Queue Performance by Day of Week

[Task D ICP] P004 - ZIPS Monday Calls FY 2015

1/1/2015 - 12/31/2015 - 00:00 - 24:00

Created on 20160720 08:06:39 by _admin

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Monday	5045	5045	0	0	0	0	0	5045	0	0	0	00:00:15	0:00:00	00:00:00	101:58:13	00:01:15	0%	100%	100%
Totals	**5045**	**5045**	**0**	**0**	**0**	**0**	**0**	**5045**	**0**	**0**	**0**	**00:00:15**	**0:00:00**	**00:00:00**	**101:58:13**	**00:01:15**	**0%**	**100%**	**100%**

Queue Performance by Day of Week

[Task D ICP] P004 - ZIPS Tuesday Calls FY 2015

1/1/2015 - 12/31/2015 - 00:00 - 24:00

Created on 20160720 08:07:11 by _admin

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Tuesday	4770	4770	0	0	0	0	0	4770	0	0	0	00:00:13	0:00:00	00:00:00	88:55:02	00:01:09	0%	100%	100%
Totals	**4770**	**4770**	**0**	**0**	**0**	**0**	**0**	**4770**	**0**	**0**	**0**	**00:00:13**	**0:00:00**	**00:00:00**	**88:55:02**	**00:01:09**	**0%**	**100%**	**100%**

Queue Performance by Day of Week

[Task D ICP] P004 - ZIPS Wednesday Calls FY 2015

1/1/2015 - 12/31/2015 - 00:00 - 24:00

Created on 20160720 08:07:37 by _admin

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Wednesday	4510	4510	0	0	0	0	0	4510	0	0	0	00:00:15	0:00:00	00:00:00	81:36:39	00:01:07	0%	100%	100%
Totals	**4510**	**4510**	**0**	**0**	**0**	**0**	**0**	**4510**	**0**	**0**	**0**	**00:00:15**	**0:00:00**	**00:00:00**	**81:36:39**	**00:01:07**	**0%**	**100%**	**100%**

Queue Performance by Day of Week

[Task D ICP] P004 - ZIPS Thursday Calls FY 2015

1/1/2015 - 12/31/2015 - 00:00 - 24:00

Created on 20160720 08:08:03 by _admin

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Thursday	4584	4584	0	0	0	0	0	4584	0	0	0	00:00:13	0:00:00	00:00:00	84:33:24	00:01:08	0%	100%	100%
Totals	**4584**	**4584**	**0**	**0**	**0**	**0**	**0**	**4584**	**0**	**0**	**0**	**00:00:13**	**0:00:00**	**00:00:00**	**84:33:24**	**00:01:08**	**0%**	**100%**	**100%**

Queue Performance by Day of Week

[Task D ICP] P004 - ZIPS Friday Calls FY 2015

1/1/2015 - 12/31/2015 - 00:00 - 24:00

Created on 20160720 08:08:35 by _admin

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Friday	4423	4423	0	0	0	0	0	4423	0	0	0	00:00:14	0:00:00	00:00:00	81:37:44	00:01:08	0%	100%	100%
Totals	**4423**	**4423**	**0**	**0**	**0**	**0**	**0**	**4423**	**0**	**0**	**0**	**00:00:14**	**0:00:00**	**00:00:00**	**81:37:44**	**00:01:08**	**0%**	**100%**	**100%**

Queue Performance by Day of Week

[Task D ICP] P004 - ZIPS Saturday Calls FY 2015

1/1/2015 - 12/31/2015 - 00:00 - 24:00

Created on 20160720 08:09:06 by _admin

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Saturday	1980	1980	0	0	0	0	9	1980	0	0	0	00:00:11	0:00:00	00:00:00	34:55:59	00:01:05	0%	100%	100%
Totals	**1980**	**1980**	**0**	**0**	**0**	**0**	**9**	**1980**	**0**	**0**	**0**	**00:00:11**	**0:00:00**	**00:00:00**	**34:55:59**	**00:01:05**	**0%**	**100%**	**100%**

Queue Performance by Day of Week

[Task D ICP] P004 - ZIPS Sunday Calls FY 2015

1/1/2015 - 12/31/2015 - 00:00 - 24:00

Created on 20160720 08:06:00 by _admin

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Sunday	458	458	0	0	0	0	0	458	0	0	0	00:00:34	0:00:00	00:00:00	11:43:42	00:01:41	0	100.00%	100%
Totals	**458**	**458**	**0**	**0**	**0**	**0**	**0**	**458**	**0**	**0**	**0**	**00:00:34**	**0:00:00**	**00:00:00**	**11:43:42**	**00:01:41**	**0**	**100%**	**100%**

Phone Log For Zips phone # FY 2015

Queue Performance by Period

[Task D ICP] P004 - ZIPS

1/1/2015 - 12/31/2015 - 00:00 - 24:00

Created on 20160719 14:59:43 by _admin

Activity period	ACD calls offered	ACD calls handled	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Service level %	Answer %
00:00	1	1	0	0	0	1	0	0	0	00:00:22	00:00:00	00:00:55	00:00:55	100.0%	100.0%
00:15	1	1	0	0	0	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
00:30	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
00:45	2	2	0	0	0	2	0	0	0	00:00:18	00:00:00	00:06:11	00:03:06	100.0%	100.0%
01:00	3	3	0	0	0	3	0	0	0	00:00:14	00:00:00	00:05:25	00:01:48	100.0%	100.0%
01:15	2	2	0	0	0	2	0	0	0	00:00:08	00:00:00	00:00:28	00:00:28	100.0%	100.0%
01:30	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
01:45	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
02:00	1	1	0	0	0	1	0	0	0	00:00:07	00:00:00	00:00:34	00:00:34	100.0%	100.0%
02:15	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
02:30	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
02:45	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
03:00	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
03:15	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
03:30	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
03:45	1	1	0	0	0	1	0	0	0	00:00:12	00:00:00	00:02:49	00:02:49	100.0%	100.0%
04:00	1	1	0	0	0	1	0	0	0	00:01:05	00:00:00	00:01:41	00:01:41	100.0%	100.0%
04:15	1	1	0	0	0	1	0	0	0	00:00:10	00:00:00	00:02:24	00:02:24	100.0%	100.0%
04:30	3	3	0	0	0	3	0	0	0	00:00:20	00:00:00	00:02:12	00:00:44	100.0%	100.0%
04:45	4	4	0	0	0	4	0	0	0	00:00:12	00:00:00	00:03:19	00:00:50	100.0%	100.0%
05:00	12	12	0	0	0	12	0	0	0	00:00:32	00:00:00	00:11:08	00:00:56	100.0%	100.0%
05:15	10	10	0	0	0	10	0	0	0	00:00:24	00:00:00	00:04:55	00:00:33	100.0%	100.0%
05:30	28	28	0	0	0	28	0	0	0	00:00:41	00:00:00	00:26:17	00:01:03	100.0%	100.0%
05:45	63	63	0	0	0	63	0	0	0	00:00:15	00:00:00	00:55:44	00:00:55	100.0%	100.0%
06:00	250	250	0	0	0	250	0	0	0	00:00:17	00:00:00	03:11:33	00:00:47	100.0%	100.0%
06:15	179	179	0	0	0	179	0	0	0	00:00:17	00:00:00	01:57:11	00:00:45	100.0%	100.0%
06:30	238	238	0	0	0	238	0	0	0	00:00:26	00:00:00	02:56:46	00:00:48	100.0%	100.0%
06:45	230	230	0	0	0	230	0	0	0	00:00:20	00:00:00	03:11:27	00:00:52	100.0%	100.0%
07:00	359	359	0	0	0	359	0	0	0	00:00:17	00:00:00	05:14:54	00:00:53	100.0%	100.0%
07:15	366	366	0	0	0	366	0	0	0	00:00:10	00:00:00	05:00:24	00:00:50	100.0%	100.0%
07:30	382	382	0	0	0	382	0	0	0	00:00:10	00:00:00	05:58:37	00:00:57	100.0%	100.0%
07:45	329	329	0	0	0	329	0	0	0	00:00:11	00:00:00	06:10:48	00:01:09	100.0%	100.0%
08:00	398	398	0	0	0	398	0	0	0	00:00:10	00:00:00	07:06:58	00:01:05	100.0%	100.0%
08:15	437	437	0	0	0	437	0	0	0	00:00:13	00:00:00	08:52:55	00:01:14	100.0%	100.0%
08:30	444	444	0	0	0	444	0	0	0	00:00:11	00:00:00	08:42:25	00:01:12	100.0%	100.0%

Activity period	ACD calls offered	ACD calls handled	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Service level %	Answer %
08:45	442	442	0	0	0	442	0	0	0	00:00:13	00:00:00	08:46:49	00:01:14	100.0%	100.0%
09:00	549	549	0	0	0	549	0	0	0	00:00:14	00:00:00	10:42:44	00:01:13	100.0%	100.0%
09:15	553	553	0	0	0	553	0	0	0	00:00:18	00:00:00	10:54:09	00:01:14	100.0%	100.0%
09:30	551	551	0	0	0	551	0	0	0	00:00:15	00:00:00	11:13:24	00:01:15	100.0%	100.0%
09:45	529	529	0	0	0	529	0	0	0	00:00:12	00:00:00	10:22:38	00:01:12	100.0%	100.0%
10:00	582	582	0	0	0	582	0	0	0	00:00:12	00:00:00	11:53:02	00:01:16	100.0%	100.0%
10:15	581	581	0	0	0	581	0	0	0	00:00:14	00:00:00	10:53:54	00:01:10	100.0%	100.0%
10:30	585	585	0	0	0	585	0	0	0	00:00:15	00:00:00	10:46:16	00:01:08	100.0%	100.0%
10:45	574	574	0	0	0	574	0	0	0	00:00:10	00:00:00	10:54:49	00:01:09	100.0%	100.0%
11:00	591	591	0	0	0	591	0	0	0	00:00:12	00:00:00	11:02:26	00:01:09	100.0%	100.0%
11:15	575	575	0	0	0	575	0	0	0	00:00:14	00:00:00	11:34:02	00:01:14	100.0%	100.0%
11:30	499	499	0	0	0	499	0	0	0	00:00:15	00:00:00	10:12:48	00:01:14	100.0%	100.0%
11:45	564	564	0	0	0	564	0	0	0	00:00:11	00:00:00	11:00:08	00:01:12	100.0%	100.0%
12:00	557	557	0	0	0	557	0	0	0	00:00:11	00:00:00	10:17:01	00:01:08	100.0%	100.0%
12:15	577	577	0	0	0	577	0	0	0	00:00:11	00:00:00	10:33:35	00:01:07	100.0%	100.0%
12:30	509	509	0	0	0	509	0	0	0	00:00:11	00:00:00	09:59:54	00:01:12	100.0%	100.0%
12:45	524	524	0	0	0	524	0	0	0	00:00:10	00:00:00	10:12:15	00:01:12	100.0%	100.0%
13:00	506	506	0	0	0	506	0	0	0	00:00:10	00:00:00	10:39:39	00:01:16	100.0%	100.0%
13:15	486	486	0	0	0	486	0	0	0	00:00:10	00:00:00	09:54:49	00:01:15	100.0%	100.0%
13:30	516	516	0	0	0	516	0	0	0	00:00:10	00:00:00	10:35:21	00:01:15	100.0%	100.0%
13:45	516	516	0	0	0	516	0	0	0	00:00:10	00:00:00	10:32:27	00:01:15	100.0%	100.0%
14:00	596	596	0	0	0	596	0	0	0	00:00:11	00:00:00	12:08:23	00:01:14	100.0%	100.0%
14:15	603	603	0	0	0	603	0	0	0	00:00:11	00:00:00	12:03:27	00:01:13	100.0%	100.0%
14:30	682	682	0	0	0	682	0	0	0	00:00:10	00:00:00	12:22:13	00:01:07	100.0%	100.0%
14:45	731	731	0	0	0	731	0	0	0	00:00:10	00:00:00	12:55:16	00:01:05	100.0%	100.0%
15:00	831	831	0	0	0	831	0	0	0	00:00:12	00:00:00	16:04:03	00:01:11	100.0%	100.0%
15:15	759	759	0	0	0	759	0	0	0	00:00:11	00:00:00	14:09:22	00:01:09	100.0%	100.0%
15:30	792	792	0	0	0	792	0	0	0	00:00:11	00:00:00	15:04:59	00:01:10	100.0%	100.0%
15:45	759	759	0	0	0	759	0	0	0	00:00:16	00:00:00	14:53:37	00:01:13	100.0%	100.0%
16:00	813	813	0	0	0	813	0	0	0	00:00:16	00:00:00	16:13:52	00:01:14	100.0%	100.0%
16:15	753	753	0	0	0	753	0	0	0	00:00:22	00:00:00	15:58:53	00:01:19	100.0%	100.0%
16:30	729	729	0	0	0	729	0	0	0	00:00:24	00:00:00	16:17:29	00:01:23	100.0%	100.0%
16:45	642	642	0	0	0	642	0	0	0	00:00:29	00:00:00	14:34:35	00:01:25	100.0%	100.0%
17:00	367	367	0	0	0	367	0	0	0	00:00:25	00:00:00	05:43:32	00:01:03	100.0%	100.0%
17:15	209	209	0	0	0	209	0	0	0	00:00:22	00:00:00	03:08:15	00:00:58	100.0%	100.0%
17:30	188	188	0	0	0	188	0	0	0	00:00:24	00:00:00	02:47:58	00:00:57	100.0%	100.0%
17:45	154	154	0	0	0	154	0	0	0	00:00:16	00:00:00	02:16:28	00:00:54	100.0%	100.0%
18:00	139	139	0	0	0	139	0	0	0	00:00:18	00:00:00	01:50:42	00:00:49	100.0%	100.0%
18:15	127	127	0	0	0	127	0	0	0	00:00:17	00:00:00	01:52:07	00:00:55	100.0%	100.0%
18:30	96	96	0	0	0	96	0	0	0	00:00:20	00:00:00	01:25:27	00:00:53	100.0%	100.0%
18:45	103	103	0	0	0	103	0	0	0	00:00:14	00:00:00	01:38:57	00:01:00	100.0%	100.0%
19:00	98	98	0	0	0	98	0	0	0	00:00:22	00:00:00	01:33:32	00:00:58	100.0%	100.0%
19:15	91	91	0	0	0	91	0	0	0	00:00:20	00:00:00	01:10:37	00:00:48	100.0%	100.0%

Activity period	ACD calls offered	ACD calls handled	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Service level %	Answer %
19:30	69	69	0	0	0	69	0	0	0	00:00:20	00:00:00	00:57:40	00:00:52	100.0%	100.0%
19:45	49	49	0	0	0	49	0	0	0	00:00:05	00:00:00	00:42:18	00:00:55	100.0%	100.0%
20:00	86	86	0	0	0	86	0	0	0	00:00:16	00:00:00	01:11:27	00:00:52	100.0%	100.0%
20:15	49	49	0	0	0	49	0	0	0	00:00:12	00:00:00	00:37:08	00:00:47	100.0%	100.0%
20:30	46	46	0	0	0	46	0	0	0	00:00:12	00:00:00	00:34:59	00:00:48	100.0%	100.0%
20:45	34	34	0	0	0	34	0	0	0	00:00:19	00:00:00	00:33:02	00:01:08	100.0%	100.0%
21:00	17	17	0	0	0	17	0	0	0	00:00:08	00:00:00	00:17:51	00:01:22	100.0%	100.0%
21:15	17	17	0	0	0	17	0	0	0	00:00:17	00:00:00	00:14:28	00:01:02	100.0%	100.0%
21:30	14	14	0	0	0	14	0	0	0	00:00:22	00:00:00	00:11:25	00:00:53	100.0%	100.0%
21:45	5	5	0	0	0	5	0	0	0	00:00:13	00:00:00	00:03:59	00:00:48	100.0%	100.0%
22:00	3	3	0	0	0	3	0	0	0	00:00:23	00:00:00	00:02:18	00:00:46	100.0%	100.0%
22:15	1	1	0	0	0	1	0	0	0	00:00:18	00:00:00	00:04:08	00:04:08	100.0%	100.0%
22:30	3	3	0	0	0	3	0	0	0	00:00:10	00:00:00	00:04:38	00:02:19	100.0%	100.0%
22:45	2	2	0	0	0	2	0	0	0	00:00:14	00:00:00	00:01:12	00:00:36	100.0%	100.0%
23:00	2	2	0	0	0	2	0	0	0	00:00:12	00:00:00	00:00:16	00:00:16	100.0%	100.0%
23:15	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
23:30	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
23:45	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
Totals	**25770**	**25770**	**0**	**0**	**0**	**25770**	**0**	**0**	**0**	**00:00:14**	**00:00:00**	**485:20:43**	**00:01:10**	**######**	**100%**