

Calls Sorted By Skill

	<i>Total Calls</i>	<i>Avg Time in Queue</i> <i>(In Minutes)</i>	<i>Total Agent Answered</i>	<i>Total Abandoned</i>
<i>CustomerCare</i>	800	0.4	689	111
<i>HelpDesk</i>	669	0.3	592	77
<i>PaymentCenter</i>	1092	0.3	820	272
Grand Total	2561	0.3	2101	460
