



Call Summary by time range

From: 2016-02-29 00:00:00.0

Campaign: 'ACOMP-BLESS->',CallCenter-

To: 2016-10-03 23:59:59.0

CRM<-	Amount of Calls			Waiting Time Average		Maximum waiting time		
2016-10-03	Total	Answered Calls	Abandoned Calls by clients	null	Average Wait Time of Abandoned Calls	Max Waiting Time on Completed Calls	Max Waiting Time on Abandoned Calls	Percentage abandon calls
09:00:00 - 10:00:00	2	1	1	0:00:40	0:00:37	0:00:40	0:00:37	50%
14:00:00 - 15:00:00	2	1	1	0:00:05	0:00:55	0:00:05	0:00:55	50%
Total	4	2	2	0:00:22	0:00:46	0:00:40	0:00:55	50 %
TOTAL CRM<-	4	2	2					50 %

DemoPBC<-	Amount of Calls			Waiting Time Average		Maximum waiting time		
2016-09-27	Total	Answered Calls	Abandoned Calls by clients	null	Average Wait Time of Abandoned Calls	Max Waiting Time on Completed Calls	Max Waiting Time on Abandoned Calls	Percentage abandon calls
14:00:00 - 15:00:00	5	4	1	0:00:03	0:00:07	0:00:04	0:00:07	20%
15:00:00 - 16:00:00	2	2	0	0:00:02	0:00:00	0:00:02	0:00:00	0%
Total	7	6	1	0:00:02	0:00:03	0:00:04	0:00:07	14 %

2016-09-28	Total	Answered Calls	Abandoned Calls by clients	null	Average Wait Time of Abandoned Calls	Max Waiting Time on Completed Calls	Max Waiting Time on Abandoned Calls	Percentage abandon calls
11:00:00 - 12:00:00	1	0	1	0:00:00	0:00:11	0:00:00	0:00:11	100%
Total	1	0	1	0:00:00	0:00:11	0:00:00	0:00:11	100 %

2016-09-30	Total	Answered Calls	Abandoned Calls by clients	null	Average Wait Time of Abandoned Calls	Max Waiting Time on Completed Calls	Max Waiting Time on Abandoned Calls	Percentage abandon calls
14:00:00 - 15:00:00	8	1	7	0:00:08	0:00:15	0:00:08	0:00:19	87%
15:00:00 - 16:00:00	1	0	1	0:00:00	0:00:19	0:00:00	0:00:19	100%
16:00:00 - 17:00:00	1	0	1	0:00:00	0:00:07	0:00:00	0:00:07	100%

Total	10	1	9	0:00:02	0:00:13	0:00:08	0:00:19	90 %
2016-10-03	Total	Answered Calls	Abandoned Calls by clients	null	Average Wait Time of Abandoned Calls	Max Waiting Time on Completed Calls	Max Waiting Time on Abandoned Calls	Percentage abandon calls
14:00:00 - 15:00:00	1	1	0	0:00:02	0:00:00	0:00:02	0:00:00	0%
Total	1	1	0	0:00:02	0:00:00	0:00:02	0:00:00	0 %
TOTAL DemoPBC<-	19	8	11					57 %

RECOBRO<-	Amount of Calls			Waiting Time Average		Maximum waiting time		
2016-10-03	Total	Answered Calls	Abandoned Calls by clients	null	Average Wait Time of Abandoned Calls	Max Waiting Time on Completed Calls	Max Waiting Time on Abandoned Calls	Percentage abandon calls
14:00:00 - 15:00:00	1	1	0	0:00:02	0:00:00	0:00:02	0:00:00	0%
Total	1	1	0	0:00:02	0:00:00	0:00:02	0:00:00	0 %
TOTAL RECOBRO<-	1	1	0					0 %

Ventas<-	Amount of Calls			Waiting Time Average		Maximum waiting time		
2016-10-03	Total	Answered Calls	Abandoned Calls by clients	null	Average Wait Time of Abandoned Calls	Max Waiting Time on Completed Calls	Max Waiting Time on Abandoned Calls	Percentage abandon calls
14:00:00 - 15:00:00	3	2	1	0:00:02	0:00:24	0:00:02	0:00:24	33%
Total	3	2	1	0:00:02	0:00:24	0:00:02	0:00:24	33 %
TOTAL Ventas<-	3	2	1					33 %