



TEMPLATE - Soft Phone vs Hard Phone Usage

Description	Comparison between soft phone vs hard phone usage
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	Answered Call %	Total Call Duration	Total Average Call Duration	Total Average Ring Duration	Abandoned Call %	Voice Mail Call %
Hard Phone Usage	5,945	80.89%	185:09:28	00:02:10	00:00:09	7.5%	5.03%
Soft Phone Usage	0	0%	00:00:00	00:00:00	00:00:00	0%	0%
TOTALS	5,945	80.89%	185:09:28	00:02:10	00:00:09	7.5%	5.03%