

Self-Service Statistics Report

Application Name	Day	Entered in Self-Service	Contained in Self-Service	Entered in Assisted Service	Abandoned in Queue	Routed to DN	Routed to Agent
Another Check	2017-09-13	0	0	214	0	0	0
	2017-09-14	0	0	19	0	0	0
	Total	0	0	233	0	0	0
Chat Health Test	2017-09-12	0	0	30	0	0	1
	2017-09-15	0	0	6	0	0	4
	Total	0	0	36	0	0	5
Cyara_BH_Result_true	2017-09-12	1	0	1	0	0	0
	Total	1	0	1	0	0	0
Cyara_CustomService	2017-09-12	2	2	0	0	0	0
	Total	2	2	0	0	0	0
Cyara_HTTPRest_509Errorcode	2017-09-12	2	0	2	1	0	0
	Total	2	0	2	1	0	0
Cyara_HTTPRest_JSONPayload	2017-09-12	2	2	0	0	0	0
	Total	2	2	0	0	0	0
Cyara_HTTPRest_KVPair	2017-09-12	2	2	0	0	0	0
	Total	2	2	0	0	0	0
Cyara_HTTPRest_Multipleresponseheaders_ASPhase	2017-09-12	1	0	1	0	0	0
	Total	1	0	1	0	0	0
Cyara_HTTPRest_Multipleresponseheaders_SSPhase	2017-09-12	1	1	0	0	0	0
	Total	1	1	0	0	0	0
Cyara_HTTPRest_OutputParams_GET	2017-09-12	1	1	0	0	0	0
	Total	1	1	0	0	0	0
Cyara_HTTPRest_OutputParams_POST	2017-09-12	1	1	0	0	0	0
	Total	1	1	0	0	0	0
Cyara_HTTPREST_PUT	2017-09-12	1	1	0	0	0	0
	Total	1	1	0	0	0	0
Cyara_HTTPRest_PUT_FetchAudio_SSPhase	2017-09-12	2	0	2	0	0	0
	Total	2	0	2	0	0	0
Cyara_HTTPRest_Variables_Authentication	2017-09-12	1	1	0	0	0	0
	Total	1	1	0	0	0	0
Cyara_intelligent_prompt_DES_4529	2017-09-12	2	0	2	0	0	0
	Total	2	0	2	0	0	0
Cyara_LongMessage	2017-09-12	3	0	3	0	0	0
	Total	3	0	3	0	0	0
Cyara_Route_call_main	2017-09-12	23	0	23	0	23	0
	2017-09-13	18	0	18	0	18	0
	Total	41	0	41	0	41	0
DES-4836	2017-09-11	32	0	32	26	0	6
	2017-09-12	12	0	12	6	0	6
	Total	44	0	44	32	0	12
GIM_SURVEY_APP_QUESTIONS	2017-09-14	1	0	1	0	0	0
	Total	1	0	1	0	0	0
GimReporting	2017-09-14	11	5	6	4	0	0
	Total	11	5	6	4	0	0
Hello World2	2017-09-11	0	0	37	1	0	0
	2017-09-13	0	0	8	0	0	0
	2017-09-14	0	0	3	0	0	0
	Total	0	0	48	1	0	0
Inbound IVR	2017-09-11	2	0	2	0	0	0
	2017-09-14	2	0	2	0	0	0
	Total	4	0	4	0	0	0
NO_VALUE	2017-09-11	30	20	10	0	0	0
	2017-09-13	27	18	9	0	0	0

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NO_VALUE	2017-09-18	9	6	3	0	0	0
	Total	66	44	22	0	0	0
pizza	2017-09-14	10	2	8	3	1	4
	2017-09-15	55	26	29	22	0	6
	Total	65	28	37	25	1	10
QAART_DES 3306	2017-09-11	3	0	3	0	0	3
	Total	3	0	3	0	0	3
QAART_activity	2017-09-11	30	20	10	0	0	0
	2017-09-13	27	18	9	0	0	0
	2017-09-18	9	6	3	0	0	0
	Total	66	44	22	0	0	0
QAART_CALLBACK_1	2017-09-11	23	0	23	2	0	9
	2017-09-12	23	0	23	1	0	10
	2017-09-13	28	0	28	3	0	2
	2017-09-14	39	0	39	13	0	0
	2017-09-15	42	0	42	2	0	1
	Total	155	0	155	21	0	22
QAART_calldata	2017-09-11	55	10	45	0	0	0
	2017-09-13	34	7	27	0	0	0
	2017-09-18	11	2	9	0	0	0
	Total	100	19	81	0	0	0
QAART_DES-3781	2017-09-11	4	0	4	0	0	0
	Total	4	0	4	0	0	0
QAART_RouteAgent_Result	2017-09-11	1	0	1	0	0	1
	Total	1	0	1	0	0	1
QAART_Routecall_Agent_Group_busy_treatment_audio	2017-09-11	5	0	5	2	0	2
	Total	5	0	5	2	0	2
QAART_Routecall_Agent_routing_busy_treatment_audio	2017-09-11	3	0	3	2	0	0
	Total	3	0	3	2	0	0
QAART_Routecall_Direct_Number_routing_busy_treatment_shared_module	2017-09-11	5	0	5	0	2	0
	Total	5	0	5	0	2	0
QAART_Routecall_skill_based_busy_treatment_audio	2017-09-11	7	0	7	6	0	1
	Total	7	0	7	6	0	1
QAART_RouteCall_SkillRelaxation	2017-09-11	72	0	73	50	0	8
	2017-09-12	15	0	16	4	0	12
	Total	87	0	89	54	0	20
QAART_segment	2017-09-11	16	6	10	0	0	0
	2017-09-13	12	6	6	0	0	0
	2017-09-18	4	2	2	0	0	0
	Total	32	14	18	0	0	0
QAART_Statistic_Agentavailable	2017-09-11	4	0	4	0	0	0
	Total	4	0	4	0	0	0
QAART_Statistic_Agentloading	2017-09-11	2	0	2	0	0	0
	Total	2	0	2	0	0	0
QAART_Statistic_Agentloading_Realtime	2017-09-11	1	0	1	0	0	1
	Total	1	0	1	0	0	1
QAART_Statistic_Agentloading_Sharedmodule	2017-09-11	2	0	2	0	0	1
	Total	2	0	2	0	0	1
QAART_Statistic_AgentOccupancy	2017-09-11	5	0	5	0	0	0
	Total	5	0	5	0	0	0
QAART_Statistic_AgentOccupancy_Realtime	2017-09-11	5	0	5	2	0	0
	Total	5	0	5	2	0	0
QAART_Statistic_AgentOccupancy_Sharedmodule	2017-09-11	3	0	3	0	0	1

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QAART_Statistic_AgentOccupancy_Sharedmodule	Total	3	0	3	0	0	1
QAART_Statistic_Agents_CallsAnswered_SharedModule	2017-09-11	1	0	1	0	0	1
	Total	1	0	1	0	0	1
QAART_Statistic_Agents_Timeinreadystate	2017-09-11	3	0	3	1	0	0
	Total	3	0	3	1	0	0
QAART_Statistic_Agentsavailable_Earlyexit	2017-09-11	6	0	6	5	0	0
	Total	6	0	6	5	0	0
QAART_Statistic_Agentsavailable_Realtime	2017-09-11	5	0	5	0	0	2
	Total	5	0	5	0	0	2
QAART_Statistic_Agentsavailable_Sharedmodule	2017-09-11	5	0	5	0	0	2
	Total	5	0	5	0	0	2
QAART_Statistic_Agentsbusy	2017-09-11	10	0	10	0	0	0
	Total	10	0	10	0	0	0
QAART_Statistic_Agentsbusy_Realtime	2017-09-11	4	0	4	0	0	1
	Total	4	0	4	0	0	1
QAART_Statistic_Agentsbusy_Sharedmodule	2017-09-11	3	0	3	0	0	1
	Total	3	0	3	0	0	1
QAART_Statistic_AgentsloggedinQueue	2017-09-11	2	0	2	0	0	0
	Total	2	0	2	0	0	0
QAART_Statistic_AgentState_Loggedout	2017-09-11	1	0	1	1	0	0
	Total	1	0	1	1	0	0
QAART_Statistic_AgentState_NotReady	2017-09-11	1	0	1	1	0	0
	Total	1	0	1	1	0	0
QAART_Statistic_AgentState_Ready	2017-09-11	1	0	1	1	0	0
	Total	1	0	1	1	0	0
QAART_Statistic_Agentstimeinreadystate_Wiltroutecall	2017-09-11	3	0	3	0	0	2
	Total	3	0	3	0	0	2
QAART_Statistic_Agentstotal_Realtime	2017-09-11	1	0	1	0	0	1
	Total	1	0	1	0	0	1
QAART_Statistic_Agentstotal_Sharedmodule	2017-09-11	3	0	3	0	0	1
	Total	3	0	3	0	0	1
QAART_Statistic_Agenttiimeinreadystate_SM2	2017-09-11	5	0	5	2	0	2
	Total	5	0	5	2	0	2
QAART_Statistic_Agenttotal	2017-09-11	9	0	9	0	0	0
	Total	9	0	9	0	0	0
QAART_Statistic_Agenttotal_Sharedmodule	2017-09-11	3	0	3	0	0	0
	Total	3	0	3	0	0	0
QAART_Statistic_Callcompleted_Sharedmodule	2017-09-11	4	0	4	3	0	1
	Total	4	0	4	3	0	1
QAART_Statistic_CallsAnswered	2017-09-11	5	0	5	0	0	0
	Total	5	0	5	0	0	0
QAART_Statistic_CallsAnswered_Realtime	2017-09-11	3	0	3	0	0	1
	Total	3	0	3	0	0	1
QAART_Statistic_CallsCompleted	2017-09-11	5	0	5	0	0	0
	Total	5	0	5	0	0	0
QAART_Statistic_Callscompleted_Realtime	2017-09-11	4	0	4	3	0	1
	Total	4	0	4	3	0	1
QAART_Statistic_Noagentsavialble	2017-09-11	3	0	3	0	0	0
	Total	3	0	3	0	0	0
QAART_Statistic_RouteAgent	2017-09-11	2	0	2	1	0	1
	Total	2	0	2	1	0	1
QAART_Statistic_Sharedmodule_Applicationgetback	2017-09-11	1	0	1	1	0	0

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QAART_Statistic_Sharedmodule_Applicationgetback	Total	1	0	1	1	0	0
QAART_Statistic_Tiimeinreadystate_Sharedmodule	2017-09-11	4	0	4	1	0	2
	Total	4	0	4	1	0	2
QAART_Transaction_List	2017-09-11	6	0	6	5	0	0
	Total	6	0	6	5	0	0
sample1	2017-09-14	22	21	1	1	0	0
	2017-09-15	27	21	6	5	0	1
	Total	49	42	7	6	0	1
simple	2017-09-11	2	0	2	2	0	0
	2017-09-14	1	1	0	0	0	0
	Total	3	1	2	2	0	0
Survey_IVR_Accepted	2017-09-14	5	0	5	0	0	0
	Total	5	0	5	0	0	0
Survey_post_call_app_1	2017-09-14	3	0	3	0	0	3
	Total	3	0	3	0	0	3
Survey_post_call_app_2	2017-09-14	1	0	1	0	0	0
	Total	1	0	1	0	0	0
survey_test	2017-09-14	1	0	1	0	0	1
	Total	1	0	1	0	0	1
TEST_CALLBACK	2017-09-12	10	0	10	10	0	0
	Total	10	0	10	10	0	0
Test_RL_Chat	2017-09-11	0	0	9	2	0	0
	2017-09-12	0	0	17	3	0	0
	2017-09-13	0	0	4	1	0	0
	2017-09-14	0	0	3	0	0	0
	2017-09-15	0	0	9	0	0	0
	Total	0	0	42	6	0	0
testApplication	2017-09-11	43	0	43	23	0	7
	Total	43	0	43	23	0	7
typeahead_ver35_AS	2017-09-11	8	0	8	7	0	0
	2017-09-12	1	0	1	0	0	0
	2017-09-13	8	0	8	5	0	0
	2017-09-14	9	0	9	2	0	0
	2017-09-15	1	0	1	1	0	0
	Total	27	0	27	15	0	0
typeahead_ver35_busCtrl	2017-09-12	1	1	0	0	0	0
	Total	1	1	0	0	0	0
ystempLCA	2017-09-11	19	0	19	0	0	19
	Total	19	0	19	0	0	19
ystempSkill	2017-09-11	4	0	4	1	0	3
	Total	4	0	4	1	0	3
Total		1,013	209	1,165	238	44	132