



Call SWEET!
Live

Reports

Contents

Abandoned Call Detail	3
Abandoned Call Detail by Day/Hour	5
Agent Snapshot	7
Calls Answered/Abandoned Summary	11
Calls Answered/Abandoned Summary – Agent Detail	14
Calls Answered/Abandoned by Day/Hour	15
Calls Answered Performance	19
Calls Answered Performance – Agent Detail	22
Calls Answered Performance by Day/Hour	23
Service Level Answered Performance	27
Service Level Answered Performance – Agent Detail	31
Service Level Answered Performance by Day/Hour	32
Service Level Handled Performance	37
Service Level Handled Performance – Agent Detail	40
Service Level Handled Performance by Day/Hour	41
VDN Summary	45
VDN Detail	48



Abandoned Call Detail

Details of all abandoned calls, grouped and summarized by Hunt Group.

Parameter Selections:

Begin Date: 8/1/2007 00:00
End Date: 10/1/2007 23:59
HG Summary: *
Hunt Group: *



Abandoned Call Detail

Details of all abandoned calls, grouped and summarized by Hunt Group.

Hunt Group			
1227 - Internal Sales	Total Calls 12	Avg Time to Abandon 0:01:28	
	<i>Call Time</i>	<i>Calling Number</i>	<i>Time to Abandon</i>
	9/4/2007 12:44:00 PM	412-303-8005	0:00:00
	9/8/2007 11:53:00 AM	567-336-8684	0:00:30
	9/9/2007 10:59:00 AM	912028060063	0:00:00
	9/10/2007 3:28:00 PM	973-748-8900	0:00:30
	9/15/2007 2:41:00 PM	724-251-0556	0:04:36
	9/20/2007 9:30:00 AM	912028060063	0:00:00
	9/21/2007 1:22:00 PM	863-683-1525	0:04:30
	9/23/2007 3:24:00 PM	602-269-6255	0:00:00
	9/26/2007 2:52:00 PM	CallID UnAvail	0:02:54
	9/28/2007 11:38:00 AM	713-777-7088	0:04:18
	10/1/2007 9:32:00 AM	412-303-8005	0:00:00
	10/1/2007 11:27:00 AM	412-779-9677	0:00:30
	Total Calls:		12
	Avg Time to Abandon:		0:01:28
1264 - External Sales	Total Calls 13	Avg Time to Abandon 0:01:07	
3004 - Customer Service	Total Calls 18	Avg Time to Abandon 0:00:30	
8001 - Help Desk	Total Calls 24	Avg Time to Abandon 0:00:12	
Total Calls 67		Avg Time to Abandon 0:00:41	



Abandoned Call Detail

Details of all abandoned calls, grouped and summarized by Hunt Group, Day, and Hour.

Parameter Selections:

Begin Date: 8/1/2007 00:00
End Date: 10/1/2007 23:59
HG Summary: *
Hunt Group: *



Abandoned Call Detail

Details of all abandoned calls, grouped and summarized by Hunt Group, Day, and Hour.

Hunt Group			
1227 - Internal Sales	Total 12	Avg Time to Abandon 0:01:28	
	Date	Call Time	Calling Number
	09/04/2007	Total 1 Avg Time to Abandon 0:00:00	
		12:00 PM	
		12:44:00 PM	412-303-8005 0:00:00
	09/08/2007	Total 1 Avg Time to Abandon 0:00:30	
	09/09/2007	Total 1 Avg Time to Abandon 0:00:00	
	09/10/2007	Total 1 Avg Time to Abandon 0:00:30	
	09/15/2007	Total 1 Avg Time to Abandon 0:04:36	
	09/20/2007	Total 1 Avg Time to Abandon 0:00:00	
	09/21/2007	Total 1 Avg Time to Abandon 0:04:30	
	09/23/2007	Total 1 Avg Time to Abandon 0:00:00	
	09/26/2007	Total 1 Avg Time to Abandon 0:02:54	
	09/28/2007	Total 1 Avg Time to Abandon 0:04:18	
	10/01/2007	Total 2 Avg Time to Abandon 0:00:14	
	Total:		12
	Avg Time to Abandon:		0:01:28
1264 - External Sales	Total 13	Avg Time to Abandon 0:01:07	
3004 - Customer Service	Total 18	Avg Time to Abandon 0:00:30	
8001 - Help Desk	Total 24	Avg Time to Abandon 0:00:12	
Total 67		Avg Time to Abandon 0:00:41	



Agent Snapshot

A detailed view of all agent activity.

		Talk Time		Hold Time		Handle Time			
		Total Calls	avg	max	avg	max	avg	max	total
Al Michaels		172	0:01:35	0:36:60	0:00:01	0:00:60	0:01:37	0:36:60	4:41:24
3004 - Customer Service		68	0:00:47	0:05:18	0:00:01	0:00:42	0:00:49	0:05:18	0:55:36
		DateTime	Calling Number			Talk	Hold	Handle	
		9/1/2007 10:40:00 AM	614-371-9797			0:05:18	0:00:00	0:05:18	
		9/2/2007 9:00:00 AM	412-563-4442			0:01:06	0:00:00	0:01:06	
		9/2/2007 10:00:00 AM	CallID UnAvail			0:00:42	0:00:00	0:00:42	
		9/2/2007 11:00:00 AM	847-213-2299			0:01:30	0:00:00	0:01:30	
		9/2/2007 11:00:00 AM	412-337-0256			0:01:42	0:00:00	0:01:42	
		9/2/2007 11:52:00 AM	888-238-2727			0:01:06	0:00:00	0:01:06	
		9/2/2007 12:00:00 PM	360-574-4177			0:00:36	0:00:00	0:00:36	
		9/2/2007 12:00:00 PM	360-574-4177			0:00:42	0:00:00	0:00:42	
		9/2/2007 2:00:00 PM	847-213-2299			0:00:30	0:00:00	0:00:30	
		9/2/2007 2:00:00 PM	847-213-2299			0:00:24	0:00:00	0:00:24	
		9/2/2007 2:00:00 PM	501-945-0980			0:00:12	0:00:00	0:00:12	
		9/2/2007 3:00:00 PM	412-582-1997			0:00:18	0:00:00	0:00:18	
		9/2/2007 3:00:00 PM	231-924-3870			0:00:06	0:00:00	0:00:06	
		9/2/2007 3:00:00 PM	9912532596142			0:00:18	0:00:00	0:00:18	
		9/2/2007 3:47:00 PM	412-443-8298			0:00:24	0:00:00	0:00:24	
		9/2/2007 4:00:00 PM	614-371-9797			0:05:18	0:00:00	0:05:18	
		9/2/2007 4:00:00 PM	305-256-0020			0:00:12	0:00:00	0:00:12	
		9/2/2007 5:00:00 PM	412-920-2907			0:00:48	0:00:00	0:00:48	
		9/3/2007 9:00:00 AM	9412			0:00:12	0:00:00	0:00:12	
		9/3/2007 10:00:00 AM	269-695-4920			0:00:30	0:00:00	0:00:30	
		9/3/2007 10:00:00 AM	317-525-6628			0:00:06	0:00:00	0:00:06	
		9/3/2007 12:00:00 PM	724-945-6562			0:02:06	0:00:00	0:02:06	
		9/3/2007 12:00:00 PM	918664008682			0:00:36	0:00:00	0:00:36	
		9/3/2007 12:45:00 PM	412-337-0256			0:00:18	0:00:00	0:00:18	
		9/3/2007 1:00:00 PM	412-853-7735			0:00:18	0:00:00	0:00:18	
		9/3/2007 1:00:00 PM	412-638-1202			0:00:06	0:00:00	0:00:06	
		9/3/2007 2:00:00 PM	412-680-0479			0:01:42	0:00:00	0:01:42	
		9/3/2007 2:06:00 PM	231-924-3870			0:00:06	0:00:00	0:00:06	
		9/3/2007 2:14:00 PM	412-563-4442			0:01:06	0:00:00	0:01:06	
		9/3/2007 3:00:00 PM	269-695-4920			0:00:30	0:00:00	0:00:30	
		9/3/2007 4:00:00 PM	412-680-0479			0:00:54	0:00:00	0:00:54	



Agent Snapshot

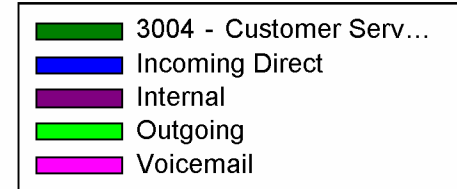
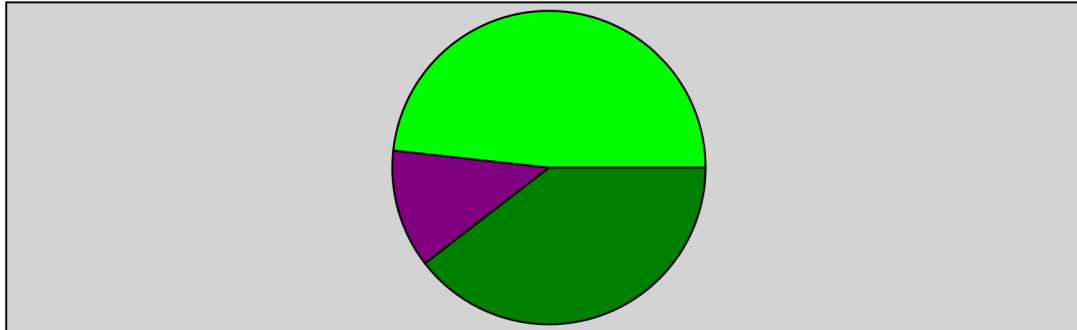
A detailed view of all agent activity.

9/4/2007 9:51:00 AM	CallID UnAvail	0:01:18	0:00:00	0:01:18
9/4/2007 10:30:00 AM	412-606-2820	0:00:30	0:00:00	0:00:30
9/6/2007 9:04:00 AM	CallID UnAvail	0:00:42	0:00:00	0:00:42
9/6/2007 9:06:00 AM	CallID UnAvail	0:00:06	0:00:00	0:00:06
9/6/2007 12:17:00 PM	814-671-6672	0:00:60	0:00:00	0:00:60
9/7/2007 3:43:00 PM	269-695-4920	0:00:30	0:00:00	0:00:30
9/8/2007 10:34:00 AM	CallID UnAvail	0:00:06	0:00:00	0:00:06
9/8/2007 2:39:00 PM	614-775-9027	0:00:06	0:00:42	0:00:48
9/8/2007 3:05:00 PM	847-213-2299	0:01:30	0:00:00	0:01:30
9/11/2007 2:00:00 PM	9912532596142	0:00:18	0:00:00	0:00:18
9/11/2007 2:16:00 PM	305-256-0020	0:00:12	0:00:30	0:00:42
9/12/2007 4:59:00 PM	847-213-2299	0:00:30	0:00:00	0:00:30
9/14/2007 10:40:00 AM	CallID UnAvail	0:00:42	0:00:00	0:00:42
9/15/2007 9:46:00 AM	CallID UnAvail	0:02:54	0:00:00	0:02:54
9/15/2007 12:37:00 PM	918664008682	0:00:36	0:00:00	0:00:36
9/17/2007 4:28:00 PM	CallID UnAvail	0:00:06	0:00:00	0:00:06
9/18/2007 1:11:00 PM	412-582-1997	0:00:18	0:00:18	0:00:36
9/20/2007 10:27:00 AM	317-525-6628	0:00:06	0:00:00	0:00:06
9/20/2007 10:44:00 AM	412-337-0256	0:01:42	0:00:00	0:01:42
9/20/2007 12:32:00 PM	412-920-2907	0:00:48	0:00:00	0:00:48
9/20/2007 4:01:00 PM	312-944-7277	0:00:18	0:00:12	0:00:30
9/21/2007 3:25:00 PM	724-733-1282	0:00:12	0:00:00	0:00:12
9/22/2007 3:45:00 PM	412-680-0479	0:00:54	0:00:00	0:00:54
9/23/2007 12:44:00 PM	847-213-2299	0:00:24	0:00:00	0:00:24
9/23/2007 3:34:00 PM	412-680-0479	0:01:42	0:00:00	0:01:42
9/24/2007 9:05:00 AM	724-733-1282	0:00:12	0:00:00	0:00:12
9/24/2007 12:09:00 PM	360-574-4177	0:00:36	0:00:06	0:00:42
9/24/2007 12:57:00 PM	360-574-4177	0:00:42	0:00:00	0:00:42
9/24/2007 3:27:00 PM	412-638-1202	0:00:06	0:00:00	0:00:06
9/27/2007 11:06:00 AM	412-398-6865	0:00:06	0:00:00	0:00:06
9/28/2007 4:33:00 PM	269-695-4920	0:00:30	0:00:00	0:00:30
9/29/2007 10:26:00 AM	312-944-7277	0:00:18	0:00:00	0:00:18
9/29/2007 12:00:00 PM	412-582-1997	0:00:54	0:00:00	0:00:54
9/29/2007 1:13:00 PM	CallID UnAvail	0:00:24	0:00:00	0:00:24
9/29/2007 2:51:00 PM	724-945-6562	0:02:06	0:00:00	0:02:06
9/30/2007 2:45:00 PM	412-853-7735	0:00:18	0:00:00	0:00:18
10/1/2007 9:29:00 AM	412-884-9374	0:00:24	0:00:00	0:00:24

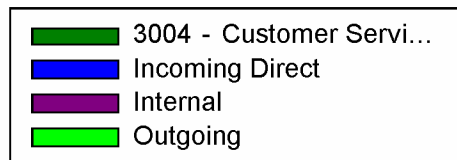
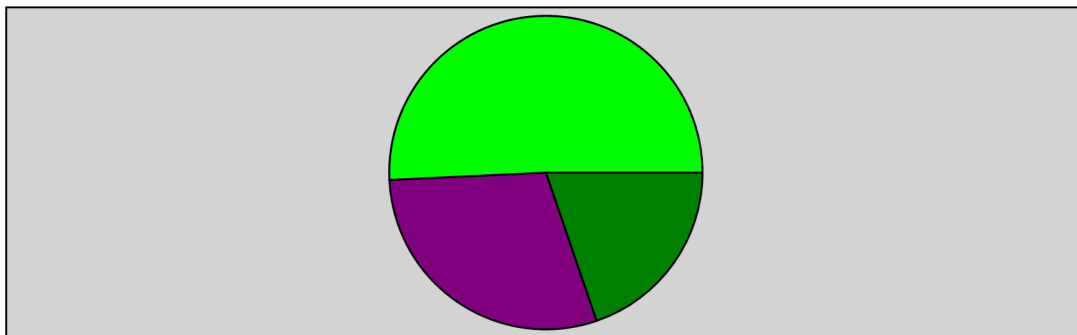


Incoming Direct	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Internal	21	0:03:51	0:36:60	0:00:05	0:00:42	0:03:57	0:36:60	1:22:60	
Outgoing	83	0:01:42	0:28:18	0:00:01	0:00:60	0:01:43	0:28:18	2:22:48	
Voicemail	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00

Agent Call Distribution - AI Michaels



Agent Handle Time Distribution - AI Michaels



Barry Fitzpatrick	256	0:01:50	0:25:36	0:00:16	0:00:60	0:02:06	0:25:54	9:03:54
Brian Bell	2	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Denny Sipe	2	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Eric Ater	54	0:01:02	0:08:18	0:00:03	0:00:60	0:01:05	0:08:18	0:59:42
Erin McDevitt	203	0:02:15	0:36:60	0:00:20	0:00:60	0:02:36	0:36:60	8:50:54
Exchange 1	9	0:00:51	0:02:18	0:00:00	0:00:00	0:00:51	0:02:18	0:08:36
Extension 1	2	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Jim Wack	38	0:08:24	0:57:12	0:00:04	0:00:42	0:08:28	0:57:12	5:30:48
John Berti	837	0:01:38	0:25:36	0:00:21	0:00:60	0:02:00	0:26:06	27:58:24
Josh Hanchey	260	0:01:51	0:17:48	0:00:24	0:00:60	0:02:16	0:18:24	9:53:06
Julie Lemann	65	0:01:13	0:11:42	0:00:06	0:00:60	0:01:19	0:11:42	1:27:54
Justin Infantas	2	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Marion Kosiorek	14	0:02:13	0:08:18	0:00:04	0:00:48	0:02:18	0:08:18	0:36:48
Matt Palko	15	0:01:04	0:03:54	0:00:01	0:00:18	0:01:05	0:03:54	0:17:30
Mike Davis	748	0:01:47	1:20:42	0:00:27	0:02:30	0:02:14	1:21:12	27:58:06



Agent Snapshot

A detailed view of all agent activity.

Operator	453	0:00:23	0:03:36	0:00:11	0:01:54	0:00:35	0:04:24	4:26:14
Paul Siegert	55	0:05:57	0:20:24	0:00:13	0:00:60	0:06:10	0:21:24	5:45:36
Sammy Lewis	21	0:01:08	0:03:30	0:00:01	0:00:30	0:01:09	0:03:30	0:27:48
Todd Stevans	89	0:01:20	0:10:00	0:00:09	0:00:60	0:01:30	0:10:54	2:15:24
	3297	0:01:40	1:20:42	0:00:18	0:02:30	0:01:59	1:21:12	110:22:08



Calls Answered Abandoned Summary

A comparison of calls answered vs. calls abandoned, grouped and summarized by Hunt Group and Agent. Because agents can not have abandoned calls, this statistic is replaced by % of all calls answered.

Parameter Selections:

Begin Date: 9/1/2007 00:00
End Date: 9/30/2007 23:59
HG Summary: *
Hunt Group: *
Agent Ext: *

Note: Percentages based on total calls presented



Calls Answered Abandoned Summary

A comparison of calls answered vs. calls abandoned, grouped and summarized by Hunt Group and Agent. Because agents can not have abandoned calls, this statistic is replaced by % of all calls answered.

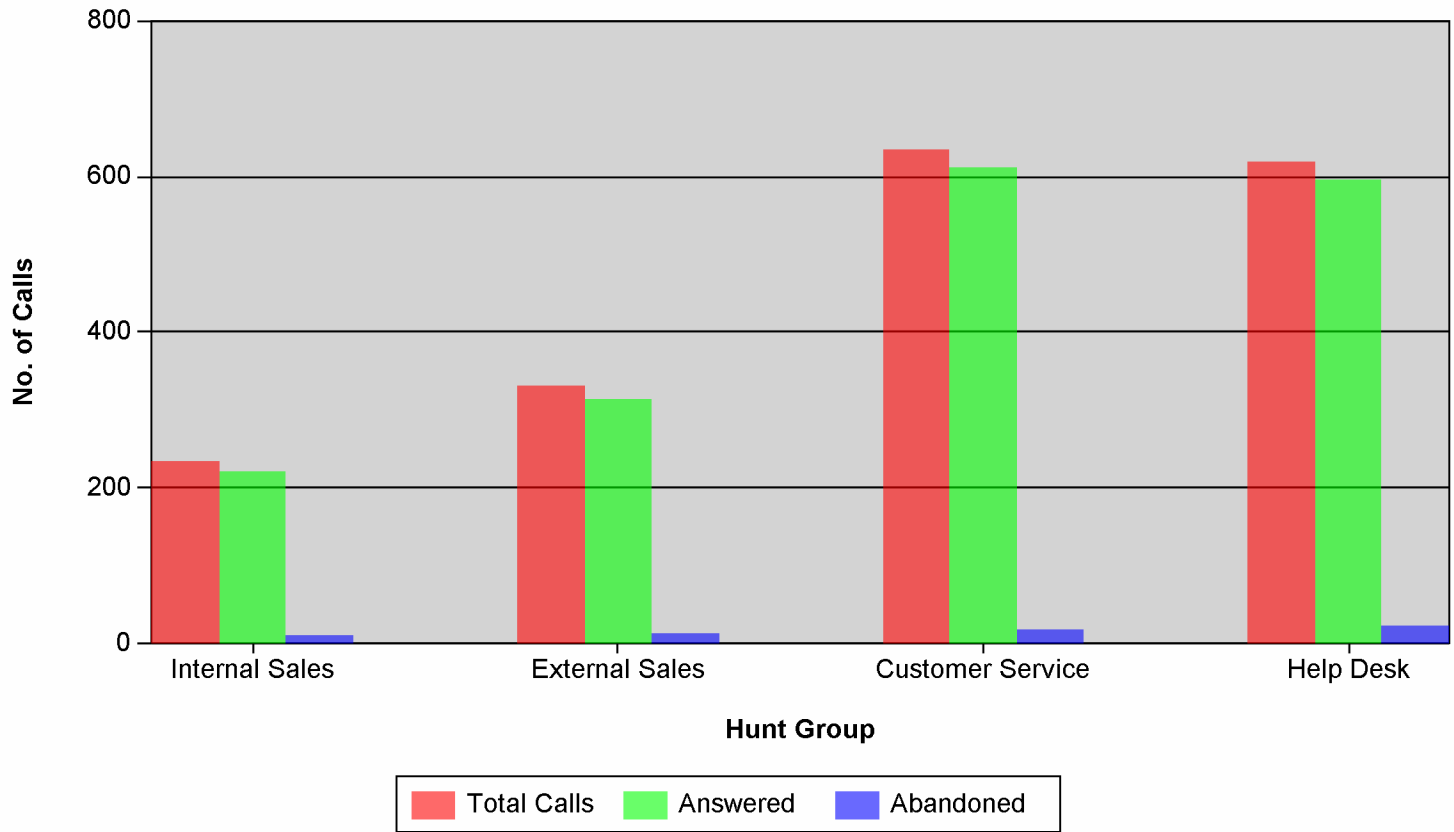
			<i>Answered</i>		<i>Abandoned</i>	
<i>Hunt Group</i>		<i>Total Calls</i>	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>
1227-Internal Sales		233	221	94.85	10	4.29
	<i>Agent</i>	<i>Total Calls</i>	<i>Answered</i>		<i>% of HG Total</i>	
	1215-Erin McDevitt		4	100.00	1.81	
	1226-Mike Davis		2	100.00	0.90	
	1230-Paul Siegert		3	100.00	1.36	
	1266-Todd Stevans		3	100.00	1.36	
	1290-John Berti		4	100.00	1.81	
	OTHER		205	94.47	92.76	
1264-External Sales		331	314	94.86	13	3.93
3004-Customer Service		635	611	96.22	18	2.83
8001-Help Desk		620	596	96.13	24	3.87
Totals		1819	1742	95.77	65	3.57



Calls Answered Abandoned Summary

A comparison of calls answered vs. calls abandoned, grouped and summarized by Hunt Group and Agent. Because agents can not have abandoned calls, this statistic is replaced by % of all calls answered.

Total / Answered / Abandoned Calls by Hunt Group





Agent Detail

Call details for the Agent shown.

[a](#) can be clicked to view all legs of that call.

Duration consists of ring time, queue time, talk time, and hold time.

<i>Hunt Group: 1227 - Internal Sales</i>						
<i>Agent: 1215 - Erin McDevitt</i>						
<i>Date Range: 9/1/2007 00:00 - 9/30/2007 23:59</i>						
<i>Date</i>	<i>Calling Number</i>	<i>Called Number</i>	<i>Answer Time</i>	<i>Talk Time</i>	<i>Hold Time</i>	<i>Duration</i>
9/2/2007 11:51:00 AM	941442005652	1215	0:00:00	0:08:24	0:00:00	0:08:24
9/7/2007 4:54:00 PM	787-622-1133	1215	0:00:00	0:01:12	0:00:06	0:02:24
9/13/2007 3:09:00 PM	787-622-1133	1215	0:00:60	0:01:12	0:00:24	0:03:54
9/18/2007 4:00:00 PM	724-352-3766	1215	0:04:00	0:04:60	0:00:48	0:10:00
Totals			0:04:60	0:15:48	0:01:18	0:24:42



Calls Answered Abandoned Summary

A comparison of calls answered vs. calls abandoned, grouped and summarized summarized by Hunt Group, Day, and Hour.

Parameter Selections:

Begin Date: 9/1/2007 00:00
End Date: 10/31/2007 23:59
HG Summary: *
Hunt Group: *
Agent Ext: *

Note: Percentages based on total calls presented



Calls Answered Abandoned Summary

A comparison of calls answered vs. calls abandoned, grouped and summarized by Hunt Group, Day, and Hour.

Hunt Group	Total Calls	Answered		Abandoned	
		#	%	#	%
1227-Internal Sales	239	225	94.14	12	5.02
9-1-2007	9	9	100.00	0	0.00
9:00 AM	2	2	100.00	0	0.00
10:00 AM	1	1	100.00	0	0.00
11:00 AM	1	1	100.00	0	0.00
1:00 PM	2	2	100.00	0	0.00
2:00 PM	1	1	100.00	0	0.00
4:00 PM	2	2	100.00	0	0.00
9-2-2007	7	7	100.00	0	0.00
9-3-2007	10	10	100.00	0	0.00
9-4-2007	7	6	85.71	1	14.29
9-6-2007	6	6	100.00	0	0.00
9-7-2007	5	5	100.00	0	0.00
9-8-2007	8	6	75.00	1	12.50
9-9-2007	8	7	87.50	1	12.50
9-10-2007	9	8	88.89	1	11.11
9-11-2007	7	7	100.00	0	0.00
9-12-2007	10	10	100.00	0	0.00
9-13-2007	7	7	100.00	0	0.00
9-14-2007	10	10	100.00	0	0.00
9-15-2007	6	5	83.33	1	16.67
9-16-2007	10	10	100.00	0	0.00
9-17-2007	12	11	91.67	0	0.00
9-18-2007	7	7	100.00	0	0.00
9-20-2007	9	8	88.89	1	11.11
9-21-2007	9	8	88.89	1	11.11
9-22-2007	8	8	100.00	0	0.00
9-23-2007	9	8	88.89	1	11.11
9-24-2007	12	12	100.00	0	0.00
9-26-2007	7	6	85.71	1	14.29
9-27-2007	9	9	100.00	0	0.00
9-28-2007	7	6	85.71	1	14.29
9-29-2007	14	14	100.00	0	0.00
9-30-2007	11	11	100.00	0	0.00
10-1-2007	6	4	66.67	2	33.33



Calls Answered Abandoned Summary

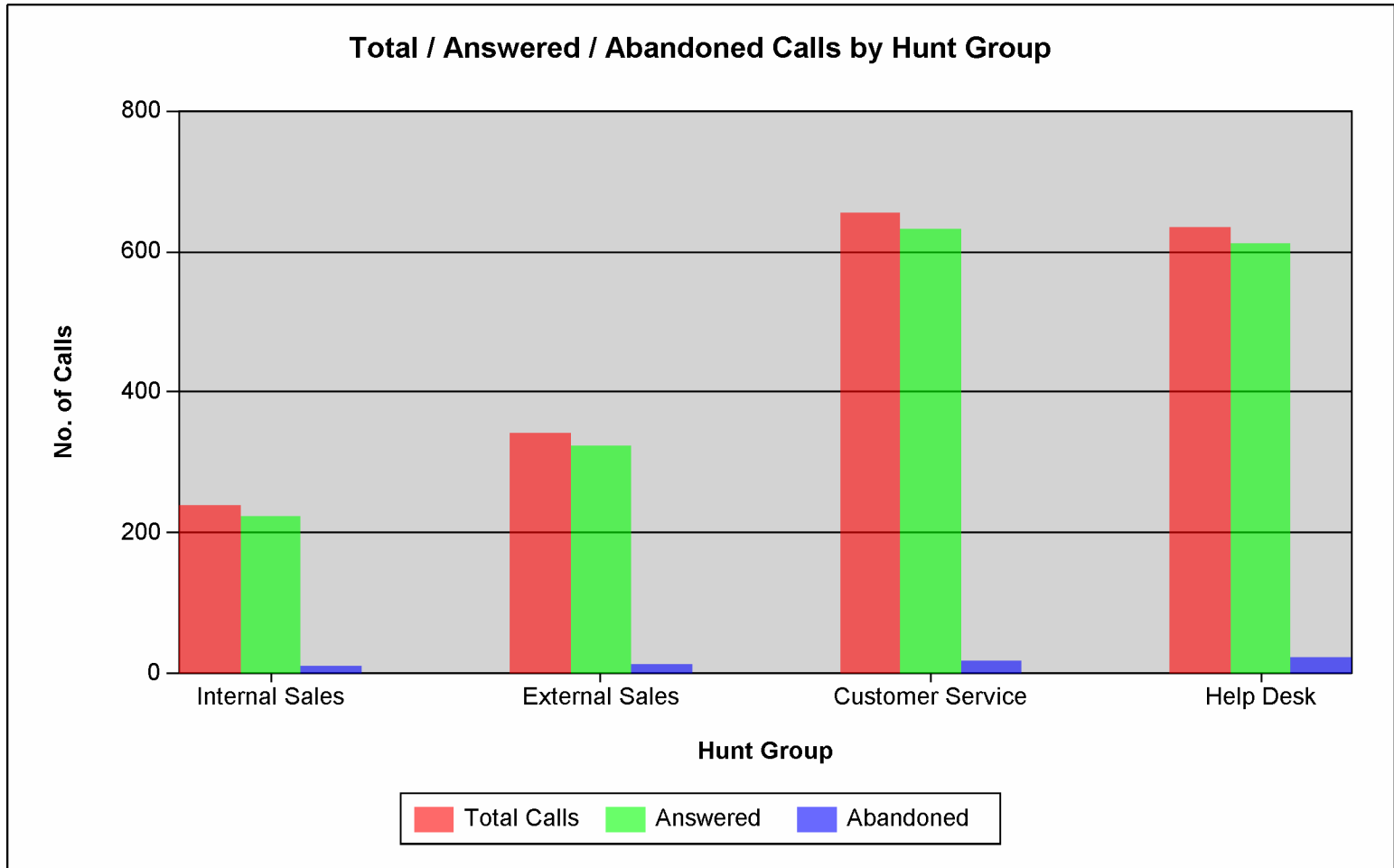
A comparison of calls answered vs. calls abandoned, grouped and summarized summarized by Hunt Group, Day, and Hour.

1264-External Sales		341	324	95.01	13	3.81
3004-Customer Service		656	632	96.34	18	2.74
8001-Help Desk		636	612	96.23	24	3.77
Totals		1872	1793	95.78	67	3.58



Calls Answered Abandoned Summary

A comparison of calls answered vs. calls abandoned, grouped and summarized by Hunt Group, Day, and Hour.





Calls Answered Performance

Various Avg / Max call times of answered calls, grouped and summarized by Hunt Group and Agent.

Parameter Selections:

Begin Date: 9/1/2007 00:00
End Date: 10/1/2007 23:59
HG Summary: *
Hunt Group: *
Agent Ext: *

Note: Percentages based on total calls presented



Calls Answered Performance

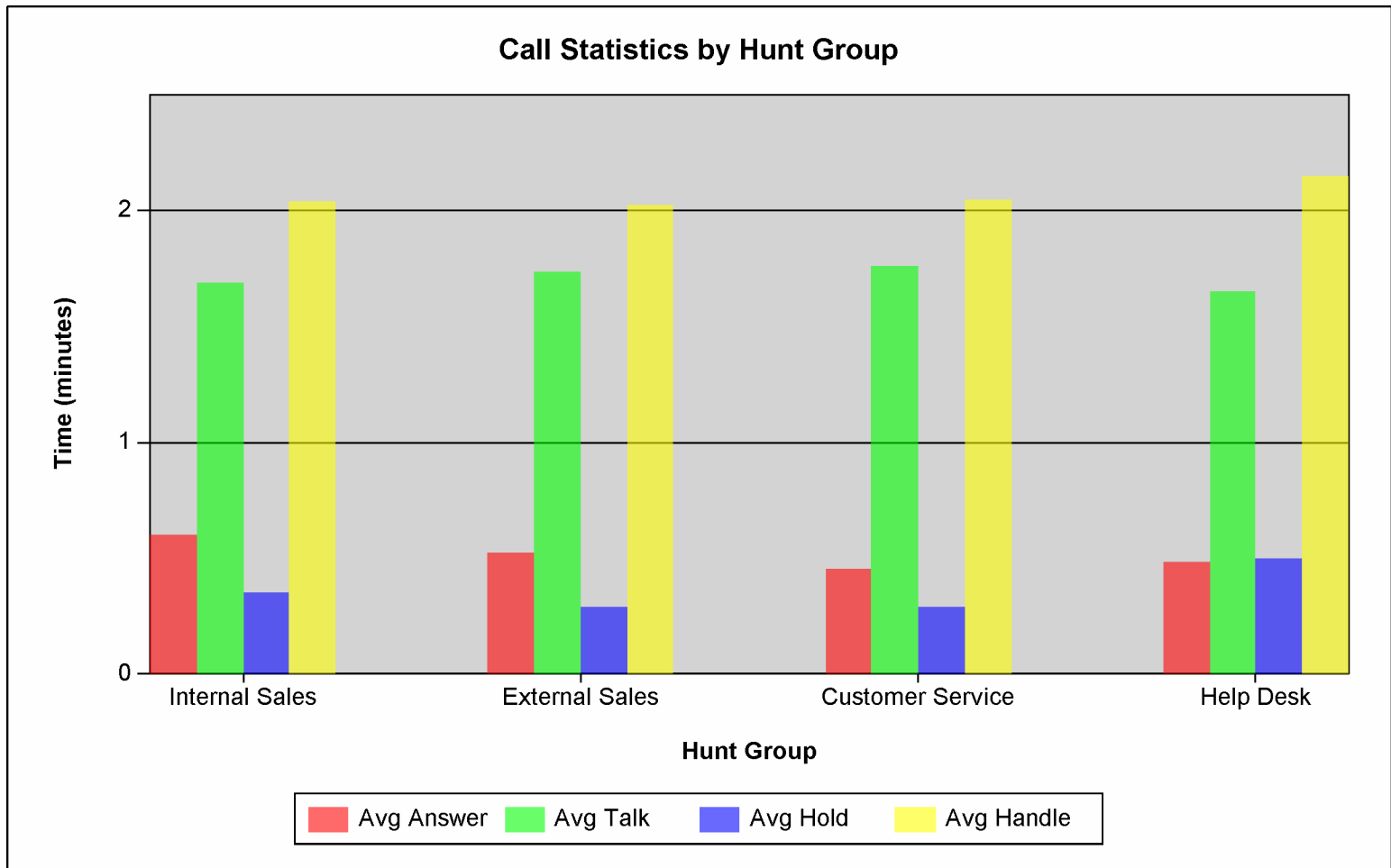
Various Avg / Max call times of answered calls, grouped and summarized by Hunt Group and Agent.

			Answered		Answer Time		Talk Time		Hold Time		Handle Time	
Hunt Group		Total Calls	#	%	avg	max	avg	max	avg	max	avg	max
1227-Internal Sales		239	225	94.14	0:00:35	0:04:60	0:01:41	0:29:06	0:00:20	0:00:60	0:02:02	0:29:12
	1215-Erin McDevitt		4	100.00			0:03:56	0:08:24	0:00:19	0:00:48	0:04:16	0:08:24
	1226-Mike Davis		2	100.00			0:00:12	0:00:12	0:00:30	0:00:42	0:00:42	0:00:54
	1230-Paul Siegert		3	100.00			0:11:51	0:20:24	0:00:18	0:00:48	0:12:09	0:20:24
	1266-Todd Stevans		3	100.00			0:02:03	0:02:18	0:00:13	0:00:42	0:02:18	0:02:60
	1290-John Berti		4	100.00			0:00:54	0:01:36	0:00:31	0:00:54	0:01:25	0:01:48
	OTHER		209	93.72			0:01:31	0:29:06	0:00:20	0:00:60	0:01:52	0:29:12
1264-External Sales		341	324	95.01	0:00:31	0:04:60	0:01:44	1:34:00	0:00:17	0:00:60	0:02:01	1:34:36
3004-Customer Service		656	632	96.34	0:00:27	0:04:00	0:01:45	1:34:00	0:00:17	0:00:60	0:02:02	1:34:54
8001-Help Desk		636	612	96.23	0:00:28	0:04:60	0:01:39	1:34:00	0:00:29	0:00:60	0:02:09	1:34:00
Totals		1872	1793	95.78	0:00:29	0:04:60	0:01:42	1:34:00	0:00:22	0:00:60	0:02:04	1:34:54



Calls Answered Performance

Various Avg / Max call times of answered calls, grouped and summarized by Hunt Group and Agent.





Agent Detail

Call details for the Agent shown.

[a](#) can be clicked to view all legs of that call.

Duration consists of ring time, queue time, talk time, and hold time.

<i>Hunt Group: 1227 - Internal Sales</i>						
<i>Agent: 1215 - Erin McDevitt</i>						
<i>Date Range: 9/1/2007 00:00 - 10/1/2007 23:59</i>						
<i>Date</i>	<i>Calling Number</i>	<i>Called Number</i>	<i>Answer Time</i>	<i>Talk Time</i>	<i>Hold Time</i>	<i>Duration</i>
9/2/2007 11:51:00 AM	941442005652	1215	0:00:00	0:08:24	0:00:00	0:08:24
9/7/2007 4:54:00 PM	787-622-1133	1215	0:00:00	0:01:12	0:00:06	0:02:24
9/13/2007 3:09:00 PM	787-622-1133	1215	0:00:60	0:01:12	0:00:24	0:03:54
9/18/2007 4:00:00 PM	724-352-3766	1215	0:04:00	0:04:60	0:00:48	0:10:00
Totals			0:04:60	0:15:48	0:01:18	0:24:42



Calls Answered Performance

Various Avg / Max call times of answered calls, grouped and summarized by Hunt Group, Day, and Hour.

Parameter Selections:

Begin Date: 9/1/2007 00:00
End Date: 9/30/2007 23:59
HG Summary: *
Hunt Group: *
Agent Ext: *

Note: Percentages based on total calls presented



Calls Answered Performance

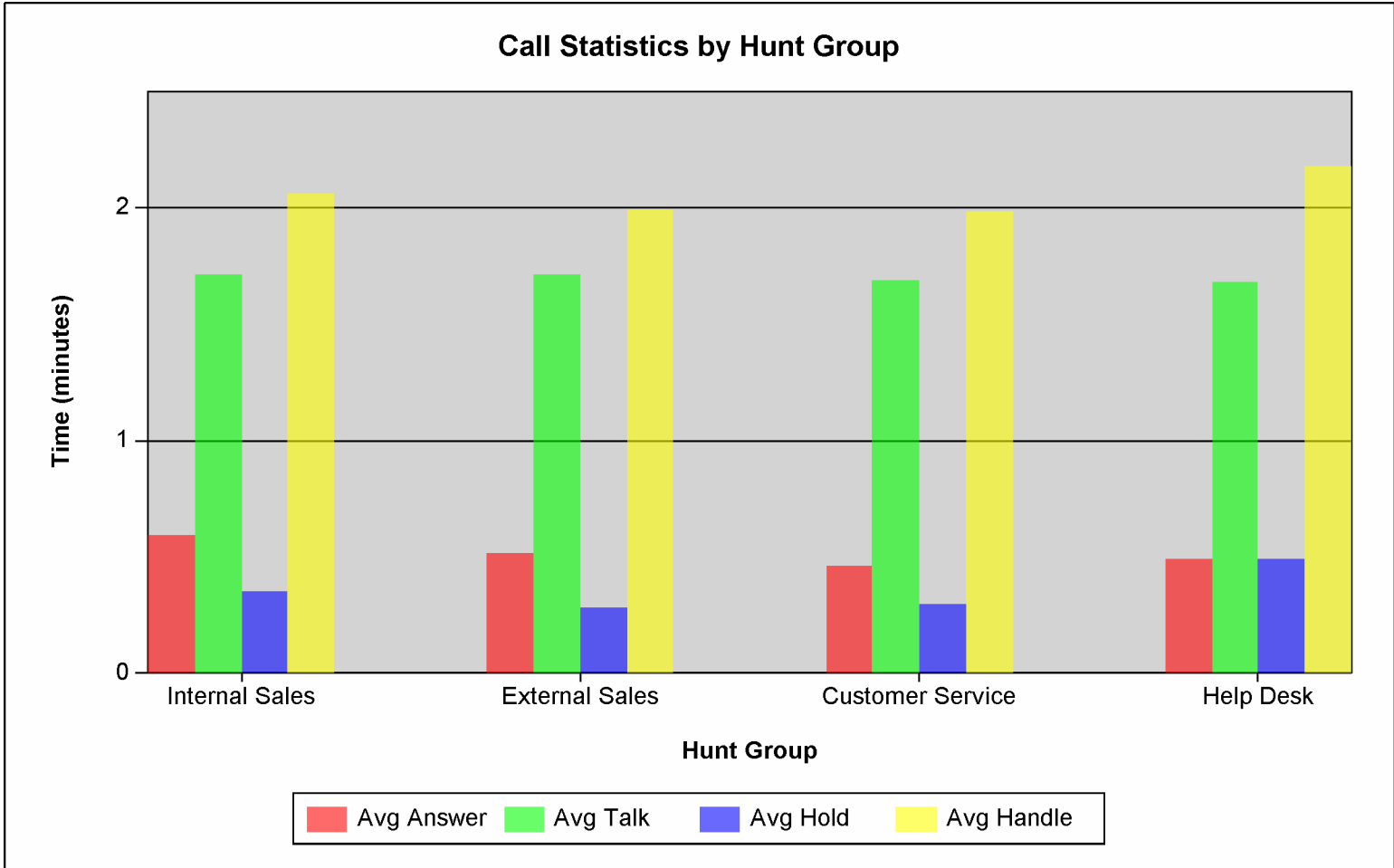
Various Avg / Max call times of answered calls, grouped and summarized by Hunt Group, Day, and Hour.

1264-External Sales		331	314	94.86	0:00:30	0:04:60	0:01:42	1:34:00	0:00:16	0:00:60	0:01:59	1:34:36
3004-Customer Service		635	611	96.22	0:00:27	0:04:00	0:01:41	1:34:00	0:00:17	0:00:60	0:01:59	1:34:54
8001-Help Desk		620	596	96.13	0:00:29	0:04:60	0:01:40	1:34:00	0:00:29	0:00:60	0:02:10	1:34:00
Totals		1819	1742	95.77	0:00:29	0:04:60	0:01:41	1:34:00	0:00:22	0:00:60	0:02:03	1:34:54



Calls Answered Performance

Various Avg / Max call times of answered calls, grouped and summarized by Hunt Group, Day, and Hour.





Service Level Answered Performance

A summary of calls that were answered both within and outside of the specified service level, grouped by Hunt Group and Agent.

Parameter Selections:

Begin Date: 9/1/2007 00:00
End Date: 9/30/2007 23:59
HG Summary: *
Hunt Group: *
Agent Ext: *
Answer Time: 10 seconds

Note: Percentages based on total calls presented



Service Level Answered Performance

A summary of calls that were answered both within and outside of the specified service level, grouped by Hunt Group and Agent.

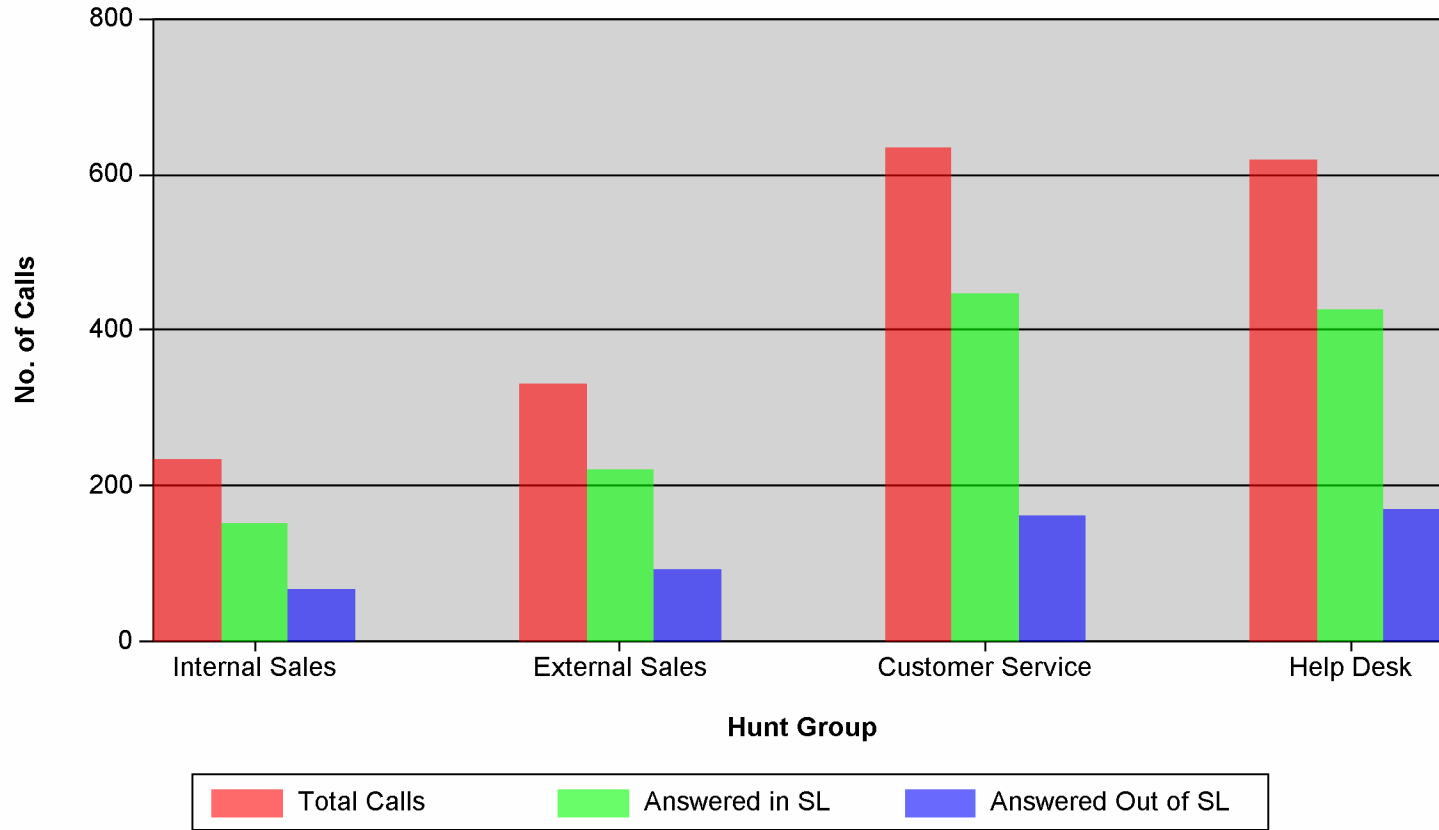
Hunt Group	Total Calls	Answered		Ans. In SL		Ans. Out SL		Answer Time		Abandoned		Ab. In SL		Ab. Out SL	
		#	%	#	%	#	%	avg	max	#	%	#	%	#	%
1227-Internal Sales	233	221	94.85	153	65.67	68	29.18	0:00:35	0:04:60	10	4.29	4	1.72	6	2.58
	1215-Erin McDevitt	4	100.00	1	25.00	3	75.00	0:00:60	0:04:00						
	1226-Mike Davis	2	100.00	2	100.00	0	0.00	0:00:00	0:00:00						
	1230-Paul Siegert	3	100.00	3	100.00	0	0.00	0:00:00	0:00:00						
	1266-Todd Stevans	3	100.00	3	100.00	0	0.00	0:00:00	0:00:00						
	1290-John Berti	4	100.00	2	50.00	2	50.00	0:00:00	0:00:00						
	OTHER	205	94.47	142	65.44	63	29.03	0:00:00	0:04:60						
1264-External Sales	331	314	94.86	221	66.77	93	28.10	0:00:30	0:04:60	13	3.93	1	0.30	12	3.63
3004-Customer Service	635	611	96.22	448	70.55	163	25.67	0:00:27	0:04:00	18	2.83	11	1.73	7	1.10
8001-Help Desk	620	596	96.13	427	68.87	169	27.26	0:00:29	0:04:60	24	3.87	17	2.74	7	1.13
Totals	1819	1742	95.77	1249	68.66	493	27.10	0:00:29	0:04:60	65	3.57	33	1.81	32	1.76



Service Level Answered Performance

A summary of calls that were answered both within and outside of the specified service level, grouped by Hunt Group and Agent.

Calls Answered by Hunt Group

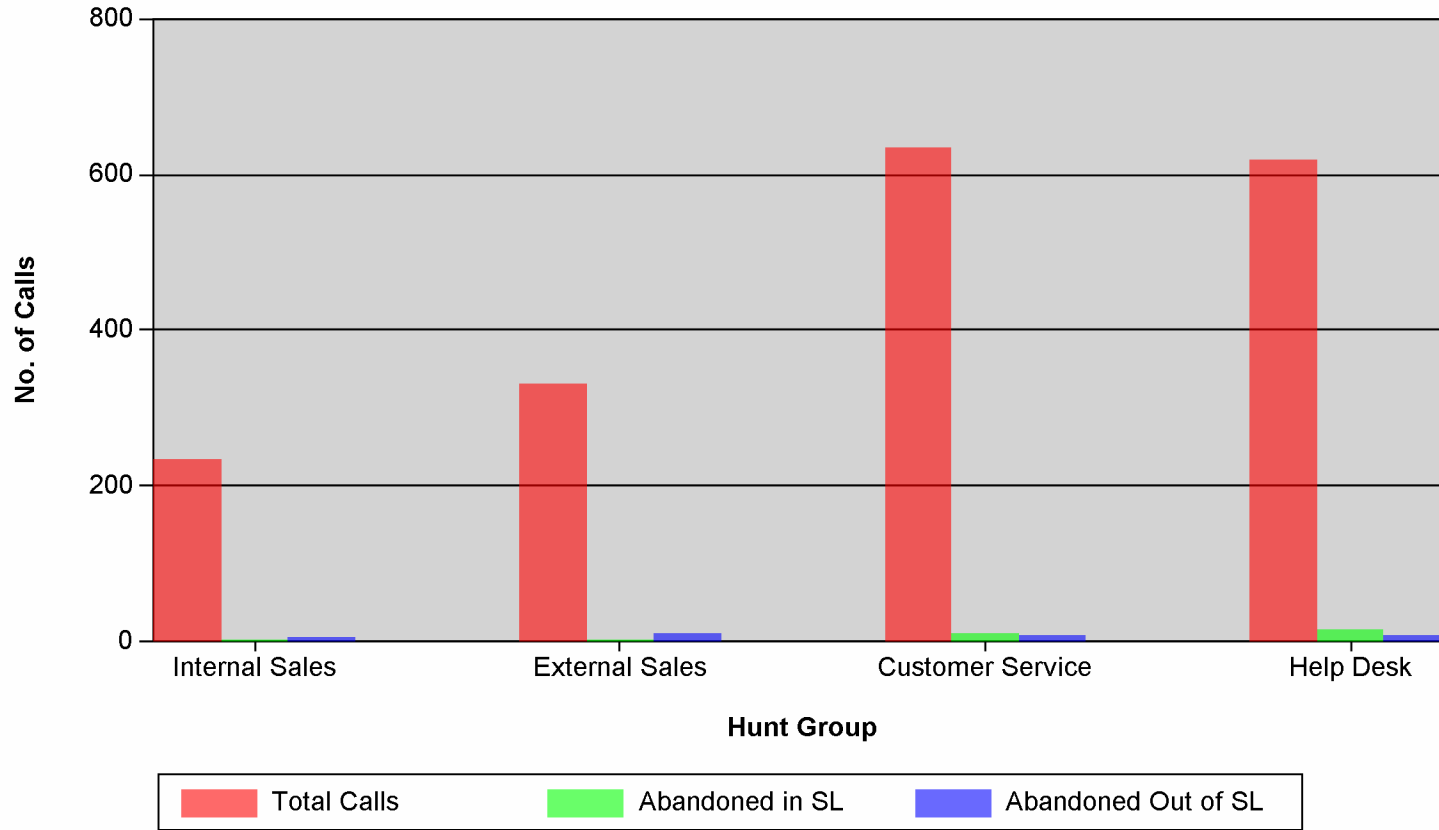




Service Level Answered Performance

A summary of calls that were answered both within and outside of the specified service level, grouped by Hunt Group and Agent.

Call Abandonment by Hunt Group





Agent Detail

Call details for the Agent shown.

[a](#) can be clicked to view all legs of that call.

Duration consists of ring time, queue time, talk time, and hold time.

<i>Hunt Group: 1227 - Internal Sales</i>						
<i>Agent: 1215 - Erin McDevitt</i>						
<i>Date Range: 9/1/2007 00:00 - 9/30/2007 23:59</i>						
<i>Date</i>	<i>Calling Number</i>	<i>Called Number</i>	<i>Answer Time</i>	<i>Talk Time</i>	<i>Hold Time</i>	<i>Duration</i>
9/2/2007 11:51:00 AM	941442005652	1215	0:00:00	0:08:24	0:00:00	0:08:24
9/7/2007 4:54:00 PM	787-622-1133	1215	0:00:00	0:01:12	0:00:06	0:02:24
9/13/2007 3:09:00 PM	787-622-1133	1215	0:00:60	0:01:12	0:00:24	0:03:54
9/18/2007 4:00:00 PM	724-352-3766	1215	0:04:00	0:04:60	0:00:48	0:10:00
Totals			0:04:60	0:15:48	0:01:18	0:24:42



Service Level Answered Performance

A summary of calls that were answered both within and outside of the specified service level, grouped and summarized by Hunt Group, Day, and Hour.

Parameter Selections:

Begin Date: 9/1/2007 00:00
End Date: 9/30/2007 23:59
HG Summary: *
Hunt Group: *
Agent Ext: *
Answer Time: 10 seconds

Note: Percentages based on total calls presented



Service Level Answered Performance

A summary of calls that were answered both within and outside of the specified service level, grouped and summarized by Hunt Group, Day, and Hour.

Hunt Group	Total Calls	Answered		Ans. In SL		Ans. Out SL		Answer Time		Abandoned		Ab. In SL		Ab. Out SL	
		#	%	#	%	#	%	avg	max	#	%	#	%	#	%
1227-Internal Sales	233	221	94.85	153	65.67	68	29.18	0:00:35	0:04:60	10	4.29	4	1.72	6	2.58
9-1-2007	9	9	100.00	7	77.78	2	22.22	0:00:37	0:04:60	0	0.00	0	0.00	0	0.00
9:00 AM	2	2	100.00	1	50.00	1	50.00	0:02:00	0:04:60	0	0.00	0	0.00	0	0.00
10:00 AM	1	1	100.00	1	100.00	0	0.00	0:00:00	0:00:00	0	0.00	0	0.00	0	0.00
11:00 AM	1	1	100.00	1	100.00	0	0.00	0:00:00	0:00:00	0	0.00	0	0.00	0	0.00
1:00 PM	2	2	100.00	2	100.00	0	0.00	0:00:00	0:00:00	0	0.00	0	0.00	0	0.00
2:00 PM	1	1	100.00	0	0.00	1	100.00	0:00:00	0:00:00	0	0.00	0	0.00	0	0.00
4:00 PM	2	2	100.00	2	100.00	0	0.00	0:00:00	0:00:00	0	0.00	0	0.00	0	0.00
9-2-2007	7	7	100.00	7	100.00	0	0.00	0:00:00	0:00:00	0	0.00	0	0.00	0	0.00
9-3-2007	10	10	100.00	8	80.00	2	20.00	0:00:19	0:02:00	0	0.00	0	0.00	0	0.00
9-4-2007	7	6	85.71	3	42.86	3	42.86	0:01:16	0:04:00	1	14.29	1	14.29	0	0.00
9-6-2007	6	6	100.00	3	50.00	3	50.00	0:01:32	0:04:60	0	0.00	0	0.00	0	0.00
9-7-2007	5	5	100.00	3	60.00	2	40.00	0:00:27	0:00:60	0	0.00	0	0.00	0	0.00
9-8-2007	8	6	75.00	5	62.50	1	12.50	0:00:26	0:02:00	1	12.50	0	0.00	1	12.50
9-9-2007	8	7	87.50	5	62.50	2	25.00	0:00:52	0:04:60	1	12.50	1	12.50	0	0.00
9-10-2007	9	8	88.89	5	55.56	3	33.33	0:01:08	0:04:00	1	11.11	0	0.00	1	11.11
9-11-2007	7	7	100.00	5	71.43	2	28.57	0:00:32	0:00:60	0	0.00	0	0.00	0	0.00
9-12-2007	10	10	100.00	5	50.00	5	50.00	0:00:25	0:00:60	0	0.00	0	0.00	0	0.00
9-13-2007	7	7	100.00	4	57.14	3	42.86	0:00:42	0:02:00	0	0.00	0	0.00	0	0.00
9-14-2007	10	10	100.00	7	70.00	3	30.00	0:00:19	0:02:00	0	0.00	0	0.00	0	0.00
9-15-2007	6	5	83.33	4	66.67	1	16.67	0:00:06	0:04:00	1	16.67	0	0.00	1	16.67
9-16-2007	10	10	100.00	9	90.00	1	10.00	0:00:06	0:00:60	0	0.00	0	0.00	0	0.00
9-17-2007	12	11	91.67	7	58.33	4	33.33	0:00:42	0:04:00	0	0.00	0	0.00	0	0.00



Service Level Answered Performance

A summary of calls that were answered both within and outside of the specified service level, grouped and summarized by Hunt Group, Day, and Hour.

9-18-2007	7	7	100.00	5	71.43	2	28.57	0:00:60	0:04:00	0	0.00	0	0.00	0	0.00
9-20-2007	9	8	88.89	4	44.44	4	44.44	0:00:44	0:02:60	1	11.11	1	11.11	0	0.00
9-21-2007	9	8	88.89	6	66.67	2	22.22	0:00:11	0:04:00	1	11.11	0	0.00	1	11.11
9-22-2007	8	8	100.00	6	75.00	2	25.00	0:00:19	0:02:00	0	0.00	0	0.00	0	0.00
9-23-2007	9	8	88.89	5	55.56	3	33.33	0:00:31	0:02:00	1	11.11	1	11.11	0	0.00
9-24-2007	12	12	100.00	8	66.67	4	33.33	0:00:10	0:00:00	0	0.00	0	0.00	0	0.00
9-26-2007	7	6	85.71	4	57.14	2	28.57	0:00:46	0:04:00	1	14.29	0	0.00	1	14.29
9-27-2007	9	9	100.00	6	66.67	3	33.33	0:00:43	0:04:00	0	0.00	0	0.00	0	0.00
9-28-2007	7	6	85.71	6	85.71	0	0.00	0:00:00	0:04:00	1	14.29	0	0.00	1	14.29
9-29-2007	14	14	100.00	7	50.00	7	50.00	0:01:36	0:04:60	0	0.00	0	0.00	0	0.00
9-30-2007	11	11	100.00	9	81.82	2	18.18	0:00:13	0:02:00	0	0.00	0	0.00	0	0.00

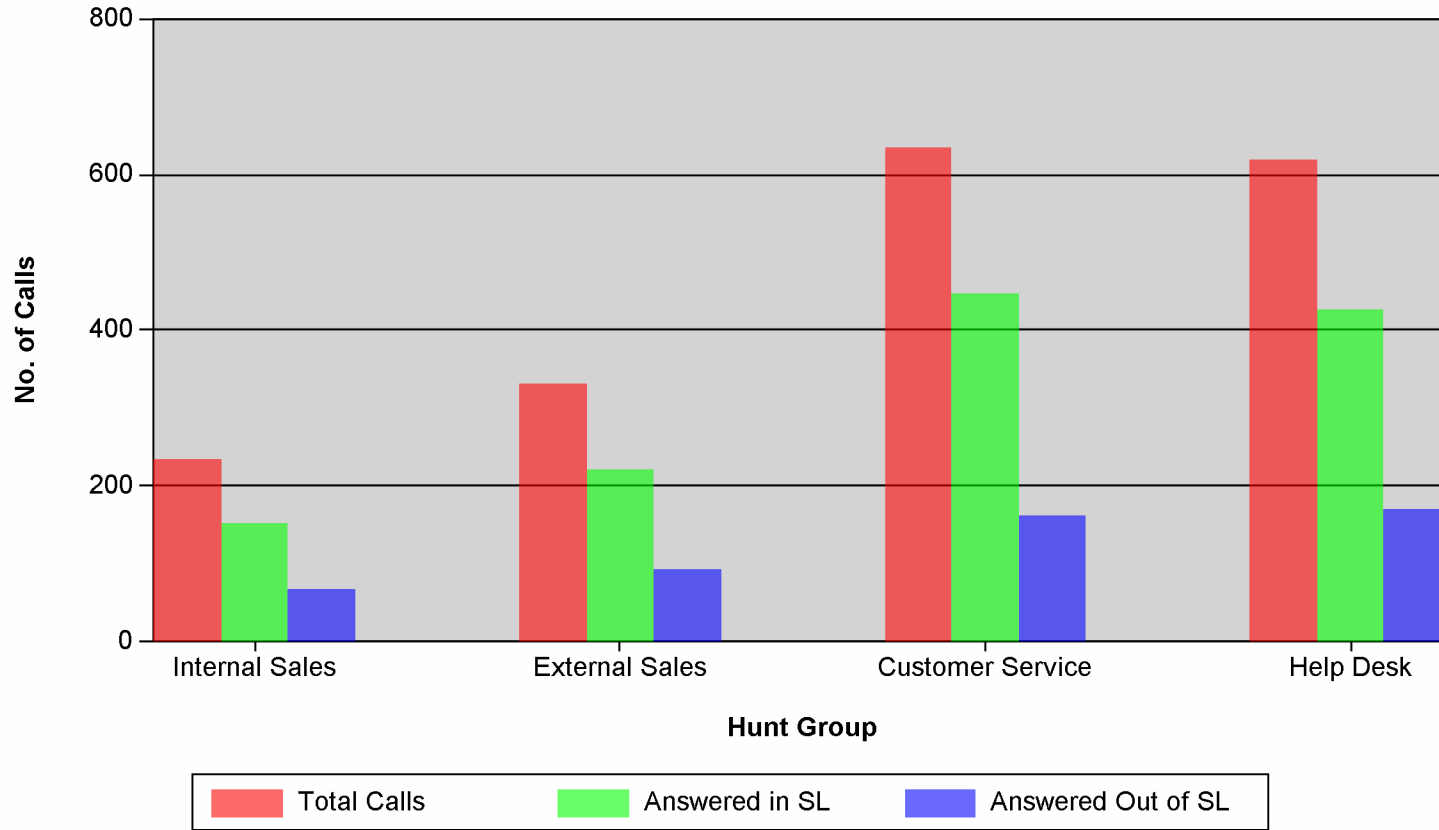
1264-External Sales	331	314	94.86	221	66.77	93	28.10	0:00:30	0:04:60	13	3.93	1	0.30	12	3.63
3004-Customer Service	635	611	96.22	448	70.55	163	25.67	0:00:27	0:04:00	18	2.83	11	1.73	7	1.10
8001-Help Desk	620	596	96.13	427	68.87	169	27.26	0:00:29	0:04:60	24	3.87	17	2.74	7	1.13
Totals	1819	1742	95.77	1249	68.66	493	27.10	0:00:29	0:04:60	65	3.57	33	1.81	32	1.76



Service Level Answered Performance

A summary of calls that were answered both within and outside of the specified service level, grouped and summarized by Hunt Group, Day, and Hour.

Calls Answered by Hunt Group

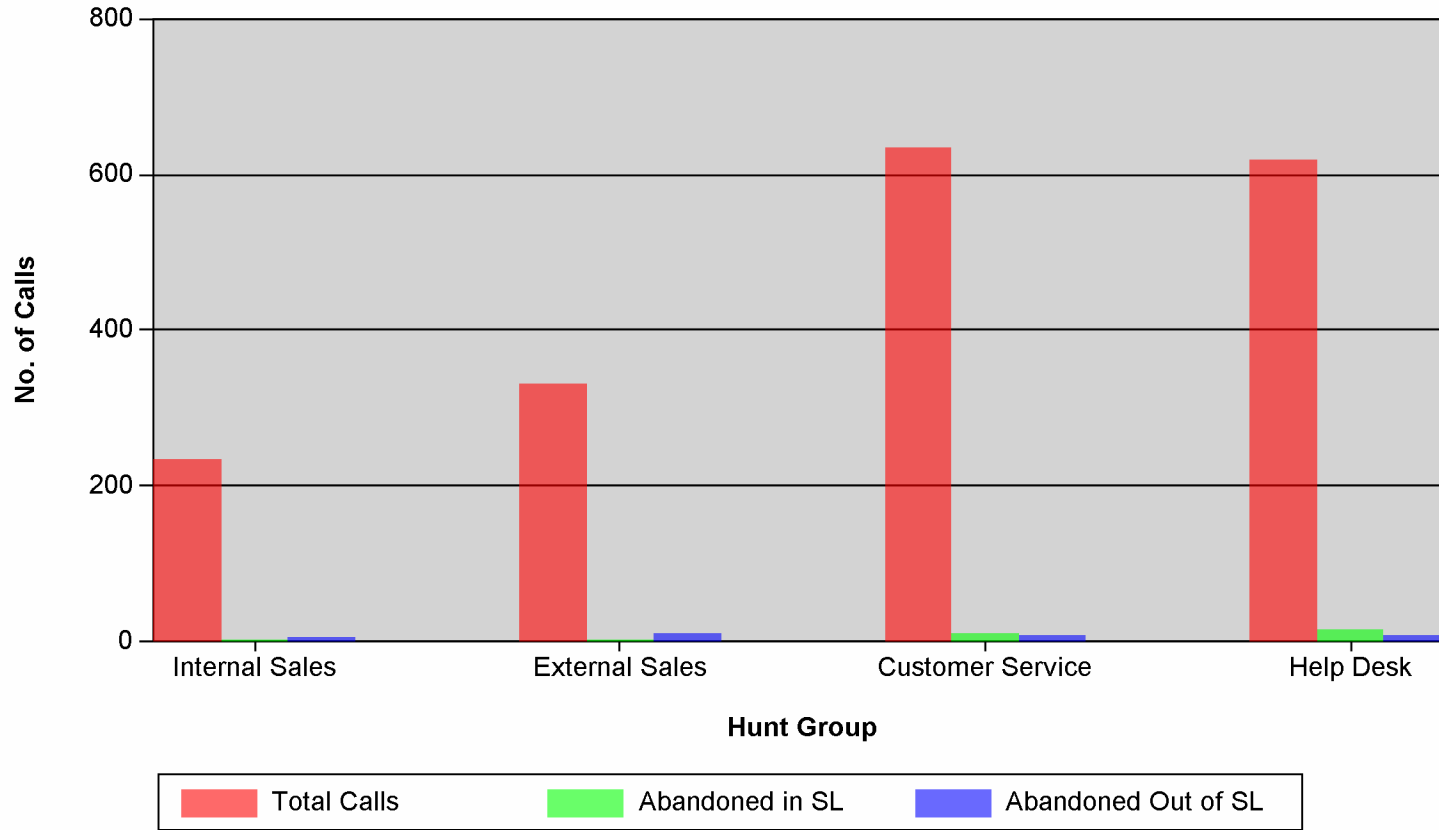




Service Level Answered Performance

A summary of calls that were answered both within and outside of the specified service level, grouped and summarized by Hunt Group, Day, and Hour.

Call Abandonment by Hunt Group





Service Level Handled Performance

A summary of calls that were handled both within and outside of the specified service level, grouped and summarized by Hunt Group and Agent.

Parameter Selections:

Begin Date: 9/1/2007 00:00
End Date: 9/30/2007 23:59
HG Summary: *
Hunt Group: *
Agent Ext: *
Handle Time: 5 minutes

Note: Percentages based on total calls presented



Service Level Handled Performance

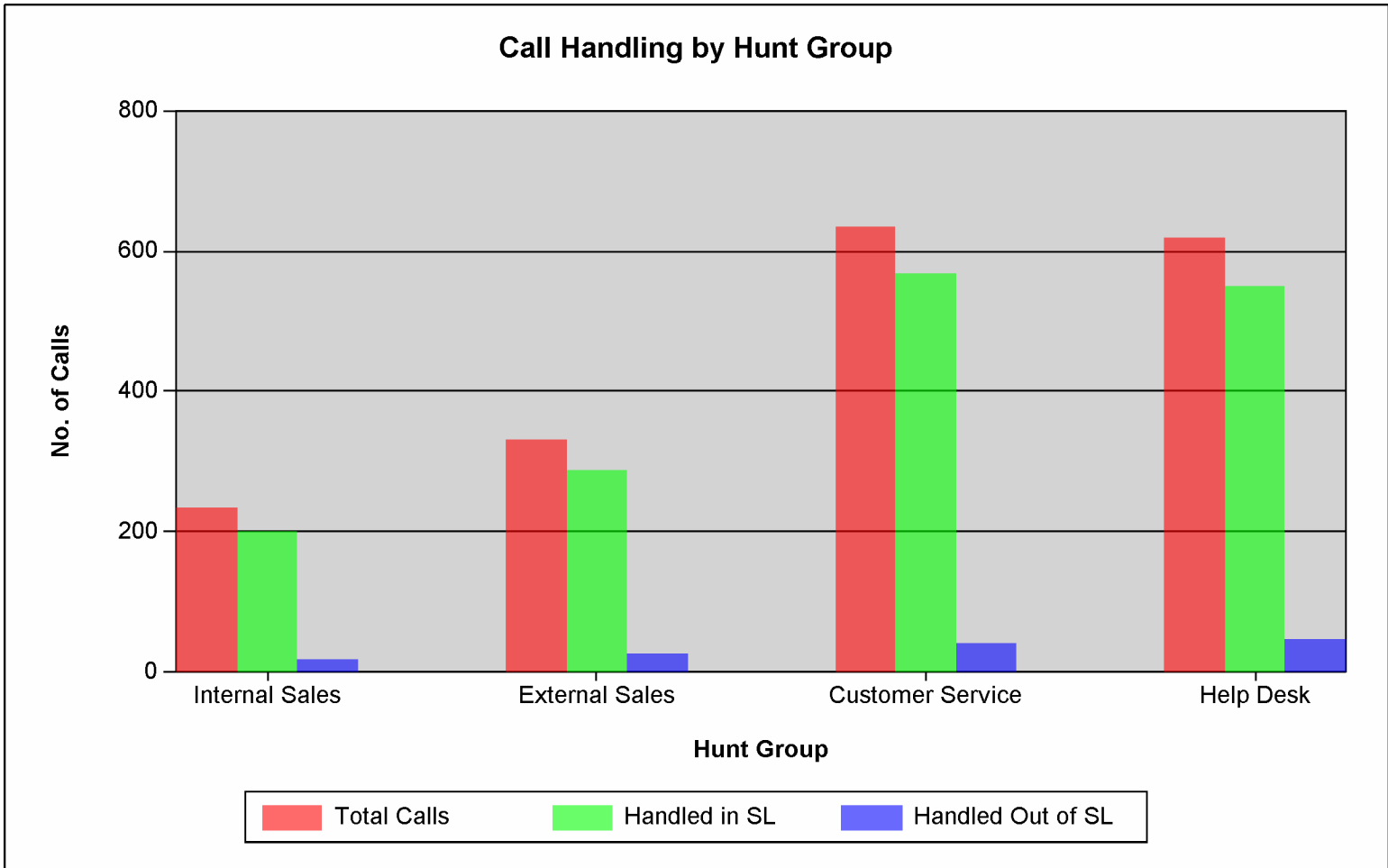
A summary of calls that were handled both within and outside of the specified service level, grouped and summarized by Hunt Group and Agent.

Hunt Group	Total Calls	Handled		Handled In SL		Handle Out SL		Handle Time	
		#	%	#	%	#	%	avg	max
1227-Internal Sales	233	221	94.85	202	86.70	19	8.15	0:02:03	0:29:12
1215-Erin McDevitt		4	100.00	2	50.00	2	50.00	0:04:16	0:08:24
1226-Mike Davis		2	100.00	2	100.00	0	0.00	0:00:42	0:00:54
1230-Paul Siegert		3	100.00	0	0.00	3	100.00	0:12:09	0:20:24
1266-Todd Stevans		3	100.00	3	100.00	0	0.00	0:02:18	0:02:60
1290-John Berti		4	100.00	4	100.00	0	0.00	0:01:25	0:01:48
OTHER		205	94.47	191	88.02	14	6.45	0:01:53	0:29:12
1264-External Sales	331	314	94.86	289	87.31	25	7.55	0:01:59	1:34:36
3004-Customer Service	635	611	96.22	569	89.61	42	6.61	0:01:59	1:34:54
8001-Help Desk	620	596	96.13	550	88.71	46	7.42	0:02:10	1:34:00
Totals	1819	1742	95.77	1610	88.51	132	7.26	0:02:03	1:34:54



Service Level Handled Performance

A summary of calls that were handled both within and outside of the specified service level, grouped and summarized by Hunt Group and Agent.





Agent Detail

Call details for the Agent shown.

[a](#) can be clicked to view all legs of that call.

Duration consists of ring time, queue time, talk time, and hold time.

Hunt Group: 1227 - Internal Sales						
Agent: 1215 - Erin McDevitt						
Date Range: 9/1/2007 00:00 - 9/30/2007 23:59						
<i>Date</i>	<i>Calling Number</i>	<i>Called Number</i>	<i>Answer Time</i>	<i>Talk Time</i>	<i>Hold Time</i>	<i>Duration</i>
9/2/2007 11:51:00 AM	941442005652	1215	0:00:00	0:08:24	0:00:00	0:08:24
9/7/2007 4:54:00 PM	787-622-1133	1215	0:00:00	0:01:12	0:00:06	0:02:24
9/13/2007 3:09:00 PM	787-622-1133	1215	0:00:60	0:01:12	0:00:24	0:03:54
9/18/2007 4:00:00 PM	724-352-3766	1215	0:04:00	0:04:60	0:00:48	0:10:00
Totals			0:04:60	0:15:48	0:01:18	0:24:42



Service Level Handled Performance

A summary of calls that were handled both within and outside of the specified service level, grouped and summarized by Hunt Group, Day and Agent.

Parameter Selections:

Begin Date: 9/1/2007 00:00
End Date: 9/30/2007 23:59
HG Summary: *
Hunt Group: *
Agent Ext: *
Handle Time: 5 minutes

Note: Percentages based on total calls presented



Service Level Handled Performance

A summary of calls that were handled both within and outside of the specified service level, grouped and summarized by Hunt Group, Day and Agent.

Hunt Group	Total Calls	Handled		Handled In SL		Handle Out SL		Handle Time	
		#	%	#	%	#	%	avg	max
Internal Sales	233	221	94.85	202	86.70	19	8.15	0:02:03	0:29:12
9-1-2007	9	9	100.00	9	100.00	0	0.00	0:01:55	0:04:54
9:00 AM	2	2	100.00	2	100.00	0	0.00	0:02:18	0:03:48
10:00 AM	1	1	100.00	1	100.00	0	0.00	0:04:05	0:04:05
11:00 AM	1	1	100.00	1	100.00	0	0.00	0:00:18	0:00:18
1:00 PM	2	2	100.00	2	100.00	0	0.00	0:00:48	0:00:54
2:00 PM	1	1	100.00	1	100.00	0	0.00	0:00:42	0:00:42
4:00 PM	2	2	100.00	2	100.00	0	0.00	0:02:60	0:04:54
9-2-2007	7	7	100.00	5	71.43	2	28.57	0:03:02	0:08:48
9-3-2007	10	10	100.00	9	90.00	1	10.00	0:01:46	0:07:12
9-4-2007	7	6	85.71	6	85.71	0	0.00	0:01:26	0:03:06
9-6-2007	6	6	100.00	6	100.00	0	0.00	0:00:54	0:01:54
9-7-2007	5	5	100.00	5	100.00	0	0.00	0:02:08	0:03:36
9-8-2007	8	6	75.00	5	62.50	1	12.50	0:02:20	0:06:60
9-9-2007	8	7	87.50	6	75.00	1	12.50	0:03:19	0:20:24
9-10-2007	9	8	88.89	8	88.89	0	0.00	0:01:04	0:02:24
9-11-2007	7	7	100.00	7	100.00	0	0.00	0:01:08	0:03:24
9-12-2007	10	10	100.00	10	100.00	0	0.00	0:00:55	0:02:36
9-13-2007	7	7	100.00	7	100.00	0	0.00	0:01:29	0:03:54
9-14-2007	10	10	100.00	10	100.00	0	0.00	0:00:42	0:01:24
9-15-2007	6	5	83.33	4	66.67	1	16.67	0:02:32	0:08:60
9-16-2007	10	10	100.00	10	100.00	0	0.00	0:01:01	0:02:06
9-17-2007	12	11	91.67	8	66.67	3	25.00	0:04:07	0:19:42
9-18-2007	7	7	100.00	6	85.71	1	14.29	0:01:30	0:05:48
9-20-2007	9	8	88.89	6	66.67	2	22.22	0:06:04	0:29:12
9-21-2007	9	8	88.89	7	77.78	1	11.11	0:01:54	0:09:42
9-22-2007	8	8	100.00	6	75.00	2	25.00	0:05:14	0:18:54
9-23-2007	9	8	88.89	8	88.89	0	0.00	0:01:16	0:03:30
9-24-2007	12	12	100.00	10	83.33	2	16.67	0:02:52	0:11:36
9-26-2007	7	6	85.71	6	85.71	0	0.00	0:00:44	0:01:24
9-27-2007	9	9	100.00	9	100.00	0	0.00	0:00:56	0:02:42
9-28-2007	7	6	85.71	5	71.43	1	14.29	0:02:41	0:08:24
9-29-2007	14	14	100.00	14	100.00	0	0.00	0:01:12	0:02:60
9-30-2007	11	11	100.00	10	90.91	1	9.09	0:01:39	0:07:42



Service Level Handled Performance

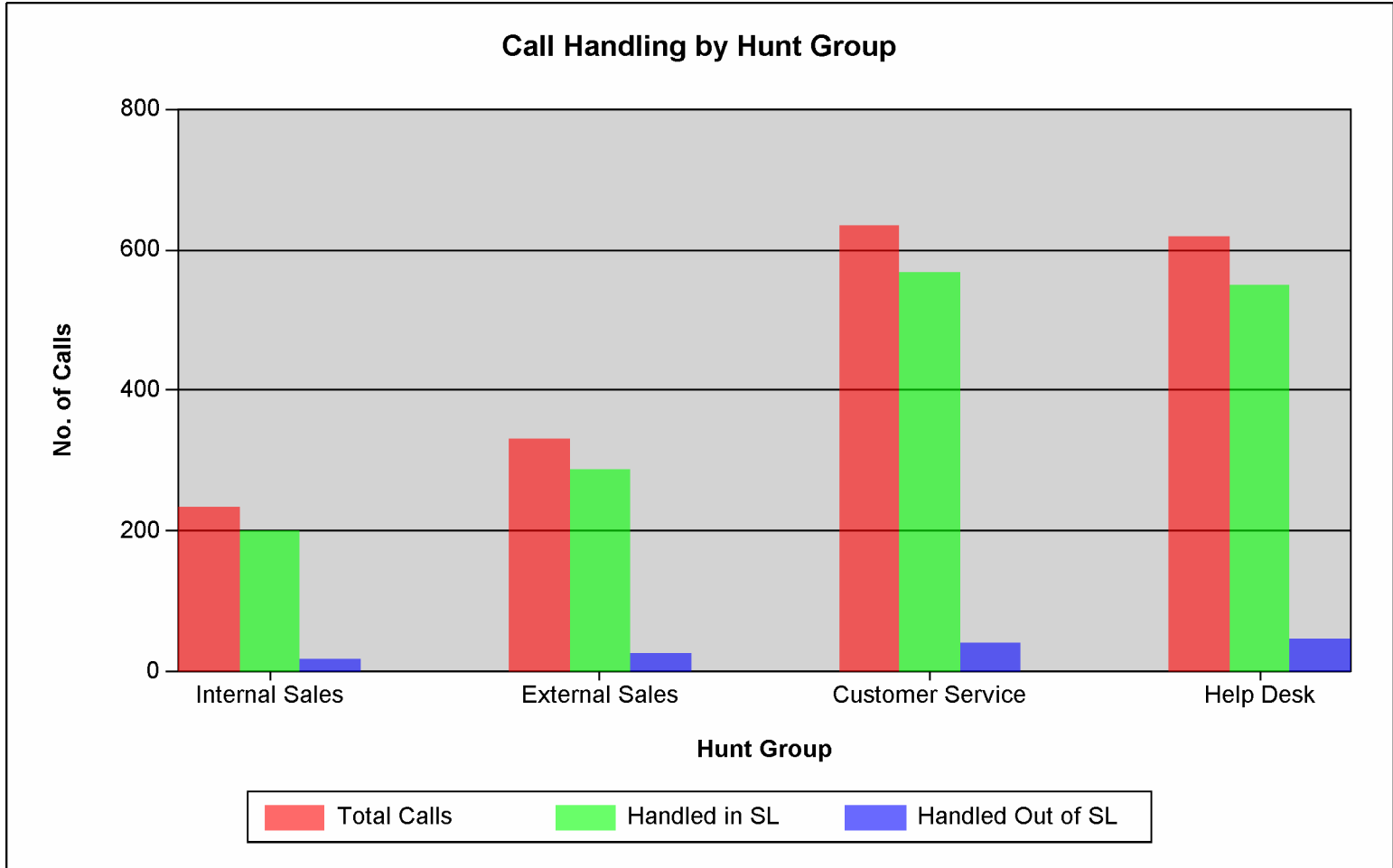
A summary of calls that were handled both within and outside of the specified service level, grouped and summarized by Hunt Group, Day and Agent.

External Sales		331	314	94.86	289	87.31	25	7.55	0:01:59	1:34:36
Customer Service		635	611	96.22	569	89.61	42	6.61	0:01:59	1:34:54
Help Desk		620	596	96.13	550	88.71	46	7.42	0:02:10	1:34:00
Totals		1819	1742	95.77	1610	88.51	132	7.26	0:02:03	1:34:54



Service Level Handled Performance

A summary of calls that were handled both within and outside of the specified service level, grouped and summarized by Hunt Group, Day and Agent.





VDN Summary

Provides summary data on any call that spent time at a Call SWEET! Live monitored VDN extension. The calls on this report only show time spent at the VDN.

Parameter Selections:

Begin Date: 7/14/2009 00:00

End Date: 7/14/2009 23:59

VDN: *



VDN Summary

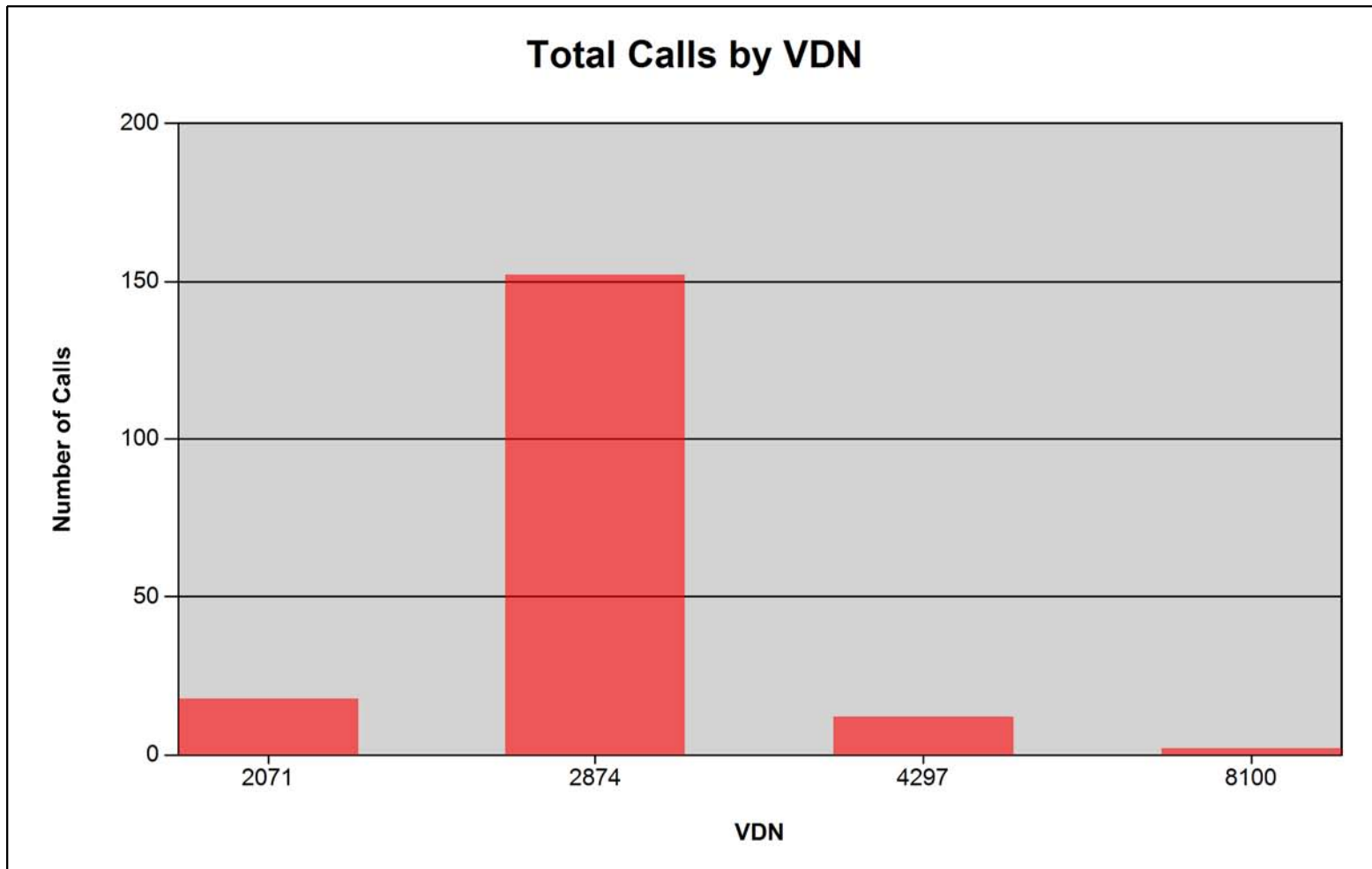
Provides summary data on any call that spent time at a Call SWEET! Live monitored VDN extension. The calls on this report only show time spent at the VDN.

<i>VDN</i>	<i>Total Calls</i>	<i>Total Duration</i>	<i>Avg Duration</i>	<i>Min Duration</i>	<i>Max Duration</i>
2071	18	0:02:40	0:00:08	0:00:07	0:00:08
2874	152	0:50:07	0:00:19	0:00:00	0:00:22
4297	12	0:00:15	0:00:01	0:00:00	0:00:01
8100	2	0:00:18	0:00:08	0:00:08	0:00:08

<i>Grand Totals</i>	
Calls:	184
Total Duration:	0:53:22
Avg Duration:	0:00:17
Min Duration:	0:00:00
Avg Duration:	0:00:22



Provides summary data on any call that spent time at a Call SWEET! Live monitored VDN extension. The calls on this report only show time spent at the VDN.





VDN Detail

Provides detail data on any call that spent time at a Call SWEET! Live monitored VDN extension.
The calls on this report only show time spent at the VDN.

Parameter Selections:

Begin Date: 7/14/2009 00:00

End Date: 7/14/2009 23:59

VDN: *



VDN Detail

Provides detail data on any call that spent time at a Call SWEET! Live monitored VDN extension.
The calls on this report only show time spent at the VDN.

VDN: 2071

Date/Time	Calling Number	Duration	Trunk Group	Trunk Member
7/14/2009 3:27:13 PM	T92#1	0:00:08	78	1
7/14/2009 3:28:49 PM	T105#1	0:00:08	78	2
7/14/2009 3:35:19 PM	T180#1	0:00:08	78	1
7/14/2009 3:39:10 PM	T228#1	0:00:08	78	1
7/14/2009 3:50:30 PM	T358#1	0:00:08	78	1
7/14/2009 3:51:03 PM	T366#1	0:00:08	78	2
7/14/2009 3:54:37 PM	T403#1	0:00:08	78	3
7/14/2009 3:57:56 PM	T440#1	0:00:08	78	1
7/14/2009 4:02:14 PM	T473#1	0:00:08	78	1
7/14/2009 4:08:14 PM	T514#1	0:00:08	78	1
7/14/2009 4:18:22 PM	T592#1	0:00:08	78	1
7/14/2009 4:22:23 PM	T625#1	0:00:08	78	1
7/14/2009 4:23:18 PM	T627#1	0:00:08	78	2
7/14/2009 4:27:26 PM	T655#1	0:00:07	78	2
7/14/2009 4:30:43 PM	T671#1	0:00:08	78	1
7/14/2009 4:43:54 PM	T721#1	0:00:08	78	1
7/14/2009 4:48:59 PM	T746#1	0:00:08	78	1
7/14/2009 4:54:36 PM	T770#1	0:00:08	78	1

VDN 2071 Totals:	Calls:	18
	Duration:	0:02:40



VDN Detail

Provides detail data on any call that spent time at a Call SWEET! Live monitored VDN extension.
The calls on this report only show time spent at the VDN.

VDN: 2874

Date/Time	Calling Number	Duration	Trunk Group	Trunk Member
7/14/2009 7:37:30 AM	410-278-0126	0:00:01	11	1
7/14/2009 7:59:34 AM	410-557-9876	0:00:21	11	1
7/14/2009 8:02:30 AM	410-644-0866	0:00:21	11	2
7/14/2009 8:09:54 AM	410-278-0126	0:00:21	11	1
7/14/2009 8:32:50 AM	336-541-7131	0:00:21	11	5
7/14/2009 8:33:10 AM	410-760-9400	0:00:21	11	2
7/14/2009 8:37:36 AM	410-655-3923	0:00:21	11	4
7/14/2009 8:39:09 AM	301-622-0010	0:00:21	11	2
7/14/2009 8:40:21 AM	301-514-7703	0:00:21	11	5
7/14/2009 8:53:06 AM	202-863-1004	0:00:21	11	1
7/14/2009 8:53:40 AM	410-788-5536	0:00:21	11	4
7/14/2009 8:56:32 AM	410-601-9000	0:00:21	11	9
7/14/2009 8:56:43 AM	410-740-2416	0:00:21	11	10
7/14/2009 8:57:37 AM	443-388-9161	0:00:21	11	13
7/14/2009 8:58:21 AM	410-558-8072	0:00:21	11	6
7/14/2009 8:58:21 AM	301-622-0010	0:00:21	11	1
7/14/2009 8:58:34 AM	410-426-7100	0:00:22	11	8
7/14/2009 9:01:21 AM	410-581-1600	0:00:22	11	3
7/14/2009 9:04:31 AM	T10936#1	0:00:22	11	5
7/14/2009 9:11:52 AM	301-362-0615	0:00:21	11	8
7/14/2009 9:15:11 AM	410-871-2346	0:00:21	11	2
7/14/2009 9:17:57 AM	410-247-2781	0:00:21	11	6
7/14/2009 9:18:04 AM	410-374-2653	0:00:22	11	8
7/14/2009 9:18:24 AM	410-836-5439	0:00:21	11	12
7/14/2009 9:18:34 AM	410-452-5467	0:00:21	11	1
7/14/2009 9:21:30 AM	410-486-0590	0:00:21	11	7
7/14/2009 9:22:18 AM	410-243-8891	0:00:20	11	11
7/14/2009 9:22:46 AM	410-243-8892	0:00:21	11	7
7/14/2009 9:27:02 AM	410-833-4796	0:00:21	11	1
7/14/2009 9:32:37 AM	410-702-4581	0:00:21	11	4
7/14/2009 9:33:27 AM	410-367-8705	0:00:21	11	1
7/14/2009 9:37:00 AM	410-702-4581	0:00:21	11	10
7/14/2009 9:40:17 AM	972-591-1898	0:00:21	11	1
7/14/2009 9:44:18 AM	301-640-6944	0:00:21	11	4
7/14/2009 9:48:21 AM	410-628-7749	0:00:21	11	9



VDN Detail

Provides detail data on any call that spent time at a Call SWEET! Live monitored VDN extension.
The calls on this report only show time spent at the VDN.

VDN: 2874

Date/Time	Calling Number	Duration	Trunk Group	Trunk Member
7/14/2009 9:48:41 AM	410-668-9044	0:00:21	11	13
7/14/2009 9:51:25 AM	410-576-4107	0:00:21	11	1
7/14/2009 9:55:46 AM	410-552-1070	0:00:21	11	1
7/14/2009 9:58:40 AM	410-303-4453	0:00:21	11	2
7/14/2009 10:01:30 AM	410-237-5365	0:00:21	11	1
7/14/2009 10:01:39 AM	410-665-7940	0:00:21	11	10
7/14/2009 10:03:59 AM	410-668-9044	0:00:21	11	1
7/14/2009 10:04:48 AM	410-767-6038	0:00:21	11	7
7/14/2009 10:13:04 AM	410-581-1600	0:00:01	11	3
7/14/2009 10:14:35 AM	410-581-1600	0:00:21	11	2
7/14/2009 10:19:47 AM	410-308-0319	0:00:21	11	7
7/14/2009 10:19:57 AM	410-702-4581	0:00:21	11	8
7/14/2009 10:25:51 AM	410-308-0320	0:00:21	11	8
7/14/2009 10:27:11 AM	301-435-6135	0:00:21	11	4
7/14/2009 10:29:23 AM	410-581-1600	0:00:21	11	5
7/14/2009 10:32:26 AM	410-489-9225	0:00:21	11	4
7/14/2009 10:36:34 AM	410-308-0827	0:00:21	11	5
7/14/2009 10:38:56 AM	410-206-4906	0:00:21	11	7
7/14/2009 10:44:42 AM	410-539-0872	0:00:00	11	4
7/14/2009 10:44:52 AM	410-539-0872	0:00:21	11	3
7/14/2009 10:45:27 AM	301-362-0360	0:00:21	11	4
7/14/2009 10:49:31 AM	410-628-1444	0:00:21	11	1
7/14/2009 10:51:59 AM	410-391-6372	0:00:21	11	8
7/14/2009 10:54:49 AM	860-287-9939	0:00:21	11	1
7/14/2009 10:59:06 AM	410-601-5434	0:00:19	11	1
7/14/2009 11:01:11 AM	410-415-5547	0:00:21	11	1
7/14/2009 11:02:17 AM	443-271-9387	0:00:22	11	2
7/14/2009 11:04:41 AM	443-992-5400	0:00:21	11	4
7/14/2009 11:04:42 AM	410-282-4621	0:00:21	11	5
7/14/2009 11:06:06 AM	410-581-3000	0:00:21	11	2
7/14/2009 11:06:57 AM	410-922-5670	0:00:21	11	1
7/14/2009 11:07:59 AM	410-686-1066	0:00:21	11	5
7/14/2009 11:09:26 AM	410-296-0167	0:00:21	11	6
7/14/2009 11:15:39 AM	410-335-6719	0:00:21	11	7
7/14/2009 11:20:29 AM	443-710-2888	0:00:21	11	1



VDN Detail

Provides detail data on any call that spent time at a Call SWEET! Live monitored VDN extension.
The calls on this report only show time spent at the VDN.

VDN: 2874

Date/Time	Calling Number	Duration	Trunk Group	Trunk Member
7/14/2009 11:27:04 AM	410-477-2342	0:00:21	11	2
7/14/2009 11:27:18 AM	410-356-7578	0:00:21	11	5
7/14/2009 11:30:36 AM	410-795-7540	0:00:21	11	2
7/14/2009 11:32:45 AM	214-453-3000	0:00:21	11	4
7/14/2009 11:33:57 AM	410-822-7808	0:00:21	11	6
7/14/2009 11:34:10 AM	443-504-7168	0:00:21	11	8
7/14/2009 11:36:05 AM	410-581-3000	0:00:00	11	5
7/14/2009 11:36:31 AM	410-296-0167	0:00:21	11	7
7/14/2009 11:39:29 AM	410-581-1600	0:00:21	11	5
7/14/2009 11:47:35 AM	410-653-2477	0:00:21	11	2
7/14/2009 11:49:08 AM	410-825-5454	0:00:21	11	10
7/14/2009 11:49:32 AM	410-785-1400	0:00:21	11	1
7/14/2009 11:56:09 AM	410-455-0135	0:00:21	11	6
7/14/2009 11:59:07 AM	410-486-4447	0:00:22	11	6
7/14/2009 12:13:38 PM	443-406-7405	0:00:21	11	2
7/14/2009 12:24:14 PM	410-665-6838	0:00:21	11	1
7/14/2009 12:25:46 PM	410-766-4279	0:00:21	11	2
7/14/2009 12:31:03 PM	443-969-2899	0:00:21	11	3
7/14/2009 12:35:11 PM	410-795-7540	0:00:21	11	3
7/14/2009 12:35:42 PM	443-969-2899	0:00:21	11	6
7/14/2009 12:53:06 PM	410-608-0918	0:00:21	11	5
7/14/2009 12:54:28 PM	410-581-1600	0:00:21	11	4
7/14/2009 12:55:08 PM	301-502-5308	0:00:21	11	2
7/14/2009 12:56:44 PM	410-236-1310	0:00:21	11	6
7/14/2009 1:00:13 PM	717-818-6098	0:00:21	11	1
7/14/2009 1:01:42 PM	410-255-7702	0:00:21	11	3
7/14/2009 1:02:38 PM	443-799-2583	0:00:21	11	8
7/14/2009 1:07:03 PM	443-799-2583	0:00:16	11	2
7/14/2009 1:07:40 PM	410-345-8264	0:00:14	11	2
7/14/2009 1:08:00 PM	410-290-7003	0:00:21	11	2
7/14/2009 1:08:05 PM	410-345-8264	0:00:21	11	8
7/14/2009 1:18:13 PM	410-486-7380	0:00:21	11	4
7/14/2009 1:22:44 PM	443-421-8433	0:00:21	11	4
7/14/2009 1:24:28 PM	410-581-1600	0:00:21	11	1
7/14/2009 1:24:33 PM	410-287-5131	0:00:21	11	3



VDN Detail

Provides detail data on any call that spent time at a Call SWEET! Live monitored VDN extension.
The calls on this report only show time spent at the VDN.

VDN: 2874

Date/Time	Calling Number	Duration	Trunk Group	Trunk Member
7/14/2009 1:25:20 PM	410-672-5855	0:00:06	11	2
7/14/2009 1:31:35 PM	410-825-4497	0:00:21	11	3
7/14/2009 1:39:32 PM	410-795-0733	0:00:21	11	4
7/14/2009 1:40:28 PM	410-256-4498	0:00:21	11	2
7/14/2009 1:45:43 PM	904-238-7833	0:00:21	11	3
7/14/2009 1:47:27 PM	410-378-5842	0:00:21	11	8
7/14/2009 1:47:59 PM	904-238-7833	0:00:21	11	3
7/14/2009 1:48:49 PM	904-238-7833	0:00:21	11	4
7/14/2009 1:58:18 PM	410-561-0818	0:00:21	11	1
7/14/2009 1:59:22 PM	410-255-7702	0:00:21	11	4
7/14/2009 1:59:59 PM	410-488-2932	0:00:21	11	6
7/14/2009 2:01:01 PM	443-350-7361	0:00:21	11	10
7/14/2009 2:10:40 PM	410-287-5131	0:00:21	11	10
7/14/2009 2:19:39 PM	410-592-6436	0:00:21	11	4
7/14/2009 2:19:56 PM	540-862-0708	0:00:21	11	1
7/14/2009 2:23:43 PM	540-862-0708	0:00:21	11	1
7/14/2009 2:30:22 PM	443-414-5255	0:00:21	11	1
7/14/2009 2:37:49 PM	410-592-6436	0:00:21	11	3
7/14/2009 2:41:02 PM	410-236-1310	0:00:21	11	3
7/14/2009 2:45:40 PM	410-462-1982	0:00:21	11	4
7/14/2009 2:54:13 PM	703-684-5500	0:00:21	11	1
7/14/2009 2:54:38 PM	410-200-3178	0:00:21	11	6
7/14/2009 3:04:36 PM	443-352-3750	0:00:21	11	5
7/14/2009 3:10:45 PM	410-614-6460	0:00:06	11	4
7/14/2009 3:11:08 PM	410-614-6460	0:00:21	11	4
7/14/2009 3:13:36 PM	302-737-0264	0:00:21	11	1
7/14/2009 3:20:05 PM	T6#1	0:00:21	11	2
7/14/2009 3:27:13 PM	410-488-9537	0:00:21	11	1
7/14/2009 3:28:29 PM	410-526-4438	0:00:21	11	4
7/14/2009 3:33:05 PM	410-357-9853	0:00:21	11	9
7/14/2009 3:34:08 PM	410-679-7906	0:00:21	11	6
7/14/2009 3:37:25 PM	443-402-0218	0:00:21	11	13
7/14/2009 3:38:41 PM	410-633-2230	0:00:21	11	6
7/14/2009 3:44:59 PM	443-421-8433	0:00:21	11	1
7/14/2009 4:03:22 PM	443-417-4210	0:00:21	11	1



VDN Detail

Provides detail data on any call that spent time at a Call SWEET! Live monitored VDN extension.
The calls on this report only show time spent at the VDN.

VDN: 2874

Date/Time	Calling Number	Duration	Trunk Group	Trunk Member
7/14/2009 4:03:30 PM	443-352-3750	0:00:21	11	3
7/14/2009 4:04:37 PM	410-887-5243	0:00:22	11	5
7/14/2009 4:17:27 PM	410-636-5593	0:00:22	11	5
7/14/2009 4:24:27 PM	717-252-1204	0:00:21	11	3
7/14/2009 4:39:58 PM	410-484-2205	0:00:02	11	1
7/14/2009 4:40:59 PM	410-992-1923	0:00:01	11	1
7/14/2009 4:44:10 PM	410-335-8379	0:00:01	11	1
7/14/2009 4:49:13 PM	410-832-2535	0:00:01	11	1
7/14/2009 4:53:13 PM	410-692-6199	0:00:01	11	2
7/14/2009 5:12:38 PM	717-818-6098	0:00:01	11	1
7/14/2009 8:45:14 PM	410-857-9799	0:00:01	11	1
7/14/2009 9:20:13 PM	410-255-7361	0:00:01	11	1
VDN 2874 Totals:		Calls:	152	
		Duration:	0:50:07	



VDN Detail

Provides detail data on any call that spent time at a Call SWEET! Live monitored VDN extension.
The calls on this report only show time spent at the VDN.

VDN: 4297

Date/Time	Calling Number	Duration	Trunk Group	Trunk Member
7/14/2009 10:02:13 AM	410-237-5365	0:00:00	11	1
7/14/2009 10:39:38 AM	410-206-4906	0:00:01	11	7
7/14/2009 11:08:42 AM	410-686-1066	0:00:00	11	5
7/14/2009 11:33:27 AM	214-453-3000	0:00:01	11	4
7/14/2009 12:35:53 PM	410-795-7540	0:00:01	11	3
7/14/2009 12:57:26 PM	410-236-1310	0:00:01	11	6
7/14/2009 1:48:10 PM	410-378-5842	0:00:00	11	8
7/14/2009 2:11:23 PM	410-287-5131	0:00:00	11	10
7/14/2009 2:24:26 PM	540-862-0708	0:00:00	11	1
7/14/2009 2:38:31 PM	410-592-6436	0:00:01	11	3
7/14/2009 4:04:04 PM	443-417-4210	0:00:01	11	1
7/14/2009 4:04:12 PM	443-352-3750	0:00:01	11	3
VDN 4297 Totals:		Calls:	12	
		Duration:	0:00:15	



VDN Detail

Provides detail data on any call that spent time at a Call SWEET! Live monitored VDN extension.
The calls on this report only show time spent at the VDN.

VDN: 8100

Date/Time	Calling Number	Duration	Trunk Group	Trunk Member
7/14/2009 9:30:51 AM	T11251#1	0:00:08	11	5
7/14/2009 4:09:13 PM	410-433-3958	0:00:08	11	7
VDN 8100 Totals:		Calls:	2	
		Duration:	0:00:18	



VDN Detail

Provides detail data on any call that spent time at a Call SWEET! Live monitored VDN extension.
The calls on this report only show time spent at the VDN.

Grand Totals:	Calls:	184
	Duration:	0:53:22