



* Call priority: 1=lowest, 10=highest, n/a=not applicable (abandoned before being assigned a priority)

* Each abandoned call leg is shown for calls with multiple legs.

** Call priority: 1=lowest, 10=highest,

n/a=not applicable (abandoned without being assigned a priority)

Abandoned Call Detail Activity Report

Start Date Selected - End Date Selected

<u>Call Start Time*</u>	<u>Called Number</u>	<u>Call ANI</u>	<u>Initial Call Priority**</u>	<u>Call Routed CSQ</u>	<u>Agent Name</u>	<u>Call Skills</u>	<u>Final Call Priority**</u>	<u>Call Abandon Time*</u>
6/21/2004 11:31:31AM	6002	2017	1	BXB	Agent2 Agent2		1	6/21/2004 11:31:35AM
6/21/2004 11:34:11AM	6003	Unknown	1	bSkills		BSKILLS	1	6/21/2004 11:34:52AM
6/21/2004 11:34:41AM	6003	2034	1	gSkills		GSKILLS	1	6/21/2004 11:36:01AM
6/21/2004 11:39:50AM	6003	2006	1	bSkills		BSKILLS	1	6/21/2004 11:40:59AM
6/21/2004 11:40:00AM	6001	Unknown	n/a				n/a	6/21/2004 11:40:32AM
6/21/2004 11:44:09AM	6001	2044	n/a				n/a	6/21/2004 11:45:17AM
6/21/2004 11:44:52AM	6003	2908	1	bSkills		BSKILLS	1	6/21/2004 11:45:31AM
6/21/2004 11:54:08AM	6001	Unknown	n/a				n/a	6/21/2004 11:54:33AM
6/21/2004 11:54:26AM	6001	2136	n/a				n/a	6/21/2004 11:54:28AM
6/21/2004 11:56:14AM	6003	Unknown	1	dSkills, anybody		DSKILLS...	1	6/21/2004 12:02:05PM
6/21/2004 11:57:43AM	6001	2040	n/a				n/a	6/21/2004 11:58:37AM
6/21/2004 11:58:48AM	6003	2903	1	dSkills		DSKILLS	1	6/21/2004 12:07:25PM
6/21/2004 12:02:04PM	6003	Unknown	1	anybody			1	6/21/2004 12:08:20PM
6/21/2004 12:02:18PM	6003	Unknown	1	dSkills		DSKILLS	1	6/21/2004 12:07:32PM
6/21/2004 12:04:42PM	6003	Unknown	1	anybody			1	6/21/2004 12:08:10PM

Average time to abandon:

0:02:25