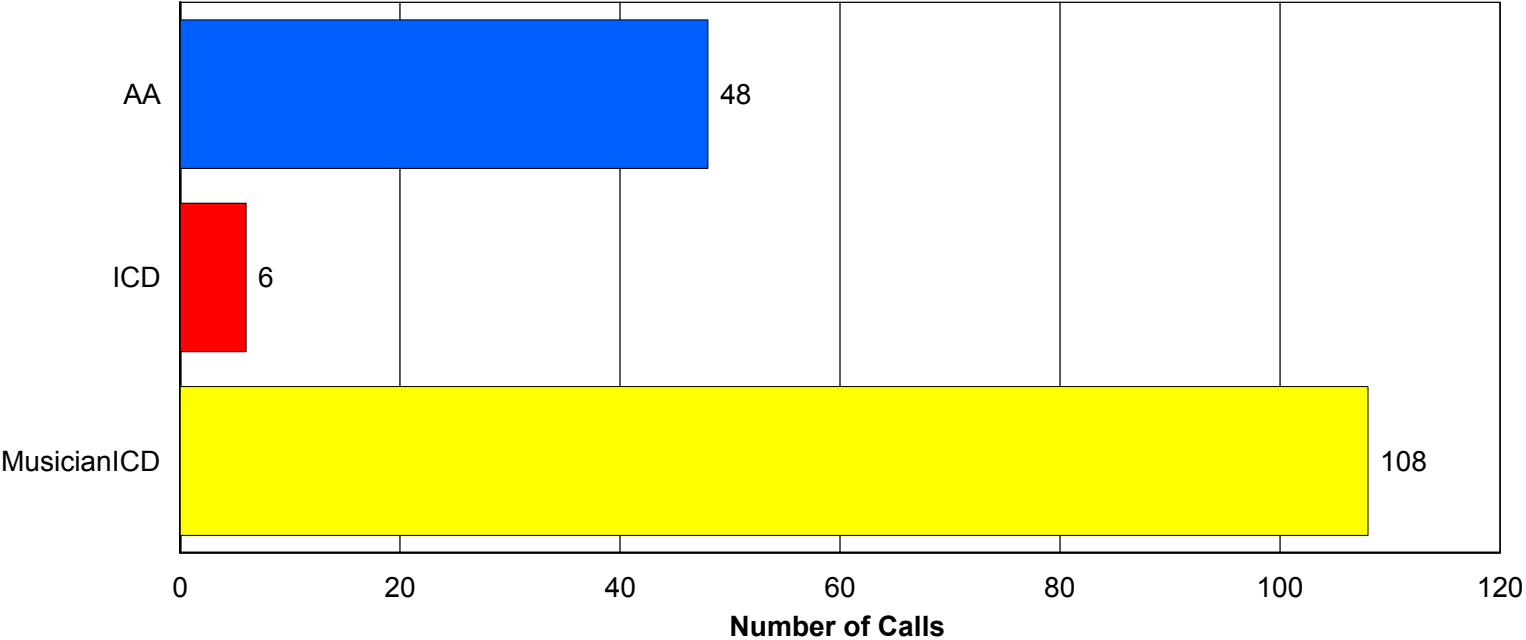


Calls Presented by Application

Start Date Selected - End Date Selected

Application Name



\* For calls connected to agents.  
\*\* Including calls aborted and rejected.

**Application Summary Analysis**  
Start Date Selected    -    End Date Selected

<u>Application Name</u>	<u>Called Number</u>	<u>Calls Presented</u>	<u>Flow-In</u>	<u>Flow-Out</u>	<u>Calls Handled</u>	<u>Avg Speed of Answer*</u>	<u>Avg Talk Time*</u>	<u>Avg Work Time*</u>	<u>Calls Abandoned**</u>	<u>Avg Abandon Time</u>
AA	11150	29	0	27	27	0	0:00:00	0:00:00	2	0:00:28
AA	6001	19	3	11	16	0	0:00:00	0:00:00	3	0:00:40
ICD	6002	6	1	0	5	26	0:26:39	0:00:00	1	0:00:04
MusicianICD	6003	108	29	2	99	229	0:01:38	0:01:08	9	0:03:41