Queue Wait

Service Level Calls Percentage

76.78%

ASA for period selected

42.42

Average Speed Answered

SL % Trend

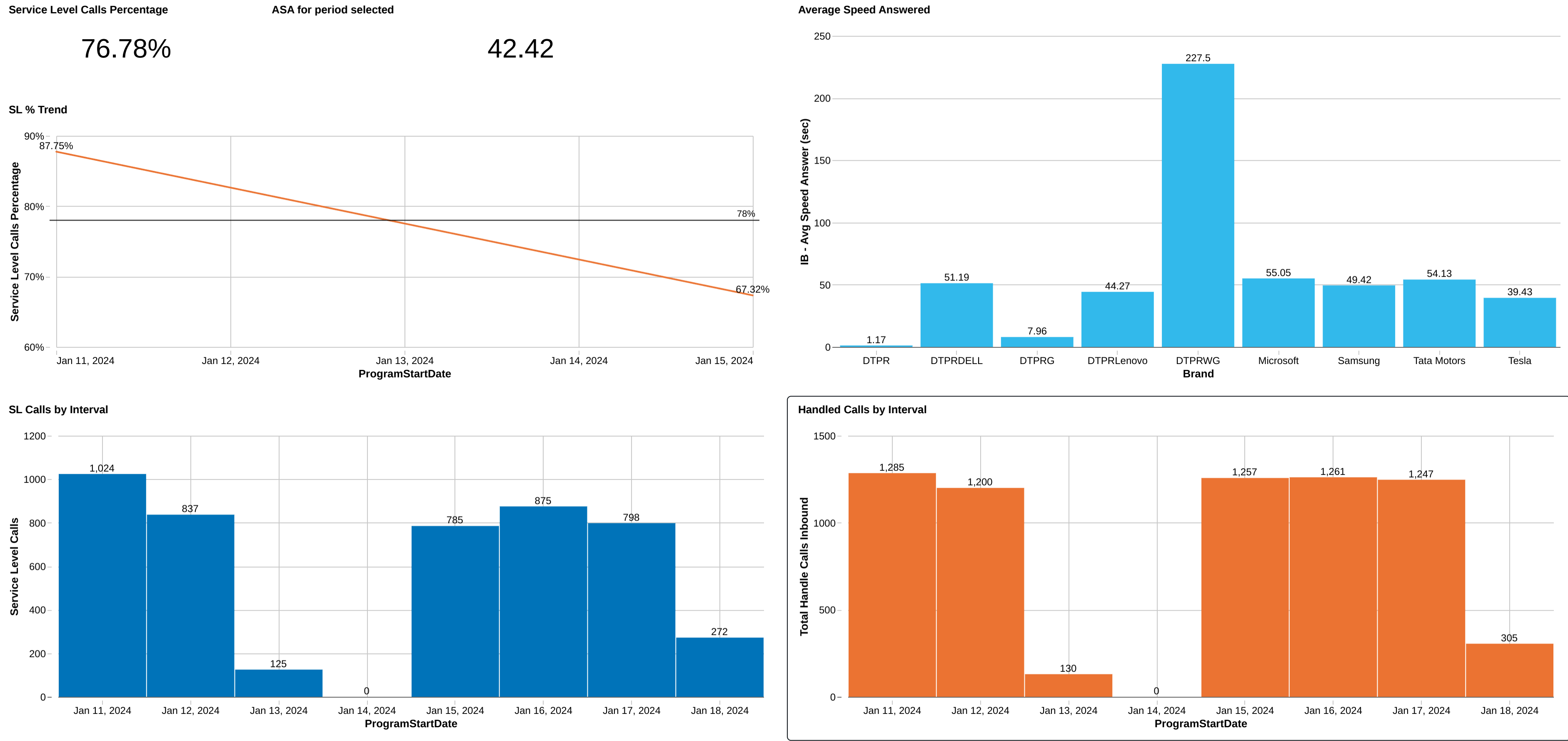**SL Calls by Interval**

Handled Calls by Interval

ProgramStartDateTime	SkillClientName	SkillProgramName	SkillProjectName	SystemName	SkillLocationName	IB - Abandoned Service level calls	Abandoned Calls Inbo
11/01/2024 12:00:00.000	Dataplatr Group California Limited	Dataplatr California Group Operations	Dataplatr Group BOAT Mobility	Dataplatr Genesys Cloud+PureCloud	Leeds, UK Branch	0	
11/01/2024 07:45:00.000	Dataplatr Group California Limited	Dataplatr California Group Operations	Dataplatr Group BOAT Mobility	Dataplatr Genesys Cloud+PureCloud	Leeds, UK Branch	0	
11/01/2024 12:15:00.000	Dataplatr Group California Limited	Dataplatr California Group Operations	Dataplatr Group BOAT Mobility	Dataplatr Genesys Cloud+PureCloud	Leeds, UK Branch	0	
11/01/2024 10:15:00.000	Dataplatr Group California Limited	Dataplatr California Group Operations	Dataplatr Group BOAT Mobility	Dataplatr Genesys Cloud+PureCloud	Leeds, UK Branch	0	
11/01/2024 08:15:00.000	Dataplatr Group California Limited	Dataplatr California Group Operations	Dataplatr Group BOAT Mobility	Dataplatr Genesys Cloud+PureCloud	Leeds, UK Branch	0	
11/01/2024 11:00:00.000	Dataplatr Group California Limited	Dataplatr California Group Operations	Dataplatr Group BOAT Mobility	Dataplatr Genesys Cloud+PureCloud	Leeds, UK Branch	0	
11/01/2024 09:00:00.000	Dataplatr Group California Limited	Dataplatr California Group Operations	Dataplatr Group BOAT Mobility	Dataplatr Genesys Cloud+PureCloud	Leeds, UK Branch	0	
11/01/2024 09:45:00.000	Dataplatr Group California Limited	Dataplatr California Group Operations	Dataplatr Group BOAT Mobility	Dataplatr Genesys Cloud+PureCloud	Leeds, UK Branch	0	
11/01/2024 11:15:00.000	Dataplatr Group California Limited	Dataplatr California Group Operations	Dataplatr Group BOAT Mobility	Dataplatr Genesys Cloud+PureCloud	Leeds, UK Branch	0	
11/01/2024 08:15:00.000	Dataplatr Group California Limited	Dataplatr California Group Operations	Dataplatr Group BOAT Mobility	Dataplatr Genesys Cloud+PureCloud	Leeds, UK Branch	0	
11/01/2024 04:45:00.000	Dataplatr Group California Limited	Dataplatr California Group Operations	Dataplatr Group BOAT Mobility	Dataplatr Genesys Cloud+PureCloud	Leeds, UK Branch	0	

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