



# Campaign Disposition Summary

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

Campaign: Is not null

## ARM Collections

### All Dispositions by Category

Category	Calls		Call Length		
	#	% Total	Total	Average	% Total
-	1	12.5%	00:00:22	00:00:22	1.9%
	8	100%	00:19:34	00:02:27	100%

### Agent-Assigned Dispositions by Category

Category	Calls		Call Length		
	#	% Total	Total	Average	% Total
-	1	12.5%	00:00:22	00:00:22	1.9%
	8	100%	00:19:34	00:02:27	100%

### All Dispositions by Wrap-up Code

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	1	12.5%	12.5%	00:00:22	00:00:22	1.9%	1.9%
		8	100%	100%	00:19:34	00:02:27	100%	100%

### Agent-Assigned Dispositions by Wrap-up Code

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	8	100.0%	100.0%	00:19:34	00:02:27	100.0%	100.0%
		8	100%	100%	00:19:34	00:02:27	100%	100%

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## DH Collections

### All Dispositions by Category

Category	Calls		Call Length		
	#	% Total	Total	Average	% Total
-	1	100.0%	00:14:51	00:14:51	100.0%
	1	100%	00:14:51	00:14:51	100%

### Agent-Assigned Dispositions by Category

Category	Calls		Call Length		
	#	% Total	Total	Average	% Total
-	1	100.0%	00:14:51	00:14:51	100.0%
	1	100%	00:14:51	00:14:51	100%

### All Dispositions by Wrap-up Code

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%	100%	00:14:51	00:14:51	100%	100%

### Agent-Assigned Dispositions by Wrap-up Code

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%	100%	00:14:51	00:14:51	100%	100%

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## Dialer

### All Dispositions by Category

Category	Calls		Call Length		
	#	% Total	Total	Average	% Total
-	2,655	16.3%	00:44:15	00:00:01	0.1%
	16,271	100%	39:04:30:41	00:03:28	100%

### Agent-Assigned Dispositions by Category

Category	Calls		Call Length		
	#	% Total	Total	Average	% Total
-	9,690	100.0%	38:05:00:22	00:05:41	100.0%
	9,690	100%	38:05:00:22	00:05:41	100%

### Dialer-Assigned Dispositions by Category

Category	Calls		Call Length		
	#	% Total	Total	Average	% Total
-	624	9.5%	02:35:20	00:00:15	11.0%
	6,581	100%	23:30:19	00:00:13	100%

### All Dispositions by Wrap-up Code

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	2,655	16.3%	16.3%	00:44:15	00:00:01	0.1%	0.1%
		16,271	100%	100%	39:04:30:41	00:03:28	100%	100%

### Agent-Assigned Dispositions by Wrap-up Code

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	9,690	100.0%	100.0%	38:05:00:22	00:05:41	100.0%	100.0%
		9,690	100%	100%	38:05:00:22	00:05:41	100%	100%

### Dialer-Assigned Dispositions by Wrap-up Code

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	2,655	40.3%	40.3%	00:44:15	00:00:01	3.1%	3.1%
		6,581	100%	100%	23:30:19	00:00:13	100%	100%

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## Lead Gen

### All Dispositions by Category

Category	Calls		Call Length		
	#	% Total	Total	Average	% Total
-	7	30.4%	00:02:44	00:00:23	10.7%
	23	100%	00:25:36	00:01:07	100%

### Agent-Assigned Dispositions by Category

Category	Calls		Call Length		
	#	% Total	Total	Average	% Total
-	1	4.5%	00:14:51	00:14:51	67.6%
	22	100%	00:21:58	00:01:00	100%

### Dialer-Assigned Dispositions by Category

Category	Calls		Call Length		
	#	% Total	Total	Average	% Total
-	1	100.0%	00:03:38	00:03:38	100.0%
	1	100%	00:03:38	00:03:38	100%

### All Dispositions by Wrap-up Code

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	7	30.4%	30.4%	00:02:44	00:00:23	10.7%	10.7%
		23	100%	100%	00:25:36	00:01:07	100%	100%

### Agent-Assigned Dispositions by Wrap-up Code

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	22	100.0%	100.0%	00:21:58	00:01:00	100.0%	100.0%
		22	100%	100%	00:21:58	00:01:00	100%	100%

### Dialer-Assigned Dispositions by Wrap-up Code

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	1	100.0%	100.0%	00:03:38	00:03:38	100.0%	100.0%
		1	100%	100%	00:03:38	00:03:38	100%	100%

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All Dispositions by Category

Category	Calls		Call Length		
	#	% Total	Total	Average	% Total
-	1	7.1%	00:05:07	00:05:07	20.3%
	14	100%	00:25:15	00:01:48	100%

Agent-Assigned Dispositions by Category

Category	Calls		Call Length		
	#	% Total	Total	Average	% Total
-	1	7.1%	00:05:07	00:05:07	20.3%
	14	100%	00:25:15	00:01:48	100%

All Dispositions by Wrap-up Code

Category	Wrap-up Code	Calls			Call Length				
		#	% Total	% Category	Total	Average	% Total	% Category	
-	-	1	7.1%		00:05:07	00:05:07	20.3%		20.3%
		14	100%	100%	00:25:15	00:01:48	100%	100%	100%

Agent-Assigned Dispositions by Wrap-up Code

Category	Wrap-up Code	Calls			Call Length				
		#	% Total	% Category	Total	Average	% Total	% Category	
-	-	14	100.0%		00:25:15	00:01:48			100.0%
		14	100%	100%	00:25:15	00:01:48	100%	100%	100%

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# Samurai Protective Coatings

## All Dispositions by Category

Category	Calls		Call Length			
	#	% Total	Total	Average	% Total	
-	1	33.3%	00:02:32	00:02:32	73.1%	
	3	100%	00:03:28	00:01:09	100%	

## Agent-Assigned Dispositions by Category

Category	Calls		Call Length			
	#	% Total	Total	Average	% Total	
-	1	33.3%	00:02:32	00:02:32	73.1%	
	3	100%	00:03:28	00:01:09	100%	

## All Dispositions by Wrap-up Code

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	1	33.3%	33.3%	00:02:32	00:02:32	73.1%	73.1%
		3	100%	100%	00:03:28	00:01:09	100%	100%

## Agent-Assigned Dispositions by Wrap-up Code

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	3	100.0%	100.0%	00:03:28	00:01:09	100.0%	100.0%
		3	100%	100%	00:03:28	00:01:09	100%	100%

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All Dispositions by Category

Category	Calls		Call Length		
	#	% Total	Total	Average	% Total
-	2	20.0%	00:00:15	00:00:08	0.7%
	10	100%	00:34:35	00:03:28	100%

Agent-Assigned Dispositions by Category

Category	Calls		Call Length		
	#	% Total	Total	Average	% Total
-	2	20.0%	00:00:15	00:00:08	0.7%
	10	100%	00:34:35	00:03:28	100%

All Dispositions by Wrap-up Code

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	2	20.0%	20.0%	00:00:15	00:00:08	0.7%	0.7%
		10	100%	100%	00:34:35	00:03:28	100%	100%

Agent-Assigned Dispositions by Wrap-up Code

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	10	100.0%	100.0%	00:34:35	00:03:28	100.0%	100.0%
		10	100%	100%	00:34:35	00:03:28	100%	100%

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All Dispositions by Category

Category	Calls		Call Length		
	#	% Total	Total	Average	% Total
-	1	12.5%	00:14:51	00:14:51	80.4%
	8	100%	00:18:28	00:02:18	100%

Agent-Assigned Dispositions by Category

Category	Calls		Call Length		
	#	% Total	Total	Average	% Total
-	1	12.5%	00:14:51	00:14:51	80.4%
	8	100%	00:18:28	00:02:18	100%

All Dispositions by Wrap-up Code

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	1	12.5%	12.5%	00:14:51	00:14:51	80.4%	80.4%
		8	100%	100%	00:18:28	00:02:18	100%	100%

Agent-Assigned Dispositions by Wrap-up Code

Category	Wrap-up Code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	8	100.0%	100.0%	00:18:28	00:02:18	100.0%	100.0%
		8	100%	100%	00:18:28	00:02:18	100%	100%

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