



Campaign Summary per Range

From 8/31/15 12:00 AM
To 10/3/16 11:59 PM

Queue 'Billing<-', 'Business<-', 'Business<<-', 'Helpdesk<-', 'Information

Date	Interval	Queue	Incoming Calls	Outgoing Answered	Incoming Answered	Less than30s	Less than60s	Less than90s	Less than120s	Greater than120s	Abandoned Calls by clients	Average waiting Time of Answered	Avarage Speaking Time
-	07:00:00 - 07:30:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
2015-10-02	07:30:00 - 08:00:00	Business<-	1468	0	932	573	674	748	799	133	536	0:00:54	32:33:06
2016-07-01	08:00:00 - 08:30:00	Billing<-	8642	0	7255	6671	7215	7255	7255	0	1387	0:00:07	302:49:30
2016-07-27	08:00:00 - 08:30:00	Ticketing->	2603	2293	0	0	0	0	0	0	310	0:00:00	67:53:38
2015-11-23	08:30:00 - 09:00:00	Planning<-	51	0	43	37	43	43	43	0	8	0:00:09	1:20:49
2016-09-14	08:30:00 - 09:00:00	Supervisor->	15	10	0	0	0	0	0	0	5	0:00:00	0:15:25
2016-01-23	09:00:00 - 09:30:00	Helpdesk<-	21313	0	14585	10087	11315	12006	12517	2072	6728	0:00:46	785:53:30
2016-07-23	09:00:00 - 09:30:00	Information	11796	0	9708	8963	9671	9701	9703	4	2088	0:00:06	319:00:39
2016-08-13	09:00:00 - 09:30:00	Products-	8736	0	6784	6100	6748	6784	6784	0	1952	0:00:08	300:33:09
-	09:30:00 - 10:00:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	10:00:00 - 10:30:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	10:30:00 - 11:00:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
2016-08-15	11:00:00 - 11:30:00	PruebaMarcos<-	44	0	22	13	18	21	21	1	22	0:00:26	0:22:59
-	11:30:00 - 12:00:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	12:00:00 - 12:30:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	12:30:00 - 13:00:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	13:00:00 - 13:30:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	13:30:00 - 14:00:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	14:00:00 - 14:30:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	14:30:00 - 15:00:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	15:00:00 - 15:30:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	15:30:00 - 16:00:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	16:00:00 - 16:30:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	16:30:00 - 17:00:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	17:00:00 - 17:30:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	17:30:00 - 18:00:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	18:00:00 - 18:30:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	18:30:00 - 19:00:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	19:00:00 - 19:30:00	-	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00

-	20:00:00 - 20:30:00	-	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	20:30:00 - 21:00:00	-	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	21:00:00 - 21:30:00	-	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	21:30:00 - 22:00:00	-	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	22:00:00 - 22:30:00	-	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	22:30:00 - 23:00:00	-	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	23:00:00 - 23:30:00	-	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00
-	23:30:00 - 00:00:00	-	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00

Total			54668	2303	39329	32444	35684	36558	37122	2210	13036		0:00:04	48:56:17
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