

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_ASPPHASE	2017-09-12	1	0	1	0	0	0
	Total	1	0	1	0	0	0
CYARA_HTTPREST_MULTIPLERESPONSEHEADERS_SSPPHASE	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_SSPPHASE	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
DES5252	2017-08-30	3	0	3	0	0	0
	Total	3	0	3	0	0	0
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 WORLD	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	2017-08-30	1	0	1	0	0	0
	2017-09-11	2	0	2	0	0	0
	2017-09-14	2	0	2	0	0	0
	Total	5	0	5	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	2017-08-30	1	0	1	0	0	0
	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	156	0	156	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	2017-08-30	3	0	3	0	0	0
	2017-09-11	72	0	73	50	0	8
	2017-09-12	15	0	16	4	0	12
	Total	90	0	92	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
	Total	3	0	3	0	0	1

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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_AGENTS_AVAILABLE_EARLYEXIT	2017-09-11	6	0	6	5	0	0
	Total	6	0	6	5	0	0
QAART_STATISTIC_AGENTS_AVAILABLE_REALTIME	2017-09-11	5	0	5	0	0	2
	Total	5	0	5	0	0	2
QAART_STATISTIC_AGENTS_AVAILABLE_SHAREDMODULE	2017-09-11	5	0	5	0	0	2
	Total	5	0	5	0	0	2
QAART_STATISTIC_AGENTS_BUSY	2017-09-11	10	0	10	0	0	0
	Total	10	0	10	0	0	0
QAART_STATISTIC_AGENTS_BUSY_REALTIME	2017-09-11	4	0	4	0	0	1
	Total	4	0	4	0	0	1
QAART_STATISTIC_AGENTS_BUSY_SHAREDMODULE	2017-09-11	3	0	3	0	0	1
	Total	3	0	3	0	0	1
QAART_STATISTIC_AGENTS_LOGGEDINQUEUE	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_AGENTS_TIMEINREADYSTATE_WILTROUTECALL	2017-09-11	3	0	3	0	0	2
	Total	3	0	3	0	0	2
QAART_STATISTIC_AGENTS_TOTAL_REALTIME	2017-09-11	1	0	1	0	0	1
	Total	1	0	1	0	0	1
QAART_STATISTIC_AGENTS_TOTAL_SHAREDMODULE	2017-09-11	3	0	3	0	0	1
	Total	3	0	3	0	0	1
QAART_STATISTIC_AGENTTIMEINREADYSTATE_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_CALLS_COMPLETED_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_CALLS_COMPLETED	2017-09-11	5	0	5	0	0	0
	Total	5	0	5	0	0	0
QAART_STATISTIC_CALLS_COMPLETED_REALTIME	2017-09-11	4	0	4	3	0	1
	Total	4	0	4	3	0	1
QAART_STATISTIC_NOAGENTS_AVAILABLE	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
	Total	1	0	1	1	0	0
QAART_STATISTIC_TIMEINREADYSTATE_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

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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	2017-08-30	3	0	3	0	0	0
	2017-09-14	5	0	5	0	0	0
	Total	8	0	8	0	0	0
SURVEY_IVR_REJECTED	2017-08-30	1	0	1	0	0	0
	Total	1	0	1	0	0	0
SURVEY_NOT_OFFERED	2017-08-30	1	1	0	0	0	0
	Total	1	1	0	0	0	0
SURVEY_POST_CALL_APP_1	2017-08-30	14	0	14	2	0	11
	2017-08-31	3	0	3	1	0	2
	2017-09-14	3	0	3	0	0	3
	Total	20	0	20	3	0	16
SURVEY_POST_CALL_APP_2	2017-08-30	4	0	4	0	0	0
	2017-08-31	1	0	1	0	0	0
	2017-09-14	1	0	1	0	0	0
	Total	6	0	6	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		1,048	210	1,199	241	44	145