



Agent Inbound Summary

Sun, Dec 16, 2012 12:00 AM - Sat, Dec 22, 2012 11:59 PM

Agents	14	Total Calls	163
Total Call Duration	11:37:15	Total Ringing Duration	0:23:13
Avg Ringing Duration	0:00:21	Total Talking Duration	10:19:16
Avg Talking Duration	0:02:45	Total Answered Calls	162
Avg Answered Calls	20.45	Percent Answered	94.5%

Agent	Total Calls	Total Call Duration	Total Ringing Duration	Avg Ringing Duration	Total Talking Duration	Avg Talking Duration	Answered Calls	Percent Answered
Christopher Lewis(307)	7	0:43:07	0:01:05	0:00:09	0:34:10	0:05:41	6	85.7%
Courtney Hicks(311)								
Derek Wilson(305)	13	0:49:45	0:03:14	0:00:21	0:36:06	0:05:09	7	53.8%
Diana Taylor(315)								
Ian Harper(306)	12	0:44:11	0:00:48	0:00:06	0:29:54	0:02:43	11	91.7%
Joseph Neilson(304)	13	0:38:37	0:01:51	0:00:06	0:27:48	0:02:08	13	100.0%
Laura Armstrong(314)	6	0:23:40	0:00:09	0:00:06	0:12:13	0:02:02	6	100.0%
Marcel Griffin(310)	4	0:05:34	0:00:37	0:00:12	0:03:31	0:01:10	3	75.0%
Mario Turner(301)	148	11:12:03	0:12:54	0:02:34	2:40:43	0:01:05	148	100.0%
Michelle Mills(300)	17	4:04:33	0:01:34	0:00:07	3:37:57	0:14:31	15	88.2%
Nicholas Diaz(303)	11	1:34:07	0:01:05	0:00:21	1:28:00	0:08:36	10	90.9%
Richard Wood(302)	4	0:09:01	0:00:42	0:00:10	0:07:00	0:01:45	4	100.0%
Yanessa Minor(309)								
William Hernandez(316)	2	0:04:40	0:00:09	0:00:04	0:03:54	0:01:57	2	100.0%

Total Calls

- Christopher Lewis(307) - 3.0%
- Ian Harper(306) - 1.3%
- Laura Armstrong(314) - 2.3%
- Mario Turner(301) - 2.4%
- Nicholas Diaz(303) - 4.3%
- William Hernandez(316) - 0.3%
- Derek Wilson(305) - 1.5%
- Joseph Neilson(304) - 1.3%
- Marcel Griffin(310) - 1.7%
- Michelle Mills(300) - 7.2%
- Richard Wood(302) - 1.7%

Total Talking Duration

Answered Calls

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Agent Calls

Laura Armstrong(314)

Sun, Dec 16, 2012 12:00 AM - Sat, Dec 22, 2012 11:59 PM

Total Calls	9	Total Call Duration	0:20:54
Inbound Calls	8	Percent Inbound	88.7%
Outbound Calls	0	Percent Outbound	0.0%
Total Talking Duration	0:12:13	Avg Talking Duration	0:02:02
Answered Calls	8	Percent Answered	100.0%

Call	Call Direction	External Party	U.S. City, State	Talking Duration	Call Duration	Answered
Call ID: 37501	Inbound	7025556871	Reno, Nevada	0:07:23	0:07:29	✓
Call ID: 37513	Internal				0:00:05	
Call ID: 37515	Inbound	4075556211	Orlando, Florida	0:00:10	0:03:00	✓
Call ID: 37583	Internal				0:00:01	
Call ID: 37584	Inbound	4075556944	Orlando, Florida	0:02:41	0:08:18	✓
Call ID: 37571	Inbound	4075550169	Orlando, Florida	0:00:40	0:00:45	✓
Call ID: 37340	Internal				0:00:09	
Call ID: 37350	Inbound	7705558111	Atlanta, Georgia	0:00:09	0:01:56	✓
Call ID: 38124	Inbound	4075550169	Orlando, Florida	0:01:10	0:01:14	✓

Talking Duration

Call Duration

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