

## A few words about statistics

Some of the issues discussed in this Raw data section are also covered in the [Statistics section under Feature guide](#).

**This Raw data section covers:**

- [Different measuring levels](#)
- [Callback in queue: Wait time and Answered or not](#)
- [Several ways to enter and exit a queue](#)
- ["Offered" to agent](#)
- [In which time period does a call belong in Puzzel statistics](#)
- [First call resolution / repeat callers?](#)