

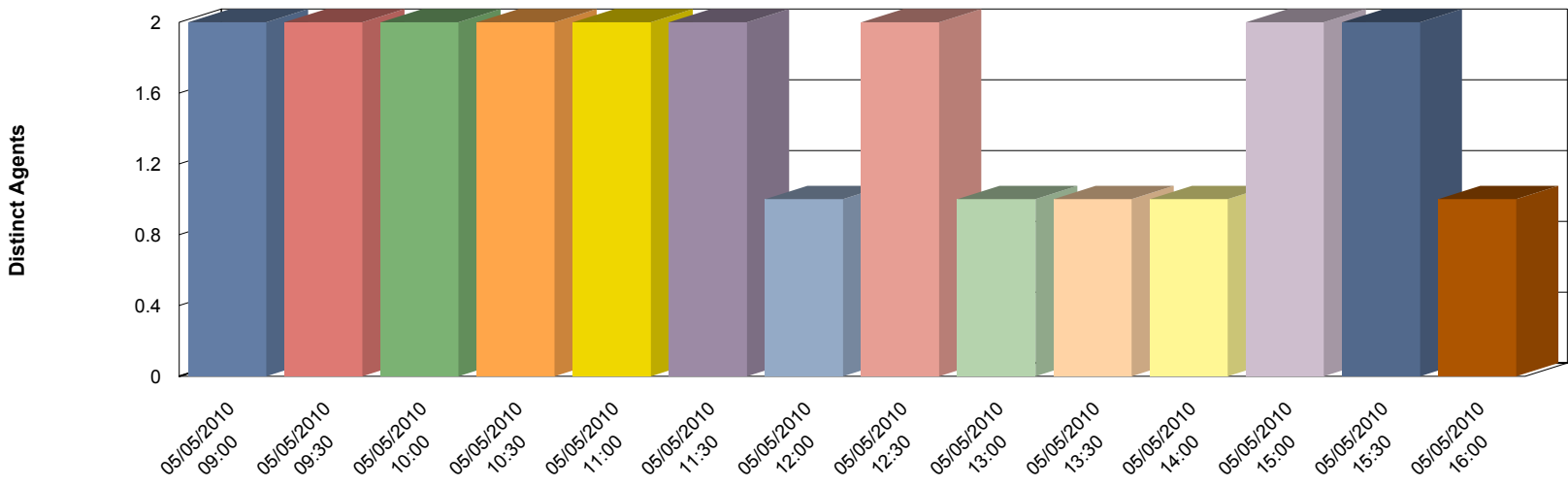
Department Erlang C Summary



Date Range: 05/05/2010 12:00:00AM - 05/05/2010 11:59:59PM
Site: 00 Demo Site
Division: Admin
Department: Accounts

Target Ans Time (secs) : 20

Date	Tally	Avg Durn	Agents	Agt Occupancy %	Prob Call waits %	ASA	Serv Level %	Condition
05/05/2010	9:00	6	0:03:03	2	31	14	19	88
05/05/2010	9:30	11	0:01:29	2	27	12	7	91
05/05/2010	10:00	2	0:15:39	2	52	36	351	65
05/05/2010	10:30	5	0:01:07	2	9	2	1	99
05/05/2010	11:00	5	0:01:02	2	9	1	0	99
05/05/2010	11:30	2	0:02:32	2	8	1	1	99
05/05/2010	12:00	3	0:01:24	1	14	14	14	89
05/05/2010	12:30	6	0:00:19	2	3	0	0	100
05/05/2010	13:00	1	0:38:18	1	128	0	0	AGT OVLOAD
05/05/2010	13:30	1	0:00:04	1	0	0	0	100
05/05/2010	14:00	1	0:39:58	1	133	0	0	AGT OVLOAD
05/05/2010	15:00	7	0:00:05	2	1	0	0	100
05/05/2010	15:30	4	0:07:02	2	47	30	119	71
05/05/2010	16:00	1	0:00:02	1	0	0	0	100



CONDITION CODES
 AGT EXCESS: Greater than 150 Agents in the interval
 AGT OVLOAD - Agt Occupancy Greater than 100%
 0 AVG DURN - Interval Avg Duration is 0 seconds

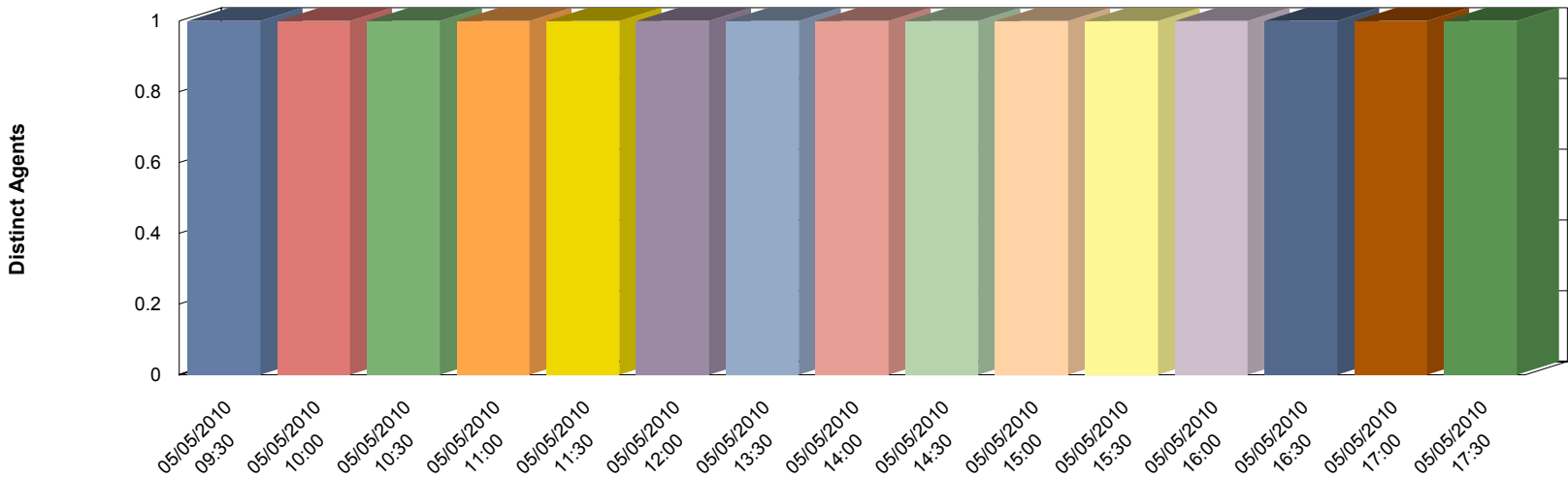
Department Erlang C Summary



Date Range: 05/05/2010 12:00:00AM - 05/05/2010 11:59:59PM
Site: 00 Demo Site
Division: Admin
Department: Payable

Target Ans Time (secs) : 20

Date	Tally	Avg Durn	Agents	Agt Occupancy %	Prob Call waits %	ASA	Serv Level %	Condition
05/05/2010	9:30	2	0:00:44	1	5	5	2	97
05/05/2010	10:00	2	0:08:19	1	55	55	621	46
05/05/2010	10:30	1	0:00:22	1	1	1	0	100
05/05/2010	11:00	3	0:04:14	1	42	42	188	59
05/05/2010	11:30	3	0:03:29	1	35	35	112	67
05/05/2010	12:00	4	0:01:53	1	25	25	38	78
05/05/2010	13:30	2	0:03:42	1	25	25	73	77
05/05/2010	14:00	4	0:01:23	1	19	19	19	85
05/05/2010	14:30	1	0:06:22	1	21	21	103	80
05/05/2010	15:00	2	0:08:59	1	60	60	805	41
05/05/2010	15:30	1	0:06:50	1	23	23	121	78
05/05/2010	16:00	3	0:02:40	1	27	27	58	76
05/05/2010	16:30	3	0:04:40	1	47	47	247	55
05/05/2010	17:00	4	0:01:56	1	26	26	40	77
05/05/2010	17:30	2	0:02:34	1	17	17	32	85



CONDITION CODES
 AGT EXCESS: Greater than 150 Agents in the interval
 AGT OVLOAD - Agt Occupancy Greater than 100%
 0 AVG DURN - Interval Avg Duration is 0 seconds