



Call Center Overflow Matrix Report - Multiple Call Centers - Monthly

Start Time: 03/01/2017, 12:00 AM
 End Time: 04/01/2017, 12:00 AM
 Time Zone: (GMT-04:00) (US) Eastern Time
 Date Run: 04/21/2017, 10:41 AM

Overflow Matrix: Interval 03/01/2017, 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	16	5	0	0	21
Support Overflow	0	0	0	0	0
Total	16	5	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	16	5	0	0	21
	Support Overflow	0	0	0	0	0
	Total	16	5	0	0	