

Skill: 112

Tijd (kwartierwaarden)	Aangeboden oproepen	Aangeboden minus 5sec geann. oproeper	Gemid. antw. snlhd	Gemid. annul. tijd	ACD-opr.	Gemid. ACD-tijd	Gemid. ACW-tijd	gem. afhandeltijd per oproep	Geann. oproep.	geannuleerd in 5 sec	Max. wachttijd	Extensie uit-gesprek.	Trans Out	% doorverbonden	terugbel oproepen	oproepen terwijl in nawerk	Gem. extensie uit-tijd	% ACD tijd	% Beant. opr.	% Geannul. opr.	
Totalen	0	9367	8698	:03	:04	8555	:17	:01	22	812	669	02:03	11875	4671	54,6	827	115	:06	13,07	91,33	8,67
00:00 - 00:15	107	104	:03	:05	102	:15	:01	19	5	3	:15	171	70	68,63	0	0	:01	29,7	95,33	4,67	
00:15 - 00:30	115	112	:09	:07	110	:18	:00	27	5	3	:39	178	81	73,64	1	0	:01	32,47	95,65	4,35	
00:30 - 00:45	69	67	:02	:01	67	:18	:01	21	2	2	:06	121	54	80,6	0	0	:01	20,49	97,1	2,9	
00:45 - 01:00	70	69	:03	:02	69	:17	:01	20	1	1	:04	124	54	78,26	1	0	:01	21,35	98,57	1,43	
01:00 - 01:15	69	66	:03	:02	66	:16	:01	20	3	3	:12	126	57	86,36	2	1	:02	19,39	95,65	4,35	
01:15 - 01:30	70	70	:03	0	70	:16	:00	19	0	0	:10	132	61	87,14	0	0	:01	23,58	100	0	
01:30 - 01:45	59	59	:02	0	59	:16	:01	20	0	0	:03	107	46	77,97	3	1	:01	16,91	100	0	
01:45 - 02:00	68	67	:03	:01	67	:16	:01	19	1	1	:03	119	52	77,61	0	0	:01	21,24	98,53	1,47	
02:00 - 02:15	63	62	:02	:00	62	:17	:00	20	1	1	:04	117	55	88,71	0	0	:01	21,78	98,41	1,59	
02:15 - 02:30	42	41	:03	:01	41	:17	:02	21	1	1	:04	69	27	65,85	0	2	:01	17,39	97,62	2,38	
02:30 - 02:45	51	51	:03	0	51	:19	:00	22	0	0	:09	100	49	96,08	0	0	:01	16,23	100	0	
02:45 - 03:00	40	40	:02	0	40	:16	:00	19	0	0	:03	69	30	75	0	0	:01	14,62	100	0	
03:00 - 03:15	34	32	:02	:02	32	:19	:01	22	2	2	:03	57	25	78,13	0	0	:02	12,51	94,12	5,88	
03:15 - 03:30	39	37	:02	:02	37	:18	:00	20	2	2	:03	69	32	86,49	1	0	:02	14,64	94,87	5,13	
03:30 - 03:45	49	45	:03	:02	45	:17	:01	21	4	4	:11	81	37	82,22	0	0	:01	16,03	91,84	8,16	
03:45 - 04:00	31	30	:02	:02	30	:15	:01	18	1	1	:03	50	20	66,67	0	0	:01	10,73	96,77	3,23	
04:00 - 04:15	36	36	:03	0	36	:18	:00	21	0	0	:03	66	30	83,33	0	0	:01	11,79	100	0	
04:15 - 04:30	43	43	:03	0	43	:19	:00	22	0	0	:03	83	38	88,37	0	0	:01	20,24	100	0	
04:30 - 04:45	49	48	:03	:00	48	:19	:01	23	1	1	:03	80	31	64,58	0	0	:01	16,22	97,96	2,04	
04:45 - 05:00	30	29	:02	:02	29	:18	:01	21	1	1	:03	49	20	68,97	0	0	:01	9,05	96,67	3,33	
05:00 - 05:15	34	33	:02	:00	33	:20	:00	22	1	1	:03	57	24	72,73	0	0	:01	16,19	97,06	2,94	
05:15 - 05:30	34	34	:02	0	34	:18	:00	21	0	0	:03	63	30	88,24	0	0	:01	11,11	100	0	
05:30 - 05:45	14	14	:02	0	14	:18	:01	22	0	0	:03	22	8	57,14	0	0	:01	5,08	100	0	
05:45 - 06:00	21	21	:03	0	21	:20	:01	23	0	0	:03	37	16	76,19	0	0	:01	7,91	100	0	
06:00 - 06:15	31	31	:02	0	31	:16	:00	18	0	0	:03	49	18	58,06	0	0	:01	9,41	100	0	
06:15 - 06:30	25	24	:03	:02	24	:21	:01	24	1	1	:03	39	15	62,5	0	0	:01	10,44	96	4	
06:30 - 06:45	37	34	:03	:01	34	:18	:01	22	3	3	:03	53	19	55,88	0	0	:01	6,79	91,89	8,11	
06:45 - 07:00	47	44	:03	:01	44	:23	:01	27	3	3	:03	68	28	63,64	1	1	:02	17,31	93,62	6,38	
07:00 - 07:15	68	68	:03	0	68	:20	:01	23	0	0	:03	98	45	66,18	0	0	:01	16,69	100	0	
07:15 - 07:30	54	53	:03	:02	53	:22	:01	26	1	1	:03	75	37	69,81	0	0	:01	14,54	98,15	1,85	
07:30 - 07:45	60	54	:03	:01	54	:22	:00	25	6	6	:07	77	35	64,81	0	0	:01	13,75	90	10	
07:45 - 08:00	77	73	:03	:03	72	:18	:01	22	5	4	:11	98	41	56,94	0	0	:01	17,2	93,51	6,49	
08:00 - 08:15	83	81	:03	:01	81	:18	:01	22	2	2	:13	90	41	50,62	0	0	:01	19,16	97,59	2,41	
08:15 - 08:30	75	70	:03	:03	69	:20	:00	24	6	5	:15	81	35	50,72	0	0	:01	17,83	92	8	
08:30 - 08:45	117	111	:08	:07	107	:21	:01	30	10	6	:41	140	66	61,68	0	0	:01	28,65	91,45	8,55	
08:45 - 09:00	104	98	:06	:02	98	:18	:01	25	6	6	:24	130	53	54,08	2	2	:02	21,48	94,23	5,77	
09:00 - 09:15	101	97	:03	:02	97	:19	:01	23	4	4	:18	94	52	53,61	1	0	:01	22,94	96,04	3,96	
09:15 - 09:30	97	92	:03	:01	92	:19	:01	23	5	5	:16	116	55	59,78	0	1	:01	16,66	94,85	5,15	
09:30 - 09:45	109	107	:03	:00	107	:18	:01	23	2	2	:13	143	61	57,01	5	2	:03	17,62	98,17	1,83	

09:45 -	10:00	86	82	:02	:02	82	:20	:01	23	4	4	:08	109	53	64,63	1	0	:01	14,62	95,35	4,65
10:00 -	10:15	111	110	:03	:00	110	:18	:01	22	1	1	:03	153	63	57,27	0	2	:01	16,03	99,1	0,9
10:15 -	10:30	120	115	:03	:01	115	:21	:01	24	5	5	:14	160	66	57,39	1	1	:01	17,15	95,83	4,17
10:30 -	10:45	83	81	:02	:01	81	:20	:01	23	2	2	:06	105	44	54,32	1	0	:02	10,57	97,59	2,41
10:45 -	11:00	116	110	:03	:02	110	:18	:01	22	6	6	:03	152	62	56,36	0	0	:01	16,56	94,83	5,17
11:00 -	11:15	81	77	:03	:02	77	:17	:01	21	4	4	:03	106	39	50,65	0	1	:01	10,11	95,06	4,94
11:15 -	11:30	127	119	:03	:01	119	:17	:01	21	8	8	:03	172	75	63,03	1	1	:01	12,48	93,7	6,3
11:30 -	11:45	89	82	:02	:02	82	:19	:01	22	7	7	:03	122	50	60,98	1	0	:01	11,12	92,13	7,87
11:45 -	12:00	109	105	:03	:01	105	:19	:01	23	4	4	:03	154	63	60	0	0	:01	13,36	96,33	3,67
12:00 -	12:15	115	108	:03	:01	108	:20	:01	23	7	7	:11	161	62	57,41	0	0	:01	16,5	93,91	6,09
12:15 -	12:30	121	119	:03	:01	119	:19	:01	23	2	2	:13	179	63	52,94	2	3	:03	16,77	98,35	1,65
12:30 -	12:45	122	117	:03	:05	115	:21	:01	25	7	5	:18	176	68	59,13	5	3	:04	19,81	94,26	5,74
12:45 -	13:00	105	101	:02	:01	101	:20	:01	24	4	4	:06	141	54	53,47	0	2	:01	17,7	96,19	3,81
13:00 -	13:15	127	125	:02	:00	125	:18	:01	22	2	2	:03	183	78	62,4	0	2	:01	20,48	98,43	1,57
13:15 -	13:30	135	131	:03	:02	131	:19	:01	23	4	4	:08	194	80	61,07	3	2	:02	17,84	97,04	2,96
13:30 -	13:45	114	110	:03	:01	110	:19	:01	22	4	4	:10	175	69	62,73	0	1	:01	15,2	96,49	3,51
13:45 -	14:00	139	132	:02	:01	132	:20	:01	24	7	7	:03	210	83	62,88	0	1	:01	16,58	94,96	5,04
14:00 -	14:15	136	129	:03	:02	129	:19	:01	23	7	7	:15	214	85	65,89	0	2	:01	18,22	94,85	5,15
14:15 -	14:30	131	128	:03	:01	128	:20	:01	24	3	3	:08	200	86	67,19	0	2	:01	16,46	97,71	2,29
14:30 -	14:45	153	143	:03	:02	142	:19	:01	22	11	10	:16	220	92	64,79	4	1	:02	19,41	92,81	7,19
14:45 -	15:00	176	168	:03	:01	168	:17	:01	20	8	8	:08	266	102	60,71	0	0	:01	18,07	95,45	4,55
15:00 -	15:15	152	143	:03	:01	143	:17	:01	21	9	9	:12	229	85	59,44	1	1	:01	18,18	94,08	5,92
15:15 -	15:30	143	139	:03	:02	139	:16	:01	20	4	4	:16	232	92	66,19	1	2	:01	12,81	97,2	2,8
15:30 -	15:45	76	76	:03	0	76	:18	:01	21	0	0	:05	121	45	59,21	0	0	:01	6,76	100	0
15:45 -	16:00	6	6	:04	01:35	4	:21	:00	25	2	0	02:03	5	3	75	0	0	:01	0,38	66,67	33,33
16:00 -	16:15	3	3	:06	:49	2	:30	:00	35	1	0	:49	5	2	100	2	0	:19	0,33	66,67	33,33
16:15 -	16:30	4	4	:12	0	4	:19	:00	31	0	0	:26	8	4	100	1	0	:13	0,4	100	0
16:30 -	16:45	1	1	:02	0	1	:35	:01	38	0	0	:02	12	1	100	10	0	:32	0,21	100	0
16:45 -	17:00	2	2	:02	0	2	:10	:00	13	0	0	:02	7	1	50	4	0	:48	0,33	100	0
17:00 -	17:15	3	3	:03	0	3	:16	:03	22	0	0	:05	4	2	66,67	0	0	:08	0,17	100	0
17:15 -	17:30	0	0	0	0	0	0	0	0	0	0	:00	25	0	0	25	0	01:31	0,03	0	0
17:30 -	17:45	0	0	0	0	0	0	0	0	0	0	:00	53	0	0	53	0	01:19	0,09	0	0
17:45 -	18:00	0	0	0	0	0	0	0	0	0	0	:00	41	0	0	41	0	01:40	0,05	0	0
18:00 -	18:15	0	0	0	0	0	0	0	0	0	0	:00	45	0	0	45	0	01:35	0,07	0	0
18:15 -	18:30	0	0	0	0	0	0	0	0	0	0	:00	25	0	0	25	0	02:10	0,03	0	0
18:30 -	18:45	0	0	0	0	0	0	0	0	0	0	:00	49	0	0	49	0	01:36	0,08	0	0
18:45 -	19:00	209	183	:05	:04	175	:15	:03	23	34	26	:35	189	40	22,86	44	14	:27	15,49	83,73	16,27
19:00 -	19:15	478	356	:06	:07	269	:15	:02	22	209	122	:28	167	66	24,54	27	8	:26	19,59	56,28	43,72
19:15 -	19:30	392	334	:05	:03	322	:13	:03	20	70	58	:23	114	46	14,29	17	11	:21	19,42	82,14	17,86
19:30 -	19:45	253	224	:02	:01	224	:15	:02	20	29	29	:03	149	52	23,21	17	5	:19	13,47	88,54	11,46
19:45 -	20:00	226	199	:02	:02	199	:13	:03	19	27	27	:03	212	59	29,65	29	9	:13	12,98	88,05	11,95
20:00 -	20:15	238	216	:02	:01	216	:14	:02	19	22	22	:03	205	69	31,94	10	7	:07	15,32	90,76	9,24
20:15 -	20:30	191	159	:02	:02	158	:15	:02	20	33	32	:14	223	64	40,51	57	3	:12	11,02	82,72	17,28
20:30 -	20:45	195	175	:03	:01	175	:15	:01	19	20	20	:03	303	75	42,86	90	1	:13	12,01	89,74	10,26
20:45 -	21:00	182	166	:02	:02	166	:14	:01	18	16	16	:03	298	75	45,18	83	1	:12	12,09	91,21	8,79
21:00 -	21:15	170	157	:02	:01	157	:15	:01	19	13	13	:03	259	67	42,68	71	2	:11	11,84	92,35	7,65
21:15 -	21:30	174	164	:03	:01	164	:15	:01	19	10	10	:04	275	83	50,61	50	2	:08	13,74	94,25	5,75
21:30 -	21:45	301	260	:05	:05	244	:16	:02	23	57	41	:23	196	75	30,74	11	5	:03	23,4	81,06	18,94
21:45 -	22:00	132	121	:03	:02	120	:14	:02	19	12	11	:33	126	58	48,33	1	4	:01	10,98	90,91	9,09
22:00 -	22:15	142	134	:03	:01	134	:15	:01	19	8	8	:08	178	71	52,99	9	1	:03	12,6	94,37	5,63
22:15 -	22:30	167	161	:03	:01	161	:16	:01	20	6	6	:11	180	85	52,8	0	2	:01	18,34	96,41	3,59
22:30 -	22:45	136	129	:03	:01	129	:16	:01	20	7	7	:13	148	79	61,24	4	0	:02	23,41	94,85	5,15
22:45 -	23:00	124	119	:03	:03	118	:18	:01	22	6	5	:17	156	85	72,03	0	0	:02	28,41	95,16	4,84
23:00 -	23:15	146	139	:03	:03	138	:18	:01	21	8	7	:11	169	95	68,84	1	0	:02	28,15	94,52	5,48
23:15 -	23:30	102	96	:03	:01	96	:18	:01	22	6	6	:19	138	73	76,04	0	0	:01	27,53	94,12	5,88
23:30 -	23:45	103	97	:03	:01	97	:17	:01	20	6	6	:06	152	68	70,1	5	0	:06	19,9	94,17	5,83
23:45 -	00:00	98	93	:04	:02	93	:18	:02	24	5	5	:21	127	66	70,97	8	3	:07	24,64	94,9	5,1

% netto geann. opr.	Gemid. werkpl.. beman.	Gemid. Werkend	Oproepen per werkpl.	% Binnen service niveau	%SL minus geannul. in 5 sec
7,69	14	:00:06	611,23	88,3	95,09
2,88	6,37	:00:05	16,02	93,46	96,15
2,68	6,25	:00:05	17,6	66,96	68,75
2,99	6,68	:00:05	10,03	97,1	100
1,45	6,08	:00:05	11,35	98,57	100
4,55	6	:00:06	11	94,2	98,48
0	6,2	:00:06	11,29	100	100
0	6,21	:00:05	9,5	100	100
1,49	6,19	:00:05	10,83	98,53	100
1,61	5,15	:00:04	12,04	98,41	100
2,44	5,6	:00:04	7,33	97,62	100
0	5,57	:00:04	9,16	100	100
0	5,3	:00:04	7,55	100	100
6,25	5,66	:00:04	5,66	94,12	100
5,41	5,35	:00:04	6,92	94,87	100
8,89	5,15	:00:03	8,74	89,8	97,78
3,33	5,97	:00:04	5,02	96,77	100
0	5,44	:00:05	6,62	100	100
0	5,44	:00:05	7,9	100	100
2,08	5,56	:00:05	8,63	97,96	100
3,45	5,39	:00:05	5,38	96,67	100
3,03	5,54	:00:05	5,96	97,06	100
0	5,32	:00:05	6,39	100	100
0	5,51	:00:05	2,54	100	100
0	5,56	:00:05	3,77	100	100
0	6	:00:05	5,17	100	100
4,17	6,66	:00:04	3,6	96	100
8,82	9,91	:00:06	3,43	91,89	100
6,82	7,69	:00:04	5,72	93,62	100
0	9,35	:00:05	7,27	100	100
1,89	9,49	:00:05	5,59	98,15	100
11,11	9,12	:00:05	5,92	90	100
5,48	9,36	:00:04	7,69	93,51	98,63
2,47	9,06	:00:05	8,94	96,39	98,77
7,14	9,29	:00:04	7,43	85,33	91,43
5,41	9,41	:00:04	11,37	70,09	73,87
6,12	9,2	:00:04	10,65	75,96	80,61
4,12	10,04	:00:06	9,66	92,08	95,88
5,43	11,52	:00:06	7,98	92,78	97,83
1,87	12,85	:00:05	8,33	93,58	95,33

4,88	13,3	:00:05	6,17	95,35	100
0,91	16,9	:00:08	6,51	99,1	100
4,35	15,09	:00:08	7,62	94,17	98,26
2,47	14,9	:00:08	5,43	97,59	100
5,45	14,18	:00:07	7,76	94,83	100
5,19	17,82	:00:09	4,32	95,06	100
6,72	17,83	:00:09	6,67	93,7	100
8,54	17,1	:00:08	4,8	92,13	100
3,81	17,02	:00:08	6,17	96,33	100
6,48	15,02	:00:06	7,19	93,04	99,07
1,68	16,23	:00:07	7,33	97,52	99,16
4,27	14,49	:00:06	7,94	89,34	93,16
3,96	13,5	:00:06	7,48	96,19	100
1,6	14,03	:00:06	8,91	98,43	100
3,05	15,31	:00:06	8,56	97,04	100
3,64	17,66	:00:08	6,23	96,49	100
5,3	18,3	:00:09	7,21	94,96	100
5,43	16,29	:00:07	7,92	93,38	98,45
2,34	16,65	:00:07	7,69	97,71	100
6,99	17,35	:00:08	8,19	90,85	97,2
4,76	16,02	:00:07	10,49	95,45	100
6,29	16,53	:00:06	8,65	93,42	99,3
2,88	18,81	:00:07	7,39	94,41	97,12
0	19	:00:07	4	100	100
0	16,02	:00:07	0,25	66,67	66,67
0	19,84	:00:10	0,1	66,67	66,67
0	21,55	:00:12	0,19	50	50
0	21,5	:00:10	0,05	100	100
0	21,73	:00:10	0,09	100	100
0	21,44	:00:10	0,14	100	100
0	20,8	:00:04	0	0	0
0	21,42	:00:03	0	0	0
0	21,84	:00:02	0	0	0
0	23,57	:00:02	0	0	0
0	23,17	:00:02	0	0	0
0	22,37	:00:02	0	0	0
14,21	24,43	:00:06	7,16	74,64	85,25
34,27	25,83	:00:08	10,41	47,07	63,2
17,37	29,34	:00:11	10,97	71,43	83,83
12,95	31,07	:00:10	7,21	88,54	100
13,57	28,4	:00:12	7,01	88,05	100
10,19	28,2	:00:13	7,66	90,76	100
20,13	26,58	:00:12	5,94	82,72	99,37
11,43	26,57	:00:11	6,59	89,74	100
9,64	23,9	:00:09	6,94	91,21	100
8,28	23,81	:00:09	6,59	92,35	100
6,1	21,35	:00:08	7,68	94,25	100
15,77	21,43	:00:10	11,39	69,1	80
9,09	19,34	:00:06	6,21	87,88	95,87
5,97	21,21	:00:09	6,32	94,37	100
3,73	16,8	:00:08	9,58	95,81	99,38
5,43	11,88	:00:06	10,86	93,38	98,45
4,2	8,4	:00:05	14,05	90,32	94,12
5,04	9,17	:00:06	15,04	94,52	99,28
6,25	8	:00:04	12,01	91,18	96,88
6,19	8,49	:00:04	11,43	94,17	100
5,38	8,4	:00:05	11,07	87,76	92,47