

Date	Ext- Agent
Intervals- H	Queue
Date (Day of Week)	Date (Month)

Phone Number Count

24,750

Abandoned Calls

1,437

Successful Hot Line Calls

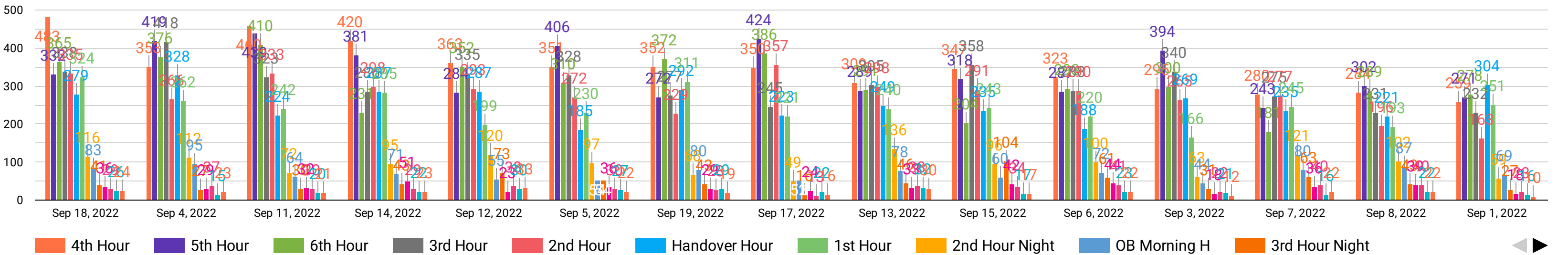
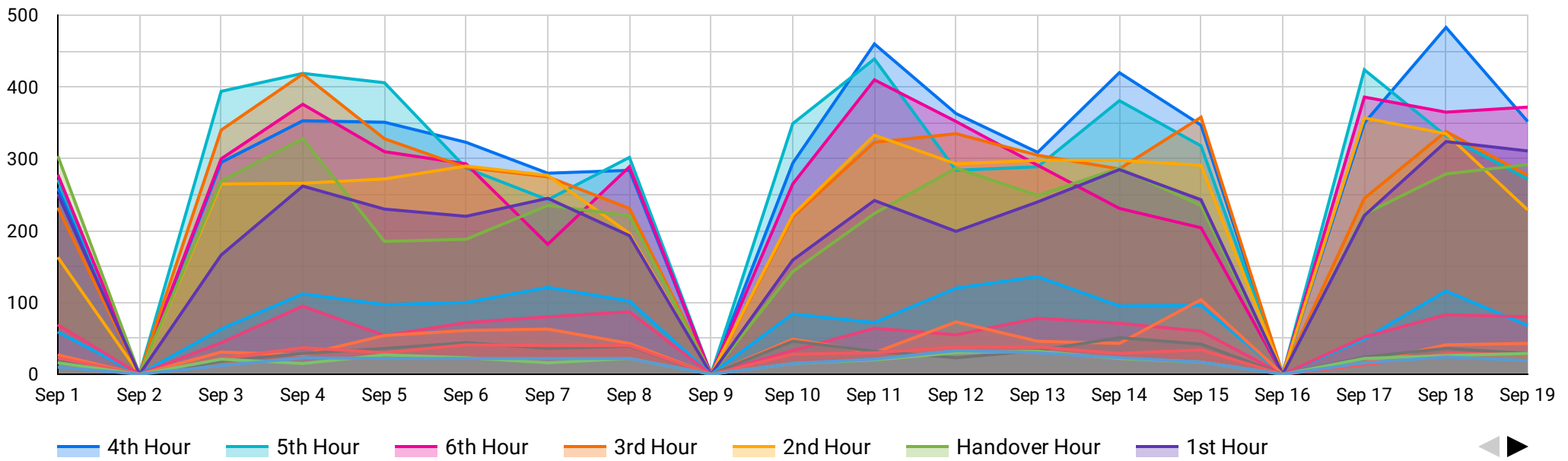
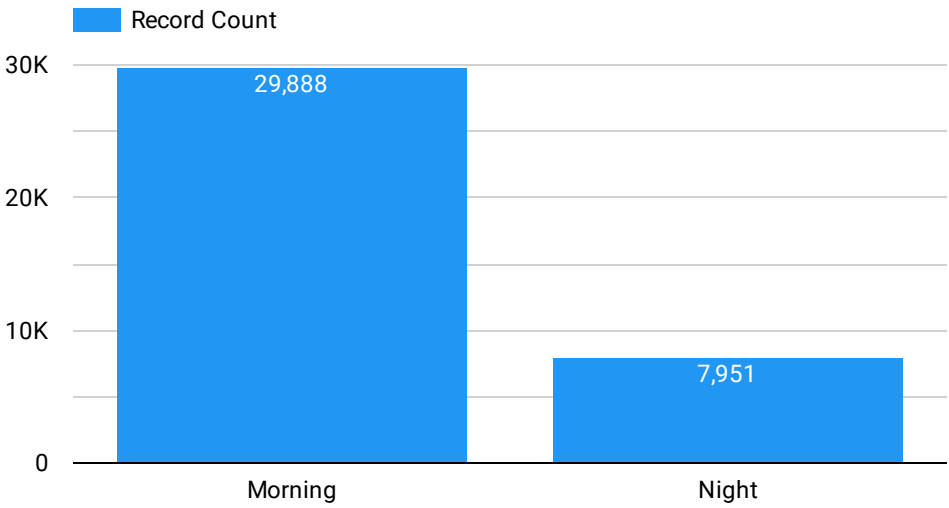
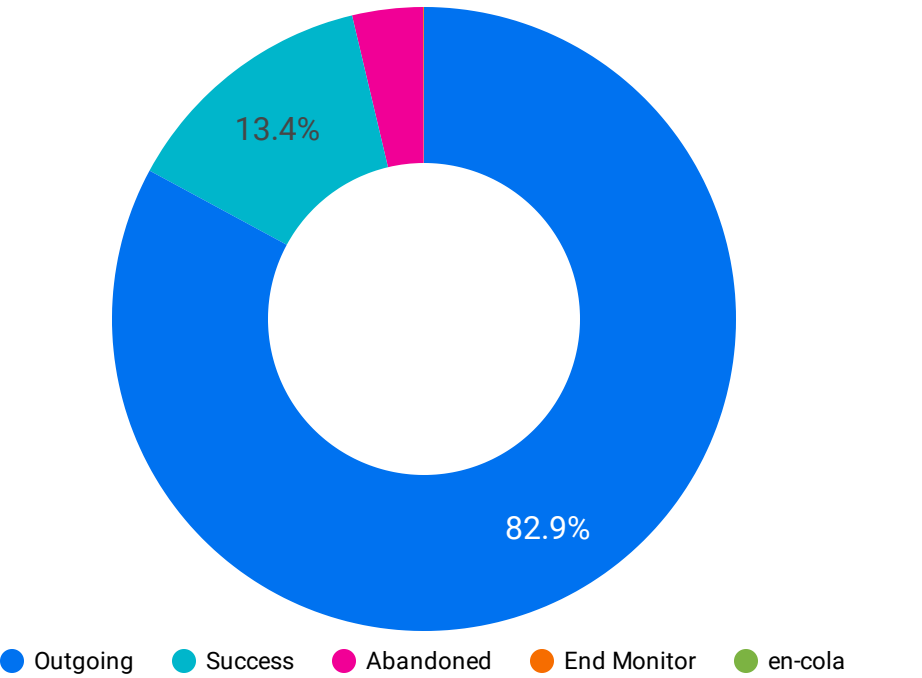
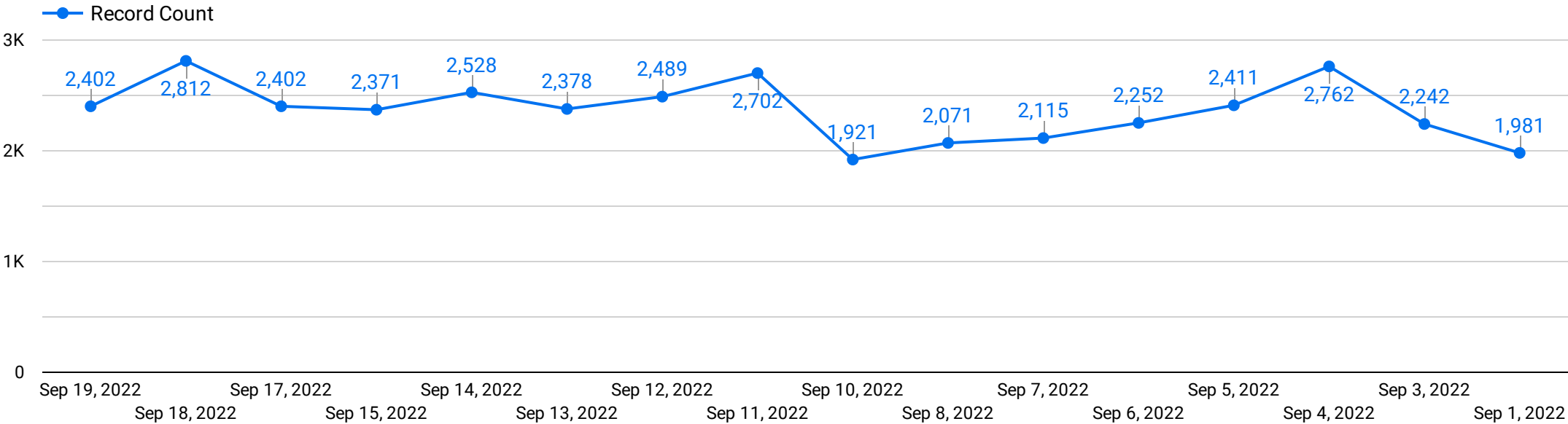
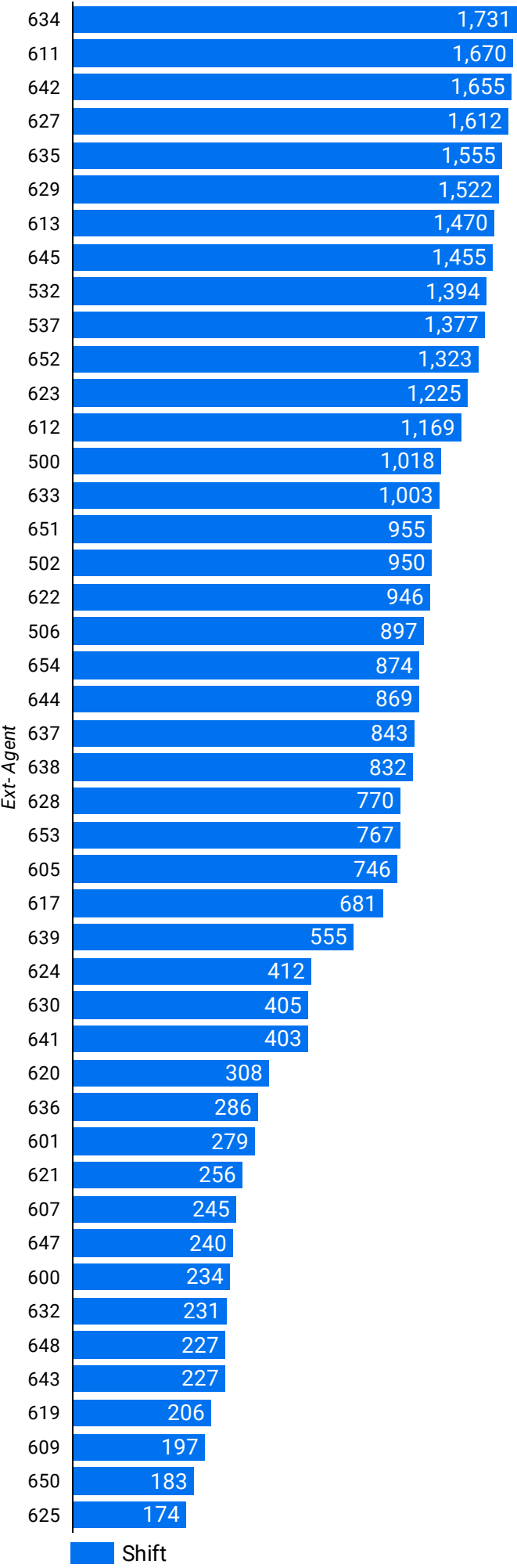
5,267

OutGoing Calls

32,564

Working days

16



	Date	AVG per rep ▾
1.	Sep 3, 2022	77.31
2.	Sep 17, 2022	75.06
3.	Sep 10, 2022	73.88
4.	Sep 11, 2022	56.29
5.	Sep 18, 2022	49.33
6.	Sep 14, 2022	48.62
7.	Sep 4, 2022	46.81
8.	Sep 12, 2022	46.09
9.	Sep 19, 2022	45.32
10.	Sep 8, 2022	45.02
11.	Sep 13, 2022	44.87
12.	Sep 15, 2022	44.74
13.	Sep 5, 2022	43.84
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	Intervals- H	Received Calls ▾
1.	4th Hour	5,523
2.	5th Hour	5,410
3.	6th Hour	4,903
4.	3rd Hour	4,798
5.	2nd Hour	4,385
6.	Handover Hour	3,949
7.	1st Hour	3,791
8.	2nd Hour Night	1,490
9.	OB Morning H	1,077
10.	3rd Hour Night	751
11.	4th Hour Night	536
12.	5th Hour Night	500
13.	6th Hour Night	353
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	Date	Count of Reps ▾
1.	Sep 4, 2022	59
2.	Sep 18, 2022	57
3.	Sep 5, 2022	55
4.	Sep 12, 2022	54
5.	Sep 15, 2022	53
6.	Sep 13, 2022	53
7.	Sep 19, 2022	53
8.	Sep 6, 2022	52
9.	Sep 14, 2022	52
10.	Sep 7, 2022	50
11.	Sep 1, 2022	50
12.	Sep 11, 2022	48
13.	Sep 8, 2022	46
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