

Unnamed Project

Replications: 100 Time Units: Minutes

Key Performance Indicators

System	Average
Number Out	16,946

## Unnamed Project

Replications: 100 Time Units: Minutes

### Entity

#### Time

VA Time	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
absent	0.00	0.00	0.00	0.00	0.00	0.00
call inbound	1.1654	0.00	1.1279	1.2281	0.08333352	20.2125
Entity 1	0.00	0.00	0.00	0.00	0.00	0.00
no answer	0.01666667	0.00	0.01666667	0.01666667	0.01666667	0.01666667
survey call	0.01666667	0.00	0.01666667	0.01666667	0.01666667	0.01666667
voice cale	0.2925	0.01	0.2299	0.3769	0.08370638	0.4997
NVA Time	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
absent	0.00	0.00	0.00	0.00	0.00	0.00
call inbound	0.00	0.00	0.00	0.00	0.00	0.00
Entity 1	0.00	0.00	0.00	0.00	0.00	0.00
no answer	0.00	0.00	0.00	0.00	0.00	0.00
survey call	0.00	0.00	0.00	0.00	0.00	0.00
voice cale	0.00	0.00	0.00	0.00	0.00	0.00
Wait Time	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
absent	0.00	0.00	0.00	0.00	0.00	0.00
call inbound	0.02311796	0.00	0.00197418	0.05053334	0.00	18.7735
Entity 1	0.00	0.00	0.00	0.00	0.00	0.00
no answer	545.85	1.89	520.96	563.96	479.99	631.84
survey call	545.61	1.85	521.44	563.55	479.99	632.00
voice cale	0.00	0.00	0.00	0.00	0.00	0.00
Transfer Time	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
absent	0.00	0.00	0.00	0.00	0.00	0.00
call inbound	0.00	0.00	0.00	0.00	0.00	0.00
Entity 1	0.00	0.00	0.00	0.00	0.00	0.00
no answer	0.00	0.00	0.00	0.00	0.00	0.00
survey call	0.00	0.00	0.00	0.00	0.00	0.00
voice cale	0.00	0.00	0.00	0.00	0.00	0.00

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Entity

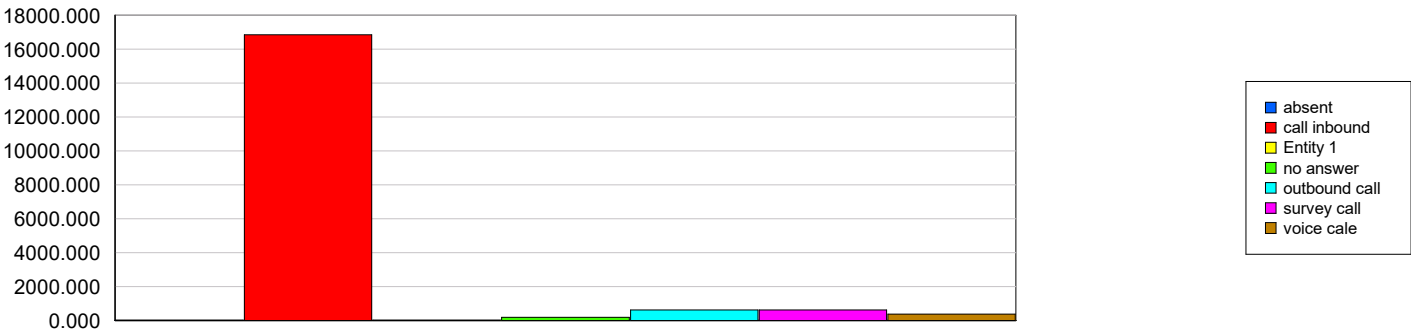
Time

Other Time	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
absent	0.00	0.00	0.00	0.00	0.00	0.00
call inbound	0.3037	0.01	0.1882	0.3421	0.00	15.9328
Entity 1	0.00	0.00	0.00	0.00	0.00	0.00
no answer	0.5160	0.01	0.3890	0.6993	0.00	41.4110
survey call	2.0822	0.02	1.8762	2.2900	0.1301	28.2838
voice cale	6.9981	0.22	4.7667	9.9904	0.00739963	19.8884

Total Time	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
absent	0.00	0.00	0.00	0.00	0.00	0.00
call inbound	1.4923	0.01	1.4023	1.5462	0.08333352	22.3610
Entity 1	0.00	0.00	0.00	0.00	0.00	0.00
no answer	546.38	1.89	521.50	564.50	480.03	632.52
survey call	547.71	1.85	523.60	565.62	480.17	638.86
voice cale	7.2906	0.22	5.0515	10.2948	0.1169	20.1442

Other

Number In	Average	Half Width	Minimum Average	Maximum Average
absent	8.0000	0.00	8.0000	8.0000
call inbound	16858.89	93.29	16388.00	19075.00
Entity 1	8.0000	0.00	8.0000	8.0000
no answer	192.48	11.77	72.0000	346.00
outbound call	617.91	37.66	234.00	1025.00
survey call	616.80	37.66	233.00	1024.00
voice cale	365.40	3.89	305.00	415.00



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Entity

Other

Number Out	Average	Half Width	Minimum Average	Maximum Average
absent	8.0000	0.00	8.0000	8.0000
call inbound	16661.94	106.72	15372.00	18594.00
Entity 1	8.0000	0.00	8.0000	8.0000
no answer	192.48	11.77	72.0000	346.00
outbound call	617.91	37.66	234.00	1025.00
survey call	616.80	37.66	233.00	1024.00
voice cale	16.6000	0.75	8.0000	29.0000

WIP	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
absent	0.00	0.00	0.00	0.00	0.00	1.0000
call inbound	228.51	95.60	2.3954	1633.97	0.00	2065.00
Entity 1	0.00	0.00	0.00	0.00	0.00	1.0000
no answer	0.3129	0.03	0.02499706	0.8425	0.00	93.0000
outbound call	32.5050	1.99	12.1360	53.7982	0.00	298.00
survey call	0.7435	0.08	0.08395948	1.8341	0.00	204.00
voice cale	312.89	13.91	249.25	556.73	111.00	749.00

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### Queue

#### Time

Waiting Time	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
checking.Queue	0.00	0.00	0.00	0.00	0.00	0.00
cluster1.Queue	0.00	0.00	0.00	0.00	0.00	0.00
cluster2.Queue	0.02334363	0.00	0.00745365	0.04961798	0.00	5.2604
cluster3.Queue	0.00	0.00	0.00	0.00	0.00	0.00
inbound1	0.1426	0.02	0.00	0.6604	0.00	18.7735
outbound1.queue	0.08243897	0.02	0.00	0.4355	0.00	2.6202
outbound2.queue	14.5246	0.94	3.0690	27.6810	0.00	87.3505
Process 8.Queue	461.65	19.04	0.00	482.39	0.00	484.80
Process 9.Queue	541.25	0.08	540.34	542.08	539.99	544.94

#### Other

Number Waiting	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
checking.Queue	312.77	13.91	249.13	556.60	111.00	749.00
cluster1.Queue	0.00	0.00	0.00	0.00	0.00	0.00
cluster2.Queue	0.00578396	0.00	0.00179982	0.01360849	0.00	10.0000
cluster3.Queue	0.00	0.00	0.00	0.00	0.00	0.00
inbound1	170.89	73.45	0.01736397	1271.35	0.00	1584.00
outbound1.queue	55.2187	22.81	0.00	457.82	0.00	549.00
outbound2.queue	0.9588	0.11	0.07154867	2.4248	0.00	273.00
Process 8.Queue	4.9920	0.79	0.00	13.8784	0.00	290.00
Process 9.Queue	27.5120	1.85	9.2756	47.0830	0.00	298.00

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## Resource

### Usage

Instantaneous Utilization	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
op massage 1	0.00117585	0.00	0.00	0.00375353	0.00	1.0000
op massage 2	0.00089601	0.00	0.00	0.00382401	0.00	1.0000
op massage 3	0.00094276	0.00	0.00	0.00419870	0.00	1.0000
op massage 4	0.00097122	0.00	0.00	0.00258409	0.00	1.0000
op massage 5	0.00106686	0.00	0.00	0.00462113	0.00	1.0000
op massage 6	0.00022910	0.00	0.00	0.00173692	0.00	1.0000
op massage 7	0.00	0.00	0.00	0.00	0.00	0.00
op massage 8	0.00	0.00	0.00	0.00	0.00	0.00
op massage 9	0.00007598	0.00	0.00	0.00193599	0.00	1.0000
Resource artifitial	0.00084701	0.00	0.00028604	0.00144841	0.00	1.0000
Resource artifitial2	0.00017283	0.00	0.00	0.00047950	0.00	1.0000
Resource cluster1	0.00425461	0.00	0.00399216	0.00480760	0.00	0.0984
Resource cluster2	0.06809180	0.00	0.06180892	0.07873130	0.00	1.0000
Resource cluster3	0.01504652	0.00	0.01423881	0.01738440	0.00	0.5000
Resource op fri	0.00	0.00	0.00	0.00	0.00	0.00
Resource op mon	0.01683568	0.00	0.00	0.02768813	0.00	1.0000
Resource op sat	0.02035387	0.00	0.00	0.03038483	0.00	1.0000
Resource op sp1	0.00	0.00	0.00	0.00	0.00	0.00
Resource op sp2	0.00	0.00	0.00	0.00	0.00	0.00
Resource op sun	0.01661582	0.00	0.00	0.02777722	0.00	1.0000
Resource op thu	0.00251446	0.00	0.00	0.00434300	0.00	1.0000
Resource op tue	0.01603782	0.00	0.00	0.02609459	0.00	1.0000
Resource op wed	0.01620566	0.00	0.00	0.02728616	0.00	1.0000
Resource outbound1	0.00401030	0.00	0.00009492	0.01610723	0.00	1.0000
Resource outbound2	0.00360303	0.00	0.00	0.01430572	0.00	1.0000
Resource outbound3	0.00366918	0.00	0.00	0.01321181	0.00	1.0000
Resource outbound4	0.00341660	0.00	0.00	0.01348005	0.00	1.0000
Resource outbound5	0.00384621	0.00	0.00	0.01454099	0.00	1.0000
Resource outbound6	0.00260640	0.00	0.00	0.00748395	0.00	1.0000
Resource outbound7	0.00	0.00	0.00	0.00	0.00	0.00
Resource outbound8	0.00	0.00	0.00	0.00	0.00	0.00
Resource outbound9	0.00160834	0.00	0.00	0.01703343	0.00	1.0000

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## Resource

### Usage

Number Busy	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
op massage 1	0.00117585	0.00	0.00	0.00375353	0.00	1.0000
op massage 2	0.00089601	0.00	0.00	0.00382401	0.00	1.0000
op massage 3	0.00094276	0.00	0.00	0.00419870	0.00	1.0000
op massage 4	0.00097122	0.00	0.00	0.00258409	0.00	1.0000
op massage 5	0.00106686	0.00	0.00	0.00462113	0.00	1.0000
op massage 6	0.00022910	0.00	0.00	0.00173692	0.00	1.0000
op massage 7	0.00	0.00	0.00	0.00	0.00	0.00
op massage 8	0.00	0.00	0.00	0.00	0.00	0.00
op massage 9	0.00007598	0.00	0.00	0.00193599	0.00	1.0000
Resource artifitial	0.00084701	0.00	0.00028604	0.00144841	0.00	1.0000
Resource artifitial2	0.00017283	0.00	0.00	0.00047950	0.00	1.0000
Resource cluster1	0.7786	0.00	0.7306	0.8798	0.00	18.0000
Resource cluster2	0.2724	0.00	0.2472	0.3149	0.00	4.0000
Resource cluster3	0.3611	0.00	0.3417	0.4172	0.00	12.0000
Resource op fri	0.00	0.00	0.00	0.00	0.00	0.00
Resource op mon	0.08031915	0.01	0.00	0.1141	0.00	8.0000
Resource op sat	0.0946	0.01	0.00	0.1293	0.00	8.0000
Resource op sp1	0.00	0.00	0.00	0.00	0.00	0.00
Resource op sp2	0.00	0.00	0.00	0.00	0.00	0.00
Resource op sun	0.07900696	0.01	0.00	0.1087	0.00	8.0000
Resource op thu	0.01242025	0.00	0.00	0.02171500	0.00	5.0000
Resource op tue	0.07486452	0.01	0.00	0.1055	0.00	8.0000
Resource op wed	0.07937796	0.01	0.00	0.1243	0.00	8.0000
Resource outbound1	0.02934592	0.01	0.00075934	0.1107	0.00	8.0000
Resource outbound2	0.02686449	0.01	0.00	0.0957	0.00	8.0000
Resource outbound3	0.02752961	0.01	0.00	0.1045	0.00	8.0000
Resource outbound4	0.02540360	0.01	0.00	0.0944	0.00	8.0000
Resource outbound5	0.02792758	0.01	0.00	0.1018	0.00	8.0000
Resource outbound6	0.01981709	0.00	0.00	0.05987157	0.00	8.0000
Resource outbound7	0.00	0.00	0.00	0.00	0.00	0.00
Resource outbound8	0.00	0.00	0.00	0.00	0.00	0.00
Resource outbound9	0.01244204	0.01	0.00	0.1342	0.00	8.0000

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## Resource

### Usage

Number Scheduled	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
op massage 1	0.2083	0.00	0.2083	0.2083	0.00	1.0000
op massage 2	0.2083	0.00	0.2083	0.2083	0.00	1.0000
op massage 3	0.2083	0.00	0.2083	0.2083	0.00	1.0000
op massage 4	0.2083	0.00	0.2083	0.2083	0.00	1.0000
op massage 5	0.2083	0.00	0.2083	0.2083	0.00	1.0000
op massage 6	0.2083	0.00	0.2083	0.2083	0.00	1.0000
op massage 7	0.00	0.00	0.00	0.00	0.00	0.00
op massage 8	0.00	0.00	0.00	0.00	0.00	0.00
op massage 9	0.2083	0.00	0.2083	0.2083	0.00	1.0000
Resource artifitial	0.2083	0.00	0.2083	0.2083	0.00	1.0000
Resource artifitial2	0.2083	0.00	0.2083	0.2083	0.00	1.0000
Resource cluster1	183.00	0.00	183.00	183.00	183.00	183.00
Resource cluster2	4.0000	0.00	4.0000	4.0000	4.0000	4.0000
Resource cluster3	24.0000	0.00	24.0000	24.0000	24.0000	24.0000
Resource op fri	0.00	0.00	0.00	0.00	0.00	0.00
Resource op mon	2.0829	0.02	1.8512	2.3274	0.00	8.0000
Resource op sat	2.0829	0.02	1.8512	2.3274	0.00	8.0000
Resource op sp1	0.00	0.00	0.00	0.00	0.00	0.00
Resource op sp2	2.0829	0.02	1.8512	2.3274	0.00	8.0000
Resource op sun	2.0829	0.02	1.8512	2.3274	0.00	8.0000
Resource op thu	1.0417	0.00	1.0417	1.0417	0.00	5.0000
Resource op tue	2.0829	0.02	1.8512	2.3274	0.00	8.0000
Resource op wed	2.0829	0.02	1.8512	2.3274	0.00	8.0000
Resource outbound1	1.5735	0.01	1.4583	1.6667	0.00	8.0000
Resource outbound2	1.5735	0.01	1.4583	1.6667	0.00	8.0000
Resource outbound3	1.5735	0.01	1.4583	1.6667	0.00	8.0000
Resource outbound4	1.5735	0.01	1.4583	1.6667	0.00	8.0000
Resource outbound5	1.5735	0.01	1.4583	1.6667	0.00	8.0000
Resource outbound6	1.5735	0.01	1.4583	1.6667	0.00	8.0000
Resource outbound7	0.00	0.00	0.00	0.00	0.00	0.00
Resource outbound8	0.00	0.00	0.00	0.00	0.00	0.00
Resource outbound9	1.5735	0.01	1.4583	1.6667	0.00	8.0000



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## Resource

### Usage

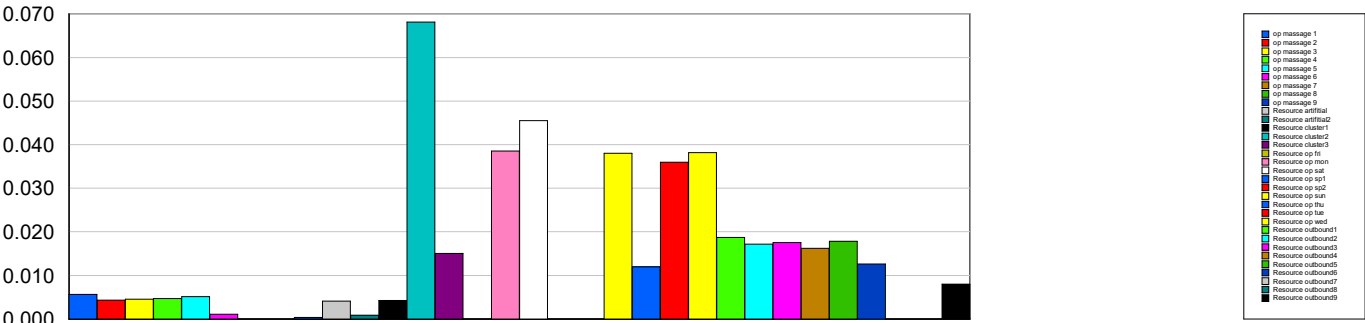
Scheduled Utilization	Average	Half Width	Minimum Average	Maximum Average
op message 1	0.00564410	0.00	0.00	0.01801696
op message 2	0.00430087	0.00	0.00	0.01835526
op message 3	0.00452526	0.00	0.00	0.02015375
op message 4	0.00466185	0.00	0.00	0.01240365
op message 5	0.00512092	0.00	0.00	0.02218142
op message 6	0.00109967	0.00	0.00	0.00833720
op message 7	0.00	0.00	0.00	0.00
op message 8	0.00	0.00	0.00	0.00
op message 9	0.00036471	0.00	0.00	0.00929274
Resource artifitial	0.00406563	0.00	0.00137302	0.00695238
Resource artifitial2	0.00082960	0.00	0.00	0.00230159
Resource cluster1	0.00425461	0.00	0.00399216	0.00480760
Resource cluster2	0.06809180	0.00	0.06180892	0.07873130
Resource cluster3	0.01504652	0.00	0.01423881	0.01738440
Resource op fri	0.00	0.00	0.00	0.00
Resource op mon	0.03853866	0.00	0.00	0.05871552
Resource op sat	0.04550957	0.00	0.00	0.06357070
Resource op sp1	0.00	0.00	0.00	0.00
Resource op sp2	0.00	0.00	0.00	0.00
Resource op sun	0.03800065	0.00	0.00	0.05530499
Resource op thu	0.01192344	0.00	0.00	0.02084640
Resource op tue	0.03594766	0.00	0.00	0.05413044
Resource op wed	0.03813459	0.00	0.00	0.05754269
Resource outbound1	0.01871692	0.00	0.00045560	0.07155666
Resource outbound2	0.01713990	0.00	0.00	0.06186127
Resource outbound3	0.01751937	0.00	0.00	0.06884745
Resource outbound4	0.01621339	0.00	0.00	0.06206905
Resource outbound5	0.01784865	0.00	0.00	0.06451032
Resource outbound6	0.01261308	0.00	0.00	0.03785613
Resource outbound7	0.00	0.00	0.00	0.00
Resource outbound8	0.00	0.00	0.00	0.00
Resource outbound9	0.00800033	0.00	0.00	0.08668369

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Resource

Usage



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## Resource

### Usage

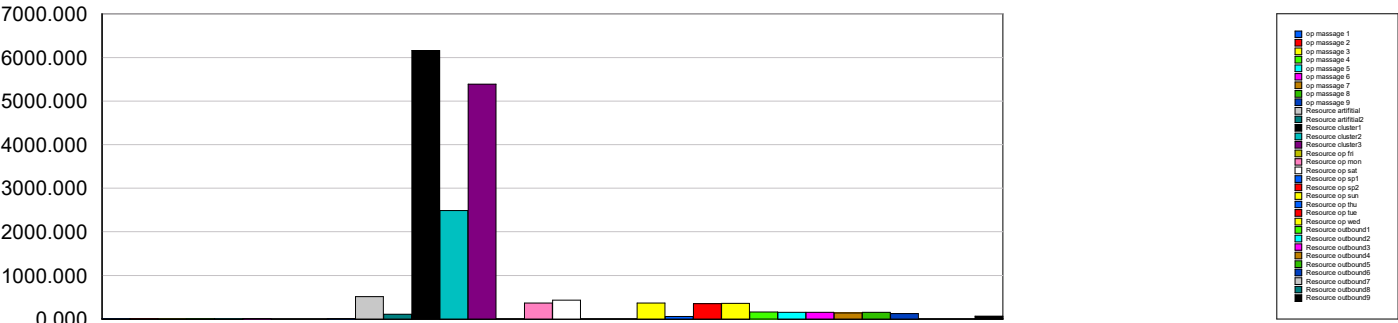
Total Number Seized	Average	Half Width	Minimum Average	Maximum Average
op message 1	3.6400	0.39	0.00	9.0000
op message 2	2.9900	0.34	0.00	7.0000
op message 3	2.8700	0.38	0.00	8.0000
op message 4	3.0400	0.35	0.00	7.0000
op message 5	2.9600	0.33	0.00	6.0000
op message 6	0.7900	0.19	0.00	4.0000
op message 7	0.00	0.00	0.00	0.00
op message 8	0.00	0.00	0.00	0.00
op message 9	0.3100	0.20	0.00	4.0000
Resource artifitial	512.27	34.38	173.00	876.00
Resource artifitial2	104.53	16.61	0.00	290.00
Resource cluster1	6159.69	35.84	5890.00	6954.00
Resource cluster2	2486.05	17.02	2322.00	2870.00
Resource cluster3	5389.66	31.97	5179.00	6146.00
Resource op fri	0.00	0.00	0.00	0.00
Resource op mon	366.65	37.23	0.00	512.00
Resource op sat	432.79	38.44	0.00	594.00
Resource op sp1	0.00	0.00	0.00	0.00
Resource op sp2	0.00	0.00	0.00	0.00
Resource op sun	365.13	34.83	0.00	490.00
Resource op thu	57.3600	6.64	0.00	94.0000
Resource op tue	347.05	36.39	0.00	495.00
Resource op wed	361.05	41.19	0.00	524.00
Resource outbound1	160.14	29.23	5.0000	540.00
Resource outbound2	152.15	25.46	0.00	522.00
Resource outbound3	155.83	27.70	0.00	552.00
Resource outbound4	140.73	27.26	0.00	526.00
Resource outbound5	154.66	28.95	0.00	548.00
Resource outbound6	119.08	18.01	0.00	363.00
Resource outbound7	0.00	0.00	0.00	0.00
Resource outbound8	0.00	0.00	0.00	0.00
Resource outbound9	64.2600	37.13	0.00	677.00

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Resource

Usage



User Specified

Output

Output	Average	Half Width	Minimum Average	Maximum Average
abandan rate	0.00045318	0.00	0.00	0.00447154
cost opt	39800000	0.40	39800000	39800000

