

Channel

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DigitalDirect MailThird PartyTV

InvocaAdvertiserCampaign

▼

All

10/18/2023

📅

2/22/2024

📅

Segment

▼

AfterhoursBusiness Hours

Interval

▼

Select all12:00PM - 1:00PM

12:00AM - 1:00AM1:00PM - 2:00PM

1:00AM - 2:00AM2:00PM - 3:00PM

2:00AM - 3:00AM3:00PM - 4:00PM

3:00AM - 4:00AM4:00PM - 5:00PM

4:00AM - 5:00AM5:00PM - 6:00PM

5:00AM - 6:00AM6:00PM - 7:00PM

6:00AM - 7:00AM7:00PM - 8:00PM

7:00AM - 8:00AM8:00PM - 9:00PM

8:00AM - 9:00AM9:00PM - 10:00PM

9:00AM - 10:00AM10:00PM - 11:00PM

10:00AM - 11:00AM11:00PM - 12:00AM

11:00AM - 12:00PM

Call Waterfall

Gross Calls

Left Invoca Calls

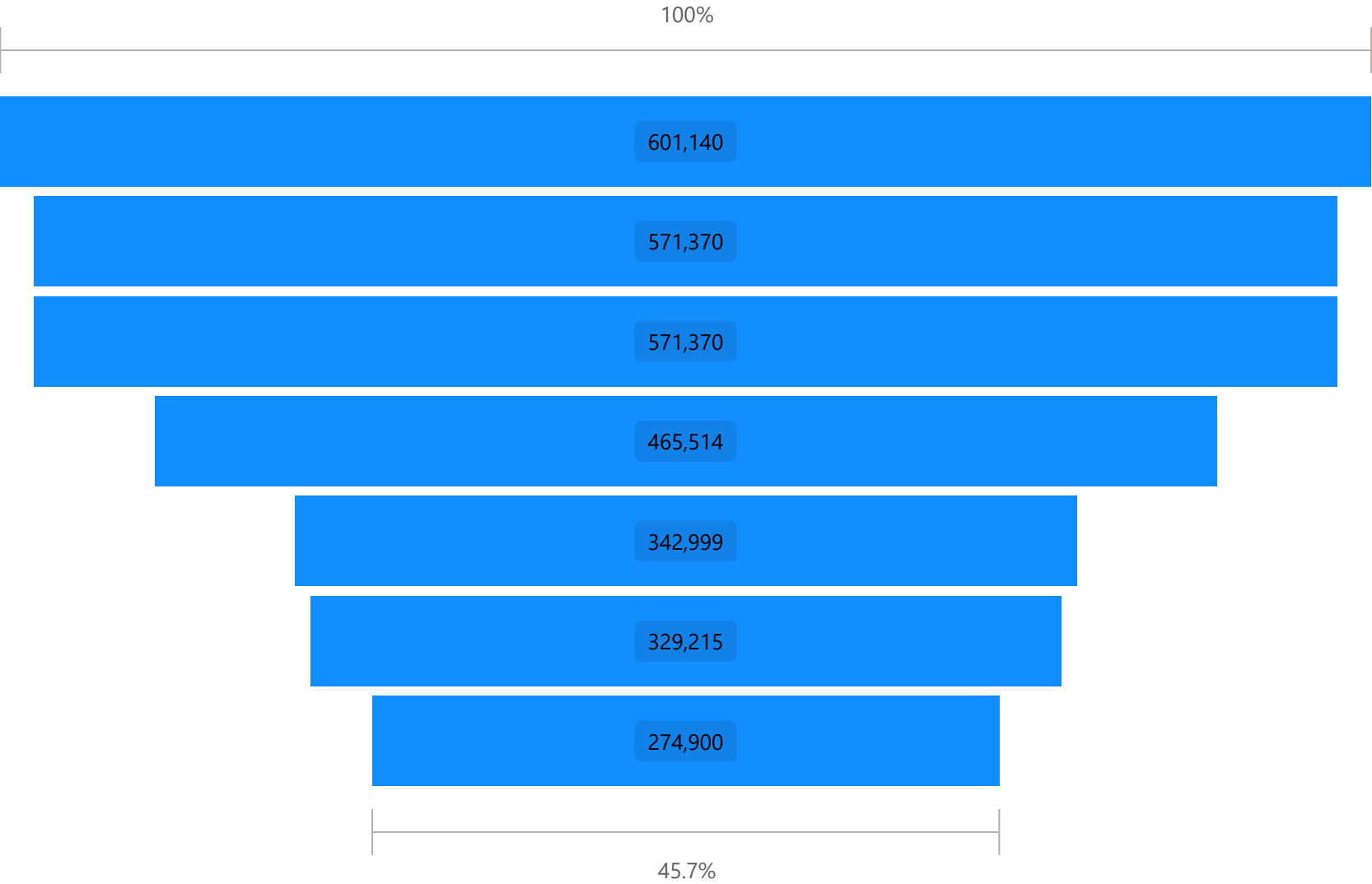
CXone IVR Calls

InQueue Calls

Routed to Agent Calls

Handled Calls

Paid & Handled Calls



- Gross Calls:** # of calls arriving in Invoca
- Left Invoca:** #of calls routed to CXone
- CXone IVR Calls:** #of calls entering PreQueue
- InQueue Calls:** # of calls leaving PreQueue and entering Queue
- Routed Calls:** # of calls assigned an agent
- Handled Calls:** # of calls handled by an agent
- Paid & Handled Calls:** # of calls handled by an agent and met paid threshold

