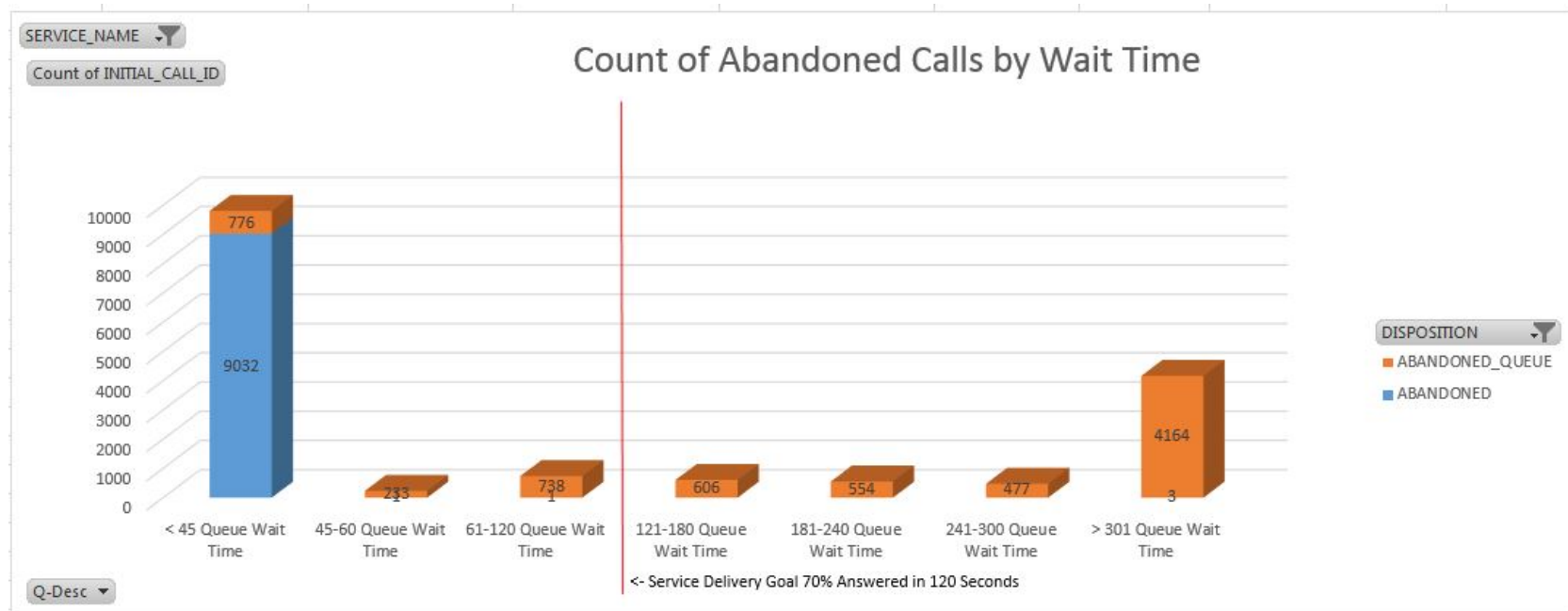




SERVICE_NAME ACD-Inbound

Count of INITIAL_CALL_ID	Column Labels		Grand Total
Row Labels	ABANDONED	ABANDONED_QUEUE	
< 45 Queue Wait Time	9032	776	9808
45-60 Queue Wait Time	1	233	234
61-120 Queue Wait Time	1	738	739
121-180 Queue Wait Time		606	606
181-240 Queue Wait Time		554	554
241-300 Queue Wait Time		477	477
> 301 Queue Wait Time	3	4164	4167
Grand Total	9037	7548	16585

