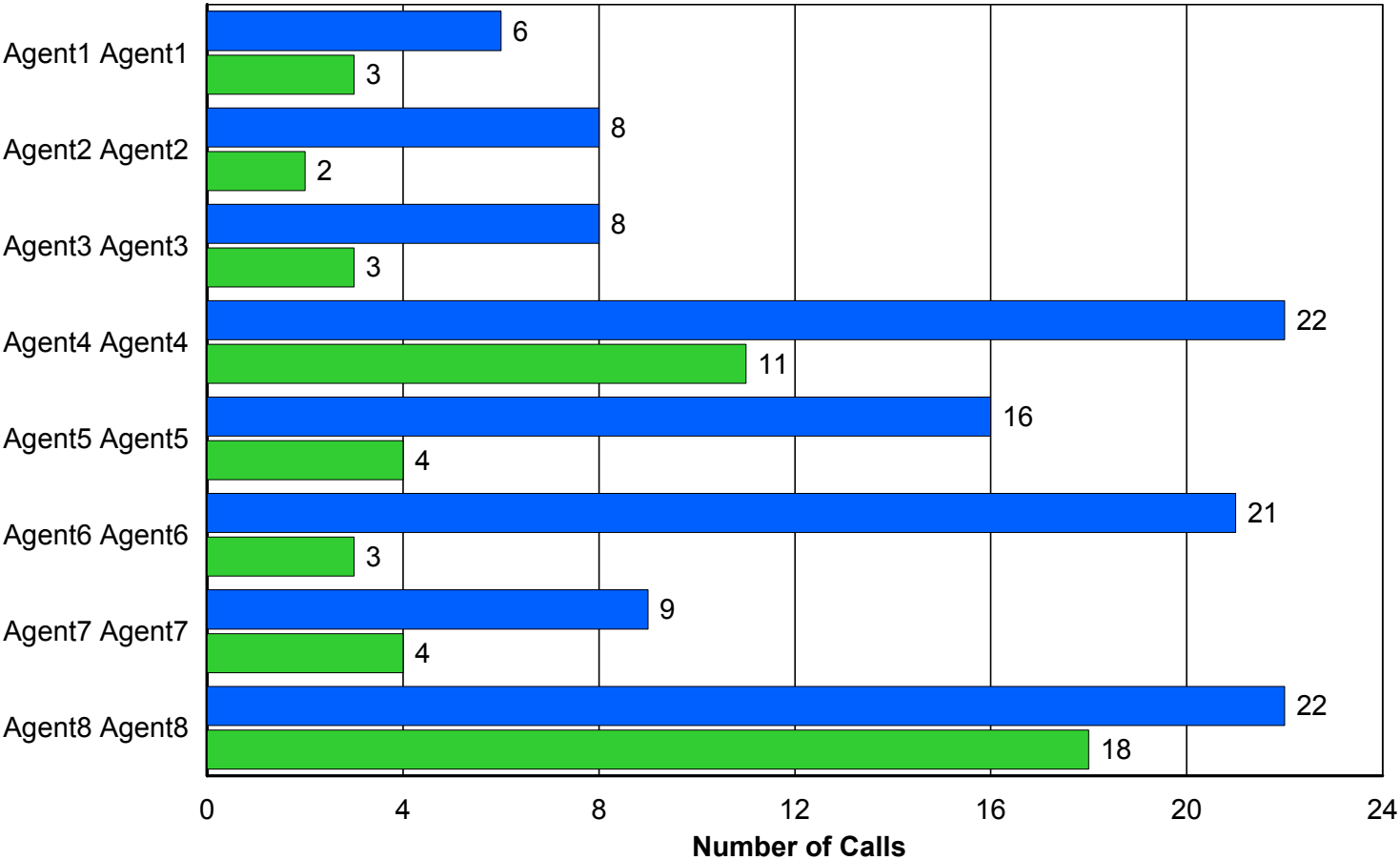


# Total Inbound, Outbound Calls by Agent

Start Date Selected - End Date Selected

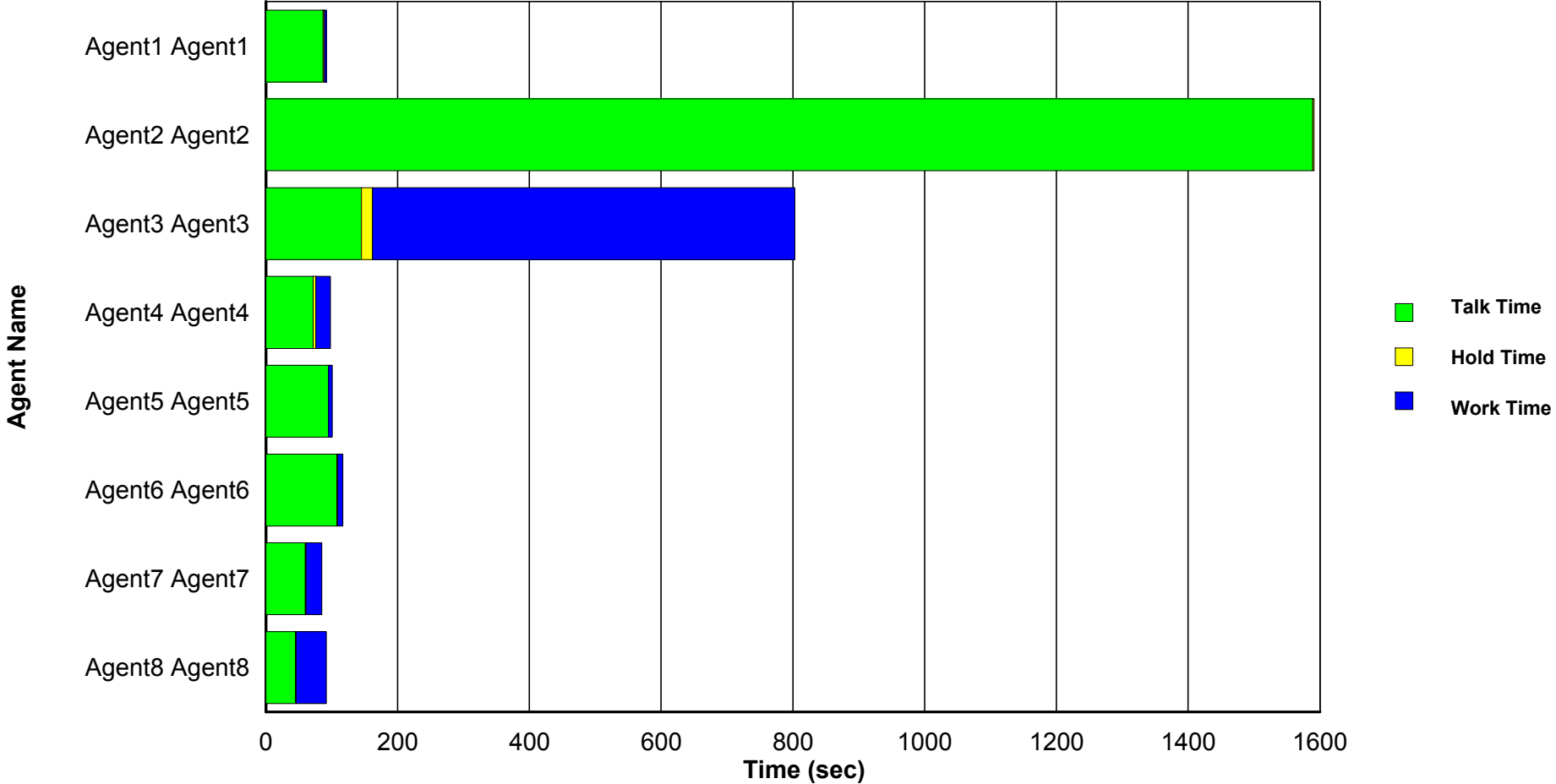
Agent Name

Inbound  
Outbound



# Average Talk, Hold, Work Time for Inbound ACD

Start Date Selected - End Date Selected



# Average, Maximum Call Time for Outbound Calls

Start Date Selected - End Date Selected

Agent Name

Agent1 Agent1

Agent2 Agent2

Agent3 Agent3

Agent4 Agent4

Agent5 Agent5

Agent6 Agent6

Agent7 Agent7

Agent8 Agent8



0 20 40 60 80 100

Time (sec)

Average  
Maximum

# Agent Call Summary Report

Start Date Selected - End Date Selected

		Inbound ACD			Inbound Non-ACD		Outbound				
<u>Agent Name</u>	<u>Extension</u>	<u>Total Inbound</u>	<u>Total</u>	<u>Avg Talk/ Hold/Work</u>	<u>Total</u>	<u>Avg / Max Talk Time</u>	<u>Total</u>	<u>Avg / Max Call Time</u>	<u>ACD Transfer-In</u>	<u>ACD Transfer-Out</u>	<u>ACD Conference</u>
Agent1 Agent1	2062	6	6	0:01:27 0:00:02 0:00:03	0	0:00:00 0:00:00	3	0:00:04 0:00:06	1	2	1
Agent2 Agent2	2894	8	7	0:26:29 0:00:02 0:00:00	1	0:00:15 0:00:15	2	0:00:07 0:00:13	0	1	2
Agent3 Agent3	2005	8	7	0:02:25 0:00:17 0:10:41	1	0:00:01 0:00:01	3	0:00:39 0:01:27	3	3	2
Agent4 Agent4	2124	22	19	0:01:12 0:00:04 0:00:22	3	0:00:44 0:01:27	11	0:00:07 0:00:12	6	5	6
Agent5 Agent5	2004	16	16	0:01:35 0:00:00 0:00:06	0	0:00:00 0:00:00	4	0:00:04 0:00:07	3	3	1
Agent6 Agent6	2015	21	17	0:01:48 0:00:01 0:00:08	4	0:00:04 0:00:13	3	0:00:11 0:00:16	7	1	6
Agent7 Agent7	2008	9	9	0:01:00 0:00:01 0:00:24	0	0:00:00 0:00:00	4	0:00:03 0:00:04	3	5	0
Agent8 Agent8	2014	22	21	0:00:45 0:00:01 0:00:46	1	0:00:07 0:00:07	18	0:00:01 0:00:04	5	14	4

All times are server time.

Report generated:

2/24/2009 5:16:12PM