

Monthly Call Summary

Report Generated At Mon Jun 13 16:12:10 IST 2016

Year: 2015Month :00

Month	Queued Calls	Answered Calls	Abandoned Calls	Abandoned %	Idle Time	ASA	Avg Hold Time	Avg Handle Time	TTT	ACW	Avg No of Agents	SL
12-2015	20959	16454	3213	9.73	515:00:57	00:00:18	00:00:58	00:02:32	640:18:53	00:00:12		64.96
11-2015	20014	15023	3271	11.60	406:54:30	00:00:18	00:01:00	00:02:38	587:23:04	00:00:17		62.15
10-2015	20333	15456	2981	10.35	401:18:37	00:00:15	00:01:01	00:02:38	612:01:06	00:00:15		64.76
09-2015	19313	14301	3314	12.08	422:56:09	00:00:14	00:01:02	00:02:33	556:24:31	00:00:13		64.11
08-2015	19276	13517	3967	14.60	409:33:29	00:00:18	00:01:01	00:02:41	549:22:54	00:00:15		58.02
07-2015	19667	14224	3639	13.13	408:14:29	00:00:18	00:01:06	00:02:45	572:57:26	00:00:20		59.83
06-2015	22180	15922	4287	13.89	343:33:20	00:00:20	00:00:59	00:02:28	590:16:23	00:00:14		57.77
05-2015	21289	13967	5300	17.13	169:05:29	00:00:22	00:00:55	00:02:09	479:48:34	00:00:05		52.26
04-2015	24367	14106	8143	24.66	00:00:00	00:00:40	00:01:00	00:02:11	493:45:11	00:00:05		42.57
03-2015	21811	13971	6016	20.49	00:00:00	00:00:24	00:00:59	00:02:20	507:16:27	00:00:10		50.37
02-2015	12380	6274	5293	27.06	00:00:00	00:00:43	00:01:06	00:02:31	247:37:28	00:00:09		34.57
02-2015	278		256	73.99	00:00:00							
01-2015	1480	517	828	42.01	00:00:00	00:00:46	00:00:45	00:01:55	15:53:17	00:00:05		24.32
Summary :	223347	153732	50508	22.36	3076:37:00	00:00:25	00:00:59	00:02:27	5853:05:19	00:00:12		52.97