

RQ1.1 Agent Queue by Interval

Report generated for Mon Jun 19 2017 13:42:38 GMT-0400 (Eastern Daylight Time) at Mon, 19 Jun 2017 17:42:44 GMT

Company name: GRTC

Requested by jkeough@ridegrtc.com

Call Date/Time btwn Sunday, June 4, 2017, Saturday, June 10, 2017

Group Name eq SPTRANS

Call Date/Time	Call Count - All	Call Count - Abandoned after TASA	Call Count - Abandoned	Call Count - Answered	Call Count - Overflowed and Answered	Call Count - Answered within TASA	Avg Group RPH	Time - Queued Avg	Time - Talk Avg	TSF of the group
6/4/2017 7:45:00 AM		0	0		0		0.00			
6/4/2017 8:00:00 AM	9	0	1	7	0	3	28.00	00:06:31	00:02:45	42.86
6/4/2017 8:15:00 AM	5	0	0	4	0		16.00	00:07:04	00:02:03	0.00
6/4/2017 8:30:00 AM	7	0	2	5	0	5	20.00	00:02:26	00:01:54	100.00
6/4/2017 8:45:00 AM	5	0	0	5	0	5	20.00	00:02:22	00:02:43	100.00
6/4/2017 9:00:00 AM	1	0	0	1	0	1	4.00		00:01:14	100.00
6/4/2017 9:15:00 AM	2	0	0	2	0	2	8.00		00:03:42	100.00
6/4/2017 9:30:00 AM	6	0	0	6	0	2	24.00	00:05:59	00:02:04	33.33
6/4/2017 9:45:00 AM	2	0	0	2	0	2	8.00		00:02:22	100.00
6/4/2017 10:00:00 AM	5	0	0	5	0	5	20.00	00:02:13	00:02:21	100.00
6/4/2017 10:15:00 AM	5	0	0	5	0	5	20.00	00:00:31	00:02:09	100.00
6/4/2017 10:30:00 AM	7	0	0	7	0	6	28.00	00:02:30	00:04:15	85.71
6/4/2017 10:45:00 AM	4	0	0	4	0	2	16.00	00:04:34	00:01:38	50.00
6/4/2017 11:00:00 AM	8	0	1	7	0	6	28.00	00:02:44	00:02:43	85.71
6/4/2017 11:15:00 AM	4	0	0	3	0	3	12.00	00:02:59	00:02:38	100.00
6/4/2017 11:30:00 AM	8	0	0	8	0	7	32.00	00:02:01	00:02:33	87.50
6/4/2017 11:45:00 AM	1	0	0	1	0	1	4.00		00:02:32	100.00
6/4/2017 12:00:00 PM	3	0	0	3	0	3	12.00		00:03:23	100.00
6/4/2017 12:15:00 PM	4	0	0	4	0	4	16.00	00:01:26	00:01:58	100.00
6/4/2017 12:30:00 PM	6	0	0	6	0	5	24.00	00:04:08	00:02:49	83.33
6/4/2017 12:45:00 PM	8	0	1	7	0	1	28.00	00:07:46	00:03:11	14.29
6/4/2017 1:00:00 PM	6	0	2	3	0	2	12.00	00:03:04	00:01:58	66.67
6/4/2017 1:15:00 PM	6	0	1	5	0	5	20.00	00:02:37	00:02:03	100.00
6/4/2017 1:30:00 PM	3	0	0	3	0	1	12.00	00:11:06	00:06:00	33.33
6/4/2017 1:45:00 PM	6	0	1	3	0		12.00	00:09:13	00:02:28	0.00
6/4/2017 2:00:00 PM	11	1	4	6	0	2	24.00	00:08:54	00:02:13	28.57
6/4/2017 2:15:00 PM	8	0	1	3	0	1	12.00	00:03:41	00:03:10	33.33
6/4/2017 2:30:00 PM	8	0	1	6	0	6	24.00	00:00:56	00:01:38	100.00
6/4/2017 2:45:00 PM	13	0	1	8	0	7	32.00	00:02:50	00:03:51	87.50
6/4/2017 3:00:00 PM	10	0	0	7	0	2	28.00	00:08:09	00:04:40	28.57
6/4/2017 3:15:00 PM	12	0	2	7	0	2	28.00	00:07:32	00:03:11	28.57
6/4/2017 3:30:00 PM	20	0	4	11	0	4	44.00	00:08:02	00:02:02	36.36
6/4/2017 3:45:00 PM	18	0	6	9	0	4	36.00	00:09:35	00:02:46	44.44
6/4/2017 4:00:00 PM	15	2	6	9	0	3	36.00	00:24:05	00:03:02	27.27
6/4/2017 4:15:00 PM	11	1	5	4	0	1	16.00	00:10:22	00:02:12	20.00
6/4/2017 4:30:00 PM		0	0		0		0.00			
6/4/2017 4:45:00 PM	2	0	0	2	0	2	8.00		00:01:42	100.00
6/5/2017 7:45:00 AM		0	0		0		0.00			
6/5/2017 8:00:00 AM	19	0	2	12	0	6	48.00	00:04:05	00:03:20	50.00
6/5/2017 8:15:00 AM	13	0	5	6	0	3	24.00	00:04:50	00:03:01	50.00
6/5/2017 8:30:00 AM	15	0	3	10	0	3	40.00	00:06:01	00:01:53	30.00
6/5/2017 8:45:00 AM	15	0	6	7	0	3	28.00	00:04:26	00:04:56	42.86
6/5/2017 9:00:00 AM	7	0	3	3	0	1	12.00	00:07:05	00:04:17	33.33
6/5/2017 9:15:00 AM	12	1	3	6	0	2	24.00	00:05:02	00:03:29	28.57
6/5/2017 9:30:00 AM	18	0	5	10	0	6	40.00	00:02:39	00:02:25	60.00
6/5/2017 9:45:00 AM	16	1	6	8	0	1	32.00	00:07:07	00:03:32	11.11

Call Date/Time	Call Count - All	Call Count - Abandoned after TASA	Call Count - Abandoned	Call Count - Answered	Call Count - Overflowed and Answered	Call Count - Answered within TASA	Avg Group RPH	Time - Queued Avg	Time - Talk Avg	TSF of the group
6/5/2017 10:00:00 AM	17	0	7	9	0	2	36.00	00:08:06	00:03:53	22.22
6/5/2017 10:15:00 AM	13	0	8	3	0		12.00	00:06:09	00:04:35	0.00
6/5/2017 10:30:00 AM	13	1	7	6	0	1	24.00	00:08:28	00:03:36	14.29
6/5/2017 10:45:00 AM	10	0	4	5	0	2	20.00	00:05:41	00:02:32	40.00
6/5/2017 11:00:00 AM	12	0	2	9	0	8	36.00	00:02:59	00:02:23	88.89
6/5/2017 11:15:00 AM	7	0	0	6	0	6	24.00	00:02:28	00:03:25	100.00
6/5/2017 11:30:00 AM	13	1	5	6	0	4	24.00	00:03:12	00:02:48	57.14
6/5/2017 11:45:00 AM	10	0	3	7	0	2	28.00	00:07:09	00:04:31	28.57
6/5/2017 12:00:00 PM	9	0	1	6	0		24.00	00:09:51	00:02:18	0.00
6/5/2017 12:15:00 PM	7	0	2	4	0	2	16.00	00:03:36	00:03:57	50.00
6/5/2017 12:30:00 PM	17	1	5	9	0	1	36.00	00:09:45	00:02:20	10.00
6/5/2017 12:45:00 PM	12	1	5	5	0	1	20.00	00:11:05	00:09:13	16.67
6/5/2017 1:00:00 PM	13	1	8	5	0	2	20.00	00:08:24	00:02:31	33.33
6/5/2017 1:15:00 PM	13	1	3	6	0	2	24.00	00:07:19	00:02:58	28.57
6/5/2017 1:30:00 PM	15	0	4	7	0	3	28.00	00:07:52	00:03:12	42.86
6/5/2017 1:45:00 PM	12	1	6	4	0	2	16.00	00:06:18	00:02:08	40.00
6/5/2017 2:00:00 PM	14	0	4	8	0	4	32.00	00:08:22	00:02:03	50.00
6/5/2017 2:15:00 PM	21	0	12	7	0	2	28.00	00:05:20	00:03:01	28.57
6/5/2017 2:30:00 PM	14	1	2	9	0	2	36.00	00:09:06	00:03:59	20.00
6/5/2017 2:45:00 PM	21	1	5	10	0	4	40.00	00:09:34	00:01:40	36.36
6/5/2017 3:00:00 PM	19	1	8	8	0	3	32.00	00:08:08	00:05:13	33.33
6/5/2017 3:15:00 PM	26	1	11	7	0	4	28.00	00:03:52	00:02:59	50.00
6/5/2017 3:30:00 PM	25	0	10	8	0	4	32.00	00:07:34	00:01:14	50.00
6/5/2017 3:45:00 PM	35	5	14	12	0	5	48.00	00:13:19	00:04:12	29.41
6/5/2017 4:00:00 PM	18	1	11	4	0	3	16.00	00:05:52	00:02:37	60.00
6/5/2017 4:15:00 PM	28	0	6	14	0	8	56.00	00:11:39	00:02:19	57.14
6/5/2017 4:30:00 PM	3	0	0	3	0	2	12.00	00:33:44	00:02:05	66.67
6/5/2017 4:45:00 PM	7	0	0	7	0	7	28.00		00:01:06	100.00
6/5/2017 5:00:00 PM	5	0	0	5	0	5	20.00		00:02:33	100.00
6/6/2017 7:45:00 AM		0	0	0	0		0.00			
6/6/2017 8:00:00 AM	15	0	1	13	0	7	52.00	00:04:49	00:03:50	53.85
6/6/2017 8:15:00 AM	11	0	0	7	0	5	28.00	00:02:42	00:01:43	71.43
6/6/2017 8:30:00 AM	12	0	1	10	0	10	40.00	00:00:54	00:02:38	100.00
6/6/2017 8:45:00 AM	6	0	1	5	0	5	20.00	00:00:44	00:02:21	100.00
6/6/2017 9:00:00 AM	7	1	1	6	0	1	24.00	00:07:19	00:05:10	14.29
6/6/2017 9:15:00 AM	11	0	2	8	0	4	32.00	00:04:19	00:04:15	50.00
6/6/2017 9:30:00 AM	5	0	0	4	0	2	16.00	00:06:00	00:01:53	50.00
6/6/2017 9:45:00 AM	8	0	0	8	0	7	32.00	00:02:37	00:03:22	87.50
6/6/2017 10:00:00 AM	9	0	2	6	0	6	24.00	00:02:55	00:02:21	100.00
6/6/2017 10:15:00 AM	7	0	0	7	0	7	28.00	00:01:28	00:02:15	100.00
6/6/2017 10:30:00 AM	7	1	2	5	0	4	20.00	00:02:57	00:04:25	66.67
6/6/2017 10:45:00 AM	5	0	0	5	0	5	20.00	00:02:04	00:02:27	100.00
6/6/2017 11:00:00 AM	10	0	0	10	0	10	40.00	00:02:37	00:03:27	100.00
6/6/2017 11:15:00 AM	13	0	0	13	0	2	52.00	00:07:26	00:02:05	15.38
6/6/2017 11:30:00 AM	5	0	1	4	0	2	16.00	00:04:28	00:03:55	50.00
6/6/2017 11:45:00 AM	6	0	0	6	0	6	24.00	00:02:16	00:03:18	100.00
6/6/2017 12:00:00 PM	16	0	1	13	0	7	52.00	00:04:11	00:02:11	53.85
6/6/2017 12:15:00 PM	8	0	0	6	0	6	24.00	00:01:24	00:02:10	100.00
6/6/2017 12:30:00 PM	6	0	0	4	0	4	16.00	00:01:28	00:02:52	100.00

Call Date/Time	Call Count - All	Call Count - Abandoned after TASA	Call Count - Abandoned	Call Count - Answered	Call Count - Overflowed and Answered	Call Count - Answered within TASA	Avg Group RPH	Time - Queued Avg	Time - Talk Avg	TSF of the group
6/6/2017 12:45:00 PM	8	0	1	7	0	3	28.00	00:05:15	00:03:37	42.86
6/6/2017 1:00:00 PM	8	0	2	5	0		20.00	00:05:46	00:05:20	0.00
6/6/2017 1:15:00 PM	8	0	1	6	0	6	24.00	00:01:40	00:03:17	100.00
6/6/2017 1:30:00 PM	12	0	5	6	0	2	24.00	00:02:52	00:03:51	33.33
6/6/2017 1:45:00 PM	13	0	2	7	0	2	28.00	00:05:45	00:02:57	28.57
6/6/2017 2:00:00 PM	18	2	4	10	0	8	40.00	00:05:46	00:02:08	66.67
6/6/2017 2:15:00 PM	8	1	2	4	0	1	16.00	00:06:20	00:04:12	20.00
6/6/2017 2:30:00 PM	22	1	7	11	0	1	44.00	00:07:46	00:03:56	8.33
6/6/2017 2:45:00 PM	13	0	4	5	0	2	20.00	00:05:53	00:04:06	40.00
6/6/2017 3:00:00 PM	11	0	2	8	0	2	32.00	00:14:52	00:03:06	25.00
6/6/2017 3:15:00 PM	16	2	4	8	0	3	32.00	00:07:39	00:02:58	30.00
6/6/2017 3:30:00 PM	15	0	2	10	0	5	40.00	00:09:55	00:05:20	50.00
6/6/2017 3:45:00 PM	22	1	8	11	0	3	44.00	00:14:34	00:03:09	25.00
6/6/2017 4:00:00 PM	21	3	14	4	0		16.00	00:07:03	00:02:36	0.00
6/6/2017 4:15:00 PM	15	0	6	7	0	2	28.00	00:09:29	00:03:13	28.57
6/6/2017 4:30:00 PM	3	0	0	3	0	3	12.00		00:03:34	100.00
6/6/2017 4:45:00 PM	2	0	0	2	0	2	8.00		00:03:23	100.00
6/6/2017 5:00:00 PM		0	0	0	0		0.00			
6/6/2017 5:15:00 PM		0	0	0	0		0.00			
6/6/2017 5:30:00 PM		0	0	0	0		0.00			
6/6/2017 5:45:00 PM		0	0	0	0		0.00			
6/6/2017 6:00:00 PM		0	0	0	0		0.00			
6/6/2017 6:15:00 PM		0	0	0	0		0.00			
6/6/2017 6:30:00 PM		0	0	0	0		0.00			
6/6/2017 6:45:00 PM		0	0	0	0		0.00			
6/6/2017 7:00:00 PM		0	0	0	0		0.00			
6/6/2017 7:15:00 PM		0	0	0	0		0.00			
6/6/2017 7:30:00 PM		0	0	0	0		0.00			
6/6/2017 7:45:00 PM		0	0	0	0		0.00			
6/6/2017 8:00:00 PM		0	0	0	0		0.00			
6/6/2017 8:15:00 PM		0	0	0	0		0.00			
6/6/2017 8:30:00 PM		0	0	0	0		0.00			
6/6/2017 8:45:00 PM		0	0	0	0		0.00			
6/6/2017 9:00:00 PM		0	0	0	0		0.00			
6/6/2017 9:15:00 PM		0	0	0	0		0.00			
6/6/2017 9:30:00 PM		0	0	0	0		0.00			
6/6/2017 9:45:00 PM		0	0	0	0		0.00			
6/6/2017 10:00:00 PM		0	0	0	0		0.00			
6/6/2017 10:15:00 PM		0	0	0	0		0.00			
6/6/2017 10:30:00 PM		0	0	0	0		0.00			
6/6/2017 10:45:00 PM		0	0	0	0		0.00			
6/6/2017 11:00:00 PM		0	0	0	0		0.00			
6/6/2017 11:15:00 PM		0	0	0	0		0.00			
6/6/2017 11:30:00 PM		0	0	0	0		0.00			
6/6/2017 11:45:00 PM		0	0	0	0		0.00			
6/7/2017 12:00:00 AM		0	0	0	0		0.00			
6/7/2017 12:15:00 AM		0	0	0	0		0.00			
6/7/2017 12:30:00 AM		0	0	0	0		0.00			
6/7/2017 12:45:00 AM		0	0	0	0		0.00			
6/7/2017 1:00:00 AM		0	0	0	0		0.00			
6/7/2017 1:15:00 AM		0	0	0	0		0.00			
6/7/2017 1:30:00 AM		0	0	0	0		0.00			
6/7/2017 1:45:00 AM		0	0	0	0		0.00			
6/7/2017 2:00:00 AM		0	0	0	0		0.00			
6/7/2017 2:15:00 AM		0	0	0	0		0.00			
6/7/2017 2:30:00 AM		0	0	0	0		0.00			
6/7/2017 2:45:00 AM		0	0	0	0		0.00			

Call Date/Time	Call Count - All	Call Count - Abandoned after TASA	Call Count - Abandoned	Call Count - Answered	Call Count - Overflowed and Answered	Call Count - Answered within TASA	Avg Group RPH	Time - Queued Avg	Time - Talk Avg	TSF of the group
6/7/2017 3:00:00 AM		0	0		0		0.00			
6/7/2017 3:15:00 AM		0	0		0		0.00			
6/7/2017 3:30:00 AM		0	0		0		0.00			
6/7/2017 3:45:00 AM		0	0		0		0.00			
6/7/2017 4:00:00 AM		0	0		0		0.00			
6/7/2017 4:15:00 AM		0	0		0		0.00			
6/7/2017 4:30:00 AM		0	0		0		0.00			
6/7/2017 4:45:00 AM		0	0		0		0.00			
6/7/2017 5:00:00 AM		0	0		0		0.00			
6/7/2017 5:15:00 AM		0	0		0		0.00			
6/7/2017 5:30:00 AM		0	0		0		0.00			
6/7/2017 5:45:00 AM		0	0		0		0.00			
6/7/2017 6:00:00 AM		0	0		0		0.00			
6/7/2017 6:15:00 AM		0	0		0		0.00			
6/7/2017 6:30:00 AM		0	0		0		0.00			
6/7/2017 6:45:00 AM		0	0		0		0.00			
6/7/2017 7:00:00 AM		0	0		0		0.00			
6/7/2017 7:15:00 AM		0	0		0		0.00			
6/7/2017 7:30:00 AM		0	0		0		0.00			
6/7/2017 7:45:00 AM		0	0		0		0.00			
6/7/2017 8:00:00 AM	15	0	3	9	0	2	36.00	00:04:22	00:02:19	22.22
6/7/2017 8:15:00 AM	10	0	2	8	0	7	32.00	00:02:54	00:02:21	87.50
6/7/2017 8:30:00 AM	3	0	0	3	0	3	12.00		00:02:31	100.00
6/7/2017 8:45:00 AM	2	0	0	2	0	2	8.00		00:02:33	100.00
6/7/2017 9:00:00 AM	13	0	0	13	0	13	52.00	00:00:25	00:01:57	100.00
6/7/2017 9:15:00 AM	8	0	0	8	0	8	32.00	00:00:09	00:01:45	100.00
6/7/2017 9:30:00 AM	4	0	0	4	0	4	16.00		00:01:57	100.00
6/7/2017 9:45:00 AM	9	0	0	9	0	9	36.00		00:01:31	100.00
6/7/2017 10:00:00 AM	4	0	0	4	0	4	16.00		00:01:38	100.00
6/7/2017 10:15:00 AM	3	0	0	3	0	3	12.00		00:01:41	100.00
6/7/2017 10:30:00 AM	7	0	0	7	0	7	28.00		00:03:04	100.00
6/7/2017 10:45:00 AM	10	0	0	10	0	10	40.00		00:01:23	100.00
6/7/2017 11:00:00 AM	5	0	0	5	0	5	20.00		00:02:50	100.00
6/7/2017 11:15:00 AM	9	0	1	8	0	8	32.00	00:01:40	00:01:15	100.00
6/7/2017 11:30:00 AM	11	0	0	11	0	11	44.00		00:01:51	100.00
6/7/2017 11:45:00 AM	6	0	0	6	0	6	24.00		00:02:41	100.00
6/7/2017 12:00:00 PM	3	0	0	3	0	3	12.00		00:02:42	100.00
6/7/2017 12:15:00 PM	6	0	0	6	0	6	24.00		00:01:28	100.00
6/7/2017 12:30:00 PM	7	0	0	7	0	7	28.00		00:01:44	100.00
6/7/2017 12:45:00 PM	8	0	1	7	0	7	28.00	00:01:09	00:02:33	100.00
6/7/2017 1:00:00 PM	7	0	0	7	0	7	28.00		00:01:27	100.00
6/7/2017 1:15:00 PM	8	0	1	7	0	7	28.00	00:02:12	00:02:25	100.00
6/7/2017 1:30:00 PM	6	0	0	6	0	6	24.00	00:01:36	00:02:08	100.00
6/7/2017 1:45:00 PM	6	0	0	6	0	6	24.00		00:02:13	100.00
6/7/2017 2:00:00 PM	10	0	0	10	0	10	40.00	00:02:07	00:02:09	100.00
6/7/2017 2:15:00 PM	4	0	0	4	0	4	16.00		00:01:51	100.00
6/7/2017 2:30:00 PM	18	0	1	17	0	17	68.00	00:01:09	00:01:42	100.00
6/7/2017 2:45:00 PM	11	0	0	11	0	11	44.00	00:00:25	00:01:13	100.00
6/7/2017 3:00:00 PM	10	0	0	10	0	10	40.00	00:01:57	00:02:25	100.00
6/7/2017 3:15:00 PM	9	0	0	9	0	9	36.00		00:03:51	100.00
6/7/2017 3:30:00 PM	18	0	2	13	0	13	52.00	00:01:30	00:02:04	100.00
6/7/2017 3:45:00 PM	12	0	2	10	0	10	40.00	00:01:42	00:02:25	100.00
6/7/2017 4:00:00 PM	12	0	0	12	0	12	48.00	00:01:26	00:02:49	100.00
6/7/2017 4:15:00 PM	11	0	0	11	0	11	44.00		00:02:22	100.00
6/7/2017 4:30:00 PM		0	0		0		0.00			
6/8/2017 8:00:00 AM	8	0	1	7	0	4	28.00	00:03:48	00:04:21	57.14
6/8/2017 8:15:00 AM	5	0	1	4	0	4	16.00	00:02:18	00:02:49	100.00

Call Date/Time	Call Count - All	Call Count - Abandoned after TASA	Call Count - Abandoned	Call Count - Answered	Call Count - Overflowed and Answered	Call Count - Answered within TASA	Avg Group RPH	Time - Queued Avg	Time - Talk Avg	TSF of the group
6/8/2017 8:30:00 AM	6	0	1	5	0	5	20.00		00:03:59	100.00
6/8/2017 8:45:00 AM	8	0	0	7	0	7	28.00	00:00:52	00:03:15	100.00
6/8/2017 9:00:00 AM	7	0	0	7	0	7	28.00	00:00:41	00:01:59	100.00
6/8/2017 9:15:00 AM	11	0	0	11	0	11	44.00	00:00:40	00:02:38	100.00
6/8/2017 9:30:00 AM	2	0	0	2	0	2	8.00		00:02:13	100.00
6/8/2017 9:45:00 AM	8	0	0	8	0	8	32.00	00:00:21	00:02:29	100.00
6/8/2017 10:00:00 AM	3	0	0	3	0	3	12.00		00:01:56	100.00
6/8/2017 10:15:00 AM	6	0	0	6	0	6	24.00	00:02:40	00:01:48	100.00
6/8/2017 10:30:00 AM	5	0	0	5	0	5	20.00		00:02:00	100.00
6/8/2017 10:45:00 AM	8	0	0	8	0	8	32.00		00:02:50	100.00
6/8/2017 11:00:00 AM	4	0	0	4	0	4	16.00		00:01:50	100.00
6/8/2017 11:15:00 AM	5	0	0	5	0	5	20.00		00:03:19	100.00
6/8/2017 11:30:00 AM	7	0	0	7	0	7	28.00		00:01:38	100.00
6/8/2017 11:45:00 AM	3	0	0	3	0	3	12.00		00:03:35	100.00
6/8/2017 12:00:00 PM	8	0	0	8	0	8	32.00		00:01:10	100.00
6/8/2017 12:15:00 PM	5	0	0	5	0	5	20.00		00:02:43	100.00
6/8/2017 12:30:00 PM	7	0	0	7	0	7	28.00	00:02:14	00:02:28	100.00
6/8/2017 12:45:00 PM	7	0	0	7	0	7	28.00	00:00:02	00:02:02	100.00
6/8/2017 1:00:00 PM	6	0	0	6	0	6	24.00		00:03:02	100.00
6/8/2017 1:15:00 PM	7	0	0	7	0	7	28.00		00:03:06	100.00
6/8/2017 1:30:00 PM	8	0	0	8	0	8	32.00		00:01:28	100.00
6/8/2017 1:45:00 PM	7	0	0	7	0	7	28.00		00:03:10	100.00
6/8/2017 2:00:00 PM	11	0	1	10	0	10	40.00	00:00:57	00:01:06	100.00
6/8/2017 2:15:00 PM	18	0	2	14	0	14	56.00	00:01:43	00:02:10	100.00
6/8/2017 2:30:00 PM	18	0	0	18	0	17	72.00	00:02:37	00:02:16	94.44
6/8/2017 2:45:00 PM	2	0	0	2	0	2	8.00		00:02:41	100.00
6/8/2017 3:00:00 PM	7	0	0	7	0	7	28.00		00:01:51	100.00
6/8/2017 3:15:00 PM	8	0	0	8	0	8	32.00		00:02:21	100.00
6/8/2017 3:30:00 PM	11	0	0	11	0	11	44.00	00:00:48	00:03:39	100.00
6/8/2017 3:45:00 PM	14	0	0	13	0	13	52.00	00:01:41	00:03:28	100.00
6/8/2017 4:00:00 PM	24	0	2	16	0	16	64.00	00:01:15	00:01:59	100.00
6/8/2017 4:15:00 PM	12	0	0	12	0	12	48.00	00:01:00	00:02:50	100.00
6/8/2017 4:30:00 PM	3	0	0	3	0	3	12.00	00:01:05	00:02:10	100.00
6/9/2017 8:00:00 AM	10	0	0	10	0	5	40.00	00:04:38	00:03:18	50.00
6/9/2017 8:15:00 AM	17	0	4	12	0	5	48.00	00:03:38	00:02:27	41.67
6/9/2017 8:30:00 AM	7	0	1	6	0	5	24.00	00:03:50	00:04:58	83.33
6/9/2017 8:45:00 AM	8	0	2	5	0	2	20.00	00:06:00	00:03:22	40.00
6/9/2017 9:00:00 AM	10	1	4	5	0	1	20.00	00:04:34	00:07:01	16.67
6/9/2017 9:15:00 AM	10	0	2	6	0	5	24.00	00:02:16	00:02:07	83.33
6/9/2017 9:30:00 AM	7	0	0	6	0	3	24.00	00:03:36	00:04:46	50.00
6/9/2017 9:45:00 AM	6	0	1	5	0	2	20.00	00:04:55	00:03:34	40.00
6/9/2017 10:00:00 AM	14	1	5	8	0	3	32.00	00:03:59	00:04:26	33.33
6/9/2017 10:15:00 AM	10	0	2	7	0	6	28.00	00:02:03	00:01:59	85.71
6/9/2017 10:30:00 AM	13	0	0	11	0	10	44.00	00:03:00	00:02:38	90.91
6/9/2017 10:45:00 AM	10	0	0	9	0	9	36.00	00:02:43	00:02:29	100.00
6/9/2017 11:00:00 AM	13	0	3	9	0	2	36.00	00:05:26	00:04:52	22.22
6/9/2017 11:15:00 AM	10	0	3	6	0	5	24.00	00:02:30	00:04:36	83.33
6/9/2017 11:30:00 AM	16	0	5	9	0	5	36.00	00:02:49	00:03:20	55.56
6/9/2017 11:45:00 AM	5	0	0	5	0	5	20.00	00:01:44	00:02:15	100.00
6/9/2017 12:00:00 PM	5	0	0	5	0	5	20.00	00:00:26	00:03:36	100.00

Call Date/Time	Call Count - All	Call Count - Abandoned after TASA	Call Count - Abandoned	Call Count - Answered	Call Count - Overflowed and Answered	Call Count - Answered within TASA	Avg Group RPH	Time - Queued Avg	Time - Talk Avg	TSF of the group
6/9/2017 12:15:00 PM	11	0	3	8	0	2	32.00	00:06:15	00:02:49	25.00
6/9/2017 12:30:00 PM	6	0	2	4	0	4	16.00	00:01:47	00:03:00	100.00
6/9/2017 12:45:00 PM	6	0	0	6	0	6	24.00	00:01:09	00:03:43	100.00
6/9/2017 1:00:00 PM	9	0	0	8	0	8	32.00	00:01:00	00:03:18	100.00
6/9/2017 1:15:00 PM	6	0	0	6	0	5	24.00	00:03:01	00:02:58	83.33
6/9/2017 1:30:00 PM	8	0	0	8	0	8	32.00	00:00:14	00:03:23	100.00
6/9/2017 1:45:00 PM	7	0	0	7	0	7	28.00		00:02:50	100.00
6/9/2017 2:00:00 PM	6	0	0	6	0	6	24.00	00:01:44	00:01:20	100.00
6/9/2017 2:15:00 PM	8	0	0	8	0	8	32.00		00:01:56	100.00
6/9/2017 2:30:00 PM	14	0	1	13	0	12	52.00	00:02:13	00:02:38	92.31
6/9/2017 2:45:00 PM	4	0	1	3	0	3	12.00		00:01:46	100.00
6/9/2017 3:00:00 PM	12	0	1	11	0	11	44.00	00:01:14	00:03:21	100.00
6/9/2017 3:15:00 PM	9	0	0	8	0	7	32.00	00:02:39	00:04:00	87.50
6/9/2017 3:30:00 PM	15	0	1	12	0	12	48.00	00:01:41	00:02:08	100.00
6/9/2017 3:45:00 PM	14	0	1	13	0	9	52.00	00:04:34	00:03:17	69.23
6/9/2017 4:00:00 PM	25	1	6	14	0	2	56.00	00:06:21	00:03:32	13.33
6/9/2017 4:15:00 PM	12	0	2	9	0	3	36.00	00:08:55	00:04:08	33.33
6/9/2017 4:30:00 PM	1	0	0	1	0	1	4.00		00:05:50	100.00
6/9/2017 4:45:00 PM		0	0	0	0		0.00			
6/10/2017 8:00:00 AM	9	0	0	7	0	7	28.00	00:01:09	00:02:39	100.00
6/10/2017 8:15:00 AM	8	0	1	7	0	5	28.00	00:03:41	00:04:04	71.43
6/10/2017 8:30:00 AM	10	0	1	6	0	5	24.00	00:03:12	00:02:32	83.33
6/10/2017 8:45:00 AM	10	0	2	6	0	2	24.00	00:05:54	00:02:09	33.33
6/10/2017 9:00:00 AM	8	0	1	7	0	4	28.00	00:05:27	00:03:51	57.14
6/10/2017 9:15:00 AM	10	0	1	6	0		24.00	00:08:22	00:04:10	0.00
6/10/2017 9:30:00 AM	4	0	0	3	0	1	12.00	00:08:35	00:02:38	33.33
6/10/2017 9:45:00 AM	8	0	1	7	0	5	28.00	00:02:49	00:01:16	71.43
6/10/2017 10:00:00 AM	9	1	2	5	0	1	20.00	00:03:46	00:02:46	16.67
6/10/2017 10:15:00 AM	4	0	0	4	0	4	16.00		00:04:15	100.00
6/10/2017 10:30:00 AM	11	0	1	9	0	7	36.00	00:02:51	00:01:24	77.78
6/10/2017 10:45:00 AM	6	0	1	5	0	5	20.00	00:01:39	00:01:18	100.00
6/10/2017 11:00:00 AM	5	0	0	5	0	5	20.00		00:01:25	100.00
6/10/2017 11:15:00 AM		0	0		0		0.00			
6/10/2017 11:30:00 AM	4	0	0	4	0	4	16.00		00:02:40	100.00
6/10/2017 11:45:00 AM	2	0	0	2	0	2	8.00		00:04:37	100.00
6/10/2017 12:00:00 PM	2	0	0	2	0	2	8.00		00:00:58	100.00
6/10/2017 12:15:00 PM	9	1	2	7	0	6	28.00	00:02:55	00:01:54	75.00
6/10/2017 12:30:00 PM	6	0	1	5	0	1	20.00	00:08:33	00:04:36	20.00
6/10/2017 12:45:00 PM	7	0	1	4	0		16.00	00:15:08	00:03:06	0.00
6/10/2017 1:00:00 PM	8	1	3	2	0		8.00	00:08:36	00:02:40	0.00
6/10/2017 1:15:00 PM	5	0	0	5	0	1	20.00	00:31:17	00:04:55	20.00
6/10/2017 1:30:00 PM	12	0	3	7	0	2	28.00	00:15:22	00:04:39	28.57
6/10/2017 1:45:00 PM	5	0	2	2	0	1	8.00	00:08:02	00:01:40	50.00
6/10/2017 2:00:00 PM	7	0	2	4	0		16.00	00:10:35	00:03:22	0.00
6/10/2017 2:15:00 PM	5	0	1	4	0	1	16.00	00:19:26	00:05:15	25.00

Call Date/Time	Call Count - All	Call Count - Abandoned after TASA	Call Count - Abandoned	Call Count - Answered	Call Count - Overflowed and Answered	Call Count - Answered within TASA	Avg Group RPH	Time - Queued Avg	Time - Talk Avg	TSF of the group
6/10/2017 2:30:00 PM	6	2	2	3	0	1	12.00	00:11:44	00:08:14	20.00
6/10/2017 2:45:00 PM	10	1	5	5	0	1	20.00	00:06:51	00:03:06	16.67
6/10/2017 3:00:00 PM	11	0	4	6	0		24.00	00:06:46	00:04:00	0.00
6/10/2017 3:15:00 PM	8	0	1	6	0	1	24.00	00:07:16	00:02:19	16.67
6/10/2017 3:30:00 PM	14	0	3	8	0	5	32.00	00:03:12	00:01:49	62.50
6/10/2017 3:45:00 PM	11	0	1	8	0	8	32.00	00:02:42	00:02:08	100.00
6/10/2017 4:00:00 PM	8	0	0	8	0	8	32.00	00:00:02	00:02:56	100.00
6/10/2017 4:15:00 PM	13	0	2	9	0	8	36.00	00:02:36	00:02:38	88.89
6/10/2017 4:30:00 PM	2	0	0	2	0	2	8.00		00:00:54	100.00
TOTAL	2,340	44	416	1,669	0	1,183	21.33	00:05:52	00:02:50	69.06