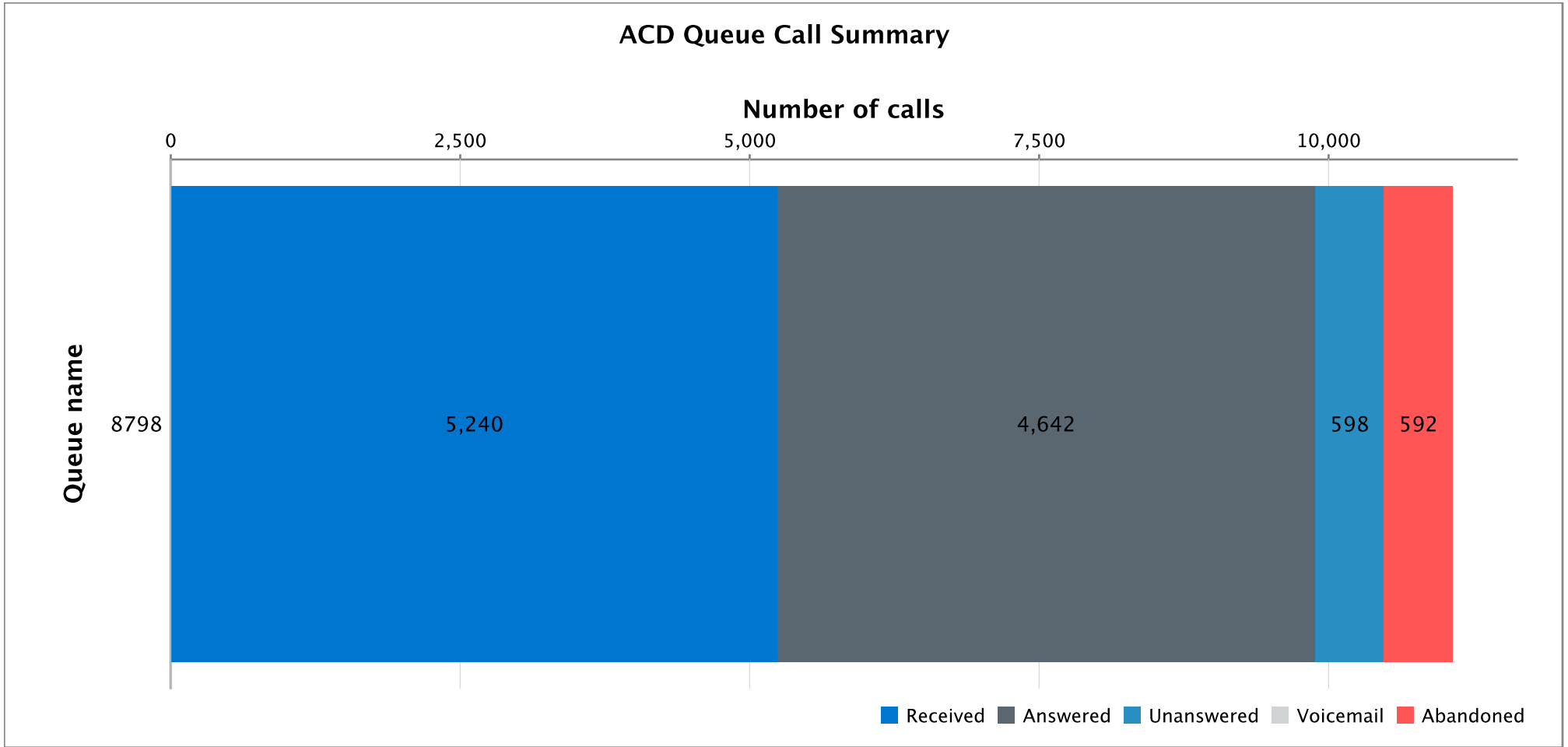


Start Date:Wed 01 Aug 2018 00:00

End Date:Fri 31 Aug 2018 00:00

ACD Extensions:8798



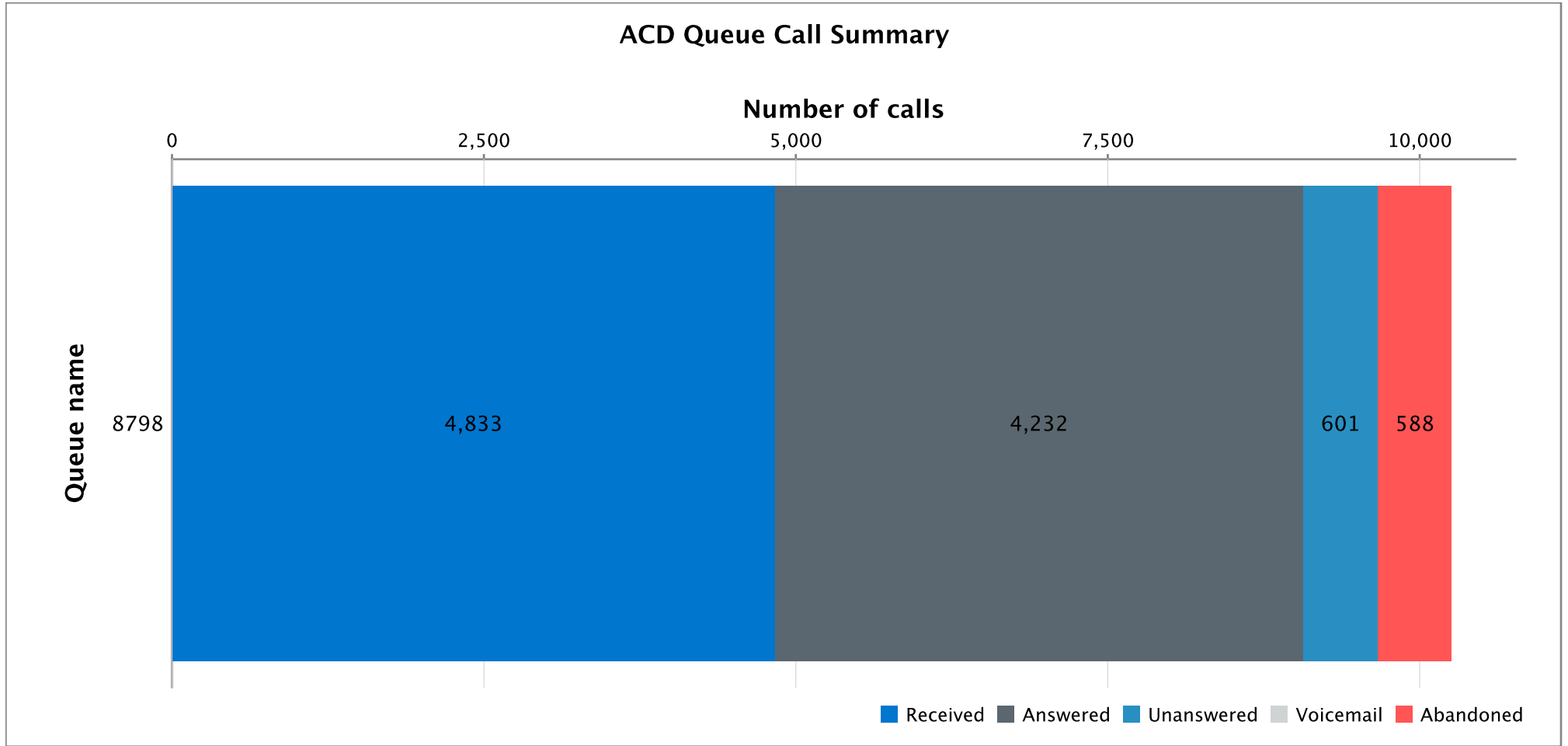
ACD Queue Stats

Queue		Received			Answered			Unanswered			Voicemail		Abandoned			
Ext	Name	Calls	Wait Time		Calls	Wait Time		Calls	Wait Time		Calls	Wait Time		Calls	Wait Time	
			Avg	Max		Avg	Max		Avg	Max		Avg	Max		Avg	Max
8798	2. ACD B-Line	5240	1:43	30:00	4642	1:43	27:56	598	3:33	30:00	0	0:00	0:00	592	3:17	25:36
Totals		5240		30:00	4642		27:56	598		30:00	0		0:00	592		25:36

Start Date:Sat 01 Sep 2018 00:00

End Date:Sun 30 Sep 2018 00:00

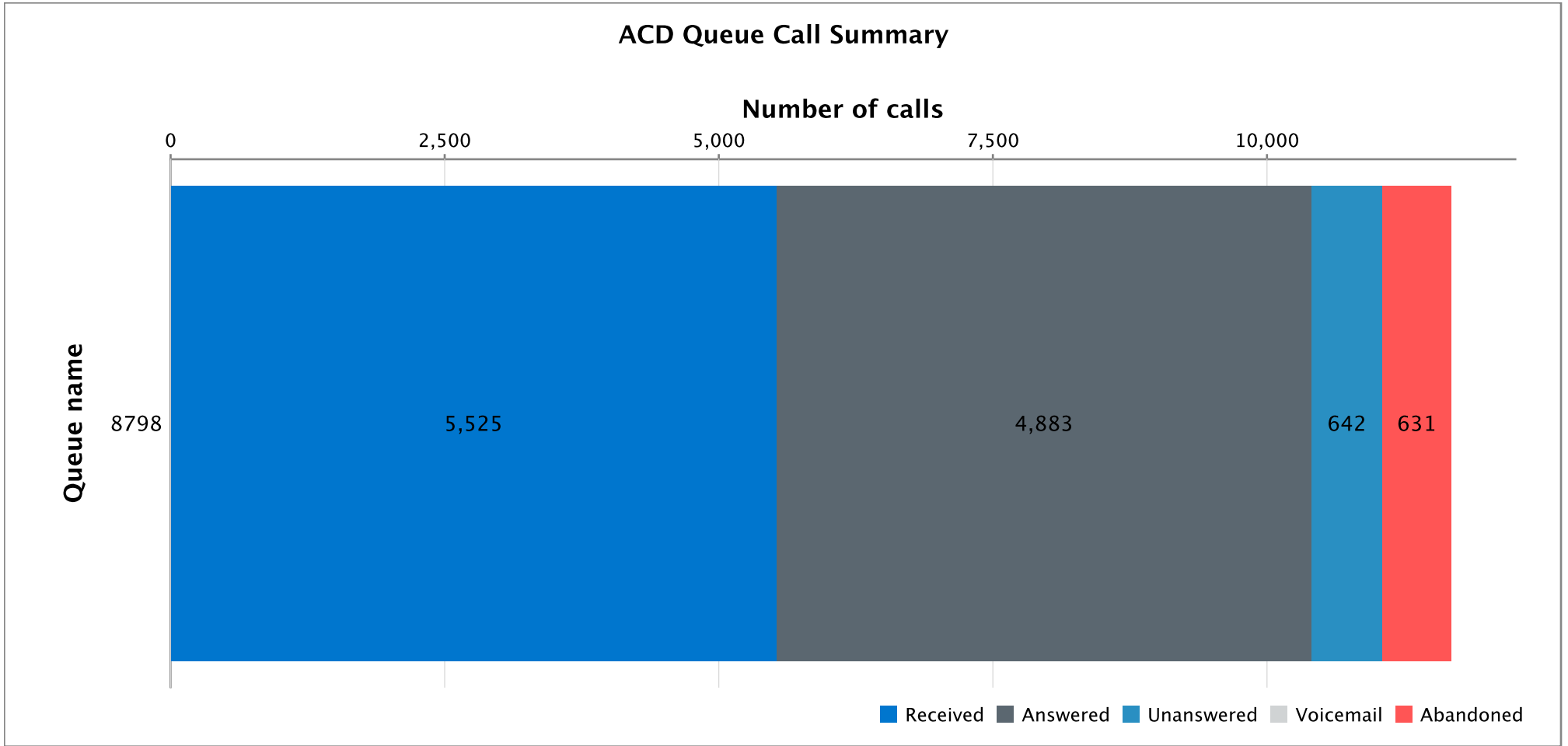
ACD Extensions:8798



ACD Queue Stats

Queue		Received			Answered			Unanswered			Voicemail			Abandoned		
Ext	Name	Calls	Wait Time		Calls	Wait Time		Calls	Wait Time		Calls	Wait Time		Calls	Wait Time	
			Avg	Max		Avg	Max		Avg	Max		Avg	Max		Avg	Max
8798	2. ACD B-Line	4833	2:00	30:02	4232	2:00	29:58	601	4:19	30:02	0	0:00	0:00	588	3:45	29:27
Totals		4833		30:02	4232		29:58	601		30:02	0		0:00	588		29:27

ACD Extensions: 8798



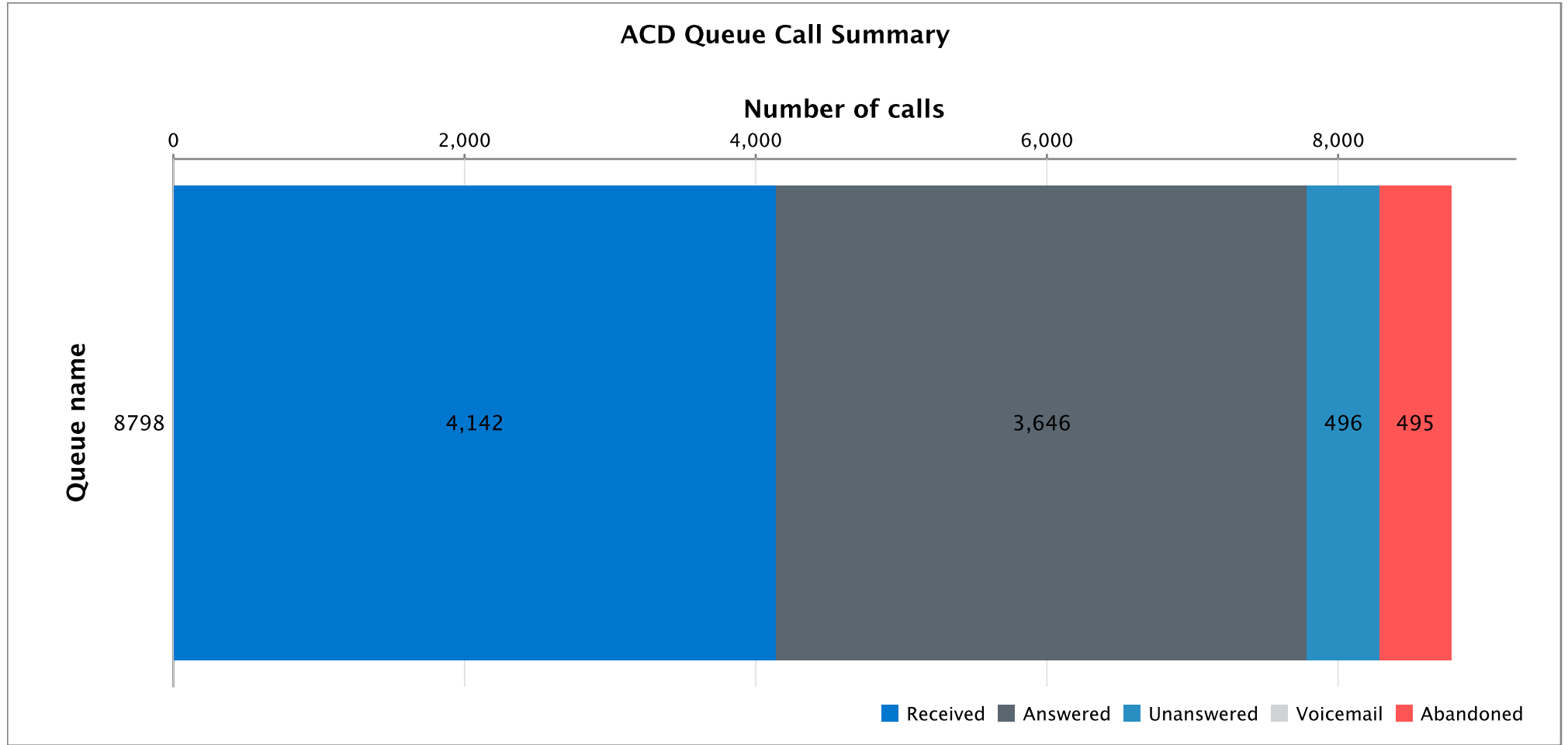
ACD Queue Stats

Queue		Received			Answered			Unanswered			Voicemail			Abandoned		
Ext	Name	Calls	Wait Time		Calls	Wait Time		Calls	Wait Time		Calls	Wait Time		Calls	Wait Time	
			Avg	Max		Avg	Max		Avg	Max		Avg	Max		Avg	Max
8798	2. ACD B-Line	5525	1:49	30:00	4883	1:49	28:43	642	4:08	30:00	0	0:00	0:00	631	3:41	28:40
Totals		5525		30:00	4883		28:43	642		30:00	0		0:00	631		28:40

Start Date:Thu 01 Nov 2018 00:00

End Date:Thu 29 Nov 2018 23:00

ACD Extensions:8798



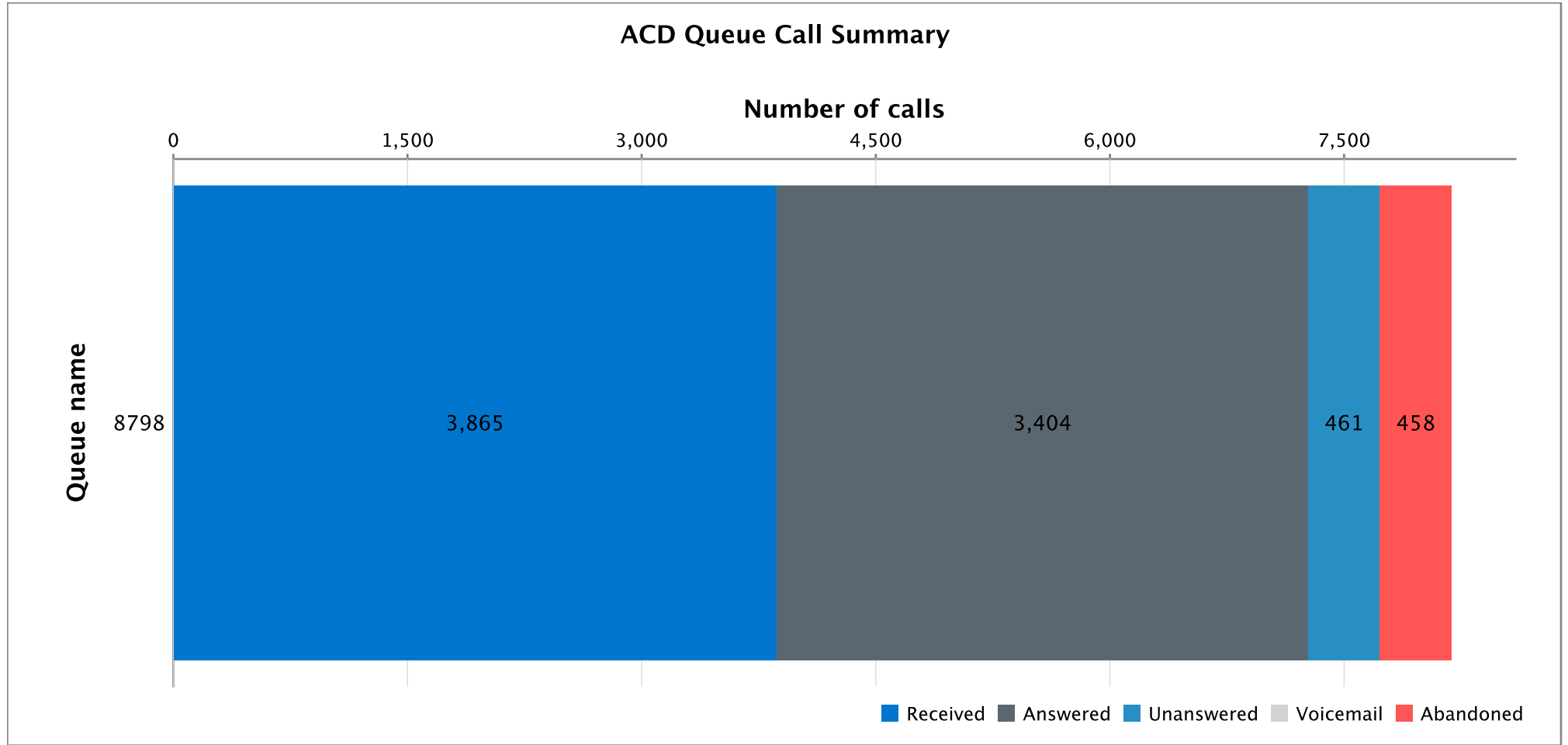
ACD Queue Stats

Queue		Received			Answered			Unanswered			Voicemail			Abandoned		
Ext	Name	Calls	Wait Time		Calls	Wait Time		Calls	Wait Time		Calls	Wait Time		Calls	Wait Time	
			Avg	Max		Avg	Max		Avg	Max		Avg	Max		Avg	Max
8798	2. ACD B-Line	4142	1:36	30:01	3646	1:36	21:49	496	3:21	30:01	0	0:00	0:00	495	3:17	25:08
Totals		4142		30:01	3646		21:49	496		30:01	0		0:00	495		25:08

Start Date: Fri 30 Nov 2018 23:00

End Date: Sun 30 Dec 2018 23:00

ACD Extensions: 8798



ACD Queue Stats

Queue		Received			Answered			Unanswered			Voicemail		Abandoned			
Ext	Name	Calls	Wait Time		Calls	Wait Time		Calls	Wait Time		Calls	Wait Time		Calls	Wait Time	
			Avg	Max		Avg	Max		Avg	Max		Avg	Max		Avg	Max
8798	2. ACD B-Line	3865	1:39	30:01	3404	1:39	28:41	461	3:23	30:01	0	0:00	0:00	458	3:12	25:43
Totals		3865		30:01	3404		28:41	461		30:01	0		0:00	458		25:43