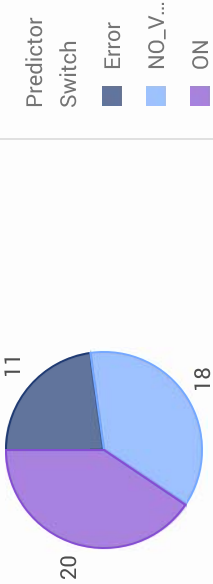
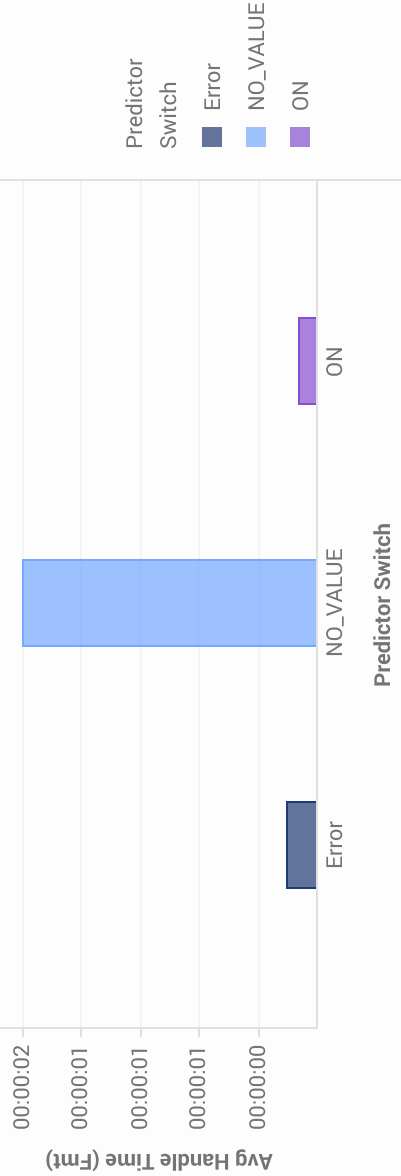


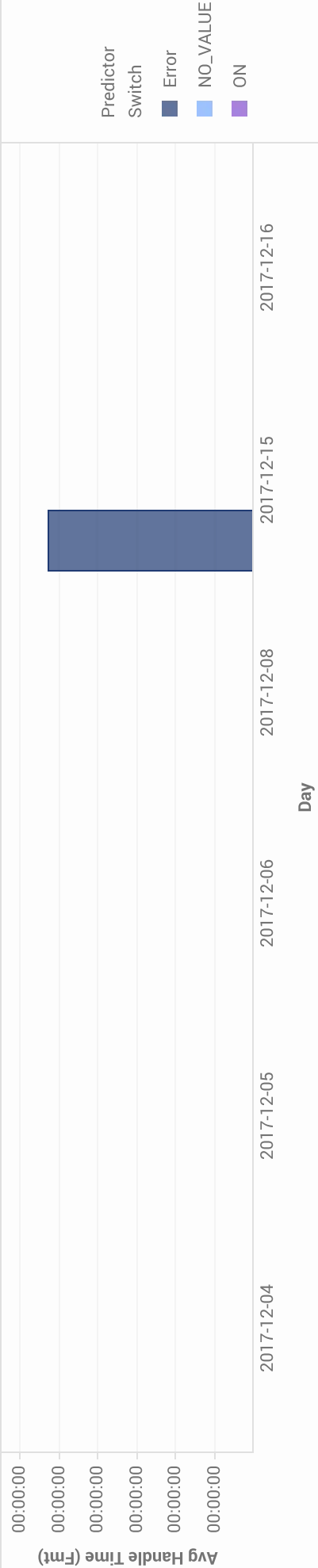
Interaction Volume



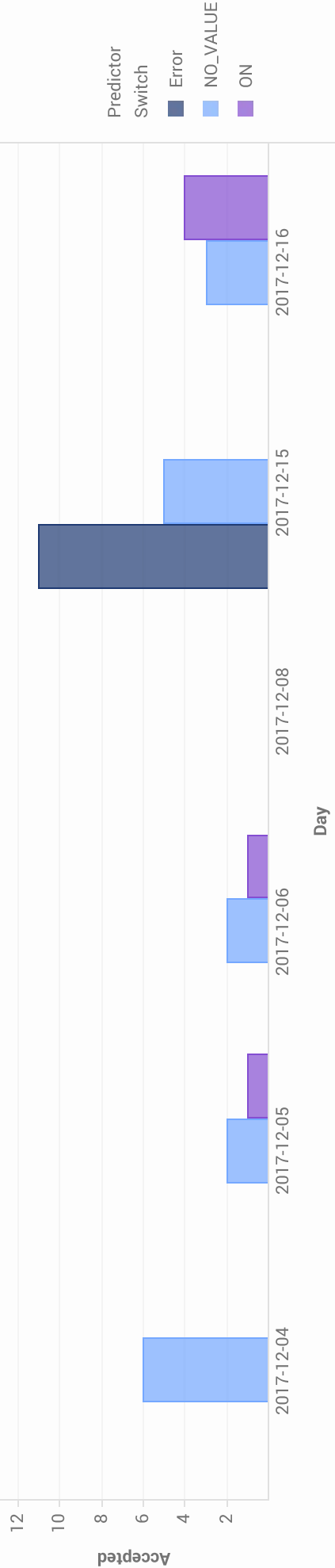
AHT by Predictive Switch

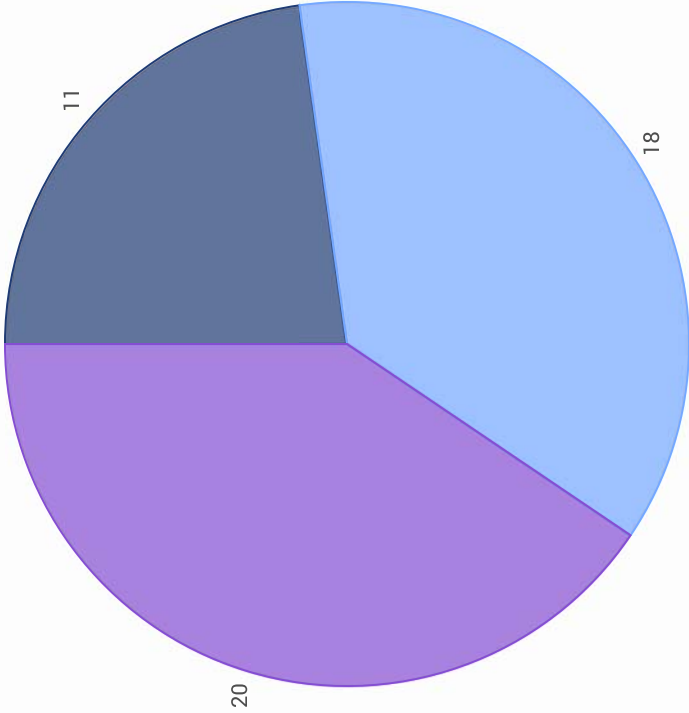


AHT by Day

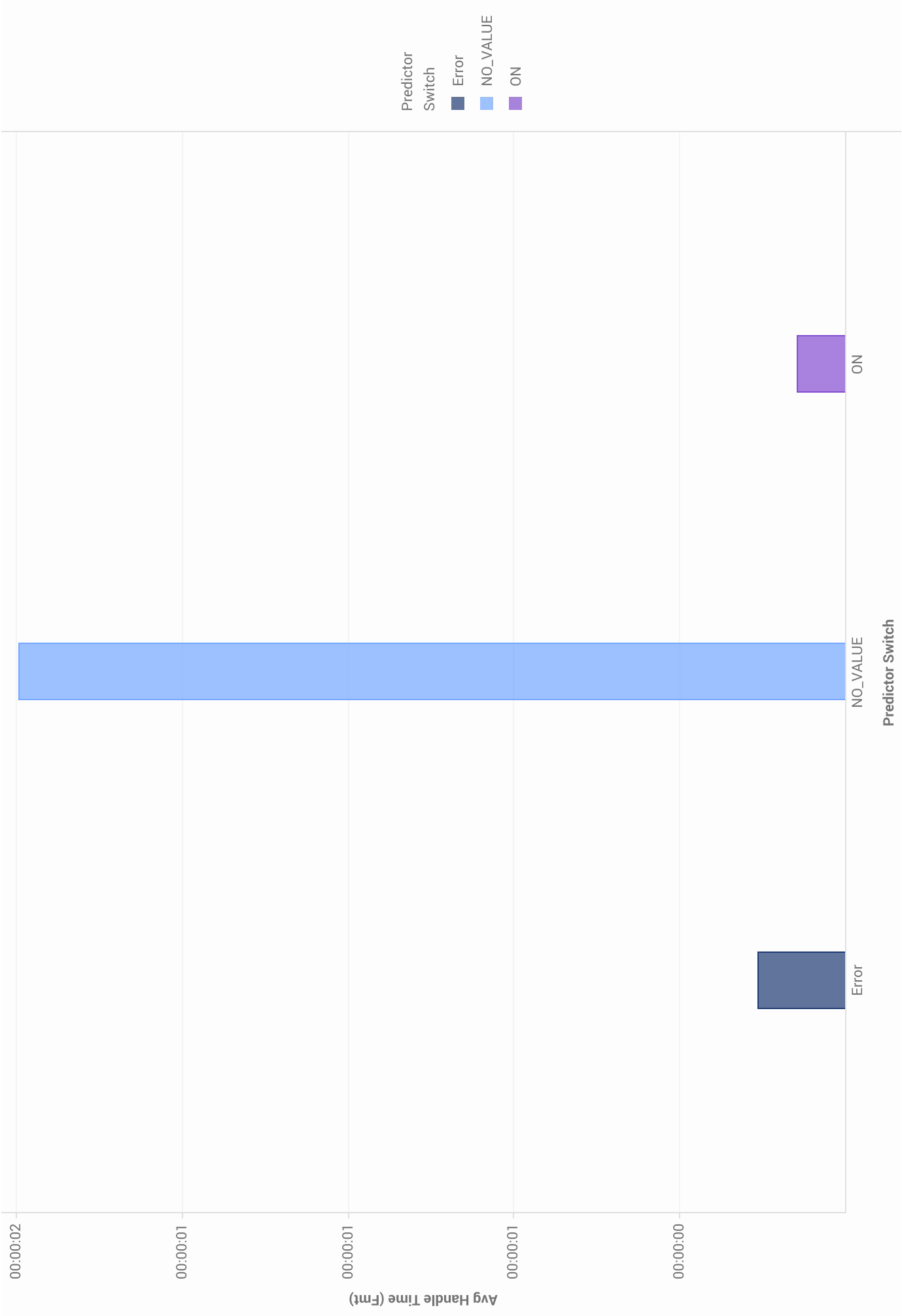


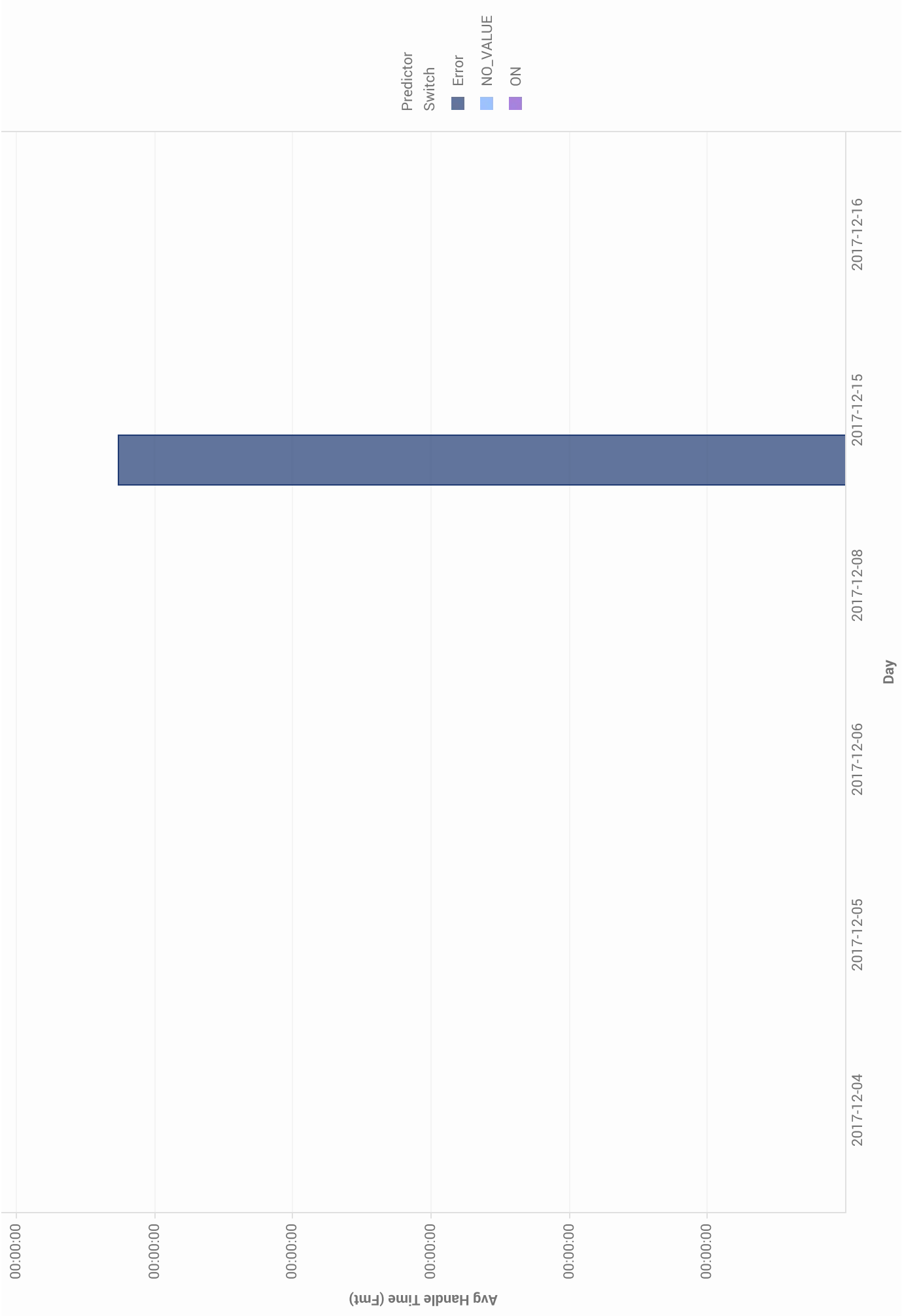
Accepted by Day

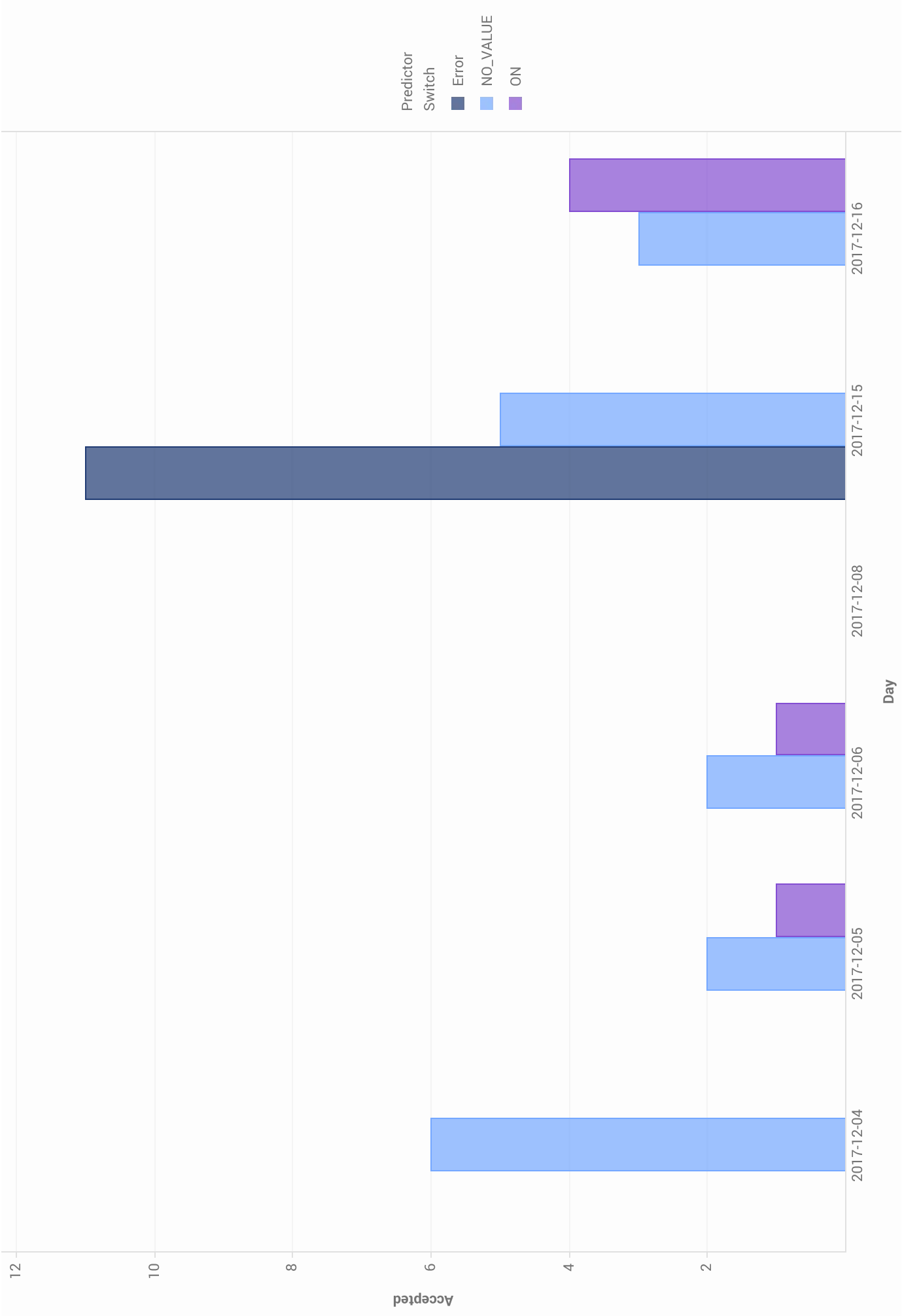




Predictor
Switch
Error
NO_VALUE
ON







% Occupancy

0.25%

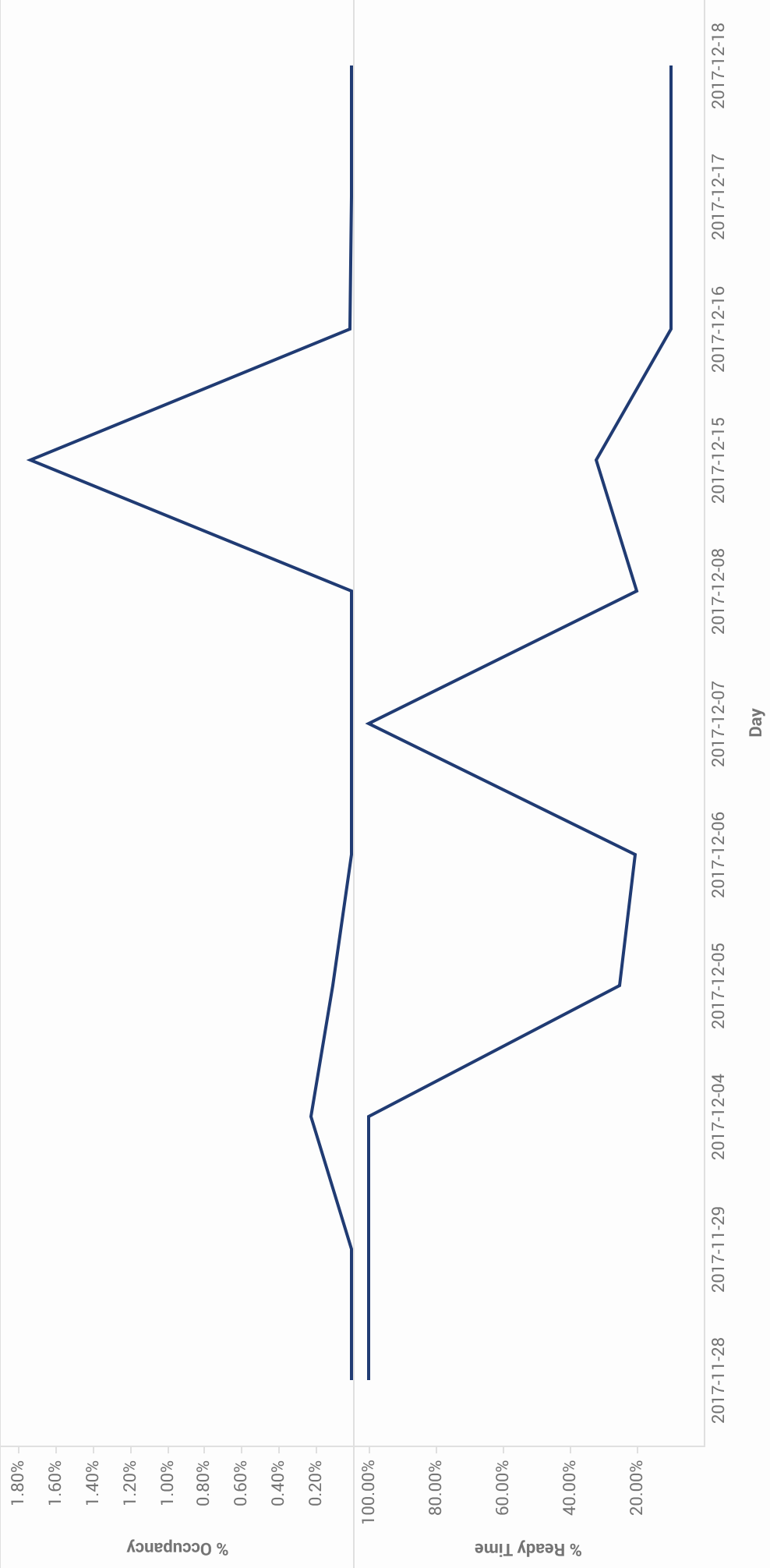
% Ready Time

21.16%

% Busy Time

0.05%

Agent Occupancy by Day (Predictive Mode = ON)



% Occupancy

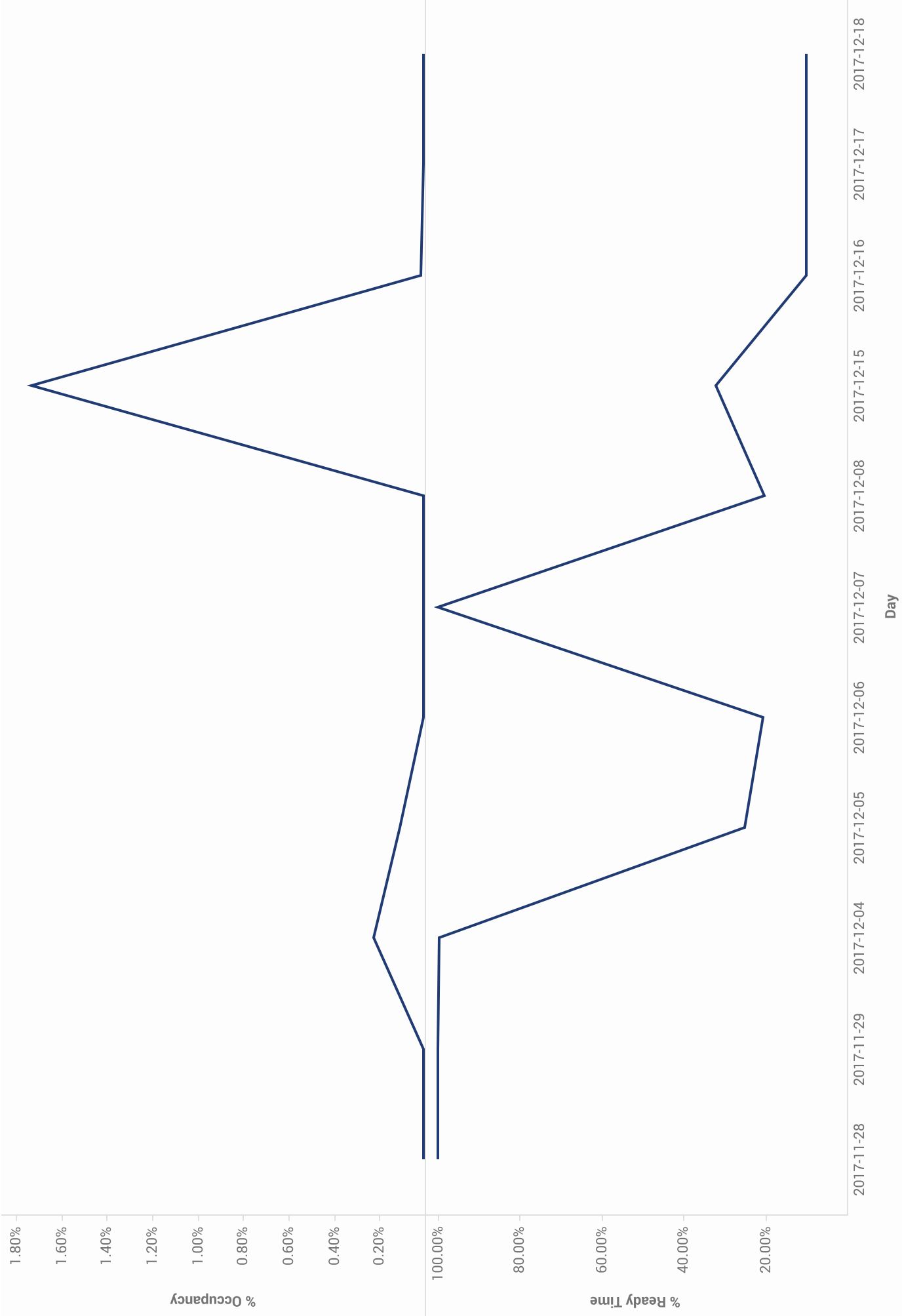
0.25%

% Ready Time

21.16%

% Busy Time

0.05%



Avg Agent Score

3

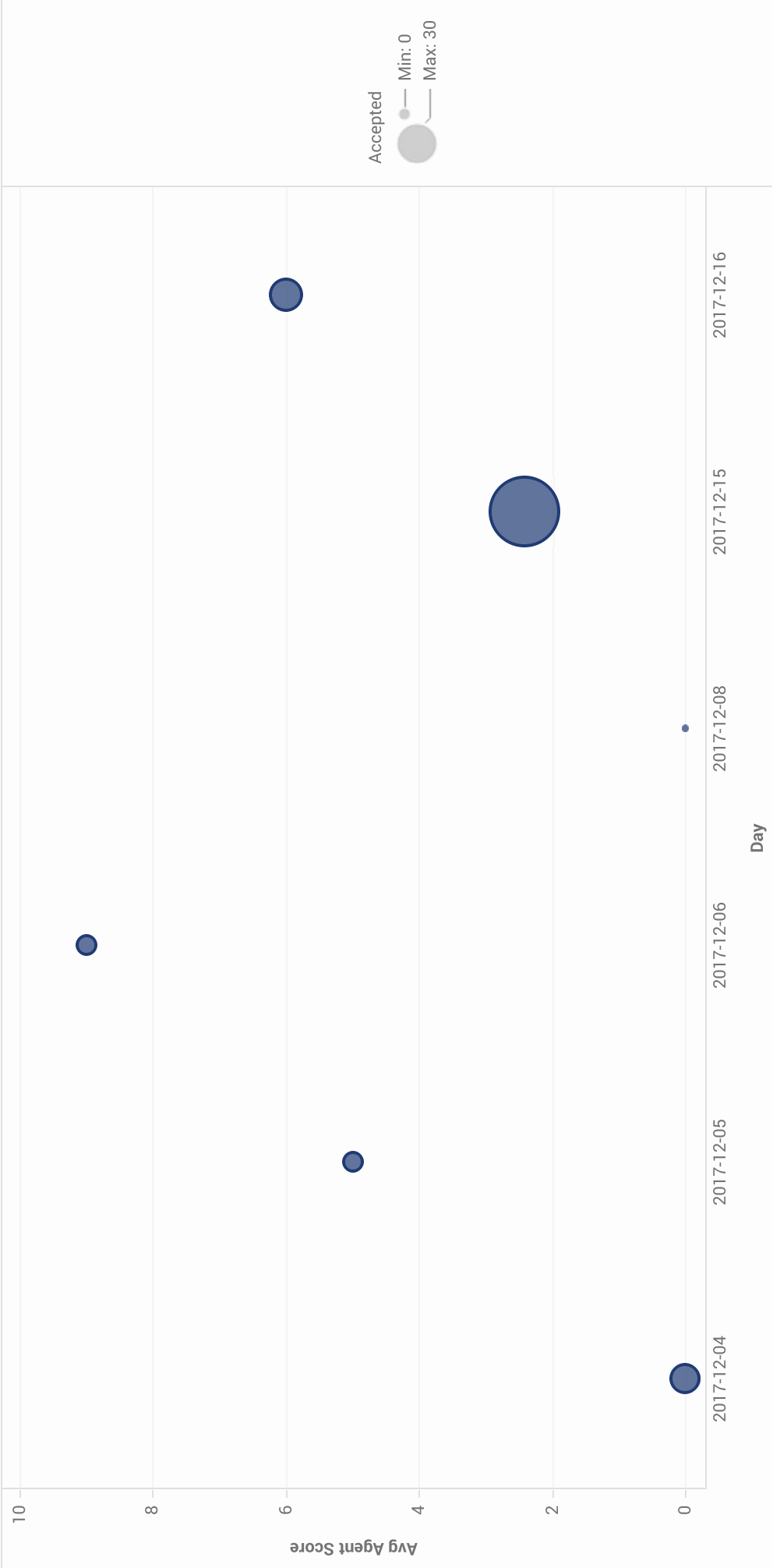
Turnaround Time

00:05:39

% Error

39.39%

Calls Distribution by Agent Score over Days



Avg Agent Score

3

Turnaround Time

00:05:39

% Error
39.39%

