



Agent Disposition Summary

DateTime: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Campaign: Is not null

Campaign: ARM Collections

Dialer site: HQSimroom

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	1	33.3	33.3	00:00:06	00:00:06	0.7	0.7
-	-	1	33.3	33.3	00:14:51	00:14:51	98.3	98.3
-	-	1	33.3	33.3	00:00:09	00:00:09	1.0	1.0
		3	100.0		00:15:06	00:05:02	100.0	
-	-	1	14.3	14.3	00:00:00	00:00:00	0.0	0.0
-	-	1	14.3	14.3	00:00:22	00:00:22	8.2	8.2
-	-	1	14.3	14.3	00:00:04	00:00:04	1.5	1.5
-	-	1	14.3	14.3	00:00:00	00:00:00	0.0	0.0
-	-	1	14.3	14.3	00:00:04	00:00:04	1.5	1.5
-	-	2	28.6	28.6	00:03:58	00:01:59	88.8	88.8
		7	100.0		00:04:28	00:00:38	100.0	

Campaign: DH Collections

Dialer site: HQSimroom

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	1	100.0	100.0	00:14:51	00:14:51	100.0	100.0
		1	100.0		00:14:51	00:14:51	100.0	

Campaign: Dialer

Dialer site: HQSimroom

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category

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Campaign: Dialer

Dialer site: HQSimroom

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	1,634	100.0	100.0	6:08:51:23	00:05:37	100.0	100.0
		1,634	100.0		6:08:51:23	00:05:37	100.0	
-	-	1,619	100.0	100.0	6:08:50:29	00:05:40	100.0	100.0
		1,619	100.0		6:08:50:29	00:05:40	100.0	
-	-	1,577	100.0	100.0	6:08:50:00	00:05:49	100.0	100.0
		1,577	100.0		6:08:50:00	00:05:49	100.0	
-	-	1,602	100.0	100.0	6:08:57:01	00:05:44	100.0	100.0
		1,602	100.0		6:08:57:01	00:05:44	100.0	
-	-	1,630	100.0	100.0	6:08:44:25	00:05:37	100.0	100.0
		1,630	100.0		6:08:44:25	00:05:37	100.0	
-	-	1,628	100.0	100.0	6:08:47:04	00:05:38	100.0	100.0
		1,628	100.0		6:08:47:04	00:05:38	100.0	

Campaign: Lead Gen

Dialer site: HQSimroom

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	1	33.3	33.3	00:00:05	00:00:05	0.6	0.6
-	-	1	33.3	33.3	00:14:51	00:14:51	98.5	98.5
-	-	1	33.3	33.3	00:00:09	00:00:09	1.0	1.0
		3	100.0		00:15:05	00:05:02	100.0	
-	-	1	50.0	50.0	00:01:05	00:01:05	86.7	86.7
-	-	1	50.0	50.0	00:00:10	00:00:10	13.3	13.3
		2	100.0		00:01:15	00:00:38	100.0	

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Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	2	28.6	28.6	00:00:25	00:00:12	26.3	26.3
-	-	2	28.6	28.6	00:00:00	00:00:00	0.0	0.0
-	-	3	42.9	42.9	00:01:10	00:00:23	73.7	73.7
		7	100.0		00:01:35	00:00:14	100.0	
-	-	2	25.0	25.0	00:00:13	00:00:06	12.0	12.0
-	-	1	12.5	12.5	00:00:03	00:00:03	2.8	2.8
-	-	2	25.0	25.0	00:01:07	00:00:34	62.0	62.0
-	-	1	12.5	12.5	00:00:00	00:00:00	0.0	0.0
-	-	2	25.0	25.0	00:00:25	00:00:12	23.1	23.1
		8	100.0		00:01:48	00:00:14	100.0	
-	-	2	100.0	100.0	00:00:00	00:00:00	0.0	0.0
		2	100.0		00:00:00	00:00:00	100.0	
-	-	1	25.0	25.0	00:00:26	00:00:26	100.0	100.0
-	-	3	75.0	75.0	00:00:00	00:00:00	0.0	0.0
		4	100.0		00:00:26	00:00:06	100.0	
-	-	1	100.0	100.0	00:00:00	00:00:00	0.0	0.0
		1	100.0		00:00:00	00:00:00	100.0	
-	-	1	50.0	50.0	00:00:00	00:00:00	0.0	0.0
-	-	1	50.0	50.0	00:00:34	00:00:34	100.0	100.0
		2	100.0		00:00:34	00:00:17	100.0	
-	-	1	100.0	100.0	00:00:00	00:00:00	0.0	0.0
		1	100.0		00:00:00	00:00:00	100.0	
-	-	2	66.7	66.7	00:00:55	00:00:28	73.3	73.3

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Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	1	33.3	33.3	00:00:20	00:00:20	26.7	26.7
		3	100.0		00:01:15	00:00:25	100.0	

Salesforce Demo

Dialer site: HQSimroom

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	2	100.0	100.0	00:00:00	00:00:00	0.0	0.0
		2	100.0		00:00:00	00:00:00	100.0	
-	-	1	100.0	100.0	00:06:04	00:06:04	100.0	100.0
		1	100.0		00:06:04	00:06:04	100.0	
-	-	1	100.0	100.0	00:00:00	00:00:00	0.0	0.0
		1	100.0		00:00:00	00:00:00	100.0	
-	-	1	20.0	20.0	00:05:07	00:05:07	77.3	77.3
-	-	1	20.0	20.0	00:00:08	00:00:08	2.0	2.0
-	-	2	40.0	40.0	00:01:22	00:00:41	20.7	20.7
-	-	1	20.0	20.0	00:00:00	00:00:00	0.0	0.0
		5	100.0		00:06:37	00:01:19	100.0	
-	-	2	18.2	18.2	00:00:00	00:00:00	0.0	0.0
-	-	3	27.3	27.3	00:11:27	00:03:49	91.1	91.1
-	-	4	36.4	36.4	00:00:50	00:00:12	6.6	6.6
-	-	1	9.1	9.1	00:00:17	00:00:17	2.3	2.3
-	-	1	9.1	9.1	00:00:00	00:00:00	0.0	0.0
		11	100.0		00:12:34	00:01:09	100.0	
-	-	3	100.0	100.0	00:00:00	00:00:00	0.0	0.0

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Campaign: Salesforce Demo

Dialer site: HQSimroom

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
		3	100.0		00:00:00	00:00:00	100.0	

Campaign: Samurai Protective Coatings

Dialer site: HQSimroom

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	1	33.3	33.3	00:00:00	00:00:00	0.0	0.0
-	-	1	33.3	33.3	00:00:19	00:00:19	33.9	33.9
-	-	1	33.3	33.3	00:00:37	00:00:37	66.1	66.1
		3	100.0		00:00:56	00:00:19	100.0	
-	-	1	50.0	50.0	00:02:32	00:02:32	100.0	100.0
-	-	1	50.0	50.0	00:00:00	00:00:00	0.0	0.0
		2	100.0		00:02:32	00:01:16	100.0	

Campaign: TS Preview

Dialer site: HQSimroom

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	3	75.0	75.0	00:32:10	00:10:43	98.8	98.8
-	-	1	25.0	25.0	00:00:24	00:00:24	1.2	1.2
		4	100.0		00:32:34	00:08:08	100.0	
-	-	3	42.9	42.9	00:00:00	00:00:00	0.0	0.0
-	-	1	14.3	14.3	00:00:28	00:00:28	26.4	26.4
-	-	2	28.6	28.6	00:01:03	00:00:32	59.4	59.4
-	-	1	14.3	14.3	00:00:15	00:00:15	14.2	14.2
		7	100.0		00:01:46	00:00:15	100.0	

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Campaign: TS Preview

Dialer site: HQSimroom

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	5	83.3	83.3	00:00:00	00:00:00	0.0	0.0
-	-	1	16.7	16.7	00:00:07	00:00:07	100.0	100.0
		6	100.0		00:00:07	00:00:01	100.0	
-	-	2	100.0	100.0	00:00:00	00:00:00	0.0	0.0
		2	100.0		00:00:00	00:00:00	100.0	
-	-	2	50.0	50.0	00:00:00	00:00:00	0.0	0.0
-	-	1	25.0	25.0	00:00:08	00:00:08	100.0	100.0
-	-	1	25.0	25.0	00:00:00	00:00:00	0.0	0.0
		4	100.0		00:00:08	00:00:02	100.0	
-	-	2	100.0	100.0	00:00:00	00:00:00	0.0	0.0
		2	100.0		00:00:00	00:00:00	100.0	

Campaign: WizardNet

Dialer site: HQSimroom

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	1	100.0	100.0	00:14:51	00:14:51	100.0	100.0
		1	100.0		00:14:51	00:14:51	100.0	
-	-	1	33.3	33.3	00:00:30	00:00:30	100.0	100.0
-	-	2	66.7	66.7	00:00:00	00:00:00	0.0	0.0
		3	100.0		00:00:30	00:00:10	100.0	
-	-	2	66.7	66.7	00:00:56	00:00:28	53.8	53.8
-	-	1	33.3	33.3	00:00:48	00:00:48	46.2	46.2
		3	100.0		00:01:44	00:00:35	100.0	

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Category	Wrap-up Code	Calls				Call Length			
		#	% Total	% Category		Total	Average	% Total	% Category
-	-	2	50.0	50.0		00:00:00	00:00:00	0.0	0.0
-	-	2	50.0	50.0		00:00:25	00:00:12	100.0	100.0
		4	100.0			00:00:25	00:00:06	100.0	
-	-	1	33.3	33.3		00:00:00	00:00:00	0.0	0.0
-	-	2	66.7	66.7		00:00:58	00:00:29	100.0	100.0
		3	100.0			00:00:58	00:00:19	100.0	
-	-	1	100.0	100.0		00:00:00	00:00:00	0.0	0.0
		1	100.0			00:00:00	00:00:00	100.0	