

RingCentral_PR_Queuees_Queuees_12_05_2023_4_23_33_PM 10/01/2023 12:00:00 AM - 10/31/2023 11:59:59 PM, US/Eastern



Queues	Call Type	Call Length From	Call Length To	From Time	To Time
5 Queues	All Types	00:00:00	No Limit	10/01/2023 12:00:00 AM	10/31/2023 11:59:59 PM

5354 # Inbound	4349 # Answered	1005 # Abandoned	00:01:51 Avg. Handle Time	542 # Holds	326 # Refused
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#	Name	Ext	# Inbound	# Answered	# Abandoned	Avg. Handle Time	# Holds
1	Info CQ	2001	2036	1787	249	00:01:14	319
2	Dial A Ride CQ	2002	1555	1159	396	00:03:00	145
3	Xtra Mile CQ	2006	1518	1194	324	00:01:38	28
4	Paratransit CQ	2003	235	203	32	00:01:59	50
5	General Info AH CQ	2011	10	6	4	00:03:06	0

#	Name	# Refused
1	Info CQ	224
2	Dial A Ride CQ	50
3	Xtra Mile CQ	46
4	Paratransit CQ	5
5	General Info AH CQ	1