



## Call Center Overflow Matrix 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, 10:40 AM

### Overflow Matrix: Interval 04/20/2017, 12:00 AM

Destination	Source				Total
	Apria Support	Carrier Call Center	Customer Service	Support Overflow	
Apria Support	0	0	0	0	0
Carrier Call Center	0	0	0	0	0
Customer Service	0	1	0	0	1
Support Overflow	0	0	0	0	0
<b>Total</b>	0	1	0	0	



### Overflow Matrix: Total

		Source				
Destination		Apria Support	Carrier Call Center	Customer Service	Support Overflow	Total
	Apria Support	0	0	0	0	0
	Carrier Call Center	0	0	0	0	0
	Customer Service	0	1	0	0	1
	Support Overflow	0	0	0	0	0
	<b>Total</b>	0	1	0	0	0