

1.

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

- 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. " "

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"

. .

:

- - , ;

■ - , , .

1.7. ""

,
:
0% 55% -;
55% 85% -;
85% 100% -.

1.8. " "

.

1.9. " "

.

1.10. ""

,
:

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

1 1 1 "".

1.11. " "

,
:

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