



Queue Detail Report

Date Time Range: 10/20/2023 12:00:00 AM - 10/20/2023 11:59:59 PM
Target Service Level Calculation: Target answered/Total answered
Media Type: <All>
Workgroup: Facilities ; Ireland
Group Order: Media Type, Queue, Skill

INBOUND														INBOUND SERVICE LEVELS	
	OFF	-- ANS --		-- ABD --		ASA	%ANS SVC LVL	AVG TALK	AVG HOLD	AVG ACW	AVG HAND	Flow Out	# HOLD	Service levels are unavailable due to multiple workgroups, media types, or service level configurations.	
	#	%	#	%											
Call	107	104	97%	3	3%	0:04	100%	3:29	0:31	0:10	4:10	0	29		
Facilities	87	84	97%	3	3%	0:03	100%	3:24	0:36	0:09	4:10	0	25		
No Skill	0	0	0%	0	0%	0:00	0%	0:00	0:00	0:00	0:00	0	0		
FAC_B	4	4	100%	0	0%	0:02	100%	1:30	0:08	0:10	1:48	0	2		
FAC_E	22	21	95%	1	5%	0:03	100%	2:35	0:44	0:10	3:28	0	11		
FAC_N	7	7	100%	0	0%	0:03	100%	2:35	0:05	0:07	2:47	0	1		
FAC	3	3	100%	0	0%	0:03	100%	3:56	2:23	0:10	6:29	0	2		
FAC_V	2	2	100%	0	0%	0:04	100%	8:42	1:40	0:10	10:32	0	1		
FAC_V	3	3	100%	0	0%	0:04	100%	2:01	0:00	0:10	2:11	0	0		
FAC_V	1	1	100%	0	0%	0:03	100%	1:43	0:46	0:10	2:39	0	1		
FAC_V	6	6	100%	0	0%	0:03	100%	5:17	0:00	0:10	5:27	0	0		
FAC_	2	2	100%	0	0%	0:06	100%	9:04	0:00	0:10	9:14	0	0		
FAC_	2	2	100%	0	0%	0:02	100%	2:50	1:08	0:10	4:08	0	1		
FAC_B	4	4	100%	0	0%	0:04	100%	4:15	0:26	0:09	4:50	0	1		
FAC_B Accom	6	6	100%	0	0%	0:04	100%	3:40	1:06	0:09	4:54	0	1		
FAC_C	12	11	92%	1	8%	0:03	100%	3:20	0:00	0:10	3:30	0	0		
FAC_F	6	6	100%	0	0%	0:03	100%	3:01	0:56	0:08	4:05	0	2		
FAC_K	1	1	100%	0	0%	0:03	100%	7:59	0:00	0:07	8:06	0	0		
FAC_M	6	5	83%	1	17%	0:04	100%	2:46	1:26	0:10	4:22	0	2		
Ireland	20	20	100%	0	0%	0:06	100%	3:48	0:09	0:14	4:11	0	4		
No Skill	0	0	0%	0	0%	0:00	0%	0:00	0:00	0:00	0:00	0	0		
AWS	16	16	100%	0	0%	0:05	100%	3:52	0:11	0:14	4:17	0	4		
BSS	3	3	100%	0	0%	0:14	100%	3:38	0:00	0:11	3:49	0	0		
ESB	1	1	100%	0	0%	0:04	100%	3:21	0:00	0:15	3:36	0	0		

INBOUND

INBOUND SERVICE LEVELS

	OFF	-- ANS --		-- ABD --		ASA	%ANS SVC LVL	AVG TALK	AVG HOLD	AVG ACW	AVG HAND	Flow Out	# HOLD	Service levels are unavailable due to multiple workgroups, media types, or service level configurations.
		#	%	#	%									
Email	45	45	100%	0	0%	0:43	100%	1:35	0:00	0:14	1:49	0	3	
Ireland	45	45	100%	0	0%	0:43	100%	1:35	0:00	0:14	1:49	0	3	
No Skill	0	0	0%	0	0%	0:00	0%	0:00	0:00	0:00	0:00	0	0	
PC	35	35	100%	0	0%	0:55	100%	0:29	0:00	0:15	0:44	0	2	
Te	10	10	100%	0	0%	0:00	100%	5:24	0:01	0:09	5:34	0	1	