CDF

**CDR Overview** 

Start Date 🗸

End Date 🗸

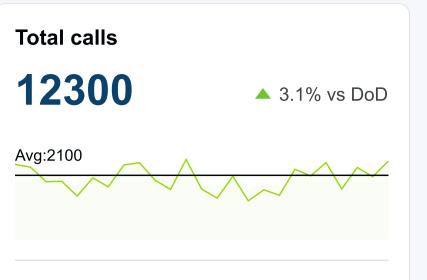
Agent name 💙

Talk Time | Calls ✓

Agent



Customer



### **Top 3 Agents by Total Calls:**

Tim Dieter 400 | 20s
Stacy Loeffelholz 290 | 10s
Jacob Bishop 100 | 15 s

# Inbound Calls 3000 ▲ 3.1% vs DoD Avg:2100

### **Top 3 Agents by Total Calls:**

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### **Call Activity (Last 7 Days)**

	Mon	Tue	Wed	Thur	Fri	Sat	Sun
8:00 AM	4	4	4	12	4	4	4
	∠ 2   ↗ 2	<b>∠</b> 2   <b>↗</b> 2	∠ 2	∠ 2	∠ 2	∠ 2	∠ 2
9:00 AM	12	12	12	20	12	12	12
0.00.7	<b>∠</b> 2   <b>↗</b> 2	∠ 2	<b>∠</b> 2   <b>↗</b> 2	<b>∠</b> 2	∠2	<b>∠</b> 2   <b>↗</b> 2	∠ 2
10:00 AM	16	16	16	4	16	16	16
	<b>∠</b> 2	<b>∠</b> 2   <b>↗</b> 2	<b>∠</b> 2   <b>↗</b> 2	∠ 2	<b>∠</b> 2   <b>↗</b> 2	∠ 2	<b>∠</b> 2
11:00 AM	18	10	18	16	18	18	20
11.007111	<b>∠</b> 2	<b>∠</b> 2   <b>↗</b> 2	<b>∠</b> 2   <b>↗</b> 2	∠2	∠ 2	∠ 2	<b>∠</b> 2
12:00 PM	20	18	20	18	20	20	18
12.001 101	<b>∠</b> 2	<b>∠</b> 2   <b>↗</b> 2	<b>∠</b> 2   <b>↗</b> 2	∠ 2	<b>∠</b> 2   <b>↗</b> 2	∠ 2	<b>∠</b> 2
01:00 PM	21	20	21	21	10	21	21
	<b>∠</b> 2   <b>↗</b> 2	<b>∠</b> 2   <b>↗</b> 2	<b>∠</b> 2   <b>↗</b> 2	∠ 2	<b>∠</b> 2   <b>↗</b> 2	<b>∠</b> 2   <b>↗</b> 2	<b>∠</b> 2   <b>↗</b> 2
02:00 PM	10	21	10	10	21	10	10
UZ.UU PIVI	<b>∠</b> 2   <b>↗</b> 2	∠2	∠ 2   ↗ 2	∠2	∠2	∠2	∠ 2   ↗ 2
03:00 PM	10	10	10	10	10	10	10
U3.UU PIVI	<b>∠</b> 2	<b>∠</b> 2	<b>∠</b> 2	<b>∠</b> 2   <b>↗</b> 2	<b>∠</b> 2	<b>∠</b> 2	<b>∠</b> 2



Overview

**CDR Details by Agent** 

Start Date >

**Inbound Calls** 

**Inbound Calls** 

Avg. Talk Time-Inbound Calls

Avg. Talk Time-Inbound Calls

Start Date >

**Outbound Calls** 

**Outbound Calls** 

Avg. Talk Time-Outbound Calls

Avg. Talk Time-Outbound Calls

12

12

50s

Agent Name >

15

14s

Talk Time | Calls ∨

**Extension to Extension Calls** 

Sort by ✓

20

**20s** 

**20s** 

**20s** 

Agent

Customer

Total Calls: 210	Total Talk Time: 400s
Agent Nan	ne

**Agent Name** 

# Customers: 14

Total Calls: **210** | Total Talk Time: **400s** 

# Customers: 14	
Total Calls: 210	T

**Agent Name** 

# Customers: 14

Total Calls: **210** Total Talk Time: **400s** 



**Agent Name** 

# Customers: 14

Total Calls: **210** Total Talk Time: **400s** 



**Agent Name** 

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**Agent Name** 

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# **Agent Name**

# Customers: 14

Total Calls: **210** Total Talk Time: **400s** 



## **Agent Name**

# Customers: 14

Total Calls: **210** Total Talk Time: **400s** 



# **Agent Name**

# Customers: 14

Total Calls: **210** Total Talk Time: **400s** 

Inbound Calls	12
Avg. Talk Time-Inbound Calls	50s

Avg. Talk Time-Inbound Calls

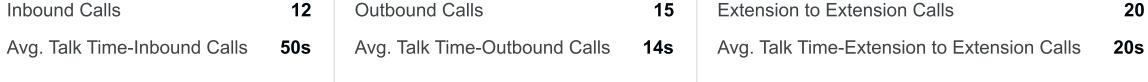
50s

15 **Extension to Extension Calls** 20

Avg. Talk Time-Extension to Extension Calls

Avg. Talk Time-Extension to Extension Calls







**Inbound Calls** 12 **Outbound Calls Extension to Extension Calls** 20 15 Avg. Talk Time-Inbound Calls Avg. Talk Time-Outbound Calls Avg. Talk Time-Extension to Extension Calls **20s** 

**Inbound Calls** 12 **Outbound Calls** 20 15 **Extension to Extension Calls** Avg. Talk Time-Outbound Calls Avg. Talk Time-Extension to Extension Calls Avg. Talk Time-Inbound Calls 50s **20s** 

**Inbound Calls** 12 **Outbound Calls** 15 **Extension to Extension Calls** 20 Avg. Talk Time-Inbound Calls Avg. Talk Time-Extension to Extension Calls Avg. Talk Time-Outbound Calls 14s **20s** 

**Inbound Calls** 12 **Outbound Calls** 15 **Extension to Extension Calls** 20 Avg. Talk Time-Extension to Extension Calls

Avg. Talk Time-Outbound Calls

**Outbound Calls** Extension to Extension Calls 20 15 Avg. Talk Time-Outbound Calls Avg. Talk Time-Extension to Extension Calls **20s** 14s

**Inbound Calls Outbound Calls Extension to Extension Calls** 20 12 15 Avg. Talk Time-Extension to Extension Calls Avg. Talk Time-Inbound Calls Avg. Talk Time-Outbound Calls **20s**