

Call Summary Report Hourly

11/12/2013 - 11/12/2013 10:00 - 20:00

Report Type	Target Name										Supervisor Name
Call Summary Report	Queue Chateau, Coyote Ugly, Dicks, Hakkasan, HQ, LAX, Pure, Savile Row, Social House, Tabu, Venus, Wet Republic										Supervisor
Hour	Customer Calls	Answered Calls	Lost Calls	Overflowed Answered	Overflowed Lost	Routed To Voicemail	No Answer (Timeout)	Avg. Answer Time (%)	Avg. Answer Time	Avg. Abandon Time	Grade Of Service (%)
7.00 PM - 7.59 PM											
Hakkasan	2	2	0	0	0	0	0	100	13.5	-	100.00
Pure	5	5	0	0	0	0	0	100	5.6	-	100.00
Group Summary:	7	7	0	0	0	0	0	100	7.8	0	100.00
6.00 PM - 6.59 PM											
Chateau	2	2	0	0	0	0	0	100	5.0	-	100.00
Hakkasan	6	6	0	0	0	0	0	100	6.0	-	100.00
HQ	5	5	0	0	0	0	0	100	7.2	-	100.00
LAX	3	3	0	0	0	0	0	100	7.7	-	100.00
Pure	4	4	0	0	0	0	0	100	16.3	-	100.00
Group Summary:	20	20	0	0	0	0	0	100	8.5	0	100.00
5.00 PM - 5.59 PM											
Hakkasan	5	5	0	0	0	0	0	100	6.4	-	100.00
HQ	3	2	1	0	0	0	0	100	10.0	00:00:29	66.70
Pure	4	4	0	0	0	0	0	100	6.3	-	100.00
Group Summary:	12	11	1	0	0	0	0	100	7.0	00:00:29	91.70
4.00 PM - 4.59 PM											
Chateau	1	1	0	0	0	0	0	100	6.0	-	100.00
Hakkasan	5	5	0	0	0	0	0	100	7.8	-	100.00
HQ	4	3	1	0	0	0	0	100	7.3	00:00:45	75.00
Pure	4	4	0	0	0	0	0	100	5.3	-	100.00
Wet Republic	1	1	0	0	0	0	0	100	8.0	-	100.00
Group Summary:	15	14	1	0	0	0	0	100	6.8	00:00:45	93.30

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3.00 PM - 3.59 PM											
Chateau	1	1	0	0	0	0	0	100	6.0	-	100.00
Hakkasan	9	9	0	0	0	0	0	100	8.1	-	100.00
HQ	5	5	0	0	0	0	0	100	8.2	-	100.00
Pure	5	5	0	0	0	0	0	100	6.8	-	100.00
Group Summary:	20	20	0	0	0	0	0	100	7.7	0	100.00
2.00 PM - 2.59 PM											
Chateau	2	2	0	0	0	0	0	100	9.5	-	100.00
Hakkasan	7	7	0	0	0	0	0	100	6.9	-	100.00
HQ	1	1	0	0	0	0	0	100	3.0	-	100.00
LAX	1	1	0	0	0	0	0	100	5.0	-	100.00
Pure	4	4	0	0	0	0	0	100	4.8	-	100.00
Venus	1	1	0	0	0	0	0	100	3.0	-	100.00
Group Summary:	16	16	0	0	0	0	0	100	6.0	0	100.00
1.00 PM - 1.59 PM											
Chateau	1	1	0	0	0	0	0	100	28.0	-	100.00
Hakkasan	8	8	0	0	0	0	0	100	10.9	-	100.00
HQ	2	2	0	0	0	0	1	100	18.5	-	100.00
Pure	4	4	0	0	0	0	0	100	8.5	-	100.00
Venus	2	2	0	0	0	0	0	100	10.0	-	100.00
Group Summary:	17	17	0	0	0	0	1	100	12.1	0	100.00

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12.00 PM - 12.59 PM											
Hakkasan	8	8	0	0	0	0	0	100	5.4	-	100.00
HQ	3	3	0	0	0	0	0	100	6.3	-	100.00
LAX	3	3	0	0	0	0	0	100	5.3	-	100.00
Pure	5	5	0	0	0	0	0	100	6.2	-	100.00
Venus	1	1	0	0	0	0	0	100	4.0	-	100.00
Wet Republic	1	1	0	0	0	0	0	100	3.0	-	100.00
Group Summary:	21	21	0	0	0	0	0	100	5.5	0	100.00
11.00 AM - 11.59 AM											
Hakkasan	3	3	0	0	0	0	0	100	4.7	-	100.00
HQ	3	3	0	0	0	0	0	100	8.3	-	100.00
LAX	1	1	0	0	0	0	0	100	4.0	-	100.00
Group Summary:	7	7	0	0	0	0	0	100	6.1	0	100.00
10.00 AM - 10.59 AM											
Hakkasan	6	6	0	0	0	0	0	100	4.0	-	100.00
HQ	2	2	0	0	0	0	0	100	13.5	-	100.00
Pure	1	1	0	0	0	0	0	100	4.0	-	100.00
Social House	1	1	0	0	0	0	0	100	4.0	-	100.00
Venus	1	0	1	0	0	0	0	-	-	00:00:04	-
Group Summary:	11	10	1	0	0	0	0	100	5.9	00:00:04	90.90

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Customer Calls			146	Routed To Voicemail			0	Grade of Service			97.90
Answered Calls			143	No Answer (Timeout)			1	Answer Threshold			600
Lost Calls			3	Average Answer Time (%)			100	Lost Call Threshold			1
Overflowed Answered			0	Average Answer Time			7.5	Initiated Outbound Calls			0
Overflowed Lost			0	Average Abandon Time			00:00:26				