

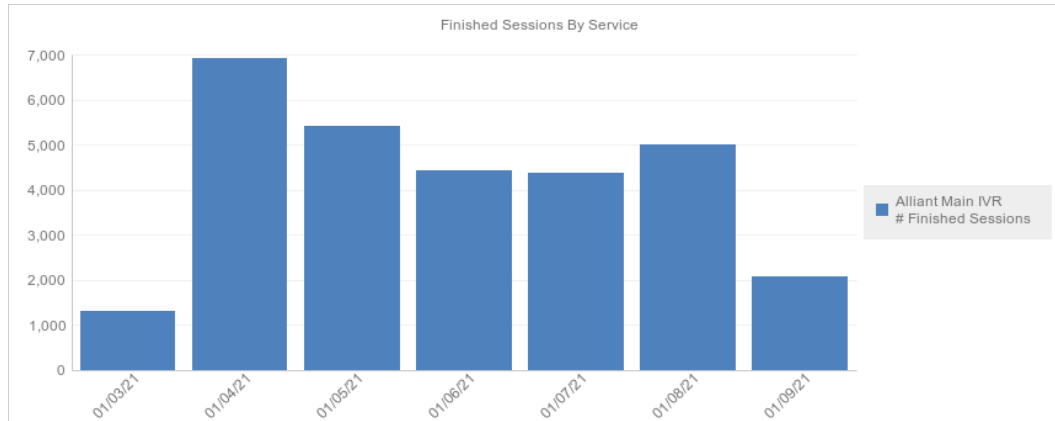
Service (config): Alliant Main IVR



Session Volume By Day

Reporting Period: Last Week

Service: Alliant Main IVR



Service: Alliant Main IVR

Day	# Finished Sessions	# Aborted Sessions	Max Concurrent Ses.	Avg Concurrent Ses.	Total Ses Dur (min)	Avg Ses Dur (Sec)
01/03/21	1,294	11	5	1.27	2,212.2	101.44
01/04/21	6,915	201	20	4.74	12,381.6	106.89
01/05/21	5,431	45	16	4.14	10,247.6	113.52
01/06/21	4,434	57	16	3.43	8,411.8	113.92
01/07/21	4,365	76	13	3.35	8,395.9	114.86
01/08/21	4,998	86	14	3.75	9,531.9	114.68
01/09/21	2,077	23	7	2.54	4,137.6	121.03
Total	29,514	499	20	3.36	55,318.6	112.42

Grand Total

Day	# Finished Sessions	# Aborted Sessions	Max Concurrent Ses.	Avg Concurrent Ses.	Total Ses Dur (min)	Avg Ses Dur (Sec)
01/03/21	1,294	11	5	1.27	2,212.2	101.44
01/04/21	6,915	201	20	4.74	12,381.6	106.89
01/05/21	5,431	45	16	4.14	10,247.6	113.52
01/06/21	4,434	57	16	3.43	8,411.8	113.92
01/07/21	4,365	76	13	3.35	8,395.9	114.86
01/08/21	4,998	86	14	3.75	9,531.9	114.68
01/09/21	2,077	23	7	2.54	4,137.6	121.03
Total	29,514	499	20	3.36	55,318.6	112.42

Report as on Date: 1/11/2021 9:28:21 PM

Page: 1