User name	Status	Department	Usage Count	# of Calls	% of Calls
Unmonitored Unmonitored	Rare	NEXT Operations	3	3	0.05%
Dispatch Virtual Extension	Rare	Dispatch	4	4	0.07%
Customer Service 1	Rare	Customer Service	8	9	0.16%
Customer Service 1	Rare	Customer Service	1	9	0.16%
SolTrans Curtola Park & Ride Hub	Occasional	NEXT	17	17	0.31%
Dispatch 1	Very frequent	Dispatch	48	46	0.83%
Maintenance Manager	Very frequent	Operations	77	85	1.54%
Maintenance Manager	Very frequent	Operations	11	85	1.54%
Ticket Office	Very frequent	Customer Service	99	101	1.83%
Ticket Office	Very frequent	Customer Service	2	101	1.83%
Broadway Fax Line	Very frequent	Dispatch	101	106	1.92%
Broadway Fax Line	Very frequent	Dispatch	5	106	1.92%
Parts Clerk	Very frequent	Maintenance	120	122	2.21%
Parts Clerk	Very frequent	Maintenance	2	122	2.21%
General Manager	Very frequent	Operations	12	173	3.13%
General Manager	Very frequent	Operations	161	173	3.13%
Safety & Operations Manager	Very frequent	Safety and Training	236	237	4.29%
Safety & Operations Manager	Very frequent	Safety and Training	2	237	4.29%
Dispatch 5	Very frequent	Dispatch	6	305	5.52%
Dispatch 5	Very frequent	Dispatch	307	305	5.52%
Dispatch 3 Supervisor	Very frequent	Dispatch	5	345	6.24%
Dispatch 3 Supervisor	Very frequent	Dispatch	358	345	6.24%
Customer Service & Dispatch Manager	Very frequent	Operations	8	358	6.48%
Customer Service & Dispatch Manager	Very frequent	Operations	277	358	6.48%
Customer Service & Dispatch Manager	Very frequent	Operations	76	358	6.48%
Dispatch 7	Very frequent	Dispatch	439	434	7.85%
Dispatch 7	Very frequent	Dispatch	4	434	7.85%
Dispatch 4	Very frequent	Dispatch	9	443	8.02%
Dispatch 4	Very frequent	Dispatch	454	443	8.02%
Customer Service 3	Very frequent	Customer Service	12	485	8.78%
Customer Service 3	Very frequent	Customer Service	494	485	8.78%
Customer Service 4	Very frequent	Customer Service	510	499	9.03%
Customer Service 4	Very frequent	Customer Service	5	499	9.03%
Customer Service 2	Very frequent	Customer Service	599	610	11.04%
Customer Service 2	Very frequent	Customer Service	21	610	11.04%
Dispatch 2 Employees (non-public)	Very frequent	Dispatch	15	615	11.13%
Dispatch 2 Employees (non-public)	Very frequent	Dispatch	618	615	11.13%

KPIs	Values	Percent
Enabled users*	48	
Total calls	6780	
Total duration	227:18:37	
Inbound calls	4459	78.49%
Outbound calls	1222	21.51%
Inbound duration	160:45:23	77.89%
Outbound duration	45:38:40	22.11%
Internal calls	1099	
External calls	5681	
Internal duration	20:54:33	9.20%
External duration	206:24:04	90.80%
Avg. duration per user	06:29:40	
Avg. calls per user	193.7142792	

** Companywide, including Administration*

Call Queues, October 2020

Month

Performance Reports 10/01/2020 12:00 AM - 10/31/2020 11:59 PM

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Queues Users Calls Meetings

QUEUES
3 of 3 Queues

CALL TYPE
All Types

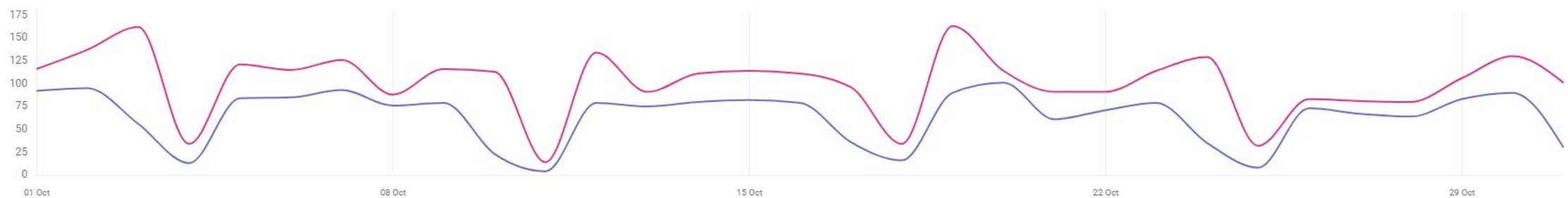
CALL LENGTH
All Length

Queue KPIs Select KPIs

3,148	1,999	1,149	01:53	517	1
# Inbound	# Answered	# Abandoned	Avg. Handle Time	# Holds	# Refused

Trend

PRIMARY METRIC # Inbound
SECONDARY METRIC # Answered
Hour Day Week



Queues Select Columns

Total 3 Queues Show: 10

Name	Ext	# Inbound	# Answered	# Abandoned	Avg. Handle Time	# Holds	# Refused
Customer Service Call Group	1	1,848	1,226	622	01:38	249	0
Demand Response Call Group	2	801	531	270	02:33	191	0
After Hours Customer Service (Dis...	5	499	242	257	01:40	77	1

Data refreshed: 11/20/2020 3:00:00 PM

Show: 10

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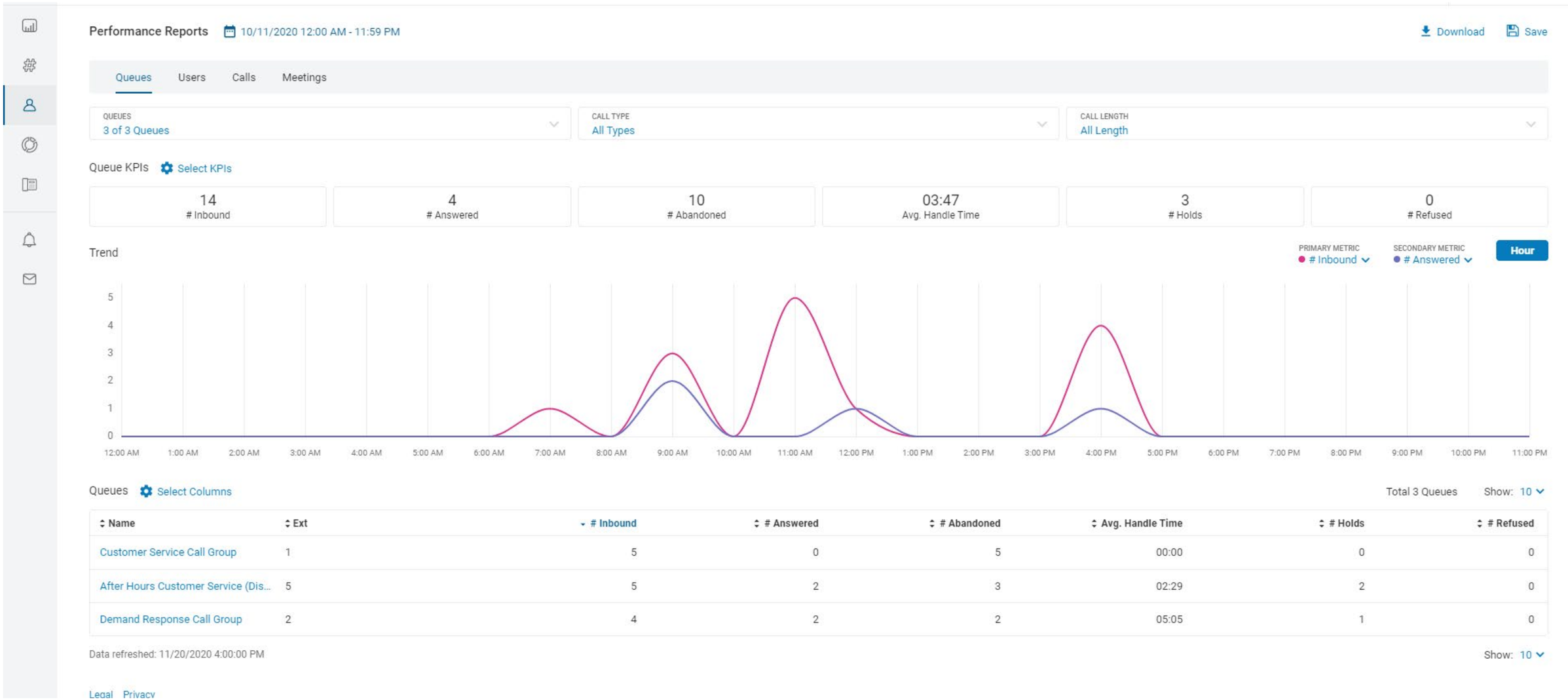
Call Queues, October 2020

Hourly, Lowest Day - Sunday, October 11th. Customer Service is closed.



Name	Ext	# Inbound	# Answered	# Abandoned	Avg. Handle Time	# Holds	# Refused
Customer Service Call Group	1	5	0	5	00:00	0	0
After Hours Customer Service (Dis...	5	5	2	3	02:29	2	0
Demand Response Call Group	2	4	2	2	05:05	1	0

Call Queues, October 2020

Hourly, Highest Day – Monday, October 19th.

Performance Reports 10/19/2020 12:00 AM - 11:59 PM

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Queues Users Calls Meetings

QUEUES 3 of 3 Queues

CALL TYPE All Types

CALL LENGTH All Length

Queue KPIs Select KPIs

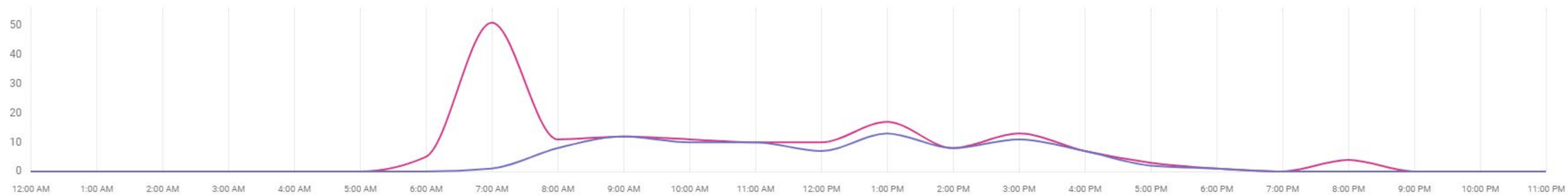
163	90	73	01:36	26	0
# Inbound	# Answered	# Abandoned	Avg. Handle Time	# Holds	# Refused

Trend

PRIMARY METRIC # Inbound

SECONDARY METRIC # Answered

Hour



Queues Select Columns

Total 3 Queues Show: 10

Name	Ext	# Inbound	# Answered	# Abandoned	Avg. Handle Time	# Holds	# Refused
Customer Service Call Group	1	90	51	39	01:13	8	0
Demand Response Call Group	2	49	39	10	02:07	18	0
After Hours Customer Service (Dis...	5	24	0	24	00:00	0	0

Data refreshed: 11/20/2020 4:00:00 PM

Show: 10

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Call Queues, June 2020

Month

Performance Reports 06/01/2020 12:00 AM - 06/30/2020 11:59 PM

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Queues Users Calls Meetings

QUEUES 3 of 3 Queues

CALL TYPE All Types

CALL LENGTH All Length

Queue KPIs Select KPIs

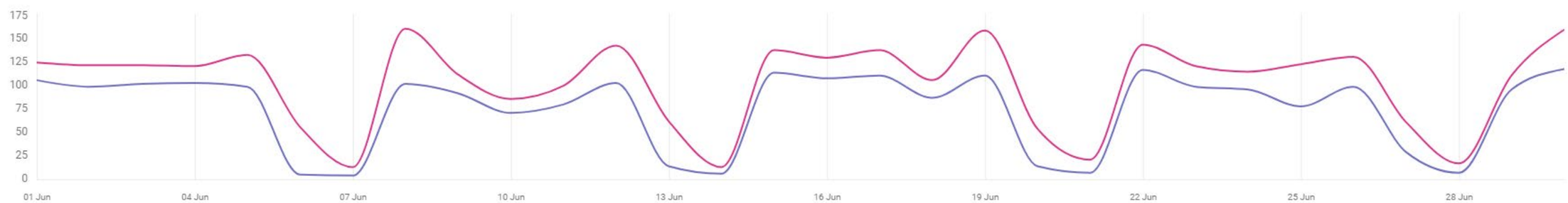
3,098	2,277	821	01:55	563	0
# Inbound	# Answered	# Abandoned	Avg. Handle Time	# Holds	# Refused

Trend

PRIMARY METRIC # Inbound

SECONDARY METRIC # Answered

Hour Day Week



Queues Select Columns

Total 3 Queues Show: 10

Name	Ext	# Inbound	# Answered	# Abandoned	Avg. Handle Time	# Holds	# Refused
Customer Service Call Group	1	2,290	1,713	577	01:46	424	0
Demand Response Call Group	2	719	513	206	02:27	131	0
After Hours Customer Service (Dis...	5	89	51	38	01:40	8	0

Data refreshed: 11/20/2020 4:00:00 PM

Show: 10

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Call Queues, June 2020

Hourly, Lowest Day - Saturday, June 6th. Customer Service is closed.

Performance Reports 06/07/2020 12:00 AM - 11:59 PM

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Queues Users Calls Meetings

QUEUES 3 of 3 Queues

CALL TYPE All Types

CALL LENGTH All Length

Queue KPIs Select KPIs

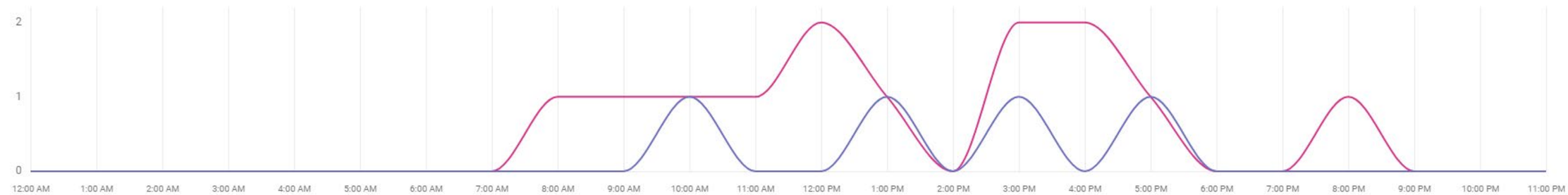
13	4	9	00:33	2	0
# Inbound	# Answered	# Abandoned	Avg. Handle Time	# Holds	# Refused

Trend

PRIMARY METRIC # Inbound

SECONDARY METRIC # Answered

Hour



Queues Select Columns

Total 3 Queues Show: 10

Name	Ext	# Inbound	# Answered	# Abandoned	Avg. Handle Time	# Holds	# Refused
Customer Service Call Group	1	9	0	9	00:00	0	0
Demand Response Call Group	2	4	4	0	00:33	2	0
After Hours Customer Service (Dis...	5	0	0	0	00:00	0	0

Data refreshed: 11/20/2020 4:00:00 PM

Show: 10

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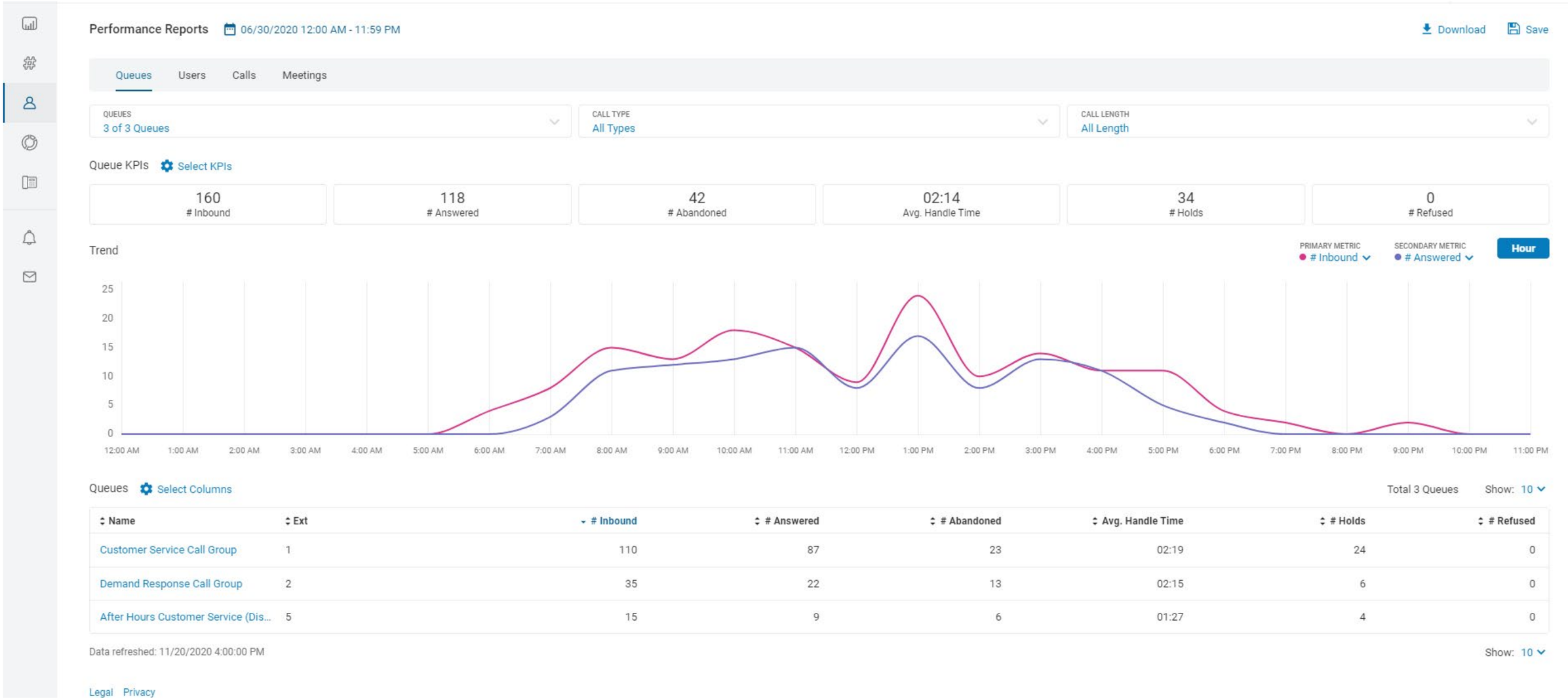
Call Queues, June 2020

Hourly, Highest Day – Tuesday, June 30th.



Demand Response Queues, August 1 through October 31, 2020

Three Months

Performance Reports 08/01/2020 12:00 AM - 10/31/2020 11:59 PM

Download Save

Queues Users Calls Meetings

QUEUES 2 of 3 Queues

CALL TYPE All Types

CALL LENGTH All Length

Queue KPIs Select KPIs

3,832	2,328	1,504	02:17	826	10
# Inbound	# Answered	# Abandoned	Avg. Handle Time	# Holds	# Refused

Trend

PRIMARY METRIC # Inbound

SECONDARY METRIC # Answered

Day Week

Queues Select Columns

Total 2 Queues Show: 10

Name	Ext	# Inbound	# Answered	# Abandoned	Avg. Handle Time	# Holds	# Refused
Demand Response Call Group	2	2,441	1,636	805	02:32	616	5
After Hours Customer Service (Dis...	5	1,391	692	699	01:41	210	5

Data refreshed: 11/20/2020 4:00:00 PM

Show: 10

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Demand Response Queues, August 1 through October 31, 2020

Hourly, Lowest Day – Sunday, September 27th. Customer Service Closed.

Performance Reports 09/27/2020 12:00 AM - 11:59 PM

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Queues Users Calls Meetings

QUEUES 2 of 3 Queues

CALL TYPE All Types

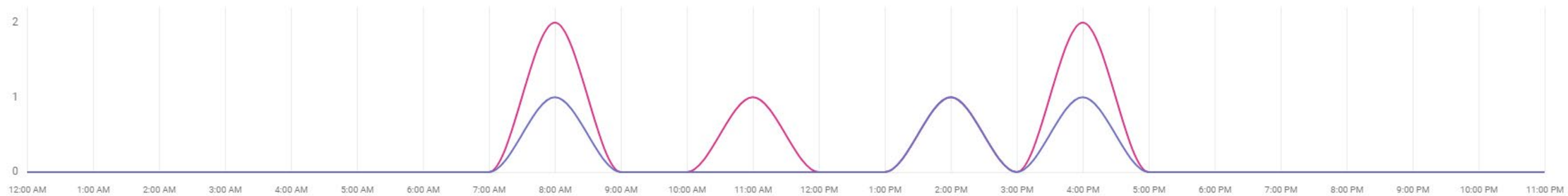
CALL LENGTH All Length

Queue KPIs Select KPIs

6	3	3	00:34	0	0
# Inbound	# Answered	# Abandoned	Avg. Handle Time	# Holds	# Refused

Trend

PRIMARY METRIC # Inbound SECONDARY METRIC # Answered Hour



Queues Select Columns

Total 2 Queues Show: 10

Name	Ext	# Inbound	# Answered	# Abandoned	Avg. Handle Time	# Holds	# Refused
After Hours Customer Service (Dis...	5	5	3	2	00:34	0	0
Demand Response Call Group	2	1	0	1	00:00	0	0

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Demand Response Queues, August 1 through October 31, 2020

Hourly, Highest Day – Saturday, August 1st. Customer Service Closed.

Performance Reports 08/01/2020 12:00 AM - 11:59 PM

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Queues Users Calls Meetings

QUEUES 2 of 3 Queues

CALL TYPE All Types

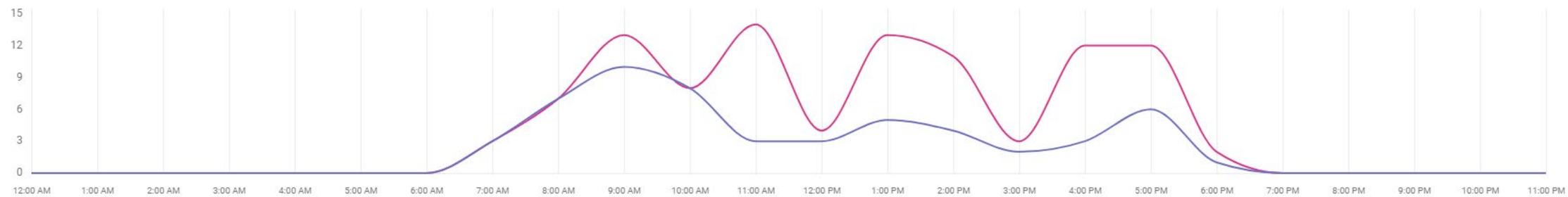
CALL LENGTH All Length

Queue KPIs Select KPIs

102	55	47	02:13	29	3
# Inbound	# Answered	# Abandoned	Avg. Handle Time	# Holds	# Refused

Trend

PRIMARY METRIC # Inbound SECONDARY METRIC # Answered Hour



Queues Select Columns

Total 2 Queues Show: 10

Name	Ext	# Inbound	# Answered	# Abandoned	Avg. Handle Time	# Holds	# Refused
After Hours Customer Service (Dis...	5	75	42	33	01:24	21	2
Demand Response Call Group	2	27	13	14	04:52	8	1

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