Wrap Up Codes

Date Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Display interaction detail:	Yes
Group Order:	Wrap Up Code, Queue, User, Date

	Total Interactions	Total Duration	Avg Duration	Outbound Interactions	Outbound Duration	Avg Out Duration	Inbound Interactions	Inbound Duration	Avg In Duration
Answering Machine	2	00:00:11	00:00:05	0	00:00:00	00:00:00	0	00:00:00	00:00:00
ARM Collections	2	00:00:11	00:00:05	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Brad.Forsythe	1	00:00:06	00:00:06	0	00:00:00	00:00:00	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
6:20 PM		00:00:06							
Rian.Logan	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
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
Russ.Johnson	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
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
Justin.Hawkins	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
11:02 AM		00:00:03							
Callback	1	00:00:40	00:00:40	0	00:00:00	00:00:00	0	00:00:00	00:00:00

	Total Interactions	Total Duration	Avg Duration	Outbound Interactions	Outbound Duration	Avg Out Duration	Inbound Interactions	Inbound Duration	Avg In Duration
Sales Specialist	1	00:00:40	00:00:40	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Erik.Skoog	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
9:49 AM		00:00:40							
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
Rian.Logan	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
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
Erik.Skoog	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
9:49 AM		00:00:11							
10:01 AM		00:00:02							
Life Conversion	1	00:01:55	00:01:55	0	00:00:00	00:00:00	0	00:00:00	00:00:00
WrapUpWG	1	00:01:55	00:01:55	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Aaron.Robertson	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
1:25 AM		00:01:55							
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
Justin.Hawkins	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
10:33 AM		00:00:40							
10:34 AM		00:00:39							

	Total Interactions	Total Duration	Avg Duration	Outbound Interactions	Outbound Duration	Avg Out Duration	Inbound Interactions	Inbound Duration	Avg In Duration
NS	2	00:00:49	00:00:24	0	00:00:00	00:00:00	0	00:00:00	00:00:00
WrapUpWG	2	00:00:49	00:00:24	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Aaron.Robertson	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
1:24 AM		00:00:30							
howard.frenkel	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
2:31 PM		00:00:19							
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
Aaron.Robertson	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
1:23 AM		00:00:20							
Success	2	00:10:28	00:05:14	0	00:00:00	00:00:00	0	00:00:00	00:00:00
ARM Collections	1	00:00:09	00:00:09	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Brad.Forsythe	1	00:00:09	00:00:09	0	00:00:00	00:00:00	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
6:19 PM		00:00:09							
Sales Specialist	1	00:10:19	00:10:19	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Rian.Logan	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
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

		Total Interactions	Total Duration	Avg Duration	Outbound Interactions	Outbound Duration	Avg Out Duration	Inbound Interactions	Inbound Duration	Avg In Duration
ARM Collections		2	00:03:58	00:01:59	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Rian.Logan		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
	5:26 PM		00:03:55							
	6:18 PM		00:00:03							
Wrong Party		2	00:00:07	00:00:04	0	00:00:00	00:00:00	0	00:00:00	00:00:00
ARM Collections		1	00:00:04	00:00:04	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Rian.Logan		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
	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
Erik.Skoog		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
	9:50 AM		00:00:03							