

**Report: Queue Group Performance by Month**

**Site:** Piedmont Behavioral

**Device:** 300 - All Queues

**Date range:** 10/1/2011 - 12/31/2011 12:00 AM - 12:00 AM

**Created on:** 1/14/2012

**Created by:** KevinD

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Queue unavailable	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
<b>Oct 11</b>	4701	3721	84	36	944	297	90	0:00:06	0:00:07	0:00:09	321:24:30	0:05:10	2.6%	100.0	79.2%
<b>Nov 11</b>	5082	3906	51	53	1123	249	17	0:00:05	0:00:10	0:00:13	374:27:58	0:05:45	2.0%	100.0	76.9%
<b>Dec 11</b>	5040	4264	63	31	745	207	11	0:00:05	0:00:08	0:00:12	339:00:21	0:04:46	1.9%	100.0	84.6%
<b>Total</b>	<b>14823</b>	<b>11891</b>	<b>198</b>	<b>120</b>	<b>2812</b>	<b>753</b>	<b>118</b>	<b>0:00:05</b>	<b>0:00:08</b>	<b>0:00:11</b>	<b>1034:52:49</b>	<b>0:05:14</b>	<b>2.1%</b>	<b>100.0</b>	<b>80.2%</b>