

Statistic

Stats, .

General

1. .

2. Service Level - . , , . ABANDONED.

3. Utilization - . ()

4. :

a. Attempts -

b. Connected -

c. Bridged -

d. Machine - AMD, MACHINE Connected

5.

6. , 1 (Connected)

7. Attempts

8.

9.

10.

11.

12.

1.

2.

3.

4.

5.

Agents

?

Unknown Attachment

1. ,

2. ,

3. Calls -

4. Missed calls -

5. ATT -

6. ASSA -

7. AIT -

8. Utilization -

9. Last offered call -

10. Last logged in -

11. Last logged out -

12.

Call Routing