

Luis Barrios

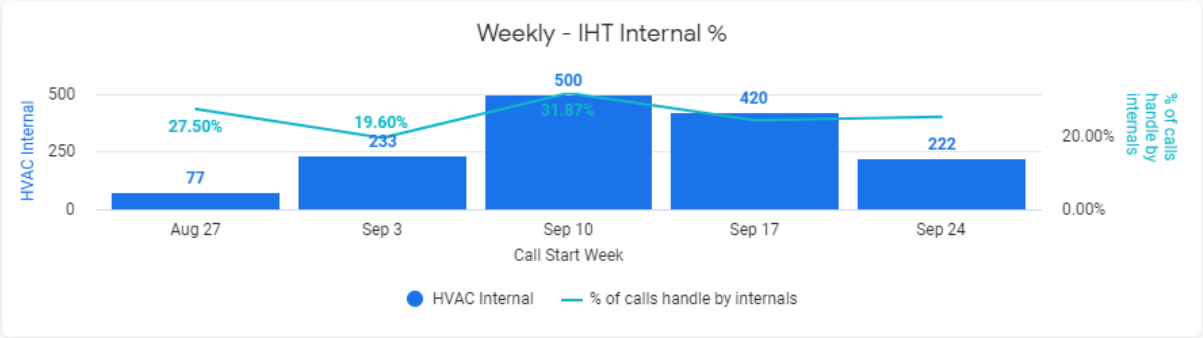
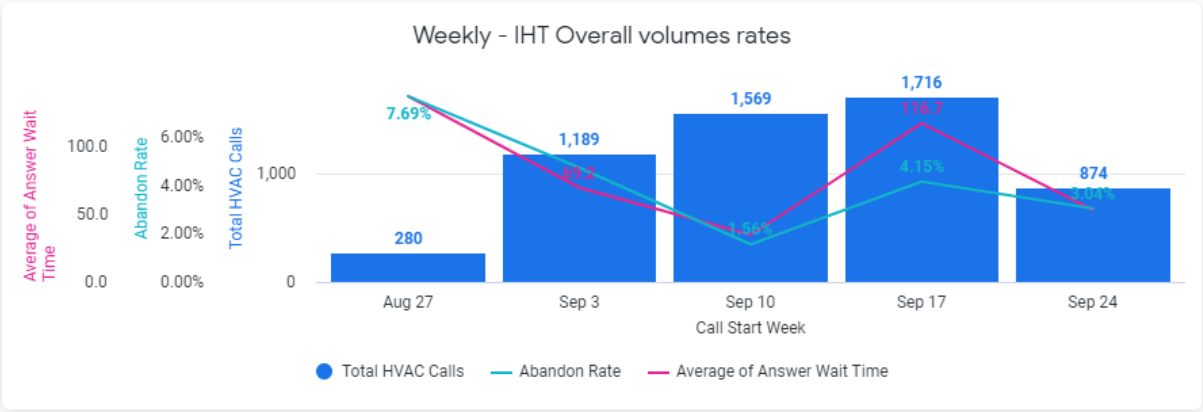
IHT Contact Center Dashboard

just now

- Home
- Recently Viewed
- Favorites
- Boards
- No boards added yet
- Folders
- Blocks
- Applications

Daily Tabular View - Last 7 days						
	Call Start Date	Total HVAC Calls	Abandon Rate	Average of Answer Wait Time - SEC	HVAC Internal	% of calls handle by internals
1	2023-09-28	0	0.00%	0	0	0
2	2023-09-27	246	1.95%	53.6	52	21.14%
3	2023-09-26	265	2.27%	42.6	68	25.66%
4	2023-09-25	330	4.49%	64.8	93	28.18%
5	2023-09-24	33	3.23%	17.1	9	27.27%
6	2023-09-23	88	2.94%	39.4	20	22.73%
7	2023-09-22	247	0.52%	20.4	85	34.41%
8	2023-09-21	237	1.02%	18.1	80	33.76%
Totals		1,713	2.34%	46.0	479	27.96%

IHT Agent Queues - Last 7 days				
Contact Center B	AWR Care	AWR Claims	HOS Sales	HSCC
Agent Name	Internal Count	Internal Count	Internal Count	Internal Count
1 Ramirez, Juliana	51	48	6	
2 Oliver, Amiah	0	0	0	0
3 Mendez, Angie	23	0	0	0
4 Johnson, Destini	4	0	0	0
5 Hill, Michelle	31	0	0	0
6 Gonzalez, Paula	39	33	0	0
Totals		227	88	21



Explore

Develop

Home

Recently Viewed

Favorites

Boards

No boards added yet

Folders

Blocks

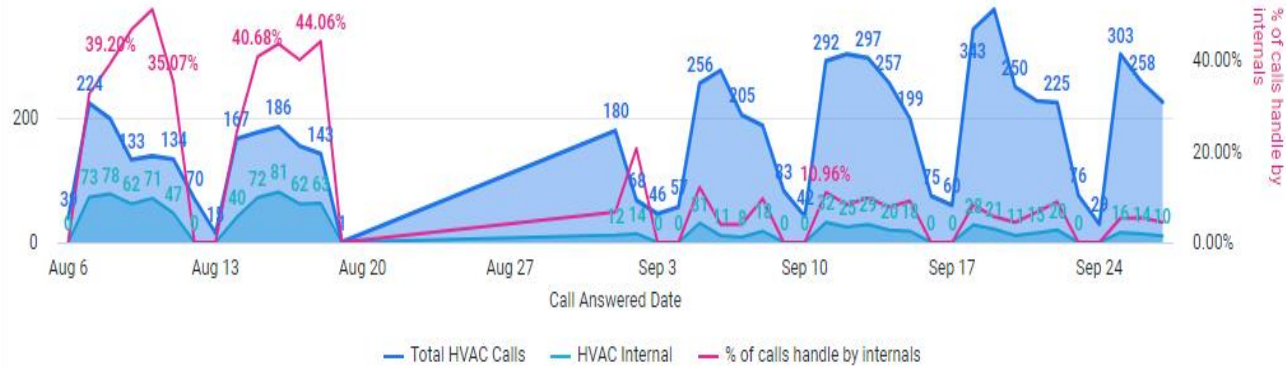
Applications

Luis Barrios

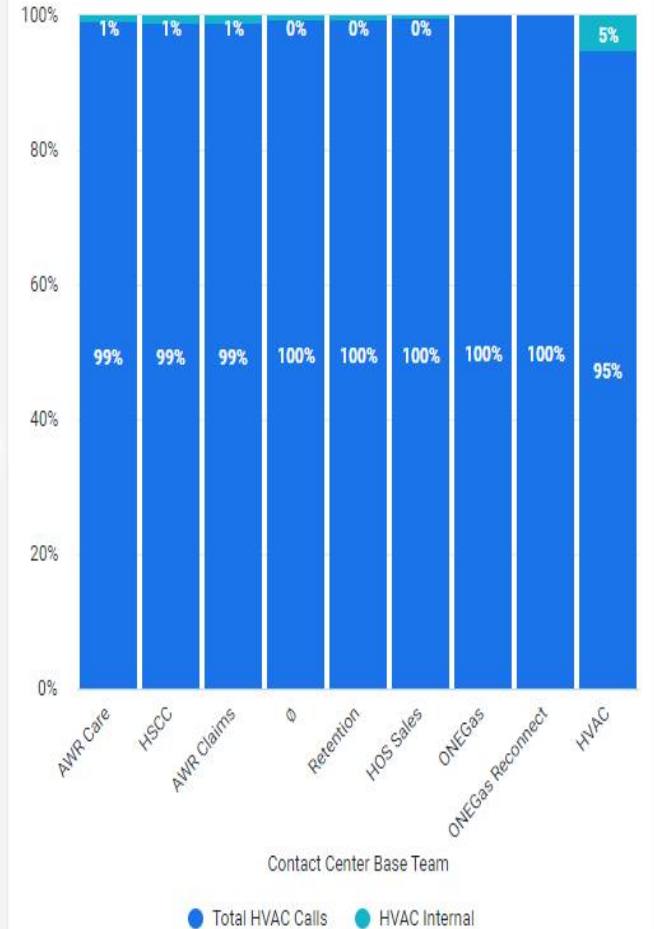
HVAC

just now

HVAC Volume distribution - Weekly view



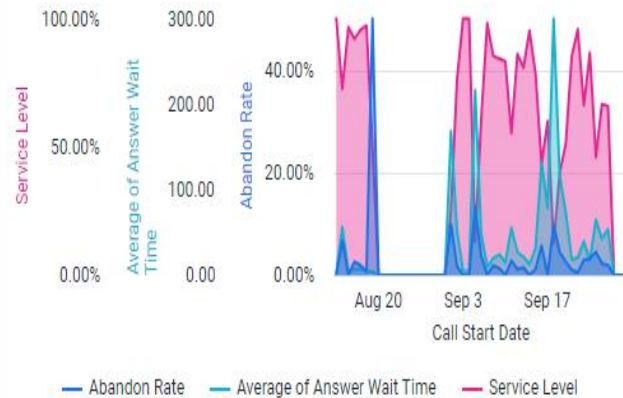
HVAC INTERNAL VALIDATION ROUTING last 7 days



HVAC overall rates - Internal



HVAC overall volume rates



- Explore
- Develop
- Home
- Recently Viewed
- Favorites
- Boards
 - No boards added yet
- Folders
- Blocks
- Applications

Luis Barrios
Nicor - Nisource

just now

Call Start Date
is on or after 2023/01/01

