



ProCore Solutions Call Center
Client Number 1
Daily Report for 5/6/2009

Split 1

Time	Total Calls	# Ans	Opt Out	Aban Within 9 Sec	Aban Over 9 Sec	% Aban	% Calls Handled	30 Sec GOS	ASA MM:SS	L.W.Call MM:SS	AHT MM:SS	Total Handling HH:MM	Total Handling Minutes
0:00	3	3	0	0	0	0.00%	100.00%	66%	00:46	01:02	04:13	00:13	13
2:00	2	1	1	0	0	0.00%	50.00%	100%	00:40	00:40	06:42	00:05	5
5:00	4	4	0	0	0	0.00%	100.00%	100%	00:37	00:41	04:09	00:17	17
6:00	7	7	0	0	0	0.00%	100.00%	100%	00:34	00:36	08:18	00:51	51
19:00	30	30	0	0	0	0.00%	100.00%	100%	00:36	00:47	04:43	01:48	108
20:00	23	23	0	0	0	0.00%	100.00%	95%	00:38	01:08	05:32	01:40	100
21:00	22	22	0	0	0	0.00%	100.00%	86%	00:48	02:26	05:26	01:43	103
22:00	24	24	0	0	0	0.00%	100.00%	57%	01:58	08:58	06:46	02:03	123
23:00	12	12	0	0	0	0.00%	100.00%	91%	00:39	01:30	06:48	01:02	62
Summary	127	126	1	0	0	0.00%	99.21%	88.30%	-	08:58	-	09:41	581

Split 2

Time	Total Calls	# Ans	Opt Out	Aban Within 9 Sec	Aban Over 9 Sec	% Aban	% Calls Handled	30 Sec GOS	ASA MM:SS	L.W.Call MM:SS	AHT MM:SS	Total Handling HH:MM	Total Handling Minutes
12:00	1	0	0	0	1	100.00%	0.00%	-	00:00	00:00	00:00	00:00	0
Summary	1	0	0	0	1	100.00%	0.00%	-	-	00:00	-	00:00	0

Split 3

Time	Total Calls	# Ans	Opt Out	Aban Within 9 Sec	Aban Over 9 Sec	% Aban	% Calls Handled	30 Sec GOS	ASA MM:SS	L.W.Call MM:SS	AHT MM:SS	Total Handling HH:MM	Total Handling Minutes
3:00	1	1	0	0	0	0.00%	100.00%	100%	00:35	00:35	06:02	00:06	6
5:00	1	1	0	0	0	0.00%	100.00%	100%	00:32	00:32	12:13	00:12	12
19:00	1	1	0	0	0	0.00%	100.00%	100%	00:42	00:42	01:05	00:01	1
20:00	3	3	0	0	0	0.00%	100.00%	100%	00:29	00:30	03:51	00:09	9
21:00	2	2	0	0	0	0.00%	100.00%	100%	00:31	00:33	02:32	00:05	5
22:00	2	1	0	1	0	50.00%	50.00%	100%	00:32	00:32	04:49	00:03	3
Summary	10	9	0	1	0	10.00%	90.00%	100.00%	-	00:42	-	00:36	36

Grand Total	138	132	1	1	4	3.60%	95.70%	88%	00:51	08:58	05:40	10:18	618
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