Calls Presented by Application

Start Date Selected   -   End Date Selected

Application Name

AA	48
ICD	6
MusicianICD	108

Number of Calls
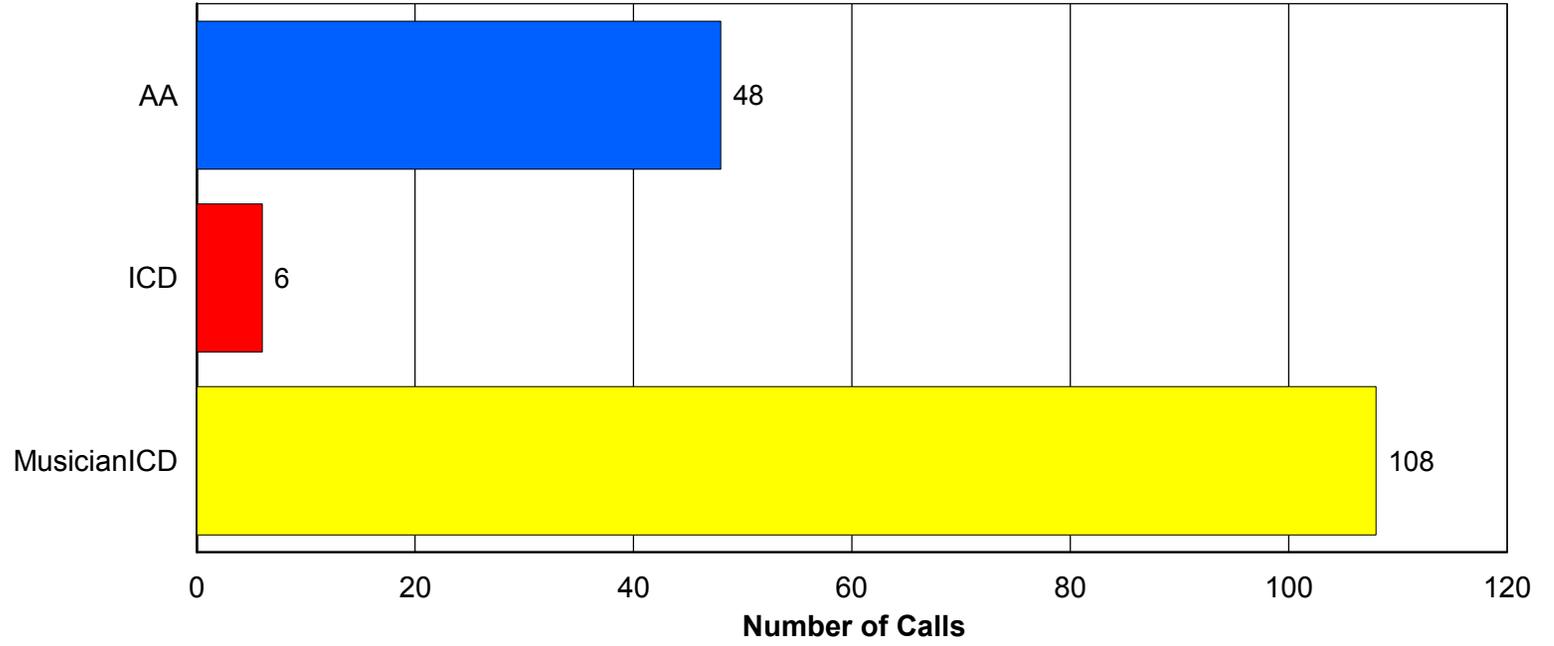
* For calls connected to agents.
** Including calls aborted and rejected.

Application Summary Analysis

Start Date Selected   -   End Date Selected

Application Name	Called Number	Calls Presented	Flow-In	Flow-Out	Calls Handled	Avg Speed of Answer*	Avg Talk Time*	Avg Work Time*	Calls Abandoned**	Avg Abandon Time
AA	11150	29	0	27	27	0:00:00	0:00:00	0:00:00	2	0:00:28
AA	6001	19	3	11	16	0:00:00	0:00:00	0:00:00	3	0:00:40
ICD	6002	6	1	0	5	0:00:26	0:26:39	0:00:00	1	0:00:04
MusicianICD	6003	108	29	2	99	0:03:49	0:01:38	0:01:08	9	0:03:41

All times are server time.

Report generated: 2/24/2009   4:59:46PM