

Definitions of statistics in Dashboard tables

% Service Level: The percentage actual Service Level up to now for the period chosen

% Contacts Answered: The percentage of Contacts answered up to now for the period chosen

Contacts Offered: The number of contacts offered up to now for the period chosen

Contacts Answered: The number of contacts answered up to now for the period chosen

AnsSL: The number of contacts answered within Service Level up to now for the period chosen

AHT Actual: The actual Average Handling time up to now for the period chosen

Contacts Forecast: The number of contacts forecast up to now for the period chosen

CV Var: The % difference of forecast to actual contacts up to now for the period chosen

AHT Forecast: The forecast Average Handling Time up to now for the period chosen

AHT Var: The % difference of forecast to actual for Average Handling Time up to now for the period chosen