

Predictive Routing AB Testing Report

Tenant	Media Type	Day	Predictor Switch	Predictor	Model	Offered	Accepted	Avg Handle Time (Fmt)	First Contact Resolution Result	ASA (Fmt)	Avg Wrap Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Transfer Rate
Environment	Voice	2017-12-04	OFF	NO_VALUE	NO_VALUE	7	6	00:00:05	0	00:00:26	00:00:00	00:00:05	00:00:00	0.00%
		2017-12-05	OFF	NO_VALUE	NO_VALUE	2	2	00:00:02	0	00:00:21	00:00:00	00:00:02	00:00:00	0.00%
			ON	TestPredictor	Composite	1	1	00:00:00	0	00:00:19	00:00:00	00:00:00	00:00:00	0.00%
		2017-12-06	OFF	NO_VALUE	NO_VALUE	5	2	00:00:00	0	00:00:04	00:00:00	00:00:00	00:00:00	0.00%
			ON	TestPredictor	Composite	1	1	00:00:01	0	00:00:03	00:00:00	00:00:01	00:00:00	0.00%
		2017-12-08	OFF	NO_VALUE	NO_VALUE	1	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0.00%
		2017-12-15	Error	TestPredictor	UNKNOWN	13	11	00:00:00	0	00:00:11	00:00:00	00:00:00	00:00:00	0.00%
			OFF	NO_VALUE	NO_VALUE	7	5	00:00:00	0	00:00:08	00:00:00	00:00:00	00:00:00	0.00%
		2017-12-16	ON	TestPredictor	Composite	14	14	00:00:00	0	00:00:23	00:00:00	00:00:00	00:00:00	0.00%
			OFF	NO_VALUE	NO_VALUE	7	3	00:00:00	0	00:00:02	00:00:00	00:00:00	00:00:00	0.00%
		ON	TestPredictor	Composite	4	4	00:00:00	0	00:00:25	00:00:00	00:00:00	00:00:00	0.00%	
Total					62	49	00:00:01	0	00:00:17	00:00:00	00:00:01	00:00:00	0.00%	
Total					62	49	00:00:01	0	00:00:17	00:00:00	00:00:01	00:00:00	0.00%	
Total					62	49	00:00:01	0	00:00:17	00:00:00	00:00:01	00:00:00	0.00%	