



User Productivity Detail

Date: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Media Type: Call

Interval	Media	Offered	Answered		Abandoned		Flow Outs		Talk Time		Hold Time		ACW Time		Handle Time	
			#	%	#	%	#	%	Duration	Average	Duration	Average	Duration	Average	Duration	Average
Site ID: 1																
	son	3	3	100.00%	0	0.00%	0	0.00%	00:05:15	00:01:45	00:00:04	00:00:01	00:00:30	00:00:10	00:05:49	00:01:56
Marketing		3	3	100.00%	0	0.00%	0	0.00%	00:05:15	00:01:45	00:00:04	00:00:01	00:00:30	00:00:10	00:05:49	00:01:56
10/26/2015																
1:30 AM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:00:11	00:00:06	00:00:00	00:00:00	00:00:20	00:00:10	00:00:31	00:00:16
10/27/2015																
7:00 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:05:04	00:05:04	00:00:04	00:00:04	00:00:10	00:00:10	00:05:18	00:05:18
WrapUpWG		0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10/26/2015																
1:00 AM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	a	0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10/21/2015																
4:30 PM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	s	0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10/18/2015																
5:30 PM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10/21/2015																
6:00 PM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10/26/2015																
12:30 PM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	cus	144	144	100.00%	0	0.00%	0	0.00%	20:34:02	00:08:34	00:00:00	00:00:00	00:54:35	00:00:23	21:28:37	00:08:57
Customer Service		87	87	100.00%	0	0.00%	0	0.00%	12:51:00	00:08:52	00:00:00	00:00:00	00:13:20	00:00:09	13:04:20	00:09:01
10/19/2015																
5:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:07:01	00:07:01	00:00:00	00:00:00	00:00:10	00:00:10	00:07:11	00:07:11
6:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:06:39	00:06:39	00:00:00	00:00:00	00:00:10	00:00:10	00:06:49	00:06:49

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Interval	Media	Offered	Answered		Abandoned		Flow Outs		Talk Time		Hold Time		ACW Time		Handle Time	
			#	%	#	%	#	%	Duration	Average	Duration	Average	Duration	Average	Duration	Average
7:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:03:16	00:03:16	00:00:00	00:00:00	00:00:10	00:00:10	00:03:26	00:03:26
7:30 AM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:10:52	00:05:26	00:00:00	00:00:00	00:00:20	00:00:10	00:11:12	00:05:36
8:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:02:39	00:02:39	00:00:00	00:00:00	00:00:10	00:00:10	00:02:49	00:02:49
9:00 AM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:06:49	00:03:24	00:00:00	00:00:00	00:00:20	00:00:10	00:07:09	00:03:34
9:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:03:53	00:03:53	00:00:00	00:00:00	00:00:00	00:00:00	00:03:53	00:03:53
10:00 AM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:04:33	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:04:33	00:00:00
11:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:03:33	00:03:33	00:00:00	00:00:00	00:00:10	00:00:10	00:03:43	00:03:43
11:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:08:21	00:08:21	00:00:00	00:00:00	00:00:00	00:00:00	00:08:21	00:08:21
12:00 PM	Call	3	3	100.00%	0	0.00%	0	0.00%	00:27:48	00:09:16	00:00:00	00:00:00	00:00:30	00:00:10	00:28:18	00:09:26
12:30 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:12:14	00:12:14	00:00:00	00:00:00	00:00:20	00:00:20	00:12:34	00:12:34
1:30 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:11:36	00:11:36	00:00:00	00:00:00	00:00:10	00:00:10	00:11:46	00:11:46
2:00 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:11:50	00:11:50	00:00:00	00:00:00	00:00:00	00:00:00	00:11:50	00:11:50
2:30 PM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:00:36	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00	00:00:46	00:00:00
3:00 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:07:15	00:07:15	00:00:00	00:00:00	00:00:10	00:00:10	00:07:25	00:07:25
10/20/2015																
5:30 AM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:14:52	00:07:26	00:00:00	00:00:00	00:00:12	00:00:06	00:15:04	00:07:32
6:00 AM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00	00:00:08	00:00:00
6:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:14:50	00:14:50	00:00:00	00:00:00	00:00:10	00:00:10	00:15:00	00:15:00
8:30 AM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:10:32	00:05:16	00:00:00	00:00:00	00:00:20	00:00:10	00:10:52	00:05:26
9:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:06:22	00:06:22	00:00:00	00:00:00	00:00:10	00:00:10	00:06:32	00:06:32
9:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:06:04	00:06:04	00:00:00	00:00:00	00:00:00	00:00:00	00:06:04	00:06:04
10:00 AM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:02:22	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:02:22	00:00:00
11:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:06:22	00:06:22	00:00:00	00:00:00	00:00:10	00:00:10	00:06:32	00:06:32
12:00 PM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:13:34	00:06:47	00:00:00	00:00:00	00:00:10	00:00:05	00:13:44	00:06:52
12:30 PM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:04:04	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00	00:04:14	00:00:00
1:30 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:10:05	00:10:05	00:00:00	00:00:00	00:00:10	00:00:10	00:10:15	00:10:15
2:00 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:08:26	00:08:26	00:00:00	00:00:00	00:00:04	00:00:04	00:08:30	00:08:30
2:30 PM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00	00:00:06	00:00:00
3:00 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:10:30	00:10:30	00:00:00	00:00:00	00:00:00	00:00:00	00:10:30	00:10:30
3:30 PM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:02:12	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00	00:02:22	00:00:00
10/21/2015																
5:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:04:47	00:04:47	00:00:00	00:00:00	00:00:00	00:00:00	00:04:47	00:04:47
6:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:15:03	00:15:03	00:00:00	00:00:00	00:00:10	00:00:10	00:15:13	00:15:13
6:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:05:15	00:05:15	00:00:00	00:00:00	00:00:10	00:00:10	00:05:25	00:05:25
7:00 AM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:06:46	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00	00:06:56	00:00:00
7:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:11:36	00:11:36	00:00:00	00:00:00	00:00:10	00:00:10	00:11:46	00:11:46

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Interval	Media	Offered	Answered		Abandoned		Flow Outs		Talk Time		Hold Time		ACW Time		Handle Time	
			#	%	#	%	#	%	Duration	Average	Duration	Average	Duration	Average	Duration	Average
8:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:12:33	00:12:33	00:00:00	00:00:00	00:00:10	00:00:10	00:12:43	00:12:43
9:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:07:52	00:07:52	00:00:00	00:00:00	00:00:10	00:00:10	00:08:02	00:08:02
2:00 PM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:18:01	00:09:00	00:00:00	00:00:00	00:00:20	00:00:10	00:18:21	00:09:10
10/22/2015																
5:00 AM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:18:50	00:09:25	00:00:00	00:00:00	00:00:10	00:00:05	00:19:00	00:09:30
5:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:19:14	00:19:14	00:00:00	00:00:00	00:00:20	00:00:20	00:19:34	00:19:34
6:00 AM	Call	3	3	100.00%	0	0.00%	0	0.00%	00:14:57	00:04:59	00:00:00	00:00:00	00:00:25	00:00:08	00:15:22	00:05:07
6:30 AM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:09:59	00:05:00	00:00:00	00:00:00	00:00:15	00:00:08	00:10:14	00:05:07
7:00 AM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:04:59	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00	00:05:09	00:00:00
9:00 AM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:11:00	00:05:30	00:00:00	00:00:00	00:00:10	00:00:05	00:11:10	00:05:35
9:30 AM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:10:57	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00	00:11:07	00:00:00
12:00 PM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:12:40	00:06:20	00:00:00	00:00:00	00:00:10	00:00:05	00:12:50	00:06:25
12:30 PM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:05:04	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00	00:05:14	00:00:00
1:00 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:12:45	00:12:45	00:00:00	00:00:00	00:00:10	00:00:10	00:12:55	00:12:55
3:00 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:11:15	00:11:15	00:00:00	00:00:00	00:00:10	00:00:10	00:11:25	00:11:25
3:30 PM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:12:40	00:06:20	00:00:00	00:00:00	00:00:10	00:00:05	00:12:50	00:06:25
4:00 PM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:10:10	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:10:10	00:00:00
10/23/2015																
5:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:12:59	00:12:59	00:00:00	00:00:00	00:00:10	00:00:10	00:13:09	00:13:09
6:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:10:59	00:10:59	00:00:00	00:00:00	00:00:10	00:00:10	00:11:09	00:11:09
6:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:05:16	00:05:16	00:00:00	00:00:00	00:00:00	00:00:00	00:05:16	00:05:16
7:00 AM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:08:36	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00	00:08:46	00:00:00
9:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:07:19	00:07:19	00:00:00	00:00:00	00:00:10	00:00:10	00:07:29	00:07:29
11:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:07:44	00:07:44	00:00:00	00:00:00	00:00:00	00:00:00	00:07:44	00:07:44
11:30 AM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:03:31	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00	00:03:41	00:00:00
12:30 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:02:43	00:02:43	00:00:00	00:00:00	00:00:00	00:00:00	00:02:43	00:02:43
1:00 PM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:12:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:12:07	00:00:00
2:00 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:07:23	00:07:23	00:00:00	00:00:00	00:00:10	00:00:10	00:07:33	00:07:33
10/26/2015																
5:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:08:30	00:08:30	00:00:00	00:00:00	00:00:10	00:00:10	00:08:40	00:08:40
7:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:03:06	00:03:06	00:00:00	00:00:00	00:00:00	00:00:00	00:03:06	00:03:06
8:00 AM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:02:59	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:02:59	00:00:00
8:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:08:27	00:08:27	00:00:00	00:00:00	00:00:10	00:00:10	00:08:37	00:08:37
11:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:09:04	00:09:04	00:00:00	00:00:00	00:00:10	00:00:10	00:09:14	00:09:14
12:00 PM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:14:03	00:07:02	00:00:00	00:00:00	00:00:20	00:00:10	00:14:23	00:07:12
12:30 PM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:23:35	00:11:48	00:00:00	00:00:00	00:00:10	00:00:05	00:23:45	00:11:52

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Interval	Media	Offered	Answered		Abandoned		Flow Outs		Talk Time		Hold Time		ACW Time		Handle Time	
			#	%	#	%	#	%	Duration	Average	Duration	Average	Duration	Average	Duration	Average
1:00 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:12:51	00:12:51	00:00:00	00:00:00	00:00:10	00:00:10	00:13:01	00:13:01
1:30 PM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:09:32	00:04:46	00:00:00	00:00:00	00:00:10	00:00:05	00:09:42	00:04:51
2:00 PM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:05:37	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00	00:05:47	00:00:00
2:30 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:08:26	00:08:26	00:00:00	00:00:00	00:00:10	00:00:10	00:08:36	00:08:36
10/27/2015																
5:00 AM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:11:23	00:05:42	00:00:00	00:00:00	00:00:20	00:00:10	00:11:43	00:05:52
5:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:06:24	00:06:24	00:00:00	00:00:00	00:00:00	00:00:00	00:06:24	00:06:24
6:00 AM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:03:33	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00	00:03:43	00:00:00
6:30 AM	Call	3	3	100.00%	0	0.00%	0	0.00%	00:25:06	00:08:22	00:00:00	00:00:00	00:00:20	00:00:07	00:25:26	00:08:29
7:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:04:27	00:04:27	00:00:00	00:00:00	00:00:10	00:00:10	00:04:37	00:04:37
7:30 AM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:09:36	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00	00:09:46	00:00:00
8:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:02:39	00:02:39	00:00:00	00:00:00	00:00:10	00:00:10	00:02:49	00:02:49
9:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:07:16	00:07:16	00:00:00	00:00:00	00:00:10	00:00:10	00:07:26	00:07:26
11:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:08:26	00:08:26	00:00:00	00:00:00	00:00:10	00:00:10	00:08:36	00:08:36
12:00 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:10:51	00:10:51	00:00:00	00:00:00	00:00:00	00:00:00	00:10:51	00:10:51
12:30 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:04:02	00:04:02	00:00:00	00:00:00	00:00:10	00:00:10	00:04:12	00:04:12
1:00 PM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:04:28	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:04:28	00:00:00
2:30 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:12:20	00:12:20	00:00:00	00:00:00	00:00:00	00:00:00	00:12:20	00:12:20
3:00 PM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:00:09	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00	00:00:19	00:00:00
Help Desk		57	57	100.00%	0	0.00%	0	0.00%	07:43:02	00:08:07	00:00:00	00:00:00	00:41:15	00:00:43	08:24:17	00:08:51
10/19/2015																
5:30 AM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:13:07	00:06:34	00:00:00	00:00:00	00:01:30	00:00:45	00:14:37	00:07:18
6:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:00:56	00:00:56	00:00:00	00:00:00	00:00:00	00:00:00	00:00:56	00:00:56
6:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:25:13	00:25:13	00:00:00	00:00:00	00:01:30	00:01:30	00:26:43	00:26:43
8:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:02:53	00:02:53	00:00:00	00:00:00	00:00:00	00:00:00	00:02:53	00:02:53
8:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:14:36	00:14:36	00:00:00	00:00:00	00:00:45	00:00:45	00:15:21	00:15:21
9:00 AM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:01:08	00:00:00	00:00:00	00:00:00	00:00:45	00:00:00	00:01:53	00:00:00
1:00 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:11:54	00:11:54	00:00:00	00:00:00	00:00:45	00:00:45	00:12:39	00:12:39
3:00 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:02:39	00:02:39	00:00:00	00:00:00	00:00:45	00:00:45	00:03:24	00:03:24
10/20/2015																
6:00 AM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:10:24	00:05:12	00:00:00	00:00:00	00:00:45	00:00:22	00:11:09	00:05:34
6:30 AM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:02:23	00:00:00	00:00:00	00:00:00	00:00:45	00:00:00	00:03:08	00:00:00
7:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:06:05	00:06:05	00:00:00	00:00:00	00:00:45	00:00:45	00:06:50	00:06:50
11:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:06:05	00:06:05	00:00:00	00:00:00	00:00:45	00:00:45	00:06:50	00:06:50
12:30 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:11:36	00:11:36	00:00:00	00:00:00	00:00:45	00:00:45	00:12:21	00:12:21
10/21/2015																

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Interval	Media	Offered	Answered		Abandoned		Flow Outs		Talk Time		Hold Time		ACW Time		Handle Time	
			#	%	#	%	#	%	Duration	Average	Duration	Average	Duration	Average	Duration	Average
5:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:07:32	00:07:32	00:00:00	00:00:00	00:00:45	00:00:45	00:08:17	00:08:17
6:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:05:48	00:05:48	00:00:00	00:00:00	00:00:45	00:00:45	00:06:33	00:06:33
1:00 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:00:11	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:11
1:30 PM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:07:58	00:00:00	00:00:00	00:00:00	00:00:45	00:00:00	00:08:43	00:00:00
10/22/2015																
6:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:12:54	00:12:54	00:00:00	00:00:00	00:00:45	00:00:45	00:13:39	00:13:39
6:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:12:12	00:12:12	00:00:00	00:00:00	00:00:45	00:00:45	00:12:57	00:12:57
7:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:09:30	00:09:30	00:00:00	00:00:00	00:00:00	00:00:00	00:09:30	00:09:30
7:30 AM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:01:45	00:00:00	00:00:00	00:00:00	00:00:45	00:00:00	00:02:30	00:00:00
8:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:03:33	00:03:33	00:00:00	00:00:00	00:00:45	00:00:45	00:04:18	00:04:18
9:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:03:36	00:03:36	00:00:00	00:00:00	00:00:45	00:00:45	00:04:21	00:04:21
12:00 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:07:15	00:07:15	00:00:00	00:00:00	00:00:45	00:00:45	00:08:00	00:08:00
12:30 PM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:17:30	00:08:45	00:00:00	00:00:00	00:00:45	00:00:22	00:18:15	00:09:08
1:00 PM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:00:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:51	00:00:00
1:30 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:12:45	00:12:45	00:00:00	00:00:00	00:00:45	00:00:45	00:13:30	00:13:30
10/23/2015																
5:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:01:47	00:01:47	00:00:00	00:00:00	00:00:00	00:00:00	00:01:47	00:01:47
5:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:09:22	00:09:22	00:00:00	00:00:00	00:00:45	00:00:45	00:10:07	00:10:07
6:00 AM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:06:48	00:00:00	00:00:00	00:00:00	00:00:45	00:00:00	00:07:33	00:00:00
7:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:06:58	00:06:58	00:00:00	00:00:00	00:00:45	00:00:45	00:07:43	00:07:43
7:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:12:26	00:12:26	00:00:00	00:00:00	00:00:45	00:00:45	00:13:11	00:13:11
8:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:12:46	00:12:46	00:00:00	00:00:00	00:00:45	00:00:45	00:13:31	00:13:31
9:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:13:56	00:13:56	00:00:00	00:00:00	00:00:45	00:00:45	00:14:41	00:14:41
12:00 PM	Call	3	3	100.00%	0	0.00%	0	0.00%	00:20:19	00:06:46	00:00:00	00:00:00	00:01:51	00:00:37	00:22:10	00:07:23
12:30 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:06:22	00:06:22	00:00:00	00:00:00	00:01:09	00:01:09	00:07:31	00:07:31
3:00 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:03:16	00:03:16	00:00:00	00:00:00	00:00:45	00:00:45	00:04:01	00:04:01
10/26/2015																
5:30 AM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:07:43	00:03:52	00:00:00	00:00:00	00:01:30	00:00:45	00:09:13	00:04:36
6:00 AM	Call	3	3	100.00%	0	0.00%	0	0.00%	00:25:39	00:08:33	00:00:00	00:00:00	00:01:30	00:00:30	00:27:09	00:09:03
6:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:05:25	00:05:25	00:00:00	00:00:00	00:00:45	00:00:45	00:06:10	00:06:10
7:00 AM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:07:39	00:00:00	00:00:00	00:00:00	00:00:45	00:00:00	00:08:24	00:00:00
7:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:08:06	00:08:06	00:00:00	00:00:00	00:00:45	00:00:45	00:08:51	00:08:51
8:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:02:39	00:02:39	00:00:00	00:00:00	00:00:45	00:00:45	00:03:24	00:03:24
8:30 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:10:05	00:10:05	00:00:00	00:00:00	00:00:00	00:00:00	00:10:05	00:10:05
9:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:10:19	00:10:19	00:00:00	00:00:00	00:00:45	00:00:45	00:11:04	00:11:04
9:30 AM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:07:23	00:00:00	00:00:00	00:00:00	00:00:45	00:00:00	00:08:08	00:00:00

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