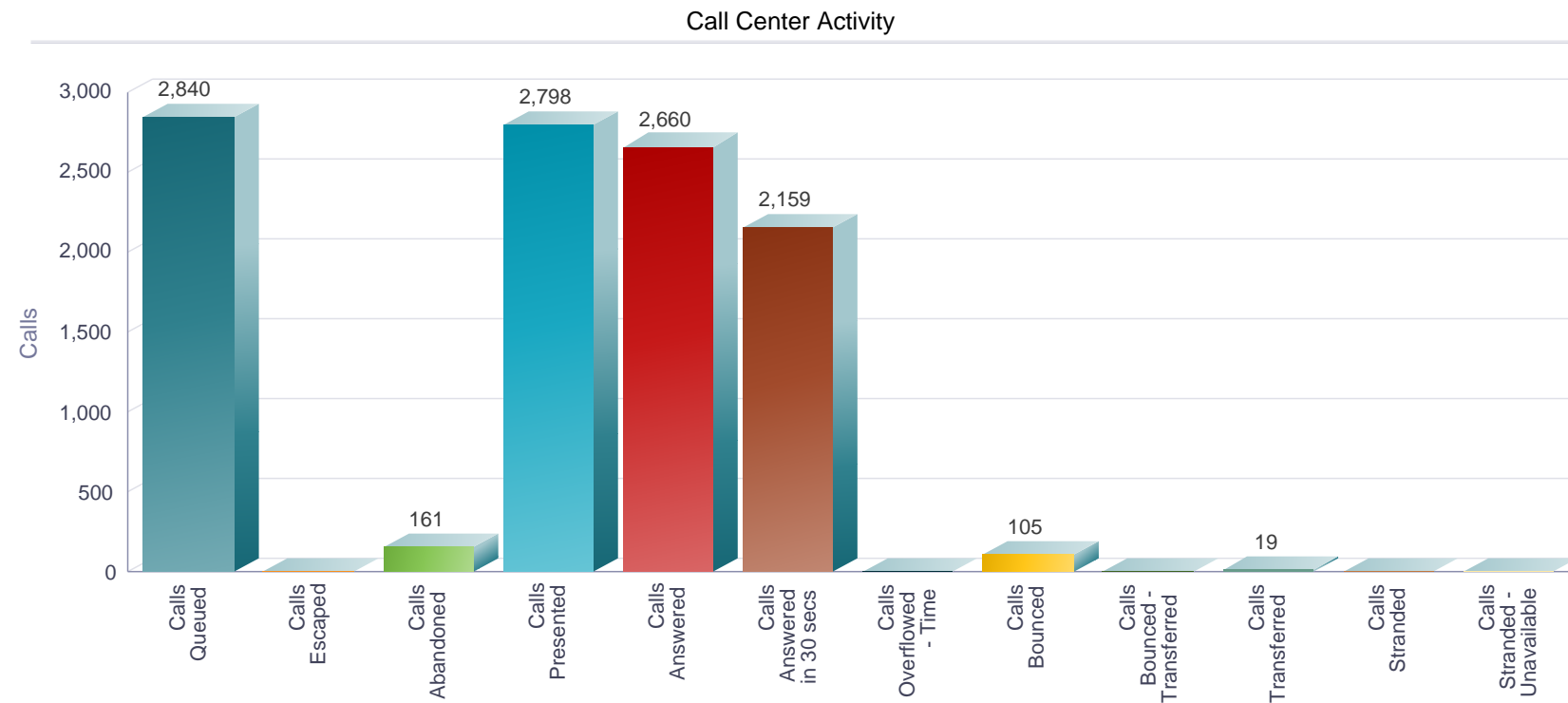
Call Center Activity by Presented Calls





Number of Calls by Skill







Call Center Activity

Date and Time	Call Center Name	Calls Queued	Calls Escaped	Calls Abandoned	Calls Presented	Calls Answered	Calls Answered In 30 secs	% Calls Answered In Service Level	% Answered Calls Answered In Service Level	Calls Overflowed - Time	Calls Bounced	Calls Bounced-Transferred	Calls Transferred	Calls Stranded	Calls Stranded - Unavailable
03/26/2017, 12:00 AM	Customer Service	786	0	54	766	723	546	70.3%	75.5%	0	34	0	9	0	0
04/02/2017, 12:00 AM	Customer Service	743	0	28	747	714	627	84.5%	87.8%	0	26	0	1	0	0
04/09/2017, 12:00 AM	Customer Service	700	0	44	688	655	545	78.0%	83.2%	0	23	0	1	0	0
04/16/2017, 12:00 AM	Customer Service	611	0	35	597	568	441	73.1%	77.6%	0	22	0	8	0	0
Report Summary	Customer Service	2840	0	161	2798	2660	2159	76.5%	81.2%	0	105	0	19	0	0



High Water Marks

Date and Time	Call Center Name	Longest Wait Time	Longest Answer Time	Longest Wait Abandoned
03/26/2017, 12:00 AM	Customer Service	00:16:01	00:16:03	00:06:25
04/02/2017, 12:00 AM	Customer Service	00:09:51	00:10:04	00:02:43
04/09/2017, 12:00 AM	Customer Service	00:09:09	00:09:12	00:06:45
04/16/2017, 12:00 AM	Customer Service	00:09:43	00:09:55	00:03:40
Report Summary	Customer Service	00:16:01	00:16:03	00:06:45