

EXECUTIVE SUMMARY

MAR 15 2018

SUMMARY

Total Calls:	258
Total Incoming:	95
Total Outgoing:	163
Total Missed:	28
Unreturned Missed:	7
Busiest Hour:	14:00 - 14:59
Busiest Agent	152 Callum

OBSERVATIONS

Total duration of calls during this period was	31:49:25
The longest incoming call was made by Gareth lasting	00:13:33
The longest outgoing call was made by Gareth lasting	00:28:13
Calls made to international numbers	0
Total duration of outbound calls during this period was	20:20:18
Total duration of inbound calls during this period was	11:29:07



Average Answer time 42

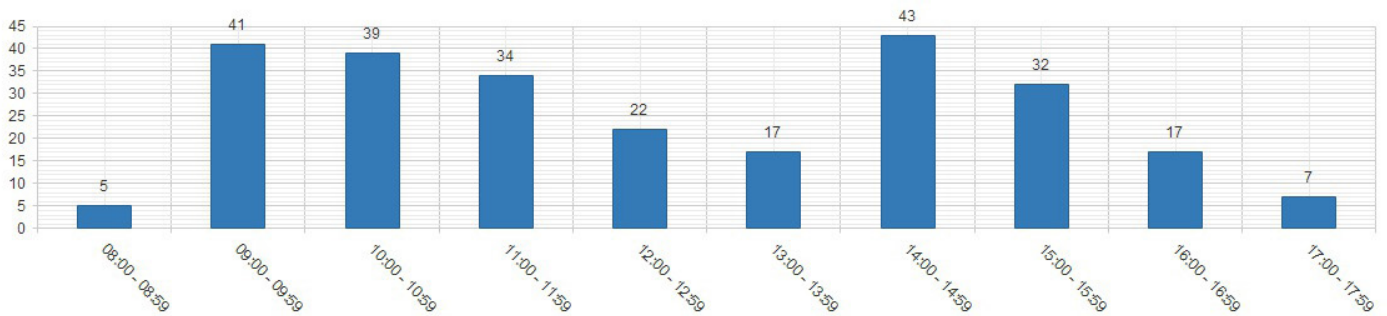


Percentage Answered 71



Percentage Missed 29

HOURLY CALL DISTRIBUTION



DDI SUMMARY (TOP 5)

DDI	Offered	Answered	Missed	Avg Ringtime
01656334	73	52	21	00:00:00
01656334	9	7	2	00:00:04
01656334	4	4	0	00:00:00
01656334	2	0	2	00:00:00
01656334	2	2	0	00:00:04

USER SUMMARY (TOP 5)

Extension	Username	Total	In	Out	Missed
152	Callum	53	24	29	0
132	Ashley	30	8	22	0
150	Gareth	26	11	15	2
153	Laurie	21	7	14	0
154	Barry	20	5	15	0

SUMMARYBYDEPT

Department	Total Calls	Total Out	Total In	Missed	Transferred	Avg Talktime	Total Talktime
technical	123	76	47	2	7	00:02:47	05:43:59
sales	88	58	30	2	12	00:01:55	02:49:19
all extensions	75	0	75	21	54	00:00:04	00:05:51
Undefined	26	16	10	3	5	00:00:34	00:14:58
projects	23	13	10	0	0	00:01:12	00:27:55