Total ACD Calls by Wrap-Up Data

Start Date Selected - End Date Selected

Wrap-Up Data

Account Inquiry — 4

New Customer — 5

VIP Customer — 5

Number of Calls
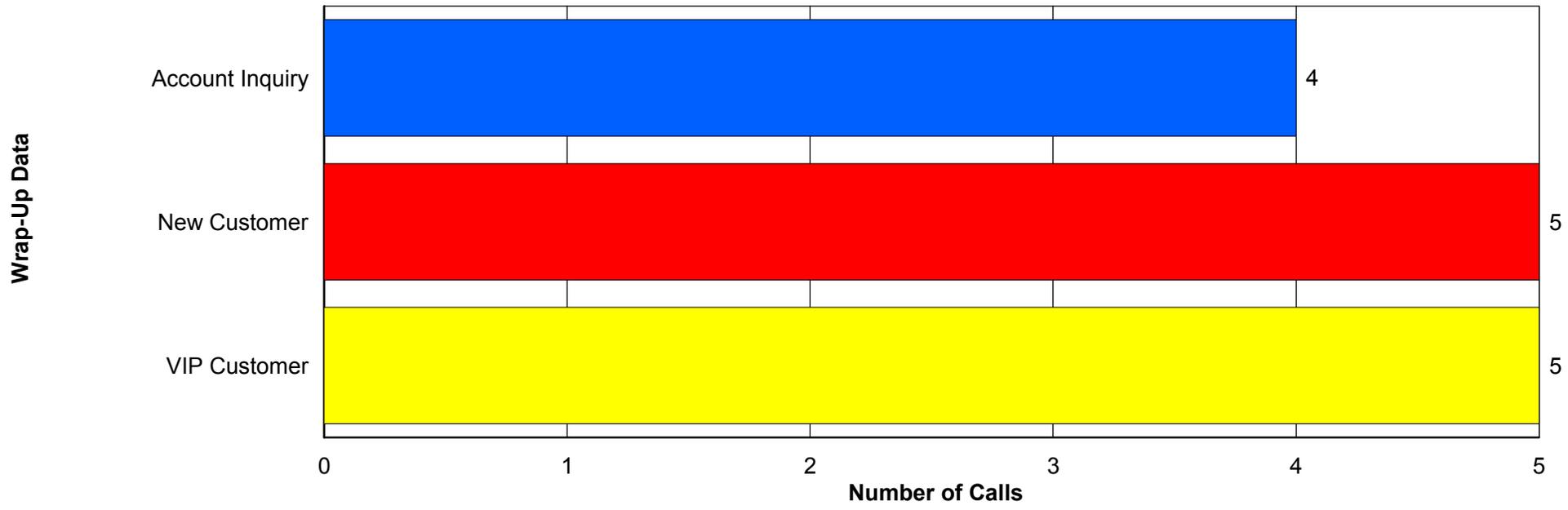
Avg Handle, Talk, Work Time by Wrap-Up Data

Start Date Selected - End Date Selected

Wrap-Up Data (y-axis)

Account Inquiry
- Handle Time: 103
- Talk Time: 72
- Work Time: 25

New Customer
- Handle Time: 315
- Talk Time: 248
- Work Time: 22

VIP Customer
- Handle Time: 217
- Talk Time: 147
- Work Time: 8

Time (sec) (x-axis: 0, 50, 100, 150, 200, 250, 300, 350)
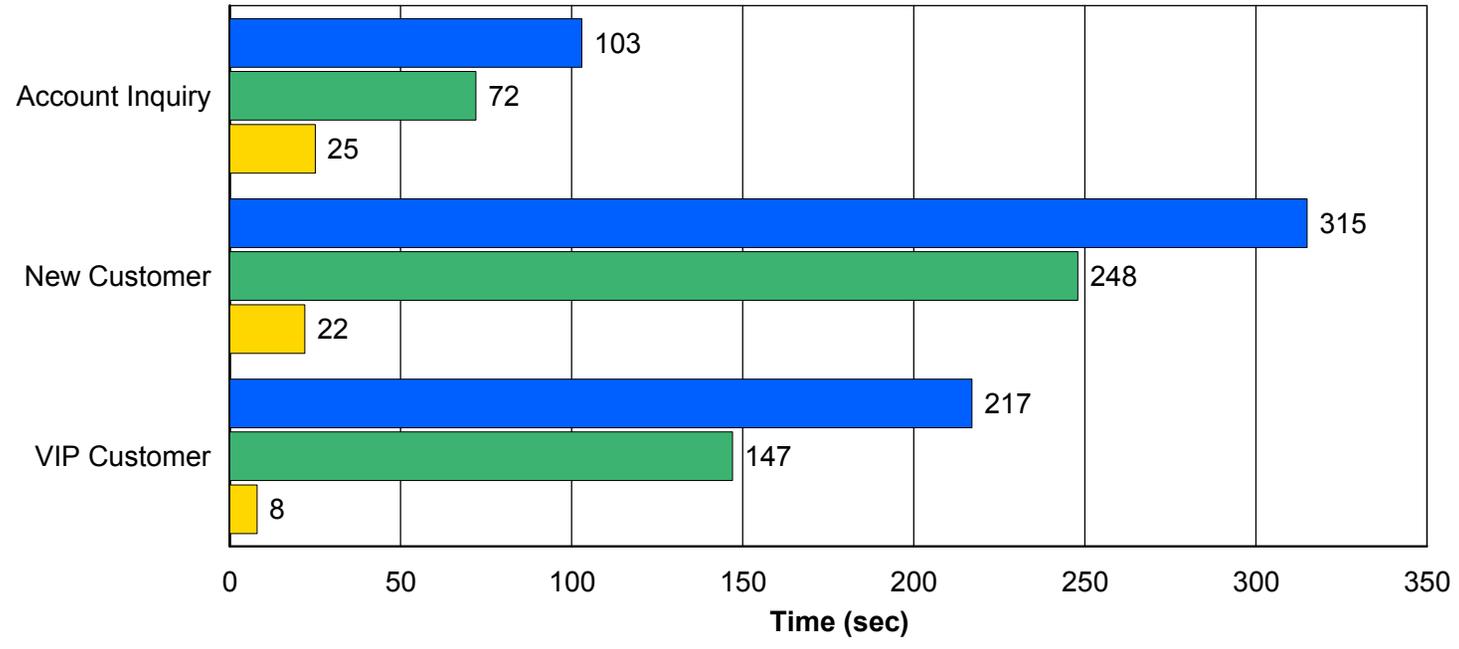
Legend:
- ■ Handle Time
- ■ Talk Time
- ■ Work Time

Agent Wrap-Up Data Summary Report

Start Date Selected - End Date Selected

Wrap-Up Data	Total ACD Calls	Total Handle	Avg Handle	Max Handle	Total Talk	Avg Talk	Max Talk	% Talk / Handle	Total Work	Avg Work	Max Work	% Work / Handle
Account Inquiry	4	0:06:54	0:01:43	0:03:29	0:04:50	0:01:12	0:02:45	70.00%	0:01:40	0:00:25	0:01:00	24.20%
New Customer	5	0:26:16	0:05:15	0:19:10	0:20:43	0:04:08	0:15:39	78.90%	0:01:50	0:00:22	0:00:45	7.00%
VIP Customer	5	0:18:05	0:03:37	0:15:35	0:12:16	0:02:27	0:10:10	67.80%	0:00:41	0:00:08	0:00:20	3.80%