



### Service Level Report - Customer Service - Daily

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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, 10:55 AM

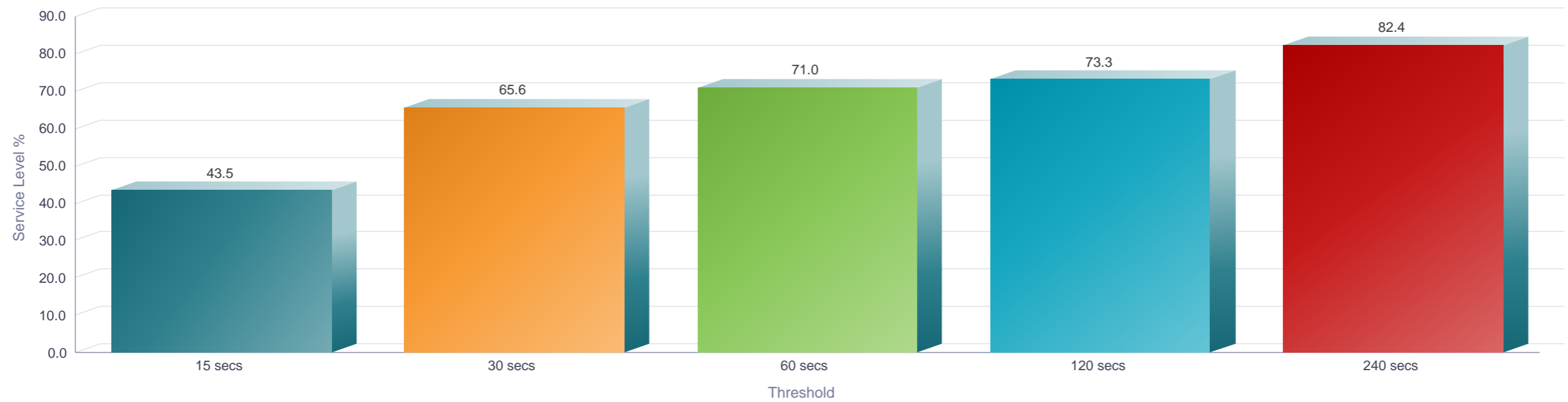
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Call Center Name: Customer Service  
Call Center Service Id: cc-0001005437-CustomerSupportCC@voip.evolveip.net

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Service Level Average





### Service Level

Date and Time	Call Center Name	Average Wait Time	Average Speed of Answer	Calls Answered within 15 secs	% Within 15 secs	Calls Answered within 30 secs	% Within 30 secs	Calls Answered within 60 secs	% Within 60 secs	Calls Answered within 120 secs	% Within 120 secs	Calls Answered within 240 secs	% Within 240 secs
04/20/2017, 12:00 AM	Customer Service	00:00:59	00:01:08	57	43.5%	86	65.6%	93	71.0%	96	73.3%	108	82.4%
<b>Report Summary</b>	Customer Service	00:00:59	00:01:08	57	43.5%	86	65.6%	93	71.0%	96	73.3%	108	82.4%