

Predictive Routing Queue Statistics Report

Tenant	Media Type	Queue	Day	Predictor Switch	Predictor	Model	Offered	Accepted	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Agent Score	Avg Accept Time (Fmt)	% Abandoned Waiting	% Accept Service Level
Environment	Voice	VQ_For_PM	2017-12-04	OFF	NO_VALUE	NO_VALUE	6	6	00:00:05	00:00:05	0.00	00:00:06	0.00%	100.00%
			2017-12-05	OFF	NO_VALUE	NO_VALUE	2	2	00:00:02	00:00:02	0.00	00:00:12	0.00%	50.00%
				ON	TestPredictor	Composite	1	1	00:00:00	00:00:00	5.00	00:00:17	0.00%	0.00%
			2017-12-06	OFF	NO_VALUE	NO_VALUE	246	2	00:00:00	00:00:00	0.00	00:00:01	0.81%	0.81%
				ON	TestPredictor	Composite	1	1	00:00:01	00:00:01	9.00	00:00:01	0.00%	100.00%
			2017-12-08	OFF	NO_VALUE	NO_VALUE	536	0	00:00:00	00:00:00	0.00	00:00:00	0.19%	0.00%
			2017-12-15	Error	TestPredictor	UNKNOWN	13	11	00:00:00	00:00:00	0.00	00:00:09	0.00%	53.85%
				OFF	NO_VALUE	NO_VALUE	15	0	00:00:00	00:00:00	0.00	00:00:00	13.33%	0.00%
			2017-12-16	ON	TestPredictor	Composite	19	19	00:00:00	00:00:00	5.58	00:00:08	0.00%	100.00%
				OFF	NO_VALUE	NO_VALUE	15	0	00:00:00	00:00:00	0.00	00:00:00	26.67%	0.00%
				ON	TestPredictor	Composite	7	7	00:00:00	00:00:00	7.29	00:00:05	0.00%	100.00%
		Total					861	49	00:00:01	00:00:01	4.17	00:00:07	1.04%	4.99%
	Total						861	49	00:00:01	00:00:01	4.17	00:00:07	1.04%	4.99%
Total							861	49	00:00:01	00:00:01	4.17	00:00:07	1.04%	4.99%