

RingCentral_PR_Queues_Queues_12_05_2023_4_19_59_PM 11/01/2023 12:00:00 AM - 11/30/2023 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	11/01/2023 12:00:00 AM	11/30/2023 11:59:59 PM

4219 # Inbound	3571 # Answered	648 # Abandoned	00:01:48 Avg. Handle Time	566 # Holds	805 # Refused
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#	Name	Ext	# Inbound	# Answered	# Abandoned	Avg. Handle Time	# Holds
1	Info CQ	2001	1434	1263	171	00:01:24	255
2	Xtra Mile CQ	2006	1299	1082	217	00:01:29	66
3	Dial A Ride CQ	2002	1285	1058	227	00:02:34	207
4	Paratransit CQ	2003	189	160	29	00:02:10	36
5	General Info AH CQ	2011	12	8	4	00:00:47	2

#	Name	# Refused
1	Info CQ	731
2	Xtra Mile CQ	35
3	Dial A Ride CQ	35
4	Paratransit CQ	4
5	General Info AH CQ	0