

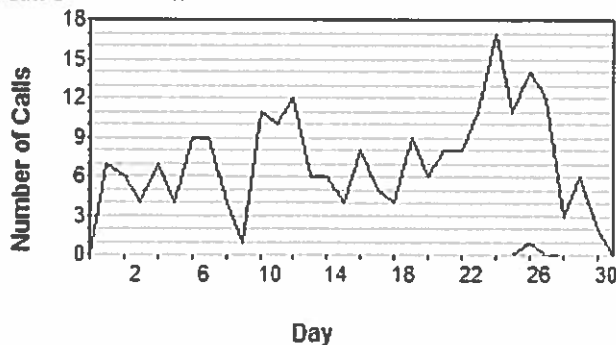
# Queue by Day of Month Monthly Report

Date: 10/01/2014

Queue : 199015 Name: DNR (SKILL15)

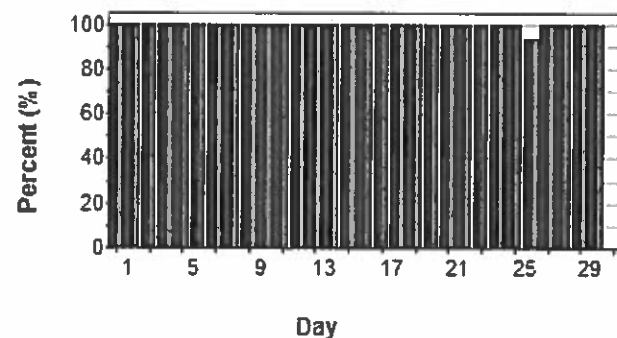
Day of the Month	Total Calls Off'd	Total Calls Ans'd	Ans by 1st	Ans by 2nd	Ans by 3rd	Ans by 4th	TTA Avg Secs	Call Duration		Total Long Aband	TTAb Avg Secs	Total Short Aband	Sh Ab Avg Secs	Total Calls Inter	TTInt Avg Secs	TSF %	ASF %
								Avg Total h:mm:ss	Avg Secs								
1	7	7	7	0	0	0	6	0:04:44	41	0	0	0	0	0	0	100.00	100.00
2	7	6	4	0	0	2	3	0:04:04	41	0	0	1	1	0	0	100.00	100.00
3	4	4	3	0	0	1	3	0:01:57	29	0	0	0	0	0	0	100.00	100.00
4	7	7	7	0	0	0	4	0:03:29	30	0	0	0	0	0	0	100.00	100.00
5	4	4	4	0	0	0	7	0:00:48	12	0	0	0	0	0	0	100.00	100.00
6	9	9	7	0	0	2	4	0:04:33	30	0	0	0	0	0	0	100.00	100.00
7	9	9	9	0	0	0	3	0:11:10	74	0	0	0	0	0	0	100.00	100.00
8	4	4	4	0	0	0	5	0:01:19	20	0	0	0	0	0	0	100.00	100.00
9	1	1	1	0	0	0	2	0:00:07	7	0	0	0	0	0	0	100.00	100.00
10	11	11	11	0	0	0	6	0:13:00	71	0	0	0	0	0	0	100.00	100.00
11	10	10	10	0	0	0	4	0:05:17	32	0	0	0	0	0	0	100.00	100.00
12	12	12	12	0	0	0	5	0:06:43	34	0	0	0	0	0	0	100.00	100.00
13	6	6	5	0	0	1	3	0:03:59	40	0	0	0	0	0	0	100.00	100.00
14	6	6	5	0	0	1	7	0:03:42	37	0	0	0	0	0	0	100.00	100.00
15	4	4	3	0	0	1	6	0:04:41	70	0	0	0	0	0	0	100.00	100.00
16	8	8	6	0	0	2	6	0:07:54	59	0	0	0	0	0	0	100.00	100.00
17	5	5	5	0	0	0	7	0:02:26	29	0	0	0	0	0	0	100.00	100.00
18	4	4	4	0	0	0	2	0:03:10	48	0	0	0	0	0	0	100.00	100.00
19	9	9	7	0	0	2	5	0:08:00	53	0	0	0	0	0	0	100.00	100.00
20	6	6	6	0	0	0	5	0:05:36	56	0	0	0	0	0	0	100.00	100.00
21	8	8	7	0	0	1	7	0:14:28	109	0	0	0	0	0	0	100.00	100.00
22	8	8	7	0	0	1	7	0:09:44	73	0	0	0	0	0	0	100.00	100.00
23	11	11	9	0	0	2	5	0:14:49	81	0	0	0	0	0	0	100.00	100.00
24	17	17	17	0	0	0	5	0:17:18	61	0	0	0	0	0	0	100.00	100.00
25	11	11	11	0	0	0	4	0:06:49	37	0	0	0	0	0	0	100.00	100.00
26	15	14	12	0	0	2	5	0:12:05	52	1	34	0	0	0	0	93.33	93.33
27	12	12	10	0	0	2	7	0:09:36	48	0	0	0	0	0	0	100.00	100.00
28	3	3	2	0	0	1	11	0:01:08	23	0	0	0	0	0	0	100.00	100.00
29	6	6	5	0	0	1	8	0:10:09	102	0	0	0	0	0	0	100.00	100.00
30	2	2	2	0	0	0	8	0:02:00	60	0	0	0	0	0	0	100.00	100.00
31	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
Totals	226	224	202	0	0	22	5	3:14:45	52	1	34	1	1	0	0	99.56	99.56

Call Distribution



— Answered  
 - - - Abandoned  
 . . . Interflowed

Service Factors



■ TSF  
 ■ ASF

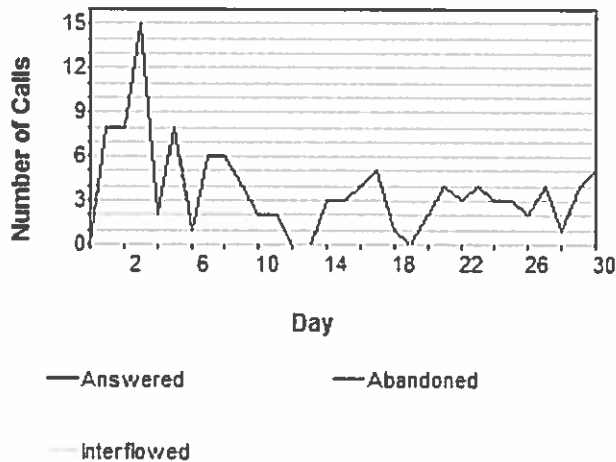
# Queue by Day of Month Monthly Report

Date: 11/01/2014

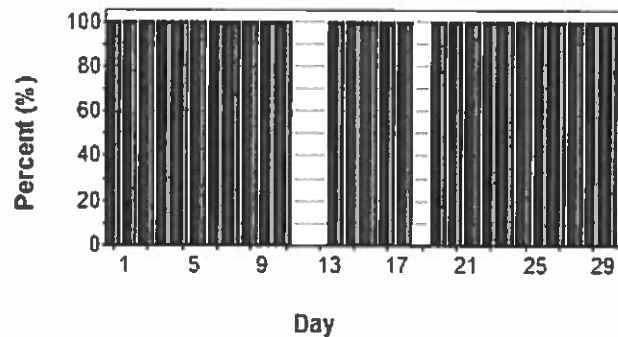
Queue : 199015 Name: DNR (SKILL15)

Day of the Month	Total Calls Off'd	Total Calls Ans'd	Ans by 1st	Ans by 2nd	Ans by 3rd	Ans by 4th	Call Duration			Total Long Aband	TTAb Avg Secs	Total Short Aband	Sh Ab Avg Secs	Total Calls Inter	TTInt Avg Secs	TSF %	ASF %
							TTA Avg Secs	Total h:mm:ss	Avg Secs								
1	9	8	8	0	0	0	5	0:11:47	88	0	0	1	0	0	0	100.00	100.00
2	8	8	8	0	0	0	9	0:12:06	91	0	0	0	0	0	0	100.00	100.00
3	15	15	15	0	0	0	6	0:18:02	72	0	0	0	0	0	0	100.00	100.00
4	2	2	2	0	0	0	3	0:00:36	18	0	0	0	0	0	0	100.00	100.00
5	8	8	8	0	0	0	7	0:07:12	54	0	0	0	0	0	0	100.00	100.00
6	1	1	1	0	0	0	6	0:00:31	31	0	0	0	0	0	0	100.00	100.00
7	6	6	5	0	0	1	3	0:08:07	81	0	0	0	0	0	0	100.00	100.00
8	6	6	4	0	0	2	4	0:05:09	52	0	0	0	0	0	0	100.00	100.00
9	4	4	4	0	0	0	6	0:01:09	17	0	0	0	0	0	0	100.00	100.00
10	2	2	2	0	0	0	4	0:02:55	88	0	0	0	0	0	0	100.00	100.00
11	2	2	2	0	0	0	4	0:06:31	196	0	0	0	0	0	0	100.00	100.00
12	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
13	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
14	3	3	3	0	0	0	6	0:01:45	35	0	0	0	0	0	0	100.00	100.00
15	3	3	3	0	0	0	4	0:01:38	33	0	0	0	0	0	0	100.00	100.00
16	4	4	4	0	0	0	4	0:01:47	27	0	0	0	0	0	0	100.00	100.00
17	5	5	5	0	0	0	5	0:02:00	24	0	0	0	0	0	0	100.00	100.00
18	2	1	1	0	0	0	10	0:01:55	115	0	0	1	1	0	0	100.00	100.00
19	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
20	2	2	2	0	0	0	9	0:03:59	120	0	0	0	0	0	0	100.00	100.00
21	4	4	4	0	0	0	10	0:03:12	48	0	0	0	0	0	0	100.00	100.00
22	3	3	3	0	0	0	6	0:00:18	6	0	0	0	0	0	0	100.00	100.00
23	4	4	4	0	0	0	6	0:00:56	14	0	0	0	0	0	0	100.00	100.00
24	3	3	2	0	0	1	3	0:05:17	106	0	0	0	0	0	0	100.00	100.00
25	3	3	3	0	0	0	8	0:01:51	37	0	0	0	0	0	0	100.00	100.00
26	2	2	2	0	0	0	6	0:00:35	18	0	0	0	0	0	0	100.00	100.00
27	5	4	2	0	0	2	5	0:01:30	23	0	0	1	3	0	0	100.00	100.00
28	1	1	1	0	0	0	6	0:00:30	30	0	0	0	0	0	0	100.00	100.00
29	4	4	4	0	0	0	7	0:01:06	17	0	0	0	0	0	0	100.00	100.00
30	5	5	5	0	0	0	5	0:02:18	28	0	0	0	0	0	0	100.00	100.00
Totals	116	113	107	0	0	6	6	1:44:42	56	0	0	3	1	0	0	100.00	100.00

Call Distribution



Service Factors



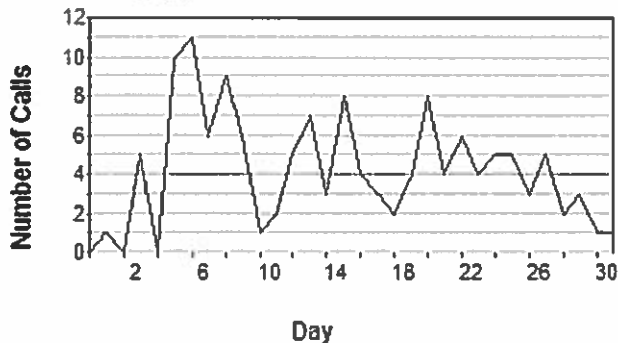
# Queue by Day of Month Monthly Report

Date: 12/01/2014

Queue : 199015 Name: DNR (SKILL15)

Day of the Month	Call Duration										Sh		Total		TTInt		TSF %	ASF %
	Total Calls Off'd	Total Calls Ans'd	Ans by 1st	Ans by 2nd	Ans by 3rd	Ans by 4th	TTA Avg Secs	Total h:mm:ss	Avg Secs	Total Long Aband	TTAb Avg Secs	Total Short Aband	Sh Ab Avg Secs	Total Calls Inter	TTInt Avg Secs			
1	1	1	1	0	0	0	4	0:00:11	11	0	0	0	0	0	0	100.00	100.00	
2	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00	
3	5	5	5	0	0	0	5	0:02:00	24	0	0	0	0	0	0	100.00	100.00	
4	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00	
5	10	10	10	0	0	0	8	0:09:16	56	0	0	0	0	0	0	100.00	100.00	
6	11	11	11	0	0	0	4	0:03:49	21	0	0	0	0	0	0	100.00	100.00	
7	6	6	6	0	0	0	4	0:02:37	26	0	0	0	0	0	0	100.00	100.00	
8	9	9	8	0	0	1	6	0:10:46	72	0	0	0	0	0	0	100.00	100.00	
9	6	6	6	0	0	0	6	0:03:43	37	0	0	0	0	0	0	100.00	100.00	
10	1	1	1	0	0	0	6	0:00:34	34	0	0	0	0	0	0	100.00	100.00	
11	2	2	2	0	0	0	7	0:01:09	35	0	0	0	0	0	0	100.00	100.00	
12	5	5	5	0	0	0	6	0:04:56	59	0	0	0	0	0	0	100.00	100.00	
13	7	7	7	0	0	0	5	0:03:16	28	0	0	0	0	0	0	100.00	100.00	
14	3	3	3	0	0	0	3	0:00:16	5	0	0	0	0	0	0	100.00	100.00	
15	8	8	8	0	0	0	5	0:03:26	26	0	0	0	0	0	0	100.00	100.00	
16	4	4	4	0	0	0	7	0:02:57	44	0	0	0	0	0	0	100.00	100.00	
17	3	3	3	0	0	0	5	0:01:47	36	0	0	0	0	0	0	100.00	100.00	
18	2	2	2	0	0	0	2	0:01:03	32	0	0	0	0	0	0	100.00	100.00	
19	4	4	4	0	0	0	5	0:01:46	27	0	0	0	0	0	0	100.00	100.00	
20	8	8	8	0	0	0	5	0:02:19	17	0	0	0	0	0	0	100.00	100.00	
21	4	4	4	0	0	0	4	0:00:54	14	0	0	0	0	0	0	100.00	100.00	
22	6	6	6	0	0	0	5	0:05:32	55	0	0	0	0	0	0	100.00	100.00	
23	4	4	4	0	0	0	6	0:01:46	27	0	0	0	0	0	0	100.00	100.00	
24	5	5	5	0	0	0	7	0:02:20	28	0	0	0	0	0	0	100.00	100.00	
25	5	5	5	0	0	0	5	0:01:52	22	0	0	0	0	0	0	100.00	100.00	
26	3	3	3	0	0	0	6	0:01:49	36	0	0	0	0	0	0	100.00	100.00	
27	5	5	5	0	0	0	4	0:02:14	27	0	0	0	0	0	0	100.00	100.00	
28	2	2	2	0	0	0	4	0:01:28	44	0	0	0	0	0	0	100.00	100.00	
29	3	3	3	0	0	0	4	0:01:14	25	0	0	0	0	0	0	100.00	100.00	
30	1	1	1	0	0	0	4	0:00:23	23	0	0	0	0	0	0	100.00	100.00	
31	1	1	1	0	0	0	3	0:00:29	29	0	0	0	0	0	0	100.00	100.00	
Totals	134	134	133	0	0	1	5	1:15:52	34	0	0	0	0	0	0	100.00	100.00	

Call Distribution

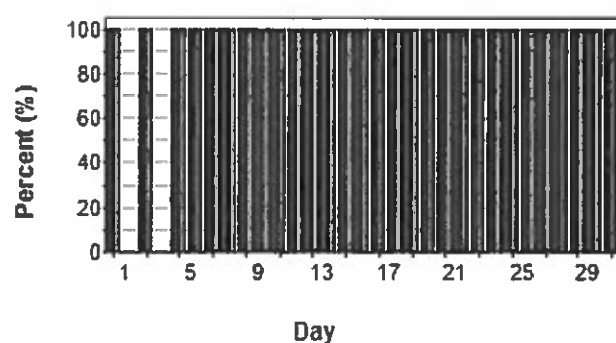


— Answered

— Abandoned

— Interflowed

Service Factors



■ TSF

■ ASF

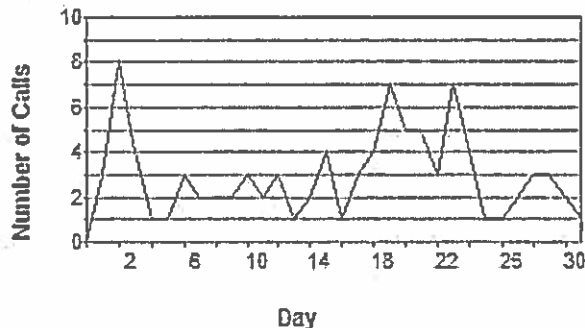
## Queue by Day of Month Monthly Report

Date: 01/01/2015

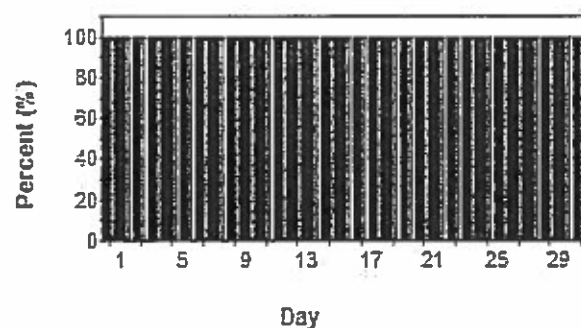
Queue : 199015 Name: DNR (SKILL15)

Day of the Month	Total Calls Off'd	Total Calls Ans'd	Ans by 1st	Ans by 2nd	Ans by 3rd	Ans by 4th	TTA Avg Secs	Call Duration		Total Long Aband	TTAb Avg Secs	Total Short Aband	Sh Ab Avg Secs	Total Calls Inter	TTInt Avg Secs	TSF %	ASF %
								Total	Avg								
1	3	3	2	0	0	1	7	0:01:46	35	0	0	0	0	0	0	100.00	100.00
2	8	8	6	0	0	2	4	0:05:48	44	0	0	0	0	0	0	100.00	100.00
3	4	4	2	0	0	2	5	0:05:48	87	0	0	0	0	0	0	100.00	100.00
4	1	1	0	0	0	1	3	0:00:33	33	0	0	0	0	0	0	100.00	100.00
5	1	1	1	0	0	0	5	0:00:29	29	0	0	0	0	0	0	100.00	100.00
6	3	3	1	0	0	2	9	0:01:34	31	0	0	0	0	0	0	100.00	100.00
7	2	2	1	0	0	1	5	0:01:14	37	0	0	0	0	0	0	100.00	100.00
8	2	2	1	0	0	1	3	0:00:55	28	0	0	0	0	0	0	100.00	100.00
9	2	2	2	0	0	0	16	0:00:48	24	0	0	0	0	0	0	100.00	100.00
10	3	3	2	0	0	1	6	0:01:27	29	0	0	0	0	0	0	100.00	100.00
11	2	2	1	0	0	1	1	0:00:48	24	0	0	0	0	0	0	100.00	100.00
12	3	3	3	0	0	0	5	0:01:42	34	0	0	0	0	0	0	100.00	100.00
13	1	1	1	0	0	0	2	0:00:25	25	0	0	0	0	0	0	100.00	100.00
14	2	2	2	0	0	0	5	0:00:59	30	0	0	0	0	0	0	100.00	100.00
15	4	4	4	0	0	0	3	0:03:45	56	0	0	0	0	0	0	100.00	100.00
16	1	1	0	0	0	1	6	0:00:30	30	0	0	0	0	0	0	100.00	100.00
17	3	3	3	0	0	0	6	0:01:10	23	0	0	0	0	0	0	100.00	100.00
18	4	4	4	0	0	0	3	0:01:10	18	0	0	0	0	0	0	100.00	100.00
19	7	7	4	0	0	3	5	0:03:05	26	0	0	0	0	0	0	100.00	100.00
20	5	5	3	0	0	2	3	0:04:10	50	0	0	0	0	0	0	100.00	100.00
21	5	5	4	0	0	1	7	0:02:19	28	0	0	0	0	0	0	100.00	100.00
22	3	3	3	0	0	0	5	0:01:25	28	0	0	0	0	0	0	100.00	100.00
23	7	7	6	0	0	1	5	0:02:46	24	0	0	0	0	0	0	100.00	100.00
24	4	4	3	0	0	1	3	0:02:45	41	0	0	0	0	0	0	100.00	100.00
25	1	1	1	0	0	0	1	0:00:06	6	0	0	0	0	0	0	100.00	100.00
26	1	1	1	0	0	0	8	0:00:35	35	0	0	0	0	0	0	100.00	100.00
27	2	2	2	0	0	0	10	0:00:37	19	0	0	0	0	0	0	100.00	100.00
28	3	3	3	0	0	0	4	0:00:50	17	0	0	0	0	0	0	100.00	100.00
29	3	3	1	0	0	2	5	0:01:33	31	0	0	0	0	0	0	100.00	100.00
30	2	2	2	0	0	0	5	0:04:24	132	0	0	0	0	0	0	100.00	100.00
31	1	1	1	0	0	0	7	0:02:03	123	0	0	0	0	0	0	100.00	100.00
Totals	93	93	70	0	0	23	5	0:57:29	37	0	0	0	0	0	0	100.00	100.00

Call Distribution



Service Factors



## Queue by Day of Month Monthly Report

Date: 02/01/2015

Queue : 199015 Name: DNR (SKILL15)

Day of the Month	Total Calls Off'd	Total Calls Ans'd	Ans by 1st	Ans by 2nd	Ans by 3rd	Ans by 4th	TTA Avg Secs	Call Duration		Total Long Aband	TTAb Avg Secs	Total Short Aband	Sh Ab Avg Secs	Total Calls Inter	TTInt Avg Secs	TSF %	ASF %
								Total	Avg								
1	4	4	4	0	0	0	4	0:01:57	29	0	0	0	0	0	0	100.00	100.00
2	4	4	2	0	0	2	6	0:01:46	27	0	0	0	0	0	0	100.00	100.00
3	2	2	2	0	0	0	6	0:06:11	186	0	0	0	0	0	0	100.00	100.00
4	5	5	3	0	0	2	9	0:14:17	171	0	0	0	0	0	0	100.00	100.00
5	2	2	1	0	0	1	7	0:00:48	24	0	0	0	0	0	0	100.00	100.00
6	3	3	3	0	0	0	4	0:01:50	37	0	0	0	0	0	0	100.00	100.00
7	2	2	1	0	0	1	7	0:00:32	16	0	0	0	0	0	0	100.00	100.00
8	7	7	6	0	0	1	4	0:02:36	22	0	0	0	0	0	0	100.00	100.00
9	1	1	1	0	0	0	9	0:00:34	34	0	0	0	0	0	0	100.00	100.00
10	1	1	1	0	0	0	11	0:00:32	32	0	0	0	0	0	0	100.00	100.00
11	3	3	2	0	0	1	5	0:01:50	37	0	0	0	0	0	0	100.00	100.00
12	1	1	1	0	0	0	8	0:00:31	31	0	0	0	0	0	0	100.00	100.00
13	3	3	3	0	0	0	8	0:01:53	38	0	0	0	0	0	0	100.00	100.00
14	2	2	2	0	0	0	8	0:00:43	22	0	0	0	0	0	0	100.00	100.00
15	2	2	2	0	0	0	4	0:01:07	34	0	0	0	0	0	0	100.00	100.00
16	3	3	3	0	0	0	11	0:02:04	41	0	0	0	0	0	0	100.00	100.00
17	1	1	1	0	0	0	2	0:00:23	23	0	0	0	0	0	0	100.00	100.00
18	1	1	1	0	0	0	4	0:02:15	135	0	0	0	0	0	0	100.00	100.00
19	1	1	1	0	0	0	3	0:01:03	63	0	0	0	0	0	0	100.00	100.00
20	1	1	1	0	0	0	7	0:00:43	43	0	0	0	0	0	0	100.00	100.00
21	2	2	2	0	0	0	5	0:00:44	22	0	0	0	0	0	0	100.00	100.00
22	2	2	2	0	0	0	9	0:00:43	22	0	0	0	0	0	0	100.00	100.00
23	3	3	3	0	0	0	4	0:05:47	116	0	0	0	0	0	0	100.00	100.00
24	1	1	1	0	0	0	9	0:00:33	33	0	0	0	0	0	0	100.00	100.00
25	5	5	5	0	0	0	8	0:02:15	27	0	0	0	0	0	0	100.00	100.00
26	2	2	2	0	0	0	11	0:01:18	39	0	0	0	0	0	0	100.00	100.00
27	4	4	3	0	0	1	6	0:02:30	38	0	0	0	0	0	0	100.00	100.00
28	4	4	2	0	0	2	5	0:03:16	49	0	0	0	0	0	0	100.00	100.00
<b>Totals</b>	<b>72</b>	<b>72</b>	<b>61</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>6</b>	<b>1:00:41</b>	<b>51</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100.00</b>	<b>100.00</b>

Call Distribution



Service Factors



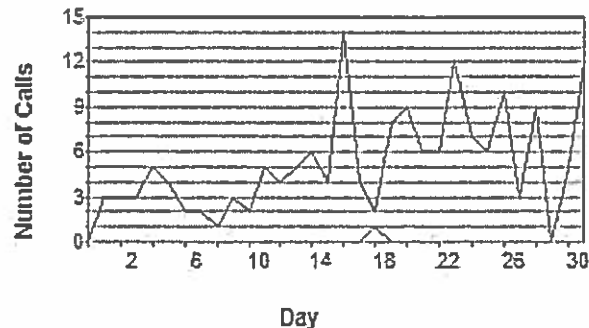
## Queue by Day of Month Monthly Report

Date: 03/01/2015

Queue : 199015 Name: DNR (SKILL15)

Day of the Month	Total Calls Off'd	Total Calls Ans'd	Ans by 1st	Ans by 2nd	Ans by 3rd	Ans by 4th	Call Duration			Total Long Aband	TTAb Avg Secs	Total Short Aband	Sh Ab Avg Secs	Total Calls Inter	TTInt Avg Secs	TSF %	ASF %
							TTA Avg Secs	Total h:mm:ss	Avg Secs								
1	3	3	2	0	0	1	10	0:01:31	30	0	0	0	0	0	0	100.00	100.00
2	3	3	3	0	0	0	4	0:05:57	119	0	0	0	0	0	0	100.00	100.00
3	3	3	3	0	0	0	4	0:00:33	11	0	0	0	0	0	0	100.00	100.00
4	5	5	4	0	0	1	7	0:02:42	32	0	0	0	0	0	0	100.00	100.00
5	4	4	3	0	0	1	7	0:02:17	34	0	0	0	0	0	0	100.00	100.00
6	2	2	2	0	0	0	10	0:00:56	28	0	0	0	0	0	0	100.00	100.00
7	2	2	2	0	0	0	9	0:01:09	35	0	0	0	0	0	0	100.00	100.00
8	1	1	1	0	0	0	7	0:01:03	63	0	0	0	0	0	0	100.00	100.00
9	3	3	3	0	0	0	6	0:03:47	76	0	0	0	0	0	0	100.00	100.00
10	2	2	2	0	0	0	8	0:01:48	54	0	0	0	0	0	0	100.00	100.00
11	5	5	4	0	0	1	8	0:03:21	40	0	0	0	0	0	0	100.00	100.00
12	4	4	4	0	0	0	3	0:01:48	27	0	0	0	0	0	0	100.00	100.00
13	5	5	5	0	0	0	6	0:14:18	172	0	0	0	0	0	0	100.00	100.00
14	6	6	5	0	0	1	4	0:11:43	117	0	0	0	0	0	0	100.00	100.00
15	4	4	2	0	0	2	5	0:04:59	75	0	0	0	0	0	0	100.00	100.00
16	14	14	14	0	0	0	6	0:13:16	57	0	0	0	0	0	0	100.00	100.00
17	4	4	4	0	0	0	8	0:03:34	54	0	0	0	0	0	0	100.00	100.00
18	3	2	2	0	0	0	8	0:01:48	54	1	11	0	0	0	0	100.00	66.67
19	8	8	8	0	0	0	6	0:12:13	92	0	0	0	0	0	0	100.00	100.00
20	9	9	9	0	0	0	6	0:06:47	45	0	0	0	0	0	0	100.00	100.00
21	6	6	5	0	0	1	5	0:06:12	62	0	0	0	0	0	0	100.00	100.00
22	6	6	6	0	0	0	4	0:07:02	70	0	0	0	0	0	0	100.00	100.00
23	12	12	12	0	0	0	7	0:21:49	109	0	0	0	0	0	0	100.00	100.00
24	7	7	7	0	0	0	6	0:04:15	36	0	0	0	0	0	0	100.00	100.00
25	6	6	6	0	0	0	4	0:16:29	165	0	0	0	0	0	0	100.00	100.00
26	10	10	9	0	0	1	5	0:11:27	69	0	0	0	0	0	0	100.00	100.00
27	3	3	3	0	0	0	6	0:02:08	43	0	0	0	0	0	0	100.00	100.00
28	9	9	9	0	0	0	5	0:08:01	53	0	0	0	0	0	0	100.00	100.00
29	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
30	5	5	5	0	0	0	4	0:04:22	52	0	0	0	0	0	0	100.00	100.00
31	12	12	12	0	0	0	7	0:09:24	47	0	0	0	0	0	0	100.00	100.00
Totals	166	165	156	0	0	9	6	3:06:39	68	1	11	0	0	0	0	100.00	99.40

Call Distribution

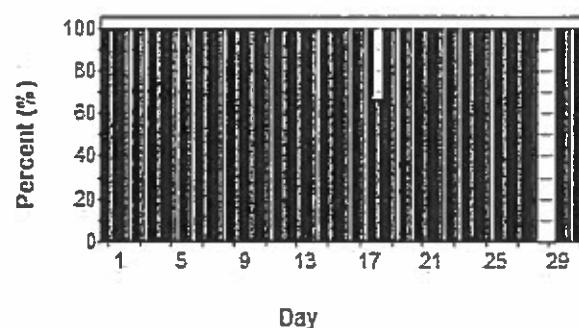


— Answered

— Abandoned

— Interflowed

Service Factors



■ TSF

■ ASF

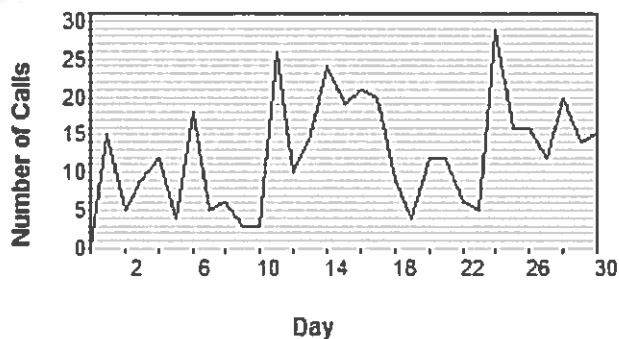
# Queue by Day of Month Monthly Report

Date: 04/01/2015

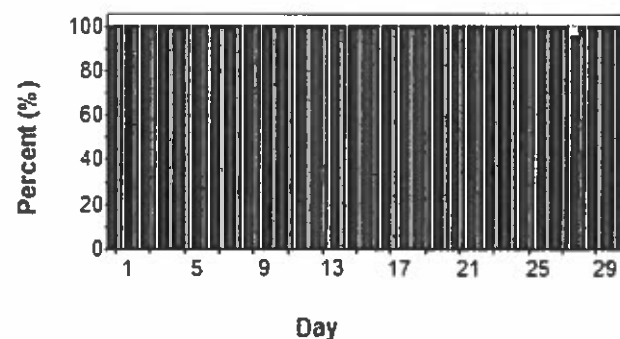
Queue : 199015 Name: SOM DNR (SKILL15)

Day of the Month	Total Calls Off'd	Total Calls Ans'd	Ans by 1st	Ans by 2nd	Ans by 3rd	Ans by 4th	TTA Avg Secs	Call Duration		Total Long Aband	TTAb Avg Secs	Total Short Aband	Sh Ab Avg Secs	Total Calls Inter	TTInt Avg Secs	TSF %	ASF %
								Avg Total h:mm:ss	Avg Secs								
1	15	15	13	0	0	2	5	0:18:36	74	0	0	0	0	0	0	100.00	100.00
2	5	5	5	0	0	0	7	0:08:33	103	0	0	0	0	0	0	100.00	100.00
3	9	9	9	0	0	0	8	0:05:16	35	0	0	0	0	0	0	100.00	100.00
4	12	12	10	0	0	2	5	0:10:56	55	0	0	0	0	0	0	100.00	100.00
5	4	4	4	0	0	0	8	0:03:32	53	0	0	0	0	0	0	100.00	100.00
6	18	18	15	0	0	3	5	0:19:08	64	0	0	0	0	0	0	100.00	100.00
7	5	5	4	0	0	1	5	0:03:39	44	0	0	0	0	0	0	100.00	100.00
8	6	6	5	0	0	1	4	0:01:34	16	0	0	0	0	0	0	100.00	100.00
9	3	3	3	0	0	0	7	0:01:06	22	0	0	0	0	0	0	100.00	100.00
10	3	3	2	0	0	1	6	0:01:25	28	0	0	0	0	0	0	100.00	100.00
11	26	26	24	0	0	2	4	0:20:52	48	0	0	0	0	0	0	100.00	100.00
12	10	10	10	0	0	0	5	0:07:27	45	0	0	0	0	0	0	100.00	100.00
13	15	15	11	0	0	4	4	0:15:06	60	0	0	0	0	0	0	100.00	100.00
14	24	24	20	0	0	4	6	0:24:11	60	0	0	0	0	0	0	100.00	100.00
15	20	19	16	0	0	3	5	0:10:07	32	0	0	1	9	0	0	100.00	100.00
16	21	21	19	0	0	2	6	0:17:42	51	0	0	0	0	0	0	100.00	100.00
17	20	20	19	0	0	1	4	0:23:45	71	0	0	0	0	0	0	100.00	100.00
18	9	9	6	0	0	3	5	0:11:21	76	0	0	0	0	0	0	100.00	100.00
19	4	4	4	0	0	0	9	0:05:40	85	0	0	0	0	0	0	100.00	100.00
20	12	12	11	0	0	1	4	0:14:26	72	0	0	0	0	0	0	100.00	100.00
21	12	12	10	0	0	2	5	0:19:55	100	0	0	0	0	0	0	100.00	100.00
22	6	6	6	0	0	0	4	0:06:03	61	0	0	0	0	0	0	100.00	100.00
23	5	5	5	0	0	0	5	0:02:56	35	0	0	0	0	0	0	100.00	100.00
24	30	29	26	0	0	3	5	0:38:22	79	0	0	1	0	0	0	100.00	100.00
25	16	16	14	0	0	2	6	0:19:16	72	0	0	0	0	0	0	100.00	100.00
26	16	16	15	0	0	1	6	0:15:00	56	0	0	0	0	0	0	100.00	100.00
27	12	12	11	0	0	1	5	0:13:11	66	0	0	0	0	0	0	100.00	100.00
28	20	20	18	0	0	2	9	0:15:12	46	0	0	0	0	0	0	95.00	100.00
29	14	14	13	0	0	1	6	0:15:51	68	0	0	0	0	0	0	100.00	100.00
30	15	15	12	0	0	3	5	0:13:59	56	0	0	0	0	0	0	100.00	100.00
Totals	387	385	340	0	0	45	5	6:24:07	60	0	0	2	5	0	0	99.74	100.00

Call Distribution



Service Factors



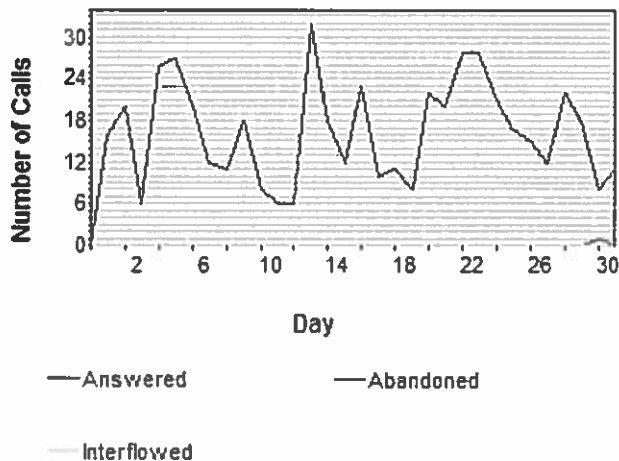
# Queue by Day of Month Monthly Report

Date: 05/01/2015

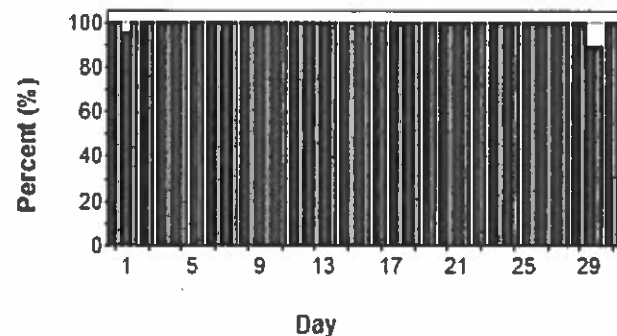
Queue : 199015 Name: SOM DNR (SKILL15)

Day of the Month	Total Calls Off'd	Total Calls Ans'd	Ans by 1st	Ans by 2nd	Ans by 3rd	Ans by 4th	Call Duration			Total Long Aband	TTAb Avg Secs	Total Short Aband	Sh Ab Avg Secs	Total Calls Inter	TTInt Avg Secs	TSF %	ASF %
							TTA Avg Secs	Total h:mm:ss	Avg Secs								
1	16	16	16	0	0	0	6	0:13:59	52	0	0	0	0	0	0	100.00	100.00
2	20	20	19	0	0	1	8	0:28:09	84	0	0	0	0	0	0	95.00	100.00
3	6	6	6	0	0	0	3	0:03:17	33	0	0	0	0	0	0	100.00	100.00
4	26	26	26	0	0	0	5	0:28:26	66	0	0	0	0	0	0	100.00	100.00
5	27	27	25	0	0	2	7	0:33:16	74	0	0	0	0	0	0	100.00	100.00
6	20	20	18	0	0	2	6	0:26:20	79	0	0	0	0	0	0	100.00	100.00
7	12	12	10	0	0	2	6	0:13:46	69	0	0	0	0	0	0	100.00	100.00
8	11	11	9	0	0	2	6	0:09:44	53	0	0	0	0	0	0	100.00	100.00
9	18	18	15	0	0	3	6	0:23:44	79	0	0	0	0	0	0	100.00	100.00
10	8	8	6	0	0	2	5	0:13:29	101	0	0	0	0	0	0	100.00	100.00
11	6	6	6	0	0	0	4	0:05:16	53	0	0	0	0	0	0	100.00	100.00
12	6	6	4	0	0	2	6	0:05:30	55	0	0	0	0	0	0	100.00	100.00
13	32	32	25	0	0	7	5	0:34:16	64	0	0	0	0	0	0	100.00	100.00
14	18	18	11	0	0	7	6	0:20:51	70	0	0	0	0	0	0	100.00	100.00
15	12	12	9	0	0	3	5	0:16:36	83	0	0	0	0	0	0	100.00	100.00
16	23	23	23	0	0	0	6	0:23:52	62	0	0	0	0	0	0	100.00	100.00
17	10	10	8	0	0	2	6	0:07:45	47	0	0	0	0	0	0	100.00	100.00
18	11	11	6	0	0	5	5	0:08:45	48	0	0	0	0	0	0	100.00	100.00
19	8	8	6	0	0	2	7	0:04:09	31	0	0	0	0	0	0	100.00	100.00
20	22	22	20	0	0	2	5	0:23:27	64	0	0	0	0	0	0	100.00	100.00
21	20	20	19	0	0	1	6	0:16:02	48	0	0	0	0	0	0	100.00	100.00
22	28	28	23	0	0	5	7	0:40:02	86	0	0	0	0	0	0	100.00	100.00
23	28	28	25	0	0	3	8	0:31:37	68	0	0	0	0	0	0	100.00	100.00
24	21	21	19	0	0	2	5	0:16:14	46	0	0	0	0	0	0	100.00	100.00
25	17	17	17	0	0	0	5	0:16:20	58	0	0	0	0	0	0	100.00	100.00
26	15	15	14	0	0	1	5	0:19:50	79	0	0	0	0	0	0	100.00	100.00
27	12	12	12	0	0	0	6	0:10:27	52	0	0	0	0	0	0	100.00	100.00
28	22	22	20	0	0	2	6	0:18:11	50	0	0	0	0	0	0	100.00	100.00
29	18	18	15	0	0	3	6	0:23:33	79	0	0	0	0	0	0	100.00	100.00
30	9	8	5	0	0	3	4	0:06:47	51	1	198	0	0	0	0	88.89	88.89
31	11	11	9	0	0	2	5	0:15:08	83	0	0	0	0	0	0	100.00	100.00
Totals	513	512	446	0	0	66	6	9:18:48	65	1	198	0	0	0	0	99.61	99.81

Call Distribution



Service Factors





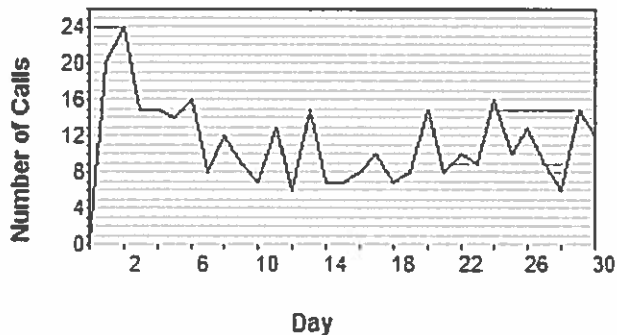
# Queue by Day of Month Monthly Report

Date: 06/01/2015

Queue : 199015 Name: SOM DNR (SKILL15)

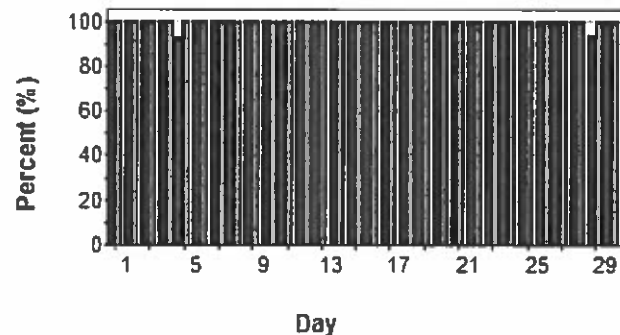
Day of the Month	Total Calls Off'd	Total Calls Ans'd	Ans by 1st	Ans by 2nd	Ans by 3rd	Ans by 4th	Call Duration			Total Long Aband	TTAb Avg Secs	Total Short Aband	Sh Ab Avg Secs	Total Calls Inter	TTInt Avg Secs	TSF %	ASF %
							TTA Avg Secs	Total h:mm:ss	Avg Secs								
1	20	20	19	0	0	1	5	0:22:14	67	0	0	0	0	0	0	100.00	100.00
2	25	24	24	0	0	0	6	0:19:26	49	0	0	1	5	0	0	100.00	100.00
3	15	15	13	0	0	2	4	0:14:07	56	0	0	0	0	0	0	100.00	100.00
4	15	15	14	0	0	1	6	0:12:11	49	0	0	0	0	0	0	100.00	100.00
5	14	14	12	0	0	2	8	0:12:25	53	0	0	0	0	0	0	92.86	100.00
6	16	16	11	0	0	5	5	0:10:04	38	0	0	0	0	0	0	100.00	100.00
7	8	8	8	0	0	0	5	0:04:10	31	0	0	0	0	0	0	100.00	100.00
8	12	12	10	0	0	2	3	0:06:24	32	0	0	0	0	0	0	100.00	100.00
9	9	9	9	0	0	0	7	0:08:06	54	0	0	0	0	0	0	100.00	100.00
10	7	7	6	0	0	1	5	0:03:47	32	0	0	0	0	0	0	100.00	100.00
11	13	13	13	0	0	0	5	0:19:20	89	0	0	0	0	0	0	100.00	100.00
12	6	6	6	0	0	0	5	0:03:54	39	0	0	0	0	0	0	100.00	100.00
13	15	15	13	0	0	2	5	0:11:40	47	0	0	0	0	0	0	100.00	100.00
14	7	7	6	0	0	1	4	0:05:50	50	0	0	0	0	0	0	100.00	100.00
15	7	7	7	0	0	0	7	0:06:14	53	0	0	0	0	0	0	100.00	100.00
16	8	8	8	0	0	0	8	0:07:09	54	0	0	0	0	0	0	100.00	100.00
17	10	10	10	0	0	0	5	0:07:57	48	0	0	0	0	0	0	100.00	100.00
18	7	7	7	0	0	0	5	0:05:46	49	0	0	0	0	0	0	100.00	100.00
19	8	8	6	0	0	2	7	0:06:47	51	0	0	0	0	0	0	100.00	100.00
20	15	15	15	0	0	0	6	0:14:52	59	0	0	0	0	0	0	100.00	100.00
21	8	8	8	0	0	0	5	0:06:29	49	0	0	0	0	0	0	100.00	100.00
22	10	10	10	0	0	0	5	0:06:23	38	0	0	0	0	0	0	100.00	100.00
23	9	9	9	0	0	0	7	0:06:18	42	0	0	0	0	0	0	100.00	100.00
24	16	16	16	0	0	0	4	0:17:54	67	0	0	0	0	0	0	100.00	100.00
25	10	10	10	0	0	0	6	0:12:21	74	0	0	0	0	0	0	100.00	100.00
26	13	13	13	0	0	0	6	0:12:05	56	0	0	0	0	0	0	100.00	100.00
27	9	9	9	0	0	0	6	0:05:34	37	0	0	0	0	0	0	100.00	100.00
28	6	6	5	0	0	1	5	0:07:05	71	0	0	0	0	0	0	100.00	100.00
29	15	15	14	0	0	1	9	0:09:38	39	0	0	0	0	0	0	93.33	100.00
30	12	12	12	0	0	0	6	0:09:33	48	0	0	0	0	0	0	100.00	100.00
<b>Totals</b>	<b>345</b>	<b>344</b>	<b>323</b>	<b>0</b>	<b>0</b>	<b>21</b>	<b>6</b>	<b>4:55:43</b>	<b>52</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>99.42</b>	<b>100.00</b>

Call Distribution



— Answered  
 — Abandoned  
 — Interflowed

Service Factors



■ TSF  
 ■ ASF

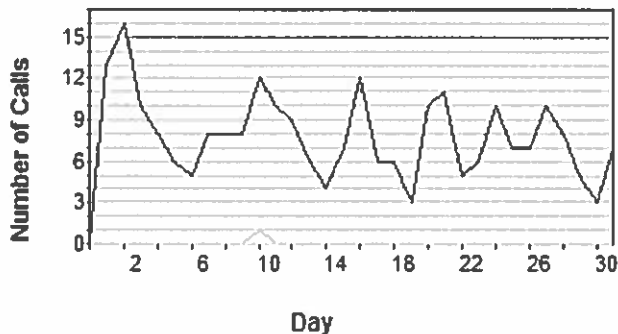
# Queue by Day of Month Monthly Report

Date: 07/01/2015

Queue : 199015 Name: SOM DNR (SKILL15)

Day of the Month	Total Calls Off'd	Total Calls Ans'd	Ans by 1st	Ans by 2nd	Ans by 3rd	Ans by 4th	TTA Avg Secs	Call Duration		Total Long Aband	TTAb Avg Secs	Total Short Aband	Sh Ab Avg Secs	Total Calls Inter	TTInt Avg Secs	TSF %	ASF %
								Avg h:mm:ss	Avg Secs								
1	13	13	13	0	0	0	5	0:15:11	70	0	0	0	0	0	0	100.00	100.00
2	16	16	16	0	0	0	5	0:17:25	65	0	0	0	0	0	0	100.00	100.00
3	10	10	9	0	0	1	7	0:10:34	63	0	0	0	0	0	0	100.00	100.00
4	8	8	7	0	0	1	6	0:08:28	64	0	0	0	0	0	0	100.00	100.00
5	6	6	5	0	0	1	3	0:02:42	27	0	0	0	0	0	0	100.00	100.00
6	5	5	5	0	0	0	4	0:08:01	96	0	0	0	0	0	0	100.00	100.00
7	8	8	7	0	0	1	7	0:10:22	78	0	0	0	0	0	0	100.00	100.00
8	8	8	5	0	0	3	6	0:14:48	111	0	0	0	0	0	0	100.00	100.00
9	8	8	6	0	0	2	7	0:07:39	57	0	0	0	0	0	0	100.00	100.00
10	13	12	11	0	0	1	5	0:13:46	69	1	52	0	0	0	0	92.31	92.31
11	10	10	9	0	0	1	4	0:07:19	44	0	0	0	0	0	0	100.00	100.00
12	9	9	6	0	0	3	5	0:12:13	81	0	0	0	0	0	0	100.00	100.00
13	6	6	5	0	0	1	5	0:09:11	92	0	0	0	0	0	0	100.00	100.00
14	4	4	4	0	0	0	4	0:02:48	42	0	0	0	0	0	0	100.00	100.00
15	8	7	7	0	0	0	4	0:04:25	38	0	0	1	6	0	0	100.00	100.00
16	12	12	12	0	0	0	6	0:13:13	66	0	0	0	0	0	0	100.00	100.00
17	6	6	6	0	0	0	5	0:02:51	29	0	0	0	0	0	0	100.00	100.00
18	6	6	6	0	0	0	5	0:03:39	37	0	0	0	0	0	0	100.00	100.00
19	3	3	3	0	0	0	5	0:01:57	39	0	0	0	0	0	0	100.00	100.00
20	10	10	10	0	0	0	5	0:07:44	46	0	0	0	0	0	0	100.00	100.00
21	11	11	10	0	0	1	6	0:07:29	41	0	0	0	0	0	0	100.00	100.00
22	5	5	5	0	0	0	4	0:00:50	10	0	0	0	0	0	0	100.00	100.00
23	6	6	6	0	0	0	6	0:03:50	38	0	0	0	0	0	0	100.00	100.00
24	10	10	9	0	0	1	6	0:07:55	48	0	0	0	0	0	0	100.00	100.00
25	7	7	7	0	0	0	4	0:05:39	48	0	0	0	0	0	0	100.00	100.00
26	7	7	6	0	0	1	5	0:04:16	37	0	0	0	0	0	0	100.00	100.00
27	10	10	9	0	0	1	6	0:08:55	54	0	0	0	0	0	0	100.00	100.00
28	8	8	8	0	0	0	6	0:04:52	37	0	0	0	0	0	0	100.00	100.00
29	5	5	5	0	0	0	5	0:05:10	62	0	0	0	0	0	0	100.00	100.00
30	3	3	3	0	0	0	7	0:01:57	39	0	0	0	0	0	0	100.00	100.00
31	7	7	6	0	0	1	6	0:08:20	71	0	0	0	0	0	0	100.00	100.00
Totals	248	246	226	0	0	20	5	3:53:29	57	1	52	1	6	0	0	99.60	99.60

Call Distribution

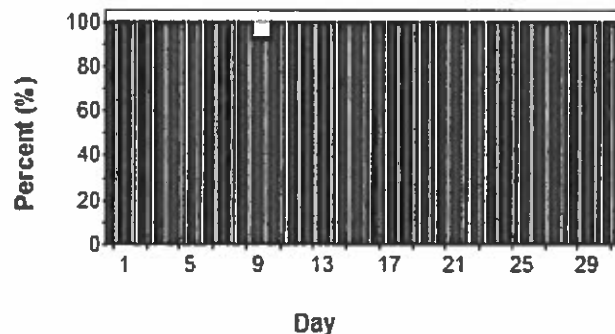


— Answered

— Abandoned

— Interflowed

Service Factors



■ TSF

■ ASF

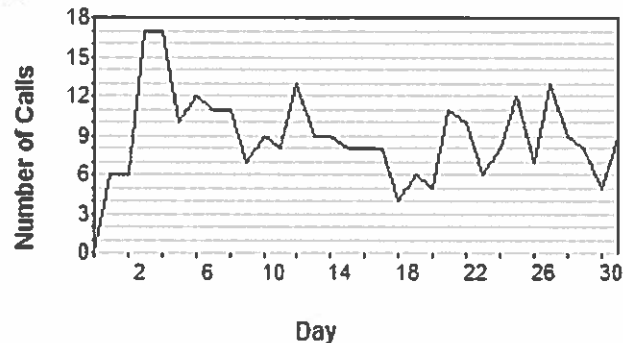
# Queue by Day of Month Monthly Report

Date: 08/01/2015

Queue : 199015 Name: SOM DNR (SKILL15)

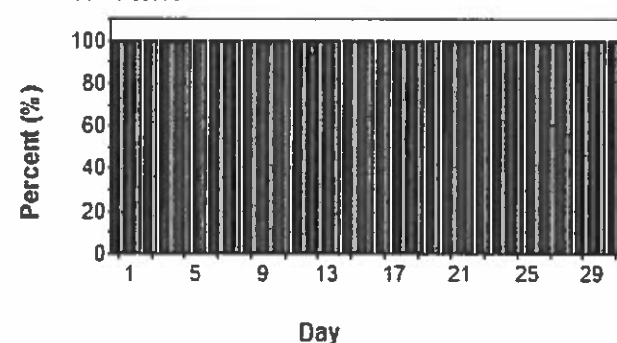
Day of the Month	Call Duration										Total Long Aband	TTAb Avg Secs	Total Short Aband	Sh Ab Avg Secs	Total Calls Inter	TTInt Avg Secs	TSF %	ASF %
	Total Calls Off'd	Total Calls Ans'd	Ans by 1st	Ans by 2nd	Ans by 3rd	Ans by 4th	TTA Avg Secs	Total h:mm:ss	Avg Secs									
1	6	6	6	0	0	0	6	0:06:09	62	0	0	0	0	0	0	0	100.00	100.00
2	6	6	5	0	0	1	6	0:04:18	43	0	0	0	0	0	0	0	100.00	100.00
3	17	17	17	0	0	0	4	0:22:24	79	0	0	0	0	0	0	0	100.00	100.00
4	17	17	15	0	0	2	6	0:15:30	55	0	0	0	0	0	0	0	100.00	100.00
5	10	10	10	0	0	0	4	0:08:55	54	0	0	0	0	0	0	0	100.00	100.00
6	12	12	12	0	0	0	7	0:11:11	56	0	0	0	0	0	0	0	100.00	100.00
7	11	11	11	0	0	0	6	0:12:57	71	0	0	0	0	0	0	0	100.00	100.00
8	11	11	11	0	0	0	6	0:05:33	30	0	0	0	0	0	0	0	100.00	100.00
9	7	7	6	0	0	1	4	0:06:48	58	0	0	0	0	0	0	0	100.00	100.00
10	9	9	9	0	0	0	6	0:08:08	54	0	0	0	0	0	0	0	100.00	100.00
11	8	8	8	0	0	0	5	0:08:02	60	0	0	0	0	0	0	0	100.00	100.00
12	13	13	13	0	0	0	6	0:14:07	65	0	0	0	0	0	0	0	100.00	100.00
13	9	9	7	0	0	2	7	0:05:23	36	0	0	0	0	0	0	0	100.00	100.00
14	9	9	8	0	0	1	5	0:09:23	63	0	0	0	0	0	0	0	100.00	100.00
15	8	8	7	0	0	1	5	0:07:29	56	0	0	0	0	0	0	0	100.00	100.00
16	9	8	7	0	0	1	6	0:09:46	73	0	0	1	1	0	0	0	100.00	100.00
17	8	8	8	0	0	0	4	0:05:33	42	0	0	0	0	0	0	0	100.00	100.00
18	4	4	4	0	0	0	7	0:01:27	22	0	0	0	0	0	0	0	100.00	100.00
19	6	6	5	0	0	1	5	0:02:30	25	0	0	0	0	0	0	0	100.00	100.00
20	5	5	5	0	0	0	6	0:02:15	27	0	0	0	0	0	0	0	100.00	100.00
21	11	11	9	0	0	2	7	0:20:50	114	0	0	0	0	0	0	0	100.00	100.00
22	10	10	10	0	0	0	5	0:08:53	53	0	0	0	0	0	0	0	100.00	100.00
23	6	6	6	0	0	0	4	0:02:40	27	0	0	0	0	0	0	0	100.00	100.00
24	8	8	8	0	0	0	6	0:05:36	42	0	0	0	0	0	0	0	100.00	100.00
25	12	12	12	0	0	0	6	0:13:19	67	0	0	0	0	0	0	0	100.00	100.00
26	7	7	6	0	0	1	7	0:04:03	35	0	0	0	0	0	0	0	100.00	100.00
27	13	13	11	0	0	2	6	0:17:20	80	0	0	0	0	0	0	0	100.00	100.00
28	9	9	9	0	0	0	5	0:10:07	67	0	0	0	0	0	0	0	100.00	100.00
29	8	8	8	0	0	0	7	0:04:19	32	0	0	0	0	0	0	0	100.00	100.00
30	5	5	5	0	0	0	5	0:02:31	30	0	0	0	0	0	0	0	100.00	100.00
31	9	9	9	0	0	0	5	0:07:26	50	0	0	0	0	0	0	0	100.00	100.00
Totals	283	282	267	0	0	15	6	4:24:52	56	0	0	1	1	0	0	0	100.00	100.00

Call Distribution



— Answered  
— Abandoned  
— Interflowed

Service Factors



■ TSF  
■ ASF

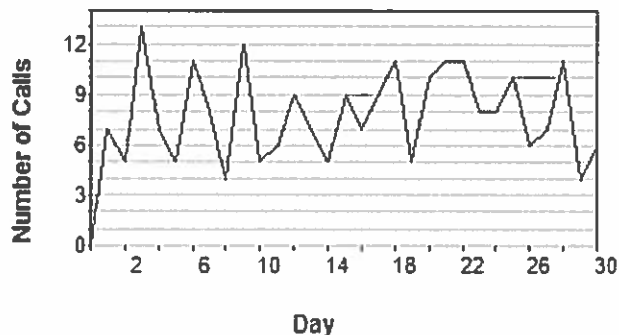
# Queue by Day of Month Monthly Report

Date: 09/01/2015

Queue : 199015 Name: SOM DNR (SKILL15)

Day of the Month	Call Duration																	
	Total Calls Off'd	Total Calls Ans'd	Ans by 1st	Ans by 2nd	Ans by 3rd	Ans by 4th	TTA Avg Secs	Total Avg h:mm:ss	Total Long Aband	TTAb Avg Secs	Total Short Aband	Sh Ab Avg Secs	Total Calls Inter	TTInt Avg Secs	TSF %	ASF %		
1	7	7	5	0	0	2	6	0:07:22	63	0	0	0	0	0	100.00	100.00		
2	5	5	5	0	0	0	4	0:03:13	39	0	0	0	0	0	100.00	100.00		
3	14	13	13	0	0	0	4	0:05:50	27	0	0	1	4	0	100.00	100.00		
4	7	7	7	0	0	0	6	0:06:49	58	0	0	0	0	0	100.00	100.00		
5	5	5	3	0	0	2	6	0:02:40	32	0	0	0	0	0	100.00	100.00		
6	11	11	11	0	0	0	6	0:06:16	34	0	0	0	0	0	100.00	100.00		
7	8	8	7	0	0	1	4	0:03:05	23	0	0	0	0	0	100.00	100.00		
8	4	4	4	0	0	0	3	0:02:01	30	0	0	0	0	0	100.00	100.00		
9	12	12	12	0	0	0	5	0:08:49	44	0	0	0	0	0	100.00	100.00		
10	5	5	5	0	0	0	4	0:02:01	24	0	0	0	0	0	100.00	100.00		
11	6	6	6	0	0	0	6	0:03:45	38	0	0	0	0	0	100.00	100.00		
12	9	9	9	0	0	0	5	0:08:51	59	0	0	0	0	0	100.00	100.00		
13	7	7	7	0	0	0	5	0:06:39	57	0	0	0	0	0	100.00	100.00		
14	5	5	4	0	0	1	7	0:03:12	38	0	0	0	0	0	100.00	100.00		
15	9	9	9	0	0	0	4	0:05:21	36	0	0	0	0	0	100.00	100.00		
16	7	7	7	0	0	0	6	0:08:56	77	0	0	0	0	0	100.00	100.00		
17	9	9	9	0	0	0	5	0:08:14	55	0	0	0	0	0	100.00	100.00		
18	11	11	11	0	0	0	4	0:05:12	28	0	0	0	0	0	100.00	100.00		
19	5	5	5	0	0	0	7	0:02:07	25	0	0	0	0	0	100.00	100.00		
20	11	10	10	0	0	0	6	0:10:33	63	0	0	1	2	0	100.00	100.00		
21	11	11	11	0	0	0	5	0:10:03	55	0	0	0	0	0	100.00	100.00		
22	11	11	9	0	0	2	6	0:17:00	93	0	0	0	0	0	100.00	100.00		
23	8	8	7	0	0	1	4	0:05:38	42	0	0	0	0	0	100.00	100.00		
24	8	8	8	0	0	0	6	0:08:02	60	0	0	0	0	0	100.00	100.00		
25	10	10	10	0	0	0	4	0:07:42	46	0	0	0	0	0	100.00	100.00		
26	6	6	6	0	0	0	4	0:02:08	21	0	0	0	0	0	100.00	100.00		
27	7	7	7	0	0	0	5	0:04:18	37	0	0	0	0	0	100.00	100.00		
28	11	11	11	0	0	0	5	0:06:56	38	0	0	0	0	0	100.00	100.00		
29	4	4	4	0	0	0	8	0:03:39	55	0	0	0	0	0	100.00	100.00		
30	6	6	6	0	0	0	6	0:07:27	75	0	0	0	0	0	100.00	100.00		
Totals	239	237	228	0	0	9	5	3:03:49	47	0	0	2	3	0	100.00	100.00		

Call Distribution

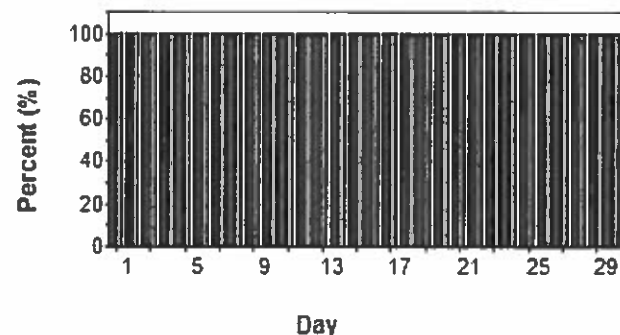


— Answered

- - - Abandoned

- - - Interflowed

Service Factors



■ TSF

■ ASF