



TEMPLATE - Repeat Callers

Date/Time Range	Feb 01, 2026 12:00:00 AM CST - Feb 28, 2026 11:59:59 PM CST
Organization	Webex Sandbox (WbxCC)

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Customer Number Summary

Customer Number	Contact Count	Average Contact Duration	Abandoned Contact Count
+17087058646	<u>21</u>	<u>00:01:16</u>	<u>11</u>
+15616762973	<u>3</u>	<u>00:00:11</u>	<u>3</u>
+17082127491	<u>1</u>	<u>00:00:18</u>	<u>0</u>
TOTALS	25	00:01:06	14



Customer Number Call Statistics By Date (Feb 01, 2026 - Feb 12, 2026 Central Standard Time)

Customer Number	Feb 01, 2026	Feb 02, 2026	Feb 03, 2026	Feb 04, 2026	Feb 05, 2026	Feb 06, 2026	Feb 07, 2026	Feb 08, 2026	Feb 09, 2026	Feb 10, 2026	Feb 11, 2026	Feb 12, 2026
Contact Count												
+17087058646	0	0	0	4	0	0	0	0	0	0	1	4
+15616762973	0	0	1	0	0	0	0	0	0	0	0	0
+17082127491	0	0	1	0	0	0	0	0	0	0	0	0

Customer Number Call Statistics By Date (Feb 13, 2026 - Feb 24, 2026 Central Standard Time)

Customer Number	Feb 13, 2026	Feb 14, 2026	Feb 15, 2026	Feb 16, 2026	Feb 17, 2026	Feb 18, 2026	Feb 19, 2026	Feb 20, 2026	Feb 21, 2026	Feb 22, 2026	Feb 23, 2026	Feb 24, 2026
Contact Count												
+17087058646	7	0	0	0	4	0	1	0	0	0	0	0
+15616762973	0	0	0	0	0	0	2	0	0	0	0	0
+17082127491	0	0	0	0	0	0	0	0	0	0	0	0

Customer Number Call Statistics By Date (Feb 25, 2026 - Feb 28, 2026 Central Standard Time)

Customer Number	Feb 25, 2026	Feb 26, 2026	Feb 27, 2026	Feb 28, 2026
Contact Count				
+17087058646	0	0	0	0
+15616762973	0	0	0	0
+17082127491	0	0	0	0





Customer Number Call Details

Customer Number: +17087058646

Contact Count: 21	Average Contact Duration: 00:01:16	Abandoned Contact Count: 11
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Call Details

Queue Name	Date/Time Origination (Desc)	Customer Number	Event Name	Event Duration (hh:mm:ss)	Agent Full Name	Contact Ring Time (hh:mm:ss)	Ring Time (hh:mm:ss)	Contact Duration (hh:mm:ss)	Contact Queue Time (hh:mm:ss)
CC Support Queue	Feb 19, 2026 10:33:24 AM CST	+17087058646	WraUp Completed	00:00:00	Victor Vrba	00:00:04	00:00:00	00:01:19	00:00:04
CC Support Queue	Feb 19, 2026 10:33:04 AM CST	+17087058646	Ended	00:00:00		00:00:04	00:00:00	00:01:19	00:00:04
CC Support Queue	Feb 19, 2026 10:32:57 AM CST	+17087058646	WrapUp	00:00:26	Victor Vrba	00:00:04	00:00:00	00:01:19	00:00:04
CC Support Queue	Feb 19, 2026 10:32:57 AM CST	+17087058646	Connected with Consult	00:00:00	Victor Vrba	00:00:04	00:00:00	00:01:19	00:00:04
CC Support Queue	Feb 19, 2026 10:31:58 AM CST	+17087058646	Recording Started	00:00:00	Victor Vrba	00:00:04	00:00:00	00:01:19	00:00:04
CC Support Queue	Feb 19, 2026 10:31:57 AM CST	+17087058646	Connected	00:00:59	Victor Vrba	00:00:04	00:00:00	00:01:19	00:00:04
CC Support Queue	Feb 19, 2026 10:31:53 AM CST	+17087058646	Connect	00:00:04	Victor Vrba	00:00:04	00:00:04	00:01:19	00:00:04



Queue Name	Date/Time Origination (Desc)	Customer Number	Event Name	Event Duration (hh:mm:ss)	Agent Full Name	Contact Ring Time (hh:mm:ss)	Ring Time (hh:mm:ss)	Contact Duration (hh:mm:ss)	Contact Queue Time (hh:mm:ss)
CC Support Queue	Feb 19, 2026 10:31:48 AM CST	+17087058646	Parked	00:00:04		00:00:04	00:00:00	00:01:19	00:00:04
CC Support Queue	Feb 19, 2026 10:31:48 AM CST	+17087058646	Queued	00:00:00		00:00:04	00:00:00	00:01:19	00:00:04
CC Support Queue	Feb 17, 2026 2:56:33 PM CST	+17087058646	WraUp Completed	00:00:00	Victor Vrba	00:00:09	00:00:00	00:01:12	00:00:00
CC Support Queue	Feb 17, 2026 2:56:30 PM CST	+17087058646	WrapUp	00:00:03	Victor Vrba	00:00:09	00:00:00	00:01:12	00:00:00
CC Support Queue	Feb 17, 2026 2:56:29 PM CST	+17087058646	Ended	00:00:00	Victor Vrba	00:00:09	00:00:00	00:01:12	00:00:00
CC Support Queue	Feb 17, 2026 2:56:18 PM CST	+17087058646	Hold Done	00:00:00	Victor Vrba	00:00:09	00:00:00	00:01:12	00:00:00
CC Support Queue	Feb 17, 2026 2:55:36 PM CST	+17087058646	On Hold	00:00:41	Victor Vrba	00:00:09	00:00:00	00:01:12	00:00:00
CC Support Queue	Feb 17, 2026 2:55:30 PM CST	+17087058646	Recording Started	00:00:00	Victor Vrba	00:00:09	00:00:00	00:01:12	00:00:00
CC Support Queue	Feb 17, 2026 2:55:30 PM CST	+17087058646	Connected	00:00:59	Victor Vrba	00:00:09	00:00:00	00:01:12	00:00:00
CC Support Queue	Feb 17, 2026 2:55:20 PM CST	+17087058646	Connect	00:00:09	Victor Vrba	00:00:09	00:00:09	00:01:12	00:00:00
CC Support Queue	Feb 17, 2026 2:55:20 PM CST	+17087058646	Queued	00:00:00		00:00:09	00:00:00	00:01:12	00:00:00
CC Support Queue	Feb 17, 2026 2:31:12 PM CST	+17087058646	Ended	00:00:00		00:00:09	00:00:00	00:00:59	00:00:00
CC Support Queue	Feb 17, 2026 2:31:10 PM CST	+17087058646	WraUp Completed	00:00:00	Victor Vrba	00:00:09	00:00:00	00:00:59	00:00:00
CC Support Queue	Feb 17, 2026 2:31:07 PM CST	+17087058646	WrapUp	00:00:02	Victor Vrba	00:00:09	00:00:00	00:00:59	00:00:00



Queue Name	Date/Time Origination (Desc)	Customer Number	Event Name	Event Duration (hh:mm:ss)	Agent Full Name	Contact Ring Time (hh:mm:ss)	Ring Time (hh:mm:ss)	Contact Duration (hh:mm:ss)	Contact Queue Time (hh:mm:ss)
CC Support Queue	Feb 17, 2026 2:31:07 PM CST	+17087058646	Connected with Consult	00:00:00	Victor Vrba	00:00:09	00:00:00	00:00:59	00:00:00
CC Support Queue	Feb 17, 2026 2:30:27 PM CST	+17087058646	Recording Started	00:00:00	Victor Vrba	00:00:09	00:00:00	00:00:59	00:00:00
CC Support Queue	Feb 17, 2026 2:30:27 PM CST	+17087058646	Connected	00:00:40	Victor Vrba	00:00:09	00:00:00	00:00:59	00:00:00
CC Support Queue	Feb 17, 2026 2:30:17 PM CST	+17087058646	Connect	00:00:09	Victor Vrba	00:00:09	00:00:09	00:00:59	00:00:00
CC Support Queue	Feb 17, 2026 2:30:17 PM CST	+17087058646	Queued	00:00:00		00:00:09	00:00:00	00:00:59	00:00:00
CC Support Queue	Feb 17, 2026 1:28:03 PM CST	+17087058646	Ended	00:00:00		00:00:09	00:00:00	00:01:49	00:00:00
CC Support Queue	Feb 17, 2026 1:27:46 PM CST	+17087058646	WraUp Completed	00:00:00	Victor Vrba	00:00:09	00:00:00	00:01:49	00:00:00
CC Support Queue	Feb 17, 2026 1:27:41 PM CST	+17087058646	WrapUp	00:00:05	Victor Vrba	00:00:09	00:00:00	00:01:49	00:00:00
CC Support Queue	Feb 17, 2026 1:27:41 PM CST	+17087058646	Connected with Consult	00:00:00	Victor Vrba	00:00:09	00:00:00	00:01:49	00:00:00
CC Support Queue	Feb 17, 2026 1:27:24 PM CST	+17087058646	Hold Done	00:00:00	Victor Vrba	00:00:09	00:00:00	00:01:49	00:00:00
CC Support Queue	Feb 17, 2026 1:27:07 PM CST	+17087058646	Consult Done	00:00:00	Victor Vrba	00:00:09	00:00:00	00:01:49	00:00:00
CC Support Queue	Feb 17, 2026 1:27:07 PM CST	+17087058646	Consult Error	00:00:00	Victor Vrba	00:00:09	00:00:00	00:01:49	00:00:00
CC Support Queue	Feb 17, 2026 1:26:48 PM CST	+17087058646	On Hold	00:00:35	Victor Vrba	00:00:09	00:00:00	00:01:49	00:00:00
CC Support Queue	Feb 17, 2026 1:26:48 PM CST	+17087058646	Consult	00:00:18	Victor Vrba	00:00:09	00:00:00	00:01:49	00:00:00
CC Support Queue	Feb 17, 2026 1:26:27 PM CST	+17087058646	Recording Started	00:00:00	Victor Vrba	00:00:09	00:00:00	00:01:49	00:00:00



Queue Name	Date/Time Origination (Desc)	Customer Number	Event Name	Event Duration (hh:mm:ss)	Agent Full Name	Contact Ring Time (hh:mm:ss)	Ring Time (hh:mm:ss)	Contact Duration (hh:mm:ss)	Contact Queue Time (hh:mm:ss)
CC Support Queue	Feb 17, 2026 1:26:27 PM CST	+17087058646	Connected	00:01:14	Victor Vrba	00:00:09	00:00:00	00:01:49	00:00:00
CC Support Queue	Feb 17, 2026 1:26:17 PM CST	+17087058646	Connect	00:00:09	Victor Vrba	00:00:09	00:00:09	00:01:49	00:00:00
CC Support Queue	Feb 17, 2026 1:26:17 PM CST	+17087058646	Queued	00:00:00		00:00:09	00:00:00	00:01:49	00:00:00
CC Support Queue	Feb 17, 2026 10:19:04 AM CST	+17087058646	Ended	00:00:00		00:00:26	00:00:00	00:03:28	00:00:00
CC Support Queue	Feb 17, 2026 10:18:57 AM CST	+17087058646	WraUp Completed	00:00:00	Victor Vrba	00:00:26	00:00:00	00:03:28	00:00:00
CC Support Queue	Feb 17, 2026 10:18:51 AM CST	+17087058646	WrapUp	00:00:06	Victor Vrba	00:00:26	00:00:00	00:03:28	00:00:00
CC Support Queue	Feb 17, 2026 10:18:51 AM CST	+17087058646	Connected with Consult	00:00:00	Victor Vrba	00:00:26	00:00:00	00:03:28	00:00:00
CC Support Queue	Feb 17, 2026 10:18:39 AM CST	+17087058646	Hold Done	00:00:00	Victor Vrba	00:00:26	00:00:00	00:03:28	00:00:00
CC Support Queue	Feb 17, 2026 10:18:35 AM CST	+17087058646	Consult Done	00:00:00	Victor Vrba	00:00:26	00:00:00	00:03:28	00:00:00
CC Support Queue	Feb 17, 2026 10:17:18 AM CST	+17087058646	Consulting	00:01:17	Victor Vrba	00:00:26	00:00:00	00:03:28	00:00:00
CC Support Queue	Feb 17, 2026 10:17:12 AM CST	+17087058646	On Hold	00:01:27	Victor Vrba	00:00:26	00:00:00	00:03:28	00:00:00
CC Support Queue	Feb 17, 2026 10:17:12 AM CST	+17087058646	Consult	00:01:23	Victor Vrba	00:00:26	00:00:00	00:03:28	00:00:00



Queue Name	Date/Time Origination (Desc)	Customer Number	Event Name	Event Duration (hh:mm:ss)	Agent Full Name	Contact Ring Time (hh:mm:ss)	Ring Time (hh:mm:ss)	Contact Duration (hh:mm:ss)	Contact Queue Time (hh:mm:ss)
CC Support Queue	Feb 17, 2026 10:16:05 AM CST	+17087058646	Recording Started	00:00:00	Victor Vrba	00:00:26	00:00:00	00:03:28	00:00:00
CC Support Queue	Feb 17, 2026 10:16:05 AM CST	+17087058646	Connected	00:02:45	Victor Vrba	00:00:26	00:00:00	00:03:28	00:00:00
CC Support Queue	Feb 17, 2026 10:15:57 AM CST	+17087058646	Connect	00:00:07	Victor Vrba	00:00:26	00:00:07	00:03:28	00:00:00
CC Support Queue	Feb 17, 2026 10:15:57 AM CST	+17087058646	Connect to Agent Error	00:00:00	Matt Sikes	00:00:26	00:00:00	00:03:28	00:00:00
CC Support Queue	Feb 17, 2026 10:15:38 AM CST	+17087058646	Connect	00:00:18	Matt Sikes	00:00:26	00:00:18	00:03:28	00:00:00
CC Support Queue	Feb 17, 2026 10:15:38 AM CST	+17087058646	Queued	00:00:00		00:00:26	00:00:00	00:03:28	00:00:00
CC Support Queue	Feb 13, 2026 4:46:12 PM CST	+17087058646	WraUp Completed	00:00:00	Jon Dehlin	00:00:24	00:00:00	00:07:47	00:00:00
CC Support Queue	Feb 13, 2026 4:46:05 PM CST	+17087058646	Ended	00:00:00		00:00:24	00:00:00	00:07:47	00:00:00
CC Support Queue	Feb 13, 2026 4:46:05 PM CST	+17087058646	WrapUp	00:00:06	Jon Dehlin	00:00:24	00:00:00	00:07:47	00:00:00
CC Support Queue	Feb 13, 2026 4:46:05 PM CST	+17087058646	Connected with Consult	00:00:00	Jon Dehlin	00:00:24	00:00:00	00:07:47	00:00:00
CC Support Queue	Feb 13, 2026 4:41:15 PM CST	+17087058646	Hold Done	00:00:00	Jon Dehlin	00:00:24	00:00:00	00:07:47	00:00:00
CC Support Queue	Feb 13, 2026 4:41:12 PM CST	+17087058646	Consult Done	00:00:00	Jon Dehlin	00:00:24	00:00:00	00:07:47	00:00:00
CC Support Queue	Feb 13, 2026 4:39:44 PM CST	+17087058646	Consulting	00:01:27	Jon Dehlin	00:00:24	00:00:00	00:07:47	00:00:00



Queue Name	Date/Time Origination (Desc)	Customer Number	Event Name	Event Duration (hh:mm:ss)	Agent Full Name	Contact Ring Time (hh:mm:ss)	Ring Time (hh:mm:ss)	Contact Duration (hh:mm:ss)	Contact Queue Time (hh:mm:ss)
CC Support Queue	Feb 13, 2026 4:39:36 PM CST	+17087058646	On Hold	00:01:38	Jon Dehlin	00:00:24	00:00:00	00:07:47	00:00:00
CC Support Queue	Feb 13, 2026 4:39:36 PM CST	+17087058646	Consult	00:01:35	Jon Dehlin	00:00:24	00:00:00	00:07:47	00:00:00
CC Support Queue	Feb 13, 2026 4:38:45 PM CST	+17087058646	Recording Started	00:00:00	Jon Dehlin	00:00:24	00:00:00	00:07:47	00:00:00
CC Support Queue	Feb 13, 2026 4:38:45 PM CST	+17087058646	Connected	00:07:20	Jon Dehlin	00:00:24	00:00:00	00:07:47	00:00:00
CC Support Queue	Feb 13, 2026 4:38:40 PM CST	+17087058646	Connect	00:00:05	Jon Dehlin	00:00:24	00:00:05	00:07:47	00:00:00
CC Support Queue	Feb 13, 2026 4:38:40 PM CST	+17087058646	Connect to Agent Error	00:00:00	Matt Sikes	00:00:24	00:00:00	00:07:47	00:00:00
CC Support Queue	Feb 13, 2026 4:38:21 PM CST	+17087058646	Connect	00:00:18	Matt Sikes	00:00:24	00:00:18	00:07:47	00:00:00
CC Support Queue	Feb 13, 2026 4:38:20 PM CST	+17087058646	Queued	00:00:00		00:00:24	00:00:00	00:07:47	00:00:00
CC Support Queue	Feb 13, 2026 3:01:32 PM CST	+17087058646	Ended	00:00:00	Victor Vrba	00:00:26	00:00:00	00:00:29	00:00:00
CC Support Queue	Feb 13, 2026 3:01:24 PM CST	+17087058646	Connect	00:00:07	Victor Vrba	00:00:26	00:00:07	00:00:29	00:00:00
CC Support Queue	Feb 13, 2026 3:01:24 PM CST	+17087058646	Connect to Agent Error	00:00:00	Matt Sikes	00:00:26	00:00:00	00:00:29	00:00:00
CC Support Queue	Feb 13, 2026 3:01:06 PM CST	+17087058646	Connect	00:00:18	Matt Sikes	00:00:26	00:00:18	00:00:29	00:00:00
CC Support Queue	Feb 13, 2026 3:01:05 PM CST	+17087058646	Queued	00:00:00		00:00:26	00:00:00	00:00:29	00:00:00
CC Support Queue	Feb 13, 2026 3:00:54 PM CST	+17087058646	WraUp Completed	00:00:00	Victor Vrba	00:00:12	00:00:00	00:01:32	00:00:00
CC Support Queue	Feb 13, 2026 3:00:41 PM CST	+17087058646	WrapUp	00:00:13	Victor Vrba	00:00:12	00:00:00	00:01:32	00:00:00



Queue Name	Date/Time Origination (Desc)	Customer Number	Event Name	Event Duration (hh:mm:ss)	Agent Full Name	Contact Ring Time (hh:mm:ss)	Ring Time (hh:mm:ss)	Contact Duration (hh:mm:ss)	Contact Queue Time (hh:mm:ss)
CC Support Queue	Feb 13, 2026 3:00:41 PM CST	+17087058646	Ended	00:00:00	Victor Vrba	00:00:12	00:00:00	00:01:32	00:00:00
CC Support Queue	Feb 13, 2026 3:00:41 PM CST	+17087058646	Hold Done	00:00:00	Victor Vrba	00:00:12	00:00:00	00:01:32	00:00:00
CC Support Queue	Feb 13, 2026 3:00:21 PM CST	+17087058646	Consult Done	00:00:00	Victor Vrba	00:00:12	00:00:00	00:01:32	00:00:00
CC Support Queue	Feb 13, 2026 3:00:21 PM CST	+17087058646	Consult Error	00:00:00	Victor Vrba	00:00:12	00:00:00	00:01:32	00:00:00
CC Support Queue	Feb 13, 2026 3:00:01 PM CST	+17087058646	On Hold	00:00:39	Victor Vrba	00:00:12	00:00:00	00:01:32	00:00:00
CC Support Queue	Feb 13, 2026 3:00:01 PM CST	+17087058646	Consult	00:00:19	Victor Vrba	00:00:12	00:00:00	00:01:32	00:00:00
CC Support Queue	Feb 13, 2026 2:59:24 PM CST	+17087058646	Recording Started	00:00:00	Victor Vrba	00:00:12	00:00:00	00:01:32	00:00:00
CC Support Queue	Feb 13, 2026 2:59:24 PM CST	+17087058646	Connected	00:01:16	Victor Vrba	00:00:12	00:00:00	00:01:32	00:00:00
CC Support Queue	Feb 13, 2026 2:59:12 PM CST	+17087058646	Connect	00:00:12	Victor Vrba	00:00:12	00:00:12	00:01:32	00:00:00
CC Support Queue	Feb 13, 2026 2:59:11 PM CST	+17087058646	Queued	00:00:00		00:00:12	00:00:00	00:01:32	00:00:00
CC Support Queue	Feb 13, 2026 2:56:27 PM CST	+17087058646	Ended	00:00:00	Matt Sikes	00:00:13	00:00:00	00:00:16	00:00:00
CC Support Queue	Feb 13, 2026 2:56:13 PM CST	+17087058646	Connect	00:00:13	Matt Sikes	00:00:13	00:00:13	00:00:16	00:00:00
CC Support Queue	Feb 13, 2026 2:56:13 PM CST	+17087058646	Queued	00:00:00		00:00:13	00:00:00	00:00:16	00:00:00
CC Support Queue	Feb 13, 2026 2:54:58 PM CST	+17087058646	Ended	00:00:00	Matt Sikes	00:00:16	00:00:00	00:00:19	00:00:00
CC Support Queue	Feb 13, 2026 2:54:42 PM CST	+17087058646	Connect	00:00:16	Matt Sikes	00:00:16	00:00:16	00:00:19	00:00:00



Queue Name	Date/Time Origination (Desc)	Customer Number	Event Name	Event Duration (hh:mm:ss)	Agent Full Name	Contact Ring Time (hh:mm:ss)	Ring Time (hh:mm:ss)	Contact Duration (hh:mm:ss)	Contact Queue Time (hh:mm:ss)
CC Support Queue	Feb 13, 2026 2:54:42 PM CST	+17087058646	Queued	00:00:00		00:00:16	00:00:00	00:00:19	00:00:00
CC Support Queue	Feb 13, 2026 2:51:11 PM CST	+17087058646	Ended	00:00:00		00:00:06	00:00:00	00:00:12	00:00:03
CC Support Queue	Feb 13, 2026 2:51:08 PM CST	+17087058646	Parked	00:00:03		00:00:06	00:00:00	00:00:12	00:00:03
CC Support Queue	Feb 13, 2026 2:51:08 PM CST	+17087058646	Connect to Agent Error	00:00:00	Matt Sikes	00:00:06	00:00:00	00:00:12	00:00:03
CC Support Queue	Feb 13, 2026 2:51:01 PM CST	+17087058646	Connect	00:00:06	Matt Sikes	00:00:06	00:00:06	00:00:12	00:00:03
CC Support Queue	Feb 13, 2026 2:51:01 PM CST	+17087058646	Queued	00:00:00		00:00:06	00:00:00	00:00:12	00:00:03
CC Support Queue	Feb 13, 2026 2:50:15 PM CST	+17087058646	Ended	00:00:00		00:00:18	00:00:00	00:00:27	00:00:04
CC Support Queue	Feb 13, 2026 2:50:11 PM CST	+17087058646	Parked	00:00:04		00:00:18	00:00:00	00:00:27	00:00:04
CC Support Queue	Feb 13, 2026 2:50:11 PM CST	+17087058646	Connect to Agent Error	00:00:00	Matt Sikes	00:00:18	00:00:00	00:00:27	00:00:04
CC Support Queue	Feb 13, 2026 2:49:52 PM CST	+17087058646	Connect	00:00:18	Matt Sikes	00:00:18	00:00:18	00:00:27	00:00:04
CC Support Queue	Feb 13, 2026 2:49:52 PM CST	+17087058646	Queued	00:00:00		00:00:18	00:00:00	00:00:27	00:00:04
CC Support Queue	Feb 12, 2026 8:59:28 AM CST	+17087058646	Ended	00:00:00		00:00:00	00:00:00	00:00:06	00:00:03
CC Support Queue	Feb 12, 2026 8:59:25 AM CST	+17087058646	Parked	00:00:03		00:00:00	00:00:00	00:00:06	00:00:03
CC Support Queue	Feb 12, 2026 8:59:25 AM CST	+17087058646	Agent Invite Error	00:00:00	Juan Padilla	00:00:00	00:00:00	00:00:06	00:00:03
CC Support Queue	Feb 12, 2026 8:59:24 AM CST	+17087058646	Connect	00:00:00	Juan Padilla	00:00:00	00:00:00	00:00:06	00:00:03



Queue Name	Date/Time Origination (Desc)	Customer Number	Event Name	Event Duration (hh:mm:ss)	Agent Full Name	Contact Ring Time (hh:mm:ss)	Ring Time (hh:mm:ss)	Contact Duration (hh:mm:ss)	Contact Queue Time (hh:mm:ss)
CC Support Queue	Feb 12, 2026 8:59:24 AM CST	+17087058646	Queued	00:00:00		00:00:00	00:00:00	00:00:06	00:00:03
CC Support Queue	Feb 12, 2026 8:58:26 AM CST	+17087058646	WraUp Completed	00:00:00	Victor Vrba	00:00:08	00:00:00	00:00:31	00:00:00
CC Support Queue	Feb 12, 2026 8:58:21 AM CST	+17087058646	WrapUp	00:00:05	Victor Vrba	00:00:08	00:00:00	00:00:31	00:00:00
CC Support Queue	Feb 12, 2026 8:58:20 AM CST	+17087058646	Ended	00:00:00	Victor Vrba	00:00:08	00:00:00	00:00:31	00:00:00
CC Support Queue	Feb 12, 2026 8:58:20 AM CST	+17087058646	Hold Done	00:00:00	Victor Vrba	00:00:08	00:00:00	00:00:31	00:00:00
CC Support Queue	Feb 12, 2026 8:58:13 AM CST	+17087058646	Consult Done	00:00:00	Victor Vrba	00:00:08	00:00:00	00:00:31	00:00:00
CC Support Queue	Feb 12, 2026 8:58:13 AM CST	+17087058646	Consult Error	00:00:00	Victor Vrba	00:00:08	00:00:00	00:00:31	00:00:00
CC Support Queue	Feb 12, 2026 8:58:12 AM CST	+17087058646	On Hold	00:00:08	Victor Vrba	00:00:08	00:00:00	00:00:31	00:00:00
CC Support Queue	Feb 12, 2026 8:58:12 AM CST	+17087058646	Consult	00:00:00	Victor Vrba	00:00:08	00:00:00	00:00:31	00:00:00
CC Support Queue	Feb 12, 2026 8:58:04 AM CST	+17087058646	Recording Started	00:00:00	Victor Vrba	00:00:08	00:00:00	00:00:31	00:00:00
CC Support Queue	Feb 12, 2026 8:58:03 AM CST	+17087058646	Connected	00:00:17	Victor Vrba	00:00:08	00:00:00	00:00:31	00:00:00
CC Support Queue	Feb 12, 2026 8:57:55 AM CST	+17087058646	Connect	00:00:08	Victor Vrba	00:00:08	00:00:08	00:00:31	00:00:00
CC Support Queue	Feb 12, 2026 8:57:55 AM CST	+17087058646	Queued	00:00:00		00:00:08	00:00:00	00:00:31	00:00:00
CC Support Queue	Feb 12, 2026 8:56:16 AM CST	+17087058646	Ended	00:00:00		00:00:36	00:00:00	00:01:09	00:00:29
CC Support Queue	Feb 12, 2026 8:55:53 AM CST	+17087058646	Parked	00:00:23		00:00:36	00:00:00	00:01:09	00:00:29



Queue Name	Date/Time Origination (Desc)	Customer Number	Event Name	Event Duration (hh:mm:ss)	Agent Full Name	Contact Ring Time (hh:mm:ss)	Ring Time (hh:mm:ss)	Contact Duration (hh:mm:ss)	Contact Queue Time (hh:mm:ss)
CC Support Queue	Feb 12, 2026 8:55:53 AM CST	+17087058646	Agent Invite Error	00:00:00	Juan Padilla	00:00:36	00:00:00	00:01:09	00:00:29
CC Support Queue	Feb 12, 2026 8:55:53 AM CST	+17087058646	Connect	00:00:00	Juan Padilla	00:00:36	00:00:00	00:01:09	00:00:29
CC Support Queue	Feb 12, 2026 8:55:53 AM CST	+17087058646	Connect to Agent Error	00:00:00	Victor Vrba	00:00:36	00:00:00	00:01:09	00:00:29
CC Support Queue	Feb 12, 2026 8:55:41 AM CST	+17087058646	Connect	00:00:11	Victor Vrba	00:00:36	00:00:11	00:01:09	00:00:29
CC Support Queue	Feb 12, 2026 8:55:38 AM CST	+17087058646	Parked	00:00:03		00:00:36	00:00:00	00:01:09	00:00:29
CC Support Queue	Feb 12, 2026 8:55:38 AM CST	+17087058646	Agent Invite Error	00:00:00	Juan Padilla	00:00:36	00:00:00	00:01:09	00:00:29
CC Support Queue	Feb 12, 2026 8:55:38 AM CST	+17087058646	Connect	00:00:00	Juan Padilla	00:00:36	00:00:00	00:01:09	00:00:29
CC Support Queue	Feb 12, 2026 8:55:38 AM CST	+17087058646	Connect to Agent Error	00:00:00	Victor Vrba	00:00:36	00:00:00	00:01:09	00:00:29
CC Support Queue	Feb 12, 2026 8:55:32 AM CST	+17087058646	Connect	00:00:05	Victor Vrba	00:00:36	00:00:05	00:01:09	00:00:29
CC Support Queue	Feb 12, 2026 8:55:29 AM CST	+17087058646	Parked	00:00:03		00:00:36	00:00:00	00:01:09	00:00:29
CC Support Queue	Feb 12, 2026 8:55:29 AM CST	+17087058646	Agent Invite Error	00:00:00	Juan Padilla	00:00:36	00:00:00	00:01:09	00:00:29
CC Support Queue	Feb 12, 2026 8:55:29 AM CST	+17087058646	Connect	00:00:00	Juan Padilla	00:00:36	00:00:00	00:01:09	00:00:29
CC Support Queue	Feb 12, 2026 8:55:29 AM CST	+17087058646	Connect to Agent Error	00:00:00	Victor Vrba	00:00:36	00:00:00	00:01:09	00:00:29
CC Support Queue	Feb 12, 2026 8:55:10 AM CST	+17087058646	Connect	00:00:18	Victor Vrba	00:00:36	00:00:18	00:01:09	00:00:29
CC Support Queue	Feb 12, 2026 8:55:10 AM CST	+17087058646	Agent Invite Error	00:00:00	Juan Padilla	00:00:36	00:00:00	00:01:09	00:00:29



Queue Name	Date/Time Origination (Desc)	Customer Number	Event Name	Event Duration (hh:mm:ss)	Agent Full Name	Contact Ring Time (hh:mm:ss)	Ring Time (hh:mm:ss)	Contact Duration (hh:mm:ss)	Contact Queue Time (hh:mm:ss)
CC Support Queue	Feb 12, 2026 8:55:10 AM CST	+17087058646	Connect	00:00:00	Juan Padilla	00:00:36	00:00:00	00:01:09	00:00:29
CC Support Queue	Feb 12, 2026 8:55:10 AM CST	+17087058646	Queued	00:00:00		00:00:36	00:00:00	00:01:09	00:00:29
CC Support Queue	Feb 12, 2026 8:54:51 AM CST	+17087058646	Ended	00:00:00		00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:54:24 AM CST	+17087058646	WraUp Completed	00:00:00	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:54:20 AM CST	+17087058646	WrapUp	00:00:03	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:54:20 AM CST	+17087058646	Connected with Consult	00:00:00	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:53:53 AM CST	+17087058646	Hold Done	00:00:00	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:53:48 AM CST	+17087058646	Consult Done	00:00:00	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:53:48 AM CST	+17087058646	Consult Error	00:00:00	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:53:47 AM CST	+17087058646	On Hold	00:00:05	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:53:47 AM CST	+17087058646	Consult	00:00:00	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:53:00 AM CST	+17087058646	Hold Done	00:00:00	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:52:30 AM CST	+17087058646	Consult Done	00:00:00	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:52:30 AM CST	+17087058646	Consult Error	00:00:00	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:52:29 AM CST	+17087058646	On Hold	00:00:30	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00



Queue Name	Date/Time Origination (Desc)	Customer Number	Event Name	Event Duration (hh:mm:ss)	Agent Full Name	Contact Ring Time (hh:mm:ss)	Ring Time (hh:mm:ss)	Contact Duration (hh:mm:ss)	Contact Queue Time (hh:mm:ss)
CC Support Queue	Feb 12, 2026 8:52:29 AM CST	+17087058646	Consult	00:00:00	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:52:21 AM CST	+17087058646	Hold Done	00:00:00	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:52:13 AM CST	+17087058646	Consult Done	00:00:00	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:52:13 AM CST	+17087058646	Consult Error	00:00:00	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:52:12 AM CST	+17087058646	On Hold	00:00:08	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:52:12 AM CST	+17087058646	Consult	00:00:00	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:51:43 AM CST	+17087058646	Recording Started	00:00:00	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:51:42 AM CST	+17087058646	Connected	00:02:37	Victor Vrba	00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:51:38 AM CST	+17087058646	Connect	00:00:04	Victor Vrba	00:00:04	00:00:04	00:03:16	00:00:00
CC Support Queue	Feb 12, 2026 8:51:38 AM CST	+17087058646	Queued	00:00:00		00:00:04	00:00:00	00:03:16	00:00:00
CC Support Queue	Feb 11, 2026 8:20:57 PM CST	+17087058646	Ended	00:00:00		00:00:09	00:00:00	00:01:03	00:00:00
CC Support Queue	Feb 11, 2026 8:20:30 PM CST	+17087058646	WraUp Completed	00:00:00	Victor Vrba	00:00:09	00:00:00	00:01:03	00:00:00
CC Support Queue	Feb 11, 2026 8:20:25 PM CST	+17087058646	WrapUp	00:00:05	Victor Vrba	00:00:09	00:00:00	00:01:03	00:00:00
CC Support Queue	Feb 11, 2026 8:20:25 PM CST	+17087058646	Connected with Consult	00:00:00	Victor Vrba	00:00:09	00:00:00	00:01:03	00:00:00
CC Support Queue	Feb 11, 2026 8:20:07 PM CST	+17087058646	Recording Started	00:00:00	Victor Vrba	00:00:09	00:00:00	00:01:03	00:00:00



Queue Name	Date/Time Origination (Desc)	Customer Number	Event Name	Event Duration (hh:mm:ss)	Agent Full Name	Contact Ring Time (hh:mm:ss)	Ring Time (hh:mm:ss)	Contact Duration (hh:mm:ss)	Contact Queue Time (hh:mm:ss)
CC Support Queue	Feb 11, 2026 8:20:07 PM CST	+17087058646	Connected	00:00:17	Victor Vrba	00:00:09	00:00:00	00:01:03	00:00:00
CC Support Queue	Feb 11, 2026 8:19:58 PM CST	+17087058646	Connect	00:00:09	Victor Vrba	00:00:09	00:00:09	00:01:03	00:00:00
CC Support Queue	Feb 11, 2026 8:19:58 PM CST	+17087058646	Queued	00:00:00		00:00:09	00:00:00	00:01:03	00:00:00
CC Support Queue	Feb 04, 2026 11:21:44 AM CST	+17087058646	Ended	00:00:00		00:00:00	00:00:00	00:00:05	00:00:03
CC Support Queue	Feb 04, 2026 11:21:41 AM CST	+17087058646	Parked	00:00:03		00:00:00	00:00:00	00:00:05	00:00:03
CC Support Queue	Feb 04, 2026 11:21:41 AM CST	+17087058646	Queued	00:00:00		00:00:00	00:00:00	00:00:05	00:00:03
CC Support Queue	Feb 04, 2026 11:18:48 AM CST	+17087058646	Ended	00:00:00		00:00:00	00:00:00	00:00:10	00:00:06
CC Support Queue	Feb 04, 2026 11:18:41 AM CST	+17087058646	Parked	00:00:06		00:00:00	00:00:00	00:00:10	00:00:06
CC Support Queue	Feb 04, 2026 11:18:41 AM CST	+17087058646	Queued	00:00:00		00:00:00	00:00:00	00:00:10	00:00:06
CC Support Queue	Feb 04, 2026 11:06:47 AM CST	+17087058646	Ended	00:00:00		00:00:00	00:00:00	00:00:09	00:00:04
CC Support Queue	Feb 04, 2026 11:06:43 AM CST	+17087058646	Parked	00:00:04		00:00:00	00:00:00	00:00:09	00:00:04
CC Support Queue	Feb 04, 2026 11:06:43 AM CST	+17087058646	Queued	00:00:00		00:00:00	00:00:00	00:00:09	00:00:04



Queue Name	Date/Time Origination (Desc)	Customer Number	Event Name	Event Duration (hh:mm:ss)	Agent Full Name	Contact Ring Time (hh:mm:ss)	Ring Time (hh:mm:ss)	Contact Duration (hh:mm:ss)	Contact Queue Time (hh:mm:ss)
CC Support Queue	Feb 04, 2026 11:06:32 AM CST	+17087058646	Ended	00:00:00		00:00:00	00:00:00	00:00:20	00:00:09
CC Support Queue	Feb 04, 2026 11:06:22 AM CST	+17087058646	Parked	00:00:09		00:00:00	00:00:00	00:00:20	00:00:09
CC Support Queue	Feb 04, 2026 11:06:22 AM CST	+17087058646	Queued	00:00:00		00:00:00	00:00:00	00:00:20	00:00:09

Customer Number: +15616762973

Contact Count: 3	Average Contact Duration: 00:00:11	Abandoned Contact Count: 3
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Call Details

Queue Name	Date/Time Origination (Desc)	Customer Number	Event Name	Event Duration (hh:mm:ss)	Agent Full Name	Contact Ring Time (hh:mm:ss)	Ring Time (hh:mm:ss)	Contact Duration (hh:mm:ss)	Contact Queue Time (hh:mm:ss)
CC Support Queue	Feb 19, 2026 6:39:54 PM CST	+15616762973	Ended	00:00:00	Matt Sikes	00:00:07	00:00:00	00:00:10	00:00:00
CC Support Queue	Feb 19, 2026 6:39:47 PM CST	+15616762973	Connect	00:00:07	Matt Sikes	00:00:07	00:00:07	00:00:10	00:00:00
CC Support Queue	Feb 19, 2026 6:39:46 PM CST	+15616762973	Queued	00:00:00		00:00:07	00:00:00	00:00:10	00:00:00
CC Support Queue	Feb 19, 2026 5:32:55 PM CST	+15616762973	Ended	00:00:00	Matt Sikes	00:00:04	00:00:00	00:00:08	00:00:00
CC Support Queue	Feb 19, 2026 5:32:51 PM CST	+15616762973	Connect	00:00:04	Matt Sikes	00:00:04	00:00:04	00:00:08	00:00:00



Queue Name	Date/Time Origination (Desc)	Customer Number	Event Name	Event Duration (hh:mm:ss)	Agent Full Name	Contact Ring Time (hh:mm:ss)	Ring Time (hh:mm:ss)	Contact Duration (hh:mm:ss)	Contact Queue Time (hh:mm:ss)
CC Support Queue	Feb 19, 2026 5:32:51 PM CST	+15616762973	Queued	00:00:00		00:00:04	00:00:00	00:00:08	00:00:00
CC Support Queue	Feb 03, 2026 5:35:33 PM CST	+15616762973	Ended	00:00:00		00:00:00	00:00:00	00:00:14	00:00:09
CC Support Queue	Feb 03, 2026 5:35:24 PM CST	+15616762973	Parked	00:00:09		00:00:00	00:00:00	00:00:14	00:00:09
CC Support Queue	Feb 03, 2026 5:35:23 PM CST	+15616762973	Queued	00:00:00		00:00:00	00:00:00	00:00:14	00:00:09

Customer Number: +17082127491

Contact Count: 1	Average Contact Duration: 00:00:18	Abandoned Contact Count: 0
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Call Details

Queue Name	Date/Time Origination (Desc)	Customer Number	Event Name	Event Duration (hh:mm:ss)	Agent Full Name	Contact Ring Time (hh:mm:ss)	Ring Time (hh:mm:ss)	Contact Duration (hh:mm:ss)	Contact Queue Time (hh:mm:ss)
CC Support Queue	Feb 03, 2026 1:31:46 PM CST	+17082127491	WraUp Completed	00:00:00	Annie Albrecht	00:00:03	00:00:00	00:00:18	00:00:00
CC Support Queue	Feb 03, 2026 1:31:40 PM CST	+17082127491	Ended	00:00:00		00:00:03	00:00:00	00:00:18	00:00:00
CC Support Queue	Feb 03, 2026 1:31:38 PM CST	+17082127491	WrapUp	00:00:07	Annie Albrecht	00:00:03	00:00:00	00:00:18	00:00:00
CC Support Queue	Feb 03, 2026 1:31:38 PM CST	+17082127491	Connected with Consult	00:00:00	Annie Albrecht	00:00:03	00:00:00	00:00:18	00:00:00
CC Support Queue	Feb 03, 2026 1:31:31 PM CST	+17082127491	Recording Started	00:00:00	Annie Albrecht	00:00:03	00:00:00	00:00:18	00:00:00



Queue Name	Date/Time Origination (Desc)	Customer Number	Event Name	Event Duration (hh:mm:ss)	Agent Full Name	Contact Ring Time (hh:mm:ss)	Ring Time (hh:mm:ss)	Contact Duration (hh:mm:ss)	Contact Queue Time (hh:mm:ss)
CC Support Queue	Feb 03, 2026 1:31:31 PM CST	+17082127491	Connected	00:00:06	Annie Albrecht	00:00:03	00:00:00	00:00:18	00:00:00
CC Support Queue	Feb 03, 2026 1:31:28 PM CST	+17082127491	Connect	00:00:03	Annie Albrecht	00:00:03	00:00:03	00:00:18	00:00:00
CC Support Queue	Feb 03, 2026 1:31:27 PM CST	+17082127491	Queued	00:00:00		00:00:03	00:00:00	00:00:18	00:00:00