LA Care Health Plan
CUCM Hunt Group Summary

CUCM Hunt Group Summary

Data Source:

From 02/25/2015 through 02/25/2015

Date/Time	Total Calls	Total Duration	Average Duration	# Queued Calls	% Queued Calls	Total Queue Duration	Avg. Queue Duration	Avg. Ring Time Answered	# Abandoned Calls	% Abandoned Calls	Avg. Ring Abandoned	# Voice Mail Calls	% Voice Mail Calls

No records found

cHuntGroupUpdate.mainProcess : Incorrect syntax near ''.
Incorrect syntax near the keyword 'And'. (DB=IFW SQL='Select Distinct ACDHuntGroups.HuntGroupName as Hunt_Group_Name, ACDHuntGroups.HuntGroupNumber as Hunt_group_Pilot_Number, ACDHuntGroups.DataSource as xdata_source_ID, S.Name as Data_source_name, S.GroupName as Data_SOurce_Group_Name, 0.00 as cost, 0 as duration, 0 as xdate, 0 as xtime, Convert(DateTime, '2000-01-01 00:00:00', 120)as xcall_date_time, 0 as abandoned, 0 as xring_time, 0 as Ring_time_answered, 0 as ring_time_Abandoned, 0 as ring_time_voicemail, 0.00 as ring_time_service_level, 0 as answered_count, 0 as voicemail_count, 0 as abandoned_count, 0 as Queued_call_count, 0 as Queue_duration '' as xCountry_code, '' as xLocation, '' as Phone_Number, '' as xTransferID, 0 as xcid, '' as xOriginalCalledPartyNumber, '' as xFinalCalledPartyNumber, '' as xDstlinetype FROM ACDHuntGroups INNER JOIN Site S ON ACDHuntGroups.DataSource = S.SiteID WHERE HuntGroupnumber not in (select tblHuntGroupsTemp.Hunt_Group_Pilot_Number from tblHuntGroupsTemp WHERE tblHuntGroupsTemp.keyname = '715f9617-ee8e-4b33-9254-1d1591d7ec52')And (HuntgroupName IN ('ipTTY Member Services', 'ipTTY MS LA Care Covered', 'ipTTY MS Medicare & CMC', 'ipTTY Sales Group', 'ipTTY Utilization Mgnt.'))')