

CSQ Name	CSQ ID	Call Skills	Interval Start Time
MetroMob Dispatch	1	(MM Dispatch)	10/21/23 6:00:00 AM
MetroMob Dispatch	2	(MM Dispatch)	10/21/23 7:00:00 AM
MetroMob Dispatch	3	(MM Dispatch)	10/21/23 8:00:00 AM
MetroMob Dispatch	5	(MM Dispatch)	10/21/23 9:00:00 AM
MetroMob Dispatch	7	(MM Dispatch)	10/21/23 10:00:00 AM
MetroMob Dispatch	9	(MM Dispatch)	10/21/23 11:00:00 AM
MetroMob Dispatch	12	(MM Dispatch)	10/21/23 1:00:00 PM
MetroMob Dispatch	14	(MM Dispatch)	10/21/23 2:00:00 PM
MetroMob Dispatch	16	(MM Dispatch)	10/21/23 3:00:00 PM
MetroMob Dispatch	18	(MM Dispatch)	10/21/23 4:00:00 PM
MetroMob Dispatch	20	(MM Dispatch)	10/21/23 5:00:00 PM
MetroMob Dispatch	21	(MM Dispatch)	10/21/23 6:00:00 PM
MetroMob Dispatch	22	(MM Dispatch)	10/21/23 7:00:00 PM
MetroMob Dispatch	23	(MM Dispatch)	10/21/23 8:00:00 PM
MetroMob Reservations	4	(MetroMob Reservations)	10/21/23 8:00:00 AM
MetroMob Reservations	6	(MetroMob Reservations)	10/21/23 9:00:00 AM
MetroMob Reservations	8	(MetroMob Reservations)	10/21/23 10:00:00 AM
MetroMob Reservations	10	(MetroMob Reservations)	10/21/23 11:00:00 AM
MetroMob Reservations	11	(MetroMob Reservations)	10/21/23 12:00:00 PM
MetroMob Reservations	13	(MetroMob Reservations)	10/21/23 1:00:00 PM
MetroMob Reservations	15	(MetroMob Reservations)	10/21/23 2:00:00 PM
MetroMob Reservations	17	(MetroMob Reservations)	10/21/23 3:00:00 PM
MetroMob Reservations	19	(MetroMob Reservations)	10/21/23 4:00:00 PM

Generated on March 13, 2024 10:42:19 AM MDT by CCX\jmatsen (23 records).

Filter Logged in User: CCX\jmatsen; Interval [Starting At]: 10/21/2023 00:00:00; Interval [Ending A

Interval End Time	Calls Presented	Calls Handled		Calls Abandoned		Calls Dequeu
		Handled	%	Abandoned	%	Dequeued
10/21/23 7:00:00 AM	1	1	100	0	0	0
10/21/23 8:00:00 AM	3	3	100	0	0	0
10/21/23 9:00:00 AM	7	7	100	0	0	0
10/21/23 10:00:00 AM	8	8	100	0	0	0
10/21/23 11:00:00 AM	5	5	100	0	0	0
10/21/23 12:00:00 PM	3	2	66.67	1	33.33	0
10/21/23 2:00:00 PM	3	3	100	0	0	0
10/21/23 3:00:00 PM	10	10	100	0	0	0
10/21/23 4:00:00 PM	8	8	100	0	0	0
10/21/23 5:00:00 PM	6	6	100	0	0	0
10/21/23 6:00:00 PM	6	6	100	0	0	0
10/21/23 7:00:00 PM	4	4	100	0	0	0
10/21/23 8:00:00 PM	1	1	100	0	0	0
10/21/23 9:00:00 PM	1	1	100	0	0	0
10/21/23 9:00:00 AM	22	21	95.45	1	4.55	0
10/21/23 10:00:00 AM	15	15	100	0	0	0
10/21/23 11:00:00 AM	18	15	83.33	3	16.67	0
10/21/23 12:00:00 PM	15	11	73.33	2	13.33	2
10/21/23 1:00:00 PM	11	11	100	0	0	0
10/21/23 2:00:00 PM	17	15	88.24	2	11.76	0
10/21/23 3:00:00 PM	10	10	100	0	0	0
10/21/23 4:00:00 PM	12	12	100	0	0	0
10/21/23 5:00:00 PM	12	11	91.67	1	8.33	0
	198	186	93.9394	10	5.0505	2

t]: 10/21/2023 23:59:59; Interval Length: Sixty [60] Minutes; CSQ Names: MetroMob CustServ, MetroMol

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b Dispatch, MetroMob Reservations;