

Application Performance Analysis

* A call can invoke more than one application and is counted for each of them.

** Including calls aborted and rejected.

+ Summary values are calculated for the entire report period.

11/1/2012 7:00:00 AM (+03:00) - 11/12/2012 4:00:00 PM (+03:00)

<u>Application ID</u>	<u>Application Name</u>	<u>Calls Presented*</u>	<u>Calls Handled</u>	<u>Calls Abandoned**</u>	<u>Abandon Rate (per hour)</u>	<u>Avg Call Duration</u>
1	Claims	1,863	296	1,567	5.72	0:00:58
2	Support	2,963	1,472	1,491	5.44	0:01:19
Summary +		4826	1768	3058	11.16	0:01:11