Coronavirus Relief Fund
Program Reporting

Report Distribution Date: July 2, 2020

Lee CARES Individual Assistance Program

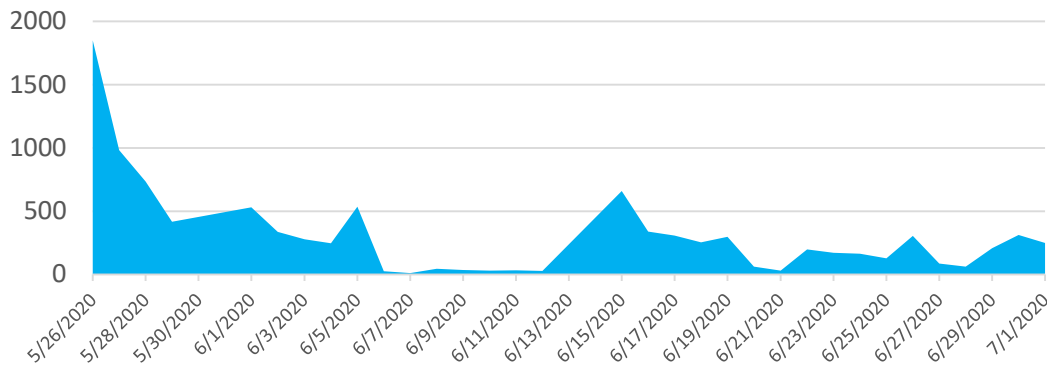Program opened: 5/26/2020

Individual Assistance Applications

Applications	Counts
Total Applications Received	9,486
Assigned	637
Completed Initial Review	2,026
Approved	3,171
Denied	3,649
Appeals	3

Daily Counts of Applications Submitted

Approved Distributions by Type of Payment

	Amount	Average
Electric Utility	$685,643	$264
Mortgage	$2,248,390	$1,504
Rent	$4,919,539	$1,459
Water Utility	$239,317	$192

Application Processing Time

	5/26 -6/12	Since (6/15)
Average Days Between Submission and Approval	17.5	7.30

Program Description

Under the program, assistance with rent, mortgage or utilities (water and electric) may be provided if an individual has an unexpected loss of income due to Gov. Ron DeSantis' Safer at Home Order, including loss of job or reduced work hours. Payment for those who qualify are made directly to the landlord, mortgage company and/or utility company. Household income must meet income qualifications at the time of application. The maximum amount awarded per household is $2,000.

Lee CARES Small Business Assistance Relaunch

Program opened: May 26, 2020

Small Business Assistance Relaunch Applications

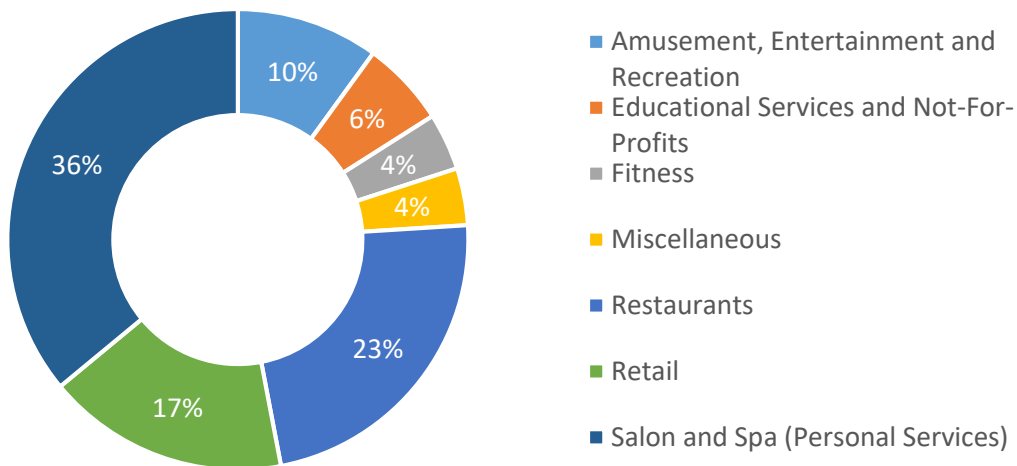| Total Completed Applications Received (Duplicates Removed)	2,595
Pending	28
Approved	1,196
Denied	1,371

Fund Distribution

Total Funding Approved for Disbursement	$5,980,000
Pending	$140,000

Distribution by Business Sector

Lee CARES Business Relaunch by Sector

- 10% — Amusement, Entertainment and Recreation
- 6% — Educational Services and Not-For-Profits
- 4% — Fitness
- 4% — Miscellaneous
- 23% — Restaurants
- 17% — Retail
- 36% — Salon and Spa (Personal Services)

Program Description

Under the program, assistance is available to businesses with one to 25 employees as of March 1 that were closed by Gov. Ron DeSantis' Safer at Home Order. The one-time, $5,000 relaunch grants are to help offset the unintended costs of reopening or relaunching a small business, such as sanitation, signage or marketing. Funds can only be used to reimburse the costs of business interruption caused by the required closures that are not covered by insurance or another federal program. Business owners must be Lee County residents.

Lee CARES Small Business Assistance Relaunch Map of Distribution

Lee Cares Business Relaunch Grant Distribution

Business Type
- Amusement, Entertaoment and Recreation
- Bars
- Educational Services and Not-For-Profits
- Fitness
- Miscellaneous Businesses
- Restaurants
- Retail
- Salon and Spa (Personal Services)

City Limits
- City of Bonita Springs
- City of Cape Coral
- City of Fort Myers
- City of Sanibel
- Town of Fort Myers Beach
- Village of Estero

0 1 2   4
Miles
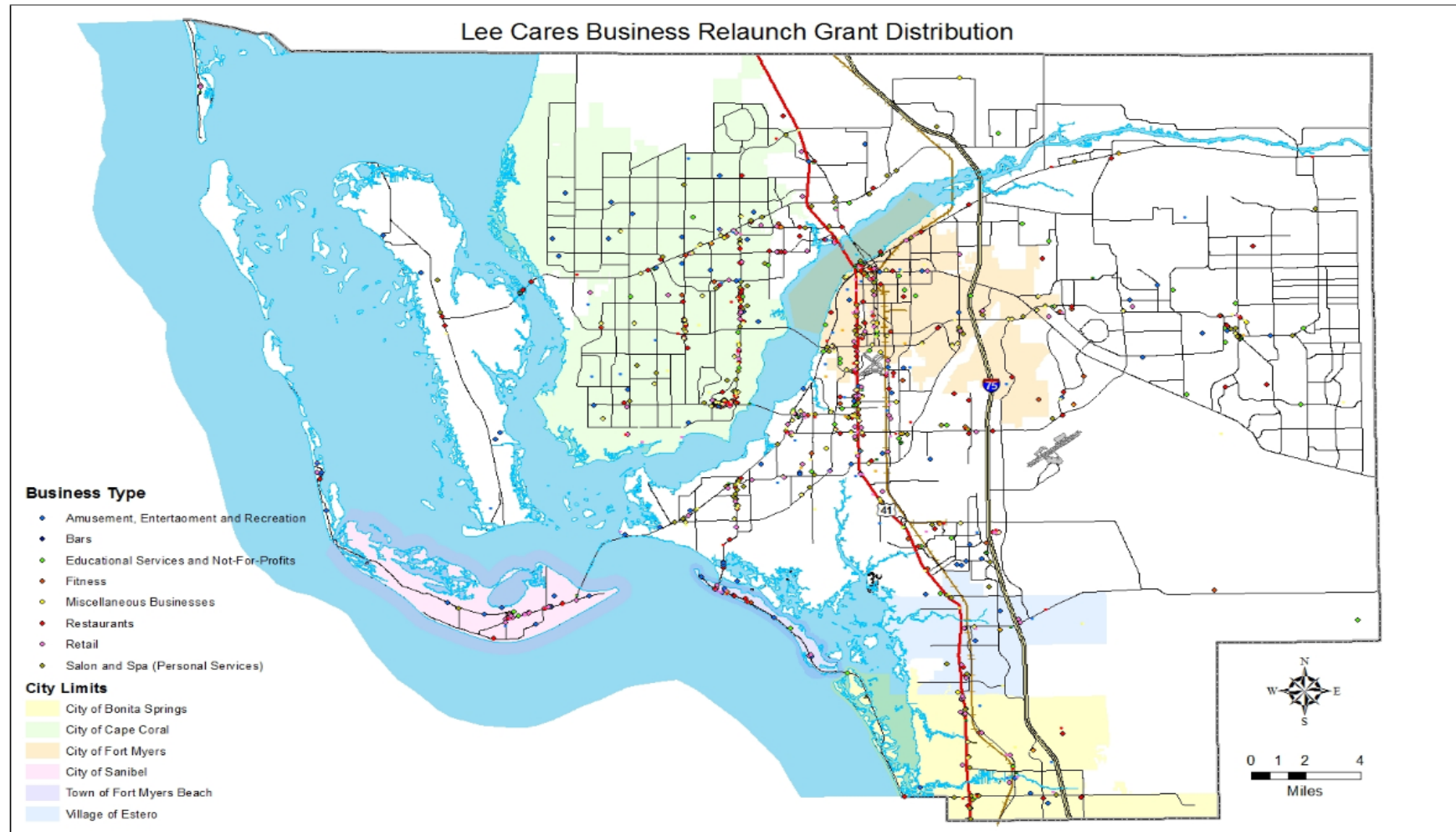
Lee CARES Small Business PPE Program (Personal Protective Equipment)

Program opened: 5/26/2020

Small Business PPE Applications

Received	**1,369**
Applications Approved	1,221
Applications Denied	148
Denial Rate	10.8%

PPE Kits Distributed	Small Businesses	Food Pantries	Day Cares	Goodwill	Totals
Small Kits Distributed	928				
Large Kits Distributed	202				
Other Kits Distributed		26	74	5	
Approved and Picked up	**1,130**	**26**	**74**	**5**	**1,235**
No Show	90				90

| **Supplies Distributed**	Small Businesses	Food Pantries	Day Cares	Goodwill	Totals
Surgical Masks	399,600	7,800	86,500	1,000	494,900
KN95 Masks	7,300	0	0	500	7,800
Face Shields				150	150
Gloves	666,000	2,600	93,300	4,000	765,900
Hand Sanitizer (pumps and	5,328	286	4,850	1,056	10,464
Bottle of Disinfectant Spra	1,128	104	1,760		2,992
Thermometer				6	6
Total Items	**1,079,356**	**10,790**	**186,410**	**6,712**	**1,282,212**

Program Description

The Personal Protective Equipment (PPE) for Small Businesses program supports companies in Lee County that employ one to 25 employees in specific industry segments that are heavily involved with public interaction. Only the following business segments are eligible to receive PPE supplies: Medical and dental practices with less than 25 employees, Childcare services and youth camps, Museums and historical sites, Amusement and recreation centers, Independent restaurants with fewer than 25 employees, Barber shops, beauty salons, nail salons and personal care services.

Lee CARES Small Business PPE Program Map

Countywide Distribution

Green = Small (1-10 emp)   **Red** = Large (11-25 emp)   Black = Ineligible
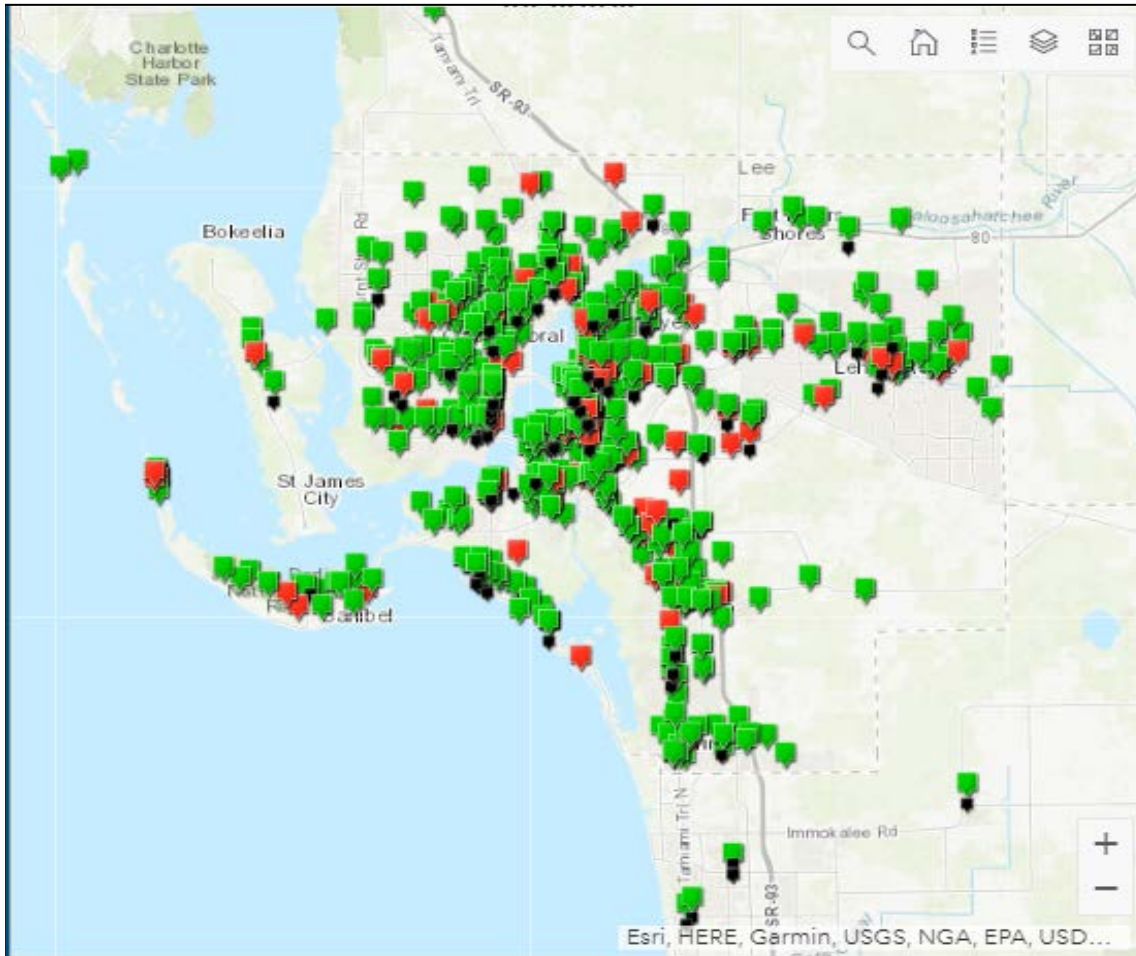
Lee CARES State and County Procured PPE

Local Government and State Requested Distribution of Personal Protective Equipment

Supplies Distributed

Total Items	2,516,928

Item Group	County Departments	Cities	Constitutionals	State directed to Assisted Living/Nursing Homes, etc
Surgical Masks	48,430	114,450	373,500	473,559
N95 Masks	14,538	56,250	23,310	89,075
Face Shields	800	6,796	3,786	48,056
Gloves	48,900	116,200	52,700	833,775
Hand Sanitizer	1,535	8,868	1,415	12,995
Thermometer	6	81	7	60
Goggles / Safety Glasses	-	1,680	880	420
Shoe Covers	25	525	3,500	34,409
Gowns	-	2,560	1,552	53,627
Coveralls	-	10	18	475
Boot Covers	-	-	600	125
Sleeves	-	-	-	300
Aprons	-	-	500	-
Spray Bottles	10	-	-	-
Surgical Caps / Bouffants	-	-	2,200	10,297
Disinfectant	1,499	6	112	162
Soap	347	-	85	13
Disinfectant Wipes	65,920	-	5,760	220
TOTALS	**182,010**	**307,426**	**469,925**	**1,557,568**

Program Description

Lee County's Public Safety Logistics Warehouse distributes state and county procurement PPE.
Assisted Living Facilities, Nursing Homes, Government offices, state EOC distributions, etc.

Lee CARES Food Security

Food Pantry Applications for $5,000 Grants

	Grant Applications Approved	Approved for Funding
Allocated		
$500,000	40	$200,000

Programs with Allocation Available for Reimbursement

	Allocated	Disbursed to date
Harry Chapin Food Bank	$1,550,000	
Midwest Food Bank	$425,000	
Community Cooperatives	$225,000	
TOTAL for Programs	$2,200,000	$125,000

Reserve

Allocated
$300,000

Lee CARES Childcare Programs

Childcare Scholarships

Scholarship Requests Received	612
Scholarships Approved	487

Program Description
United Way partner is processing applications
Maximum of $1,250 per eligible child
70 providers enrolled

Childcare Disinfecting Program
Program opened: June 1, 2020

As of July 1, 2020

Application Distribution	191
Pending Approval	4
Approved Applicants	21
Facilities to be Cleaned	40
Total Funds Requested	$88,576

Program Description
Funds available to aid community Childcare Providers. The funds must be used to pay cleaning services to provide COVID-19 related cleaning and disinfecting service in the childcare facilities. Funds for this program may not be used to pay for regular facility cleaning, that is not COVID-19 related.

Childcare Disinfecting Program Details

Approved	Childcare Provider Name	Frequency of Cleaning	Cleaning Duration	Facilities	Funding Request
x	City of Cape Coral Parks & Recreation	1x Weekly	8 Weeks Continuous	9	$13,368
x	Child Care of SW Florida, Inc.	2x Weekly	8 Weeks Continuous	4	$7,488
x	City of Sanibel Department of Recreation	1x Weekly	8 Weeks Continuous	1	$7,200
x	Open Doors Preschool	Every Other Week	8 Weeks Continuous	1	$7,150
x	Wellington Academy Schools	1x Weekly	8 Weeks Continuous	3	$6,736
x	Growing Room Child Development Centers	1x Weekly	6 Weeks Non-continuous	2	$4,883
x	City of Fort Myers - STARS Complex	Daily	8 Weeks Continuous	1	$4,295
x	Kid's World Preschool	Weekly	7 Weeks Continuous	1	$4,260
x	Educare Academy	1x Weekly	8 Weeks Continuous	1	$4,000
x	Montessori School of Fort Myers	1x Weekly	8 Weeks Continuous	1	$2,840
x	Little Sprouts Child Care Center, Inc.	1x Weekly	6 Weeks Continuous	1	$2,400
x	Challenged Minds Learning Center, Inc.	1x Weekly	7 Weeks Continuous	1	$2,100
x	Miss Kellie's ChildCare, LLC	1x Weekly	7 Weeks Continuous	1	$2,100
x	Lee County Alliance of the Arts, Inc.	Daily	6 Weeks Continuous	1	$2,100
x	Bay Oaks Recreation Center	1x Weekly	8 Weeks Continuous	1	$2,000
x	Bobbie Noonan's Child Care @ Fort Myers	3x Weekly	8 Weeks Continuous	1	$2,000
x	Mark Christian Ministries	1x Weekly	6 Weeks Continuous	1	$1,495
x	Amazing Kidz Academy	1x Weekly	7 Weeks Continuous	1	$1,365
x	Health Park Child Development Center	2x Weekly	8 Weeks Continuous	1	$1,152
x	Lee Memorial Child Development Center	2x Weekly	8 Weeks Continuous	1	$1,152
x	Cape Child Development Center	2x Weekly	8 Weeks Continuous	2	$1,152
Pending	Brown Academy	1x Weekly	8 Weeks Continuous	1	$2,500
Pending	Little People Preschool	1x Weekly	7 Weeks Continuous	1	$2,380
Pending	ABC Preschool Inc	2x Weekly	7 Weeks Continuous	1	$1,288
Pending	Kendrick Family Large Childcare	1x Weekly	8 Weeks Continuous	1	$1,172
Total				40	$88,576

Lee CARES Call Center

Program opened: 5/26/2020

Total Calls Handled

Total Calls Handled	23,390
Business Assistance	3,878
Business Assistance - Spanish	434
Human Services	17,731
Human Services - Spanish	1,347

Daily Volume of Calls Handled
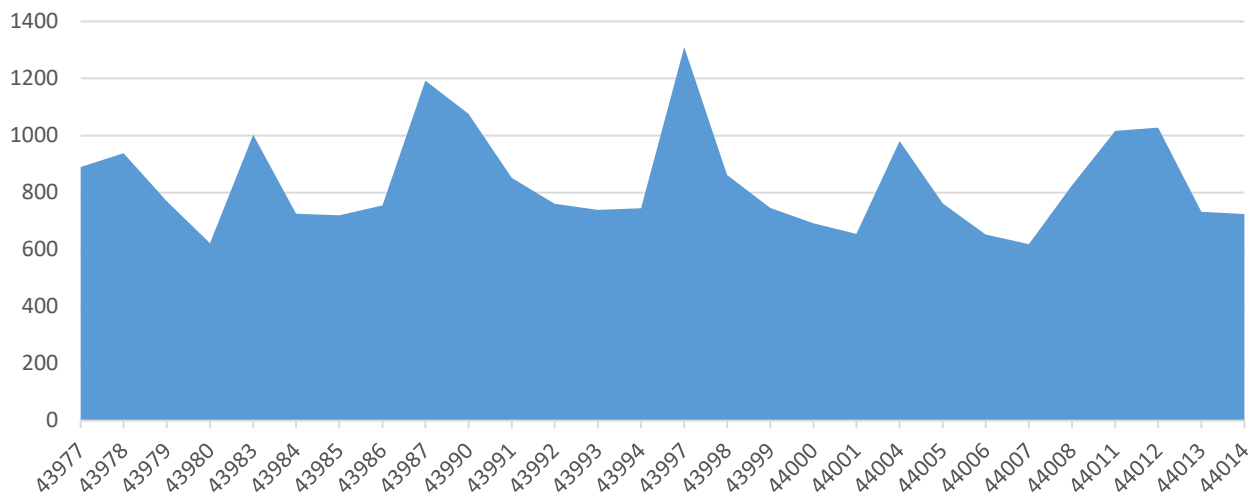
Average of Daily Call Handle Time	Average Minutes
Business Assistance	0:05:15
Business Assistance - Spanish	0:07:52
Human Services	0:04:42
Human Services - Spanish	0:04:51

Program Description

(239) 533-CARE (2273)

Call center to support human & business services assistance for individuals, families and businesses.

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	307	00:00:12	00:02:47	298	00:00:10	00:06:49	00:59:26	8	00:00:39	00:02:03	8.00	8	0	00:00:00	00:00:00	1
			307		00:02:47	298			00:59:26	8		00:02:03		8	0		00:00:00	1
			307		00:02:47	298			00:59:26	8		00:02:03		8	0		00:00:00	1
HVS_CSQ	1	(leecare_HVS)	885	00:03:48	00:15:12	555	00:04:23	00:06:25	01:00:25	194	00:02:08	00:09:58	194.00	194	0	00:00:00	00:00:00	132
			885		00:15:12	555			01:00:25	194		00:09:58		194	0		00:00:00	132
			885		00:15:12	555			01:00:25	194		00:09:58		194	0		00:00:00	132
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	1	00:06:06	00:06:06	1	00:06:06	00:01:12	00:01:12	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			1		00:06:06	1			00:01:12	0		00:00:00		0	0		00:00:00	0
			1		00:06:06	1			00:01:12	0		00:00:00		0	0		00:00:00	0
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	48	00:05:55	00:17:33	36	00:05:11	00:05:03	00:11:11	7	00:03:46	00:08:16	7.00	7	0	00:00:00	00:00:00	5
			48		00:17:33	36			00:11:11	7		00:08:16		7	0		00:00:00	5
			48		00:17:33	36			00:11:11	7		00:08:16		7	0		00:00:00	5
			1241		00:17:33	890			01:00:25	209		00:09:58		194	0		00:00:00	138

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CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	245	00:00:14	00:05:25	240	00:00:12	00:05:33	00:27:08	4	00:01:30	00:03:06	4.00	4	0	00:00:00	00:00:00	1
			245		00:05:25	240			00:27:08	4		00:03:06		4	0		00:00:00	1
			245		00:05:25	240			00:27:08	4		00:03:06		4	0		00:00:00	1
HVS_CSQ	1	(leecare_HVS)	626	00:00:16	00:02:36	612	00:00:16	00:05:22	00:37:59	14	00:00:21	00:01:33	14.00	14	0	00:00:00	00:00:00	0
			626		00:02:36	612			00:37:59	14		00:01:33		14	0		00:00:00	0
			626		00:02:36	612			00:37:59	14		00:01:33		14	0		00:00:00	0
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	18	00:08:35	00:16:49	6	00:02:54	00:21:52	01:23:03	5	00:07:58	00:11:56	5.00	5	0	00:00:00	00:00:00	7
			18		00:16:49	6			01:23:03	5		00:11:56		5	0		00:00:00	7
			18		00:16:49	6			01:23:03	5		00:11:56		5	0		00:00:00	7
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	81	00:01:17	00:08:15	80	00:01:14	00:06:29	00:24:06	1	00:04:46	00:04:46	1.00	1	0	00:00:00	00:00:00	0
			81		00:08:15	80			00:24:06	1		00:04:46		1	0		00:00:00	0
			81		00:08:15	80			00:24:06	1		00:04:46		1	0		00:00:00	0
			970		00:16:49	938			01:23:03	24		00:11:56		14	0		00:00:00	8

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CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	210	00:00:16	00:07:13	207	00:00:15	00:06:11	01:30:04	2	00:00:42	00:01:25	2.00	2	0	00:00:00	00:00:00	1
			210		00:07:13	207			01:30:04	2		00:01:25		2	0		00:00:00	1
			210		00:07:13	207			01:30:04	2		00:01:25		2	0		00:00:00	1
HVS_CSQ	1	(leecare_HVS)	518	00:00:11	00:05:16	513	00:00:11	00:05:33	00:32:53	3	00:00:03	00:00:05	3.00	3	0	00:00:00	00:00:00	2
			518		00:05:16	513			00:32:53	3		00:00:05		3	0		00:00:00	2
			518		00:05:16	513			00:32:53	3		00:00:05		3	0		00:00:00	2
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	20	00:04:40	00:13:27	12	00:03:47	00:06:11	00:16:57	5	00:01:29	00:06:34	5.00	5	0	00:00:00	00:00:00	3
			20		00:13:27	12			00:16:57	5		00:06:34		5	0		00:00:00	3
			20		00:13:27	12			00:16:57	5		00:06:34		5	0		00:00:00	3
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	37	00:01:10	00:10:18	37	00:01:10	00:06:16	00:18:09	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			37		00:10:18	37			00:18:09	0		00:00:00		0	0		00:00:00	0
			37		00:10:18	37			00:18:09	0		00:00:00		0	0		00:00:00	0
			785		00:13:27	769			01:30:04	10		00:06:34		5	0		00:00:00	6

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CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	193	00:00:14	00:04:51	186	00:00:12	00:06:09	00:39:43	7	00:00:52	00:04:51	7.00	7	0	00:00:00	00:00:00	0
			193		00:04:51	186			00:39:43	7		00:04:51		7	0		00:00:00	0
			193		00:04:51	186			00:39:43	7		00:04:51		7	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	405	00:00:17	00:03:53	398	00:00:16	00:05:30	00:47:46	6	00:00:22	00:00:55	6.00	6	0	00:00:00	00:00:00	1
			405		00:03:53	398			00:47:46	6		00:00:55		6	0		00:00:00	1
			405		00:03:53	398			00:47:46	6		00:00:55		6	0		00:00:00	1
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	9	00:03:06	00:05:47	7	00:02:29	00:07:42	00:27:47	2	00:05:16	00:05:28	2.00	2	0	00:00:00	00:00:00	0
			9		00:05:47	7			00:27:47	2		00:05:28		2	0		00:00:00	0
			9		00:05:47	7			00:27:47	2		00:05:28		2	0		00:00:00	0
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	31	00:00:16	00:01:56	31	00:00:16	00:06:10	00:27:39	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			31		00:01:56	31			00:27:39	0		00:00:00		0	0		00:00:00	0
			31		00:01:56	31			00:27:39	0		00:00:00		0	0		00:00:00	0
			638		00:05:47	622			00:47:46	15		00:05:28		7	0		00:00:00	1

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	279	00:00:26	00:06:49	268	00:00:23	00:05:51	01:10:43	9	00:01:26	00:03:27	9.00	9	0	00:00:00	00:00:00	2
			279		00:06:49	268			01:10:43	9		00:03:27		9	0		00:00:00	2
			279		00:06:49	268			01:10:43	9		00:03:27		9	0		00:00:00	2
HVS_CSQ	1	(leecare_HVS)	690	00:00:13	00:04:37	678	00:00:13	00:04:27	00:38:42	12	00:00:10	00:00:42	12.00	12	0	00:00:00	00:00:00	0
			690		00:04:37	678			00:38:42	12		00:00:42		12	0		00:00:00	0
			690		00:04:37	678			00:38:42	12		00:00:42		12	0		00:00:00	0
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	26	00:07:55	00:15:10	13	00:03:54	00:07:13	00:26:10	3	00:06:15	00:11:42	3.00	3	0	00:00:00	00:00:00	10
			26		00:15:10	13			00:26:10	3		00:11:42		3	0		00:00:00	10
			26		00:15:10	13			00:26:10	3		00:11:42		3	0		00:00:00	10
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	44	00:00:40	00:03:29	44	00:00:40	00:06:22	00:21:24	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			44		00:03:29	44			00:21:24	0		00:00:00		0	0		00:00:00	0
			44		00:03:29	44			00:21:24	0		00:00:00		0	0		00:00:00	0
			1039		00:15:10	1003			01:10:43	24		00:11:42		12	0		00:00:00	12

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	198	00:00:07	00:02:26	197	00:00:07	00:04:35	00:23:36	1	00:00:04	00:00:04	1.00	1	0	00:00:00	00:00:00	0
			198		00:02:26	197			00:23:36	1		00:00:04		1	0		00:00:00	0
			198		00:02:26	197			00:23:36	1		00:00:04		1	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	505	00:00:12	00:03:14	498	00:00:12	00:04:17	00:25:13	6	00:00:18	00:01:10	6.00	6	0	00:00:00	00:00:00	0
			505		00:03:14	498			00:25:13	6		00:01:10		6	0		00:00:00	0
			505		00:03:14	498			00:25:13	6		00:01:10		6	0		00:00:00	0
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	8	00:03:57	00:13:27	6	00:02:34	00:08:59	00:42:11	1	00:02:44	00:02:44	1.00	1	0	00:00:00	00:00:00	1
			8		00:13:27	6			00:42:11	1		00:02:44		1	0		00:00:00	1
			8		00:13:27	6			00:42:11	1		00:02:44		1	0		00:00:00	1
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	25	00:00:16	00:02:22	25	00:00:16	00:05:08	00:16:07	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			25		00:02:22	25			00:16:07	0		00:00:00		0	0		00:00:00	0
			25		00:02:22	25			00:16:07	0		00:00:00		0	0		00:00:00	0
			736		00:13:27	726			00:42:11	8		00:02:44		6	0		00:00:00	1

Generated on July 6, 2020 9:28:40 AM EDT by CCX\test (4 records).

Filter Logged in User: CCX\test; Interval [Starting At]: 06/02/2020 00:00:00; Interval [Ending At]: 06/02/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	174	00:00:08	00:02:24	171	00:00:08	00:05:03	00:50:00	3	00:00:00	00:00:01	3.00	3	0	00:00:00	00:00:00	0
			174		00:02:24	171			00:50:00	3		00:00:01		3	0		00:00:00	0
			174		00:02:24	171			00:50:00	3		00:00:01		3	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	515	00:00:13	00:02:08	507	00:00:13	00:04:29	00:35:41	6	00:00:12	00:00:30	6.00	6	0	00:00:00	00:00:00	0
			515		00:02:08	507			00:35:41	6		00:00:30		6	0		00:00:00	0
			515		00:02:08	507			00:35:41	6		00:00:30		6	0		00:00:00	0
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	13	00:01:29	00:07:12	12	00:01:26	00:08:16	00:19:54	1	00:02:08	00:02:08	1.00	1	0	00:00:00	00:00:00	0
			13		00:07:12	12			00:19:54	1		00:02:08		1	0		00:00:00	0
			13		00:07:12	12			00:19:54	1		00:02:08		1	0		00:00:00	0
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	30	00:00:28	00:02:22	30	00:00:28	00:05:01	00:16:34	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			30		00:02:22	30			00:16:34	0		00:00:00		0	0		00:00:00	0
			30		00:02:22	30			00:16:34	0		00:00:00		0	0		00:00:00	0
			732		00:07:12	720			00:50:00	10		00:02:08		6	0		00:00:00	0

Generated on July 6, 2020 9:29:50 AM EDT by CCX\test (4 records).

Filter Interval [Starting At]: 06/03/2020 00:00:00; Logged in User: CCX\test; Interval [Ending At]: 06/03/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	164	00:00:11	00:03:37	157	00:00:11	00:04:33	00:29:49	6	00:00:04	00:00:15	6.00	6	0	00:00:00	00:00:00	1
			164		00:03:37	157			00:29:49	6		00:00:15		6	0		00:00:00	1
			164		00:03:37	157			00:29:49	6		00:00:15		6	0		00:00:00	1
HVS_CSQ	1	(leecare_HVS)	564	00:00:27	00:03:26	549	00:00:26	00:04:39	00:29:56	12	00:00:34	00:02:43	12.00	12	0	00:00:00	00:00:00	3
			564		00:03:26	549			00:29:56	12		00:02:43		12	0		00:00:00	3
			564		00:03:26	549			00:29:56	12		00:02:43		12	0		00:00:00	3
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	1	00:00:06	00:00:06	1	00:00:06	00:11:57	00:11:57	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			1		00:00:06	1			00:11:57	0		00:00:00		0	0		00:00:00	0
			1		00:00:06	1			00:11:57	0		00:00:00		0	0		00:00:00	0
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	50	00:01:03	00:05:51	48	00:01:04	00:05:48	00:26:08	2	00:00:38	00:01:12	2.00	2	0	00:00:00	00:00:00	0
			50		00:05:51	48			00:26:08	2		00:01:12		2	0		00:00:00	0
			50		00:05:51	48			00:26:08	2		00:01:12		2	0		00:00:00	0
			779		00:05:51	755			00:29:56	20		00:02:43		12	0		00:00:00	4

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	192	00:01:03	00:06:11	176	00:01:00	00:05:08	00:43:32	13	00:01:12	00:04:29	13.00	13	0	00:00:00	00:00:00	3
			192		00:06:11	176			00:43:32	13		00:04:29		13	0		00:00:00	3
			192		00:06:11	176			00:43:32	13		00:04:29		13	0		00:00:00	3
HVS_CSQ	1	(leecare_HVS)	918	00:01:04	00:05:46	848	00:01:00	00:04:47	00:38:11	52	00:01:22	00:04:16	52.00	52	0	00:00:00	00:00:00	17
			918		00:05:46	848			00:38:11	52		00:04:16		52	0		00:00:00	17
			918		00:05:46	848			00:38:11	52		00:04:16		52	0		00:00:00	17
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	42	00:04:15	00:12:59	35	00:04:06	00:08:59	00:36:54	7	00:04:58	00:12:59	7.00	7	0	00:00:00	00:00:00	0
			42		00:12:59	35			00:36:54	7		00:12:59		7	0		00:00:00	0
			42		00:12:59	35			00:36:54	7		00:12:59		7	0		00:00:00	0
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	136	00:01:40	00:08:19	134	00:01:39	00:03:44	00:27:26	2	00:03:07	00:06:03	2.00	2	0	00:00:00	00:00:00	0
			136		00:08:19	134			00:27:26	2		00:06:03		2	0		00:00:00	0
			136		00:08:19	134			00:27:26	2		00:06:03		2	0		00:00:00	0
			1288		00:12:59	1193			00:43:32	74		00:12:59		52	0		00:00:00	20

Filter Interval [Starting At]: 06/05/2020 00:00:00; Logged in User: CCX\test; Interval [Ending At]: 06/05/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	139	00:00:22	00:05:36	138	00:00:21	00:05:51	00:24:08	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	1
			139		00:05:36	138			00:24:08	0		00:00:00		0	0		00:00:00	1
			139		00:05:36	138			00:24:08	0		00:00:00		0	0		00:00:00	1
HVS_CSQ	1	(leecare_HVS)	854	00:00:05	00:15:06	845	00:00:04	00:04:43	00:37:52	8	00:00:01	00:00:03	8.00	8	0	00:00:00	00:00:00	1
			854		00:15:06	845			00:37:52	8		00:00:03		8	0		00:00:00	1
			854		00:15:06	845			00:37:52	8		00:00:03		8	0		00:00:00	1
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	39	00:02:12	00:11:20	36	00:02:06	00:07:48	00:38:02	3	00:03:18	00:05:57	3.00	3	0	00:00:00	00:00:00	0
			39		00:11:20	36			00:38:02	3		00:05:57		3	0		00:00:00	0
			39		00:11:20	36			00:38:02	3		00:05:57		3	0		00:00:00	0
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	57	00:00:23	00:03:05	57	00:00:23	00:04:24	00:26:26	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			57		00:03:05	57			00:26:26	0		00:00:00		0	0		00:00:00	0
			57		00:03:05	57			00:26:26	0		00:00:00		0	0		00:00:00	0
			1089		00:15:06	1076			00:38:02	11		00:05:57		8	0		00:00:00	2

Generated on June 8, 2020 5:01:23 PM EDT by CCX\test (4 records).

Filter Interval [Starting At]: 06/08/2020 00:00:00; Logged in User: CCX\test; Interval [Ending At]: 06/08/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	3	(leecare_EDO)	90	00:00:07	00:02:30	89	00:00:07	00:06:08	00:52:16	1	00:00:01	00:00:01	1.00	1	0	00:00:00	00:00:00	0
			90		00:02:30	89			00:52:16	1		00:00:01		1	0		00:00:00	0
			90		00:02:30	89			00:52:16	1		00:00:01		1	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	687	00:00:05	00:02:34	684	00:00:05	00:05:18	00:39:32	3	00:00:01	00:00:04	3.00	3	0	00:00:00	00:00:00	0
			687		00:02:34	684			00:39:32	3		00:00:04		3	0		00:00:00	0
			687		00:02:34	684			00:39:32	3		00:00:04		3	0		00:00:00	0
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	21	00:00:51	00:05:09	20	00:00:51	00:10:37	00:47:05	1	00:00:47	00:00:47	1.00	1	0	00:00:00	00:00:00	0
			21		00:05:09	20			00:47:05	1		00:00:47		1	0		00:00:00	0
			21		00:05:09	20			00:47:05	1		00:00:47		1	0		00:00:00	0
Spanish_HVS_CSQ	2	(leecare_Spanish_HVS)	59	00:00:24	00:03:33	58	00:00:21	00:05:07	00:28:22	1	00:03:33	00:03:33	1.00	1	0	00:00:00	00:00:00	0
			59		00:03:33	58			00:28:22	1		00:03:33		1	0		00:00:00	0
			59		00:03:33	58			00:28:22	1		00:03:33		1	0		00:00:00	0
			857		00:05:09	851			00:52:16	6		00:03:33		3	0		00:00:00	0

Generated on June 9, 2020 5:02:07 PM EDT by CCX\test (4 records).

Filter Interval [Starting At]: 06/09/2020 00:00:00; Logged in User: CCX\test; Interval [Ending At]: 06/09/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	105	00:00:06	00:00:29	103	00:00:06	00:04:55	00:25:13	1	00:00:01	00:00:01	1.00	1	0	00:00:00	00:00:00	0
			105		00:00:29	103			00:25:13	1		00:00:01		1	0		00:00:00	0
			105		00:00:29	103			00:25:13	1		00:00:01		1	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	597	00:00:05	00:00:45	591	00:00:05	00:05:10	00:40:25	6	00:00:01	00:00:03	6.00	6	0	00:00:00	00:00:00	0
			597		00:00:45	591			00:40:25	6		00:00:03		6	0		00:00:00	0
			597		00:00:45	591			00:40:25	6		00:00:03		6	0		00:00:00	0
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	27	00:00:39	00:07:13	27	00:00:39	00:06:09	00:22:01	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			27		00:07:13	27			00:22:01	0		00:00:00		0	0		00:00:00	0
			27		00:07:13	27			00:22:01	0		00:00:00		0	0		00:00:00	0
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	39	00:00:12	00:02:12	39	00:00:12	00:04:10	00:18:30	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			39		00:02:12	39			00:18:30	0		00:00:00		0	0		00:00:00	0
			39		00:02:12	39			00:18:30	0		00:00:00		0	0		00:00:00	0
			768		00:07:13	760			00:40:25	7		00:00:03		6	0		00:00:00	0

Generated on June 10, 2020 5:16:25 PM EDT by CCX\test (4 records).

Filter Logged in User: CCX\test; Interval [Starting At]: 06/10/2020 00:00:00; Interval [Ending At]: 06/10/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	98	00:00:08	00:02:48	93	00:00:08	00:05:29	00:24:11	5	00:00:05	00:00:15	5.00	5	0	00:00:00	00:00:00	0
			98		00:02:48	93			00:24:11	5		00:00:15		5	0		00:00:00	0
			98		00:02:48	93			00:24:11	5		00:00:15		5	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	587	00:00:06	00:02:45	585	00:00:06	00:04:54	00:34:55	2	00:00:00	00:00:01	2.00	2	0	00:00:00	00:00:00	0
			587		00:02:45	585			00:34:55	2		00:00:01		2	0		00:00:00	0
			587		00:02:45	585			00:34:55	2		00:00:01		2	0		00:00:00	0
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	32	00:01:34	00:11:52	31	00:01:19	00:06:17	00:24:39	1	00:09:19	00:09:19	1.00	1	0	00:00:00	00:00:00	0
			32		00:11:52	31			00:24:39	1		00:09:19		1	0		00:00:00	0
			32		00:11:52	31			00:24:39	1		00:09:19		1	0		00:00:00	0
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	31	00:00:16	00:02:10	30	00:00:13	00:06:35	00:23:05	1	00:01:38	00:01:38	1.00	1	0	00:00:00	00:00:00	0
			31		00:02:10	30			00:23:05	1		00:01:38		1	0		00:00:00	0
			31		00:02:10	30			00:23:05	1		00:01:38		1	0		00:00:00	0
			748		00:11:52	739			00:34:55	9		00:09:19		5	0		00:00:00	0

Generated on June 11, 2020 5:01:48 PM EDT by CCX\test (4 records).
Filter Interval [Starting At]: 06/11/2020 00:00:00; Logged in User: CCX\test; Interval [Ending At]: 06/11/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	89	00:00:09	00:01:04	88	00:00:09	00:05:26	00:52:59	1	00:00:04	00:00:04	1.00	1	0	00:00:00	00:00:00	0
			89		00:01:04	88			00:52:59	1		00:00:04		1	0		00:00:00	0
			89		00:01:04	88			00:52:59	1		00:00:04		1	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	576	00:00:07	00:03:02	573	00:00:06	00:04:39	00:24:55	3	00:01:03	00:03:02	3.00	3	0	00:00:00	00:00:00	0
			576		00:03:02	573			00:24:55	3		00:03:02		3	0		00:00:00	0
			576		00:03:02	573			00:24:55	3		00:03:02		3	0		00:00:00	0
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	19	00:03:30	00:16:36	15	00:00:59	00:12:17	00:42:09	2	00:11:16	00:16:36	2.00	2	0	00:00:00	00:00:00	2
			19		00:16:36	15			00:42:09	2		00:16:36		2	0		00:00:00	2
			19		00:16:36	15			00:42:09	2		00:16:36		2	0		00:00:00	2
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	69	00:00:25	00:03:04	69	00:00:25	00:03:40	00:17:32	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			69		00:03:04	69			00:17:32	0		00:00:00		0	0		00:00:00	0
			69		00:03:04	69			00:17:32	0		00:00:00		0	0		00:00:00	0
			753		00:16:36	745			00:52:59	6		00:16:36		3	0		00:00:00	2

Generated on June 12, 2020 5:01:41 PM EDT by CCX\test (4 records).
Filter Logged in User: CCX\test; Interval [Starting At]: 06/12/2020 00:00:00; Interval [Ending At]: 06/12/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	104	00:00:09	00:01:44	101	00:00:09	00:04:55	00:26:29	3	00:00:16	00:00:49	3.00	3	0	00:00:00	00:00:00	0
			104		00:01:44	101			00:26:29	3		00:00:49		3	0		00:00:00	0
			104		00:01:44	101			00:26:29	3		00:00:49		3	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	1100	00:00:07	00:01:22	1093	00:00:07	00:04:28	00:31:45	7	00:00:14	00:00:37	7.00	7	0	00:00:00	00:00:00	0
			1100		00:01:22	1093			00:31:45	7		00:00:37		7	0		00:00:00	0
			1100		00:01:22	1093			00:31:45	7		00:00:37		7	0		00:00:00	0
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	29	00:01:34	00:15:02	28	00:01:05	00:07:49	00:24:47	1	00:15:02	00:15:02	1.00	1	0	00:00:00	00:00:00	0
			29		00:15:02	28			00:24:47	1		00:15:02		1	0		00:00:00	0
			29		00:15:02	28			00:24:47	1		00:15:02		1	0		00:00:00	0
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	88	00:00:18	00:02:38	88	00:00:18	00:04:05	00:18:29	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			88		00:02:38	88			00:18:29	0		00:00:00		0	0		00:00:00	0
			88		00:02:38	88			00:18:29	0		00:00:00		0	0		00:00:00	0
			1321		00:15:02	1310			00:31:45	11		00:15:02		7	0		00:00:00	0

Generated on June 15, 2020 5:28:47 PM EDT by CCX\test (4 records).

Filter Interval [Starting At]: 06/15/2020 00:00:00; Logged in User: CCX\test; Interval [Ending At]: 06/15/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	3	(leecare_EDO)	71	00:00:06	00:00:59	71	00:00:06	00:05:39	00:37:59	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			71		00:00:59	71			00:37:59	0		00:00:00		0	0		00:00:00	0
			71		00:00:59	71			00:37:59	0		00:00:00		0	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	733	00:00:04	00:00:27	730	00:00:04	00:05:04	01:14:03	3	00:00:03	00:00:06	3.00	3	0	00:00:00	00:00:00	0
			733		00:00:27	730			01:14:03	3		00:00:06		3	0		00:00:00	0
			733		00:00:27	730			01:14:03	3		00:00:06		3	0		00:00:00	0
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	13	00:00:21	00:02:22	13	00:00:21	00:09:03	00:28:27	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			13		00:02:22	13			00:28:27	0		00:00:00		0	0		00:00:00	0
			13		00:02:22	13			00:28:27	0		00:00:00		0	0		00:00:00	0
Spanish_HVS_CSQ	2	(leecare_Spanish_HVS)	47	00:00:06	00:01:23	47	00:00:06	00:06:10	00:27:45	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			47		00:01:23	47			00:27:45	0		00:00:00		0	0		00:00:00	0
			47		00:01:23	47			00:27:45	0		00:00:00		0	0		00:00:00	0
			864		00:02:22	861			01:14:03	3		00:00:06		3	0		00:00:00	0

Generated on June 16, 2020 5:02:59 PM EDT by CCX\test (4 records).
Filter Logged in User: CCX\test; Interval [Starting At]: 06/16/2020 00:00:00; Interval [Ending At]: 06/16/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	77	00:00:25	00:05:28	74	00:00:25	00:04:36	00:20:05	3	00:00:20	00:00:42	3.00	3	0	00:00:00	00:00:00	0
			77		00:05:28	74			00:20:05	3		00:00:42		3	0		00:00:00	0
			77		00:05:28	74			00:20:05	3		00:00:42		3	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	638	00:00:30	00:08:09	616	00:00:26	00:04:40	00:53:13	15	00:01:52	00:07:34	15.00	15	0	00:00:00	00:00:00	6
			638		00:08:09	616			00:53:13	15		00:07:34		15	0		00:00:00	6
			638		00:08:09	616			00:53:13	15		00:07:34		15	0		00:00:00	6
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	44	00:02:07	00:10:56	40	00:01:47	00:07:08	00:24:20	4	00:05:30	00:08:54	4.00	4	0	00:00:00	00:00:00	0
			44		00:10:56	40			00:24:20	4		00:08:54		4	0		00:00:00	0
			44		00:10:56	40			00:24:20	4		00:08:54		4	0		00:00:00	0
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	16	00:00:29	00:03:41	16	00:00:29	00:03:18	00:06:03	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			16		00:03:41	16			00:06:03	0		00:00:00		0	0		00:00:00	0
			16		00:03:41	16			00:06:03	0		00:00:00		0	0		00:00:00	0
			775		00:10:56	746			00:53:13	22		00:08:54		15	0		00:00:00	6

Generated on June 17, 2020 5:04:18 PM EDT by CCX\test (4 records).

Filter Interval [Starting At]: 06/17/2020 00:00:00; Logged in User: CCX\test; Interval [Ending At]: 06/17/2020 17:00:00; CSQ Names: , , , ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	3	(leecare_EDO)	57	00:00:05	00:00:17	57	00:00:05	00:04:17	00:14:31	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			57		00:00:17	57			00:14:31	0		00:00:00		0	0		00:00:00	0
			57		00:00:17	57			00:14:31	0		00:00:00		0	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	585	00:00:04	00:00:31	576	00:00:04	00:04:54	00:33:06	8	00:00:02	00:00:04	8.00	8	0	00:00:00	00:00:00	0
			585		00:00:31	576			00:33:06	8		00:00:04		8	0		00:00:00	0
			585		00:00:31	576			00:33:06	8		00:00:04		8	0		00:00:00	0
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	13	00:00:11	00:01:17	13	00:00:11	00:05:38	00:12:26	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			13		00:01:17	13			00:12:26	0		00:00:00		0	0		00:00:00	0
			13		00:01:17	13			00:12:26	0		00:00:00		0	0		00:00:00	0
Spanish_HVS_CSQ	2	(leecare_Spanish_HVS)	47	00:00:10	00:02:19	46	00:00:11	00:05:55	00:32:05	1	00:00:03	00:00:03	1.00	1	0	00:00:00	00:00:00	0
			47		00:02:19	46			00:32:05	1		00:00:03		1	0		00:00:00	0
			47		00:02:19	46			00:32:05	1		00:00:03		1	0		00:00:00	0
			702		00:02:19	692			00:33:06	9		00:00:04		8	0		00:00:00	0

Generated on June 18, 2020 5:05:16 PM EDT by CCX\test (4 records).

Filter Interval [Starting At]: 06/18/2020 00:00:00; Logged in User: CCX\test; Interval [Ending At]: 06/18/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	3	(leecare_EDO)	52	00:00:08	00:00:45	51	00:00:08	00:04:22	00:17:32	1	00:00:01	00:00:01	1.00	1	0	00:00:00	00:00:00	0
			52		00:00:45	51			00:17:32	1		00:00:01		1	0		00:00:00	0
			52		00:00:45	51			00:17:32	1		00:00:01		1	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	555	00:00:04	00:00:18	553	00:00:04	00:04:23	00:27:24	2	00:00:02	00:00:03	2.00	2	0	00:00:00	00:00:00	0
			555		00:00:18	553			00:27:24	2		00:00:03		2	0		00:00:00	0
			555		00:00:18	553			00:27:24	2		00:00:03		2	0		00:00:00	0
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	13	00:02:17	00:11:44	11	00:01:56	00:08:09	00:22:29	2	00:04:11	00:07:37	2.00	2	0	00:00:00	00:00:00	0
			13		00:11:44	11			00:22:29	2		00:07:37		2	0		00:00:00	0
			13		00:11:44	11			00:22:29	2		00:07:37		2	0		00:00:00	0
Spanish_HVS_CSQ	2	(leecare_Spanish_HVS)	42	00:00:18	00:02:40	40	00:00:15	00:04:36	00:11:40	2	00:01:13	00:02:25	2.00	2	0	00:00:00	00:00:00	0
			42		00:02:40	40			00:11:40	2		00:02:25		2	0		00:00:00	0
			42		00:02:40	40			00:11:40	2		00:02:25		2	0		00:00:00	0
			662		00:11:44	655			00:27:24	7		00:07:37		2	0		00:00:00	0

Generated on June 19, 2020 5:04:14 PM EDT by CCX\test (4 records).
Filter Logged in User: CCX\test; Interval [Starting At]: 06/19/2020 00:00:00; Interval [Ending At]: 06/19/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	197	00:00:13	00:03:44	195	00:00:13	00:04:32	00:33:26	2	00:00:16	00:00:21	2.00	2	0	00:00:00	00:00:00	0
			197		00:03:44	195			00:33:26	2		00:00:21		2	0		00:00:00	0
			197		00:03:44	195			00:33:26	2		00:00:21		2	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	735	00:00:13	00:04:30	720	00:00:12	00:04:19	01:43:21	11	00:00:39	00:02:15	11.00	11	0	00:00:00	00:00:00	4
			735		00:04:30	720			01:43:21	11		00:02:15		11	0		00:00:00	4
			735		00:04:30	720			01:43:21	11		00:02:15		11	0		00:00:00	4
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	19	00:01:34	00:13:27	18	00:00:54	00:05:14	00:14:04	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	1
			19		00:13:27	18			00:14:04	0		00:00:00		0	0		00:00:00	1
			19		00:13:27	18			00:14:04	0		00:00:00		0	0		00:00:00	1
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	47	00:00:20	00:07:13	47	00:00:20	00:03:48	00:18:53	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			47		00:07:13	47			00:18:53	0		00:00:00		0	0		00:00:00	0
			47		00:07:13	47			00:18:53	0		00:00:00		0	0		00:00:00	0
			998		00:13:27	980			01:43:21	13		00:02:15		11	0		00:00:00	5

Generated on June 22, 2020 5:07:42 PM EDT by CCX\test (4 records).

Filter Logged in User: CCX\test; Interval [Starting At]: 06/22/2020 00:00:00; Interval [Ending At]: 06/22/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	109	00:00:05	00:00:56	109	00:00:05	00:05:45	00:56:24	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			109		00:00:56	109			00:56:24	0		00:00:00		0	0		00:00:00	0
			109		00:00:56	109			00:56:24	0		00:00:00		0	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	600	00:00:04	00:00:37	596	00:00:04	00:04:11	00:34:11	4	00:00:01	00:00:03	4.00	4	0	00:00:00	00:00:00	0
			600		00:00:37	596			00:34:11	4		00:00:03		4	0		00:00:00	0
			600		00:00:37	596			00:34:11	4		00:00:03		4	0		00:00:00	0
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	9	00:01:08	00:04:47	9	00:01:08	00:04:35	00:09:34	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			9		00:04:47	9			00:09:34	0		00:00:00		0	0		00:00:00	0
			9		00:04:47	9			00:09:34	0		00:00:00		0	0		00:00:00	0
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	48	00:00:06	00:00:18	48	00:00:06	00:03:48	00:13:01	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			48		00:00:18	48			00:13:01	0		00:00:00		0	0		00:00:00	0
			48		00:00:18	48			00:13:01	0		00:00:00		0	0		00:00:00	0
			766		00:04:47	762			00:56:24	4		00:00:03		4	0		00:00:00	0

Generated on June 23, 2020 5:02:26 PM EDT by CCX\test (4 records).
Filter Interval [Starting At]: 06/23/2020 00:00:00; Logged in User: CCX\test; Interval [Ending At]: 06/23/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	117	00:00:05	00:00:42	113	00:00:05	00:05:00	00:26:00	4	00:00:02	00:00:05	4.00	4	0	00:00:00	00:00:00	0
			117		00:00:42	113			00:26:00	4		00:00:05		4	0		00:00:00	0
			117		00:00:42	113			00:26:00	4		00:00:05		4	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	493	00:00:04	00:00:20	492	00:00:04	00:04:03	00:25:19	1	00:00:02	00:00:02	1.00	1	0	00:00:00	00:00:00	0
			493		00:00:20	492			00:25:19	1		00:00:02		1	0		00:00:00	0
			493		00:00:20	492			00:25:19	1		00:00:02		1	0		00:00:00	0
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	7	00:00:04	00:00:08	7	00:00:04	00:05:12	00:08:34	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			7		00:00:08	7			00:08:34	0		00:00:00		0	0		00:00:00	0
			7		00:00:08	7			00:08:34	0		00:00:00		0	0		00:00:00	0
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	41	00:00:08	00:00:34	41	00:00:08	00:04:35	00:24:36	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			41		00:00:34	41			00:24:36	0		00:00:00		0	0		00:00:00	0
			41		00:00:34	41			00:24:36	0		00:00:00		0	0		00:00:00	0
			658		00:00:42	653			00:26:00	5		00:00:05		4	0		00:00:00	0

Generated on June 24, 2020 5:05:00 PM EDT by CCX\test (4 records).
Filter Logged in User: CCX\test; Interval [Starting At]: 06/24/2020 00:00:00; Interval [Ending At]: 06/24/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	115	00:00:10	00:05:25	114	00:00:10	00:05:05	00:36:46	1	00:00:00	00:00:00	1.00	1	0	00:00:00	00:00:00	0
			115		00:05:25	114			00:36:46	1		00:00:00		1	0		00:00:00	0
			115		00:05:25	114			00:36:46	1		00:00:00		1	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	467	00:00:04	00:00:31	461	00:00:04	00:04:09	01:04:33	6	00:00:02	00:00:04	6.00	6	0	00:00:00	00:00:00	0
			467		00:00:31	461			01:04:33	6		00:00:04		6	0		00:00:00	0
			467		00:00:31	461			01:04:33	6		00:00:04		6	0		00:00:00	0
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	16	00:01:40	00:08:49	15	00:01:11	00:03:48	00:10:17	1	00:08:49	00:08:49	1.00	1	0	00:00:00	00:00:00	0
			16		00:08:49	15			00:10:17	1		00:08:49		1	0		00:00:00	0
			16		00:08:49	15			00:10:17	1		00:08:49		1	0		00:00:00	0
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	29	00:00:06	00:00:26	29	00:00:06	00:03:54	00:22:29	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			29		00:00:26	29			00:22:29	0		00:00:00		0	0		00:00:00	0
			29		00:00:26	29			00:22:29	0		00:00:00		0	0		00:00:00	0
			627		00:08:49	619			01:04:33	8		00:08:49		6	0		00:00:00	0

Generated on June 25, 2020 5:15:14 PM EDT by CCX\test (4 records).

Filter Interval [Starting At]: 06/25/2020 00:00:00; Logged in User: CCX\test; Interval [Ending At]: 06/25/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	156	00:00:05	00:00:46	153	00:00:05	00:05:24	00:49:31	3	00:00:07	00:00:20	3.00	3	0	00:00:00	00:00:00	0
			156		00:00:46	153			00:49:31	3		00:00:20		3	0		00:00:00	0
			156		00:00:46	153			00:49:31	3		00:00:20		3	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	614	00:00:04	00:00:41	612	00:00:04	00:04:01	00:59:58	1	00:00:00	00:00:00	1.00	1	0	00:00:00	00:00:00	0
			614		00:00:41	612			00:59:58	1		00:00:00		1	0		00:00:00	0
			614		00:00:41	612			00:59:58	1		00:00:00		1	0		00:00:00	0
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	24	00:02:19	00:08:54	23	00:02:07	00:07:11	00:16:05	1	00:07:04	00:07:04	1.00	1	0	00:00:00	00:00:00	0
			24		00:08:54	23			00:16:05	1		00:07:04		1	0		00:00:00	0
			24		00:08:54	23			00:16:05	1		00:07:04		1	0		00:00:00	0
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	38	00:00:15	00:01:30	38	00:00:15	00:05:08	00:24:58	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			38		00:01:30	38			00:24:58	0		00:00:00		0	0		00:00:00	0
			38		00:01:30	38			00:24:58	0		00:00:00		0	0		00:00:00	0
			832		00:08:54	826			00:59:58	5		00:07:04		3	0		00:00:00	0

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	172	00:00:11	00:02:42	167	00:00:10	00:05:04	00:24:07	5	00:00:48	00:02:21	5.00	5	0	00:00:00	00:00:00	0
			172		00:02:42	167			00:24:07	5		00:02:21		5	0		00:00:00	0
			172		00:02:42	167			00:24:07	5		00:02:21		5	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	776	00:00:04	00:02:10	774	00:00:04	00:04:00	00:38:21	2	00:00:04	00:00:07	2.00	2	0	00:00:00	00:00:00	0
			776		00:02:10	774			00:38:21	2		00:00:07		2	0		00:00:00	0
			776		00:02:10	774			00:38:21	2		00:00:07		2	0		00:00:00	0
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	10	00:01:27	00:04:42	10	00:01:27	00:03:46	00:07:14	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			10		00:04:42	10			00:07:14	0		00:00:00		0	0		00:00:00	0
			10		00:04:42	10			00:07:14	0		00:00:00		0	0		00:00:00	0
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	66	00:00:17	00:04:34	65	00:00:13	00:04:07	00:20:41	1	00:04:34	00:04:34	1.00	1	0	00:00:00	00:00:00	0
			66		00:04:34	65			00:20:41	1		00:04:34		1	0		00:00:00	0
			66		00:04:34	65			00:20:41	1		00:04:34		1	0		00:00:00	0
			1024		00:04:42	1016			00:38:21	8		00:04:34		5	0		00:00:00	0

Generated on June 29, 2020 5:07:31 PM EDT by CCX\test (4 records).

Filter Interval [Starting At]: 06/29/2020 00:00:00; Logged in User: CCX\test; Interval [Ending At]: 06/29/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	128	00:00:07	00:01:48	127	00:00:07	00:04:11	00:20:31	1	00:00:02	00:00:02	1.00	1	0	00:00:00	00:00:00	0
			128		00:01:48	127			00:20:31	1		00:00:02		1	0		00:00:00	0
			128		00:01:48	127			00:20:31	1		00:00:02		1	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	826	00:00:05	00:01:08	823	00:00:05	00:03:58	00:44:54	3	00:00:02	00:00:05	3.00	3	0	00:00:00	00:00:00	0
			826		00:01:08	823			00:44:54	3		00:00:05		3	0		00:00:00	0
			826		00:01:08	823			00:44:54	3		00:00:05		3	0		00:00:00	0
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	18	00:03:00	00:13:27	16	00:02:16	00:04:43	00:09:59	1	00:04:12	00:04:12	1.00	1	0	00:00:00	00:00:00	1
			18		00:13:27	16			00:09:59	1		00:04:12		1	0		00:00:00	1
			18		00:13:27	16			00:09:59	1		00:04:12		1	0		00:00:00	1
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	61	00:00:35	00:07:15	61	00:00:35	00:03:08	00:14:27	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			61		00:07:15	61			00:14:27	0		00:00:00		0	0		00:00:00	0
			61		00:07:15	61			00:14:27	0		00:00:00		0	0		00:00:00	0
			1033		00:13:27	1027			00:44:54	5		00:04:12		3	0		00:00:00	1

Generated on June 30, 2020 5:04:09 PM EDT by CCX\test (4 records).

Filter Logged in User: CCX\test; Interval [Starting At]: 06/30/2020 00:00:00; Interval [Ending At]: 06/30/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	77	00:00:42	00:08:55	71	00:00:18	00:05:12	00:23:38	2	00:00:00	00:00:01	2.00	2	0	00:00:00	00:00:00	4
			77		00:08:55	71			00:23:38	2		00:00:01		2	0		00:00:00	4
			77		00:08:55	71			00:23:38	2		00:00:01		2	0		00:00:00	4
HVS_CSQ	1	(leecare_HVS)	635	00:00:05	00:02:00	631	00:00:05	00:04:34	00:33:46	3	00:00:04	00:00:11	3.00	3	0	00:00:00	00:00:00	0
			635		00:02:00	631			00:33:46	3		00:00:11		3	0		00:00:00	0
			635		00:02:00	631			00:33:46	3		00:00:11		3	0		00:00:00	0
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	7	00:00:47	00:04:56	7	00:00:47	00:06:40	00:12:34	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			7		00:04:56	7			00:12:34	0		00:00:00		0	0		00:00:00	0
			7		00:04:56	7			00:12:34	0		00:00:00		0	0		00:00:00	0
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	24	00:00:12	00:01:53	23	00:00:12	00:03:49	00:11:34	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			24		00:01:53	23			00:11:34	0		00:00:00		0	0		00:00:00	0
			24		00:01:53	23			00:11:34	0		00:00:00		0	0		00:00:00	0
			743		00:08:55	732			00:33:46	5		00:00:11		3	0		00:00:00	4

Generated on July 1, 2020 5:04:40 PM EDT by CCX\test (4 records).
Filter Logged in User: CCX\test; Interval [Starting At]: 07/01/2020 00:00:00; Interval [Ending At]: 07/01/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
EDO_CSQ	2	(leecare_EDO)	65	00:00:05	00:00:18	64	00:00:05	00:05:10	01:05:35	1	00:00:00	00:00:00	1.00	1	0	00:00:00	00:00:00	0
			65		00:00:18	64			01:05:35	1		00:00:00		1	0		00:00:00	0
			65		00:00:18	64			01:05:35	1		00:00:00		1	0		00:00:00	0
HVS_CSQ	1	(leecare_HVS)	631	00:00:15	00:03:24	618	00:00:14	00:04:25	00:32:18	11	00:00:26	00:02:58	11.00	11	0	00:00:00	00:00:00	2
			631		00:03:24	618			00:32:18	11		00:02:58		11	0		00:00:00	2
			631		00:03:24	618			00:32:18	11		00:02:58		11	0		00:00:00	2
Spanish_EDO_CSQ	4	(leecare_Spanish_EDO)	4	00:04:41	00:12:40	2	00:00:19	00:15:50	00:29:18	2	00:09:03	00:12:40	2.00	2	0	00:00:00	00:00:00	0
			4		00:12:40	2			00:29:18	2		00:12:40		2	0		00:00:00	0
			4		00:12:40	2			00:29:18	2		00:12:40		2	0		00:00:00	0
Spanish_HVS_CSQ	3	(leecare_Spanish_HVS)	40	00:00:39	00:05:51	40	00:00:39	00:05:42	00:36:00	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			40		00:05:51	40			00:36:00	0		00:00:00		0	0		00:00:00	0
			40		00:05:51	40			00:36:00	0		00:00:00		0	0		00:00:00	0
			740		00:12:40	724			01:05:35	14		00:12:40		11	0		00:00:00	2

Generated on July 6, 2020 9:01:30 AM EDT by CCX\test (4 records).

Filter Logged in User: CCX\test; Interval [Starting At]: 07/02/2020 00:00:00; Interval [Ending At]: 07/02/2020 17:00:00; CSQ Names: EDO_CSQ, HVS_CSQ, Spanish_EDO_CSQ, Spanish_HVS_CSQ;