



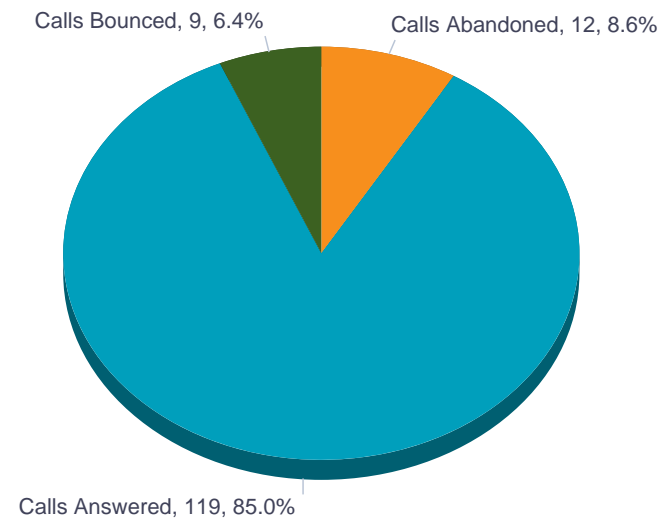
Call Center Presented Calls Report - Customer Service - Daily

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, 10:43 AM

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

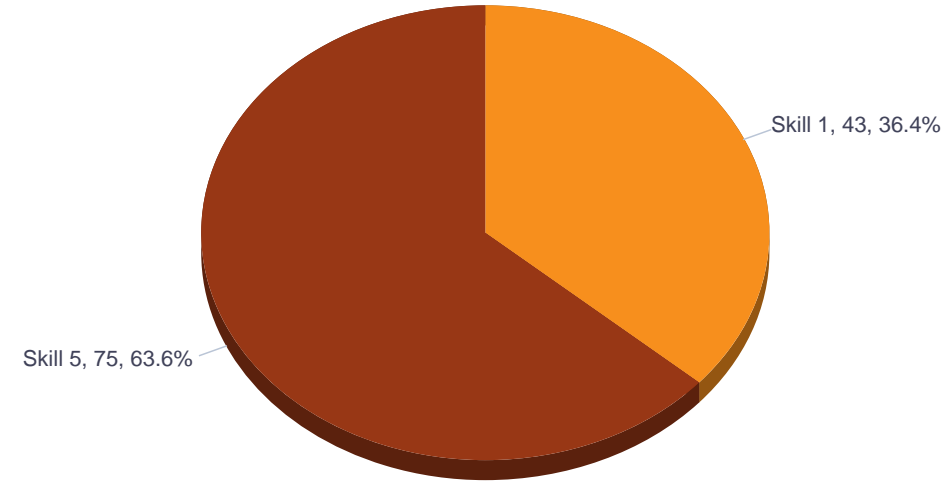


Call Center Activity by Presented Calls



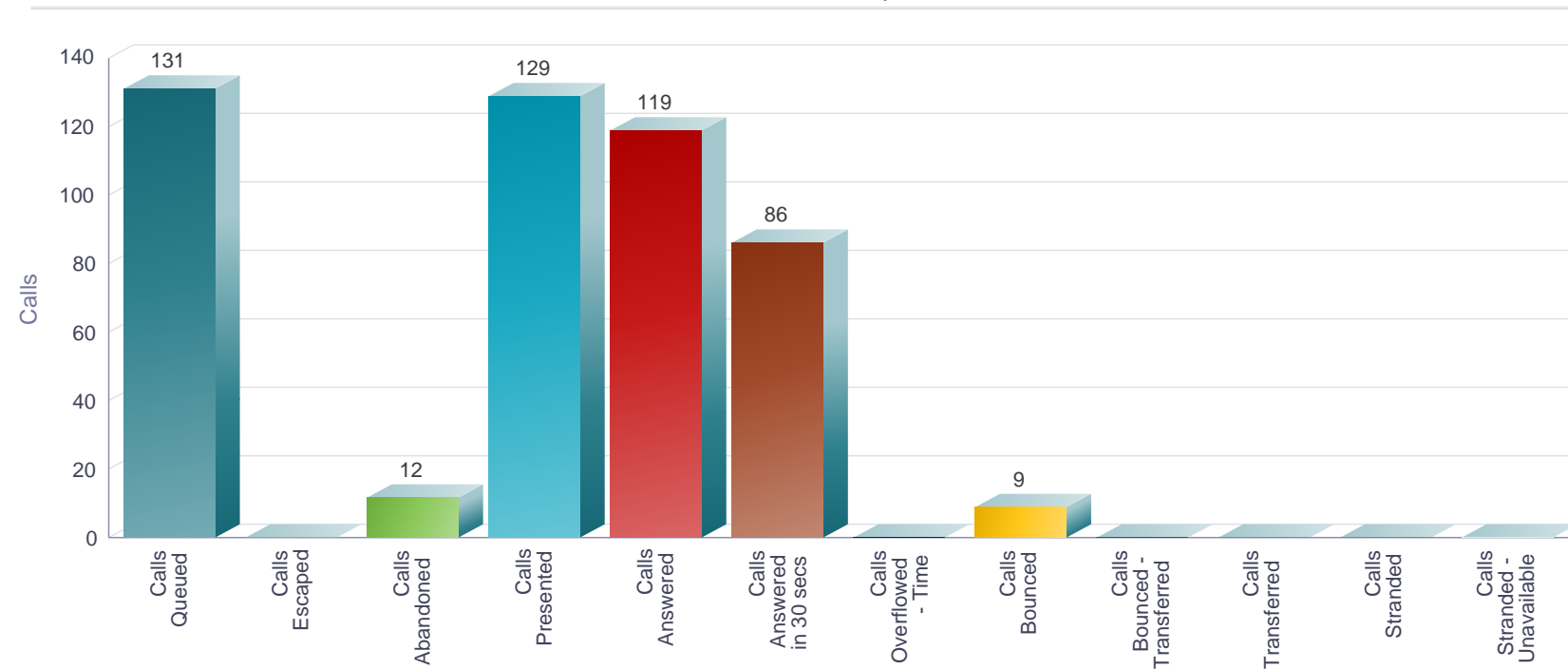


Number of Calls by Skill





Call Center Activity





Call Center Activity

| Date and Time | Call Center Name | Calls Queued | Calls Escaped | Calls Abandoned | Calls Presented | Calls Answered | Calls Answered In 30 secs | % Calls Answered In Service Level | % Answered Calls Answered In Service Level | Calls Overflowed - Time | Calls Bounced | Calls Bounced-Transferred | Calls Transferred | Calls Stranded | Calls Stranded - Unavailable |
|-----------------------|------------------|--------------|---------------|-----------------|-----------------|----------------|---------------------------|-----------------------------------|--|-------------------------|---------------|---------------------------|-------------------|----------------|------------------------------|
| 04/20/2017, 12:00 AM | Customer Service | 131 | 0 | 12 | 129 | 119 | 86 | 65.6% | 72.3% | 0 | 9 | 0 | 0 | 0 | 0 |
| Report Summary | Customer Service | 131 | 0 | 12 | 129 | 119 | 86 | 65.6% | 72.3% | 0 | 9 | 0 | 0 | 0 | 0 |



High Water Marks

| Date and Time | Call Center Name | Longest Wait Time | Longest Answer Time | Longest Wait Abandoned |
|-----------------------|------------------|-------------------|---------------------|------------------------|
| 04/20/2017, 12:00 AM | Customer Service | 00:09:01 | 00:09:20 | 00:03:40 |
| Report Summary | Customer Service | 00:09:01 | 00:09:20 | 00:03:40 |