

Hourly Call Trend									
DATE	HOURLY	OFFER	ACD	ABN	AHT (in sec)	ACR (%)	SL-20 (%)	SL-40 (%)	SL-90 (%)
2022-04-09	13	15585	15585	0	177	100	100	100	100
2022-04-09	14	17130	17130	0	181	100	100	100	100
2022-04-09	15	16545	16530	15	181	99.9	99.9	99.9	99.9
2022-04-09	16	15390	15390	0	170	100	100	100	100
2022-04-09	17	15765	15750	15	166	99.9	99.9	99.9	99.9
2022-04-09	18	9690	9690	0	162	100	99.8	100	100

Hourly Agent Statistics									
DATE	HOURLY	Login	Talk	Break	Training	Idle	Prod	Non-Prod.	
2022-04-09	0	53	98:28:00	15:47:15	00:00:00	73:33:15	174:49:15	18:41:45	
2022-04-09	1	50	45:34:00	06:57:00	00:00:00	173:56:00	220:34:45	09:45:00	
2022-04-09	2	29	52:54:45	17:00:45	00:00:00	235:40:00	290:06:15	21:40:30	
2022-04-09	13	147	739:57:45	212:22:15	25:30:45	1024:05:15	1790:12:30	348:53:30	
2022-04-09	14	165	826:38:30	287:39:45	18:10:15	935:45:00	1795:16:30	423:18:30	
2022-04-09	15	226	795:12:30	153:57:00	16:02:45	1294:47:00	2119:48:45	305:30:45	

