

HSA Intake Monthly

Data Dictionary

The following list describes the headings for rows and columns in this report.

Avg Speed Ans

The average time the completed split/skill ACD calls were waiting in queue and ringing before being answered by an agent.

Avg Aban Time

The average time the split/skill ACD calls were waiting in queue or ringing before abandoning.

ACD Calls

The number of split/skill ACD calls that were queued to this split/skill and answered by an agent for this split/skill.

Avg ACD Time

The average time the agents spent talking on ACD calls for this split/skill that completed during the interval.

Aban Calls

The number of ACD calls to the split/skill that abandoned while either waiting in queue or while ringing. This total includes calls with talk time less than the phantom abandoned call timer value, if it is set.

Extn Out Calls

The number of outbound extension calls made by agents logged into this split/skill. This includes connecting internal callers to long-distance calls and connecting external callers to HSA staff.

Avg Extn Out Time

The average time agents in this split/skill spent talking on outbound extension calls.

% Ans Calls

The percentage of calls queued to this split/skill that were answered by agents for this split/skill.