



**All Call Distribution by Queue**

Export as: CSV

Queue	# Calls	% Calls	Tot. Wait	Avg. Wait	Min. Wait	Max. Wait	% Wait
FS-Admin	28	28%	14m 48s	31s	6s	1m	26%
FS-Support	21	21%	7m 39s	21s	1s	1m	14%
SC-Emergency	3	3%	27s	9s	6s	12s	1%
SC-Sales	9	9%	3m 44s	24s	5s	42s	7%
SC-Support	40	40%	29m 15s	43s	1s	2m 1s	52%
<b>Totals:</b>	<b>101</b>	<b>100%</b>	<b>55m 53s</b>	<b>26s</b>	<b>1s</b>	<b>2m 1s</b>	<b>100%</b>

If you use ACD/Queues you need QXact Reports to help you make the most of your time. With QXact Reports you are given an insight into each and every one of your Queues. Some of the things you can see with QXact Reports are:

- See call distribution by agent, queue, day of the week, or even down to the hour
- View average call time and average hold times
- View service levels
- See the reason calls are being disconnected (whether the customer or the agent is hanging up the call first.)

With QXact you get full control over what data is displayed for each type of report and can define templates of commonly run Queue reports. Each report type such as “All Call Distribution by Queue” has a list of columns that you can be checked and unchecked if you want the data for those columns to be displayed.



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Table 1	Report Type:	Title:	
	All Call Distribution by Queue	All Call Distribution by Queue	
Columns:	<input checked="" type="checkbox"/> Queue Name	<input checked="" type="checkbox"/> Total Time Waiting	<input checked="" type="checkbox"/> Maximum Wait Time
	<input checked="" type="checkbox"/> Number of Calls	<input checked="" type="checkbox"/> Average Wait Time	<input checked="" type="checkbox"/> Percent of Time Waiting
	<input checked="" type="checkbox"/> Percent of Calls	<input checked="" type="checkbox"/> Minimum Wait Time	