

Wrap Up Codes



Date Time Range: 10/1/2015 12:00:00 AM - 11/30/2015 11:59:59 PM
 Display interaction detail: Yes
 Group Order: Wrap Up Code, Queue, User, Date

Interaction ID	Wrap-up Time	Total Interactions	Total Duration	Avg Duration	Outbound Interactions	Outbound Duration	Avg Out Duration	Inbound Interactions	Inbound Duration	Avg In Duration
Answering Machine		3	00:00:21	00:00:07	1	00:00:10	00:00:10	0	00:00:00	00:00:00
ARM Collections		3	00:00:21	00:00:07	1	00:00:10	00:00:10	0	00:00:00	00:00:00
[REDACTED].he		2	00:00:16	00:00:08	1	00:00:10	00:00:10	0	00:00:00	00:00:00
10/21/2015		1	00:00:06	00:00:06	0	00:00:00	00:00:00	0	00:00:00	00:00:00
100128577760151021	6:20 PM		00:00:06							
10/28/2015		1	00:00:10	00:00:10	1	00:00:10	00:00:10	0	00:00:00	00:00:00
100169429760151028	12:55 PM		00:00:10			00:00:10				
[REDACTED]n		1	00:00:05	00:00:05	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/21/2015		1	00:00:05	00:00:05	0	00:00:00	00:00:00	0	00:00:00	00:00:00
100128573460151021	6:18 PM		00:00:05							
Appointment Rescheduled		1	00:00:36	00:00:36	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Insurance Agents		1	00:00:36	00:00:36	0	00:00:00	00:00:00	0	00:00:00	00:00:00
[REDACTED]on		1	00:00:36	00:00:36	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/20/2015		1	00:00:36	00:00:36	0	00:00:00	00:00:00	0	00:00:00	00:00:00
100121052460151020	10:26 AM		00:00:36							
Busy Signal		1	00:00:03	00:00:03	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Sales Specialist		1	00:00:03	00:00:03	0	00:00:00	00:00:00	0	00:00:00	00:00:00
[REDACTED]ins		1	00:00:03	00:00:03	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/23/2015		1	00:00:03	00:00:03	0	00:00:00	00:00:00	0	00:00:00	00:00:00
100138873760151023	11:02 AM		00:00:03							

Interaction ID	Wrap-up Time	Total Interactions	Total Duration	Avg Duration	Outbound Interactions	Outbound Duration	Avg Out Duration	Inbound Interactions	Inbound Duration	Avg In Duration
Callback		5	00:03:19	00:00:40	1	00:00:58	00:00:58	0	00:00:00	00:00:00
ARM Collections		4	00:02:40	00:00:40	1	00:00:58	00:00:58	0	00:00:00	00:00:00
the		4	00:02:40	00:00:40	1	00:00:58	00:00:58	0	00:00:00	00:00:00
10/28/2015		1	00:00:58	00:00:58	1	00:00:58	00:00:58	0	00:00:00	00:00:00
100169445960151028	1:00 PM		00:00:58			00:00:58				
10/30/2015		3	00:01:41	00:00:34	0	00:00:00	00:00:00	0	00:00:00	00:00:00
1001910798C0151030	8:27 AM		00:00:19							
1001912561C0151030	9:11 AM		00:00:21							
1001914220C0151030	9:45 AM		00:01:02							
Sales Specialist		1	00:00:40	00:00:40	0	00:00:00	00:00:00	0	00:00:00	00:00:00
g		1	00:00:40	00:00:40	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/23/2015		1	00:00:40	00:00:40	0	00:00:00	00:00:00	0	00:00:00	00:00:00
100138545260151023	9:49 AM		00:00:40							
Checking Account Inquiry		1	00:00:52	00:00:52	0	00:00:00	00:00:00	1	00:00:52	00:00:52
WrapUpWG		1	00:00:52	00:00:52	0	00:00:00	00:00:00	1	00:00:52	00:00:52
am		1	00:00:52	00:00:52	0	00:00:00	00:00:00	1	00:00:52	00:00:52
11/4/2015		1	00:00:52	00:00:52	0	00:00:00	00:00:00	1	00:00:52	00:00:52
2001241109C0151105	9:09 PM		00:00:52						00:00:52	
Failure		3	00:00:36	00:00:12	0	00:00:00	00:00:00	0	00:00:00	00:00:00
ARM Collections		1	00:00:22	00:00:22	0	00:00:00	00:00:00	0	00:00:00	00:00:00
an		1	00:00:22	00:00:22	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/21/2015		1	00:00:22	00:00:22	0	00:00:00	00:00:00	0	00:00:00	00:00:00
100128574360151021	6:18 PM		00:00:22							
Sales Specialist		2	00:00:13	00:00:07	0	00:00:00	00:00:00	0	00:00:00	00:00:00

Interaction ID	Wrap-up Time	Total Interactions	Total Duration	Avg Duration	Outbound Interactions	Outbound Duration	Avg Out Duration	Inbound Interactions	Inbound Duration	Avg In Duration
g		2	00:00:13	00:00:07	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/23/2015		2	00:00:13	00:00:07	0	00:00:00	00:00:00	0	00:00:00	00:00:00
100138543960151023	9:49 AM		00:00:11							
100138570960151023	10:01 AM		00:00:02							
Life Conversion		2	00:08:55	00:04:27	0	00:00:00	00:00:00	1	00:06:59	00:06:59
WrapUpWG		2	00:08:55	00:04:27	0	00:00:00	00:00:00	1	00:06:59	00:06:59
son		1	00:01:55	00:01:55	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/26/2015		1	00:01:55	00:01:55	0	00:00:00	00:00:00	0	00:00:00	00:00:00
100154368560151026	1:25 AM		00:01:55							
as		1	00:06:59	00:06:59	0	00:00:00	00:00:00	1	00:06:59	00:06:59
11/5/2015		1	00:06:59	00:06:59	0	00:00:00	00:00:00	1	00:06:59	00:06:59
2001287185C0151105	2:56 PM		00:06:59						00:06:59	
New Customer		1	00:20:31	00:20:31	0	00:00:00	00:00:00	1	00:20:31	00:20:31
WrapUpWG		1	00:20:31	00:20:31	0	00:00:00	00:00:00	1	00:20:31	00:20:31
el		1	00:20:31	00:20:31	0	00:00:00	00:00:00	1	00:20:31	00:20:31
10/28/2015		1	00:20:31	00:20:31	0	00:00:00	00:00:00	1	00:20:31	00:20:31
100170300260151028	4:38 PM		00:20:31						00:20:31	
Not Reached		2	00:01:19	00:00:39	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Sales Specialist		2	00:01:19	00:00:39	0	00:00:00	00:00:00	0	00:00:00	00:00:00
ins		2	00:01:19	00:00:39	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/23/2015		2	00:01:19	00:00:39	0	00:00:00	00:00:00	0	00:00:00	00:00:00
100138723360151023	10:33 AM		00:00:40							
100138727160151023	10:34 AM		00:00:39							

Interaction ID	Wrap-up Time	Total Interactions	Total Duration	Avg Duration	Outbound Interactions	Outbound Duration	Avg Out Duration	Inbound Interactions	Inbound Duration	Avg In Duration
NS		7	00:02:23	00:00:20	0	00:00:00	00:00:00	4	00:01:35	00:00:24
WrapUpWG		7	00:02:23	00:00:20	0	00:00:00	00:00:00	4	00:01:35	00:00:24
[REDACTED]son		1	00:00:30	00:00:30	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/26/2015		1	00:00:30	00:00:30	0	00:00:00	00:00:00	0	00:00:00	00:00:00
100154367260151026	1:24 AM		00:00:30							
[REDACTED]el		1	00:00:19	00:00:19	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/21/2015		1	00:00:19	00:00:19	0	00:00:00	00:00:00	0	00:00:00	00:00:00
100127634060151021	2:31 PM		00:00:19							
[REDACTED]ram		2	00:00:28	00:00:14	0	00:00:00	00:00:00	2	00:00:28	00:00:14
11/4/2015		2	00:00:28	00:00:14	0	00:00:00	00:00:00	2	00:00:28	00:00:14
2001240993C0151105	9:06 PM		00:00:18						00:00:18	
2001240993C0151105	9:07 PM		00:00:10						00:00:10	
[REDACTED]as		1	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
11/5/2015		1	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
2001287340	3:03 PM		00:00:00							
[REDACTED]as		2	00:01:07	00:00:33	0	00:00:00	00:00:00	2	00:01:07	00:00:34
11/4/2015		1	00:00:52	00:00:52	0	00:00:00	00:00:00	1	00:00:52	00:00:52
2001225793C0151104	3:01 PM		00:00:52						00:00:52	
11/5/2015		1	00:00:14	00:00:14	0	00:00:00	00:00:00	1	00:00:14	00:00:14
2001284423C0151105	2:48 PM		00:00:14						00:00:14	
Order Processing		1	00:00:20	00:00:20	0	00:00:00	00:00:00	0	00:00:00	00:00:00
WrapUpWG		1	00:00:20	00:00:20	0	00:00:00	00:00:00	0	00:00:00	00:00:00
[REDACTED]son		1	00:00:20	00:00:20	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/26/2015		1	00:00:20	00:00:20	0	00:00:00	00:00:00	0	00:00:00	00:00:00

Interaction ID	Wrap-up Time	Total Interactions	Total Duration	Avg Duration	Outbound Interactions	Outbound Duration	Avg Out Duration	Inbound Interactions	Inbound Duration	Avg In Duration
100154363460151026	1:23 AM		00:00:20							
Order Status		1	00:04:26	00:04:26	1	00:04:26	00:04:26	0	00:00:00	00:00:00
WrapUpWG		1	00:04:26	00:04:26	1	00:04:26	00:04:26	0	00:00:00	00:00:00
I3.Partner4		1	00:04:26	00:04:26	1	00:04:26	00:04:26	0	00:00:00	00:00:00
10/29/2015		1	00:04:26	00:04:26	1	00:04:26	00:04:26	0	00:00:00	00:00:00
100175250760151029	11:50 AM		00:04:26			00:04:26				
Success		23	00:29:39	00:01:17	5	00:07:08	00:01:26	0	00:00:00	00:00:00
ARM Collections		22	00:19:20	00:00:53	5	00:07:08	00:01:26	0	00:00:00	00:00:00
he		22	00:19:20	00:00:53	5	00:07:08	00:01:26	0	00:00:00	00:00:00
10/21/2015		1	00:00:09	00:00:09	0	00:00:00	00:00:00	0	00:00:00	00:00:00
100128576760151021	6:19 PM		00:00:09							
10/28/2015		3	00:03:49	00:01:16	3	00:03:49	00:01:16	0	00:00:00	00:00:00
100169428860151028	12:54 PM		00:00:20			00:00:20				
100170341960151028	4:28 PM		00:02:42			00:02:42				
100170347960151028	4:31 PM		00:00:48			00:00:48				
10/30/2015		16	00:12:03	00:00:45	0	00:00:00	00:00:00	0	00:00:00	00:00:00
1001910776C0151030	8:27 AM		00:00:15							
1001912613C0151030	9:13 AM		00:00:09							
1001913736C0151030	9:31 AM		00:00:09							
1001913888C0151030	9:33 AM		00:00:26							
1001913974C0151030	9:34 AM		00:01:06							
1001914007C0151030	9:37 AM		00:00:12							
1001914180C0151030	9:43 AM		00:00:14							
1001914190C0151030	9:44 AM		00:00:09							
1001914204C0151030	9:44 AM		00:00:18							

Interaction ID	Wrap-up Time	Total Interactions	Total Duration	Avg Duration	Outbound Interactions	Outbound Duration	Avg Out Duration	Inbound Interactions	Inbound Duration	Avg In Duration
1001914248C0151030	9:46 AM		00:01:51							
1001914294C0151030	9:48 AM		00:00:18							
1001914312C0151030	9:48 AM		00:00:06							
1001914322C0151030	9:49 AM		00:00:12							
1001914333C0151030	9:49 AM		00:00:32							
1001914392C0151030	9:52 AM		00:02:39							
1001914454C0151030	9:54 AM		00:03:27							
11/4/2015		2	00:03:18	00:01:39	2	00:03:18	00:01:39	0	00:00:00	00:00:00
2001224224C0151104	2:17 PM		00:03:07			00:03:07				
2001224355C0151104	2:23 PM		00:00:12			00:00:12				
Sales Specialist		1	00:10:19	00:10:19	0	00:00:00	00:00:00	0	00:00:00	00:00:00
n		1	00:10:19	00:10:19	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/23/2015		1	00:10:19	00:10:19	0	00:00:00	00:00:00	0	00:00:00	00:00:00
100138766460151023	10:51 AM		00:10:19							
Wrong Number		2	00:03:58	00:01:59	0	00:00:00	00:00:00	0	00:00:00	00:00:00
ARM Collections		2	00:03:58	00:01:59	0	00:00:00	00:00:00	0	00:00:00	00:00:00
n		2	00:03:58	00:01:59	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/21/2015		2	00:03:58	00:01:59	0	00:00:00	00:00:00	0	00:00:00	00:00:00
100128056360151021	5:26 PM		00:03:55							
100128568660151021	6:18 PM		00:00:03							
Wrong Party		3	00:00:12	00:00:04	0	00:00:00	00:00:00	0	00:00:00	00:00:00
ARM Collections		2	00:00:09	00:00:04	0	00:00:00	00:00:00	0	00:00:00	00:00:00
.he		1	00:00:04	00:00:04	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/30/2015		1	00:00:04	00:00:04	0	00:00:00	00:00:00	0	00:00:00	00:00:00
1001912658C0151030	9:14 AM		00:00:04							

Interaction ID	Wrap-up Time	Total Interactions	Total Duration	Avg Duration	Outbound Interactions	Outbound Duration	Avg Out Duration	Inbound Interactions	Inbound Duration	Avg In Duration
[REDACTED]an		1	00:00:04	00:00:04	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/21/2015		1	00:00:04	00:00:04	0	00:00:00	00:00:00	0	00:00:00	00:00:00
100128576060151021	6:19 PM		00:00:04							
Sales Specialist		1	00:00:03	00:00:03	0	00:00:00	00:00:00	0	00:00:00	00:00:00
[REDACTED]ng		1	00:00:03	00:00:03	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/23/2015		1	00:00:03	00:00:03	0	00:00:00	00:00:00	0	00:00:00	00:00:00
100138546660151023	9:50 AM		00:00:03							