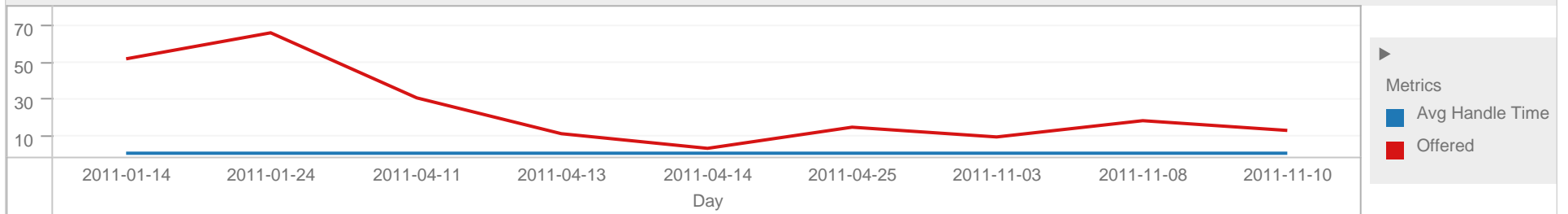


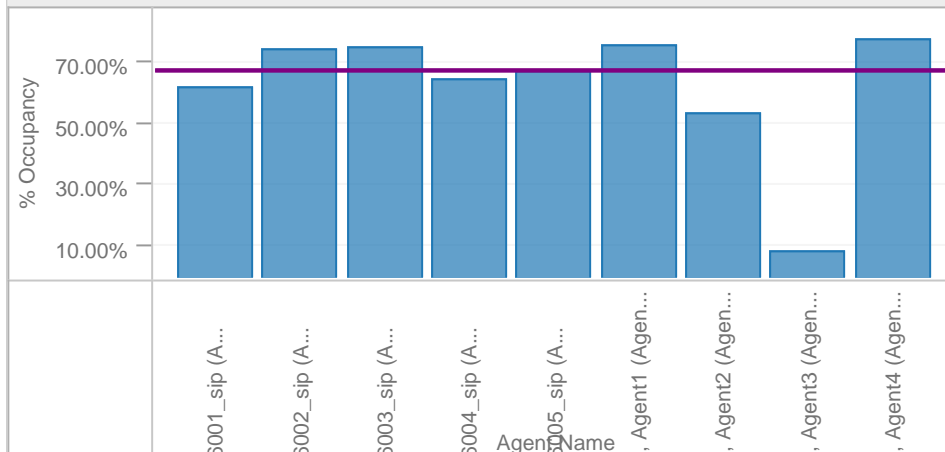
KPIs

Offered	Accepted	Avg Handle Time	Avg Engage Time	Avg Hold Time	Avg Wrap Time
214	189	00:00:47	00:00:29	00:00:29	00:00:14
% Busy Time	% Ready Time	% Not Ready Time	% Occupancy	% Engage Time	% Hold Time
19.09%	13.40%	66.83%	59.61%	7.88%	4.00%

Offered by Day



% Occupancy by Agent



% Time by Agent

