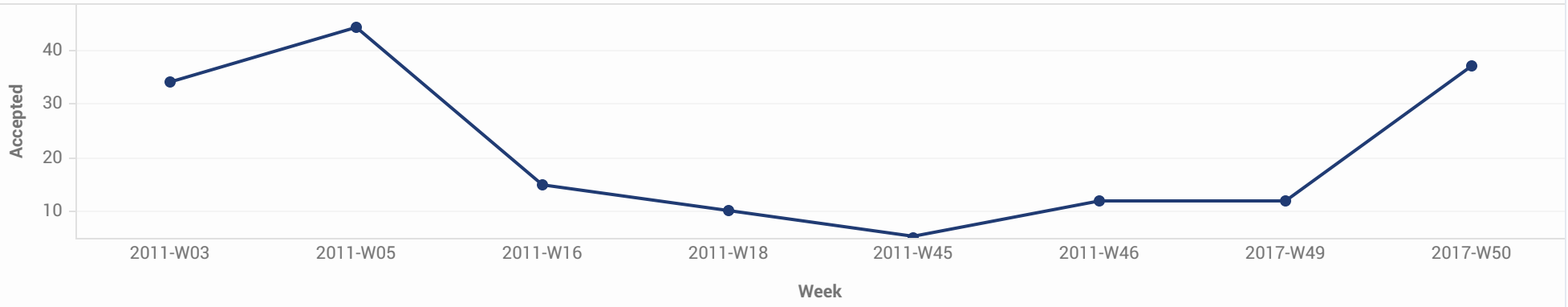
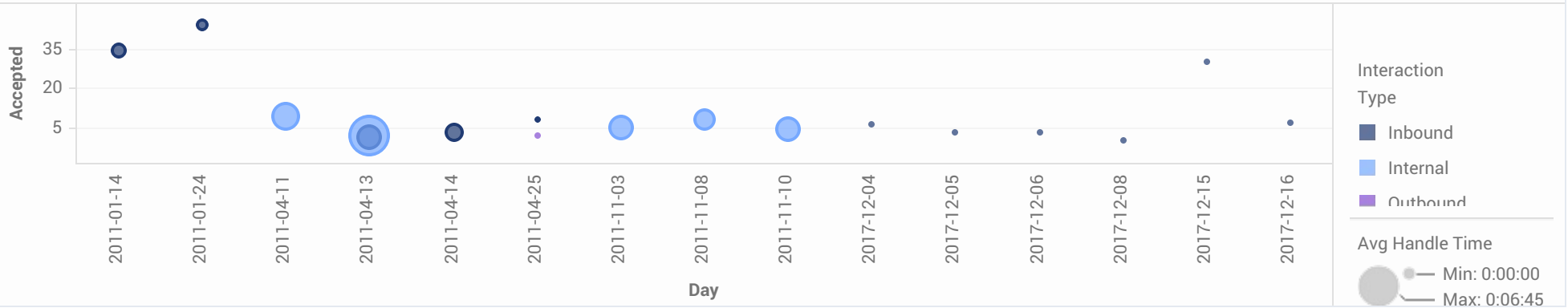


Media Type

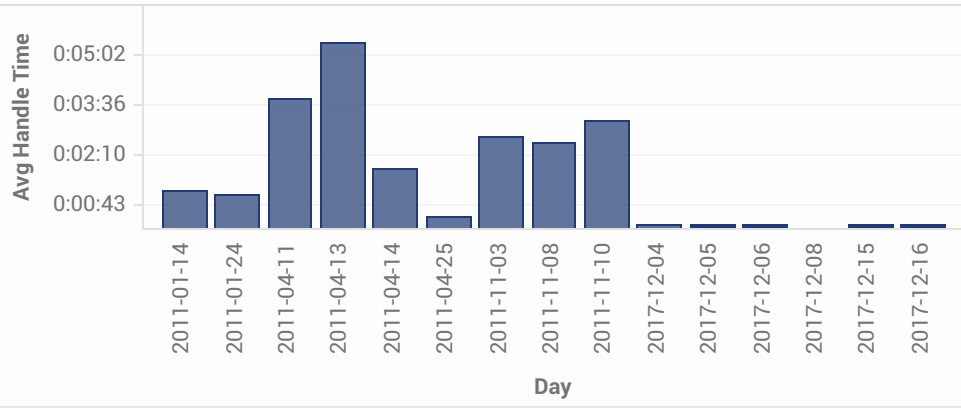
Interactions by Week



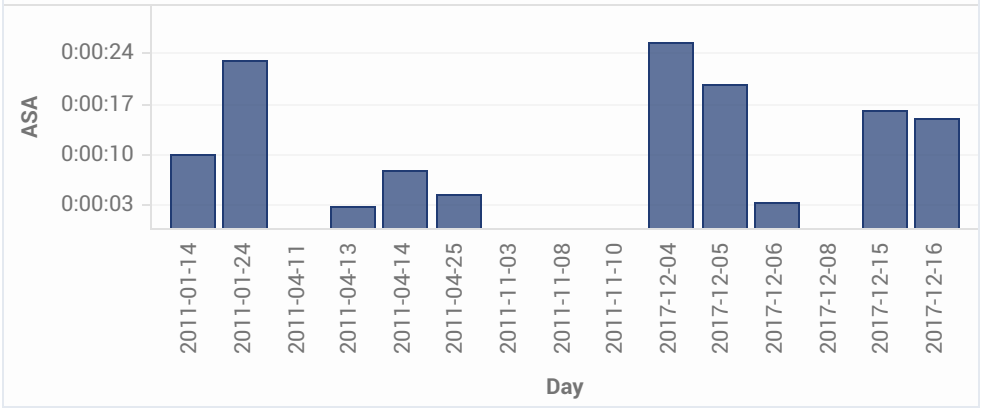
Accepted Interaction by day



AHT by Day



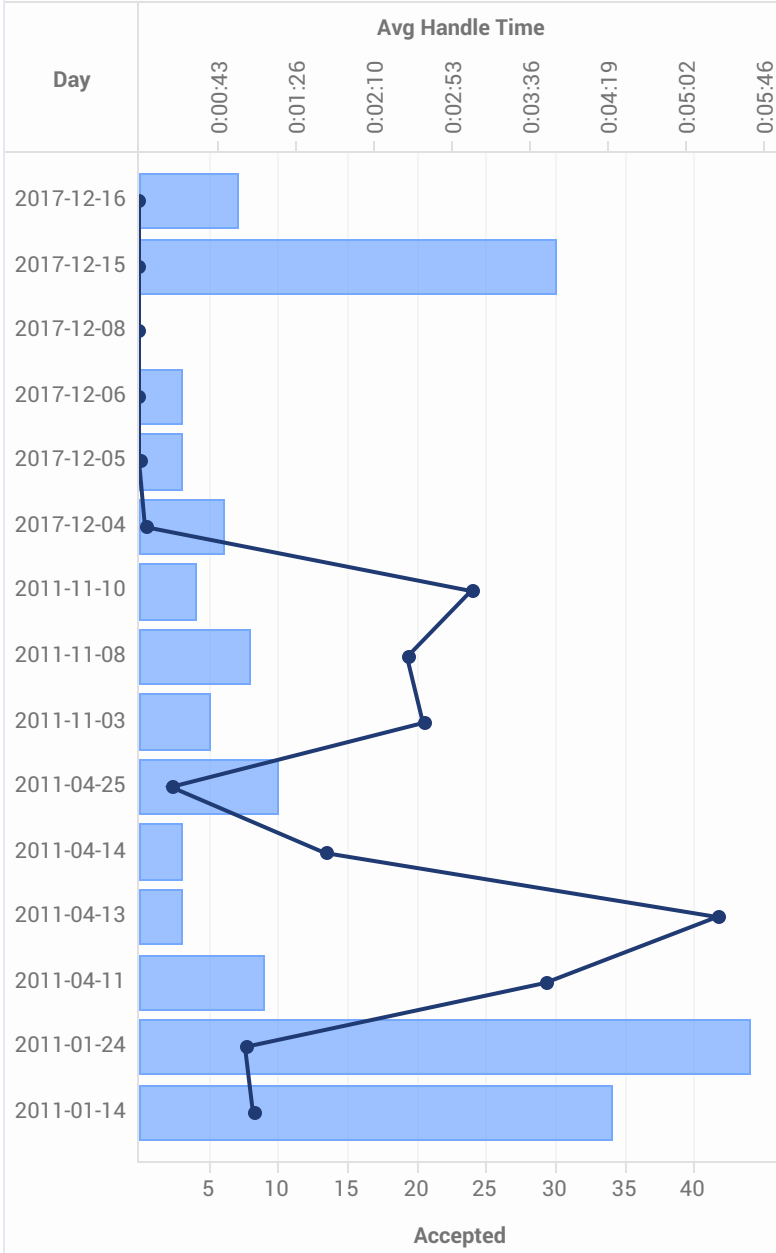
ASA by Day



Media Type

Filter [X] [Y]

Interaction Time vs Avg Handle Time



Metrics
■ Avg Hand...
■ Accepted

<p>85% 85% of 100 % Accepted</p>	<p>16% 16% of 100 % Abandoned Waiting</p>	<p>21% 21% of 100 % Transfer Initiated Agent</p>
<p>Avg Speed of Answer</p> <p>00:00:13</p>	<p>Avg Engage Time</p> <p>00:00:33</p>	<p>Avg Finish Response ...</p> <p>00:01:13</p>
<p>Avg Hold Time</p> <p>00:00:34</p>	<p>Avg Wrap Time</p> <p>00:00:16</p>	<p>Avg Invite Time</p> <p>00:00:13</p>