1.

. .

:

1. "";
2. " ()"
3. " ";
4. "SL";
5. " ";
6. "ACD";
7. "";
8. " ";
9. " ";
10. "";
11. " "

The image's data is missing.

. 1. " "

1.1. ""

, .

1.2. " ()"

.

1.3. " "

1.4. "SL (20sec)"

SL (20sec) (Service Level) - . 20 , .

IVR , . IVR- .

, :

- 0% 60% - ;
- 60 80% - ;
- 80% 100% -

1.5. " "

:

- **-** - , , , , ;
- - , ;
- **FCR** - , .

FCR , :

- 0% 60% - ;
- 60 80% - ;
- 80% 100% - .

1.6. "ACD"

.

:

- - , ;

- 1.
  - 1.1. ""
  - 1.2. " ()"
  - 1.3. " "
  - 1.4. "SL (20sec)"
  - 1.5. " "
  - 1.6. "ACD"
  - 1.7. ""
  - 1.8. " "
  - 1.9. " "
  - 1.10. ""
  - 1.11. " "

- , , .

1.7. ""

, .

, :

0% 55% - ;

55% 85% - ;

85% 100% - .

1.8. " "

.

1.9. " "

. .

1.10. ""

, .

:

- - ;
- - , ;
- - (IVR);
- - , ;
- - , .

, , , "".

1.11. " "

,

:

- - ;
- - ;
- -
- - , ;
- **IVR** - IVR;
- - IVR;
- - ;
- - .