

The Rawlings Company
Hunt Group Summary

Hunt Group Summary

Data Source: Cisco

From 01/01/2015 through 01/31/2015

Hunt Group	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
72149 - ACD - BCBS Florida	No Activity												
72200,71200 - ACD - Rx - PostTerm - High - Queue 1	No Activity												
72201 - ACD - Rx - PostTerm - High - Queue 2	No Activity												
72202 - ACD - Rx - PostTerm - High - Queue 3	No Activity												
72203 - ACD - Rx - PostTerm - High - Queue 4	No Activity												
72196 - ACD - Rx - PostTerm - Low - Queue 1	No Activity												
72197 - ACD - Rx - PostTerm - Low - Queue 2	No Activity												
72198 - ACD - Rx - PostTerm - Low - Queue 3	No Activity												
72199 - ACD - Rx - PostTerm - Low - Queue 4	No Activity												
72160 - ACD-A-AETNA	No Activity												
72136 - ACD-A-ANTHEM NE EMPIRE	No Activity												
72131 - ACD-A-ANTHEM SE	No Activity												
72006 - ACD-A-AUDIT ALL	No Activity												
72137 - ACD-A-BCBS GA	No Activity												
72154 - ACD-A-BCBS NC	No Activity												
72162 - ACD-A-BCBSNC 2	No Activity												
72142 - ACD-A-BLUEGRASS	No Activity												
72132 - ACD-A-CALFARM/NW	No Activity												
72161 - ACD-A-CAREFIRST	No Activity												
72153 - ACD-A-CONNECTICARE	No Activity												

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72133 - ACD-A-EMBLEM	No Activity												
72129 - ACD-A-FEDERATED	No Activity												
72140 - ACD-A-HEALTHNET NE	No Activity												
72130 - ACD-A-HIP OF NY	No Activity												
72128 - ACD-A-HTWN TRGN	No Activity												
72135 - ACD-A-Oxford	No Activity												
72009 - ACD-A-SPANISH	No Activity												
72141 - ACD-A-UHC	No Activity												
72184 - ACD-A-WGS	No Activity												
72163 - ACD-ARC-NY STATE RECORD	No Activity												
72178 - ACD-L-ACTOS	No Activity												
72167 - ACD-L-ACUTANE	No Activity												
72173 - ACD-L-AREIDIA	No Activity												
72170 - ACD-L-ASBESTOSIS	No Activity												
72169 - ACD-L-AVANDIA	No Activity												
72168 - ACD-L-FOSAMAX	No Activity												
72174 - ACD-L-KUGEL MESH	No Activity												
72166 - ACD-L-LEVAQUIN	No Activity												
72183 - ACD-L-METAL HIPS VCC	No Activity												
72177 - ACD-L-ORTHOEVRA	No Activity												
72176 - ACD-L-TVT MESH	No Activity												

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72181 - ACD-L-VCC GEN	No Activity												
72189 - ACD-L-VIOXX	No Activity												
72171 - ACD-L-YAZ	No Activity												
72134 - ACD-RX-COB SURVEY	No Activity												
72159 - ACD-RX-NYC RECORD	No Activity												
72156 - ACD-RX-RETROERM	No Activity												
72157 - ACD-RX-SPANISH	No Activity												
72158 - ACD-RX-WELLPOINT	No Activity												
72146 - ACD-S-AETNA DISABILITY	286	9:04:08	0:01:54	52	18%	0:34:21	0:00:40	0:00:01	30	10%	0:00:02	6	2%
72110 - ACD-S-AETNA USH	38427	967:02:30	0:01:31	6058	16%	48:40:29	0:00:29	0:00:01	3193	8%	0:00:02	204	1%
72117 - ACD-S-ANTHEM MIDWEST	No Activity												
72116 - ACD-S-BCBS KAN	427	8:48:43	0:01:14	92	22%	0:36:15	0:00:24	0:00:01	49	11%	0:00:02	4	1%
72123 - ACD-S-BCBS NC	3742	106:14:23	0:01:42	627	17%	4:55:47	0:00:28	0:00:01	341	9%	0:00:02	29	1%
72119 - ACD-S-BLUEGRASS	131	3:17:24	0:01:30	26	20%	0:18:37	0:00:43	0:00:00	14	11%	0:00:02	4	3%
72114 - ACD-S-BS CALI COMM	3883	111:18:02	0:01:43	691	18%	4:16:55	0:00:22	0:00:01	361	9%	0:00:02	33	1%
72113 - ACD-S-BS CALI FEP	680	17:33:29	0:01:33	115	17%	0:47:46	0:00:25	0:00:01	58	9%	0:00:02	9	1%
72127 - ACD-S-C CLIENT	No Activity												
72122 - ACD-S-CHICKERING	194	5:35:26	0:01:44	40	21%	0:25:35	0:00:38	0:00:01	20	10%	0:00:02	1	1%
72145 - ACD-S-CONNECTICARE	292	8:28:41	0:01:45	44	15%	0:20:20	0:00:28	0:00:01	28	10%	0:00:01	2	1%
72165 - ACD-S-COVENTRY	4529	113:19:23	0:01:30	947	21%	6:57:16	0:00:26	0:00:01	500	11%	0:00:03	35	1%
72004 - ACD-S-ENGLISH ONLY	3	0:08:29	0:02:50	0	0%	0:00:00	0:00:00	0:00:24	0	0%	0:00:00	0	0%
72121 - ACD-S-FEDERATED	170	4:01:08	0:01:25	29	17%	0:12:31	0:00:26	0:00:00	15	9%	0:00:02	1	1%

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72152 - ACD-S-GHI	1882	43:33:05	0:01:23	289	15%	2:24:07	0:00:30	0:00:01	160	9%	0:00:04	10	1%
72111 - ACD-S-GUARDIAN	No Activity												
72139 - ACD-S-HEALTHNET AZ	622	16:05:01	0:01:33	114	18%	0:33:23	0:00:18	0:00:01	59	9%	0:00:02	8	1%
72143 - ACD-S-HEALTHNET CA	1295	34:34:48	0:01:36	247	19%	1:44:49	0:00:25	0:00:01	131	10%	0:00:02	56	4%
72138 - ACD-S-HEALTHNET NE	No Activity												
72147 - ACD-S-HEALTHNET OR	282	7:07:37	0:01:31	41	15%	0:16:39	0:00:24	0:00:01	24	9%	0:00:05	5	2%
72182 - ACD-S-HEALTHSPRING	3579	93:53:29	0:01:34	657	18%	4:47:51	0:00:26	0:00:01	363	10%	0:00:02	21	1%
72144 - ACD-S-HIP OF NY	2149	55:19:23	0:01:33	290	13%	3:03:49	0:00:38	0:00:01	176	8%	0:00:02	66	3%
72155 - ACD-S-KAISER	13768	373:27:55	0:01:38	2725	20%	25:10:13	0:00:33	0:00:01	1457	11%	0:00:02	106	1%
72180 - ACD-S-KAISER MAS	804	18:15:21	0:01:22	157	20%	0:50:36	0:00:19	0:00:01	83	10%	0:00:02	5	1%
72115 - ACD-S-KAISER NCALTPL	No Activity												
72186 - ACD-S-MMOH	4524	112:28:04	0:01:29	692	15%	5:52:44	0:00:31	0:00:01	361	8%	0:00:02	33	1%
72126 - ACD-S-NON-COOP	No Activity												
72124 - ACD-S-OXFORD	1860	42:45:49	0:01:23	262	14%	1:33:23	0:00:21	0:00:01	146	8%	0:00:02	25	1%
72008 - ACD-S-SPANISH	9797	179:26:45	0:01:06	4400	45%	44:22:59	0:00:36	0:00:01	2699	28%	0:00:03	1155	12%
72190 - ACD-S-SPANISH TERMED	No Activity												
72005 - ACD-S-SUBRO ALL	13110	359:31:16	0:01:39	2244	17%	21:02:31	0:00:34	0:00:01	1262	10%	0:00:02	210	2%
72185 - ACD-S-TERMED CLIENTS	No Activity												
72112 - ACD-S-TUFTS	3725	82:00:17	0:01:19	670	18%	5:00:00	0:00:27	0:00:01	360	10%	0:00:02	23	1%
72120 - ACD-S-WP BCA LG	15	0:29:03	0:01:56	4	27%	0:00:17	0:00:04	0:00:00	2	13%	0:00:03	0	0%
72125 - ACD-WC	No Activity												
72164 - ACD-WC-COVENTRY	No Activity												
72151 - ACD-WC-HN HJ CT	No Activity												
72172 - ACD-WC-KAISER	No Activity												

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72175 - ACD-WC-OXFORD	No Activity												
72007 - ACD-WC-SPANISH	No Activity												
72192 - HELP DESK	No Activity												
72188 - RECEPTIONIST TWO	No Activity												
7777 - SYSADMIN TEST HUNT GROUP	No Activity												
7024 - Undefined	No Activity												
72148 - Undefined	No Activity												
c00111101001 - Undefined	No Activity												
7000 - VOICE MAIL	No Activity												
Data Source: Cisco Total	110176	2,773:49:39	0:01:31	21513	20%	184:49:13	0:00:31	0:00:01	11892	11%	0:00:02	2051	2%