Demo - Dataplatr Reporting Hub

Dataplatr

Call Duration

See Details 🔗

Inbound	Average Handle Time	Average Talk Time	Outbound	Average Handle Time	Average Talk Time
	975.1	322.21		818.54	244.71
	Average Wrap Time	**Average Hold Time**		**Average Wrap Time**	**Average Hold Time**
	566.8	17.63		561.67	3.15

Call Volume

See Details 🔗

Inbound	Total Offered Time	Average Wrap Time	Outbound	Total Handled Calls
	6.45K	6.45K		
	Total Answered Calls	**Total Transfered Calls**		10.62K
	6.14K	767		

Queue Abandon

See Details 🔗

Queue Wait

See Details 🔗

Abandon %	Avg Speed ABD	Service Level %	Avg Speed Answered
0.05	189.94	73.09%	42.42
ABD < SL %	**ABD > SL %**	**Service Level Calls**	**Max Wait Time**
0.0%	100.0%	4.72K	3.33K