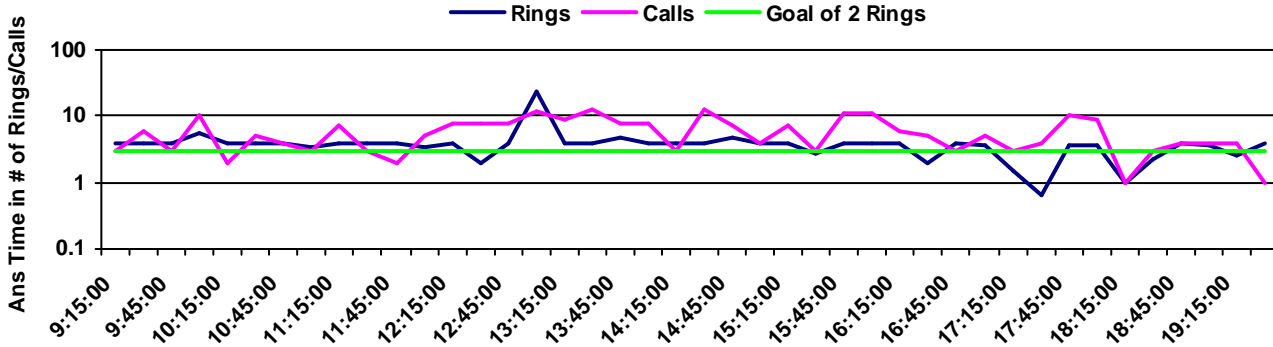




Daily WORST Case Answer Time Performance for 2/28/2008



Due to the way PBX and CTI systems handle incoming calls, Agents are not always presented with the call on the first ring. It may take one ring just to set up the connection or to exit the IVR. The result of all this is the Agent may not see the call until the 2nd ring. Because of this situation, I have increased the ring threshold to 3 meaning this call was answered on the 2nd ring as far as the Agent was concerned.

Extension	Time	Max # of Rings	STD Ring of Intv	# Of Calls	Avg Dur	Total Dur
IT						
IT						
2175	9:30:00	4	Sec.	1	49 Sec.	1 Mn..
2175	12:15:00	4	Sec.	1	47 Sec.	1 Mn..
2614	13:30:00	2	Sec.	1	65 Sec.	1 Mn..
2614	18:00:00	1	Sec.	1	553 Sec.	9 Mn..
2617	13:00:00	1	Sec.	1	663 Sec.	11 Mn..
2620	12:30:00	1	Sec.	1	276 Sec.	5 Mn..
2620	13:30:00	1	Sec.	1	5 Sec.	0 Mn..
Totals:				7		28 Min.
Marketing						
Mktg						
2158	11:45:00	4	Sec.	1	80 Sec.	1 Mn..
2158	13:00:00	4	Sec.	1	29 Sec.	0 Mn..
2158	15:45:00	4	Sec.	1	28 Sec.	0 Mn..
2181	9:15:00	1	Sec.	1	349 Sec.	6 Mn..
2181	9:30:00	1	Sec.	1	52 Sec.	1 Mn..
2181	11:30:00	3	Sec.	1	59 Sec.	1 Mn..
2181	16:00:00	1	Sec.	1	21 Sec.	0 Mn..
2181	18:00:00	1	0 Sec.	3	37 Sec.	2 Mn..
2181	18:45:00	4	Sec.	1	24 Sec.	0 Mn..
2610	12:15:00	1	Sec.	1	102 Sec.	2 Mn..

	<i>Extension</i>	<i>Time</i>	<i>Max # of Rings</i>	<i>STD Ring of Intv</i>	<i># Of Calls</i>	<i>Avg Dur</i>	<i>Total Dur</i>
Marketing							
Mktg	2610	18:00:00	4	Sec.	1	4 Sec.	0 Mn..
Totals:					13		14 Min.
NR_Arb. Office							
	2211	16:00:00	3	Sec.	1	3 Sec.	0 Mn..
	2399	15:15:00	1	Sec.	1	33 Sec.	1 Mn..
	2610	12:15:00	1	Sec.	1	80 Sec.	1 Mn..
	2610	13:00:00	23	Sec.	1	3 Sec.	0 Mn..
	2610	13:30:00	1	Sec.	1	48 Sec.	1 Mn..
	2610	16:30:00	1	1 Sec.	2	53 Sec.	2 Mn..
	2614	13:00:00	3	Sec.	1	82 Sec.	1 Mn..
	2614	13:15:00	1	Sec.	1	244 Sec.	4 Mn..
	2614	16:00:00	2	Sec.	1	130 Sec.	2 Mn..
	2616	13:00:00	2	Sec.	1	3 Sec.	0 Mn..
	2622	16:15:00	1	Sec.	1	25 Sec.	0 Mn..
	2622	19:15:00	3	1 Sec.	2	21 Sec.	1 Mn..
	2623	11:00:00	1	Sec.	1	0 Sec.	0 Mn..
	2623	19:15:00	2	Sec.	1	14 Sec.	0 Mn..
Totals:					16		14 Min.
Arb. Office							
	2262	11:15:00	4	Sec.	1	16 Sec.	0 Mn..
Totals:					1		0 Min.
Remote_WorkGroup1							
SubGroup1							
	2119	11:30:00	4	Sec.	1	27 Sec.	0 Mn..
	2119	14:30:00	4	Sec.	1	66 Sec.	1 Mn..
	2175	10:45:00	4	Sec.	1	60 Sec.	1 Mn..
	2617	10:00:00	4	Sec.	1	4 Sec.	0 Mn..
	2617	11:15:00	4	Sec.	1	79 Sec.	1 Mn..
	2617	14:00:00	1	Sec.	1	5 Sec.	0 Mn..
	2617	12:30:00	2	Sec.	1	82 Sec.	1 Mn..
	2617	13:00:00	13	Sec.	1	61 Sec.	1 Mn..
	2617	17:45:00	4	Sec.	1	102 Sec.	2 Mn..
	2617	18:45:00	3	Sec.	1	54 Sec.	1 Mn..
Totals:					10		9 Min.

<i>Extension</i>	<i>Time</i>	<i>Max # of Rings</i>	<i>STD Ring of Intv</i>	<i># Of Calls</i>	<i>Avg Dur</i>	<i>Total Dur</i>
Remote_WorkGroup1						
SubGroup2						
2119	11:15:00	4	Sec.	1	27 Sec.	0 Mn..
2158	9:15:00	4	Sec.	1	133 Sec.	2 Mn..
2175	9:30:00	4	Sec.	1	51 Sec.	1 Mn..
2175	13:00:00	4	Sec.	1	42 Sec.	1 Mn..
2175	13:15:00	4	Sec.	1	28 Sec.	0 Mn..
2175	14:00:00	4	Sec.	1	40 Sec.	1 Mn..
2175	15:15:00	1	Sec.	1	44 Sec.	1 Mn..
2175	15:45:00	4	Sec.	1	54 Sec.	1 Mn..
2357	9:45:00	4	Sec.	1	75 Sec.	1 Mn..
2403	15:45:00	1	Sec.	1	68 Sec.	1 Mn..
2410	15:45:00	1	Sec.	1	101 Sec.	2 Mn..
2612	12:15:00	1	Sec.	1	31 Sec.	1 Mn..
2612	13:15:00	1	1 Sec.	2	230 Sec.	8 Mn..
2612	14:30:00	2	5 Sec.	5	134 Sec.	11 Mn..
2612	14:45:00	5	15 Sec.	3	88 Sec.	4 Mn..
2612	17:00:00	0	Sec.	1	355 Sec.	6 Mn..
2612	18:30:00	0	Sec.	1	29 Sec.	0 Mn..
2612	19:15:00	1	Sec.	1	433 Sec.	7 Mn..
2614	9:45:00	4	0 Sec.	2	27 Sec.	1 Mn..
2614	11:15:00	2	4 Sec.	2	30 Sec.	1 Mn..
2614	12:45:00	1	Sec.	1	77 Sec.	1 Mn..
2614	13:00:00	3	Sec.	1	125 Sec.	2 Mn..
2614	13:15:00	1	Sec.	1	32 Sec.	1 Mn..
2614	13:30:00	2	1 Sec.	2	85 Sec.	3 Mn..
2614	17:00:00	4	Sec.	1	51 Sec.	1 Mn..
2614	17:15:00	2	Sec.	1	60 Sec.	1 Mn..
2614	17:30:00	1	Sec.	1	5 Sec.	0 Mn..
2614	17:45:00	1	Sec.	1	66 Sec.	1 Mn..
2614	18:00:00	1	Sec.	1	153 Sec.	3 Mn..
2614	19:00:00	4	Sec.	1	57 Sec.	1 Mn..
2616	12:15:00	1	Sec.	1	14 Sec.	0 Mn..
2616	13:00:00	2	Sec.	1	60 Sec.	1 Mn..
2616	17:30:00	1	Sec.	1	404 Sec.	7 Mn..
2622	12:00:00	2	Sec.	1	82 Sec.	1 Mn..