

## Account Code Call Detail by Date



**Users:** <All>  
**Date Time Range:** 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM  
**Account Code Range:** <All>  
**Site ID Range:** <All>  
**Purpose Code Range:** <All>

**Account Code :** -  
**Customer Name:** -

**Date:** 10/27/2015

| Time       | User | In/Out   | Type  | Remote Number | Remote Name | Call Duration | Hold Time |
|------------|------|----------|-------|---------------|-------------|---------------|-----------|
| 1:12:24 AM |      | Inbound  | Chat  | -             |             | :02:58        | :00:00    |
| 1:12:24 AM |      | Inbound  | Chat  | -             |             | :02:59        | :00:00    |
| 1:12:25 AM |      | Inbound  | Call  |               |             | :02:16        | :00:00    |
| 1:12:33 AM |      | Outbound | Call  |               |             | :00:15        | :00:00    |
| 1:12:39 AM |      | Inbound  | Call  |               |             | :02:38        | :00:00    |
| 1:12:40 AM |      | Inbound  | Call  |               |             | :03:54        | :00:00    |
| 1:12:52 AM |      | Inbound  | Call  |               |             | :00:01        | :00:00    |
| 1:12:52 AM |      | Inbound  | Call  |               |             | :00:01        | :00:00    |
| 1:13:03 AM |      | Outbound | Call  |               |             | :00:14        | :00:00    |
| 1:13:22 AM |      | Inbound  | Call  |               |             | :00:01        | :00:00    |
| 1:13:22 AM |      | Inbound  | Call  |               |             | :00:00        | :00:00    |
| 1:13:22 AM |      | Inbound  | Call  |               |             | :00:01        | :00:00    |
| 1:13:24 AM |      | Inbound  | Chat  | -             |             | :02:46        | :00:00    |
| 1:13:24 AM |      | Inbound  | Chat  | -             |             | :02:52        | :00:00    |
| 1:13:24 AM |      | Inbound  | Chat  | -             |             | :02:58        | :00:00    |
| 1:13:32 AM |      | Outbound | Call  |               |             | :00:15        | :00:00    |
| 1:13:33 AM |      | Outbound | Call  |               |             | :02:45        | :00:00    |
| 1:13:43 AM |      | Inbound  | Call  |               |             | :03:41        | :00:00    |
| 1:13:45 AM |      | Inbound  | Call  |               |             | :02:16        | :00:00    |
| 1:13:52 AM |      | Inbound  | Call  |               |             | :00:00        | :00:00    |
| 1:13:52 AM |      | Inbound  | Call  |               |             | :08:40        | :00:00    |
| 1:13:52 AM |      | Inbound  | Call  |               |             | :07:46        | :00:00    |
| 1:13:58 AM |      | Outbound | Call  |               |             | :03:50        | :00:00    |
| 1:14:03 AM |      | Outbound | Call  |               |             | :00:14        | :00:00    |
| 1:14:24 AM |      | Inbound  | Call  |               |             | :00:00        | :00:00    |
| 1:14:24 AM |      | Inbound  | Chat  | -             |             | :02:42        | :00:00    |
| 1:14:24 AM |      | Inbound  | Chat  | -             |             | :02:48        | :00:00    |
| 1:14:24 AM |      | Inbound  | Chat  | -             |             | :02:53        | :00:00    |
| 1:14:25 AM |      | Inbound  | Call  |               |             | :02:16        | :00:00    |
| 1:14:32 AM |      | Outbound | Call  |               |             | :00:15        | :00:00    |
| 1:14:39 AM |      | Inbound  | Call  |               |             | :02:41        | :00:00    |
| 1:14:40 AM |      | Inbound  | Call  |               |             | :03:10        | :00:00    |
| 1:14:52 AM |      | Inbound  | Call  |               |             | :11:10        | :00:00    |
| 1:14:52 AM |      | Inbound  | Call  |               |             | :10:08        | :00:00    |
| 1:14:52 AM |      | Inbound  | Call  |               |             | :11:42        | :00:00    |
| 1:14:54 AM |      | Inbound  | Email |               |             | :02:31        | :00:00    |
| 1:14:55 AM |      | Inbound  | Email |               |             | :02:50        | :00:00    |
| 1:14:56 AM |      | Inbound  | Email |               |             | :03:01        | :00:00    |

## Account Code Call Detail by Date



**Users:** <All>  
**Date Time Range:** 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM  
**Account Code Range:** <All>  
**Site ID Range:** <All>  
**Purpose Code Range:** <All>

**Account Code :** 0006  
**Customer Name:** 0006

**Date:** 10/27/2015

| Time       | User | In/Out   | Type | Remote Number | Remote Name | Call Duration | Hold Time |
|------------|------|----------|------|---------------|-------------|---------------|-----------|
| 1:08:57 AM |      | Outbound | Call |               |             | :00:35        | :00:00    |

|                                  |        |                                |        |                               |        |
|----------------------------------|--------|--------------------------------|--------|-------------------------------|--------|
| <b>Number of Calls:</b>          | 1      | <b>Number Out Calls:</b>       | 1      | <b>Number Incoming Calls:</b> | 0      |
| <b>Avg. Duration (hh:mm:ss):</b> | :00:35 | <b>Avg. Outbound Duration:</b> | :00:35 | <b>Avg. Inbound Duration:</b> | :00:00 |

**Account Code :** 0006  
**Customer Name:** 0006

|                                  |        |                                |        |                               |        |
|----------------------------------|--------|--------------------------------|--------|-------------------------------|--------|
| <b>Number of Calls:</b>          | 1      | <b>Number Out Calls:</b>       | 1      | <b>Number Incoming Calls:</b> | 0      |
| <b>Avg. Duration (hh:mm:ss):</b> | :00:35 | <b>Avg. Outbound Duration:</b> | :00:35 | <b>Avg. Inbound Duration:</b> | :00:00 |