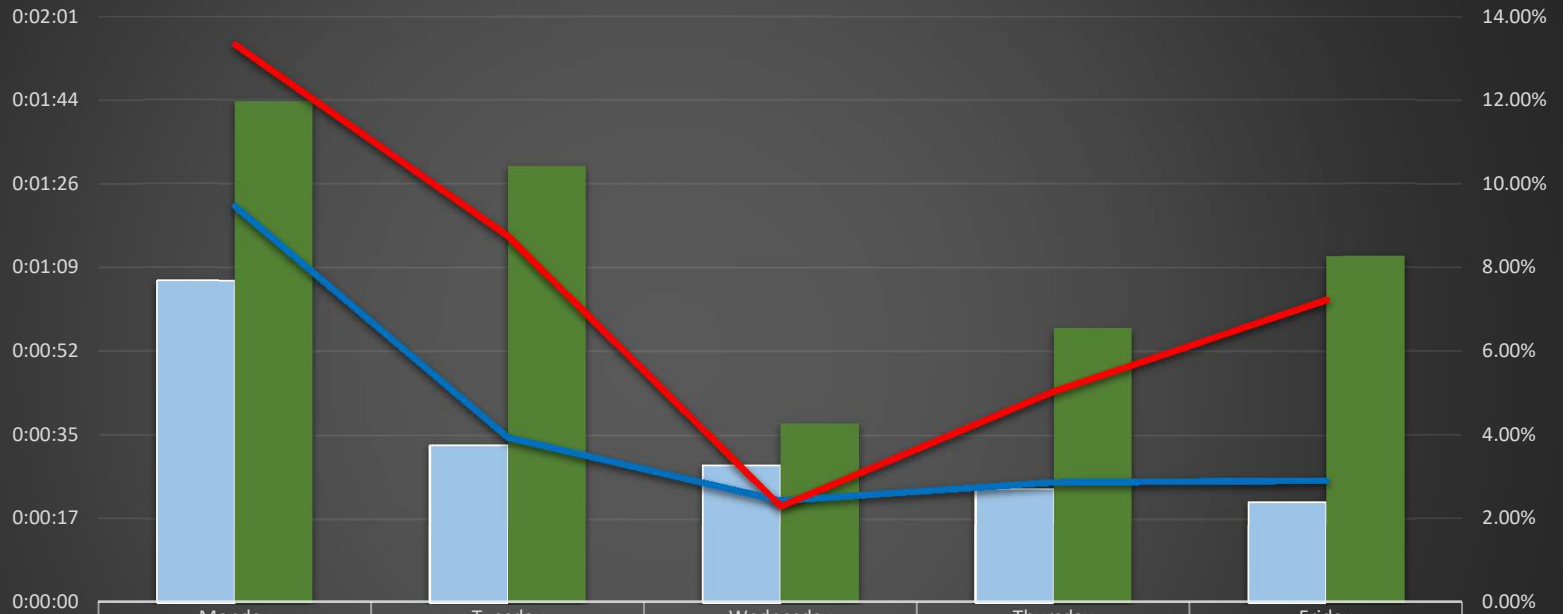


Fonolo Analysis



Abandoned % w/Fonolo	Monday	Tuesday	Wednesday	Thursday	Friday
Abandoned % w/o Fonolo	7.69%	3.77%	3.30%	2.74%	2.41%
AWT w/Fonolo	11.98%	10.44%	4.29%	6.56%	8.29%
AWT w/o Fonolo	0:01:22	0:00:34	0:00:21	0:00:25	0:00:25
	0:01:55	0:01:16	0:00:20	0:00:44	0:01:03

	Week Reviewed	Period Reviewd	# of Calls During Review Period	# of Abandon Calls D/ Review Period	AWT	Abandon %
With Fonolo Feature	Week of 1-22-18	10AM-4PM	2635	111	0:46	3.98%
Without Fonolo Feature	Week of 1-29-18	10AM-4PM	2724	236	1:18	8.31%