



Incoming Completed - Statistics

Campaign	'Billing<-', 'Business<-', 'Business<-	From	2015-09-28 00:00:00.0
Agent	'Admin', 'aleitoe', 'cleonora', 'cmiguel', 'csantiago', 'e	To	2016-10-03 23:59:59.0

Data	Value
Average waiting Time of Answered Calls	00:00:23
Max Waiting Time on Completed Calls	00:06:41
Average Ringing Time of Answered Calls	00:00:00
Max Ringing Time on Answerd Call	00:00:14
Average duration of Answered Calls	01:28:08
Max duration of Completed Call	01:55:58
Min duration Time of Completed Call	00:00:00
Completed by Agent	4220
Completed by Client	26930
Amount of Transferred Calls	4907
Total - Hanged up Calls	31150
Ring No Answer	2518
Answered Distinct	782
Simulated Service Level	0.1914 %
Abandon Service Level	0.1914 %