

Akixi Dashboard 12.30 on 31.05.23 MAY

Reporting Portal | daisy.akixi.com/CCS/App/Horizon?ServletCmd=CMD_RPT_PORTAL

Gamma | SIGN OUT

DEVICE FILTER: [Any] | ZOOM LEVEL: Auto

Waiting Now 1	Longest Waiting Now 00:02:34	Avg Waiting Time 00:04:03	Max Wait Time 00:13:39	Inbound Abandoned 14	Avg Abandoned Time 00:02:06	Inbound Answered 78	Overflowed Off 0	Inbound Calls 92
Avg Talk Time 00:01:58	Answered calls before 15 Seconds 11	Answered calls before 30 Seconds 5	Answered calls before 60 Seconds 3	Answered calls before 1min 30sec 3	Answered calls before 2min 3	Answered calls before 5 mins 23	Answered calls After 5 min 30	

S	EXTENSION	DESCRIPTION	IN ANS	OUT ANS	OUT	TOT TLK	AVG TLK	TELNO (REM)	TYPE/DIR
📞	2011	Reception 1	67	23	25	02:39:11	00:01:46	07545276967	Ext/In (ACD)
🚫	2012	Reception 2	11	1	1	00:15:59	00:01:19		
🚫	2013	Reception 3	0	0	0	00:00:00	00:00:00		
			78	24	26	02:55:10	00:01:43		

Wallboard | Extension / Device Report | **Dashboard** | Call Centre Performance Weekly | Call Centre Performance Monthly | Active Calls | Historic Call Log | OFF

Windows Taskbar: Reporting Portal - ... | 12:30 31/05/2023