



Application Name

QAART_CALLBACK_1

QAART_calldata

QAART_RouteCall_SkillRelaxation

NO_VALUE

QAART_activity

pizza

sample1

DES-4836

testApplication

Cyara_Route_call_main

QAART_segment

typeahead_ver35_AS

ystempLCA

GimReporting

QAART_Statistic_Agentsbusy

TEST_CALLBACK

QAART_Statistic_Agenttotal

QAART_Routecall_skill_based_busy_treatment

QAART_Statistic_Agentsavailable_Earlyexit

QAART_Transaction_List

QAART_Routecall_Agent_Group_busy_treatment

Trend Line for Entered in SS Vs % Containment

Entered in Self-Service

500

400

300

200

100

0

2017-09-11

2017-09-12

2017-09-13

2017-09-14

2017-09-15

2017-09-18

Day

50%

40%

30%

20%

10%

0%

% Containment

Entered in Self-Serv...

Day	Entered in Self-Service	% Containment
2017-09-11	490	11.5%
2017-09-12	110	11.5%
2017-09-13	155	32.5%
2017-09-14	105	28.5%
2017-09-15	125	38.5%
2017-09-18	35	48.5%