

Datum-/tijdbereik: 25-06-2019 00:00:00 - 25-06-2019 23:59:59

10.2.g

Stats-groepbereik: 10.2.g

Rapportgroepbereik: <Alle>

Bereik site-ID's: <Alle>

*

Statistiekengroep	Datum	ACD-gesprek. beantw.	Gemidd. ACD Min.	Gem. snelh. antw.	Gemidd. ACW min.	Afgebroken gesprekken	Gemidd. afgebroken min.	Perc. afgebroke	Antw-serv.niv. 1	Verbroken
10.2.g	25-06-2019	1.426	:02:31	:00:27	:01:49	105	:01:24	6,89%	50,63%	
		1.426	:02:31	:00:27	:01:49	105	:01:24	6,89%	50,63%	
10.2.g	25-06-2019	19	:00:01	:00:21	:00:16	1	:00:22	5,00%	42,11%	
		19	:00:01	:00:21	:00:16	1	:00:22	5,00%	42,11%	
10.2.g	25-06-2019	48	:04:50	:00:09	:02:01	1	:00:52	2,04%	72,92%	
		48	:04:50	:00:09	:02:01	1	:00:52	2,04%	72,92%	
10.2.g	25-06-2019	15	:03:52	:00:08	:02:08	1	:00:53	6,25%	73,33%	
		15	:03:52	:00:08	:02:08	1	:00:53	6,25%	73,33%	
10.2.g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A	
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A	
10.2.g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A	
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A	
10.2.g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A	
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A	
10.2.g	25-06-2019	8	:04:20	:00:34	:00:42	0	:00:00	0,00%	87,50%	
		8	:04:20	:00:34	:00:42	0	:00:00	0,00%	87,50%	
10.2.g	25-06-2019	7	:01:29	:00:01	:00:35	0	:00:00	0,00%	100,00%	
		7	:01:29	:00:01	:00:35	0	:00:00	0,00%	100,00%	
10.2.g	25-06-2019	2	:03:33	:00:01	:00:52	0	:00:00	0,00%	100,00%	
		2	:03:33	:00:01	:00:52	0	:00:00	0,00%	100,00%	
10.2.g	25-06-2019	3	:05:31	:00:01	:01:38	0	:00:00	0,00%	100,00%	
		3	:05:31	:00:01	:01:38	0	:00:00	0,00%	100,00%	
10.2.g	25-06-2019	80	:02:10	:00:13	:02:27	3	:01:19	3,61%	72,50%	
		80	:02:10	:00:13	:02:27	3	:01:19	3,61%	72,50%	
10.2.g	25-06-2019	25	:01:50	:00:10	:02:13	1	:00:15	3,85%	72,00%	

		25	:01:50	:00:10	:02:13	1	:00:15	3,85%	72,00%
10.2 g	25-06-2019	6	:03:11	:00:22	:03:14	1	:00:09	14,29%	66,67%
		6	:03:11	:00:22	:03:14	1	:00:09	14,29%	66,67%
10.2 g	25-06-2019	59	:02:15	:01:04	:01:47	5	:02:43	7,94%	27,12%
		59	:02:15	:01:04	:01:47	5	:02:43	7,94%	27,12%
10.2 g	25-06-2019	2	:01:24	:01:00	:00:30	0	:00:00	0,00%	0,00%
		2	:01:24	:01:00	:00:30	0	:00:00	0,00%	0,00%
10.2 g	25-06-2019	1	:01:04	:00:16	:00:30	0	:00:00	0,00%	0,00%
		1	:01:04	:00:16	:00:30	0	:00:00	0,00%	0,00%
10.2 g	25-06-2019	12	:03:11	:00:38	:02:26	0	:00:00	0,00%	16,67%
		12	:03:11	:00:38	:02:26	0	:00:00	0,00%	16,67%
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	3	:00:51	100,00%	N/A
		0	:00:00	:00:00	:00:00	3	:00:51	100,00%	N/A
10.2 g	25-06-2019	11	:01:54	:00:29	:00:59	2	:03:36	15,38%	9,09%
		11	:01:54	:00:29	:00:59	2	:03:36	15,38%	9,09%
10.2 g	25-06-2019	49	:02:28	:00:44	:02:07	10	:02:49	16,95%	32,65%
		49	:02:28	:00:44	:02:07	10	:02:49	16,95%	32,65%
10.2 g	25-06-2019	1	:01:16	:00:09	:00:30	0	:00:00	0,00%	100,00%
		1	:01:16	:00:09	:00:30	0	:00:00	0,00%	100,00%
10.2 g	25-06-2019	1	:01:40	:00:17	:00:30	0	:00:00	0,00%	0,00%
		1	:01:40	:00:17	:00:30	0	:00:00	0,00%	0,00%
10.2 g	25-06-2019	7	:03:36	:00:34	:02:01	0	:00:00	0,00%	28,57%
		7	:03:36	:00:34	:02:01	0	:00:00	0,00%	28,57%
10.2 g	25-06-2019	37	:03:13	:00:20	:03:32	0	:00:00	0,00%	56,76%
		37	:03:13	:00:20	:03:32	0	:00:00	0,00%	56,76%
10.2 g	25-06-2019	43	:02:53	:00:33	:02:30	4	:01:17	8,51%	62,79%
		43	:02:53	:00:33	:02:30	4	:01:17	8,51%	62,79%
10.2 g	25-06-2019	5	:02:39	:00:17	:01:15	1	:01:43	16,67%	60,00%
		5	:02:39	:00:17	:01:15	1	:01:43	16,67%	60,00%
10.2 g	25-06-2019	93	:02:55	:01:24	:02:17	22	:02:04	19,64%	36,56%
		93	:02:55	:01:24	:02:17	22	:02:04	19,64%	36,56%
10.2 g	25-06-2019	1	:01:07	:00:09	:00:03	0	:00:00	0,00%	100,00%
		1	:01:07	:00:09	:00:03	0	:00:00	0,00%	100,00%
10.2 g	25-06-2019	15	:03:39	:00:58	:01:32	1	:00:11	6,25%	40,00%
		15	:03:39	:00:58	:01:32	1	:00:11	6,25%	40,00%
10.2 g	25-06-2019	1	:02:03	:00:03	:00:30	0	:00:00	0,00%	100,00%
		1	:02:03	:00:03	:00:30	0	:00:00	0,00%	100,00%
10.2 g	25-06-2019	9	:02:31	:00:04	:00:30	0	:00:00	0,00%	100,00%
		9	:02:31	:00:04	:00:30	0	:00:00	0,00%	100,00%
10.2 g	25-06-2019	2	:00:37	:00:08	:00:30	0	:00:00	0,00%	100,00%
		2	:00:37	:00:08	:00:30	0	:00:00	0,00%	100,00%

10.2 g	25-06-2019	1	:00:17	:00:11	:00:30	0	:00:00	0,00%	0,00%
		1	:00:17	:00:11	:00:30	0	:00:00	0,00%	0,00%
10.2 g	25-06-2019	3	:00:30	:00:03	:00:05	0	:00:00	0,00%	100,00%
		3	:00:30	:00:03	:00:05	0	:00:00	0,00%	100,00%
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10.2 g	25-06-2019	52	:00:03	:00:14	:00:16	1	:00:39	1,89%	53,85%
		52	:00:03	:00:14	:00:16	1	:00:39	1,89%	53,85%
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10.2 g	25-06-2019	1	:00:17	:00:01	:00:20	0	:00:00	0,00%	100,00%
		1	:00:17	:00:01	:00:20	0	:00:00	0,00%	100,00%
10.2 g	25-06-2019	15	:00:19	:00:12	:00:16	4	:00:22	21,05%	53,33%
		15	:00:19	:00:12	:00:16	4	:00:22	21,05%	53,33%
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10.2 g	25-06-2019	17	:00:24	:00:06	:00:25	10	:00:13	37,04%	82,35%
		17	:00:24	:00:06	:00:25	10	:00:13	37,04%	82,35%
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10.2 g	25-06-2019	9	:01:33	:00:15	:00:08	0	:00:00	0,00%	33,33%
		9	:01:33	:00:15	:00:08	0	:00:00	0,00%	33,33%
10.2 g	25-06-2019	36	:02:23	:00:22	:03:01	3	:01:04	7,69%	50,00%
		36	:02:23	:00:22	:03:01	3	:01:04	7,69%	50,00%
10.2 g	25-06-2019	43	:02:48	:00:19	:02:20	2	:01:01	4,44%	48,84%
		43	:02:48	:00:19	:02:20	2	:01:01	4,44%	48,84%
10.2 g	25-06-2019	2	:00:50	:00:13	:03:14	0	:00:00	0,00%	50,00%
		2	:00:50	:00:13	:03:14	0	:00:00	0,00%	50,00%
10.2 g	25-06-2019	30	:03:04	:00:31	:02:12	3	:01:07	9,09%	26,67%

		30	:03:04	:00:31	:02:12	3	:01:07	9,09%	26,67%
10 2 g	25-06-2019	69	:02:19	:00:29	:02:04	0	:00:00	0,00%	47,83%
		69	:02:19	:00:29	:02:04	0	:00:00	0,00%	47,83%
10 2 g	25-06-2019	3	:03:00	:00:36	:00:49	0	:00:00	0,00%	0,00%
		3	:03:00	:00:36	:00:49	0	:00:00	0,00%	0,00%
10 2 g	25-06-2019	12	:02:43	:00:16	:03:38	0	:00:00	0,00%	58,33%
		12	:02:43	:00:16	:03:38	0	:00:00	0,00%	58,33%
10 2 g	25-06-2019	1	:01:10	:00:05	:00:30	0	:00:00	0,00%	100,00%
		1	:01:10	:00:05	:00:30	0	:00:00	0,00%	100,00%
10 2 g	25-06-2019	128	:03:14	:00:15	:00:38	3	:01:17	2,27%	60,94%
		128	:03:14	:00:15	:00:38	3	:01:17	2,27%	60,94%
10 2 g	25-06-2019	12	:03:53	:00:07	:00:29	1	:00:06	7,69%	75,00%
		12	:03:53	:00:07	:00:29	1	:00:06	7,69%	75,00%
10 2 g	25-06-2019	2	:02:31	:00:08	:00:18	0	:00:00	0,00%	100,00%
		2	:02:31	:00:08	:00:18	0	:00:00	0,00%	100,00%
10 2 g	25-06-2019	145	:01:52	:00:24	:01:52	4	:00:53	2,68%	41,38%
		145	:01:52	:00:24	:01:52	4	:00:53	2,68%	41,38%
10 2 g	25-06-2019	29	:02:46	:00:17	:02:18	2	:00:45	6,45%	31,03%
		29	:02:46	:00:17	:02:18	2	:00:45	6,45%	31,03%
10 2 g	25-06-2019	1	:00:21	:00:10	:00:30	0	:00:00	0,00%	100,00%
		1	:00:21	:00:10	:00:30	0	:00:00	0,00%	100,00%
10 2 g	25-06-2019	12	:04:41	:00:21	:02:48	0	:00:00	0,00%	58,33%
		12	:04:41	:00:21	:02:48	0	:00:00	0,00%	58,33%
10 2 g	25-06-2019	4	:06:04	:00:12	:04:16	0	:00:00	0,00%	50,00%
		4	:06:04	:00:12	:04:16	0	:00:00	0,00%	50,00%
10 2 g	25-06-2019	1	:01:07	:02:40	:02:44	0	:00:00	0,00%	0,00%
		1	:01:07	:02:40	:02:44	0	:00:00	0,00%	0,00%
10 2 g	25-06-2019	1	:07:22	:00:05	:08:16	0	:00:00	0,00%	100,00%
		1	:07:22	:00:05	:08:16	0	:00:00	0,00%	100,00%
10 2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10 2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10 2 g	25-06-2019	1	:03:23	:00:04	:00:30	2	:00:57	100,00%	100,00%
		1	:03:23	:00:04	:00:30	2	:00:57	100,00%	100,00%
10 2 g	25-06-2019	74	:02:59	:00:32	:02:28	6	:01:10	7,59%	44,59%
		74	:02:59	:00:32	:02:28	6	:01:10	7,59%	44,59%
10 2 g	25-06-2019	18	:01:44	:00:40	:01:49	1	:01:17	5,56%	5,56%
		18	:01:44	:00:40	:01:49	1	:01:17	5,56%	5,56%
10 2 g	25-06-2019	55	:02:47	:00:30	:02:26	4	:00:43	6,90%	45,45%
		55	:02:47	:00:30	:02:26	4	:00:43	6,90%	45,45%

10.2 g	25-06-2019	10	:02:12	:00:26	:03:42	0	:00:00	0,00%	50,00%
		10	:02:12	:00:26	:03:42	0	:00:00	0,00%	50,00%
10.2 g	25-06-2019	4	:03:14	:00:11	:00:28	2	:00:07	33,33%	50,00%
		4	:03:14	:00:11	:00:28	2	:00:07	33,33%	50,00%
10.2 g	25-06-2019	3	:01:06	:00:52	:00:51	1	:01:04	25,00%	33,33%
		3	:01:06	:00:52	:00:51	1	:01:04	25,00%	33,33%
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10.2 g	25-06-2019	14	:03:03	:00:06	:00:30	0	:00:00	0,00%	92,86%
		14	:03:03	:00:06	:00:30	0	:00:00	0,00%	92,86%
10.2 g	25-06-2019	2	:06:25	:00:11	:00:45	0	:00:00	0,00%	50,00%
		2	:06:25	:00:11	:00:45	0	:00:00	0,00%	50,00%
10.2 g	25-06-2019	1	:00:32	:00:06	:00:20	0	:00:00	0,00%	100,00%
		1	:00:32	:00:06	:00:20	0	:00:00	0,00%	100,00%
10.2 g	25-06-2019	4	:00:49	:00:14	:00:05	0	:00:00	0,00%	50,00%
		4	:00:49	:00:14	:00:05	0	:00:00	0,00%	50,00%
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10.2 g	25-06-2019	3	:02:50	:00:10	:00:20	0	:00:00	0,00%	66,67%
		3	:02:50	:00:10	:00:20	0	:00:00	0,00%	66,67%
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10.2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10.2 g	25-06-2019	2	:00:46	:00:13	:00:05	0	:00:00	0,00%	50,00%
		2	:00:46	:00:13	:00:05	0	:00:00	0,00%	50,00%
10.2 g	25-06-2019	4	:01:26	:00:09	:00:57	0	:00:00	0,00%	50,00%
		4	:01:26	:00:09	:00:57	0	:00:00	0,00%	50,00%
10.2 g	25-06-2019	4	:01:13	:00:12	:01:59	0	:00:00	0,00%	50,00%
		4	:01:13	:00:12	:01:59	0	:00:00	0,00%	50,00%
10.2 g	25-06-2019	15	:01:53	:00:10	:00:36	0	:00:00	0,00%	66,67%
		15	:01:53	:00:10	:00:36	0	:00:00	0,00%	66,67%
10.2 g	25-06-2019	1	:01:14	:00:11	:00:30	0	:00:00	0,00%	0,00%

		1	:01:14	:00:11	:00:30	0	:00:00	0,00%	0,00%
10 2 g	25-06-2019	5	:00:51	:00:34	:00:24	0	:00:00	0,00%	40,00%
		5	:00:51	:00:34	:00:24	0	:00:00	0,00%	40,00%
10 2 g	25-06-2019	3	:00:33	:00:13	:01:11	0	:00:00	0,00%	33,33%
		3	:00:33	:00:13	:01:11	0	:00:00	0,00%	33,33%
10 2 g	25-06-2019	2	:01:54	:00:01	:00:23	0	:00:00	0,00%	100,00%
		2	:01:54	:00:01	:00:23	0	:00:00	0,00%	100,00%
10 2 g	25-06-2019	1	:00:21	:00:08	:00:30	0	:00:00	0,00%	100,00%
		1	:00:21	:00:08	:00:30	0	:00:00	0,00%	100,00%
10 2 g	25-06-2019	4	:00:50	:00:36	:00:30	0	:00:00	0,00%	50,00%
		4	:00:50	:00:36	:00:30	0	:00:00	0,00%	50,00%
10 2 g	25-06-2019	1	:00:27	:00:11	:00:30	0	:00:00	0,00%	0,00%
		1	:00:27	:00:11	:00:30	0	:00:00	0,00%	0,00%
10 2 g	25-06-2019	4	:09:13	:00:11	:02:43	0	:00:00	0,00%	50,00%
		4	:09:13	:00:11	:02:43	0	:00:00	0,00%	50,00%
10 2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10 2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10 2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10 2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
10 2 g	25-06-2019	0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
		0	:00:00	:00:00	:00:00	0	:00:00	0,00%	N/A
Eindtotaal:		2.852	:02:31	:00:27	:01:49	210	:01:24	6,89%	50,63%

Afdrukdatum: dinsdag 25 juni 2019 08:13:40

10.2.g



Max. beantw. min.	
769	:10:16
769	:10:16
0	:01:16
0	:01:16
26	:00:20
26	:00:20
10	:00:19
10	:00:19
0	:00:00
0	:00:00
0	:00:00
0	:00:00
0	:00:00
0	:00:00
2	:04:25
2	:04:25
0	:00:01
0	:00:01
0	:00:01
0	:00:01
0	:00:01
0	:00:01
39	:04:30
39	:04:30
9	:00:49

9	:00:49
4	:01:41
4	:01:41
41	:07:13
41	:07:13
2	:01:46
2	:01:46
1	:00:16
1	:00:16
8	:02:27
8	:02:27
0	:00:00
0	:00:00
3	:01:16
3	:01:16
28	:05:49
28	:05:49
1	:00:09
1	:00:09
1	:00:17
1	:00:17
8	:01:32
8	:01:32
20	:04:34
20	:04:34
26	:03:37
26	:03:37
3	:00:50
3	:00:50
73	:10:16
73	:10:16
0	:00:09
0	:00:09
11	:02:55
11	:02:55
0	:00:03
0	:00:03
9	:00:08
9	:00:08
2	:00:08
2	:00:08

1	:00:11
1	:00:11
1	:00:04
1	:00:04
0	:00:00
0	:00:00
0	:00:00
0	:00:00
0	:00:00
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4	:01:13
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6	:00:32
6	:00:32
30	:02:23
30	:02:23
35	:01:59
35	:01:59
2	:00:19
2	:00:19
18	:02:18

18	:02:18
40	:04:18
40	:04:18
3	:01:26
3	:01:26
9	:00:53
9	:00:53
1	:00:05
1	:00:05
31	:03:11
31	:03:11
5	:00:19
5	:00:19
1	:00:10
1	:00:10
91	:03:50
91	:03:50
12	:01:01
12	:01:01
1	:00:10
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0	:00:00
1	:00:04
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39	:05:04
39	:05:04
4	:05:05
4	:05:05
26	:04:34
26	:04:34

7	:02:55
7	:02:55
2	:00:16
2	:00:16
2	:02:20
2	:02:20
0	:00:00
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2	:00:12
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4	:00:15
4	:00:15
3	:00:25
3	:00:25
13	:00:37
13	:00:37
1	:00:11

1	:00:11
5	:02:02
5	:02:02
3	:00:19
3	:00:19
1	:00:01
1	:00:01
1	:00:08
1	:00:08
4	:02:03
4	:02:03
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1	:00:11
2	:00:18
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0	:00:00
0	:00:00
0	:00:00
0	:00:00
0	:00:00
1.538	:10:16

