



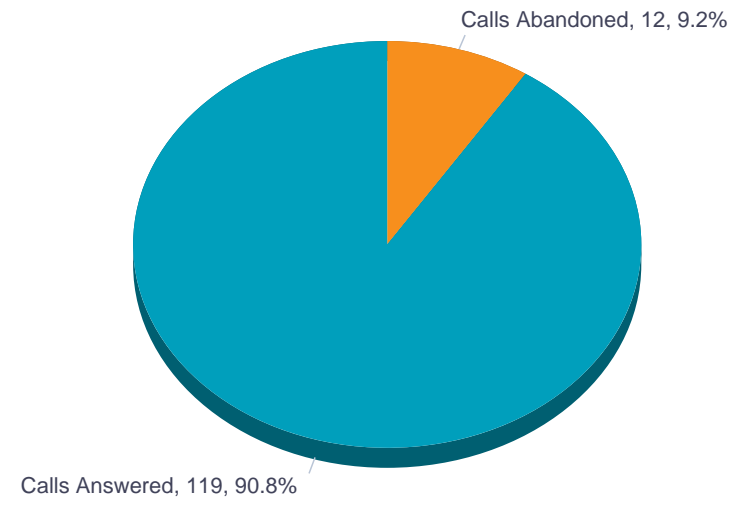
Call Center Report - Customer Service - Daily

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, 10:51 AM

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

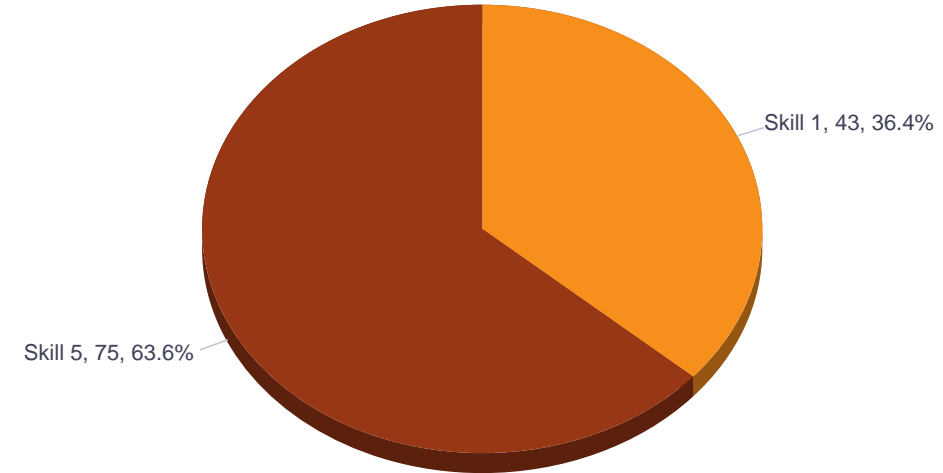


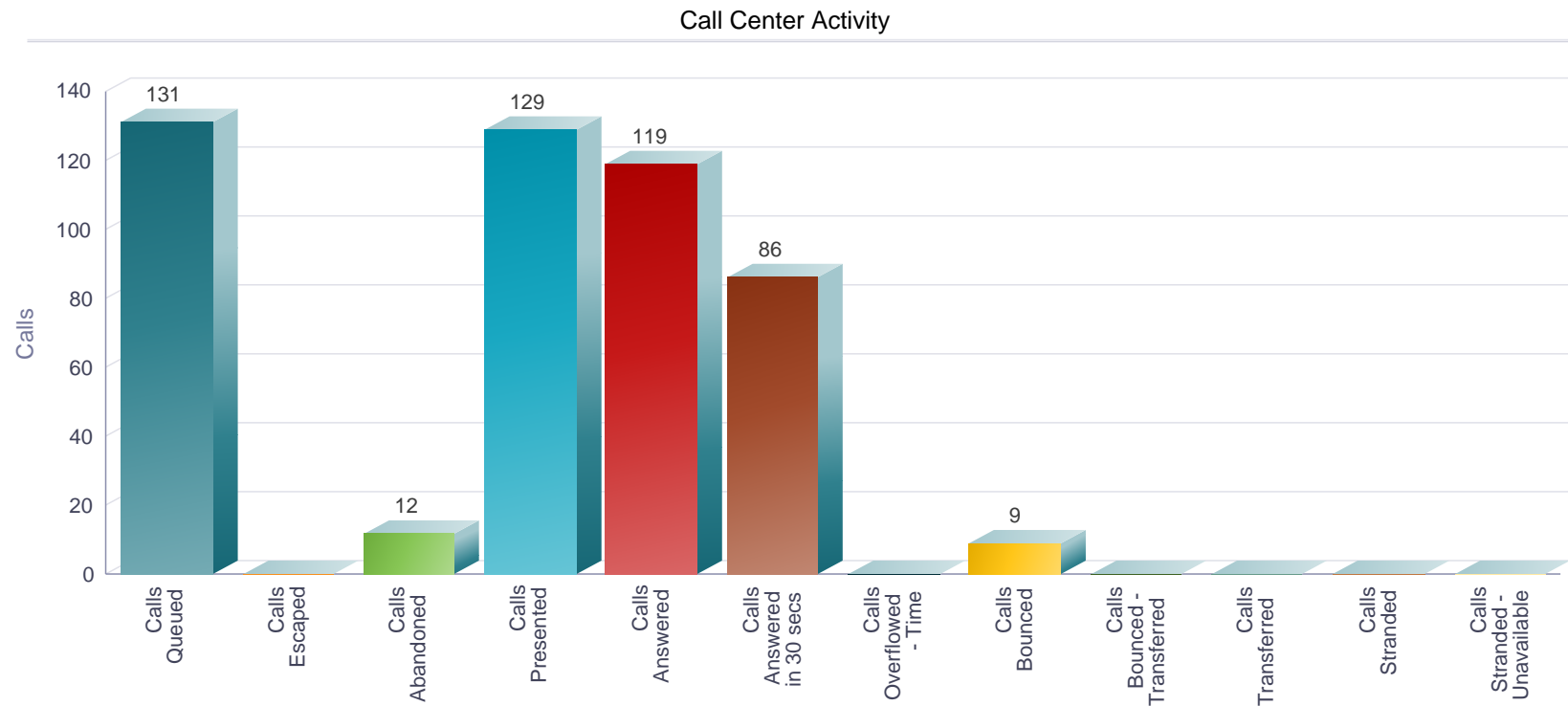
Call Center Activity





Number of Calls by Skill







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 30 secs	% Answered Calls Answered In 30 secs	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