



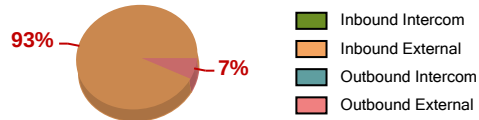
User Call Summary

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

User ID: -

Site: 1

Ext: 11802



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	1911	13:11:55	00:00:25	1776	11:19:48	00:00:23	1776	0	135	01:52:07	00:00:50	135	0
10/27/2015	1911	13:11:55	00:00:25	1776	11:19:48	00:00:23	1776	0	135	01:52:07	00:00:50	135	0

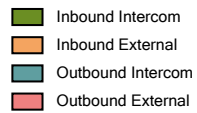
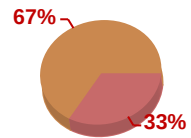
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				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	1	00:07:40	00:07:40	1	00:07:40	00:07:40	1	0	0	00:00:00	00:00:00	0	0
10/27/2015	1	00:07:40	00:07:40	1	00:07:40	00:07:40	1	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	54	04:19:40	00:04:49	54	04:19:40	00:04:49	54	0	0	00:00:00	00:00:00	0	0
10/27/2015	54	04:19:40	00:04:49	54	04:19:40	00:04:49	54	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	1327	21:57:51	00:01:00	889	20:08:31	00:01:22	889	0	438	01:49:20	00:00:15	438	0
10/27/2015	1327	21:57:51	00:01:00	889	20:08:31	00:01:22	889	0	438	01:49:20	00:00:15	438	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	62	06:47:57	00:06:35	62	06:47:57	00:06:35	62	0	0	00:00:00	00:00:00	0	0
10/27/2015	62	06:47:57	00:06:35	62	06:47:57	00:06:35	62	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	1	00:00:16	00:00:16	1	00:00:16	00:00:16	1	0	0	00:00:00	00:00:00	0	0
10/27/2015	1	00:00:16	00:00:16	1	00:00:16	00:00:16	1	0	0	00:00:00	00:00:00	0	0



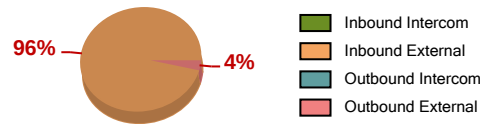
				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	1	00:00:41	00:00:41	1	00:00:41	00:00:41	1	0	0	00:00:00	00:00:00	0	0
10/27/2015	1	00:00:41	00:00:41	1	00:00:41	00:00:41	1	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	54	07:00:46	00:07:48	54	07:00:46	00:07:48	54	0	0	00:00:00	00:00:00	0	0
10/27/2015	54	07:00:46	00:07:48	54	07:00:46	00:07:48	54	0	0	00:00:00	00:00:00	0	0

 Inbound Intercom
 Inbound External
 Outbound Intercom
 Outbound External

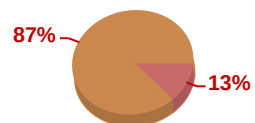
				Inbound  					Outbound  				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	1	00:00:26	00:00:26	0	00:00:00	00:00:00	0	0	0	00:00:00	00:00:00	0	0
10/27/2015	1	00:00:26	00:00:26	0	00:00:00	00:00:00	0	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	597	1:03:23:04	00:02:45	575	1:03:17:35	00:02:51	575	0	22	00:05:29	00:00:15	22	0
10/27/2015	597	1:03:23:04	00:02:45	575	1:03:17:35	00:02:51	575	0	22	00:05:29	00:00:15	22	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	158	13:05:30	00:04:58	158	13:05:30	00:04:58	158	0	0	00:00:00	00:00:00	0	0
10/27/2015	158	13:05:30	00:04:58	158	13:05:30	00:04:58	158	0	0	00:00:00	00:00:00	0	0



- Inbound Intercom
- Inbound External
- Outbound Intercom
- Outbound External

				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	721	1:02:58:58	00:02:15	629	1:02:35:57	00:02:32	629	0	92	00:23:01	00:00:15	92	0
10/27/2015	721	1:02:58:58	00:02:15	629	1:02:35:57	00:02:32	629	0	92	00:23:01	00:00:15	92	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	52	04:00:51	00:04:38	52	04:00:51	00:04:38	52	0	0	00:00:00	00:00:00	0	0
10/27/2015	52	04:00:51	00:04:38	52	04:00:51	00:04:38	52	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	48	03:44:15	00:04:40	48	03:44:15	00:04:40	48	0	0	00:00:00	00:00:00	0	0
10/27/2015	48	03:44:15	00:04:40	48	03:44:15	00:04:40	48	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	44	04:27:08	00:06:04	44	04:27:08	00:06:04	44	0	0	00:00:00	00:00:00	0	0
10/27/2015	44	04:27:08	00:06:04	44	04:27:08	00:06:04	44	0	0	00:00:00	00:00:00	0	0



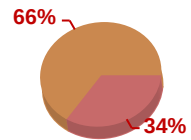
				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	164	13:00:55	00:04:46	164	13:00:55	00:04:46	164	0	0	00:00:00	00:00:00	0	0
10/27/2015	164	13:00:55	00:04:46	164	13:00:55	00:04:46	164	0	0	00:00:00	00:00:00	0	0

 Inbound Intercom
 Inbound External
 Outbound Intercom
 Outbound External

				Inbound  					Outbound  				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	10	2:21:49:34	06:58:57	10	2:21:49:34	06:58:57	0	0	0	00:00:00	00:00:00	0	0
10/27/2015	10	2:21:49:34	06:58:57	10	2:21:49:34	06:58:57	0	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	69	05:37:28	00:04:53	69	05:37:28	00:04:53	69	0	0	00:00:00	00:00:00	0	0
10/27/2015	69	05:37:28	00:04:53	69	05:37:28	00:04:53	69	0	0	00:00:00	00:00:00	0	0



■ Inbound Intercom
■ Inbound External
■ Outbound Intercom
■ Outbound External

				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	1384	21:50:12	00:00:57	916	19:53:18	00:01:18	916	0	468	01:56:54	00:00:15	468	0
10/27/2015	1384	21:50:12	00:00:57	916	19:53:18	00:01:18	916	0	468	01:56:54	00:00:15	468	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	31	02:26:12	00:04:43	31	02:26:12	00:04:43	31	0	0	00:00:00	00:00:00	0	0
10/27/2015	31	02:26:12	00:04:43	31	02:26:12	00:04:43	31	0	0	00:00:00	00:00:00	0	0

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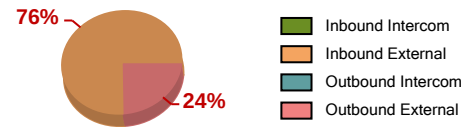


Inbound Intercom
Inbound External
Outbound Intercom
Outbound External

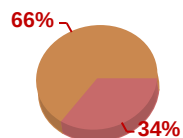
				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	4	00:03:43	00:00:56	0	00:00:00	00:00:00	0	0	4	00:03:43	00:00:56	4	0
10/27/2015	4	00:03:43	00:00:56	0	00:00:00	00:00:00	0	0	4	00:03:43	00:00:56	4	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	169	12:39:25	00:04:30	169	12:39:25	00:04:30	169	0	0	00:00:00	00:00:00	0	0
10/27/2015	169	12:39:25	00:04:30	169	12:39:25	00:04:30	169	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	21	01:40:48	00:04:48	16	01:37:42	00:06:06	16	0	5	00:03:06	00:00:37	5	0
10/27/2015	21	01:40:48	00:04:48	16	01:37:42	00:06:06	16	0	5	00:03:06	00:00:37	5	0



■ Inbound Intercom
■ Inbound External
■ Outbound Intercom
■ Outbound External

				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	1419	21:54:37	00:00:56	932	19:53:06	00:01:17	932	0	487	02:01:31	00:00:15	487	0
10/27/2015	1419	21:54:37	00:00:56	932	19:53:06	00:01:17	932	0	487	02:01:31	00:00:15	487	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	160	11:48:39	00:04:26	160	11:48:39	00:04:26	160	0	0	00:00:00	00:00:00	0	0
10/27/2015	160	11:48:39	00:04:26	160	11:48:39	00:04:26	160	0	0	00:00:00	00:00:00	0	0



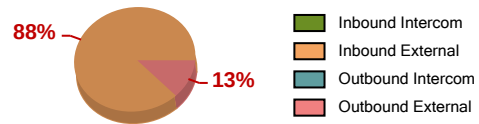
				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	48	04:01:56	00:05:02	48	04:01:56	00:05:02	48	0	0	00:00:00	00:00:00	0	0
10/27/2015	48	04:01:56	00:05:02	48	04:01:56	00:05:02	48	0	0	00:00:00	00:00:00	0	0



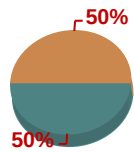
				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	73	04:27:29	00:03:40	73	04:27:29	00:03:40	73	0	0	00:00:00	00:00:00	0	0
10/27/2015	73	04:27:29	00:03:40	73	04:27:29	00:03:40	73	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	230	21:52:27	00:05:42	0	00:00:00	00:00:00	0	0	230	21:52:27	00:05:42	230	0
10/27/2015	230	21:52:27	00:05:42	0	00:00:00	00:00:00	0	0	230	21:52:27	00:05:42	230	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	680	1:03:37:31	00:02:26	595	1:03:16:14	00:02:45	595	0	85	00:21:17	00:00:15	85	0
10/27/2015	680	1:03:37:31	00:02:26	595	1:03:16:14	00:02:45	595	0	85	00:21:17	00:00:15	85	0



■ Inbound Intercom
■ Inbound External
■ Outbound Intercom
■ Outbound External

	Inbound									Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom		Count	Duration	Avg.	External	Intercom
	3	00:08:06	00:02:42	1	00:07:11	00:07:11	1	0		1	00:00:28	00:00:28	0	1
10/27/2015	3	00:08:06	00:02:42	1	00:07:11	00:07:11	1	0		1	00:00:28	00:00:28	0	1



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	143	14:23:36	00:06:02	143	14:23:36	00:06:02	143	0	0	00:00:00	00:00:00	0	0
10/27/2015	143	14:23:36	00:06:02	143	14:23:36	00:06:02	143	0	0	00:00:00	00:00:00	0	0

100%



Inbound Intercom
Inbound External
Outbound Intercom
Outbound External

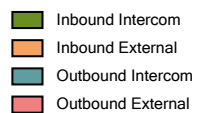
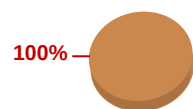
				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	28	02:28:42	00:05:19	28	02:28:42	00:05:19	28	0	0	00:00:00	00:00:00	0	0
10/27/2015	28	02:28:42	00:05:19	28	02:28:42	00:05:19	28	0	0	00:00:00	00:00:00	0	0



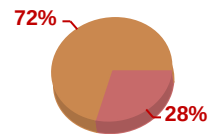
				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	4	03:39:15	00:54:49	0	00:00:00	00:00:00	0	0	4	03:39:15	00:54:49	4	0
10/27/2015	4	03:39:15	00:54:49	0	00:00:00	00:00:00	0	0	4	03:39:15	00:54:49	4	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	74	06:33:25	00:05:19	74	06:33:25	00:05:19	74	0	0	00:00:00	00:00:00	0	0
10/27/2015	74	06:33:25	00:05:19	74	06:33:25	00:05:19	74	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	30	02:28:31	00:04:57	30	02:28:31	00:04:57	30	0	0	00:00:00	00:00:00	0	0
10/27/2015	30	02:28:31	00:04:57	30	02:28:31	00:04:57	30	0	0	00:00:00	00:00:00	0	0



■ Inbound Intercom
■ Inbound External
■ Outbound Intercom
■ Outbound External

	Inbound									Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom		Count	Duration	Avg.	External	Intercom
	1165	1:02:31:25	00:01:22	833	1:01:08:31	00:01:49	833	0		332	01:22:54	00:00:15	332	0
10/27/2015	1165	1:02:31:25	00:01:22	833	1:01:08:31	00:01:49	833	0		332	01:22:54	00:00:15	332	0

100%



Inbound Intercom
Inbound External
Outbound Intercom
Outbound External

				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	60	05:18:59	00:05:19	60	05:18:59	00:05:19	60	0	0	00:00:00	00:00:00	0	0
10/27/2015	60	05:18:59	00:05:19	60	05:18:59	00:05:19	60	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	48	03:49:12	00:04:46	48	03:49:12	00:04:46	48	0	0	00:00:00	00:00:00	0	0
10/27/2015	48	03:49:12	00:04:46	48	03:49:12	00:04:46	48	0	0	00:00:00	00:00:00	0	0



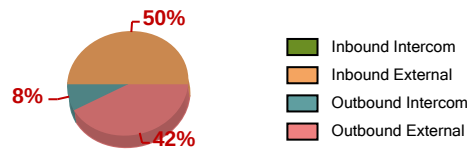
				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	239	21:34:17	00:05:25	0	00:00:00	00:00:00	0	0	239	21:34:17	00:05:25	239	0
10/27/2015	239	21:34:17	00:05:25	0	00:00:00	00:00:00	0	0	239	21:34:17	00:05:25	239	0



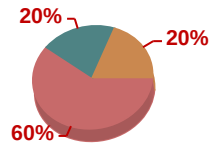
				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	155	13:43:10	00:05:19	155	13:43:10	00:05:19	155	0	0	00:00:00	00:00:00	0	0
10/27/2015	155	13:43:10	00:05:19	155	13:43:10	00:05:19	155	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	53	04:02:53	00:04:35	53	04:02:53	00:04:35	53	0	0	00:00:00	00:00:00	0	0
10/27/2015	53	04:02:53	00:04:35	53	04:02:53	00:04:35	53	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	12	00:32:39	00:02:43	6	00:26:33	00:04:26	6	0	6	00:06:06	00:01:01	5	1
10/27/2015	12	00:32:39	00:02:43	6	00:26:33	00:04:26	6	0	6	00:06:06	00:01:01	5	1



■ Inbound Intercom
■ Inbound External
■ Outbound Intercom
■ Outbound External

				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	5	00:11:59	00:02:24	1	00:02:26	00:02:26	1	0	4	00:09:33	00:02:23	3	1
10/27/2015	5	00:11:59	00:02:24	1	00:02:26	00:02:26	1	0	4	00:09:33	00:02:23	3	1



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	68	05:09:13	00:04:33	68	05:09:13	00:04:33	68	0	0	00:00:00	00:00:00	0	0
10/27/2015	68	05:09:13	00:04:33	68	05:09:13	00:04:33	68	0	0	00:00:00	00:00:00	0	0



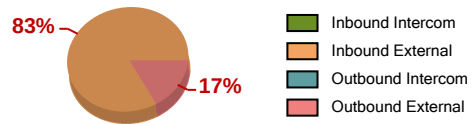
				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	49	03:59:36	00:04:53	49	03:59:36	00:04:53	49	0	0	00:00:00	00:00:00	0	0
10/27/2015	49	03:59:36	00:04:53	49	03:59:36	00:04:53	49	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	67	05:36:05	00:05:01	67	05:36:05	00:05:01	67	0	0	00:00:00	00:00:00	0	0
10/27/2015	67	05:36:05	00:05:01	67	05:36:05	00:05:01	67	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	155	12:13:36	00:04:44	155	12:13:36	00:04:44	155	0	0	00:00:00	00:00:00	0	0
10/27/2015	155	12:13:36	00:04:44	155	12:13:36	00:04:44	155	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	889	1:05:15:14	00:01:58	742	1:04:38:26	00:02:19	742	0	147	00:36:48	00:00:15	147	0
10/27/2015	889	1:05:15:14	00:01:58	742	1:04:38:26	00:02:19	742	0	147	00:36:48	00:00:15	147	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	169	13:33:10	00:04:49	169	13:33:10	00:04:49	169	0	0	00:00:00	00:00:00	0	0
10/27/2015	169	13:33:10	00:04:49	169	13:33:10	00:04:49	169	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	69	05:19:39	00:04:38	69	05:19:39	00:04:38	69	0	0	00:00:00	00:00:00	0	0
10/27/2015	69	05:19:39	00:04:38	69	05:19:39	00:04:38	69	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	47	03:46:03	00:04:49	47	03:46:03	00:04:49	47	0	0	00:00:00	00:00:00	0	0
10/27/2015	47	03:46:03	00:04:49	47	03:46:03	00:04:49	47	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	70	04:15:45	00:03:39	70	04:15:45	00:03:39	70	0	0	00:00:00	00:00:00	0	0
10/27/2015	70	04:15:45	00:03:39	70	04:15:45	00:03:39	70	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	29	02:22:39	00:04:55	29	02:22:39	00:04:55	29	0	0	00:00:00	00:00:00	0	0
10/27/2015	29	02:22:39	00:04:55	29	02:22:39	00:04:55	29	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	49	03:34:48	00:04:23	49	03:34:48	00:04:23	49	0	0	00:00:00	00:00:00	0	0
10/27/2015	49	03:34:48	00:04:23	49	03:34:48	00:04:23	49	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	167	13:33:54	00:04:52	167	13:33:54	00:04:52	167	0	0	00:00:00	00:00:00	0	0
10/27/2015	167	13:33:54	00:04:52	167	13:33:54	00:04:52	167	0	0	00:00:00	00:00:00	0	0

 Inbound Intercom
 Inbound External
 Outbound Intercom
 Outbound External

				Inbound  					Outbound  				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	4	00:01:28	00:00:22	4	00:01:28	00:00:22	0	0	0	00:00:00	00:00:00	0	0
10/27/2015	4	00:01:28	00:00:22	4	00:01:28	00:00:22	0	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	33	02:07:02	00:03:51	33	02:07:02	00:03:51	33	0	0	00:00:00	00:00:00	0	0
10/27/2015	33	02:07:02	00:03:51	33	02:07:02	00:03:51	33	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	29	02:36:07	00:05:23	29	02:36:07	00:05:23	29	0	0	00:00:00	00:00:00	0	0
10/27/2015	29	02:36:07	00:05:23	29	02:36:07	00:05:23	29	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	172	12:41:56	00:04:26	172	12:41:56	00:04:26	172	0	0	00:00:00	00:00:00	0	0
10/27/2015	172	12:41:56	00:04:26	172	12:41:56	00:04:26	172	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	32	02:21:27	00:04:25	32	02:21:27	00:04:25	32	0	0	00:00:00	00:00:00	0	0
10/27/2015	32	02:21:27	00:04:25	32	02:21:27	00:04:25	32	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	30	02:21:37	00:04:43	30	02:21:37	00:04:43	30	0	0	00:00:00	00:00:00	0	0
10/27/2015	30	02:21:37	00:04:43	30	02:21:37	00:04:43	30	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	49	04:15:57	00:05:13	49	04:15:57	00:05:13	49	0	0	00:00:00	00:00:00	0	0
10/27/2015	49	04:15:57	00:05:13	49	04:15:57	00:05:13	49	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	70	05:25:50	00:04:39	70	05:25:50	00:04:39	70	0	0	00:00:00	00:00:00	0	0
10/27/2015	70	05:25:50	00:04:39	70	05:25:50	00:04:39	70	0	0	00:00:00	00:00:00	0	0

100%



Inbound Intercom
Inbound External
Outbound Intercom
Outbound External

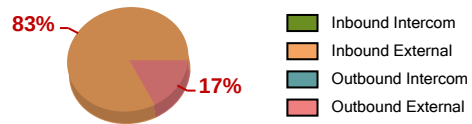
				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	55	05:09:01	00:05:37	55	05:09:01	00:05:37	55	0	0	00:00:00	00:00:00	0	0
10/27/2015	55	05:09:01	00:05:37	55	05:09:01	00:05:37	55	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	62	04:09:58	00:04:02	62	04:09:58	00:04:02	62	0	0	00:00:00	00:00:00	0	0
10/27/2015	62	04:09:58	00:04:02	62	04:09:58	00:04:02	62	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	50	03:59:30	00:04:47	50	03:59:30	00:04:47	50	0	0	00:00:00	00:00:00	0	0
10/27/2015	50	03:59:30	00:04:47	50	03:59:30	00:04:47	50	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	701	1:06:25:20	00:02:36	582	1:05:55:32	00:03:05	582	0	119	00:29:48	00:00:15	119	0
10/27/2015	701	1:06:25:20	00:02:36	582	1:05:55:32	00:03:05	582	0	119	00:29:48	00:00:15	119	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	67	05:26:15	00:04:52	67	05:26:15	00:04:52	67	0	0	00:00:00	00:00:00	0	0
10/27/2015	67	05:26:15	00:04:52	67	05:26:15	00:04:52	67	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	52	04:26:56	00:05:08	52	04:26:56	00:05:08	52	0	0	00:00:00	00:00:00	0	0
10/27/2015	52	04:26:56	00:05:08	52	04:26:56	00:05:08	52	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	52	05:12:18	00:06:00	52	05:12:18	00:06:00	52	0	0	00:00:00	00:00:00	0	0
10/27/2015	52	05:12:18	00:06:00	52	05:12:18	00:06:00	52	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	27	02:39:57	00:05:55	27	02:39:57	00:05:55	27	0	0	00:00:00	00:00:00	0	0
10/27/2015	27	02:39:57	00:05:55	27	02:39:57	00:05:55	27	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	55	04:12:35	00:04:36	55	04:12:35	00:04:36	55	0	0	00:00:00	00:00:00	0	0
10/27/2015	55	04:12:35	00:04:36	55	04:12:35	00:04:36	55	0	0	00:00:00	00:00:00	0	0



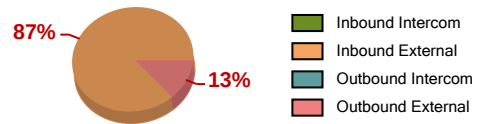
				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	37	01:47:49	00:02:55	37	01:47:49	00:02:55	37	0	0	00:00:00	00:00:00	0	0
10/27/2015	37	01:47:49	00:02:55	37	01:47:49	00:02:55	37	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	54	04:30:25	00:05:00	54	04:30:25	00:05:00	54	0	0	00:00:00	00:00:00	0	0
10/27/2015	54	04:30:25	00:05:00	54	04:30:25	00:05:00	54	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	66	04:55:05	00:04:28	66	04:55:05	00:04:28	66	0	0	00:00:00	00:00:00	0	0
10/27/2015	66	04:55:05	00:04:28	66	04:55:05	00:04:28	66	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	663	1:07:05:15	00:02:49	576	1:06:43:30	00:03:12	576	0	87	00:21:45	00:00:15	87	0
10/27/2015	663	1:07:05:15	00:02:49	576	1:06:43:30	00:03:12	576	0	87	00:21:45	00:00:15	87	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	30	02:35:14	00:05:10	30	02:35:14	00:05:10	30	0	0	00:00:00	00:00:00	0	0
10/27/2015	30	02:35:14	00:05:10	30	02:35:14	00:05:10	30	0	0	00:00:00	00:00:00	0	0

100%



 Inbound Intercom
 Inbound External
 Outbound Intercom
 Outbound External

				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	48	03:53:42	00:04:52	48	03:53:42	00:04:52	48	0	0	00:00:00	00:00:00	0	0
10/27/2015	48	03:53:42	00:04:52	48	03:53:42	00:04:52	48	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	48	04:18:12	00:05:23	48	04:18:12	00:05:23	48	0	0	00:00:00	00:00:00	0	0
10/27/2015	48	04:18:12	00:05:23	48	04:18:12	00:05:23	48	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	5	00:29:34	00:05:55	4	00:29:07	00:07:17	4	0	0	00:00:00	00:00:00	0	0
10/27/2015	5	00:29:34	00:05:55	4	00:29:07	00:07:17	4	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	48	03:56:49	00:04:56	48	03:56:49	00:04:56	48	0	0	00:00:00	00:00:00	0	0
10/27/2015	48	03:56:49	00:04:56	48	03:56:49	00:04:56	48	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	33	02:06:38	00:03:50	33	02:06:38	00:03:50	33	0	0	00:00:00	00:00:00	0	0
10/27/2015	33	02:06:38	00:03:50	33	02:06:38	00:03:50	33	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	61	05:06:04	00:05:01	61	05:06:04	00:05:01	61	0	0	00:00:00	00:00:00	0	0
10/27/2015	61	05:06:04	00:05:01	61	05:06:04	00:05:01	61	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	28	02:36:16	00:05:35	28	02:36:16	00:05:35	28	0	0	00:00:00	00:00:00	0	0
10/27/2015	28	02:36:16	00:05:35	28	02:36:16	00:05:35	28	0	0	00:00:00	00:00:00	0	0



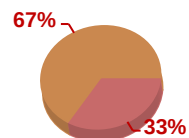
				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	57	04:47:39	00:05:03	57	04:47:39	00:05:03	57	0	0	00:00:00	00:00:00	0	0
10/27/2015	57	04:47:39	00:05:03	57	04:47:39	00:05:03	57	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	65	05:26:45	00:05:02	65	05:26:45	00:05:02	65	0	0	00:00:00	00:00:00	0	0
10/27/2015	65	05:26:45	00:05:02	65	05:26:45	00:05:02	65	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	62	02:58:42	00:02:53	62	02:58:42	00:02:53	62	0	0	00:00:00	00:00:00	0	0
10/27/2015	62	02:58:42	00:02:53	62	02:58:42	00:02:53	62	0	0	00:00:00	00:00:00	0	0

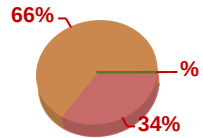


■ Inbound Intercom
■ Inbound External
■ Outbound Intercom
■ Outbound External

				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	4	00:12:41	00:03:10	2	00:06:41	00:03:20	2	0	1	00:05:34	00:05:34	1	0
10/27/2015	4	00:12:41	00:03:10	2	00:06:41	00:03:20	2	0	1	00:05:34	00:05:34	1	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	50	03:28:18	00:04:10	50	03:28:18	00:04:10	50	0	0	00:00:00	00:00:00	0	0
10/27/2015	50	03:28:18	00:04:10	50	03:28:18	00:04:10	50	0	0	00:00:00	00:00:00	0	0



■ Inbound Intercom
■ Inbound External
■ Outbound Intercom
■ Outbound External

				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	1389	22:36:39	00:00:59	916	20:38:27	00:01:21	914	2	473	01:58:12	00:00:15	473	0
10/27/2015	1389	22:36:39	00:00:59	916	20:38:27	00:01:21	914	2	473	01:58:12	00:00:15	473	0

100%



Inbound Intercom
Inbound External
Outbound Intercom
Outbound External

				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	35	03:06:04	00:05:19	35	03:06:04	00:05:19	35	0	0	00:00:00	00:00:00	0	0
10/27/2015	35	03:06:04	00:05:19	35	03:06:04	00:05:19	35	0	0	00:00:00	00:00:00	0	0

 Inbound Intercom
 Inbound External
 Outbound Intercom
 Outbound External

				Inbound  					Outbound  				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	58	00:32:34	00:00:34	58	00:32:34	00:00:34	0	0	0	00:00:00	00:00:00	0	0
10/27/2015	58	00:32:34	00:00:34	58	00:32:34	00:00:34	0	0	0	00:00:00	00:00:00	0	0

100%



Inbound Intercom
Inbound External
Outbound Intercom
Outbound External

				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	60	05:19:00	00:05:19	60	05:19:00	00:05:19	60	0	0	00:00:00	00:00:00	0	0
10/27/2015	60	05:19:00	00:05:19	60	05:19:00	00:05:19	60	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	3	00:03:24	00:01:08	0	00:00:00	00:00:00	0	0	3	00:03:24	00:01:08	3	0
10/27/2015	3	00:03:24	00:01:08	0	00:00:00	00:00:00	0	0	3	00:03:24	00:01:08	3	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	5	00:29:21	00:05:52	5	00:29:21	00:05:52	5	0	0	00:00:00	00:00:00	0	0
10/27/2015	5	00:29:21	00:05:52	5	00:29:21	00:05:52	5	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	49	03:55:29	00:04:48	49	03:55:29	00:04:48	49	0	0	00:00:00	00:00:00	0	0
10/27/2015	49	03:55:29	00:04:48	49	03:55:29	00:04:48	49	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	239	21:41:41	00:05:27	0	00:00:00	00:00:00	0	0	239	21:41:41	00:05:27	239	0
10/27/2015	239	21:41:41	00:05:27	0	00:00:00	00:00:00	0	0	239	21:41:41	00:05:27	239	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	50	04:52:18	00:05:51	50	04:52:18	00:05:51	50	0	0	00:00:00	00:00:00	0	0
10/27/2015	50	04:52:18	00:05:51	50	04:52:18	00:05:51	50	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	54	04:38:30	00:05:09	54	04:38:30	00:05:09	54	0	0	00:00:00	00:00:00	0	0
10/27/2015	54	04:38:30	00:05:09	54	04:38:30	00:05:09	54	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	230	21:44:45	00:05:40	0	00:00:00	00:00:00	0	0	230	21:44:45	00:05:40	230	0
10/27/2015	230	21:44:45	00:05:40	0	00:00:00	00:00:00	0	0	230	21:44:45	00:05:40	230	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	54	04:21:08	00:04:50	54	04:21:08	00:04:50	54	0	0	00:00:00	00:00:00	0	0
10/27/2015	54	04:21:08	00:04:50	54	04:21:08	00:04:50	54	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	233	21:44:07	00:05:36	0	00:00:00	00:00:00	0	0	233	21:44:07	00:05:36	233	0
10/27/2015	233	21:44:07	00:05:36	0	00:00:00	00:00:00	0	0	233	21:44:07	00:05:36	233	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	64	04:00:31	00:03:45	64	04:00:31	00:03:45	64	0	0	00:00:00	00:00:00	0	0
10/27/2015	64	04:00:31	00:03:45	64	04:00:31	00:03:45	64	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	51	03:51:37	00:04:32	51	03:51:37	00:04:32	51	0	0	00:00:00	00:00:00	0	0
10/27/2015	51	03:51:37	00:04:32	51	03:51:37	00:04:32	51	0	0	00:00:00	00:00:00	0	0



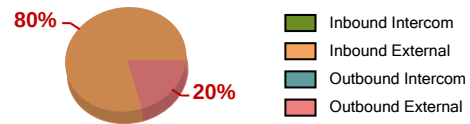
				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	47	04:17:33	00:05:29	47	04:17:33	00:05:29	47	0	0	00:00:00	00:00:00	0	0
10/27/2015	47	04:17:33	00:05:29	47	04:17:33	00:05:29	47	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	32	02:23:08	00:04:28	32	02:23:08	00:04:28	32	0	0	00:00:00	00:00:00	0	0
10/27/2015	32	02:23:08	00:04:28	32	02:23:08	00:04:28	32	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	55	04:31:58	00:04:57	55	04:31:58	00:04:57	55	0	0	00:00:00	00:00:00	0	0
10/27/2015	55	04:31:58	00:04:57	55	04:31:58	00:04:57	55	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	5	00:15:07	00:03:01	4	00:15:04	00:03:46	4	0	1	00:00:03	00:00:03	1	0
10/27/2015	5	00:15:07	00:03:01	4	00:15:04	00:03:46	4	0	1	00:00:03	00:00:03	1	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	236	21:42:30	00:05:31	0	00:00:00	00:00:00	0	0	236	21:42:30	00:05:31	236	0
10/27/2015	236	21:42:30	00:05:31	0	00:00:00	00:00:00	0	0	236	21:42:30	00:05:31	236	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	53	04:31:49	00:05:08	53	04:31:49	00:05:08	53	0	0	00:00:00	00:00:00	0	0
10/27/2015	53	04:31:49	00:05:08	53	04:31:49	00:05:08	53	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	51	04:31:30	00:05:19	51	04:31:30	00:05:19	51	0	0	00:00:00	00:00:00	0	0
10/27/2015	51	04:31:30	00:05:19	51	04:31:30	00:05:19	51	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	34	02:05:13	00:03:41	34	02:05:13	00:03:41	34	0	0	00:00:00	00:00:00	0	0
10/27/2015	34	02:05:13	00:03:41	34	02:05:13	00:03:41	34	0	0	00:00:00	00:00:00	0	0



	Inbound									Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom		Count	Duration	Avg.	External	Intercom
	53	04:47:05	00:05:25	53	04:47:05	00:05:25	53	0		0	00:00:00	00:00:00	0	0
10/27/2015	53	04:47:05	00:05:25	53	04:47:05	00:05:25	53	0		0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	1	00:32:51	00:32:51	1	00:32:51	00:32:51	1	0	0	00:00:00	00:00:00	0	0
10/27/2015	1	00:32:51	00:32:51	1	00:32:51	00:32:51	1	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	32	02:18:36	00:04:20	32	02:18:36	00:04:20	32	0	0	00:00:00	00:00:00	0	0
10/27/2015	32	02:18:36	00:04:20	32	02:18:36	00:04:20	32	0	0	00:00:00	00:00:00	0	0

100%



 Inbound Intercom
 Inbound External
 Outbound Intercom
 Outbound External

				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	27	02:47:24	00:06:12	27	02:47:24	00:06:12	27	0	0	00:00:00	00:00:00	0	0
10/27/2015	27	02:47:24	00:06:12	27	02:47:24	00:06:12	27	0	0	00:00:00	00:00:00	0	0

100%



 Inbound Intercom
 Inbound External
 Outbound Intercom
 Outbound External

				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	53	04:21:33	00:04:56	53	04:21:33	00:04:56	53	0	0	00:00:00	00:00:00	0	0
10/27/2015	53	04:21:33	00:04:56	53	04:21:33	00:04:56	53	0	0	00:00:00	00:00:00	0	0

100%



 Inbound Intercom
 Inbound External
 Outbound Intercom
 Outbound External

				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	45	04:13:25	00:05:38	45	04:13:25	00:05:38	45	0	0	00:00:00	00:00:00	0	0
10/27/2015	45	04:13:25	00:05:38	45	04:13:25	00:05:38	45	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	49	03:59:52	00:04:54	49	03:59:52	00:04:54	49	0	0	00:00:00	00:00:00	0	0
10/27/2015	49	03:59:52	00:04:54	49	03:59:52	00:04:54	49	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	66	04:52:01	00:04:25	66	04:52:01	00:04:25	66	0	0	00:00:00	00:00:00	0	0
10/27/2015	66	04:52:01	00:04:25	66	04:52:01	00:04:25	66	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	44	04:38:02	00:06:19	44	04:38:02	00:06:19	44	0	0	00:00:00	00:00:00	0	0
10/27/2015	44	04:38:02	00:06:19	44	04:38:02	00:06:19	44	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	2	00:02:06	00:01:03	2	00:02:06	00:01:03	2	0	0	00:00:00	00:00:00	0	0
10/27/2015	2	00:02:06	00:01:03	2	00:02:06	00:01:03	2	0	0	00:00:00	00:00:00	0	0

100%



Inbound Intercom
Inbound External
Outbound Intercom
Outbound External

				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	79	05:00:21	00:03:48	79	05:00:21	00:03:48	79	0	0	00:00:00	00:00:00	0	0
10/27/2015	79	05:00:21	00:03:48	79	05:00:21	00:03:48	79	0	0	00:00:00	00:00:00	0	0

100%



Inbound Intercom
Inbound External
Outbound Intercom
Outbound External

				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	45	04:03:59	00:05:25	45	04:03:59	00:05:25	45	0	0	00:00:00	00:00:00	0	0
10/27/2015	45	04:03:59	00:05:25	45	04:03:59	00:05:25	45	0	0	00:00:00	00:00:00	0	0



				Inbound					Outbound				
	Count	Duration	Avg.	Count	Duration	Avg.	External	Intercom	Count	Duration	Avg.	External	Intercom
	62	02:57:26	00:02:52	62	02:57:26	00:02:52	62	0	0	00:00:00	00:00:00	0	0
10/27/2015	62	02:57:26	00:02:52	62	02:57:26	00:02:52	62	0	0	00:00:00	00:00:00	0	0