

Business Metrics Executive Report

Tenant	Media Type	Business Result	Customer Segment	Service Type	Day	% First Response Time Service Level	Entered with Objective
Environment	Chat	DEFAULT_BUSINESS_RESULT	Chat_CS	Chat_ST	2016-05-25	80.00%	5
					2016-05-26	0.00%	1
					2016-05-27	0.00%	2
					2016-06-01	50.00%	2
					2016-06-02	0.00%	1
					2016-06-08	50.00%	2
					2016-06-13	0.00%	5
			default	default	2016-05-25	0.00%	1
					2016-05-27	0.00%	5
					2016-06-02	0.00%	1
					2016-06-08	0.00%	1
	Email	DEFAULT_BUSINESS_RESULT	default	default	2016-06-01	100.00%	1
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	2016-06-13	0.00%	2
			Email_CS	Email_ST	2016-05-25	25.00%	4
					2016-05-26	0.00%	3
					2016-06-01	100.00%	1
					2016-06-02	0.00%	1
					2016-06-07	0.00%	3
	Voice	DEFAULT_BUSINESS_RESULT	default	default	2016-05-25	93.94%	99
					2016-05-26	97.22%	36
					2016-05-27	95.00%	60
					2016-05-30	96.97%	33
					2016-05-31	93.33%	30
					2016-06-01	100.00%	4
					2016-06-02	100.00%	3
					2016-06-03	100.00%	1
					2016-06-06	50.00%	2
					2016-06-10	92.00%	25

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Tenant	Media Type	Business Result	Customer Segment	Service Type	Day	% First Response Time Service Level	Entered with Objective
Environment	Voice	DEFAULT_BUSINESS_RESULT	default	default	2016-06-13	94.44%	18
					2016-06-14	94.44%	36
					2016-06-16	88.68%	53
					2016-06-17	89.83%	59
					2016-06-20	91.67%	24
					2016-07-06	33.33%	3
					2016-07-20	100.00%	2
					2016-07-21	71.43%	7
					2016-07-27	0.00%	6
					2016-07-28	100.00%	4
					2016-08-01	0.00%	3
					2016-08-02	60.00%	5
					2016-08-03	50.00%	8
					2016-08-04	16.67%	6
					2016-08-05	85.71%	7
					2016-08-08	40.00%	15
					2016-08-09	66.67%	6
					2016-08-10	69.57%	23
					2016-08-11	45.83%	24
					2016-08-12	70.00%	10
					2016-08-15	100.00%	4
					2016-08-16	50.00%	14
					2016-08-17	68.75%	16
					2016-08-18	52.94%	17
					2016-08-19	4.29%	70
					2016-08-22	23.08%	13
					2016-08-23	13.04%	23
					2016-08-24	0.00%	2

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Tenant	Media Type	Business Result	Customer Segment	Service Type	Day	% First Response Time Service Level	Entered with Objective
Environment	Voice	DEFAULT_BUSINESS_RESULT	default	default	2016-08-25	40.54%	37
					2016-08-26	0.00%	1
					2016-08-29	57.14%	7
					2016-08-30	26.32%	19
					2016-08-31	100.00%	25
					2016-09-01	40.00%	5
					2016-09-02	100.00%	15
					2016-09-06	84.00%	25
					2016-09-08	57.14%	7
					2016-09-09	33.33%	3
					2016-09-13	94.12%	17
					2016-09-14	77.78%	9
					2016-09-15	100.00%	7
					2016-09-16	100.00%	8
					2016-09-20	90.91%	11
					2016-09-22	100.00%	1
					2016-09-23	100.00%	16
					2016-09-26	100.00%	2
					2016-09-28	100.00%	2
					2016-09-29	100.00%	1
					2016-09-30	0.00%	4
					2016-10-03	100.00%	9
					2016-10-04	100.00%	3
					2016-10-05	68.75%	16
					2016-10-06	100.00%	11
					2016-10-07	0.00%	1
					2016-10-13	87.50%	16
					2016-10-14	100.00%	6

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Tenant	Media Type	Business Result	Customer Segment	Service Type	Day	% First Response Time Service Level	Entered with Objective
Environment	Voice	DEFAULT_BUSINESS_RESULT	default	default	2016-10-18	45.83%	24
					2016-10-19	100.00%	2
					2016-10-20	37.50%	8
					2016-10-21	80.00%	5
					2016-10-25	100.00%	2
					2016-10-26	23.08%	13
					2016-10-27	53.85%	13
					2016-10-31	66.67%	9
					2016-11-07	100.00%	1
					2016-11-08	0.00%	4
					2016-11-09	80.00%	10
					2016-11-10	50.00%	2
					2016-11-11	0.00%	4
					2016-11-14	100.00%	8
					2016-11-15	0.00%	1
					2016-11-16	100.00%	2
					2016-11-17	0.00%	1
					2016-11-18	80.00%	5
					2016-11-22	100.00%	1
					2016-11-24	100.00%	8
					2016-11-25	100.00%	13
					2016-11-28	100.00%	17
					2016-11-29	100.00%	2
					2016-11-30	75.00%	4
					2016-12-01	100.00%	8
					2016-12-05	100.00%	16
					2016-12-06	0.00%	1
					2016-12-07	100.00%	1

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Tenant	Media Type	Business Result	Customer Segment	Service Type	Day	% First Response Time Service Level	Entered with Objective
Environment	Voice	DEFAULT_BUSINESS_RESULT	default	default	2016-12-08	100.00%	11
					2016-12-12	100.00%	14
					2016-12-21	61.54%	13
					2016-12-22	94.12%	17
					2016-12-23	0.00%	2
					2016-12-26	100.00%	23
					2016-12-27	50.00%	4
					2016-12-28	96.00%	25
					2017-01-03	78.57%	14
					2017-01-04	57.14%	7
					2017-01-05	62.50%	8
					2017-01-06	0.00%	2
					2017-01-09	40.00%	15
					2017-01-10	93.75%	32
					2017-01-11	100.00%	19
					2017-01-18	0.00%	1
					2017-01-27	100.00%	2
					2017-02-07	100.00%	1
					2017-02-09	90.91%	11
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	2016-05-20	60.00%	5
					2016-05-25	20.00%	15
					2016-05-26	100.00%	13
					2016-05-27	77.78%	9
					2016-05-30	100.00%	2
					2016-05-31	9.09%	11
					2016-06-01	33.33%	3
					2016-06-02	100.00%	3
					2016-06-06	14.29%	7

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Tenant	Media Type	Business Result	Customer Segment	Service Type	Day	% First Response Time Service Level	Entered with Objective
Environment	Voice	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	2016-06-08	100.00%	1
					2016-06-10	25.00%	4
					2016-06-16	9.09%	33
					2016-06-17	0.00%	1
					2016-07-05	0.00%	3
					2016-07-06	33.33%	3
					2016-07-07	40.00%	5
					2016-07-13	40.00%	5
					2016-07-14	50.00%	6
					2016-07-15	11.76%	17
					2016-07-18	27.63%	76
					2016-07-19	15.38%	91
					2016-07-20	5.13%	39
					2016-07-21	6.45%	62
					2016-07-22	6.67%	15
					2016-07-25	100.00%	9
					2016-07-26	0.00%	4
					2016-07-27	0.00%	4
					2016-07-28	20.00%	5
					2016-07-29	10.00%	60
					2016-08-01	7.69%	26
					2016-08-02	9.28%	97
					2016-08-03	14.38%	160
					2016-08-04	9.09%	77
					2016-08-05	22.47%	89
					2016-08-08	15.85%	82
					2016-08-09	30.58%	121
					2016-08-10	34.39%	189

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Tenant	Media Type	Business Result	Customer Segment	Service Type	Day	% First Response Time Service Level	Entered with Objective
Environment	Voice	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	2016-08-11	21.40%	285
					2016-08-12	20.31%	325
					2016-08-13	56.25%	16
					2016-08-15	8.21%	268
					2016-08-16	4.98%	241
					2016-08-17	11.36%	220
					2016-08-18	16.62%	397
					2016-08-19	11.17%	206
					2016-08-22	13.74%	131
					2016-08-23	19.82%	328
					2016-08-24	18.42%	152
					2016-08-25	11.00%	300
					2016-08-26	21.43%	56
					2016-08-27	0.00%	3
					2016-08-29	13.53%	133
					2016-08-30	9.41%	170
					2016-08-31	5.26%	19
					2016-09-01	12.50%	56
					2016-09-02	43.48%	46
					2016-09-06	54.12%	85
					2016-09-07	58.33%	24
					2016-09-08	23.19%	138
					2016-09-09	34.62%	156
					2016-09-12	32.17%	115
					2016-09-13	27.14%	199
					2016-09-14	30.88%	68
					2016-09-15	50.00%	12
					2016-09-16	27.50%	80

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Tenant	Media Type	Business Result	Customer Segment	Service Type	Day	% First Response Time Service Level	Entered with Objective
Environment	Voice	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	2016-09-17	100.00%	1
					2016-09-20	21.62%	74
					2016-09-22	20.00%	30
					2016-09-23	16.88%	154
					2016-09-26	61.11%	18
					2016-09-27	86.67%	15
					2016-09-28	17.43%	241
					2016-09-29	47.66%	107
					2016-09-30	22.22%	18
					2016-10-01	100.00%	1
					2016-10-03	17.50%	80
					2016-10-04	37.68%	69
					2016-10-05	15.74%	216
					2016-10-06	24.00%	175
					2016-10-07	33.96%	53
					2016-10-12	26.32%	76
					2016-10-13	22.73%	242
					2016-10-14	22.78%	158
					2016-10-17	10.42%	48
					2016-10-18	11.81%	237
					2016-10-19	20.00%	35
					2016-10-20	17.78%	45
					2016-10-21	24.80%	125
					2016-10-24	0.00%	15
					2016-10-25	42.35%	85
					2016-10-26	19.79%	96
					2016-10-27	27.27%	55
					2016-10-28	0.00%	5

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Tenant	Media Type	Business Result	Customer Segment	Service Type	Day	% First Response Time Service Level	Entered with Objective
Environment	Voice	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	2016-10-31	25.00%	4
					2016-11-01	0.00%	1
					2016-11-02	0.00%	4
					2016-11-03	0.00%	2
					2016-11-04	0.00%	4
					2016-11-07	6.35%	63
					2016-11-08	85.71%	7
					2016-11-09	6.61%	121
					2016-11-10	41.67%	12
					2016-11-11	12.70%	63
					2016-11-14	7.14%	14
					2016-11-15	18.33%	60
					2016-11-16	17.72%	79
					2016-11-17	21.28%	47
					2016-11-18	4.92%	61
					2016-11-21	28.30%	106
					2016-11-22	13.59%	103
					2016-11-23	15.91%	44
					2016-11-24	17.17%	99
					2016-11-25	6.58%	76
					2016-11-28	20.79%	279
					2016-11-29	27.52%	149
					2016-11-30	28.57%	112
					2016-12-01	41.82%	55
					2016-12-02	6.25%	16
					2016-12-05	21.12%	161
					2016-12-06	11.86%	59
					2016-12-07	52.63%	38

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Tenant	Media Type	Business Result	Customer Segment	Service Type	Day	% First Response Time Service Level	Entered with Objective
Environment	Voice	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	2016-12-08	26.32%	114
					2016-12-09	0.00%	3
					2016-12-12	23.23%	155
					2016-12-19	29.41%	51
					2016-12-20	0.00%	3
					2016-12-21	21.55%	116
					2016-12-22	26.04%	96
					2016-12-23	23.53%	34
					2016-12-26	24.53%	159
					2016-12-27	10.19%	108
					2016-12-28	25.87%	201
					2016-12-29	33.33%	9
					2017-01-02	0.00%	1
					2017-01-03	33.85%	130
					2017-01-04	20.59%	136
					2017-01-05	26.05%	119
					2017-01-06	0.00%	1
					2017-01-09	16.90%	71
					2017-01-10	29.27%	123
					2017-01-11	28.57%	147
					2017-01-12	33.33%	12
					2017-01-13	22.41%	58
					2017-01-16	0.00%	3
					2017-01-17	0.00%	1
					2017-01-18	100.00%	14
					2017-01-19	0.00%	3
					2017-01-20	66.67%	3
					2017-01-23	33.33%	3

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Tenant	Media Type	Business Result	Customer Segment	Service Type	Day	% First Response Time Service Level	Entered with Objective
Environment	Voice	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	2017-01-24	0.00%	8
					2017-01-25	12.50%	8
					2017-01-27	36.84%	19
					2017-01-31	0.00%	5
					2017-02-02	8.33%	12
					2017-02-06	11.11%	9
					2017-02-07	15.38%	52
					2017-02-08	20.00%	30
					2017-02-09	23.08%	26
					2017-02-10	23.40%	47
					2017-02-13	5.13%	39
					2017-02-14	8.57%	70
					2017-02-17	0.00%	2
			Outbound_CS	Outbound_ST	2016-05-25	100.00%	1
					2016-05-27	100.00%	1
					2016-06-01	0.00%	2
	webengagement	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	2016-06-01	0.00%	7
					2016-06-07	0.00%	2
					2016-06-08	0.00%	12
	Total					26.57%	13,622
Total						26.57%	13,622