

TEMPLATE - Organization Summary by Department & User

Date/Time Range	Dec 01, 2022 12:00:00 AM PST - Dec 31, 2022 11:59:00 PM PST
Account	Zamboni Industries

Search Criteria Summary

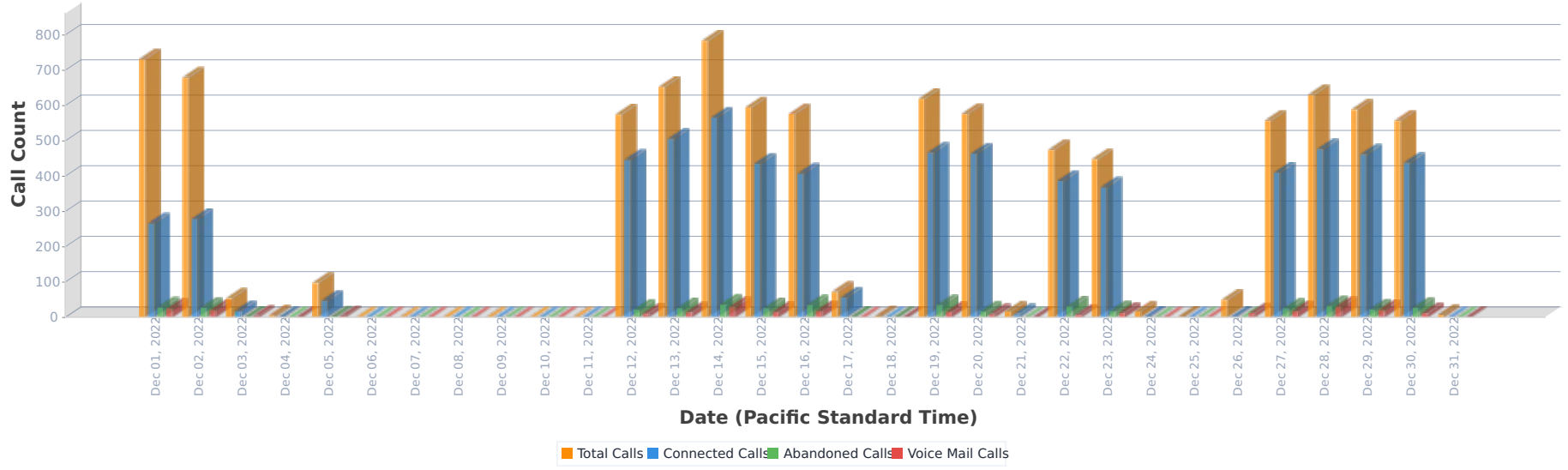
Search Set	Total Call Count	Total Average Call Duration	Total Call Duration	Answered Call Count	Abandoned Call Count	Voice Mail Call Count
Sample Test - Inbound & Out by Dept	9,379	00:02:00	311:32:15	6,517	422	294

Dept and User Summary

Dept and User	Total Call Count	Inbound Call Count	Outbound Call Count	Total Average Call Duration	Total Call Duration	Answered Call Count	Abandoned Call Count	Voice Mail Call Count	Forwarded Call Count	Queued Call Count
ACCOUNT SERVICES	7,488	3,580	4,387	00:02:08	266:22:02	4,829	382	282	492	163
BRE CLAYTON	964	419	550	00:02:25	38:46:50	674	49	24	58	67
MEGHAN LOVE	792	290	504	00:02:00	26:23:55	506	68	31	44	3
DOMINIQUE KINARD	730	300	439	00:03:28	42:10:05	480	28	28	66	19
SHARLA EDERINGTON	658	332	326	00:01:26	15:43:27	352	62	19	17	4
KRISTI KEYSER	650	267	384	00:00:58	10:28:49	359	39	40	46	5
JILL OBORDO	646	325	322	00:02:27	26:19:30	392	43	29	38	9
MARITZA GARCIA	601	275	327	00:02:11	21:55:58	436	25	8	47	5
CHERRIE HUG	584	245	357	00:02:14	21:41:13	420	22	15	57	2
CHRISTIANNE HOPE LABRADOR	559	270	291	00:01:47	16:37:19	334	22	30	43	6
JAMIE MARYMEE	557	301	256	00:04:39	43:14:33	402	25	15	19	10
FAYE KOPERSKI	545	239	308	00:01:25	12:47:50	394	25	21	45	14
ELIZABETH LANOY BAYBAY	501	270	233	00:02:22	19:47:12	290	12	20	23	18
CRISTINA BECKER	142	48	94	00:01:23	03:17:29	123	8	3	5	1
RECEPTION	1,608	1,092	1,057	00:01:18	34:42:07	1,491	16	7	1,234	10
OMAHA OPERATOR	1,352	917	878	00:01:16	28:35:00	1,239	16	5	1,012	10
STEPHANIE WALRATH	261	196	179	00:01:25	06:11:11	257	0	2	225	0
INFORMATION TECHNOLOGY	449	249	223	00:03:00	22:30:25	355	31	5	25	21
ERIC RODRIGUEZ	176	63	114	00:02:39	07:45:52	146	8	1	10	16
BILL SCHAFFER	148	101	47	00:04:24	10:51:13	118	12	3	2	2
BRYAN WOOD	50	1	49	00:01:04	00:53:22	44	6	0	0	3
CINDY THOMAS	37	32	6	00:03:21	02:04:00	31	1	1	13	0
GARRETT SIMMONS	31	30	2	00:01:43	00:53:20	18	1	0	0	0
AARON BOSE	27	22	5	00:04:59	02:14:21	18	3	0	1	0
TOTALS	9,545	4,921	5,667	00:02:02	323:34:34	6,675	429	294	1,751	194

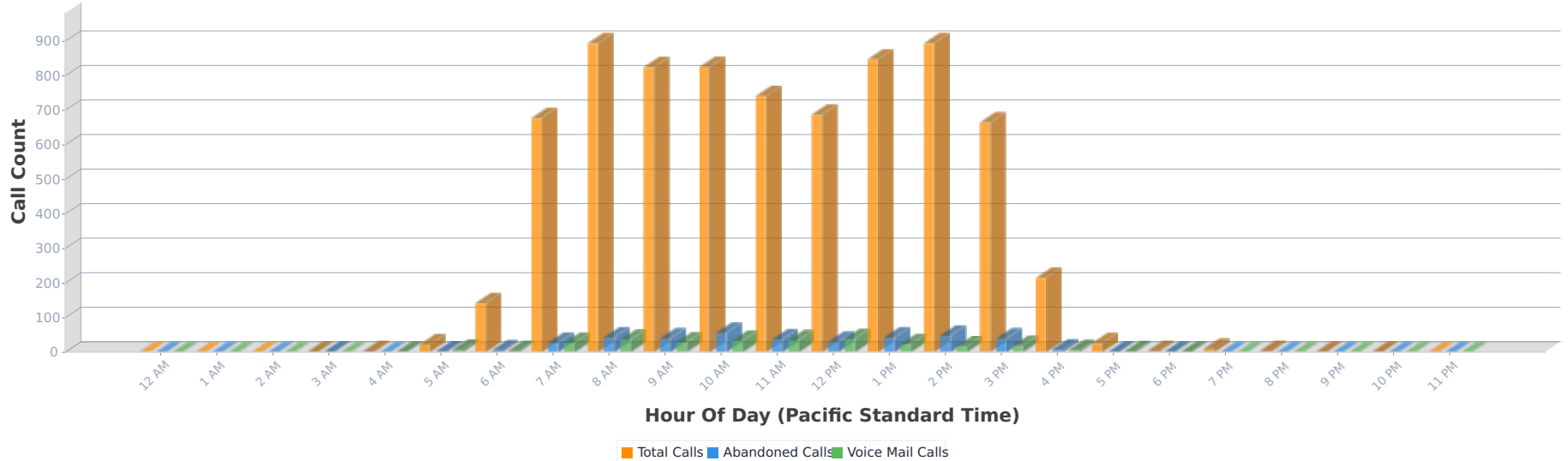
Total Call Scenario Volume By Date

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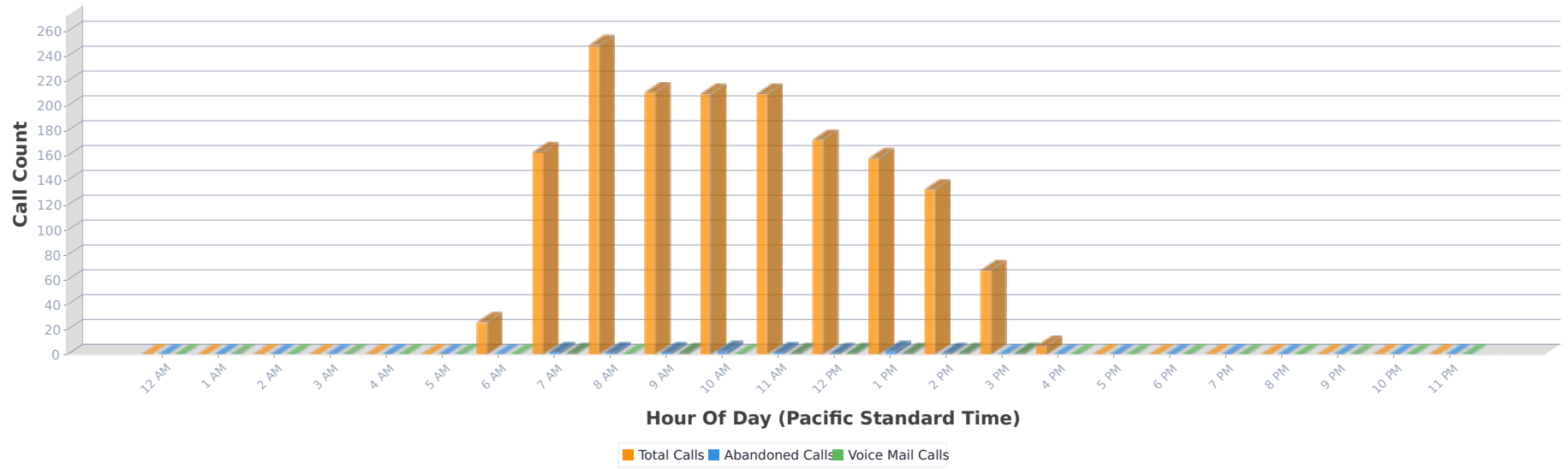
Call Scenario Volume for Dept: ACCOUNT SERVICES

Call Scenario Volume for Dept: ACCOUNT SERVICES



Call Scenario Volume for Dept: RECEPTION

Call Scenario Volume for Dept: RECEPTION



Call Scenario Volume for Dept: INFORMATION TECHNOLOGY

Call Scenario Volume for Dept: INFORMATION TECHNOLOGY

