



Call Center Summary Report - Multiple Call Centers - Daily

Start Time: 04/20/2017, 12:00 AM
End Time: 04/21/2017, 12:00 AM
Time Zone: (GMT-04:00) (US) Eastern Time
Date Run: 04/21/2017, 10:53 AM

Call Center Summary

Date and Time	Call Center Name	Average Wait Time	Average Speed of Answer	Average Abandonment Time	Average Staff
04/20/2017, 12:00 AM	Apria Support	00:00:23	00:00:34	00:00:14	2.13
	Customer Service	00:00:59	00:01:08	00:00:54	7.82
	Summary	00:00:58	00:01:07	00:00:51	9.95
Report Summary	Apria Support	00:00:23	00:00:34	00:00:14	2.13
	Customer Service	00:00:59	00:01:08	00:00:54	7.82
	Summary	00:00:58	00:01:07	00:00:51	9.95