Account Code Call Summary by User

Users: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59

Account Code Range: PM <All>

Site ID Range: <All>

Purpose Code Range: <All>

Account Code: 0006 Customer Name: 0006

User:

Extension:

Date	Total Calls	Total Duration	Avg Duration	Outbound Calls	Outbound Duration	Avg Out Duration	Inbound Calls	Inbound Duration	Avg In Duration
10/27/2015	1	:00:35	:00:35	1	:00:35	:00:35	0	:00:00	:00:00
Number of Calls: Avg. Duration (hh:mm:ss):	1:00:35	1 Number Out Calls: :00:35 Avg. Outbound Duration:		ation:	1 Number Incoming Calls: :00:35 Avg. Inbound Duration:			0:00:00	
Account Code :	0006								
Customer Name:	0006								
Number of Calls:	1	N	lumber Out Calls:		1	Numb	er Incoming Calls:	0	
Avg. Duration (hh:mm:ss):	:00:35	A	Avg. Outbound Dur	ation:	:00:35	Avg. I	nbound Duration:	:00:00	

GENESYS

Account Code Call Summary by User

Users: <All>

Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59

Account Code Range: PM <All

Site ID Range: <All>

Purpose Code Range: <All>

Account Code : Customer Name: -

User:

Extension:

Date	Total Calls	Total Duration	Avg Duration	Outbound Calls	Outbound Duration	Avg Out Duration	Inbound Calls	Inbound Duration	Avg In Duration
10/27/2015	1,911	13:11:55	:00:25	135	01:52:07	:00:50	1,776	11:19:48	:00:23
ξ7x									

GENESYS

Number of Calls: 1,911 Number Out Calls: 135 Number Incoming Calls: 1,776

Avg. Duration (hh:mm:ss): 00:25 Avg. Outbound Duration: 00:50 Avg. Inbound Duration: 00:23

User: Extensio

Avg Total Total Outbound Outbound Avg Out Inbound Inbound Ava Date Calls Duration Duration Calls Duration Duration Calls Duration In Duration 10/27/2015 :07:40 :07:40 :00:00 :00:00 :07:40 :07:40

Number of Calls: 1 Number Out Calls: 0 Number Incoming Calls: 1

Avg. Duration (hh:mm:ss): :07:40 Avg. Outbound Duration: :00:00 Avg. Inbound Duration: :07:40

User: Extension

Total Total Avg Outbound Outbound Avg Out Inbound Inbound Avg Date Calls In Duration Calls Duration Duration Duration Duration Calls Duration 54 :04:49 0 :00:00 :00:00 54 10/27/2015 04:19:40 04:19:40 :04:49

Number of Calls: 54 Number Out Calls: 0 Number Incoming Calls: 54

Avg. Duration (hh:mm:ss): :04:49 Avg. Outbound Duration: :00:00 Avg. Inbound Duration: :04:49

User: Extension

Total Total Avg Outbound Outbound Avg Out Inbound Inbound Avg Date Duration Calls In Duration Calls Duration Duration Calls Duration Duration 10/27/2015 889 19:53:16 :01:21 438 01:49:20 :00:15 451 18:03:56 :02:24

Number of Calls:889Number Out Calls:438Number Incoming Calls:451Avg. Duration (hh:mm:ss)::01:21Avg. Outbound Duration::00:15Avg. Inbound Duration::02:24