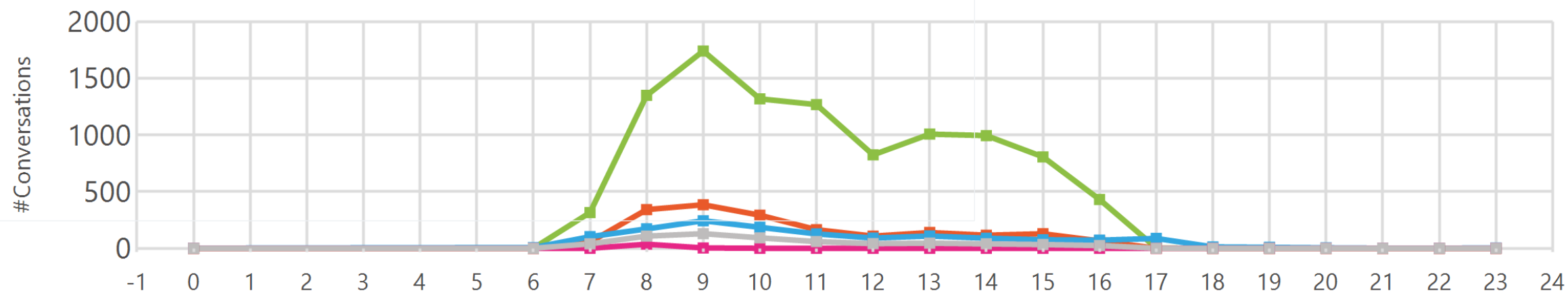




Per hour

Hours	Total	Accepted	Missed	NoSkill	Overflow	QuickDrop	Handled Rate %	< 20	< 120 sec	> 120 sec	SLA	AVG Queue Time	AVG Initial Talk Time	AVG Talk Time	AVG Discharge Time	AVG Available Agents	Max Queue Position
7:00	510	315	54	102	0	39	77.21%	186	76	53	45.6%	0:02:08	0:06:44	0:06:44	0:00:04	1.1	2
8:00	2003	1348	341	171	36	107	75.06%	701	295	352	39.0%	0:03:03	0:05:31	0:05:35	0:00:07	1.1	8
9:00	2499	1740	384	243	3	129	77.23%	945	367	428	41.9%	0:02:20	0:05:39	0:05:48	0:00:10	1.3	8
10:00	1887	1318	292	185	0	92	77.44%	747	254	317	43.9%	0:02:22	0:06:23	0:06:33	0:00:12	1.3	5
11:00	1617	1267	164	127	0	59	85.03%	812	278	177	54.5%	0:01:39	0:06:10	0:06:31	0:00:23	1.5	6
12:00	1062	824	107	90	0	41	84.77%	537	178	109	55.2%	0:01:31	0:05:54	0:06:04	0:00:11	1.4	4
13:00	1299	1007	139	108	0	45	84.55%	640	210	157	53.7%	0:01:33	0:05:43	0:06:01	0:00:18	1.3	5
14:00	1237	994	115	89	0	39	86.59%	633	230	131	55.1%	0:01:19	0:06:13	0:06:33	0:00:14	1.4	3
15:00	1042	806	128	75	0	33	83.35%	487	191	128	50.4%	0:01:49	0:05:35	0:05:52	0:00:15	1.2	4
16:00	590	430	65	71	0	24	82.85%	297	83	50	57.2%	0:01:18	0:05:09	0:05:14	0:00:08	1.1	3
17:00	90	3	0	87	0	0	100.00%	3	0	0	100.0%	0:00:06	0:00:18	0:05:47	0:05:33	1.0	1
18:00	12	0	0	12	0	0	NaN	0	0	0	NaN		0:00:00	0:00:00	0:00:00		0
19:00	8	0	0	8	0	0	NaN	0	0	0	NaN		0:00:00	0:00:00	0:00:00		1
20:00	4	0	0	4	0	0	NaN	0	0	0	NaN		0:00:00	0:00:00	0:00:00		0
21:00	1	0	0	1	0	0	NaN	0	0	0	NaN		0:00:00	0:00:00	0:00:00		0
22:00	1	0	0	1	0	0	NaN	0	0	0	NaN		0:00:00	0:00:00	0:00:00		0
23:00	3	0	0	3	0	0	NaN	0	0	0	NaN		0:00:00	0:00:00	0:00:00		0
Total	13872	10052	1789	1384	39	608	80.75%	5988	2162	1902	48.1%	0:02:02	0:05:53	0:06:05	0:00:13	1.3	8

Accepted Missed NoSkill Overflow QuickDrop













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