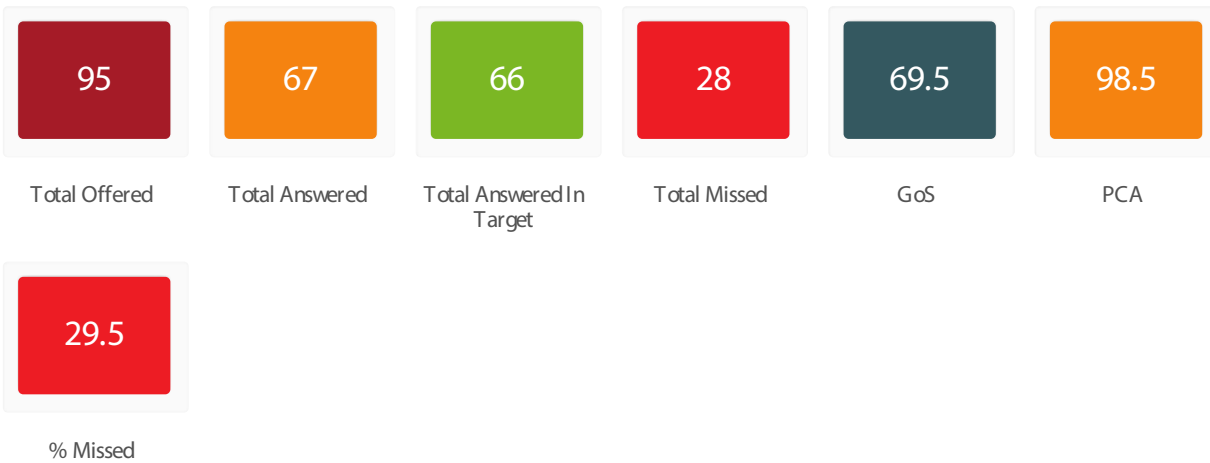


Report Period:

Mar 15 2018

Report Summary



Report Details

DDI	DDI Name	DDI Group	Offered	Answered	Answered in Target	Missed	Total Talktime	Avg. Talktime	Avg. Answer Time	Avg. Abandoned Wait Time	GoS	PCA	% Missed
012754	012754	Undefined	1	0	0	1	00:00:00	00:00:00	00:00:00	00:00:21	0.0	0.0	100.0
016563	016563	Undefined	73	52	52	21	02:59:48	00:02:27	00:00:00	00:00:13	71.2	100.0	28.8
016563	016563	Undefined	9	7	6	2	00:14:35	00:01:37	00:00:06	00:00:17	66.7	85.7	22.2
016563	016563	Undefined	2	0	0	2	00:00:00	00:00:00	00:00:00	00:00:37	0.0	0.0	100.0
016563	016563	Undefined	1	1	1	0	00:01:35	00:01:34	00:00:05	00:00:00	100.0	100.0	0.0
016563	016563	Undefined	2	2	2	0	00:02:42	00:01:20	00:00:03	00:00:00	100.0	100.0	0.0
016563	016563	Undefined	4	4	4	0	00:12:28	00:03:06	00:00:00	00:00:00	100.0	100.0	0.0
016567	016567	Undefined	1	1	1	0	00:01:15	00:01:14	00:00:00	00:00:00	100.0	100.0	0.0
016567	016567	Undefined	2	0	0	2	00:00:00	00:00:00	00:00:00	00:00:35	0.0	0.0	100.0

Report Graphs

