

Program : Client Name

Period : Aug 2024 to Feb 2025

Summary Section

Rows	Offered	Handled	Inbound	Outbound	Abandoned	%	ASA	TTT	Total ACW	THT	ATT	Avg ACW	AHT
Task	92	78	0	0	14	84.78	00:00:00	00:00:00	07:35:45	07:35:45	00:00:00	22:15:04	22:15:04
Agent	1	1	0	0	0	100	00:00:00	00:00:00	09:11:27	09:11:27	00:00:00	09:11:27	09:11:27
Standard	91	77	0	0	14	84.62	00:00:00	00:00:00	22:24:18	22:24:18	00:00:00	22:25:15	22:25:15
Voice	7,526	6,113	6,645	6,495	1,413	81.23	00:26:01	00:41:48	09:36:56	10:18:44	10:33:12	05:14:48	15:48:00
Agent	56	49	0	0	7	87.5	00:00:00	00:00:00	20:21:51	20:21:51	00:00:00	02:22:29	02:22:29
Standard	7,470	6,064	6,645	6,495	1,406	81.18	00:26:07	00:41:48	13:15:05	13:56:53	10:38:19	05:39:28	16:17:47
Total	7,618	6,191	6,645	6,495	1,427	81.27	00:14:44	00:41:48	17:12:41	17:54:29	10:25:13	04:15:05	14:40:18

Daily Detail

Date	Weekday	Channel	Offered	Handled	Abandoned	SLA %	ASA	TTT	ACW	THT
Aug 27, 2024	Tuesday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Aug 28, 2024	Wednesday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Aug 29, 2024	Thursday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Aug 30, 2024	Friday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 27, 2024	Friday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 30, 2024	Monday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 1, 2024	Tuesday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 2, 2024	Wednesday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00

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Period : Aug 2024 to Feb 2025

Date	Weekday	Channel	Offered	Handled	Abandoned	SLA %	ASA	TTT	ACW	THT
Oct 3, 2024	Thursday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00

Date	Weekday	Channel	Offered	Handled	Abandoned	SLA %	ASA	TTT	ACW	THT	Outbound Calls
Aug 27, 2024	Tuesday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00	0
Aug 28, 2024	Wednesday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00	0
Aug 29, 2024	Thursday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00	0
Aug 30, 2024	Friday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00	0
Sep 27, 2024	Friday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00	0
Sep 30, 2024	Monday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00	0
Oct 1, 2024	Tuesday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00	0
Oct 2, 2024	Wednesday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00	0
Oct 3, 2024	Thursday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00	0
Oct 4, 2024	Friday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00	0

Date	Weekday	Channel	Offered	Handled	Abandoned	SLA %	ASA	TTT	ACW	THT
Aug 27, 2024	Tuesday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Aug 28, 2024	Wednesday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Aug 29, 2024	Thursday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Aug 30, 2024	Friday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 27, 2024	Friday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00

Program : Client Name

Period : Aug 2024 to Feb 2025

Date	Weekday	Channel	Offered	Handled	Abandoned	SLA %	ASA	TTT	ACW	THT
Sep 30, 2024	Monday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 1, 2024	Tuesday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 2, 2024	Wednesday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 3, 2024	Thursday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 4, 2024	Friday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 5, 2024	Saturday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 6, 2024	Sunday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 7, 2024	Monday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 8, 2024	Tuesday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 9, 2024	Wednesday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 10, 2024	Thursday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 11, 2024	Friday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 12, 2024	Saturday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 13, 2024	Sunday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 14, 2024	Monday	Chat			0		00:00:00	00:00:00	00:00:00	00:00:00
Aug 31, 2024	Saturday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 3, 2024	Tuesday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 4, 2024	Wednesday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 5, 2024	Thursday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00

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Date	Weekday	Channel	Offered	Handled	Abandoned	SLA %	ASA	TTT	ACW	THT
Sep 6, 2024	Friday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 7, 2024	Saturday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 8, 2024	Sunday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 9, 2024	Monday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 10, 2024	Tuesday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 11, 2024	Wednesday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 12, 2024	Thursday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 13, 2024	Friday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 14, 2024	Saturday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 15, 2024	Sunday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 16, 2024	Monday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 17, 2024	Tuesday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 18, 2024	Wednesday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 19, 2024	Thursday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 20, 2024	Friday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 21, 2024	Saturday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 22, 2024	Sunday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 23, 2024	Monday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 24, 2024	Tuesday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00

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Period : Aug 2024 to Feb 2025

Date	Weekday	Channel	Offered	Handled	Abandoned	SLA %	ASA	TTT	ACW	THT
Sep 25, 2024	Wednesday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 26, 2024	Thursday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 27, 2024	Friday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 28, 2024	Saturday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 29, 2024	Sunday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 30, 2024	Monday	Task	5	4	1	80	00:00:00	00:00:00	20:51:22	20:51:22
Oct 1, 2024	Tuesday	Task	6	5	1	83.33	00:00:00	00:00:00	04:01:53	04:01:53
Oct 2, 2024	Wednesday	Task	8	7	1	87.5	00:00:00	00:00:00	02:05:21	02:05:21
Oct 3, 2024	Thursday	Task	1		1		00:00:00	00:00:00	00:00:00	00:00:00
Oct 4, 2024	Friday	Task	5	4	1	80	00:00:00	00:00:00	07:11:14	07:11:14
Oct 5, 2024	Saturday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 6, 2024	Sunday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 7, 2024	Monday	Task	1	1	0	100	00:00:00	00:00:00	02:09:11	02:09:11
Oct 8, 2024	Tuesday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 9, 2024	Wednesday	Task	1	1	0	100	00:00:00	00:00:00	16:08:18	16:08:18
Oct 10, 2024	Thursday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 11, 2024	Friday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 12, 2024	Saturday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 13, 2024	Sunday	Task			0		00:00:00	00:00:00	00:00:00	00:00:00

Program : Client Name

Period : Aug 2024 to Feb 2025

Date	Weekday	Channel	Offered	Handled	Abandoned	SLA %	ASA	TTT	ACW	THT
Oct 14, 2024	Monday	Task	2	1	1	50	00:00:00	00:00:00	02:32:15	02:32:15
Oct 22, 2024	Tuesday	Task	3	3	0	100	00:00:00	00:00:00	00:16:18	00:16:18
Oct 30, 2024	Wednesday	Task	3	3	0	100	00:00:00	00:00:00	11:56:26	11:56:26
Oct 31, 2024	Thursday	Task	1	1	0	100	00:00:00	00:00:00	07:23:32	07:23:32
Nov 1, 2024	Friday	Task	3	3	0	100	00:00:00	00:00:00	22:15:06	22:15:06
Nov 6, 2024	Wednesday	Task	4	3	1	75	00:00:00	00:00:00	12:30:53	12:30:53
Nov 11, 2024	Monday	Task	3	3	0	100	00:00:00	00:00:00	13:11:22	13:11:22
Dec 2, 2024	Monday	Task	1	1	0	100	00:00:00	00:00:00	01:59:10	01:59:10
Dec 6, 2024	Friday	Task	4	1	3	25	00:00:00	00:00:00	06:05:08	06:05:08
Dec 9, 2024	Monday	Task	1	1	0	100	00:00:00	00:00:00	07:07:01	07:07:01
Dec 19, 2024	Thursday	Task	2	1	1	50	00:00:00	00:00:00	07:47:07	07:47:07
Jan 14, 2025	Tuesday	Task	1	1	0	100	00:00:00	00:00:00	01:44:22	01:44:22
Jan 20, 2025	Monday	Task	7	7	0	100	00:00:00	00:00:00	05:42:39	05:42:39
Jan 28, 2025	Tuesday	Task	2	2	0	100	00:00:00	00:00:00	07:50:30	07:50:30
Feb 18, 2025	Tuesday	Task	2	2	0	100	00:00:00	00:00:00	13:09:16	13:09:16
Mar 3, 2025	Monday	Task	6	6	0	100	00:00:00	00:00:00	06:02:13	06:02:13
Mar 18, 2025	Tuesday	Task	1		1		00:00:00	00:00:00	00:00:00	00:00:00
Mar 19, 2025	Wednesday	Task	1	1	0	100	00:00:00	00:00:00	06:07:40	06:07:40
Mar 24, 2025	Monday	Task	1	1	0	100	00:00:00	00:00:00	00:55:07	00:55:07

Program : Client Name

Period : Aug 2024 to Feb 2025

Date	Weekday	Channel	Offered	Handled	Abandoned	SLA %	ASA	TTT	ACW	THT
Mar 25, 2025	Tuesday	Task	3	2	1	66.67	00:00:00	00:00:00	13:26:53	13:26:53
Mar 26, 2025	Wednesday	Task	1	1	0	100	00:00:00	00:00:00	18:42:16	18:42:16
Mar 31, 2025	Monday	Task	1	1	0	100	00:00:00	00:00:00	06:15:53	06:15:53
Apr 1, 2025	Tuesday	Task	2	2	0	100	00:00:00	00:00:00	20:56:11	20:56:11
Apr 3, 2025	Thursday	Task	2	1	1	50	00:00:00	00:00:00	02:24:55	02:24:55
Apr 7, 2025	Monday	Task	5	5	0	100	00:00:00	00:00:00	09:48:59	09:48:59
Apr 8, 2025	Tuesday	Task	1	1	0	100	00:00:00	00:00:00	05:30:13	05:30:13
Apr 9, 2025	Wednesday	Task	1	1	0	100	00:00:00	00:00:00	16:46:49	16:46:49
Apr 14, 2025	Monday	Task	1	1	0	100	00:00:00	00:00:00	14:40:12	14:40:12
Aug 27, 2024	Tuesday	Voice	3	1	2	33.33	00:34:03	03:24:22	05:14:27	08:38:49
Aug 28, 2024	Wednesday	Voice	3	2	1	66.67	01:33:56	14:05:24	20:26:40	10:32:04
Aug 30, 2024	Friday	Voice	1		1		05:32:32	05:32:32	05:32:32	00:00:00
Aug 31, 2024	Saturday	Voice			0		00:00:00	05:41:03	00:14:04	05:55:07
Sep 3, 2024	Tuesday	Voice	42	28	14	66.67	00:47:20	12:50:43	09:29:34	22:20:17
Sep 4, 2024	Wednesday	Voice	3	3	0	100	00:23:29	12:13:09	08:08:37	20:21:46
Sep 5, 2024	Thursday	Voice	4	4	0	100	00:34:20	10:18:15	19:11:57	05:30:12
Sep 6, 2024	Friday	Voice	5	5	0	100	00:39:51	16:36:35	17:07:54	09:44:29
Sep 9, 2024	Monday	Voice	2	2	0	100	00:33:15	05:32:39	13:11:01	18:43:40
Sep 10, 2024	Tuesday	Voice	5	5	0	100	00:41:02	16:25:06	09:24:39	01:49:45

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Date	Weekday	Channel	Offered	Handled	Abandoned	SLA %	ASA	TTT	ACW	THT
Sep 12, 2024	Thursday	Voice	1	1	0	100	00:36:09	03:00:45	05:18:04	08:18:49
Sep 13, 2024	Friday	Voice	1	1	0	100	00:39:38	03:18:13	13:06:27	16:24:40
Sep 14, 2024	Saturday	Voice	1	1	0	100	00:42:03	02:48:15	03:09:32	05:57:47
Sep 16, 2024	Monday	Voice	1	1	0	100	00:51:01	04:15:05	06:07:51	10:22:56
Sep 18, 2024	Wednesday	Voice	1	1	0	100	00:36:42	04:16:54	14:36:53	18:53:47
Sep 19, 2024	Thursday	Voice	2	2	0	100	00:19:02	04:45:43	11:57:16	16:42:59
Sep 20, 2024	Friday	Voice	2	2	0	100	00:24:34	06:08:30	01:47:06	07:55:36
Sep 23, 2024	Monday	Voice	2	1	1	50	00:53:48	09:51:52	07:59:02	17:50:54
Sep 24, 2024	Tuesday	Voice	1	1	0	100	00:55:55	04:39:36	19:31:49	00:11:25
Sep 25, 2024	Wednesday	Voice	1	1	0	100	00:23:17	11:45:29	12:49:10	00:34:39
Sep 26, 2024	Thursday	Voice	1	1	0	100	00:27:29	02:17:27	07:14:13	09:31:40
Sep 27, 2024	Friday	Voice	5	2	3	40	00:12:06	23:21:28	23:09:31	00:11:57
Sep 30, 2024	Monday	Voice	4		4		02:32:28	10:09:53	10:09:53	00:00:00
Oct 1, 2024	Tuesday	Voice	4	1	3	25	00:53:58	08:05:48	08:17:44	16:23:32
Oct 2, 2024	Wednesday	Voice	1		1		05:33:13	05:33:13	05:33:13	00:00:00
Oct 3, 2024	Thursday	Voice	2		2		05:27:07	10:54:15	10:54:15	00:00:00
Oct 4, 2024	Friday	Voice	4	2	2	50	01:02:10	03:18:47	08:00:14	11:19:01
Oct 7, 2024	Monday	Voice	9	7	2	77.78	00:48:38	00:19:16	19:24:17	19:43:33
Oct 8, 2024	Tuesday	Voice	4	1	3	25	01:51:28	19:47:08	03:42:40	23:29:48



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Date	Weekday	Channel	Offered	Handled	Abandoned	SLA %	ASA	TTT	ACW	THT
Oct 9, 2024	Wednesday	Voice	10	7	3	70	00:41:59	19:06:33	18:15:54	13:22:27
Oct 10, 2024	Thursday	Voice	2	2	0	100	00:18:57	10:08:06	06:38:55	16:47:01
Oct 11, 2024	Friday	Voice	1	1	0	100	01:14:36	06:13:04	06:05:05	12:18:09
Oct 14, 2024	Monday	Voice	12	3	9	25	00:41:36	04:02:24	02:15:25	01:46:59
Oct 15, 2024	Tuesday	Voice	2	1	1	50	01:57:06	09:45:32	08:42:33	18:28:05
Oct 16, 2024	Wednesday	Voice	1	1	0	100	00:11:17	01:19:04	14:45:24	16:04:28
Oct 17, 2024	Thursday	Voice			0		00:00:00	04:20:11	04:20:11	00:00:00
Oct 21, 2024	Monday	Voice	16	15	1	93.75	00:01:42	05:06:39	07:32:50	21:33:49
Oct 22, 2024	Tuesday	Voice	14	4	10	28.57	00:54:12	00:56:00	19:15:34	05:40:26
Oct 23, 2024	Wednesday	Voice	1		1		00:00:00	05:33:22	05:33:22	00:00:00
Oct 25, 2024	Friday	Voice	3	3	0	100	00:15:23	10:30:50	04:39:08	15:09:58
Oct 27, 2024	Sunday	Voice	9	3	6	33.33	01:38:38	13:48:45	22:49:36	12:38:21
Oct 28, 2024	Monday	Voice	21	11	10	52.38	00:24:27	01:06:05	13:13:46	11:52:19
Oct 29, 2024	Tuesday	Voice	4	4	0	100	00:10:58	14:04:38	05:47:39	19:52:17
Oct 30, 2024	Wednesday	Voice	52	32	20	61.54	00:24:45	21:33:50	14:28:39	12:02:29
Oct 31, 2024	Thursday	Voice	147	104	43	70.75	00:21:41	01:48:44	08:52:13	10:40:57
Nov 1, 2024	Friday	Voice	109	63	46	57.8	00:38:14	04:18:05	13:57:56	18:16:01
Nov 4, 2024	Monday	Voice	74	52	22	70.27	00:41:43	12:07:09	09:17:51	21:25:00
Nov 5, 2024	Tuesday	Voice	58	48	10	82.76	00:46:29	16:51:51	08:04:20	00:56:11

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Date	Weekday	Channel	Offered	Handled	Abandoned	SLA %	ASA	TTT	ACW	THT
Nov 6, 2024	Wednesday	Voice	59	43	16	72.88	00:35:50	12:57:00	12:54:06	01:51:06
Nov 7, 2024	Thursday	Voice	36	32	4	88.89	00:35:09	04:15:57	07:10:35	11:26:32
Nov 8, 2024	Friday	Voice	33	29	4	87.88	00:39:38	15:51:03	12:58:43	04:49:46
Nov 9, 2024	Saturday	Voice	1	1	0	100	00:39:36	05:16:52	03:41:05	08:57:57
Nov 11, 2024	Monday	Voice	52	45	7	86.54	00:33:13	19:30:42	14:06:10	09:36:52
Nov 12, 2024	Tuesday	Voice	42	36	6	85.71	00:37:48	21:24:40	06:58:04	04:22:44
Nov 13, 2024	Wednesday	Voice	61	50	11	81.97	00:43:11	02:31:49	01:24:31	03:56:20
Nov 14, 2024	Thursday	Voice	66	54	12	81.82	00:36:02	08:43:04	13:22:05	22:05:09
Nov 15, 2024	Friday	Voice	61	46	15	75.41	00:39:46	01:14:39	02:10:11	03:24:50
Nov 18, 2024	Monday	Voice	62	48	14	77.42	00:34:39	22:36:07	12:10:39	10:46:46
Nov 19, 2024	Tuesday	Voice	42	38	4	90.48	00:39:51	05:04:10	12:22:19	17:26:29
Nov 20, 2024	Wednesday	Voice	54	45	9	83.33	00:40:05	04:47:19	01:58:57	06:46:16
Nov 21, 2024	Thursday	Voice	48	42	6	87.5	00:36:35	07:03:19	02:32:14	09:35:33
Nov 22, 2024	Friday	Voice	52	42	10	80.77	00:39:09	03:24:52	19:50:47	23:15:39
Nov 25, 2024	Monday	Voice	67	59	8	88.06	00:32:56	19:08:39	12:50:00	07:58:39
Nov 26, 2024	Tuesday	Voice	251	51	200	20.32	00:14:34	22:27:01	01:41:26	00:08:27
Nov 27, 2024	Wednesday	Voice	73	33	40	45.21	00:27:55	19:01:19	12:59:20	08:00:39
Nov 29, 2024	Friday	Voice	26	23	3	88.46	00:35:35	21:31:26	02:21:42	23:53:08
Dec 2, 2024	Monday	Voice	51	43	8	84.31	00:43:23	10:22:28	00:39:51	11:02:19

Program : Client Name

Period : Aug 2024 to Feb 2025

Date	Weekday	Channel	Offered	Handled	Abandoned	SLA %	ASA	TTT	ACW	THT
Dec 3, 2024	Tuesday	Voice	43	38	5	88.37	00:51:34	19:26:03	23:16:06	18:42:09
Dec 4, 2024	Wednesday	Voice	56	50	6	89.29	00:35:12	07:50:53	02:06:51	09:57:44
Dec 5, 2024	Thursday	Voice	56	45	11	80.36	00:38:36	11:12:56	07:09:26	18:22:22
Dec 6, 2024	Friday	Voice	74	56	18	75.68	00:36:30	20:57:53	19:34:33	16:32:26
Dec 9, 2024	Monday	Voice	71	57	14	80.28	00:44:04	05:37:06	16:21:02	21:58:08
Dec 10, 2024	Tuesday	Voice	43	35	8	81.4	00:44:03	11:32:28	13:49:19	01:21:47
Dec 11, 2024	Wednesday	Voice	53	45	8	84.91	00:42:31	15:50:33	04:32:29	20:23:02
Dec 12, 2024	Thursday	Voice	46	37	9	80.43	00:49:45	09:56:28	16:45:52	02:42:20
Dec 13, 2024	Friday	Voice	37	32	5	86.49	00:45:44	13:26:34	14:01:35	03:28:09
Dec 16, 2024	Monday	Voice	73	63	10	86.3	00:38:07	16:08:11	04:28:29	20:36:40
Dec 17, 2024	Tuesday	Voice	38	37	1	97.37	00:29:53	16:51:42	21:08:18	14:00:00
Dec 18, 2024	Wednesday	Voice	49	48	1	97.96	00:17:17	16:46:22	13:37:59	06:24:21
Dec 19, 2024	Thursday	Voice	40	31	9	77.5	00:17:30	20:48:33	12:28:34	09:17:07
Dec 20, 2024	Friday	Voice	38	28	10	73.68	00:28:16	16:17:11	01:35:26	17:52:37
Dec 23, 2024	Monday	Voice	34	27	7	79.41	00:16:44	13:39:01	14:10:16	03:49:17
Dec 24, 2024	Tuesday	Voice	13	12	1	92.31	00:08:29	03:20:34	18:14:01	21:34:35
Dec 26, 2024	Thursday	Voice	43	40	3	93.02	00:19:11	17:52:17	09:49:06	03:41:23
Dec 27, 2024	Friday	Voice	28	27	1	96.43	00:12:01	01:27:50	14:38:46	16:06:36
Dec 30, 2024	Monday	Voice	47	43	4	91.49	00:19:21	16:36:22	08:12:04	00:48:26

Program : Client Name

Period : Aug 2024 to Feb 2025

Date	Weekday	Channel	Offered	Handled	Abandoned	SLA %	ASA	TTT	ACW	THT
Dec 31, 2024	Tuesday	Voice	23	18	5	78.26	00:05:21	14:46:15	06:47:50	21:34:05
Jan 1, 2025	Wednesday	Voice	1		1		05:32:36	05:32:36	05:32:36	00:00:00
Jan 2, 2025	Thursday	Voice	55	47	8	85.45	00:18:07	13:34:54	12:09:12	01:44:06
Jan 3, 2025	Friday	Voice	58	52	6	89.66	00:21:30	19:12:42	13:43:38	08:56:20
Jan 6, 2025	Monday	Voice	64	56	8	87.5	00:16:56	18:48:43	15:30:59	10:19:42
Jan 7, 2025	Tuesday	Voice	51	50	1	98.04	00:17:34	22:40:28	16:01:57	14:42:25
Jan 8, 2025	Wednesday	Voice	54	49	5	90.74	00:20:16	16:58:41	16:51:31	09:50:12
Jan 9, 2025	Thursday	Voice	58	49	9	84.48	00:27:00	10:02:23	16:59:49	03:02:12
Jan 10, 2025	Friday	Voice	52	45	7	86.54	00:21:19	04:55:34	03:22:33	08:18:07
Jan 13, 2025	Monday	Voice	69	61	8	88.41	00:20:12	09:55:27	06:56:18	16:51:45
Jan 14, 2025	Tuesday	Voice	82	67	15	81.71	00:22:05	23:07:02	03:12:09	02:19:11
Jan 15, 2025	Wednesday	Voice	60	53	7	88.33	00:26:32	17:22:10	14:02:05	07:24:15
Jan 16, 2025	Thursday	Voice	61	53	8	86.89	00:27:54	11:44:40	09:16:03	21:00:43
Jan 17, 2025	Friday	Voice	42	33	9	78.57	00:24:02	00:58:24	15:42:31	16:40:55
Jan 20, 2025	Monday	Voice	63	51	12	80.95	00:26:34	10:22:12	02:08:45	12:30:57
Jan 21, 2025	Tuesday	Voice	83	70	13	84.34	00:27:17	01:38:17	07:57:58	09:36:15
Jan 22, 2025	Wednesday	Voice	68	52	16	76.47	00:22:14	04:04:14	04:10:48	08:15:02
Jan 23, 2025	Thursday	Voice	59	50	9	84.75	00:27:46	04:20:33	20:57:13	01:17:46
Jan 24, 2025	Friday	Voice	48	42	6	87.5	00:21:44	17:38:46	10:10:23	03:49:09

Program : Client Name

Period : Aug 2024 to Feb 2025

Date	Weekday	Channel	Offered	Handled	Abandoned	SLA %	ASA	TTT	ACW	THT
Jan 27, 2025	Monday	Voice	91	76	15	83.52	00:25:29	23:29:30	18:26:18	17:55:48
Jan 28, 2025	Tuesday	Voice	67	54	13	80.6	00:24:25	20:14:02	19:47:15	16:01:17
Jan 29, 2025	Wednesday	Voice	56	53	3	94.64	00:20:26	16:59:13	07:13:47	00:13:00
Jan 30, 2025	Thursday	Voice	51	44	7	86.27	00:20:27	14:55:34	04:23:48	19:19:22
Jan 31, 2025	Friday	Voice	51	45	6	88.24	00:25:33	02:22:05	04:30:50	06:52:55
Feb 3, 2025	Monday	Voice	84	71	13	84.52	00:27:50	04:27:09	02:38:53	07:06:02
Feb 4, 2025	Tuesday	Voice	73	60	13	82.19	00:26:02	20:13:53	04:32:32	00:46:25
Feb 5, 2025	Wednesday	Voice	42	39	3	92.86	00:14:36	03:35:55	21:22:35	00:58:30
Feb 6, 2025	Thursday	Voice	52	46	6	88.46	00:26:21	12:39:02	03:54:21	16:33:23
Feb 7, 2025	Friday	Voice	53	48	5	90.57	00:24:29	07:02:04	00:45:25	07:47:29
Feb 10, 2025	Monday	Voice	71	64	7	90.14	00:23:48	21:51:00	04:43:03	02:34:03
Feb 11, 2025	Tuesday	Voice	56	51	5	91.07	00:27:36	04:25:57	05:31:25	09:57:22
Feb 12, 2025	Wednesday	Voice	68	57	11	83.82	00:20:07	10:18:15	02:33:41	12:51:56
Feb 13, 2025	Thursday	Voice	59	49	10	83.05	00:33:07	04:24:16	11:00:23	15:24:39
Feb 14, 2025	Friday	Voice	39	35	4	89.74	00:13:33	05:13:35	20:57:07	02:10:42
Feb 17, 2025	Monday	Voice	72	58	14	80.56	00:25:17	10:50:53	15:45:26	02:36:19
Feb 18, 2025	Tuesday	Voice	66	50	16	75.76	00:22:40	08:17:12	12:34:12	20:51:24
Feb 19, 2025	Wednesday	Voice	46	43	3	93.48	00:13:39	15:13:05	10:09:06	01:22:11
Feb 20, 2025	Thursday	Voice	56	48	8	85.71	00:22:17	05:31:44	19:57:59	01:29:43

Program : Client Name

Period : Aug 2024 to Feb 2025

Date	Weekday	Channel	Offered	Handled	Abandoned	SLA %	ASA	TTT	ACW	THT
Feb 21, 2025	Friday	Voice	35	33	2	94.29	00:14:57	04:25:27	00:20:06	04:45:33
Feb 22, 2025	Saturday	Voice	1	1	0	100	00:14:13	04:01:55	03:28:36	07:30:31
Feb 24, 2025	Monday	Voice	63	52	11	82.54	00:21:25	00:08:00	17:01:03	17:09:03
Feb 25, 2025	Tuesday	Voice	51	43	8	84.31	00:19:08	02:25:17	17:09:48	19:35:05
Feb 26, 2025	Wednesday	Voice	51	48	3	94.12	00:16:33	20:37:34	13:38:17	10:15:51
Feb 27, 2025	Thursday	Voice	65	60	5	92.31	00:24:55	01:25:48	04:41:40	06:07:28
Feb 28, 2025	Friday	Voice	57	51	6	89.47	00:17:46	20:39:53	19:00:56	15:40:49
Mar 3, 2025	Monday	Voice	95	75	20	78.95	00:18:43	16:26:08	04:40:05	21:06:13
Mar 4, 2025	Tuesday	Voice	59	39	20	66.1	00:26:38	12:05:01	09:30:49	21:35:50
Mar 5, 2025	Wednesday	Voice	89	77	12	86.52	00:27:40	12:05:14	09:00:12	21:05:26
Mar 6, 2025	Thursday	Voice	62	54	8	87.1	00:23:48	00:42:18	23:07:58	23:50:16
Mar 7, 2025	Friday	Voice	72	64	8	88.89	00:19:56	07:02:23	20:02:19	03:04:42
Mar 10, 2025	Monday	Voice	75	64	11	85.33	00:22:54	11:57:10	04:36:57	16:34:07
Mar 11, 2025	Tuesday	Voice	53	50	3	94.34	00:19:59	17:59:12	14:50:51	08:50:03
Mar 12, 2025	Wednesday	Voice	71	64	7	90.14	00:30:47	00:48:47	14:44:31	15:33:18
Mar 13, 2025	Thursday	Voice	45	40	5	88.89	00:14:57	16:17:38	22:58:49	15:16:27
Mar 14, 2025	Friday	Voice	68	58	10	85.29	00:19:56	07:32:34	23:33:45	07:06:19
Mar 17, 2025	Monday	Voice	87	73	14	83.91	00:34:51	22:14:57	20:55:37	19:10:34
Mar 18, 2025	Tuesday	Voice	46	41	5	89.13	00:34:20	17:57:26	11:16:47	05:14:13

Program : Client Name

Period : Aug 2024 to Feb 2025

Date	Weekday	Channel	Offered	Handled	Abandoned	SLA %	ASA	TTT	ACW	THT
Mar 19, 2025	Wednesday	Voice	68	64	4	94.12	00:30:40	17:57:38	04:52:43	22:50:21
Mar 20, 2025	Thursday	Voice	90	69	21	76.67	00:34:44	00:03:05	17:47:54	17:50:59
Mar 21, 2025	Friday	Voice	63	51	12	80.95	00:32:34	17:46:49	06:40:25	00:27:14
Mar 22, 2025	Saturday	Voice	3	3	0	100	00:12:29	03:37:53	16:20:41	19:58:34
Mar 24, 2025	Monday	Voice	80	72	8	90	00:32:19	03:05:33	23:30:24	02:35:57
Mar 25, 2025	Tuesday	Voice	58	55	3	94.83	00:31:03	20:09:22	08:40:58	04:50:20
Mar 26, 2025	Wednesday	Voice	80	63	17	78.75	00:29:30	08:02:19	06:43:07	14:45:26
Mar 27, 2025	Thursday	Voice	74	68	6	91.89	00:26:01	15:16:00	15:41:37	06:57:37
Mar 28, 2025	Friday	Voice	79	71	8	89.87	00:31:47	14:05:29	06:07:20	20:12:49
Mar 29, 2025	Saturday	Voice	1	1	0	100	00:12:23	01:51:28	19:00:39	20:52:07
Mar 31, 2025	Monday	Voice	60	55	5	91.67	00:32:22	03:16:27	10:56:34	14:13:01
Apr 1, 2025	Tuesday	Voice	40	32	8	80	00:28:16	19:00:38	19:46:09	14:46:47
Apr 2, 2025	Wednesday	Voice	64	54	10	84.38	00:37:09	13:35:46	12:05:14	01:41:00
Apr 3, 2025	Thursday	Voice	75	54	21	72	00:30:12	17:25:46	17:05:38	10:31:24
Apr 4, 2025	Friday	Voice	43	38	5	88.37	00:22:51	03:06:09	06:25:55	09:32:04
Apr 7, 2025	Monday	Voice	82	71	11	86.59	00:29:21	14:58:13	14:05:42	05:03:55
Apr 8, 2025	Tuesday	Voice	47	45	2	95.74	00:21:45	22:14:01	15:22:08	13:36:09
Apr 9, 2025	Wednesday	Voice	66	58	8	87.88	00:33:31	17:15:26	22:12:31	15:27:57
Apr 10, 2025	Thursday	Voice	49	43	6	87.76	00:28:28	06:03:34	11:12:53	17:16:27

Program : Client Name

Period : Aug 2024 to Feb 2025

Date	Weekday	Channel	Offered	Handled	Abandoned	SLA %	ASA	TTT	ACW	THT
Apr 11, 2025	Friday	Voice	68	57	11	83.82	00:36:49	07:24:29	14:47:42	22:12:11
Apr 14, 2025	Monday	Voice	76	67	9	88.16	00:22:55	21:59:38	20:52:17	18:51:55
Apr 15, 2025	Tuesday	Voice	65	57	8	87.69	00:27:16	14:10:59	09:56:09	00:07:08
Apr 16, 2025	Wednesday	Voice	74	66	8	89.19	00:29:57	07:53:24	17:20:39	01:14:03
Apr 17, 2025	Thursday	Voice	66	55	11	83.33	00:29:34	04:18:11	16:46:43	21:04:54
Apr 18, 2025	Friday	Voice	36	27	9	75	00:29:53	02:32:44	00:39:47	03:12:31



Program : Client Name

Period : Aug 2024 to Feb 2025

Monthly Detail

Month	Voice Type	Offered	Outbound	Inbound	Handled	Abandoned	%	TTT	Total ACW	THT
Feb 2025	Agent	1	0	0	1	0	100	00:00:00	08:43:35	08:43:35
Jan 2025	Agent	2	0	0	2	0	100	00:00:00	13:42:55	13:42:55
Apr 2025	Agent	3	0	0	3	0	100	00:00:00	11:23:06	11:23:06
Dec 2024	Agent	5	0	0	4	1	80	00:00:00	01:58:25	01:58:25
Mar 2025	Agent	6	0	0	6	0	100	00:00:00	10:07:11	10:07:11
Oct 2024	Agent	40	0	0	34	6	85	00:00:00	07:38:06	07:38:06
Aug 2024	Standard	7	1	7	3	4	42.86	04:43:21	20:22:39	01:06:00
Apr 2025	Standard	860	417	806	732	128	85.12	03:58:58	17:23:40	21:22:38
Nov 2024	Standard	1,337	36	928	889	448	66.49	10:07:03	16:50:22	02:57:25
Dec 2024	Standard	959	955	897	812	147	84.67	16:47:40	00:27:54	17:15:34
Feb 2025	Standard	1,161	1,729	1,070	1,008	153	86.82	19:47:54	00:12:15	20:00:09
Mar 2025	Standard	1,486	1,052	1,373	1,277	209	85.94	08:20:51	21:03:53	05:24:44
Jan 2025	Standard	1,352	2,224	1,281	1,160	192	85.8	02:58:10	23:37:50	02:36:00
Sep 2024	Standard	89	6	82	66	23	74.16	20:35:37	23:43:03	20:18:40
Oct 2024	Standard	310	75	201	194	116	62.58	09:22:14	07:57:47	17:20:01

Program : Client Name

Period : Aug 2024 to Feb 2025

Month	channel	Offered	Inbound	Handled	Abandoned	%	ASA	TTT	Total ACW	THT
Aug 2024	Chat		0		0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 2024	Chat		0		0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 2024	Chat		0		0		00:00:00	00:00:00	00:00:00	00:00:00
Apr 2025	Task	12	0	11	1	91.67	00:00:00	00:00:00	22:07:19	22:07:19
Aug 2024	Task		0		0		00:00:00	00:00:00	00:00:00	00:00:00
Dec 2024	Task	8	0	4	4	50	00:00:00	00:00:00	22:58:26	22:58:26
Feb 2025	Task	2	0	2	0	100	00:00:00	00:00:00	13:09:16	13:09:16
Jan 2025	Task	10	0	10	0	100	00:00:00	00:00:00	15:17:31	15:17:31
Mar 2025	Task	14	0	12	2	85.71	00:00:00	00:00:00	03:30:02	03:30:02
Nov 2024	Task	10	0	9	1	90	00:00:00	00:00:00	23:57:21	23:57:21

Month	channel	Offered	Outbound	Handled	Abandoned	%	ASA	TTT	Total ACW	THT
Aug 2024	Chat		0		0		00:00:00	00:00:00	00:00:00	00:00:00
Oct 2024	Chat		0		0		00:00:00	00:00:00	00:00:00	00:00:00
Sep 2024	Chat		0		0		00:00:00	00:00:00	00:00:00	00:00:00
Apr 2025	Task	12	0	11	1	91.67	00:00:00	00:00:00	22:07:19	22:07:19
Aug 2024	Task		0		0		00:00:00	00:00:00	00:00:00	00:00:00
Dec 2024	Task	8	0	4	4	50	00:00:00	00:00:00	22:58:26	22:58:26
Feb 2025	Task	2	0	2	0	100	00:00:00	00:00:00	13:09:16	13:09:16

Program : Client Name

Period : Aug 2024 to Feb 2025

Month	channel	Offered	Outbound	Handled	Abandoned	%	ASA	TTT	Total ACW	THT
Jan 2025	Task	10	0	10	0	100	00:00:00	00:00:00	15:17:31	15:17:31
Mar 2025	Task	14	0	12	2	85.71	00:00:00	00:00:00	03:30:02	03:30:02
Nov 2024	Task	10	0	9	1	90	00:00:00	00:00:00	23:57:21	23:57:21
Oct 2024	Task	31	0	26	5	83.87	00:00:00	00:00:00	05:44:28	05:44:28
Sep 2024	Task	5	0	4	1	80	00:00:00	00:00:00	20:51:22	20:51:22
Apr 2025	Voice	851	417	724	127	85.08	00:28:49	03:58:58	06:39:27	10:38:25
Aug 2024	Voice	7	1	3	4	42.86	01:12:45	04:43:21	20:22:39	01:06:00
Dec 2024	Voice	956	955	812	144	84.94	00:27:46	16:47:40	03:27:53	20:15:33
Feb 2025	Voice	1,160	1,729	1,007	153	86.81	00:21:27	19:47:54	19:46:34	15:34:28
Jan 2025	Voice	1,344	2,224	1,152	192	85.71	00:22:40	02:58:10	22:03:14	01:01:24
Mar 2025	Voice	1,478	1,052	1,271	207	85.99	00:26:11	08:20:51	03:41:02	12:01:53
Nov 2024	Voice	1,327	36	880	447	66.31	00:35:01	10:07:03	16:53:01	03:00:04
Oct 2024	Voice	319	75	202	117	63.32	00:26:30	09:22:14	09:51:25	19:13:39
Sep 2024	Voice	84	6	62	22	73.81	00:37:44	20:35:37	02:51:41	23:27:18