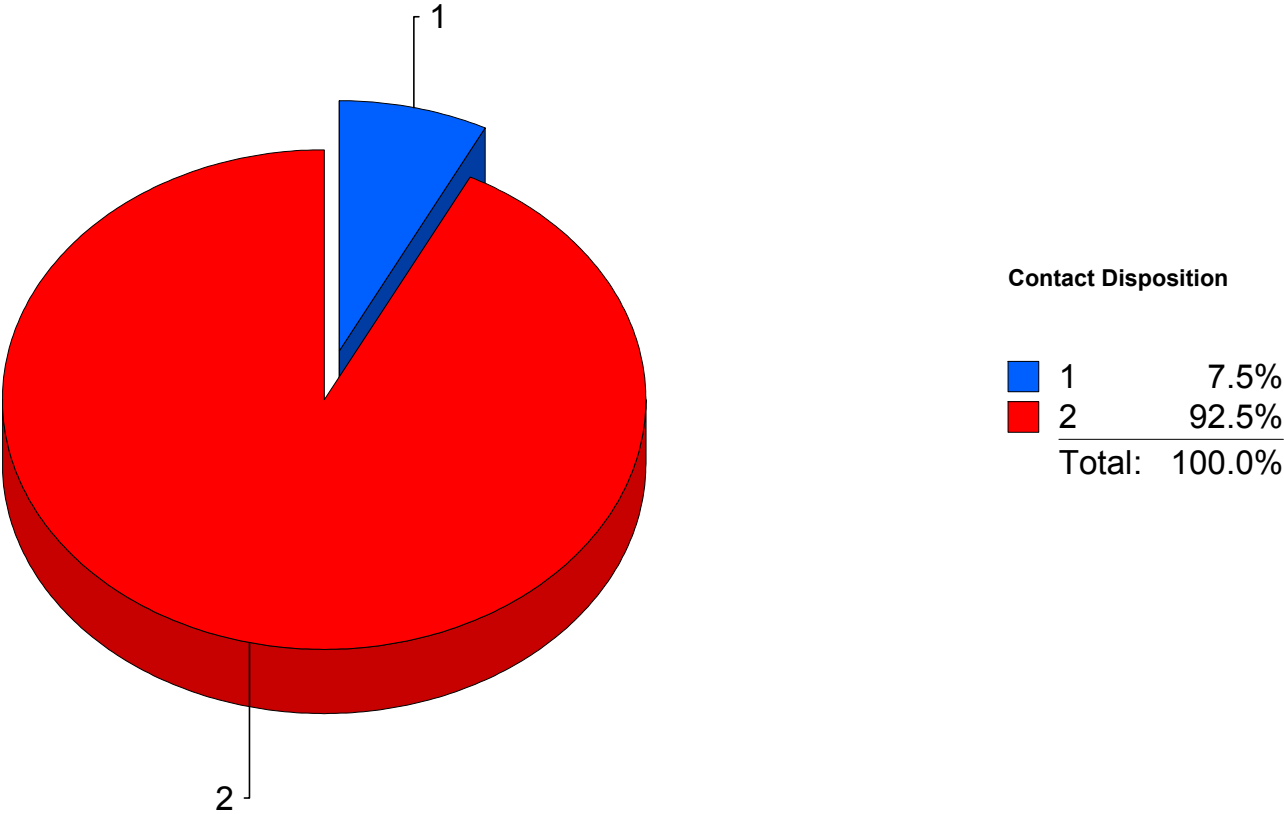


Number of Calls by Contact Disposition\*

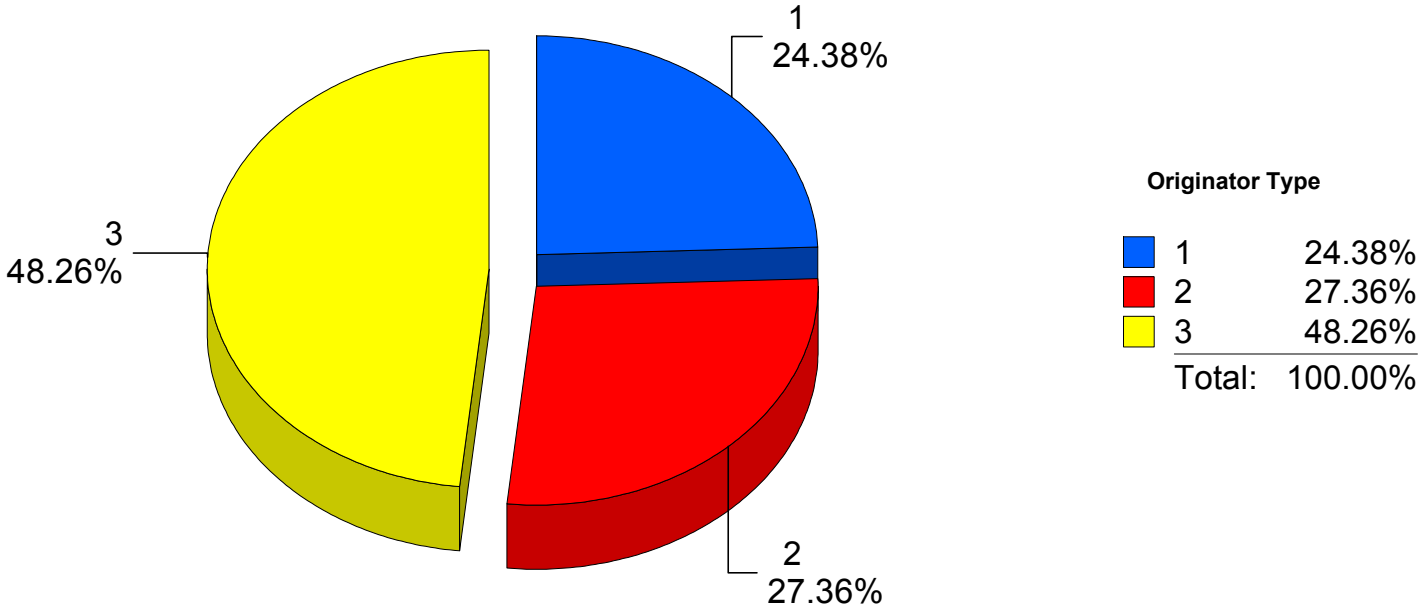
Start Date Selected - End Date Selected



\* Contact disposition 1=abandoned, 2=handled, 4=aborted, 5 and above = rejected

Number of Calls by Originator Type\*\*

Start Date Selected - End Date Selected



\*\* Originator type 1=agent, 2=device, 3=unknown

Start Date Selected - End Date Selected

T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

1

Start Date Selected - End Date Selected

T\* -- Contact Type 1=incoming, 2=outgoing, 3=internal ,  
4=redirect, 5=transfer-in  
D\*\* -- Contact Disposition 1=abandoned, 2=handled,  
4=aborted, 5 and above = rejected  
T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

<u>Node ID - Session ID - Sequence No.</u>	<u>Start Time</u> <u>End Time</u>	<u>Contact</u> <u>T*</u> <u>D**</u>	<u>Originator</u> <u>T+</u> <u>ID</u> <u>DN</u>	<u>Destination</u> <u>T+</u> <u>ID</u> <u>DN</u>	<u>Called</u> <u>Number</u>	<u>Original</u> <u>CalledNo</u>	<u>Application</u> <u>Name</u>	<u>Queue</u> <u>Time</u>	<u>Talk</u> <u>Time</u>	<u>Hold</u> <u>Time</u>	<u>Work</u> <u>Time</u>
1-178000000010-0	6/21/2004 11:26:57AM 6/21/2004 11:27:09AM	3    2	1  gloriaxu  2124	2          5116	6003	6003	MusicianIC D	0:00:00	0:00:12		
1-178000000013-0	6/21/2004 11:28:02AM 6/21/2004 11:28:08AM	3    2	1  cyeo      2062	2          5126	6003	6003	MusicianIC D	0:00:00	0:00:06		
1-178000000014-0	6/21/2004 11:28:11AM 6/21/2004 11:28:40AM	1    2	3              Unknown	2          5171	6001	11150	AA	0:00:00	0:00:00		
1-178000000014-1	6/21/2004 11:28:40AM 6/21/2004 11:30:47AM	4    2	3              Unknown	2          5167	6002	6002	ICD	0:00:03	0:02:01	0:00:00	0:00:00
1-178000000015-0	6/21/2004 11:28:17AM 6/21/2004 11:29:42AM	3    2	2              2003	2          5139	6003	6003	MusicianIC D	0:00:05	0:00:37	0:00:30	0:00:00
1-178000000015-1	6/21/2004 11:29:42AM 6/21/2004 11:33:24AM	5    2	2              2003	1  gloriaxu  2124	2124	2124		0:00:00	0:01:31	0:00:00	0:00:00
1-178000000015-1	6/21/2004 11:29:42AM 6/21/2004 11:33:24AM	5    2	2              2003	1  gloriaxu  2124	2124	2124		0:00:00	0:03:40	0:00:01	0:00:53
1-178000000019-1	6/21/2004 11:29:54AM 6/21/2004 11:47:54AM	5    2	2              2039	2          5156	6003	6003	MusicianIC D	0:00:07	0:00:47	0:00:02	0:00:00
1-178000000019-1	6/21/2004 11:29:54AM 6/21/2004 11:47:54AM	5    2	2              2039	2          5156	6003	6003	MusicianIC D	0:00:07	0:04:34	0:00:00	0:00:00
1-178000000019-1	6/21/2004 11:29:54AM 6/21/2004 11:47:54AM	5    2	2              2039	2          5156	6003	6003	MusicianIC D	0:00:07	0:05:39	0:00:01	0:00:06
1-178000000019-0	6/21/2004 11:28:54AM 6/21/2004 11:29:54AM	3    2	2              2039	2          5155	6003	6003	MusicianIC D	0:00:07	0:00:35	0:00:06	0:00:00
1-178000000021-0	6/21/2004 11:29:12AM 6/21/2004 11:29:42AM	3    2	1  sdheepa  2005	1  gloriaxu  2124	2124	2124		0:00:00	0:00:30		

All times are server time.

Report generated: 11/5/2007 6:59:19PM

# Detailed Call by Call CCDR Report

Start Date Selected - End Date Selected

T\* -- Contact Type 1=incoming, 2=outgoing, 3=internal ,  
4=redirect, 5=transfer-in

D\*\* -- Contact Disposition 1=abandoned, 2=handled,  
4=aborted, 5 and above = rejected

T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

Node ID - Session ID - Sequence No.	Start Time End Time	Contact T* D**	Originator T+ ID DN	Destination T+ ID DN	Called Number	Original CalledNo	Application Name	Queue Time	Talk Time	Hold Time	Work Time
1-178000000022-0	6/21/2004 11:29:35AM 6/21/2004 11:29:39AM	3 2	1 vlieu 2014	2 5128	6001	6001	AA	0:00:00	0:00:04		
1-178000000023-0	6/21/2004 11:29:48AM 6/21/2004 11:29:54AM	3 2	1 cyeo 2062	2 5156	6003	6003	MusicianIC D	0:00:00	0:00:06		
1-178000000024-0	6/21/2004 11:29:52AM 6/21/2004 11:30:06AM	1 2	3 Unknown	2 5184	6001	11150	AA	0:00:00	0:00:00		
1-178000000024-2	6/21/2004 11:31:53AM 6/21/2004 11:35:20AM	5 2	3 Unknown	2 5102	6003	6003	MusicianIC D	0:02:20	0:00:24	0:00:01	0:00:25
1-178000000024-1	6/21/2004 11:30:06AM 6/21/2004 11:31:53AM	4 2	3 Unknown	2 5186	6003	6003	MusicianIC D	0:00:30	0:00:56	0:00:02	0:00:00
1-178000000024-3	6/21/2004 11:35:20AM 6/21/2004 11:39:40AM	4 2	3 Unknown	2 5165	6003	6003	MusicianIC D	0:02:15	0:01:51	0:00:00	0:00:00
1-178000000026-0	6/21/2004 11:30:07AM 6/21/2004 11:30:27AM	1 2	3 Unknown	2 5110	6001	11150	AA	0:00:00	0:00:00		
1-178000000026-1	6/21/2004 11:30:27AM 6/21/2004 11:47:54AM	4 2	3 Unknown	2 5143	6003	6003	MusicianIC D	0:00:26	0:00:35	0:00:00	0:00:34
1-178000000029-0	6/21/2004 11:30:50AM 6/21/2004 11:30:52AM	3 2	1 sdheepa 2005	2 5198	6003	6003	MusicianIC D	0:00:00	0:00:02		
1-178000000031-0	6/21/2004 11:31:05AM 6/21/2004 11:31:28AM	1 2	3 Unknown	2 5112	6001	11150	AA	0:00:00	0:00:00		
1-178000000031-1	6/21/2004 11:31:28AM 6/21/2004 11:34:11AM	4 2	3 Unknown	2 5180	6003	6003	MusicianIC D	0:01:21	0:01:00	0:00:02	0:00:17
1-178000000031-2	6/21/2004 11:34:11AM 6/21/2004 11:34:52AM	5 1	3 Unknown	2 5134	6003	6003	MusicianIC D	0:00:10	0:00:00		

All times are server time.

Report generated: 11/5/2007 6:59:19PM

Start Date Selected - End Date Selected

T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

4

Start Date Selected - End Date Selected

T\* -- Contact Type    1=incoming, 2=outgoing, 3=internal ,  
                               4=redirect, 5=transfer-in  
D\*\* -- Contact Disposition    1=abandoned, 2=handled,  
                                    4=aborted, 5 and above = rejected  
T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

Node ID - Session ID - Sequence No.	Start Time End Time	Contact T* D**	Originator T+ ID DN	Destination T+ ID DN	Called Number	Original CalledNo	Application Name	Queue Time	Talk Time	Hold Time	Work Time		
1-178000000037-0	6/21/2004 11:31:44AM 6/21/2004 11:32:42AM	3 2	2	2136	2	5158	6001	6001	AA	0:00:00	0:00:00		
1-178000000037-1	6/21/2004 11:32:42AM 6/21/2004 11:33:13AM	4 2	2	2136	2	5100	6001	6001	AA	0:00:00	0:00:00		
1-178000000038-0	6/21/2004 11:31:46AM 6/21/2004 11:32:01AM	1 2	3	Unknown	2	5192	6001	11150	AA	0:00:00	0:00:00		
1-178000000039-0	6/21/2004 11:31:50AM 6/21/2004 11:31:51AM	3 2	1 gloriayu	2124	1 vmithba o	2015	2015	2015		0:00:00	0:00:02		
1-178000000040-0	6/21/2004 11:31:50AM 6/21/2004 11:31:53AM	3 2	1 vlieu	2014	2	5102	6003	6003	MusicianIC D	0:00:00	0:00:02		
1-178000000041-1	6/21/2004 11:32:32AM 6/21/2004 11:32:48AM	4 2	3	Unknown	2	5135	6001	6001	AA	0:00:00	0:00:00		
1-178000000041-0	6/21/2004 11:32:15AM 6/21/2004 11:32:33AM	1 2	3	Unknown	2	5118	6001	11150	AA	0:00:00	0:00:00		
1-178000000041-2	6/21/2004 11:32:48AM 6/21/2004 11:36:13AM	4 2	3	Unknown	2	5159	6003	6003	MusicianIC D	0:02:31	0:00:35	0:00:02	0:00:00
1-178000000041-3	6/21/2004 11:36:13AM 6/21/2004 11:39:56AM	5 2	3	Unknown	2	5114	6003	6003	MusicianIC D	0:02:29	0:00:54	0:00:00	0:01:08
1-178000000042-0	6/21/2004 11:32:16AM 6/21/2004 11:32:18AM	3 2	1 cyeo	2062	1 sdheepa	2005	2005	2005		0:00:00	0:00:02		
1-178000000043-0	6/21/2004 11:32:23AM 6/21/2004 11:36:11AM	3 2	2	2019	2	5113	6003	6003	MusicianIC D	0:02:53	0:00:33	0:00:06	0:00:00
1-178000000046-1	6/21/2004 11:33:25AM 6/21/2004 11:37:02AM	4 2	3	Unknown	2	5160	6003	6003	MusicianIC D	0:02:39	0:00:37	0:00:02	0:01:16

Report generated: 11/5/2007 6:59:19PM

Start Date Selected - End Date Selected

T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

6



Start Date Selected - End Date Selected

T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

7

T\* -- Contact Type 1=incoming, 2=outgoing, 3=internal , **Detailed Call by Call CCDR Report**

T\* -- Contact Type    1=incoming, 2=outgoing, 3=internal ,  
                               4=redirect, 5=transfer-in

D\*\* -- Contact Disposition      1=abandoned, 2=handled,  
4=aborted, 5 and above = rejected

T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

Start Date Selected - End Date Selected

Node ID - Session ID - Sequence No.	Start Time End Time	Contact T* D**	Originator T+ ID DN	Destination T+ ID DN	Called Number	Original CalledNo	Application Name	Queue Time	Talk Time	Hold Time	Work Time
1-178000000067-0	6/21/2004 11:36:28AM 6/21/2004 11:53:41AM	3 2	2 2034	2 5136	6003	6003	MusicianIC D	0:06:10	0:00:55	0:00:07	0:00:11
1-178000000070-0	6/21/2004 11:36:56AM 6/21/2004 11:40:46AM	3 2	2 2136	2 5181	6003	6003	MusicianIC D	0:03:21	0:00:16	0:00:00	0:00:00
1-178000000071-0	6/21/2004 11:37:00AM 6/21/2004 11:37:02AM	3 2	1 vlieu 2014	2 5190	6003	6003	MusicianIC D	0:00:00	0:00:02		
1-178000000072-2	6/21/2004 11:38:35AM 6/21/2004 11:58:00AM	4 2	3 Unknown	2 5195	6003	6003	MusicianIC D	0:03:41	0:01:11	0:00:00	0:00:00
1-178000000072-0	6/21/2004 11:37:03AM 6/21/2004 11:38:01AM	1 2	3 Unknown	2 5132	6001	11150	AA	0:00:00	0:00:00		
1-178000000072-1	6/21/2004 11:38:01AM 6/21/2004 11:38:35AM	4 2	3 Unknown	2 5151	6001	6001	AA	0:00:00	0:00:00		
1-178000000076-0	6/21/2004 11:38:01AM 6/21/2004 11:42:36AM	1 2	3 2044	2 5154	6003	6003	MusicianIC D	0:02:44	0:01:42	0:00:00	0:00:05
1-178000000077-0	6/21/2004 11:38:09AM 6/21/2004 11:42:00AM	3 2	2 2039	2 5125	6003	6003	MusicianIC D	0:02:44	0:00:40	0:00:09	0:00:15
1-178000000077-1	6/21/2004 11:42:00AM 6/21/2004 11:45:35AM	5 2	2 2039	2 5188	6003	6003	MusicianIC D	0:01:56	0:01:28	0:00:00	0:01:43
1-178000000078-0	6/21/2004 11:38:16AM 6/21/2004 11:38:22AM	3 2	1 gloriaxu 2124	2 5174	6003	6003	MusicianIC D	0:00:00	0:00:06		
1-178000000082-1	6/21/2004 11:48:05AM 6/21/2004 11:48:34AM	5 2	3 2883	1 gloriaxu 2124	2124	2124		0:00:00	0:00:28	0:00:00	0:00:30
1-178000000082-0	6/21/2004 11:39:15AM 6/21/2004 11:48:05AM	1 2	3 2883	2 5109	6003	6003	MusicianIC D	0:04:28	0:02:44	0:01:27	0:00:00

All times are server time.

Report generated: 11/5/2007 6:59:19PM

T\* -- Contact Type 1=incoming, 2=outgoing, 3=internal ,  
4=redirect, 5=transfer-in  
D\*\* -- Contact Disposition 1=abandoned, 2=handled,  
4=aborted, 5 and above = rejected  
T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

T\* -- Contact Type 1=incoming, 2=outgoing, 3=internal ,  
4=redirect, 5=transfer-in  
D\*\* -- Contact Disposition 1=abandoned, 2=handled,  
4=aborted, 5 and above = rejected  
T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

T\* -- Contact Type 1=incoming, 2=outgoing, 3=internal ,  
4=redirect, 5=transfer-in  
D\*\* -- Contact Disposition 1=abandoned, 2=handled,  
4=aborted, 5 and above = rejected  
T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

T\* -- Contact Type 1=incoming, 2=outgoing, 3=internal ,  
4=redirect, 5=transfer-in  
D\*\* -- Contact Disposition 1=abandoned, 2=handled,  
4=aborted, 5 and above = rejected  
T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

Node ID - Session ID - Sequence No.	Start Time End Time	Contact T* D**	Originator T+ ID DN	Destination T+ ID DN	Called Number	Original CalledNo	Application Name	Queue Time	Talk Time	Hold Time	Work Time
1-178000000085-0	6/21/2004 11:39:50AM 6/21/2004 11:40:59AM	1 1	3 2006	2 5104	6003	6003	MusicianIC D	0:00:56	0:00:00		
1-178000000086-0	6/21/2004 11:40:00AM 6/21/2004 11:40:32AM	1 1	3 Unknown	2 5163	6001	11150	AA	0:00:00	0:00:00		
1-178000000087-0	6/21/2004 11:40:10AM 6/21/2004 11:40:13AM	3 2	1 vlieu 2014	2 5170	6003	6003	MusicianIC D	0:00:00	0:00:02		
1-178000000088-0	6/21/2004 11:40:15AM 6/21/2004 11:40:16AM	2 2	1 vlieu 2014	3				0:00:00	0:00:02		
1-178000000089-0	6/21/2004 11:40:21AM 6/21/2004 11:40:25AM	3 2	1 valchou 2008	2 5150	6003	6003	MusicianIC D	0:00:00	0:00:04		
1-178000000092-1	6/21/2004 11:41:11AM 6/21/2004 11:47:08AM	4 2	3 Unknown	2 5189	6003	6003	MusicianIC D	0:05:08	0:00:27	0:00:03	0:00:26
1-178000000092-0	6/21/2004 11:40:35AM 6/21/2004 11:41:11AM	1 2	3 Unknown	2 5127	6001	11150	AA	0:00:00	0:00:00		
1-178000000092-2	6/21/2004 11:47:08AM 6/21/2004 12:08:05PM	5 2	3 Unknown	2 5119	6003	6003	MusicianIC D	0:06:21	0:01:22	0:00:00	0:00:30
1-178000000094-0	6/21/2004 11:40:53AM 6/21/2004 12:08:05PM	3 2	2 2136	2 5168	6003	6003	MusicianIC D	0:04:53	0:00:43	0:00:04	0:00:00
1-178000000094-1	6/21/2004 11:46:41AM 6/21/2004 11:54:22AM	5 2	2 2136	2 5149	6003	6003	MusicianIC D	0:06:50	0:00:44	0:00:00	0:00:00
1-178000000096-0	6/21/2004 11:41:51AM 6/21/2004 11:42:00AM	3 2	1 gloriaxu 2124	2 5188	6003	6003	MusicianIC D	0:00:00	0:00:10		
1-178000000097-0	6/21/2004 11:42:01AM 6/21/2004 11:42:13AM	1 2	3 Unknown	2 5157	6001	11150	AA	0:00:00	0:00:00		

Report generated: 11/5/2007 6:59:19PM

Start Date Selected - End Date Selected

T\* -- Contact Type 1=incoming, 2=outgoing, 3=internal ,  
4=redirect, 5=transfer-in  
D\*\* -- Contact Disposition 1=abandoned, 2=handled,  
4=aborted, 5 and above = rejected  
T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

<u>Node ID - Session ID - Sequence No.</u>	<u>Start Time End Time</u>	<u>Contact T* D**</u>	<u>Originator T+ ID DN</u>	<u>Destination T+ ID DN</u>	<u>Called Number</u>	<u>Original CalledNo</u>	<u>Application Name</u>	<u>Queue Time</u>	<u>Talk Time</u>	<u>Hold Time</u>	<u>Work Time</u>
1-178000000097-1	6/21/2004 11:42:13AM 6/21/2004 11:48:36AM	4 2	3 Unknown	2 5131	6003	6003	MusicianIC D	0:05:00	0:01:07	0:00:00	0:00:50
1-178000000099-2	6/21/2004 11:48:41AM 6/21/2004 11:57:55AM	5 2	3 Unknown	2 5138	6003	6003	MusicianIC D	0:06:27	0:02:24	0:00:00	0:00:00
1-178000000099-1	6/21/2004 11:42:52AM 6/21/2004 11:48:41AM	4 2	3 Unknown	2 5176	6003	6003	MusicianIC D	0:04:23	0:00:56	0:00:02	0:00:33
1-178000000099-0	6/21/2004 11:42:27AM 6/21/2004 11:42:52AM	1 2	3 Unknown	2 5140	6001	11150	AA	0:00:00	0:00:00		
1-178000000100-0	6/21/2004 11:42:33AM 6/21/2004 11:43:10AM	3 2	2 2035	2 5166	6002	6002	ICD	0:00:02	0:00:33	0:00:00	0:00:00
1-178000000103-0	6/21/2004 11:43:13AM 6/21/2004 11:43:15AM	3 2	1 vlieu 2014	2 5153	6003	6003	MusicianIC D	0:00:00	0:00:03		
1-178000000104-0	6/21/2004 11:43:13AM 6/21/2004 11:43:36AM	1 2	3 2044	2 5147	6001	6001	AA	0:00:00	0:00:00		
1-178000000105-0	6/21/2004 11:43:45AM 6/21/2004 11:44:03AM	1 2	3 2044	2 5169	6001	6001	AA	0:00:00	0:00:00		
1-178000000106-0	6/21/2004 11:43:49AM 6/21/2004 11:43:56AM	3 2	1 gloriayu 2124	1 vlieu 2014	2014	2014		0:00:00	0:00:07		
1-178000000108-0	6/21/2004 11:43:55AM 6/21/2004 11:43:57AM	3 2	1 vmithba 2015	2 5164	6001	6001	AA	0:00:00	0:00:03		
1-178000000112-0	6/21/2004 11:44:09AM 6/21/2004 11:45:17AM	1 1	3 2044	2 5148	6001	6001	AA	0:00:00	0:00:00		
1-178000000113-0	6/21/2004 11:44:52AM 6/21/2004 11:45:31AM	1 1	3 2908	2 5197	6003	6003	MusicianIC D	0:00:04	0:00:00		

Report generated: 11/5/2007 6:59:19PM

T\* -- Contact Type 1=incoming, 2=outgoing, 3=internal,  
4=redirect, 5=transfer-in  
D\*\* -- Contact Disposition 1=abandoned, 2=handled,  
4=aborted, 5 and above = rejected  
T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

Start Date Selected - End Date Selected

**Node ID -**

Session ID - Sequence No.	Start Time		Contact		Originator		Destination			Called	Original	Application	Queue	Talk	Hold	Work	
		End Time	T*	D**	T+	ID	DN	T+	ID	DN	Number	CalledNo	Name	Time	Time	Time	Time
1-178000000114-0	6/21/2004	11:45:08AM	1	2	3		Unknown	2		5133	6001	11150	AA	0:00:00	0:00:00		
	6/21/2004	11:45:28AM															
1-178000000114-1	6/21/2004	11:45:28AM	4	2	3		Unknown	2		5141	6003	6003	MusicianIC	0:03:43	0:02:47	0:00:15	0:00:00
	6/21/2004	11:52:33AM											D				
1-178000000114-1	6/21/2004	11:45:28AM	4	2	3		Unknown	2		5141	6003	6003	MusicianIC	0:03:43	0:01:46	0:00:00	0:00:00
	6/21/2004	11:52:33AM											D				
1-178000000116-1	6/21/2004	11:49:53AM	5	2	2		2021	2		5177	6003	6003	MusicianIC	0:05:47	0:00:43	0:00:00	0:00:17
	6/21/2004	11:56:41AM											D				
1-178000000116-0	6/21/2004	11:45:24AM	3	2	2		2021	2		5194	6003	6003	MusicianIC	0:03:41	0:00:32	0:00:01	0:03:10
	6/21/2004	11:49:53AM											D				
1-178000000116-0	6/21/2004	11:45:24AM	3	2	2		2021	2		5194	6003	6003	MusicianIC	0:03:41	0:00:00	0:00:00	0:00:00
	6/21/2004	11:49:53AM											D				
1-178000000117-0	6/21/2004	11:45:27AM	1	2	3		2044	2		5144	6001	6001	AA	0:00:00	0:00:00		
	6/21/2004	11:46:00AM															
1-178000000118-1	6/21/2004	11:46:16AM	5	2	2		2035	1	vmithba	2015	2015	2015		0:00:00	0:01:06	0:00:00	0:00:00
	6/21/2004	11:47:22AM							o								
1-178000000118-0	6/21/2004	11:45:38AM	3	2	2		2035	2		5115	6002	6002	ICD	0:00:03	0:00:19	0:00:13	0:00:00
	6/21/2004	11:46:16AM															
1-178000000121-0	6/21/2004	11:46:03AM	3	2	1	chli	2894	1	vmithba	2015	2015	2015		0:00:00	0:00:14		
	6/21/2004	11:46:16AM							o								
1-178000000122-0	6/21/2004	11:46:15AM	3	2	1	glorixau	2124	2		5196	6003	6003	MusicianIC	0:00:00	0:00:07		
	6/21/2004	11:46:23AM											D				
1-178000000123-1	6/21/2004	11:53:47AM	5	2	3		2044	2		5126	6001	6001	AA	0:00:00	0:00:00		
	6/21/2004	11:54:02AM															

All times are server time.

Report generated: 11/5/2007 6:59:19PM

Start Date Selected - End Date Selected

T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

All times are server time.

12

Start Date Selected - End Date Selected

T\* -- Contact Type    1=incoming, 2=outgoing, 3=internal ,  
                               4=redirect, 5=transfer-in  
D\*\* -- Contact Disposition    1=abandoned, 2=handled,  
                                    4=aborted, 5 and above = rejected  
T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

<u>Node ID - Session ID - Sequence No.</u>	<u>Start Time End Time</u>	<u>Contact T* D**</u>	<u>Originator T+ ID DN</u>	<u>Destination T+ ID DN</u>	<u>Called Number</u>	<u>Original CalledNo</u>	<u>Application Name</u>	<u>Queue Time</u>	<u>Talk Time</u>	<u>Hold Time</u>	<u>Work Time</u>
1-178000000137-0	6/21/2004 11:48:37AM 6/21/2004 11:55:40AM	1 2	3 2883	2 5187	6003	6003	MusicianIC D	0:06:30	0:00:23	0:00:01	0:00:00
1-178000000137-1	6/21/2004 11:55:40AM 6/21/2004 11:57:08AM	5 2	3 2883	1 vmithba o 2015	2015	2015		0:00:00	0:01:28	0:00:00	0:00:00
1-178000000138-0	6/21/2004 11:48:39AM 6/21/2004 11:48:41AM	3 2	1 vlieu 2014	2 5138	6003	6003	MusicianIC D	0:00:00	0:00:02		
1-178000000140-0	6/21/2004 11:49:09AM 6/21/2004 11:57:25AM	1 2	3 2006	2 5121	6003	6003	MusicianIC D	0:06:17	0:01:39	0:00:00	0:00:00
1-178000000143-0	6/21/2004 11:49:52AM 6/21/2004 11:49:53AM	3 2	1 vlieu 2014	2 5177	6003	6003	MusicianIC D	0:00:00	0:00:02		
1-178000000144-0	6/21/2004 11:50:05AM 6/21/2004 11:50:22AM	1 2	3 Unknown	2 5103	6001	11150	AA	0:00:00	0:00:00		
1-178000000145-0	6/21/2004 11:50:31AM 6/21/2004 11:50:46AM	3 2	1 vmithba o 2015	1 chli 2894	2894	2894		0:00:00	0:00:15		
1-178000000146-0	6/21/2004 11:50:40AM 6/21/2004 11:50:58AM	1 2	3 Unknown	2 5145	6001	11150	AA	0:00:00	0:00:00		
1-178000000146-1	6/21/2004 11:50:58AM 6/21/2004 11:57:05AM	4 2	3 Unknown	2 5105	6003	6003	MusicianIC D	0:04:58	0:00:48	0:00:06	0:00:00
1-178000000146-2	6/21/2004 11:57:05AM 6/21/2004 12:06:10PM	5 2	3 Unknown	2 5142	6003	6003	MusicianIC D	0:08:04	0:00:53	0:00:00	0:00:00
1-178000000146-2	6/21/2004 11:57:05AM 6/21/2004 12:06:10PM	5 2	3 Unknown	2 5142	6003	6003	MusicianIC D	0:08:04	0:00:00	0:00:00	0:00:00
1-178000000147-1	6/21/2004 11:57:43AM 6/21/2004 11:58:37AM	5 1	2 2040	2 5158	6001	6001	AA	0:00:00	0:00:00		

Report generated: 11/5/2007 6:59:19PM

Start Date Selected - End Date Selected

T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

14



Start Date Selected - End Date Selected

T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

All times are server time.

15

Start Date Selected - End Date Selected

T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

All times are server time.

16

# Detailed Call by Call CCDR Report

Start Date Selected - End Date Selected

T\* -- Contact Type 1=incoming, 2=outgoing, 3=internal ,  
4=redirect, 5=transfer-in  
D\*\* -- Contact Disposition 1=abandoned, 2=handled,  
4=aborted, 5 and above = rejected  
T+ -- Originator/Destination Type 1 = agent, 2 = device, 3 = unknown

Node ID -															
Session ID -		Start Time		Contact		Originator		Destination		Called	Original	Application	Queue	Talk	Hold
Sequence No.		End Time		T*	D**	T+	ID	DN	T+ ID	DN	Number	CalledNo	Name	Time	Time
1-178000000192-0		6/21/2004 12:00:32PM	6/21/2004 12:09:56PM	3	2	2		2034	2	5118	6003	6003	MusicianIC D	0:06:50	0:02:21
1-178000000194-0		6/21/2004 12:01:32PM	6/21/2004 12:01:37PM	3	2	1	vlieu	2014	2	5113	6003	6003	MusicianIC D	0:00:00	0:00:04
1-178000000195-0		6/21/2004 12:01:37PM	6/21/2004 12:02:04PM	1	2	3		Unknown	2	5135	6001	11150	AA	0:00:00	0:00:00
1-178000000195-1		6/21/2004 12:02:04PM	6/21/2004 12:08:20PM	4	1	3		Unknown	2	5100	6003	6003	MusicianIC D	0:05:41	0:00:00
1-178000000196-0		6/21/2004 12:02:07PM	6/21/2004 12:02:14PM	3	2	1	johnnlee	2004	2	4080	4080	4080		0:00:00	0:00:07
1-178000000197-0		6/21/2004 12:02:08PM	6/21/2004 12:02:18PM	1	2	3		Unknown	2	5159	6001	11150	AA	0:00:00	0:00:00
1-178000000197-1		6/21/2004 12:02:18PM	6/21/2004 12:07:32PM	4	1	3		Unknown	2	5162	6003	6003	MusicianIC D	0:05:00	0:00:00
1-178000000206-0		6/21/2004 12:04:40PM	6/21/2004 12:04:42PM	3	2	1	vlieu	2014	2	5107	6003	6003	MusicianIC D	0:00:00	0:00:02
1-178000000210-0		6/21/2004 12:06:27PM	6/21/2004 12:06:35PM	3	2	1	glorixu	2124	2	5160	6003	6003	MusicianIC D	0:00:00	0:00:09

All times are server time.

Report generated: 11/5/2007 6:59:19PM