



## TEMPLATE - Hunt Group Report

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Description	Calls to Hunt Group(s) summarized by User
Date/Time Range	Oct 03, 2021 - Oct 09, 2021 8:00:00 AM CDT - 4:59:59 PM CDT
Cluster	Mexico City - 11.X Cluster

### Search Criteria Summary

Search Set	Total Call Count	Total Average Call Duration	Total Call Duration	Total Average Ring Duration	Answered Call %	Abandoned Call %	Voice Mail Call %
Hunt Group	235	00:01:55	06:05:26	00:00:23	77.02%	1.28%	3.83%

### Terminating CUCM End User ID Summary

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Terminating CUCM End User ID	Department	Total Call Count	Answered Call Count	Total Average Call Duration	Total Call Duration	Total Average Ring Duration
GRACE, BILL (BGRACE)	Maintenance	53	39	00:01:52	01:12:48	00:00:23
OLMSTEAD, NIKKI (NOLMSTEAD)	Maintenance	34	24	00:01:55	00:45:56	00:00:26
LIEBLER, ANGELA (ALIEBLER)	Maintenance	25	19	00:02:11	00:41:35	00:00:20



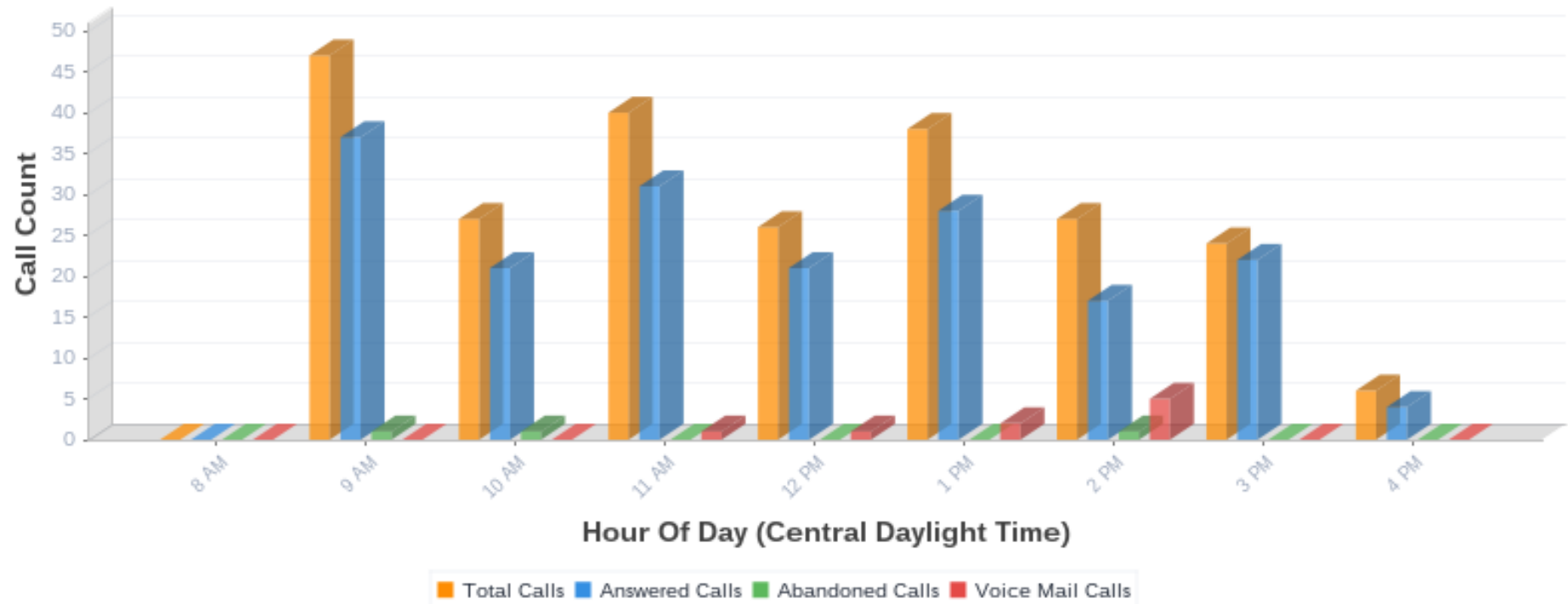
Terminating CUCM End User ID	Department	Total Call Count	Answered Call Count	Total Average Call Duration	Total Call Duration	Total Average Ring Duration
BEAKES, KIMBERLY (KBEAKES)	Maintenance	23	19	00:02:48	00:53:05	00:00:20
CODER, MINCIE (MCODER)	Maintenance	22	19	00:02:14	00:42:20	00:00:23
KAKRETZ, LINDSEY (LKAKRETZ)	Maintenance	17	15	00:02:10	00:32:24	00:00:24
DEHAVEN, LAUREN (LDEHAVEN)	Maintenance	13	11	00:01:48	00:19:47	00:00:21
RYAN, SHARON (SRyan)	Maintenance	9	8	00:02:00	00:15:57	00:00:24
BROWN, DONNA (DBROWN)	Maintenance	6	5	00:02:05	00:10:25	00:00:33
BRYANT, DEBBIE (DBRYANT)	Maintenance	6	5	00:04:01	00:20:05	00:00:31
WALTER, KATHERINE (KWALTER)	Maintenance	1	0	00:00:00	00:00:00	00:00:10
No Associated Terminating CUCM End User ID		26	17	00:00:26	00:11:04	00:00:26
<b>TOTALS</b>		<b>235</b>	<b>181</b>	<b>00:01:55</b>	<b>06:05:26</b>	<b>00:00:23</b>

Total Call Scenario Volume By Hour Of Day

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Total Call Scenario Volume By Hour Of Day





Terminating CUCM End User ID	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM
<b>Total Call Count</b>									
GRACE, BILL (BGRACE)	0	9	5	12	6	8	4	8	1
OLMSTEAD, NIKKI (NOLMSTEAD)	0	7	4	5	2	7	2	4	3
LIEBLER, ANGELA (ALIEBLER)	0	1	1	6	1	6	2	6	2
BEAKES, KIMBERLY (KBEAKES)	0	10	1	3	4	3	2	0	0
CODER, MINCIE (MCODER)	0	6	2	0	4	2	6	2	0
KAKRETZ, LINDSEY (LKAKRETZ)	0	4	5	2	1	1	2	2	0
DEHAVEN, LAUREN (LDEHAVEN)	0	3	1	5	4	0	0	0	0
RYAN, SHARON (SRYAN)	0	3	1	3	0	2	0	0	0
BROWN, DONNA (DBROWN)	0	2	1	1	0	0	1	1	0
BRYANT, DEBBIE (DBRYANT)	0	2	0	0	0	2	1	1	0
WALTER, KATHERINE (KWALTER)	0	0	1	0	0	0	0	0	0
<b>Answered Call Count</b>									
GRACE, BILL (BGRACE)	0	7	5	8	4	6	1	7	1
OLMSTEAD, NIKKI (NOLMSTEAD)	0	7	1	5	1	2	2	4	2
LIEBLER, ANGELA (ALIEBLER)	0	1	0	4	1	5	2	5	1
BEAKES, KIMBERLY (KBEAKES)	0	7	0	3	4	3	2	0	0
CODER, MINCIE (MCODER)	0	5	2	0	3	2	5	2	0
KAKRETZ, LINDSEY (LKAKRETZ)	0	3	5	2	1	1	1	2	0



Terminating CUCM End User ID	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM
DEHAVEN, LAUREN (LDEHAVEN)	0	2	1	4	4	0	0	0	0
RYAN, SHARON (SRYAN)	0	3	1	2	0	2	0	0	0
BROWN, DONNA (DBROWN)	0	1	1	1	0	0	1	1	0
BRYANT, DEBBIE (DBRYANT)	0	1	0	0	0	2	1	1	0
WALTER, KATHERINE (KWALTER)	0	0	0	0	0	0	0	0	0
<b>Total Average Call Duration</b>									
GRACE, BILL (BGRACE)	00:00:00	00:02:04	00:01:18	00:00:52	00:00:47	00:01:21	00:00:23	00:02:21	00:01:29
OLMSTEAD, NIKKI (NOLMSTEAD)	00:00:00	00:02:30	00:00:37	00:01:15	00:00:27	00:00:21	00:01:07	00:02:00	00:02:04
LIEBLER, ANGELA (ALIEBLER)	00:00:00	00:01:09	00:00:00	00:01:48	00:00:46	00:02:03	00:02:29	00:01:41	00:00:47
BEAKES, KIMBERLY (KBEAKES)	00:00:00	00:01:27	00:00:00	00:01:35	00:02:00	00:04:20	00:06:29	00:00:00	00:00:00
CODER, MINCIE (MCODER)	00:00:00	00:01:11	00:05:59	00:00:00	00:00:44	00:01:14	00:02:13	00:02:17	00:00:00
KAKRETZ, LINDSEY (LKAKRETZ)	00:00:00	00:02:16	00:01:45	00:02:35	00:02:27	00:01:10	00:00:44	00:02:12	00:00:00
DEHAVEN, LAUREN (LDEHAVEN)	00:00:00	00:00:56	00:00:46	00:02:01	00:01:32	00:00:00	00:00:00	00:00:00	00:00:00
RYAN, SHARON (SRYAN)	00:00:00	00:01:53	00:00:42	00:01:44	00:00:00	00:02:12	00:00:00	00:00:00	00:00:00
BROWN, DONNA (DBROWN)	00:00:00	00:00:50	00:03:14	00:02:12	00:00:00	00:00:00	00:01:29	00:01:50	00:00:00
BRYANT, DEBBIE (DBRYANT)	00:00:00	00:02:28	00:00:00	00:00:00	00:00:00	00:04:05	00:03:47	00:03:13	00:00:00
WALTER, KATHERINE (KWALTER)	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
<b>Total Call Duration</b>									
GRACE, BILL (BGRACE)	00:00:00	00:18:40	00:06:29	00:10:24	00:04:40	00:10:51	00:01:30	00:18:45	00:01:29



Terminating CUCM End User ID	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM
OLMSTEAD, NIKKI (NOLMSTEAD)	00:00:00	00:17:27	00:02:29	00:06:15	00:00:54	00:02:25	00:02:14	00:07:59	00:06:13
LIEBLER, ANGELA (ALIEBLER)	00:00:00	00:01:09	00:00:00	00:10:46	00:00:46	00:12:17	00:04:57	00:10:06	00:01:34
BEAKES, KIMBERLY (KBEAKES)	00:00:00	00:14:25	00:00:00	00:04:44	00:08:00	00:12:59	00:12:57	00:00:00	00:00:00
CODER, MINCIE (MCODER)	00:00:00	00:07:08	00:11:57	00:00:00	00:02:56	00:02:28	00:13:17	00:04:34	00:00:00
KAKRETZ, LINDSEY (LKAKRETZ)	00:00:00	00:09:04	00:08:43	00:05:09	00:02:27	00:01:10	00:01:27	00:04:24	00:00:00
DEHAVEN, LAUREN (LDEHAVEN)	00:00:00	00:02:49	00:00:46	00:10:06	00:06:06	00:00:00	00:00:00	00:00:00	00:00:00
RYAN, SHARON (SRyan)	00:00:00	00:05:40	00:00:42	00:05:11	00:00:00	00:04:24	00:00:00	00:00:00	00:00:00
BROWN, DONNA (DBROWN)	00:00:00	00:01:40	00:03:14	00:02:12	00:00:00	00:00:00	00:01:29	00:01:50	00:00:00
BRYANT, DEBBIE (DBRYANT)	00:00:00	00:04:55	00:00:00	00:00:00	00:00:00	00:08:10	00:03:47	00:03:13	00:00:00
WALTER, KATHERINE (KWALTER)	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Total Average Ring Duration									
GRACE, BILL (BGRACE)	00:00:00	00:00:13	00:00:23	00:00:26	00:00:18	00:00:35	00:00:39	00:00:14	00:00:28
OLMSTEAD, NIKKI (NOLMSTEAD)	00:00:00	00:00:29	00:00:20	00:00:20	00:00:16	00:00:29	00:00:38	00:00:25	00:00:30
LIEBLER, ANGELA (ALIEBLER)	00:00:00	00:00:12	00:01:28	00:00:13	00:00:29	00:00:24	00:00:13	00:00:17	00:00:07
BEAKES, KIMBERLY (KBEAKES)	00:00:00	00:00:12	00:00:59	00:00:24	00:00:11	00:00:43	00:00:13	00:00:00	00:00:00
CODER, MINCIE (MCODER)	00:00:00	00:00:20	00:00:38	00:00:00	00:00:23	00:00:19	00:00:22	00:00:31	00:00:00
KAKRETZ, LINDSEY (LKAKRETZ)	00:00:00	00:00:27	00:00:22	00:00:23	00:00:20	00:00:15	00:00:26	00:00:33	00:00:00
DEHAVEN, LAUREN (LDEHAVEN)	00:00:00	00:00:19	00:00:10	00:00:21	00:00:27	00:00:00	00:00:00	00:00:00	00:00:00
RYAN, SHARON (SRyan)	00:00:00	00:00:23	00:00:25	00:00:16	00:00:00	00:00:35	00:00:00	00:00:00	00:00:00

