



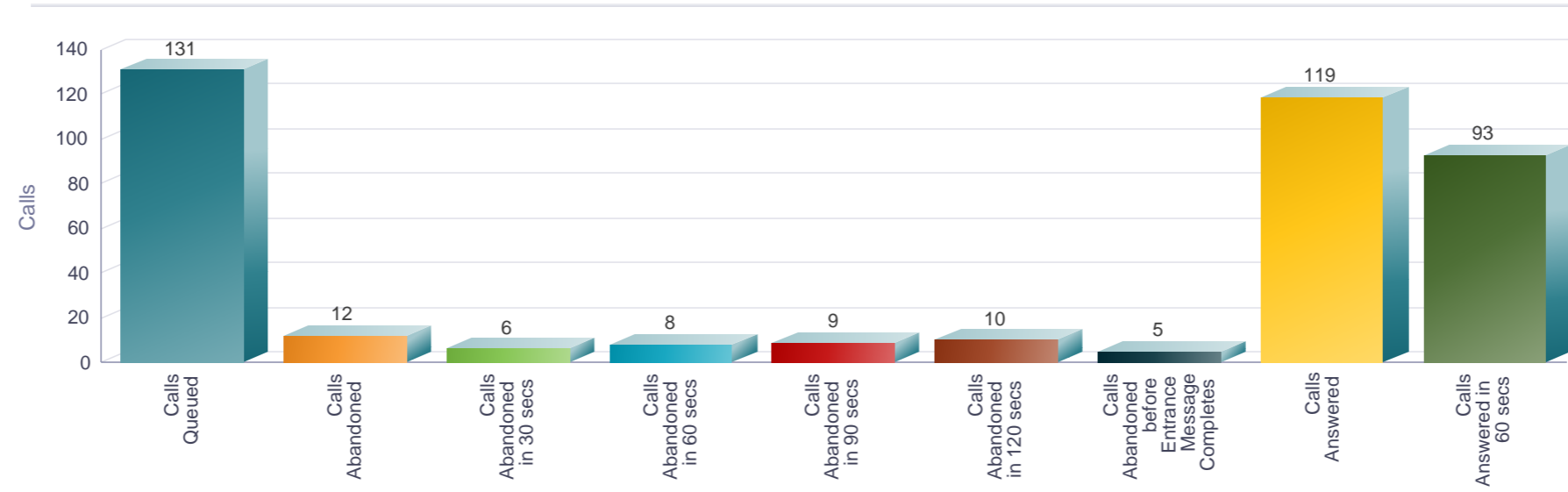
Abandoned Call Report - Customer Service - Daily

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, 09:25 AM

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



Abandoned Calls





Abandoned Calls

Date and Time	Call Center Name	Calls Queued	Calls Abandoned	% Calls Abandoned	Calls Abandoned in 30 secs	% Calls Abandoned in 30 secs	Calls Abandoned in 60 secs	% Calls Abandoned in 60 secs	Calls Abandoned in 90 secs	% Calls Abandoned in 90 secs	Calls Abandoned in 120 secs	% Calls Abandoned in 120 secs	Calls Abandoned before Entrance Message Completes	% Calls Abandoned before Entrance Message Completes	Calls Abandoned after Entrance Message Completes	% Calls Abandoned after Entrance Message Completes	Longest Wait Abandoned
04/20/2017, 12:00 AM	Customer Service	131	12	9.2%	6	4.6%	8	6.1%	9	6.9%	10	7.6%	5	3.8%	7	5.3%	00:03:40
Report Summary	Customer Service	131	12	9.2%	6	4.6%	8	6.1%	9	6.9%	10	7.6%	5	3.8%	7	5.3%	00:03:40