## **Inbound Calls KPI's Live**

Week	Total Inbound Calls	Inbound calls answered	average speed to answer	Average Handle Time	Calls Abandonded	
08/08/2021 - 08/14/2021	27	34	38	1015	24	
08/15/2021 - 08/21/2021	0	0	0	0	0	
08//22//2021 - 08/28/2021	0	0	0	0	0	

## **Ticket Summary**

week	days	Information	Other Refer to Health Check	Browser Signin Issues	Start/Joir Meeting Issues	Feature Utilization	Installed Software Signin Issues	Start/Join meeting issues	Installation	onFeature Utilization	ղWindows	Мас	ios	Android
08/08/202 08/14/202		84	98	3	3	0	2	4	0	0	94	1	0	3
08/15/202 - 08/21/202	5	0	0	0	0	0	0	0	0	0	0	0	0	0
08/22/202 - 08/28/202	5	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals	N/A	84	98	3	3	0	2	4	0	0	94	1	0	3

## **Ticket Detail**

,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	,,,,,,,,,,,,,,,,,,,,,,,		
Date	Call Prompt	Call Language	Call Device	Call Direction	Call Issues
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	trouble_ticket	english	desktop/laptopwindows	inbound	browser_web_sign-in_issues
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	trouble_ticket	english	desktop/laptopwindows	inbound	installedsoftware_desktop
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	trouble_ticket	english	desktop/laptopwindows	inbound	installedsoftware_desktop_ in_issues
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	trouble_ticket	english	desktop/laptopwindows	inbound	browser_web_sign-

					in_issues
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	trouble_ticket	english	desktop/laptopwindows	inbound	browser_web_start/join_me
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	trouble_ticket	english	desktop/laptopwindows	inbound	browser_web_sign-in_issues
01/19/1970	practice_session	english	desktop/laptopwindows	outhound	other information
01/19/1970	trouble_ticket	english	moblie device android	inbound	installedsoftware_desktop_
01/19/1970	trouble_ticket	english	moblie_deviceandroid	inbound	installedsoftware_desktop
01/19/1970	practice session	spanish	desktop/laptop_windows		otherinformation
	<u>-</u>	·	1 1		
01/19/1970	practice_session	english	desktop/laptopwindows desktop/laptopwindows		otherinformation
	practice_session	english			otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows		otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows		otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows		otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows		otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows		otherinformation
01/19/1970	trouble_ticket	english	desktop/laptopwindows		browser_web_feature_utiliz
01/19/1970	trouble_ticket	english	desktop/laptopmacos	inbound	browser_web_start/join_me
01/19/1970	practice_session	english	desktop/laptopwindows		otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows		otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows		otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows		otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows		otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows		otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	inbound	installedsoftware_desktop_
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation

01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	trouble_ticket	english	moblie_deviceandroid	inbound	installedsoftware_desktop_ in_issues
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	trouble_ticket	english	desktop/laptopwindows	inbound	installedsoftware_desktop
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	trouble_ticket	english	desktop/laptopwindows	inbound	browser_web_start/join_ma
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation
01/19/1970	practice_session	english	desktop/laptopwindows	outbound	otherinformation