

Definitions of the statistics in the Dashboard charts

Contacts - Forecast: The number of calls forecast by 15 minute interval

Contacts - Actual: The number of calls offered by 15 minute interval

Contacts - Differential: The difference between forecast and actual contacts

Contacts - Cumulative: Contacts forecast stacked by 15 minute interval

AHT - Forecast: Forecasted Average Handling Time in seconds by 15 minute interval

AHT - Actual: Actual Average Handling Time in seconds by 15 minute interval

AHT Differential: The difference in seconds between forecasted and actual Average Handling Time

Service Level: The forecasted Service Level by 15 minute interval