

Attachment G: Turkey Harvest Call Center Report

VDN DWFP, Harvest VDN
 Month Starting 03/01/2022-05/01/2022
 Time Zone: default

Month Starting	Vector	Inbound Calls	Avg Speed Ans	Aban Calls	Avg Aban Time	ACD Calls	Avg ACD Time
Totals		3662	24.520767	1753	841.64459	939	131.56444
3/1/2022	505	1459	24.679283	670	763.11194	502	131.47012
4/1/2022	505	1254	24.522673	506	872.8399	419	129.07877
5/1/2022	505	949	20.055555	577	905.47833	18	192.05556

Attachment G: Turkey Harvest Call Center Report

Avg ACW Time	1st Skill Pref	1st Skill ACD Calls	1st Skill Avg ACD Time	1st Skill Avg ACW Time	2nd Skill Pref	2nd Skill ACD Calls
0		0	0	0		0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

Attachment G: Turkey Harvest Call Center Report

2nd Skill Avg ACD Time	2nd Skill Avg ACW Time	3rd Skill Pref	3rd Skill ACD Calls	3rd Skill Avg ACD Time	3rd Skill Avg ACW Time
0	0		0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0