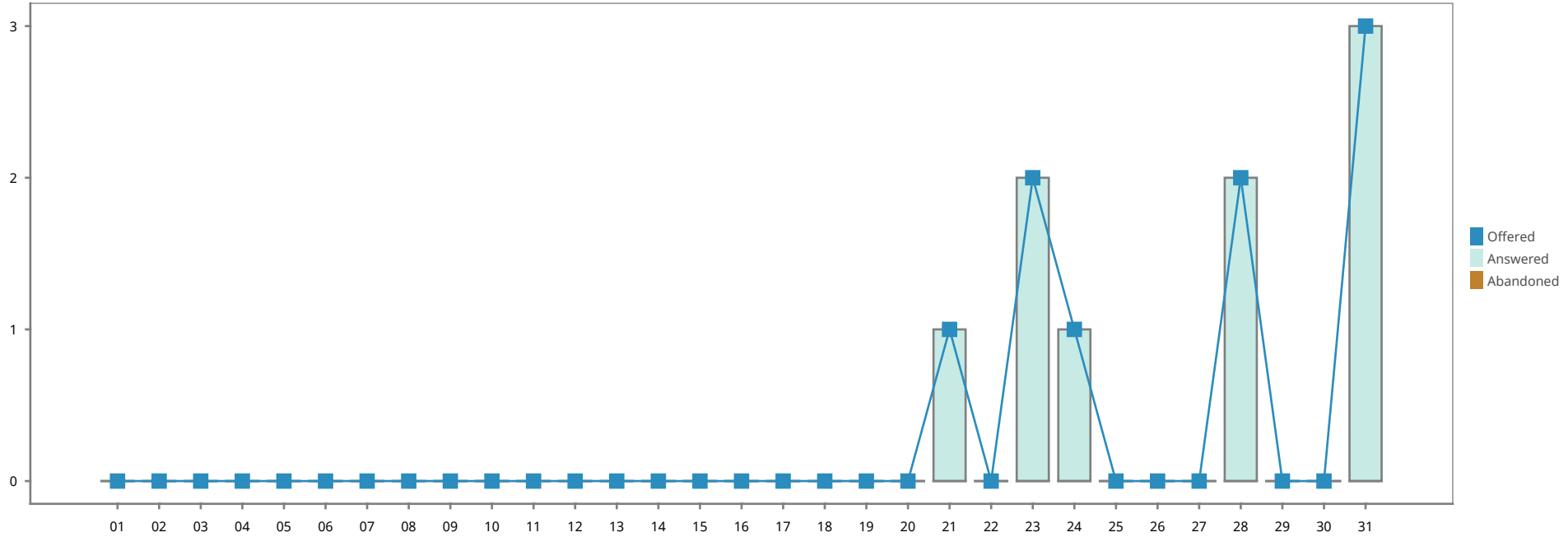
Queue Metrics Summary Report

Dates **March 1, 2023 - March 31, 2023**

Queue(s) **PROD_CARDIQUE_WEBCHAT; Peticiones_Cardique; Quejas_Cardique; Reclamos_Cardique**

Peticiones_Cardique - Voice - March

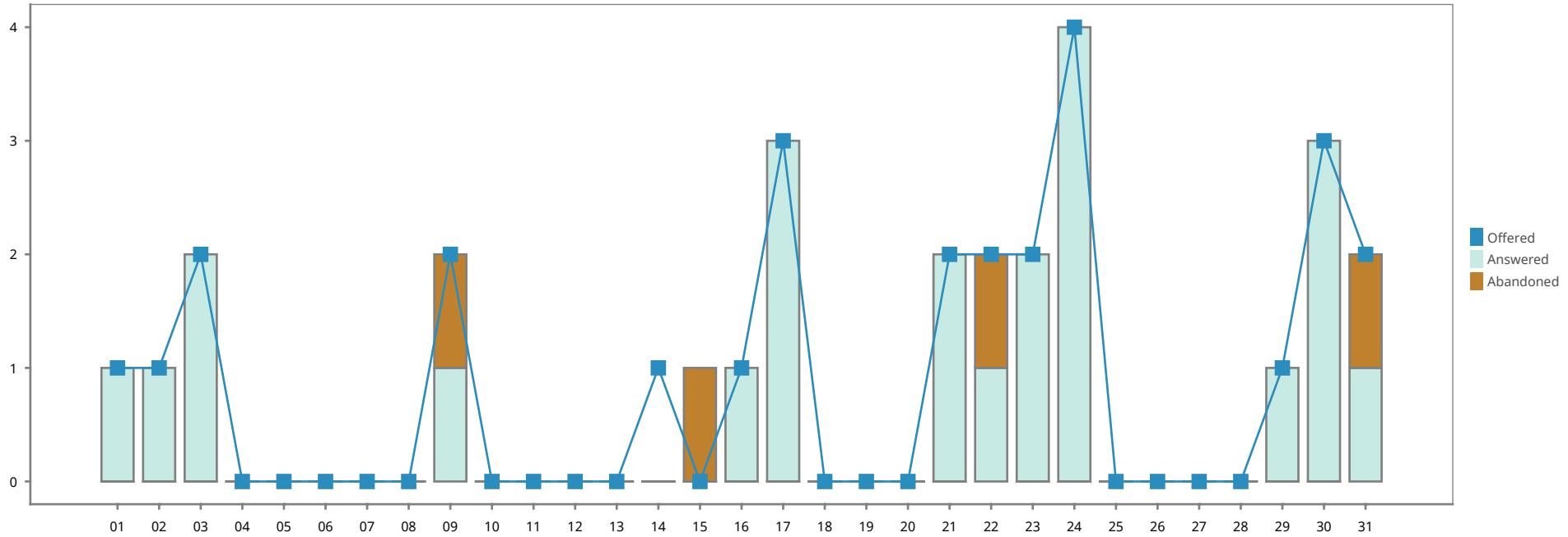


Date	Offered	Answered	Abandoned	Abandon %	Service Level %	ASA	Avg Talk	Avg ACW	AHT	Avg Hold	Transferred	Transfer %
Mar 1, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 2, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 3, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 4, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 5, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Week Total	**0**	**0**	**0**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**0**	**N/A**
Mar 6, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A

Date	Offered	Answered	Abandoned	Abandon %	Service Level %	ASA	Avg Talk	Avg ACW	AHT	Avg Hold	Transferred	Transfer %
Mar 7, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 8, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 9, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 10, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 11, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 12, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Week Total	**0**	**0**	**0**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**0**	**N/A**
Mar 13, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 14, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 15, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 16, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 17, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 18, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 19, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Week Total	**0**	**0**	**0**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**0**	**N/A**
Mar 20, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 21, 2023	1	1	0	0%	100%	00:00:01	00:00:07	00:00:05	00:00:11	N/A	0	0%
Mar 22, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 23, 2023	2	2	0	0%	100%	00:00:01	00:06:33	00:00:14	00:06:47	N/A	0	0%
Mar 24, 2023	1	1	0	0%	100%	00:00:01	00:02:07	00:00:03	00:02:10	N/A	0	0%
Mar 25, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 26, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Week Total	**4**	**4**	**0**	**0%**	**100%**	**00:00:01**	**00:03:50**	**00:00:09**	**00:03:59**	**N/A**	**0**	**0%**
Mar 27, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 28, 2023	2	2	0	0%	100%	00:00:02	00:00:08	00:01:04	00:01:12	N/A	0	0%
Mar 29, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A

Date	Offered	Answered	Abandoned	Abandon %	Service Level %	ASA	Avg Talk	Avg ACW	AHT	Avg Hold	Transferred	Transfer %
Mar 30, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 31, 2023	3	3	0	0%	100%	00:00:01	00:04:28	00:00:02	00:04:31	N/A	0	0%
Week Total	**5**	**5**	**0**	**0%**	**100%**	**00:00:02**	**00:02:44**	**00:00:27**	**00:03:11**	**N/A**	**0**	**0%**
March Total	**9**	**9**	**0**	**0%**	**100%**	**00:00:02**	**00:03:13**	**00:00:19**	**00:03:32**	**N/A**	**0**	**0%**

PROD_CARDIQUE_WEBCHAT - Chat - March



Date	Offered	Answered	Abandoned	Abandon %	Service Level %	ASA	Avg Talk	Avg ACW	AHT	Avg Hold	Transferred	Transfer %
Mar 1, 2023	1	1	0	0%	0%	00:02:46	00:33:33	00:00:02	00:33:35	N/A	0	0%
Mar 2, 2023	1	1	0	0%	100%	00:00:05	00:52:08	00:00:02	00:52:09	N/A	0	0%

Date	Offered	Answered	Abandoned	Abandon %	Service Level %	ASA	Avg Talk	Avg ACW	AHT	Avg Hold	Transferred	Transfer %
Mar 3, 2023	2	2	0	0%	0%	00:15:20	00:02:58	00:00:03	00:04:13	00:01:12	0	0%
Mar 4, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 5, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Week Total	**4**	**4**	**0**	**0%**	**25%**	**00:08:23**	**00:22:54**	**00:00:03**	**00:23:33**	**00:01:12**	**0**	**0%**
Mar 6, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 7, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 8, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 9, 2023	2	1	1	50%	50%	00:00:05	00:24:50	00:05:54	00:30:43	N/A	0	0%
Mar 10, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 11, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 12, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Week Total	**2**	**1**	**1**	**50%**	**50%**	**00:00:05**	**00:24:50**	**00:05:54**	**00:30:43**	**N/A**	**0**	**0%**
Mar 13, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 14, 2023	1	0	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 15, 2023	0	0	1	N/A	0%	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 16, 2023	1	1	0	0%	100%	00:00:05	00:39:41	00:00:02	00:39:43	N/A	0	0%
Mar 17, 2023	3	3	0	0%	67%	00:22:53	00:08:39	00:00:58	00:07:33	00:00:25	0	0%
Mar 18, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 19, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Week Total	**5**	**4**	**1**	**20%**	**60%**	**00:17:11**	**00:16:24**	**00:00:46**	**00:13:59**	**00:00:25**	**0**	**0%**
Mar 20, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 21, 2023	2	2	0	0%	50%	00:07:16	00:23:45	00:00:02	00:23:46	N/A	0	0%
Mar 22, 2023	2	1	1	50%	50%	00:00:05	00:15:39	00:03:12	00:18:51	N/A	0	0%
Mar 23, 2023	2	2	0	0%	100%	00:00:06	00:17:04	00:01:24	00:25:04	00:06:37	0	0%
Mar 24, 2023	4	4	0	0%	75%	00:00:12	00:11:24	00:00:10	00:15:34	00:05:21	0	0%
Mar 25, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A

Date	Offered	Answered	Abandoned	Abandon %	Service Level %	ASA	Avg Talk	Avg ACW	AHT	Avg Hold	Transferred	Transfer %
Mar 26, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Week Total	**10**	**9**	**1**	**10%**	**70%**	**00:01:44**	**00:15:52**	**00:00:45**	**00:19:52**	**00:05:51**	**0**	**0%**
Mar 27, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 28, 2023	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A
Mar 29, 2023	1	1	0	0%	100%	00:00:03	00:01:35	00:00:15	00:01:50	N/A	0	0%
Mar 30, 2023	3	3	0	0%	67%	00:22:53	00:08:45	00:01:36	00:10:21	N/A	0	0%
Mar 31, 2023	2	1	1	50%	50%	00:00:05	00:11:18	00:01:22	00:12:39	N/A	0	0%
Week Total	**6**	**5**	**1**	**17%**	**67%**	**00:13:45**	**00:07:50**	**00:01:17**	**00:09:06**	**N/A**	**0**	**0%**
March Total	**27**	**23**	**4**	**15%**	**59%**	**00:08:07**	**00:15:50**	**00:00:58**	**00:17:28**	**00:04:01**	**0**	**0%**