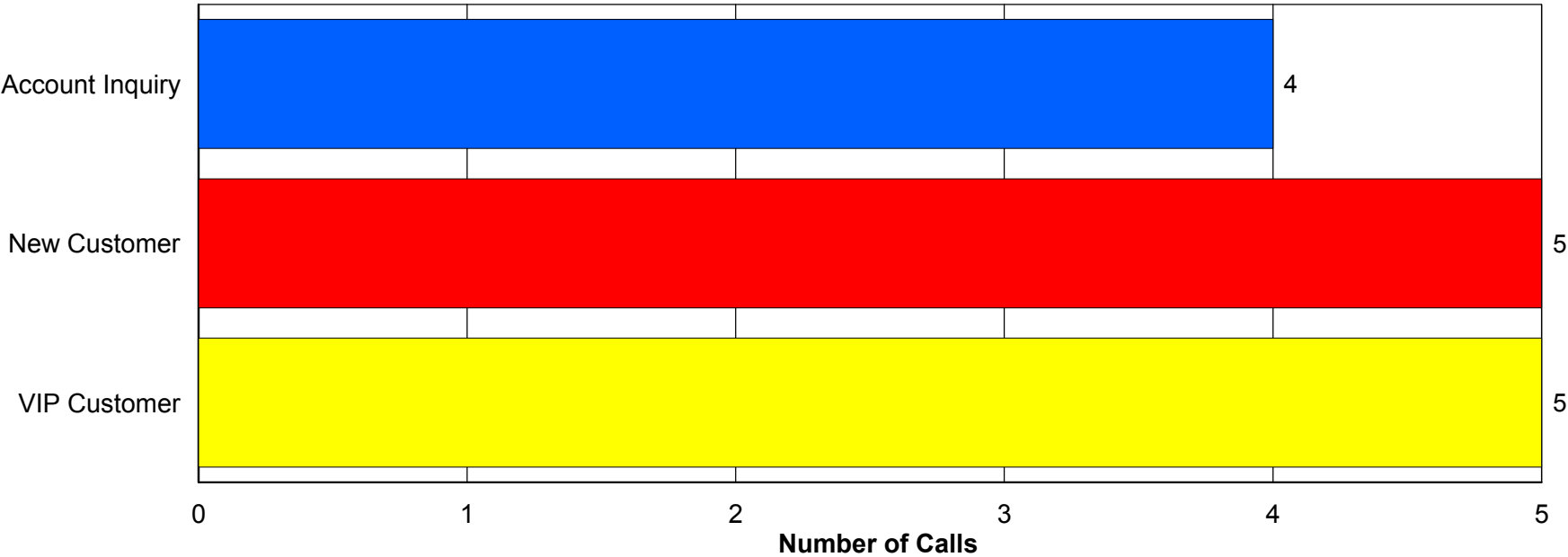


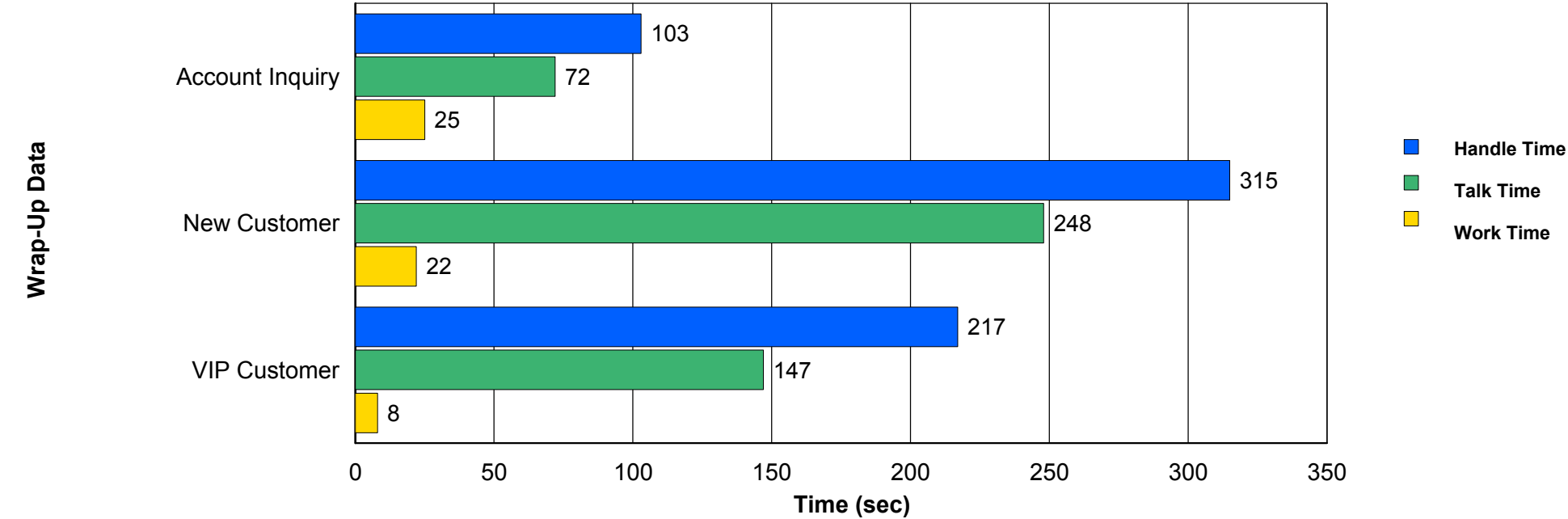
Total ACD Calls by Wrap-Up Data

Start Date Selected - End Date Selected



Avg Handle, Talk, Work Time by Wrap-Up Data

Start Date Selected - End Date Selected



Agent Wrap-Up Data Summary Report

Start Date Selected - End Date Selected

<u>Wrap-Up Data</u>	<u>Total</u> <u>ACD Calls</u>	<u>Total</u> <u>Handle</u>	<u>Avg</u> <u>Handle</u>	<u>Max</u> <u>Handle</u>	<u>Total</u> <u>Talk</u>	<u>Avg</u> <u>Talk</u>	<u>Max</u> <u>Talk</u>	<u>%</u> <u>Talk /</u> <u>Handle</u>	<u>Total</u> <u>Work</u>	<u>Avg</u> <u>Work</u>	<u>Max</u> <u>Work</u>	<u>%</u> <u>Work /</u> <u>Handle</u>
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%