

Bluegrass: 2/1/2020 - 7/9/2025



Page Filters

Monthly for:

All

Campaign

Bluegrass

Disposition

All

Report Criteria:

Start: 2/1/2020 12:00:00 AM US Central Time

End: 7/9/2025 11:59:59 PM US Central Time

Campaign: Bluegrass

Call Type: Inbound

Agent Handled Calls: 10,617

IVR Handled Calls: 8,258

Speed of Answer Min. Time (sec): 20

Speed of Answer Threshold (sec): 20

Campaign	Calls	Distinct Calls	Abandoned Count	Abandoned (%rec)	Average Speed of Answer	Average Handle Time	Average Hold Time	Service Rate (Percent of Calls Answered in 20 Seconds or Less)
Bluegrass	18875	5835	789	4.18%	00:10	05:06	00:07	95.72%
Total	18875	5835	789	4.18%	00:10	05:06	00:07	95.72%

Campaign	Survey Responses	Survey Opportunities	Survey Response Rate	Perfect Survey Rate	Perfect Surveys	Q1	Q2	Q3
Bluegrass	387	10617	3.65%	86.05%	333	93.28%	88.83%	92.88%
Total	387	10617	3.65%	86.05%	333	93.28%	88.83%	92.88%

Customer Experience Roles