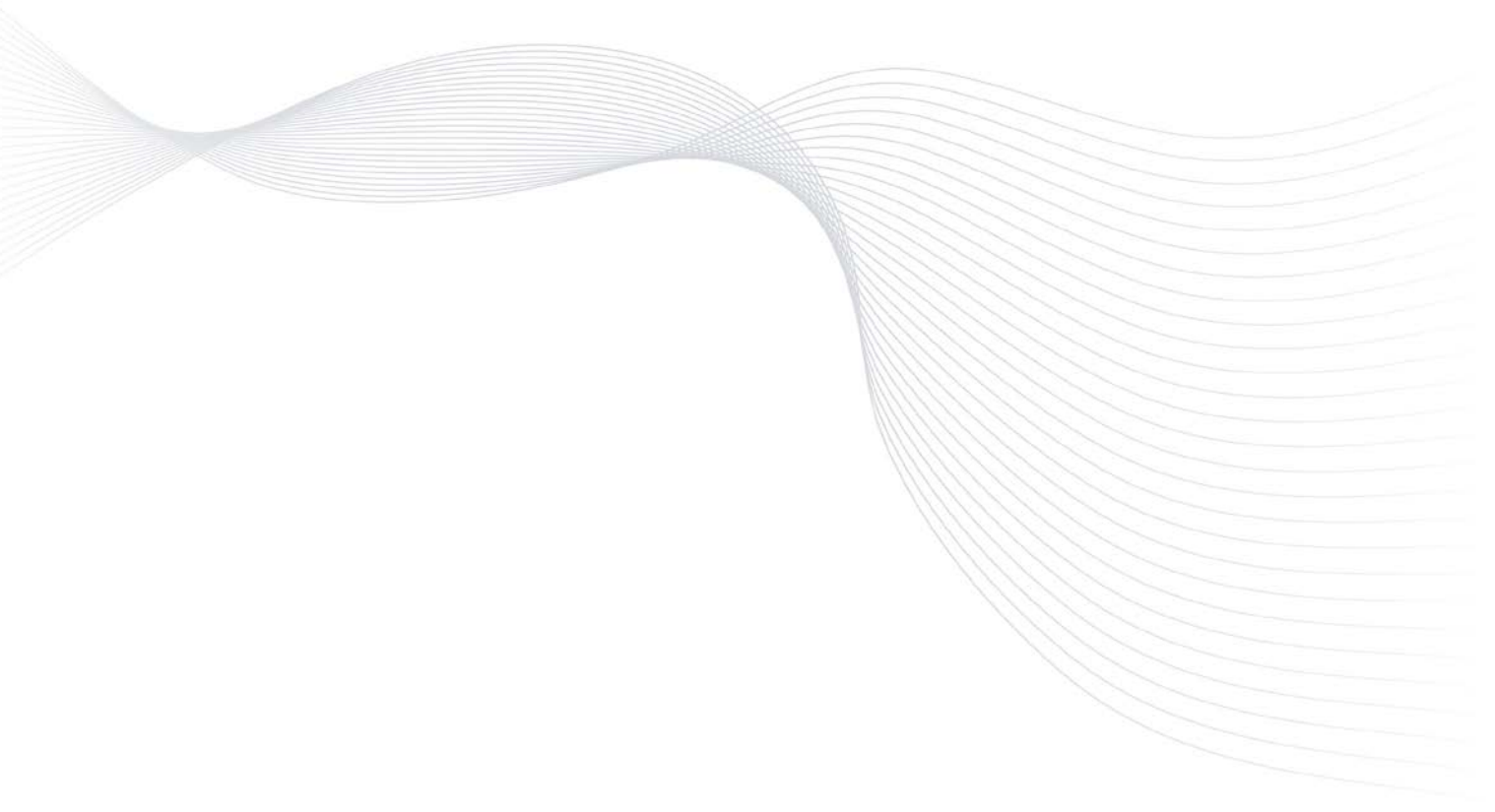




**LIVE QUEUE DATA &  
KPI MONITORING SOLUTION**





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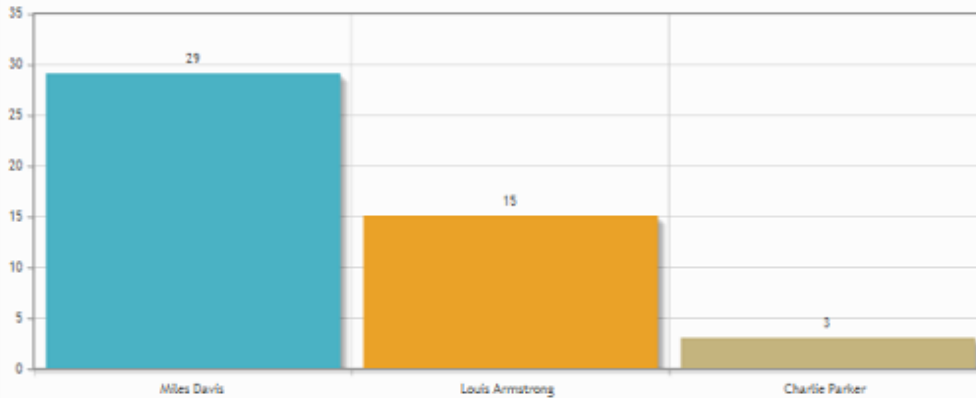
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# AGENT CALL REPORTS

## Agent Call Details

**AGENT CALL DETAILS** ReportDate: 4/28/2016



**Miles Davis**



Calls From: 2016-04-07  
 Calls From: 2016-04-07

Calls	29	Duration	01:42:32
Inbound Calls	10	Inb Talk Duration	00:29:35
Outbound Calls	19	Out Talk Duration	01:12:57
Internal Calls	0	Int Talk Duration	00:00:00

Date	Start Time	End Time	From	To	Dur.	Dir.
2016-04-07	16:23:44	16:24:18	5553897143	5553224948	00:00:34	O
2016-04-07	16:22:15	16:23:06	5553897143	5559359292	00:00:51	O
2016-04-07	16:14:46	16:16:31	5553897143	5554288789	00:01:45	O
2016-04-07	16:10:00	16:11:00	5553897143	5552772404	00:01:00	O
2016-04-07	11:20:23	00:00:00	5553897143	5554953333		O
2016-04-07	11:17:06	11:25:50	5553897143	5558157283	00:08:44	O
2016-04-07	11:00:16	11:09:02	5554910618	5553897143	00:08:46	I
2016-04-07	10:58:18	11:00:01	5553897143	5558621503	00:01:43	O
2016-04-07	10:56:45	10:57:15	5553897143	5558621503	00:00:30	O
2016-04-07	10:50:44	10:51:42	5558621503	5553897143	00:00:12	I
2016-04-07	10:49:32	10:50:16	5554256370	5553897143	00:00:13	I
2016-04-07	10:40:54	10:40:57	5553897143	5555594008	00:00:03	O
2016-04-07	10:39:29	10:42:04	5559811136	5555594008	00:01:43	I
2016-04-07	10:36:35	10:40:21	5556579584	5553897143	00:03:46	I
2016-04-07	10:33:37	10:34:43	5553897143	5558779557	00:01:06	O
2016-04-07	10:26:49	10:30:37	5553897143	5552634699	00:03:48	O
2016-04-07	10:23:55	10:26:14	5553897143	5552023963	00:02:19	O
2016-04-07	10:20:19	10:22:33	5555613844	5553897143	00:02:14	I
2016-04-07	10:07:12	10:16:17	5553897143	5554535050	00:09:05	O
2016-04-07	10:03:43	10:06:52	5557690761	5553897143	00:03:09	I
2016-04-07	10:00:59	10:01:45	5556413150	5553897143	00:00:46	I
2016-04-07	09:57:00	10:00:36	5553897143	5552500025	00:03:36	O
2016-04-07	09:14:14	00:00:00	5553897143	5559381700		O
2016-04-07	09:08:45	09:34:49	5553897143	5559372211	00:26:04	O
2016-04-07	09:03:51	00:00:00	5553897143	5559381700		O
2016-04-07	08:58:15	09:08:38	5553897143	5559381700	00:10:23	O
2016-04-07	08:56:45	08:58:11	5553897143	5559372211	00:01:26	O

Louis Armstrong



Calls From: 2016-04-07  
 Calls From: 2016-04-07

Calls	15	Duration	00:45:54
Inbound Calls	0	Inb Talk Duration	00:00:00
Outbound Calls	3	Out Talk Duration	00:00:16
Internal Calls	12	Int Talk Duration	00:45:38

Date	Start Time	End Time	From	To	Dur.	Dir.
2016-04-07	15:05:57	15:11:59	5553897192	5555596957	00:06:02	T
2016-04-07	15:04:38	15:05:54	5553897157	5555594050	00:01:16	T
2016-04-07	14:52:49	14:54:01	5555594018	5553897119	00:01:12	T
2016-04-07	14:40:50	14:44:02	5555596978	5555594050	00:03:12	T
2016-04-07	14:34:54	00:00:00	5553897119	9850		O
2016-04-07	14:33:48	14:37:23	5555594018	5553897119	00:03:35	T
2016-04-07	12:48:57	12:52:09	5554332259	5555594050	00:03:12	T
2016-04-07	10:50:36	10:50:52	5553897119	5555594018	00:00:16	O
2016-04-07	10:33:06	10:34:03	5554332231	5555594050	00:00:57	T
2016-04-07	10:09:50	10:32:54	5554332231	5555594050	00:23:04	T
2016-04-07	09:58:17	09:58:39	5552861578	5555594050	00:00:22	T
2016-04-07	09:54:46	09:55:10	5553897116	5555594050	00:00:24	T
2016-04-07	09:22:04	09:22:45	5555596992	5555594050	00:00:41	T
2016-04-07	09:21:26	00:00:00	5553897119	9850		O
2016-04-07	09:20:05	09:21:46	5555594036	5553897119	00:01:41	T

Charlie Parker



Calls From: 2016-04-07  
 Calls From: 2016-04-07

Calls	3	Duration	00:00:54
Inbound Calls	1	Inb Talk Duration	00:00:26
Outbound Calls	1	Out Talk Duration	00:00:16
Internal Calls	1	Int Talk Duration	00:00:12

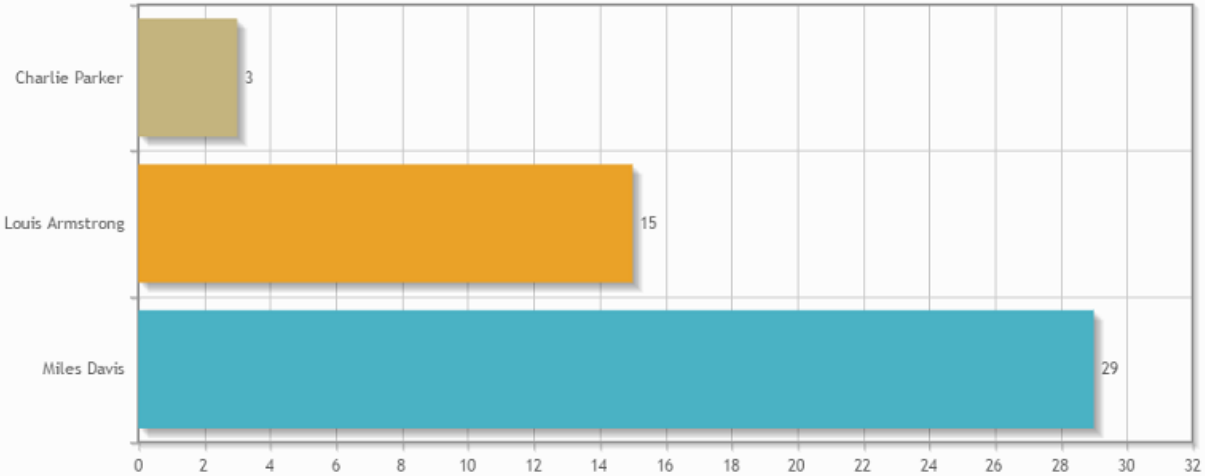
Date	Start Time	End Time	From	To	Dur.	Dir.
2016-04-07	16:09:50	16:10:16	restricted	5555594067	00:00:26	I
2016-04-07	12:30:49	12:31:05	5555594067	5555594036	00:00:16	O
2016-04-07	09:19:37	09:19:57	5555594036	5555594067	00:00:12	T

# Agent Call Summary



**AGENT CALL SUMMARY**

ReportDate: 4/28/2016



Calls From: 2016-04-07  
 Calls From: 2016-04-07

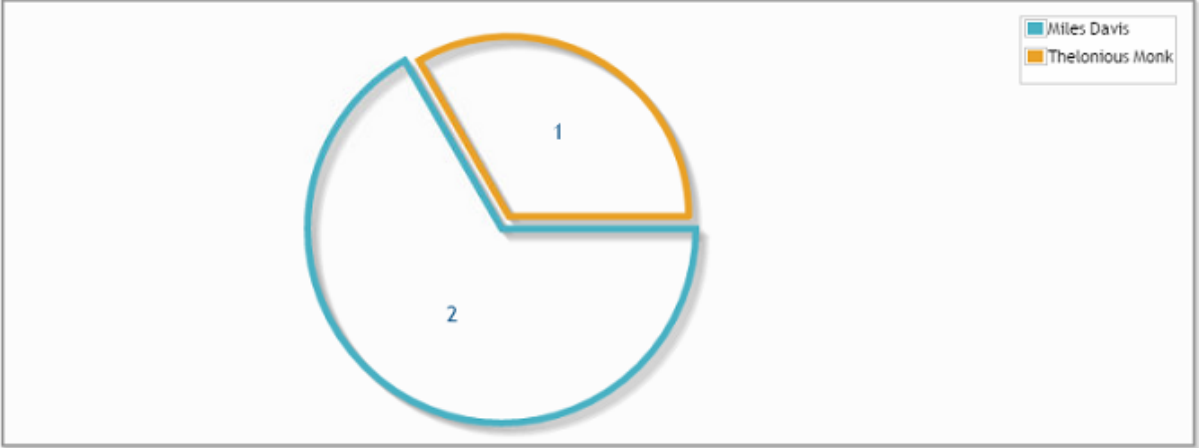
Calls	47	Duration	02:29:20
Inbound Calls	11	Inb Talk Duration	00:30:01
Outbound Calls	23	Out Talk Duration	01:13:29
Internal Calls	13	Int Talk Duration	00:45:50

Agent	Total Calls	Duration	Inbound Calls	Outbound Calls	Internal Calls
Miles Davis	29	01:42:32	10	19	0
Louis Armstrong	15	00:45:54	0	3	12
Charlie Parker	3	00:00:54	1	1	1

# Agent Abandoned Calls

## AGENT ABANDONED CALLS

ReportDate: 4/28/2016



### Miles Davis



Calls From: 2016-04-07  
Calls From: 2016-04-07

Calls	2	Duration	00:00:25
-------	---	----------	----------

Date	Start Time	End Time	From	To	Dur.	Dir.
2016-04-07	10:50:44	10:51:42	5558621503	5553897143	00:00:12	I
2016-04-07	10:49:32	10:50:16	5554256370	5553897143	00:00:13	I

### Thelonious Monk



Calls From: 2016-04-07  
Calls From: 2016-04-07

Calls	1	Duration	00:00:03
-------	---	----------	----------

Date	Start Time	End Time	From	To	Dur.	Dir.
2016-04-07	15:00:32	15:00:35	5557143001	5553897155	00:00:03	I

## Transferred Calls

Aretha Franklin



Calls From: 2016-04-07

Calls From: 2016-04-07

Calls	1	Duration	00:09:27
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Date	Start Time	End Time	From	To	Dur.	Dir.
2016-04-07	15:44:56	15:54:23	5554330023	5553897200	00:09:27	T

Stan Getz



Calls From: 2016-04-07

Calls From: 2016-04-07

Calls	1	Duration	00:12:07
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Date	Start Time	End Time	From	To	Dur.	Dir.
2016-04-07	13:11:40	13:23:47	5554332252	5554332248	00:12:07	I

Benny Goodman



Calls From: 2016-04-07

Calls From: 2016-04-07

Calls	2	Duration	00:23:38
-------	---	----------	----------

Date	Start Time	End Time	From	To	Dur.	Dir.
2016-04-07	16:43:06	17:03:57	5556305149	5554332305	00:20:51	I
2016-04-07	14:51:23	14:54:10	5558262477	5554332250	00:02:47	I



# Missed Calls Report



## AGENT MISSED CALLS

ReportDate: 4/28/2016

Ella Fitzgerald



Calls From: 2016-04-07  
Calls From: 2016-04-07

Total Offered Calls	1	Missed / Offered Calls	0/1 0%
---------------------	---	------------------------	--------

Date	Start Time	End Time	From	To	Dur.	Dir.
------	------------	----------	------	----	------	------

Lester Young



Calls From: 2016-04-07  
Calls From: 2016-04-07

Total Offered Calls	1	Missed / Offered Calls	0/1 0%
---------------------	---	------------------------	--------

Date	Start Time	End Time	From	To	Dur.	Dir.
------	------------	----------	------	----	------	------

Count Basie



Calls From: 2016-04-07  
Calls From: 2016-04-07

Total Offered Calls	4	Missed / Offered Calls	0/4 0%
---------------------	---	------------------------	--------

Date	Start Time	End Time	From	To	Dur.	Dir.
------	------------	----------	------	----	------	------

Wes Montgomery



Calls From: 2016-04-07  
Calls From: 2016-04-07

Total Offered Calls	1	Missed / Offered Calls	0/1 0%
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Date	Start Time	End Time	From	To	Dur.	Dir.
------	------------	----------	------	----	------	------

# Agent Stats Report



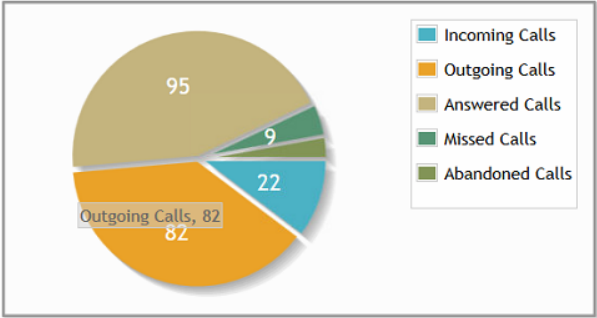
## AGENT STATS REPORT

ReportDate: 4/29/2016

Miles Davis



Activities From: 2016-04-07  
Activities To: 2016-04-08




Total Calls: 104	Incoming Calls: 22	Outgoing Calls: 82	Answered Calls: 95	Missed Calls: 9	Abandoned Calls: 6
Average Hold Time:					00:00:26
Longest Hold Time:					00:00:36
Average Speed To Answer:					00:00:12
Longest Ring Time:					00:00:31
Average Call Duration:					00:02:17

# ACTIVITY REPORTS

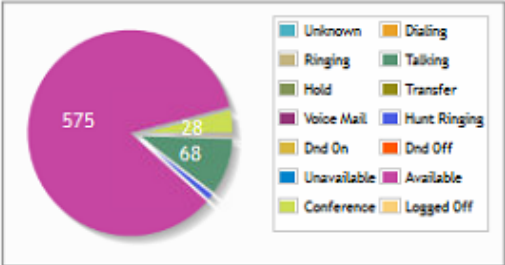
## Agent Activity Details

AGENT ACTIVITY DETAILS
ReportDate: 4/29/2016

**Miles Davis**



Activities From: 2016-04-07  
Activities To: 2016-04-07




Activity	Count
Available	575
Talking	68
Hunt Ringing	28
Unknown	0
Ringing	0
Hold	0
Voice Mail	0
Dnd On	0
Unavailable	0
Conference	0
Dialing	0
Talking	0
Transfer	0
Hunt Ringing	0
Dnd Off	0
Available	0
Logged Off	0

Date	Start Time	Duration	Activity
2016-04-07	08:16:01	00:00:00	HUNT_RINGING
2016-04-07	08:16:01	00:00:10	HUNT_RINGING
2016-04-07	08:16:11	00:31:41	AVAILABLE
2016-04-07	08:47:52	00:00:05	HUNT_RINGING
2016-04-07	08:47:52	00:00:00	HUNT_RINGING
2016-04-07	08:47:57	00:00:49	TALKING
2016-04-07	08:48:46	00:00:04	HUNT_RINGING
2016-04-07	08:48:46	00:00:00	HUNT_RINGING
2016-04-07	08:48:46	00:00:00	AVAILABLE
2016-04-07	08:48:50	00:07:48	TALKING
2016-04-07	08:56:38	00:00:07	AVAILABLE
2016-04-07	08:56:45	00:00:03	RINGING
2016-04-07	08:56:48	00:01:23	TALKING
2016-04-07	08:58:11	00:00:04	AVAILABLE
2016-04-07	08:58:15	00:00:03	RINGING
2016-04-07	08:58:15	00:00:00	DIALING
2016-04-07	08:58:18	00:05:33	TALKING
2016-04-07	09:03:51	00:00:00	HOLDING
2016-04-07	09:03:51	00:00:08	RINGING
2016-04-07	09:03:51	00:00:00	DIALING
2016-04-07	09:03:59	00:00:28	TALKING
2016-04-07	09:04:27	00:03:46	CONFERENCED
2016-04-07	09:04:27	00:00:00	CONFERENCED
2016-04-07	09:04:27	00:00:00	TALKING
2016-04-07	09:08:13	00:00:25	TALKING
2016-04-07	09:08:13	00:00:00	AVAILABLE
2016-04-07	09:08:38	00:00:07	AVAILABLE
2016-04-07	09:08:45	00:00:02	RINGING
2016-04-07	09:08:45	00:00:00	DIALING
2016-04-07	09:08:47	00:05:28	TALKING
2016-04-07	09:14:15	00:00:08	RINGING
2016-04-07	09:14:15	00:00:00	DIALING
2016-04-07	09:14:15	00:00:00	HOLDING
2016-04-07	09:14:23	00:00:18	TALKING

# Agent Activity Summary

**AGENT ACTIVITY SUMMARY**

**Lester Young**

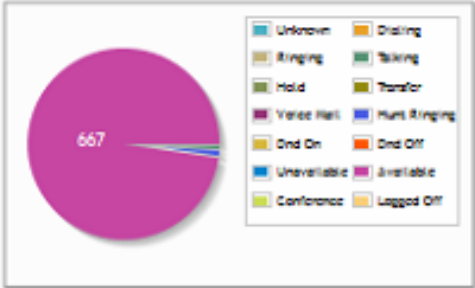


Activities From: 2016-04-07  
Activities To: 2016-04-07

**ReportDate: 4/29/2016**


  

Activity/Duration			
Unknown	00:00:00	Dialing	00:00:00
Ringing	00:00:06	Talking	00:06:59
Holding	00:00:00	Transfer	00:00:00
Voice Mail	00:00:00	Hunt Ringing	00:10:59
Dnd On	00:00:00	Dnd Off	00:00:00
Unavailable	00:00:00	Available	11:07:05
Conference	00:00:00	Logged Off	00:00:00



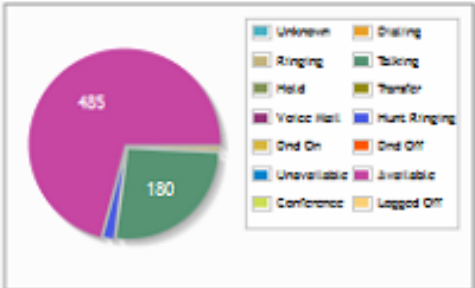
  

**Count Basle**




Activities From: 2016-04-07  
Activities To: 2016-04-07

Activity/Duration			
Unknown	00:00:00	Dialing	00:00:01
Ringing	00:05:33	Talking	03:00:29
Holding	00:00:01	Transfer	00:00:00
Voice Mail	00:00:00	Hunt Ringing	00:14:28
Dnd On	00:00:00	Dnd Off	00:00:00
Unavailable	00:00:00	Available	08:05:52
Conference	00:00:00	Logged Off	00:00:00



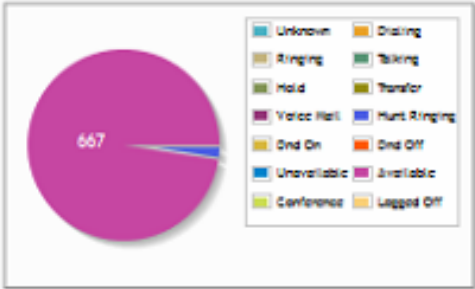
  

**George Gershwin**



Activities From: 2016-04-07  
Activities To: 2016-04-07

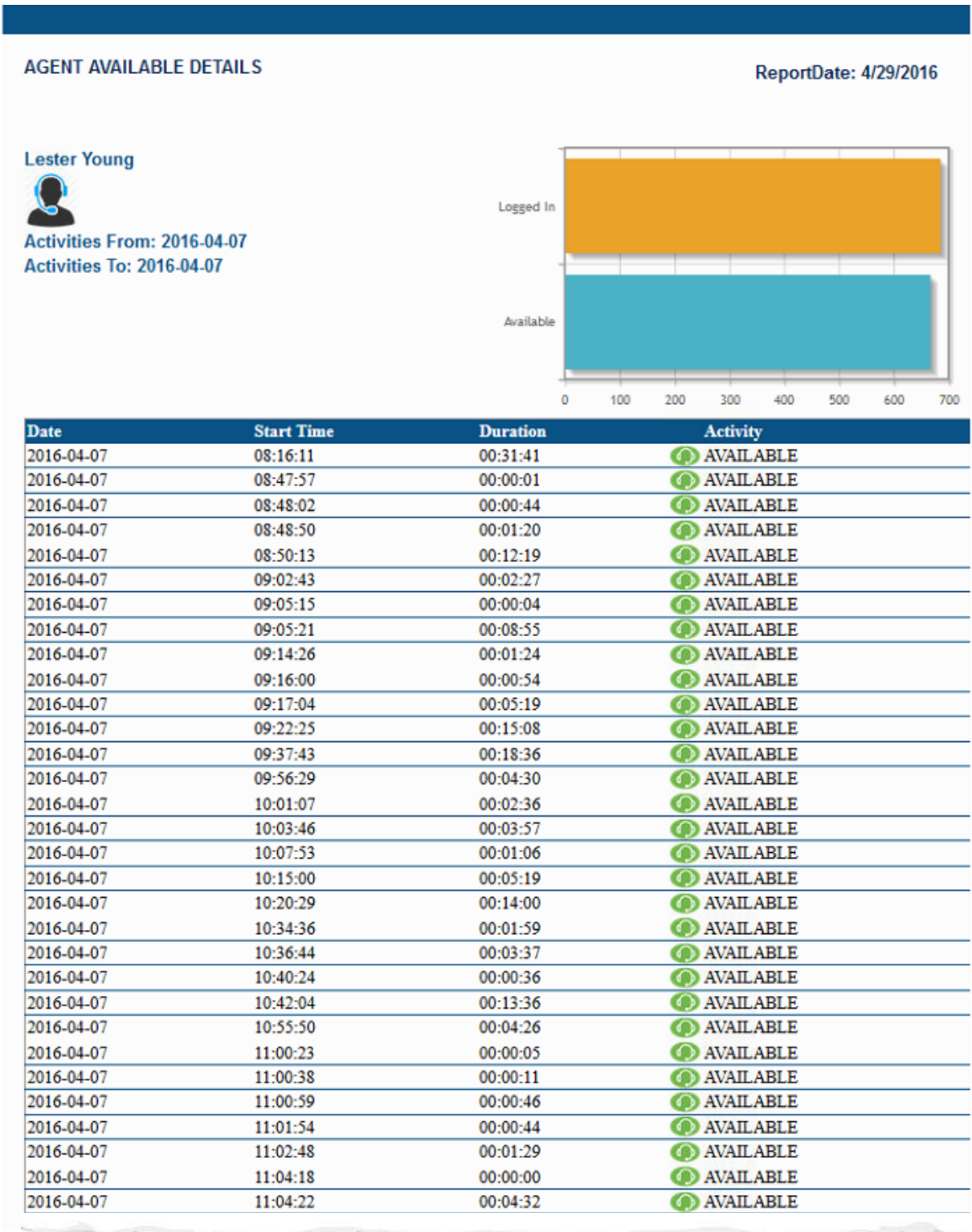
Activity/Duration			
Unknown	00:00:00	Dialing	00:00:00
Ringing	00:00:12	Talking	00:00:00
Holding	00:00:00	Transfer	00:00:00
Voice Mail	00:00:00	Hunt Ringing	00:17:12
Dnd On	00:00:00	Dnd Off	00:00:00
Unavailable	00:00:00	Available	11:07:45
Conference	00:00:00	Logged Off	00:00:00



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## Agent Available Details



# Agent Unavailable Details

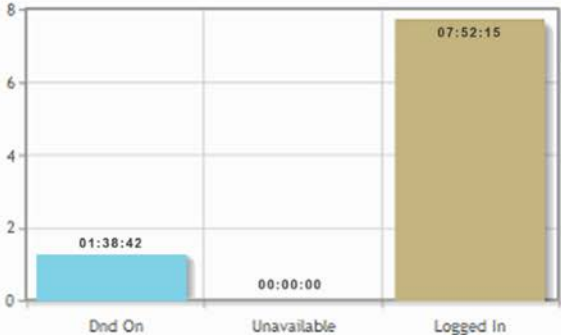
## AGENT UNAVAILABLE DETAILS

ReportDate: 4/29/2016

Miles Davis



Activities From: 2016-04-07  
Activities To: 2016-04-07

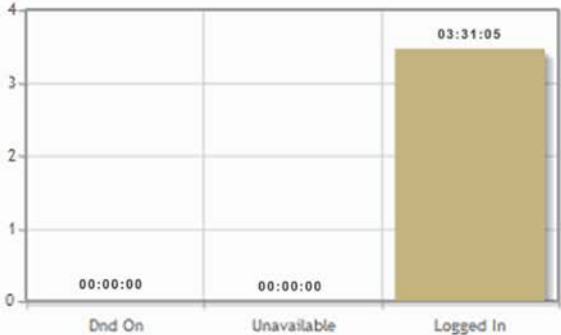


Date	Start Time	Duration	Activity
------	------------	----------	----------

Louis Armstrong



Activities From: 2016-04-07  
Activities To: 2016-04-07

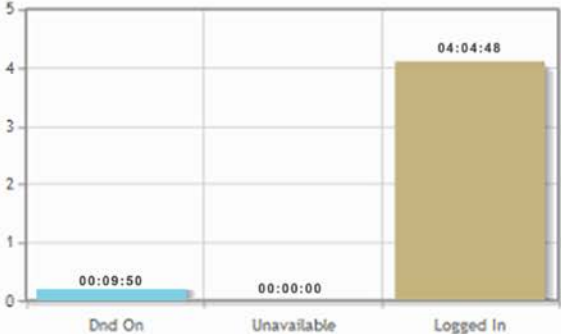


Date	Start Time	Duration	Activity
------	------------	----------	----------

Charlie Parker



Activities From: 2016-04-07  
Activities To: 2016-04-07



# GROUP REPORTS

## Group Call Details

**GROUP CALL DETAILS**
ReportDate: 4/29/2016

Category	Count
Sales	10
Support	4

**Sales**  
 Calls From: 2016-04-07  
 Calls From: 2016-04-08

Calls	10	Duration	00:51:56
Inbound Calls	10	Inb Talk Duration	00:51:56
Outbound Calls	0	Out Talk Duration	00:00:00
Internal Calls	0	Int Talk Duration	00:00:00

Date	Start Time	End Time	From	To	Dur.	Dir.
2016-04-07	09:56:19	09:56:43	5555736768	5554332300	00:00:10	I
2016-04-07	09:37:33	09:42:51	5555610338	5554332252	00:05:18	I
2016-04-07	09:22:23	09:32:37	5555108500	5554330023	00:10:14	I
2016-04-07	09:16:54	09:17:51	5553562901	5554332300	00:00:10	I
2016-04-07	09:15:50	09:16:18	5553562901	5554332300	00:00:10	I
2016-04-07	09:10:04	09:15:30	5552023963	5554332300	00:00:10	I
2016-04-07	09:09:02	09:10:34	5555608100	5554332300	00:01:32	I
2016-04-07	09:05:19	09:14:16	5556958143	5554330023	00:08:57	I
2016-04-07	09:05:10	09:30:14	5555610338	5554332305	00:25:04	I
2016-04-07	09:02:32	09:03:05	5556958143	5554332300	00:00:11	I

**Support**  
 Calls From: 2016-04-07  
 Calls From: 2016-04-08

Calls	4	Duration	00:03:08
Inbound Calls	0	Inb Talk Duration	00:00:00
Outbound Calls	0	Out Talk Duration	00:00:00
Internal Calls	4	Int Talk Duration	00:03:08

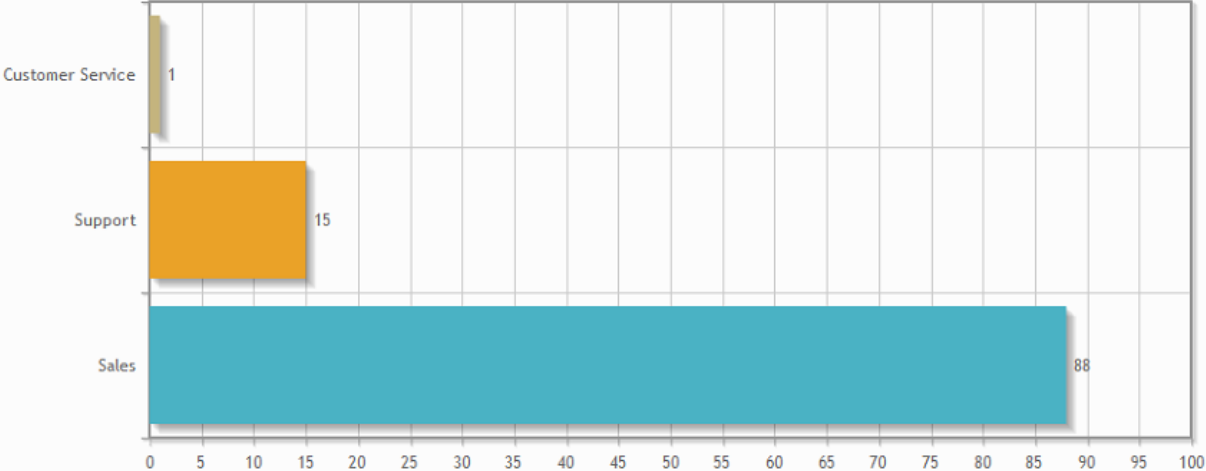
Date	Start Time	End Time	From	To	Dur.	Dir.
2016-04-07	09:58:17	09:58:39	5552861578	5555594050	00:00:22	T
2016-04-07	09:54:46	09:55:10	5553897116	5555594050	00:00:24	T
2016-04-07	09:22:04	09:22:45	5555596992	5555594050	00:00:41	T
2016-04-07	09:20:05	09:21:46	5555594036	5553897119	00:01:41	T

# Group Call Summary



**GROUP CALL SUMMARY**

ReportDate: 4/29/2016



Calls From: 2016-04-07  
 Calls From: 2016-04-08

Calls	104	Duration	07:32:44
Inbound Calls	88	Inb Talk Duration	06:39:36
Outbound Calls	0	Out Talk Duration	00:00:00
Internal Calls	16	Int Talk Duration	00:53:08

Group	Total Calls	Duration	Inbound Calls	Outbound Calls	Internal Calls
Sales	88	06:39:25	87	0	1
Support	15	00:53:08	0	0	15
Customer Service	1	00:00:11	1	0	0

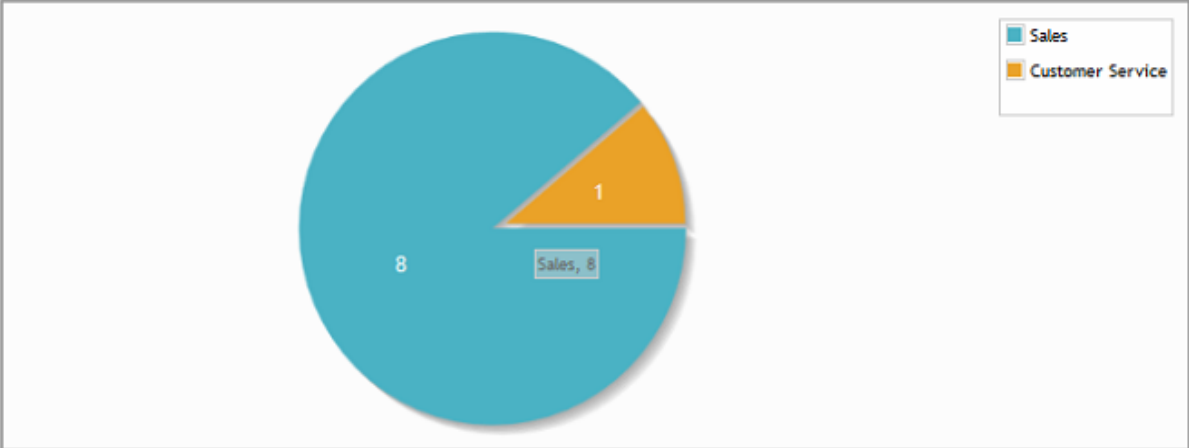


### Group Abandoned Calls



GROUP ABANDONED CALLS

ReportDate: 4/29/2016



**Sales**  
 Calls From: 2016-04-07  
 Calls From: 2016-04-08

Calls	8	Duration	00:01:23
-------	---	----------	----------

Date	Start Time	End Time	From	To	Dur.	Dir.
2016-04-07	18:19:21	18:19:31	5552803684	5554332300	00:00:10	I
2016-04-07	18:17:06	18:17:16	5559739737	5554332300	00:00:10	I
2016-04-07	18:16:22	18:16:32	5559739737	5554332300	00:00:10	I
2016-04-07	18:01:45	18:01:56	5555379126	5554332300	00:00:11	I
2016-04-07	16:58:36	16:58:47	5556471800	5554332300	00:00:11	I
2016-04-07	16:34:54	16:35:05	5556305149	5554332300	00:00:11	I
2016-04-07	16:19:03	16:19:13	5553169888	5554332300	00:00:10	I
2016-04-07	16:06:27	16:06:37	5559359292	5554332300	00:00:10	I

**Customer Service**  
 Calls From: 2016-04-07  
 Calls From: 2016-04-08

Calls	1	Duration	00:00:11
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## Group Missed Calls

## GROUP MISSED CALLS

ReportDate: 4/29/2016

## Sales

Calls From: 2016-04-07

Calls From: 2016-04-08

Total Offered Calls	82	Missed / Offered Calls	38/82 46%
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Date	Start Time	End Time	From	To	Dur.	Dir.
2016-04-07	18:19:21	18:19:31	5552803684	5554332300	00:00:10	I
2016-04-07	18:17:06	18:17:16	5559739737	5554332300	00:00:10	I
2016-04-07	18:16:22	18:16:32	5559739737	5554332300	00:00:10	I
2016-04-07	18:01:45	18:01:56	5555379126	5554332300	00:00:11	I
2016-04-07	16:58:36	16:58:47	5556471800	5554332300	00:00:11	I
2016-04-07	16:34:54	16:35:05	5556305149	5554332300	00:00:11	I
2016-04-07	16:19:03	16:19:13	5553169888	5554332300	00:00:10	I
2016-04-07	16:06:27	16:06:37	5559359292	5554332300	00:00:10	I
2016-04-07	15:42:48	15:42:58	5556100022	5554332300	00:00:10	I
2016-04-07	15:33:53	15:34:02	5552204138	5554332300	00:00:09	I
2016-04-07	15:25:29	15:25:39	5556012569	5554332300	00:00:10	I
2016-04-07	15:25:10	15:25:20	5556413150	5554332300	00:00:10	I
2016-04-07	15:24:47	15:24:57	5556625871	5554332300	00:00:10	I
2016-04-07	15:24:09	15:24:19	5554848523	5554332300	00:00:10	I
2016-04-07	15:23:18	15:23:28	5554288789	5554332300	00:00:10	I
2016-04-07	15:22:23	15:22:33	5556625871	5554332300	00:00:10	I
2016-04-07	15:21:52	15:22:02	5556625871	5554332300	00:00:10	I
2016-04-07	15:20:26	15:20:36	5557667112	5554332300	00:00:10	I
2016-04-07	14:50:15	14:50:26	5558262477	5554332300	00:00:11	I
2016-04-07	14:40:06	14:40:16	5552772404	5554332300	00:00:10	I
2016-04-07	13:39:03	13:39:13	5556173742	5554332300	00:00:10	I
2016-04-07	13:36:02	13:36:13	5555056778	5554332300	00:00:11	I
2016-04-07	12:12:12	12:12:22	5555866707	5554332300	00:00:10	I
2016-04-07	11:29:44	11:29:51	5558599304	5554332300	00:00:07	I
2016-04-07	11:28:48	11:30:01	5557691990	5554332300	00:00:10	I
2016-04-07	11:20:39	11:21:06	5552486021	5554332300	00:00:10	I
2016-04-07	11:01:45	11:02:08	5552782366	5554332300	00:00:09	I
2016-04-07	11:00:49	11:01:20	5552782366	5554332300	00:00:10	I
2016-04-07	11:00:28	11:01:51	5556399929	5554332300	00:00:10	I
2016-04-07	10:55:40	10:56:52	5553560406	5554332300	00:00:10	I
2016-04-07	10:11:49	10:12:15	5553408510	5554332300	00:00:10	I
2016-04-07	10:11:36	10:12:34	5559877415	5554332300	00:00:10	I
2016-04-07	10:07:43	10:08:39	5552634699	5554332300	00:00:10	I
2016-04-07	09:56:19	09:56:43	5555736768	5554332300	00:00:10	I
2016-04-07	09:16:54	09:17:51	5553562901	5554332300	00:00:10	I
2016-04-07	09:15:50	09:16:18	5553562901	5554332300	00:00:10	I
2016-04-07	09:10:04	09:15:30	5552023963	5554332300	00:00:10	I
2016-04-07	09:02:32	09:03:05	5556958143	5554332300	00:00:11	I

## Group Transferred Calls

### GROUP TRANSFERRED CALLS

ReportDate: 4/29/2016

**Sales**

Calls From: 2016-04-07

Calls From: 2016-04-08

Calls	5	Duration	00:44:31
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Date	Start Time	End Time	From	To	Dur.	Dir.
2016-04-07	16:43:06	17:03:57	5556305149	5554332305	00:20:51	I
2016-04-07	14:51:23	14:54:10	5558262477	5554332250	00:02:47	I
2016-04-07	13:28:59	13:36:02	5554332248	5554332250	00:07:03	I
2016-04-07	13:11:40	13:23:47	5554332252	5554332248	00:12:07	I
2016-04-07	10:39:29	10:42:04	5559811136	5555594008	00:01:43	I

## Group Voicemail Calls

### GROUP VOICE MAIL CALLLS

ReportDate: 4/29/2016

**Sales**

Calls From: 2016-04-07

Calls From: 2016-04-08

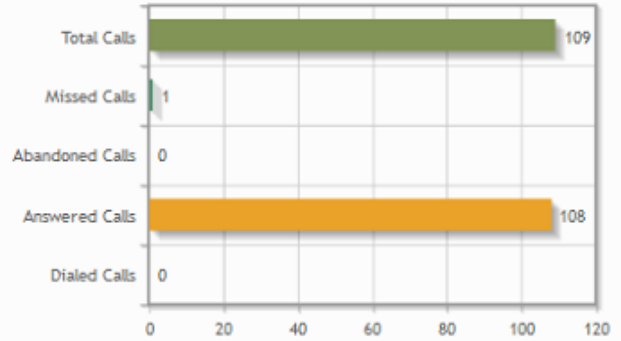
Calls	14	Duration	00:02:20
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Date	Start Time	End Time	From	To	Dur.	Dir.
2016-04-07	11:28:48	11:30:01	5557691990	5554332300	00:00:10	I
2016-04-07	11:20:39	11:21:06	5552486021	5554332300	00:00:10	I
2016-04-07	11:01:45	11:02:08	5552782366	5554332300	00:00:09	I
2016-04-07	11:00:49	11:01:20	5552782366	5554332300	00:00:10	I
2016-04-07	11:00:28	11:01:51	5556399929	5554332300	00:00:10	I
2016-04-07	10:55:40	10:56:52	5553560406	5554332300	00:00:10	I
2016-04-07	10:11:49	10:12:15	5553408510	5554332300	00:00:10	I
2016-04-07	10:11:36	10:12:34	5559877415	5554332300	00:00:10	I
2016-04-07	10:07:43	10:08:39	5552634699	5554332300	00:00:10	I
2016-04-07	09:56:19	09:56:43	5555736768	5554332300	00:00:10	I
2016-04-07	09:16:54	09:17:51	5553562901	5554332300	00:00:10	I
2016-04-07	09:15:50	09:16:18	5553562901	5554332300	00:00:10	I
2016-04-07	09:10:04	09:15:30	5552023963	5554332300	00:00:10	I
2016-04-07	09:02:32	09:03:05	5556958143	5554332300	00:00:11	I

## Group Performance Details

**GROUP PERFORMANCE DETAILS** ReportDate: 4/29/2016

Sales  
 Calls From: 2016-04-07  
 Calls From: 2016-04-08



Agent	Dialed Calls	Answ. Calls	Aband. Calls	Missed Calls	Total Calls
Miles Davis	0	12	0	0	12
Billie Holiday	0	6	0	0	6
Lester Young	0	3	0	0	3
Count Basie	0	6	0	0	6
Chick Corea	0	30	0	0	30
Aretha Franklin	0	8	0	1	9
Stan Getz	0	23	0	0	23
Benny Goodman	0	20	0	0	20
<b>Group Totals:</b>	<b>0</b>	<b>108</b>	<b>0</b>	<b>1</b>	<b>109</b>

Agent	Avg Answer Time	Max Answer Time	Avg Hold Time	Max Hold Time	Avg Talk Time	Max Talk Time
Miles Davis	00:00:00	00:00:00	00:00:07	00:00:07	00:03:06	00:08:39
Billie Holiday	00:00:00	00:00:00	00:02:24	00:02:24	00:02:06	00:02:29
Lester Young	00:00:00	00:00:00	00:00:00	00:00:00	00:01:04	00:01:04
Count Basie	00:00:00	00:00:00	00:00:05	00:00:05	00:06:32	00:11:30
Chick Corea	00:00:00	00:00:00	00:01:32	00:02:58	00:11:42	00:34:04
Aretha Franklin	00:00:00	00:00:00	00:00:00	00:00:00	00:05:57	00:10:12
Stan Getz	00:00:00	00:00:00	00:00:10	00:00:10	00:05:05	00:16:55
Benny Goodman	00:00:00	00:00:00	00:00:06	00:00:07	00:10:02	00:31:20
<b>Group Total Avg:</b>	<b>00:00:00</b>		<b>00:04:24</b>		<b>00:45:34</b>	

# PEAK / CALL VOLUME REPORTS

## Agent Call Volume

**AGENT CALL VOLUME**
ReportDate: 4/29/2016

Agent	Call Volume
Lester Young	2
Count Basie	25
Wes Montgomery	14
Aretha Franklin	16
Stan Getz	26
Benny Goodman	28

**Lester Young**

Calls From: 2016-04-07  
Calls From: 2016-04-07

Calls	2	Duration	00:07:44
Inbound Calls	1	Inb Talk Duration	00:01:43
Outbound Calls	1	Out Talk Duration	00:06:01
Internal Calls	0	Int Talk Duration	00:00:00

Date	Total Calls	Inbound Calls	Outbound Calls	Internal Calls	Duration
2016-04-07	2	1	1	0	00:07:44

**Count Basie**

Calls From: 2016-04-07  
Calls From: 2016-04-07

Calls	25	Duration	02:49:57
Inbound Calls	2	Inb Talk Duration	00:14:40
Outbound Calls	22	Out Talk Duration	02:35:17
Internal Calls	1	Int Talk Duration	00:00:00

Date	Total Calls	Inbound Calls	Outbound Calls	Internal Calls	Duration
2016-04-07	25	2	22	1	02:49:57

**Wes Montgomery**

Calls From: 2016-04-07  
Calls From: 2016-04-07

Calls	14	Duration	00:31:21
Inbound Calls	1	Inb Talk Duration	00:04:45
Outbound Calls	7	Out Talk Duration	00:05:45
Internal Calls	6	Int Talk Duration	00:20:51

Date	Total Calls	Inbound Calls	Outbound Calls	Internal Calls	Duration
2016-04-07	14	1	7	6	00:31:21

**Aretha Franklin**



Calls From: 2016-04-07  
 Calls From: 2016-04-07

Calls	16	Duration	01:25:04
Inbound Calls	4	Inb Talk Duration	00:24:02
Outbound Calls	11	Out Talk Duration	00:51:35
Internal Calls	1	Int Talk Duration	00:09:27

Date	Total Calls	Inbound Calls	Outbound Calls	Internal Calls	Duration
2016-04-07	16	4	11	1	01:25:04

**Stan Getz**



Calls From: 2016-04-07  
 Calls From: 2016-04-07

Calls	26	Duration	03:34:12
Inbound Calls	11	Inb Talk Duration	01:09:06
Outbound Calls	14	Out Talk Duration	02:25:03
Internal Calls	1	Int Talk Duration	00:00:03

Date	Total Calls	Inbound Calls	Outbound Calls	Internal Calls	Duration
2016-04-07	26	11	14	1	03:34:12

**Benny Goodman**



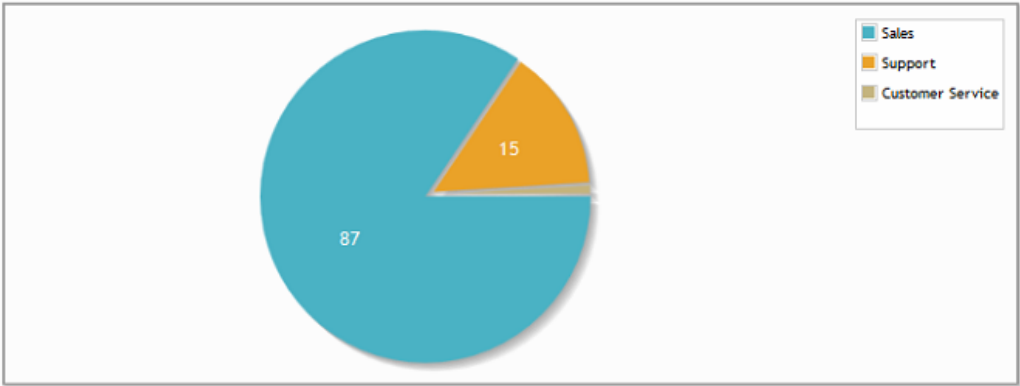
Calls From: 2016-04-07  
 Calls From: 2016-04-07

Calls	28	Duration	03:41:32
Inbound Calls	9	Inb Talk Duration	01:51:50
Outbound Calls	19	Out Talk Duration	01:49:42
Internal Calls	0	Int Talk Duration	00:00:00

Date	Total Calls	Inbound Calls	Outbound Calls	Internal Calls	Duration
2016-04-07	28	9	19	0	03:41:32

# Group Call Volume

GROUP CALL VOLUME ReportDate: 4/29/2016



**Sales**  
 Calls From: 2016-04-07  
 Calls From: 2016-04-07

Calls	87	Duration	06:38:05
Inbound Calls	86	Inb Talk Duration	06:38:05
Outbound Calls	0	Out Talk Duration	00:00:00
Internal Calls	1	Int Talk Duration	00:00:00

Date	Total Calls	Inbound Calls	Outbound Calls	Internal Calls	Duration
2016-04-07	87	86	0	1	06:38:05

**Support**  
 Calls From: 2016-04-07  
 Calls From: 2016-04-07

Calls	15	Duration	00:53:08
Inbound Calls	0	Inb Talk Duration	00:00:00
Outbound Calls	0	Out Talk Duration	00:00:00
Internal Calls	15	Int Talk Duration	00:53:08

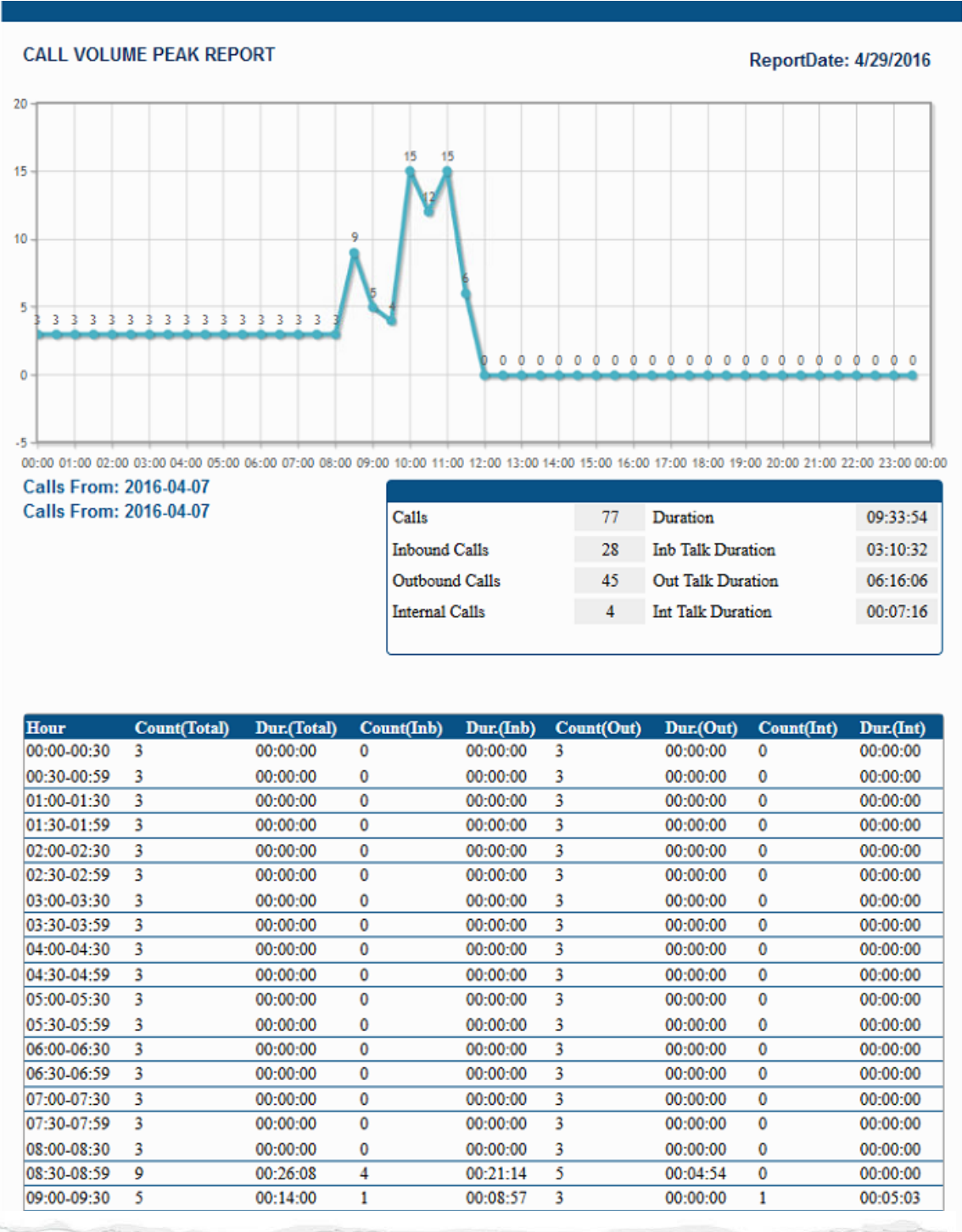
Date	Total Calls	Inbound Calls	Outbound Calls	Internal Calls	Duration
2016-04-07	15	0	0	15	00:53:08

**Customer Service**  
 Calls From: 2016-04-07  
 Calls From: 2016-04-07

Calls	1	Duration	00:00:11
Inbound Calls	1	Inb Talk Duration	00:00:11
Outbound Calls	0	Out Talk Duration	00:00:00
Internal Calls	0	Int Talk Duration	00:00:00

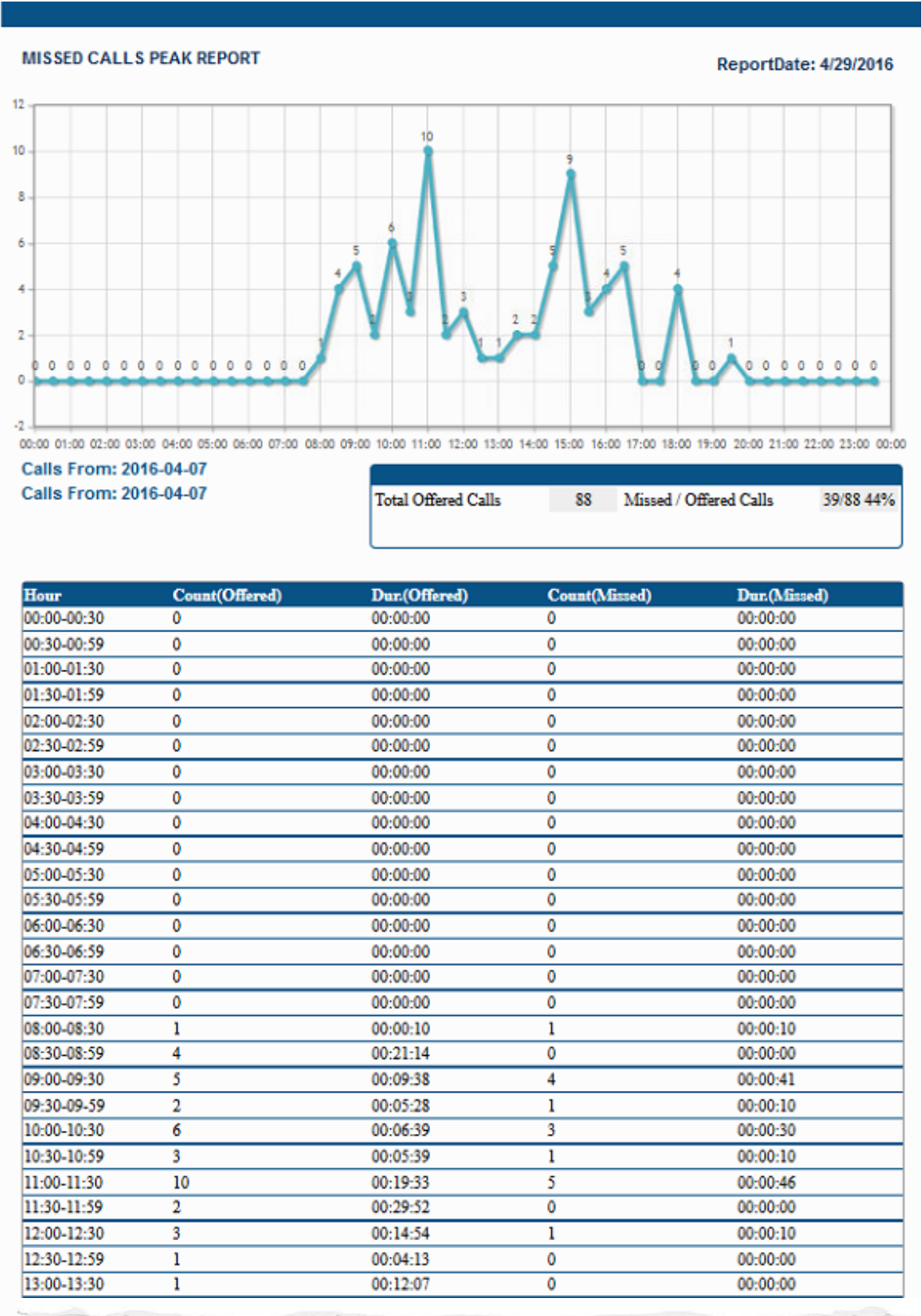
Date	Total Calls	Inbound Calls	Outbound Calls	Internal Calls	Duration
2016-04-07	1	1	0	0	00:00:11

### Peak By Department



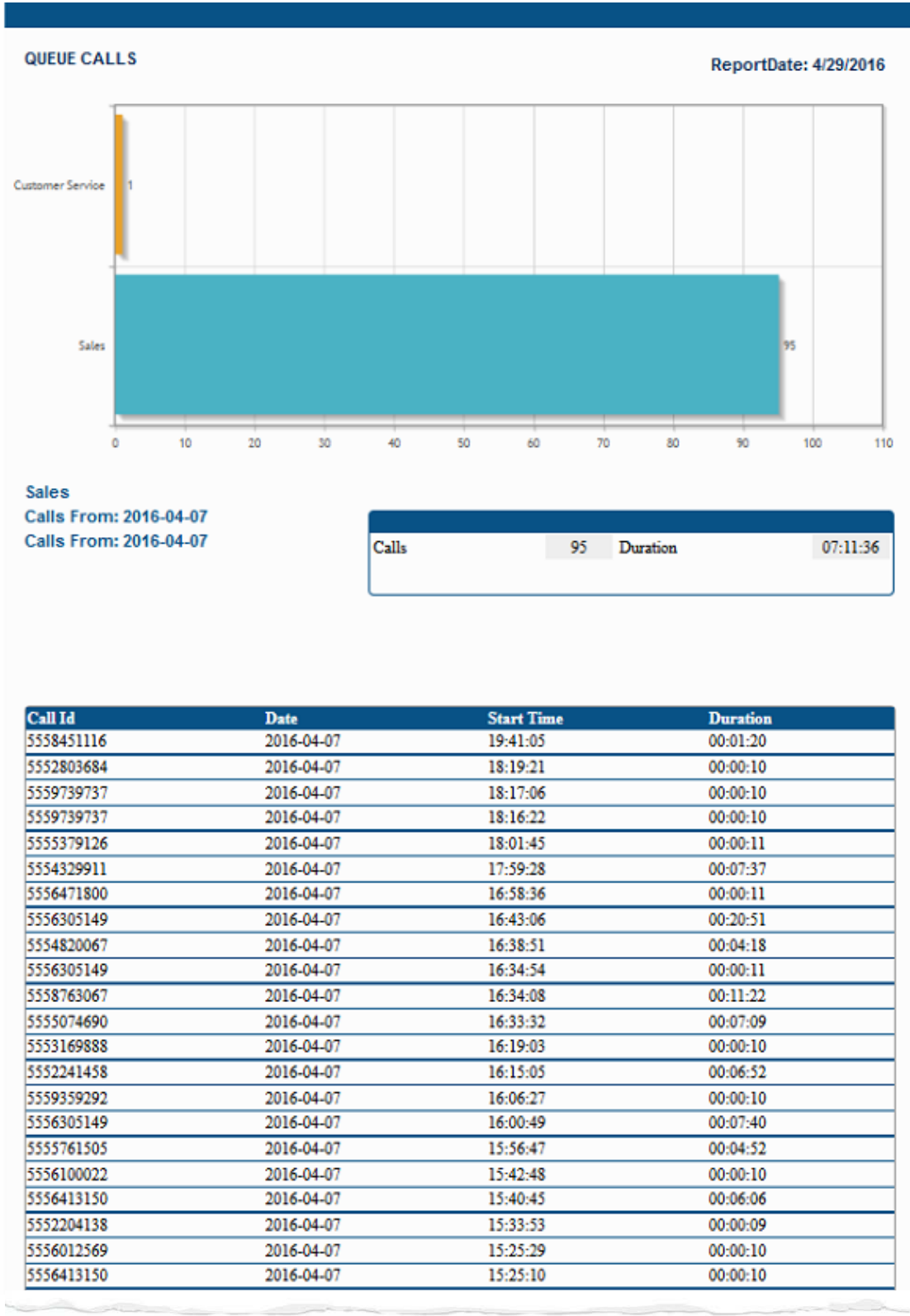


### Missed Calls Peak Report



# QUEUE REPORTS

## Queue Calls



# CRADLE-TO-GRAVE REPORTS

## C2G Summary Report

QLIVE

DASHBOARD
WALLBOARD
ASSIGN
REPORTS
SETUP
HELP
LOGOUT

### Cradle To Grave Reports

SEARCH BY

Agent 15 selected

Date  
From:  To:

Output Format  
 Summary  Dropdown

Group 3 selected

Time  
From:  To:

Direction and Events  
Direction:

Report Name:

Agent	From	To	Date	Start Time	End Time	Duration	Direction
Thelonious Monk	17063897155	16782931350	2016-04-07	15:08:37	15:08:42	00:00:05	Outgoing
Stan Getz	17064332252	19104910618	2016-04-07	08:24:37	09:35:16	01:10:39	Outgoing
Stan Getz	17064332252	13182204138	2016-04-07	16:41:07	16:44:59	00:03:52	Outgoing
Charlie Parker	17064332259	17065594050	2016-04-07	12:48:57	12:52:09	00:03:12	Internal
Ella Fitzgerald	17065596957	17065596990	2016-04-07	10:33:24	10:33:39	00:00:15	Outgoing
Stan Getz	19125108500	17064332252	2016-04-07	15:12:37	15:18:28	00:05:51	Incoming
Miles Davis	19199381701	17063897143	2016-04-07	08:45:25	08:56:38	00:07:52	Incoming
Wes Montgomery	17062861495	17065596915	2016-04-07	16:53:37	16:56:23	00:02:46	Internal
Stan Getz	17064332252	17064332248	2016-04-07	13:11:40	13:23:47	00:12:07	Incoming
Aretha Franklin	17064330023	118003749700	2016-04-07	10:37:52	10:37:53	00:00:01	Outgoing
Thelonious Monk	17063897155	17065596980	2016-04-07	15:27:07	15:28:53	00:01:46	Outgoing
Chick Corea	17064332305	17062342888	2016-04-07	15:44:46	15:55:51	00:11:05	Outgoing
Chick Corea	16625610338	17064332305	2016-04-07	09:05:10	09:30:14	00:25:04	Incoming
Count Basie	17064332248	16785136252	2016-04-07	18:14:59	18:28:52	00:13:53	Outgoing
Bessie Smith	17062861496	17064332302	2016-04-07	13:19:18	13:19:30	00:00:12	Internal
Lester Young	14799811136	17065594008	2016-04-07	10:39:29	10:42:04	00:01:43	Incoming
Benny Goodman	17065596976	19046413150	2016-04-07	15:49:43	15:50:09	00:00:26	Outgoing
Miles Davis	17063897143	19199381700	2016-04-07	09:14:14	00:00:00		Outgoing
Count Basie	12568451116	17064332248	2016-04-07	19:41:05	19:42:25	00:01:20	Incoming
Count Basie	7064332248	17064332250	2016-04-07	13:28:59	13:36:02	00:07:03	Incoming
Ella Fitzgerald	17065596957	17063897195	2016-04-07	10:51:03	10:56:31	00:05:28	Outgoing
Stan Getz	18645761505	17064332252	2016-04-07	15:56:47	16:01:39	00:04:52	Incoming
Aretha Franklin	19125108500	17064330023	2016-04-07	09:22:23	09:32:37	00:10:14	Incoming
Chick Corea	17064332305	13366173742	2016-04-07	13:41:22	13:41:24	00:00:02	Outgoing
Benny Goodman	17065596976	19046413150	2016-04-07	11:02:15	11:28:48	00:26:33	Outgoing
Bessie Smith	+anonymous	17064332302	2016-04-07	16:08:39	16:08:51	00:00:12	Incoming

Print Grid | Print Region | Page 1 of 1

**Call Events**

Event	Agent	Group	From	To	Date	Start Time	Duration
HUNTING		Sales	5559668800	5554332300	2016-04-07	13:28:59	00:00:07
TALKING	Count Basie	Sales	5559668800	5554332248	2016-04-07	13:29:06	00:00:32
HOLDING	Count Basie	Sales	5559668800	5554332248	2016-04-07	13:29:38	00:00:05
TRANSFERRED		Sales	5559668800	5553897200	2016-04-07	13:29:43	00:00:00
TALKING	Billie Holiday	Sales	5559668800	5554332250	2016-04-07	13:29:43	00:01:26
HOLDING	Billie Holiday	Sales	5554332248	5554332250	2016-04-07	13:31:09	00:02:24
TALKING	Billie Holiday	Sales	5554332248	5554332250	2016-04-07	13:33:33	00:02:29
DISCONNECTED	Billie Holiday	Sales	5554332248	5554332250	2016-04-07	13:36:02	00:00:00

Page 1 of 1

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# C2G Drop-Down Report

**QLIVE**

DASHBOARD WALLBOARD ASSIGN REPORTS SETUP HELP LOGOUT

**Cradle To Grave Reports**

SEARCH BY

Agent 15 selected Group 3 selected

Date From 04/07/2016 To 04/08/2016 Time From: 00:00 To: 23:59

Output Format: Summary (selected) Dropdown

Direction and Events: Direction: All Events Search

Export Report Name: Export to Excel

Activity	Agent	Group	From	To	Start Date	Start Time	Duration	Dir.
<b>CallId No: 34 - 3 Event(s)</b>								
HUNT RINGING	Louis Armstrong	Support	5553897116	5555594050	2016-04-07	09:54:46	00:00:05	Internal
TALKING	Louis Armstrong	Support	5553897116	5555594050	2016-04-07	09:54:51	00:00:19	Internal
DISCONNECTED	Louis Armstrong	Support	5553897116	5555594050	2016-04-07	09:55:10	00:00:00	Internal
<b>CallId No: 35 - 2 Event(s)</b>								
HUNT RINGING		Sales	5555736768	5554332300	2016-04-07	09:56:19	00:00:10	Incoming
DISCONNECTED		Sales	5555736768	5554332300	2016-04-07	09:56:43	00:00:00	Incoming
<b>CallId No: 40 - 3 Event(s)</b>								
HUNT RINGING	Louis Armstrong	Support	5552861578	5555594050	2016-04-07	09:58:17	00:00:05	Internal
TALKING	Louis Armstrong	Support	5552861578	5555594050	2016-04-07	09:58:22	00:00:17	Internal
DISCONNECTED	Louis Armstrong	Support	5552861578	5555594050	2016-04-07	09:58:39	00:00:00	Internal
<b>CallId No: 41 - 3 Event(s)</b>								
HUNT RINGING		Sales	5556413150	5554332300	2016-04-07	10:00:59	00:00:08	Incoming
TALKING	Miles Davis	Sales	5556413150	5553897143	2016-04-07	10:01:07	00:00:38	Incoming
DISCONNECTED	Miles Davis	Sales	5556413150	5553897143	2016-04-07	10:01:45	00:00:00	Incoming
<b>CallId No: 45 - 3 Event(s)</b>								
HUNT RINGING		Sales	5557690761	5554332300	2016-04-07	10:03:43	00:00:03	Incoming
TALKING	Miles Davis	Sales	5557690761	5553897143	2016-04-07	10:03:46	00:03:06	Incoming
DISCONNECTED	Miles Davis	Sales	5557690761	5553897143	2016-04-07	10:06:52	00:00:00	Incoming
<b>CallId No: 47 - 2 Event(s)</b>								
HUNT RINGING		Sales	5552634699	5554332300	2016-04-07	10:07:43	00:00:10	Incoming
DISCONNECTED		Sales	5552634699	5554332300	2016-04-07	10:08:39	00:00:00	Incoming
<b>CallId No: 49 - 2 Event(s)</b>								
HUNT RINGING	Louis Armstrong	Support	5554332231	5555594050	2016-04-07	10:09:50	00:00:04	Internal
TALKING	Louis Armstrong	Support	5554332231	5555594050	2016-04-07	10:09:54	00:23:00	Internal
<b>CallId No: 50 - 2 Event(s)</b>								
HUNT RINGING		Sales	5559877415	5554332300	2016-04-07	10:11:36	00:00:10	Incoming
DISCONNECTED		Sales	5559877415	5554332300	2016-04-07	10:12:34	00:00:00	Incoming
<b>CallId No: 51 - 2 Event(s)</b>								
HUNT RINGING		Sales	5553408510	5554332300	2016-04-07	10:11:49	00:00:10	Incoming
DISCONNECTED		Sales	5553408510	5554332300	2016-04-07	10:12:15	00:00:00	Incoming
<b>CallId No: 55 - 1 Event(s)</b>								
HUNT RINGING	Aretha Franklin	Sales	9797	5554332300	2016-04-07	10:14:26	00:00:00	Internal
<b>CallId No: 59 - 3 Event(s)</b>								
HUNT RINGING		Sales	5555613844	5554332300	2016-04-07	10:20:19	00:00:10	Incoming
TALKING	Miles Davis	Sales	5555613844	5553897143	2016-04-07	10:20:29	00:02:04	Incoming
DISCONNECTED	Miles Davis	Sales	5555613844	5553897143	2016-04-07	10:22:33	00:00:00	Incoming

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