

Daily Call Trend								
DAY	OFFER	ACD	ABN	AHT (in sec)	ACR (%)	SL-20 (%)	SL-40 (%)	SL-90 (%)
12 MAR	12617	12330	286	193	97.7	90.7	93.2	95.8
13 MAR	19384	19289	95	189	99.5	97.3	98	98.9
14 MAR	19033	18965	68	191	99.6	97.1	98.1	99.4
15 MAR	19686	19625	61	187	99.7	96.4	98.1	99.6
16 MAR	24741	22497	2228	187	90.9	75.3	80.9	86.9

Daily Agent Statistics								
DAY	Login	Talk	Break	Training	Idle	Prod	Non-Prod.	
7 APR	323	868:06:42	191:37:15	03:17:29	871:30:26	1772:08:32	290:29:19	
8 APR	329	797:01:38	191:28:18	07:23:26	912:58:08	1737:38:29	296:43:00	
9 APR	308	796:01:05	198:31:31	10:16:34	917:42:52	1743:10:54	283:23:30	
10 APR	324	864:31:38	191:18:46	28:56:34	833:56:30	1731:54:53	283:30:51	
11 APR	237	227:40:02	34:44:30	04:20:00	196:16:19	432:06:11	57:22:22	

