

# Workgroup SLA Target Report

Start Date: November 01, 2006  
Start Time: 8:00:00AM

ASA Target (seconds): 30      TSF Target (percent): 80.0

End Date: November 15, 2006  
End Time: 5:00:00PM

	Incoming	Agent Answered		Agent Answered Wait		Agent Answered Post-Queue Connect		Abandoned Wait		
		Answered	Within Target	Total(mm:ss)	Avg(s)	Total(mm:ss)	Avg(mm:ss)	Abandoned	Total(mm:ss) Avg(s)	
<b>Branch Support (x4857)</b>										
November 01, 2006	2	1 (50.0%)	1 (100.0%)	0:06	6.0	11:00	11:00	1 (50.0%)	0:03	3.0
November 02, 2006	2	1 (50.0%)	1 (100.0%)	0:03	3.0	1:20	1:20	0 (0.0%)		
November 03, 2006	4	1 (25.0%)	1 (100.0%)	0:21	21.0	0:13	0:13	3 (75.0%)	0:21	7.0
November 06, 2006	2	0 (0.0%)	0					2 (100.0%)	0:34	17.0
November 07, 2006	1	0 (0.0%)	0					0 (0.0%)		
November 08, 2006	3	0 (0.0%)	0					2 (66.6%)	0:14	7.0
November 09, 2006	2	1 (50.0%)	1 (100.0%)	0:05	5.0	2:31	2:31	0 (0.0%)		
November 10, 2006	1	0 (0.0%)	0					0 (0.0%)		
November 12, 2006	2	0 (0.0%)	0					0 (0.0%)		
November 13, 2006	5	4 (80.0%)	4 (100.0%)	0:39	9.7	3:46	0:56	0 (0.0%)		
November 14, 2006	3	1 (33.3%)	1 (100.0%)	0:07	7.0	1:01	1:01	1 (33.3%)	0:21	21.0
November 15, 2006	3	1 (33.3%)	1 (100.0%)	0:07	7.0	0:16	0:16	0 (0.0%)		
<b>Workgroup Total</b>	<b>30</b>	<b>10 (33.3%)</b>	<b>10 (100.0%)</b>	<b>1:28</b>	<b>8.8</b>	<b>20:07</b>	<b>2:00</b>	<b>9 (30.0%)</b>	<b>1:33</b>	<b>10.3</b>
<b>Collections (x4852)</b>										
November 01, 2006	12	9 (75.0%)	5 (55.5%)	4:01	26.7	43:14	4:48	2 (16.6%)	0:29	14.5
November 02, 2006	22	18 (81.8%)	9 (50.0%)	8:00	26.6	70:44	3:55	1 (4.5%)	0:01	1.0
November 03, 2006	19	13 (68.4%)	10 (76.9%)	4:04	18.7	69:59	5:23	2 (10.5%)	0:24	12.0
November 04, 2006	3	0 (0.0%)	0					0 (0.0%)		
November 05, 2006	1	0 (0.0%)	0					0 (0.0%)		
November 06, 2006	20	16 (80.0%)	14 (87.5%)	5:20	20.0	76:20	4:46	3 (15.0%)	1:17	25.6
November 07, 2006	15	13 (86.6%)	11 (84.6%)	2:52	13.2	58:26	4:29	0 (0.0%)		
November 08, 2006	16	14 (87.5%)	11 (78.5%)	4:50	20.7	71:56	5:08	1 (6.2%)	0:45	45.0
November 09, 2006	19	8 (42.1%)	5 (62.5%)	2:27	18.3	18:34	2:19	1 (5.2%)	0:51	51.0
November 10, 2006	15	14 (93.3%)	8 (57.1%)	6:49	29.2	69:36	4:58	1 (6.6%)	0:44	44.0
November 11, 2006	2	0 (0.0%)	0					0 (0.0%)		
November 13, 2006	20	11 (55.0%)	9 (81.8%)	4:49	26.2	33:22	3:02	2 (10.0%)	1:24	42.0
November 14, 2006	28	16 (57.1%)	9 (56.2%)	6:34	24.6	96:59	6:03	4 (14.2%)	2:02	30.5
November 15, 2006	14	5 (35.7%)	4 (80.0%)	1:19	15.8	33:15	6:39	0 (0.0%)		
<b>Workgroup Total</b>	<b>206</b>	<b>137 (66.5%)</b>	<b>95 (69.3%)</b>	<b>51:05</b>	<b>22.3</b>	<b>642:25</b>	<b>4:41</b>	<b>17 (8.2%)</b>	<b>7:57</b>	<b>28.0</b>
<b>CSEA (x4874)</b>										
November 01, 2006	5	5 (100.0%)	5 (100.0%)	0:28	5.6	14:18	2:51	0 (0.0%)		
November 02, 2006	20	20 (100.0%)	19 (95.0%)	2:51	8.5	48:39	2:25	0 (0.0%)		
November 03, 2006	11	11 (100.0%)	10 (90.9%)	2:18	12.5	33:28	3:02	0 (0.0%)		