SKILL DASHBOARD

Panel1 Premium · Panel2 Medium · Panel3 KCPHotline · Panel4 RetailerMFS · Panel5 SecondTier · Panel6 NONVoice · Panel7 TE…

Call Statistics

	OFFER	ACD	ABN	AHT	ACR	SL-20	SL-40	SL-90	Calls/min	Calls/hour
Today:	6804	6797	7	189	99.9	98.8	99.8	99.9	8.66	523
Last 3 days:	6944	6613	258	180	95.2	90.2	90.8	91.7	8.90	534
Last 7 days:	6941	6784	126	180	97.7	93.6	94.9	96	8.90	534

Per-skill (Today | 3Day | 7Day)

Premium

	Today		3Day		7Day	
Offer / ACD	1943	1937	2161	1835	2218	2068
ABN / AHT	6	237	254	210	118	207
ACR / SL-20	99.7	96.6	84.9	69.6	93.3	81.3
SL-40 / SL-90	99.4	99.7	71.2	73.6	84.8	88
Avg Calls/min / hour	2.50	150	2.80	166	2.80	171

Medium

	Today		3Day		7Day	
Offer / ACD	4013	4013	4095	4094	3980	3978
ABN / AHT	0	177	0.667	172	2.29	173
ACR / SL-20	100	100	100	100	99.9	99.9
SL-40 / SL-90	100	100	100	100	99.9	99.9
Avg Calls/min / hour	5.10	309	5.20	315	5.10	306

KCPHotline

	Today		3Day		7Day	
Offer / ACD	25	25	11	11	16.6	16.6
ABN / AHT	0	147	0	152	0	159
ACR / SL-20	100	100	100	97	100	99.1
SL-40 / SL-90	100	100	97	100	99.1	100
Avg Calls/min / hour	0	1.90	0	0.800	0	1.30

RetailerMFS

	Today		3Day		7Day	
Offer / ACD	366	366	261	259	315	311
ABN / AHT	0	89	1.67	93	4	90
ACR / SL-20	100	99.2	99.4	96.4	98.7	95.7
SL-40 / SL-90	100	100	98.3	99.2	97	98.2
Avg Calls/min / hour	0.500	28.2	0.300	20.1	0.400	24.2

SecondTier

	Today		3Day		7Day	
Offer / ACD	151	151	128	127	122	121
ABN / AHT	0	312	1	317	1	326
ACR / SL-20	100	99.3	99.2	93	99.2	94.6
SL-40 / SL-90	99.3	99.3	95.1	96.6	95.9	97.3
Avg Calls/min / hour	0.200	11.6	0.200	9.90	0.200	9.40

NONVoice — all 0

TE… — all 0

Agent State

	Login	Idle	Talk	Break	Max Idle	On-Break	Prod.	Non-Prod.
All	166	80	64	18	02:48:51	36:28:00	446:30:05	60:15:22
Premium	41	13	24	4	00:59:57	09:32:04	125:06:26	13:55:43
Medium	86	46	35	5	02:32:30	19:35:09	238:46:42	29:51:11
KCPHotline	5	5	0	0	02:48:51	00:35:56	10:50:06	00:36:04
RetailerMFS	10	4	3	3	01:56:49	01:40:00	20:48:13	02:30:50
SecondTier	7	4	2	1	01:16:41	00:25:37	10:09:13	00:25:37
NONVoice	6	1	0	5	01:02:48	00:30:46	03:00:21	07:42:52
TE…	0	0	0	0				

Queue

	Q	Oldest	Avg Wait	Max Wait
All	0	0	0.946	91
Premium	0	0	2.85	91
Medium	0	0	0	0
KCPHotline	0	0	0	0
RetailerMFS	0	0	0.0906	8
SecondTier	0	0	0	0
NONVoice	0	0	0	0
TE…	0	0	0	0

00:00:09   00:00:06