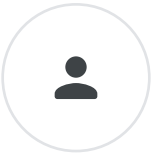




Overview



Agent



Customer

# CDR Overview

Start Date

End Date

Agent name

Talk Time | Calls

## Total calls

12300

▲ 3.1% vs DoD

Avg:2100



### 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:

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

## Outbound Calls

9200

▲ 3.1% vs DoD

Avg:2100



### Top 3 Agents by Total Calls:

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

## Extension to Extension Calls

1000

▲ 3.1% vs DoD

Avg:2100



### Top 3 Agents by Total Calls:

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

## Call Gap

Inbound Calls Outbound Calls Extension to Extension



## Call Activity (Last 7 Days)

Inbound Calls Outbound Calls

	Mon	Tue	Wed	Thur	Fri	Sat	Sun
8:00 AM	4 Inbound Calls: 2 Outbound Calls: 2	4 Inbound Calls: 2 Outbound Calls: 2	4 Inbound Calls: 2 Outbound Calls: 2	12 Inbound Calls: 2 Outbound Calls: 2	4 Inbound Calls: 2 Outbound Calls: 2	4 Inbound Calls: 2 Outbound Calls: 2	4 Inbound Calls: 2 Outbound Calls: 2
9:00 AM	12 Inbound Calls: 2 Outbound Calls: 2	12 Inbound Calls: 2 Outbound Calls: 2	12 Inbound Calls: 2 Outbound Calls: 2	20 Inbound Calls: 2 Outbound Calls: 2	12 Inbound Calls: 2 Outbound Calls: 2	12 Inbound Calls: 2 Outbound Calls: 2	12 Inbound Calls: 2 Outbound Calls: 2
10:00 AM	16 Inbound Calls: 2 Outbound Calls: 2	16 Inbound Calls: 2 Outbound Calls: 2	16 Inbound Calls: 2 Outbound Calls: 2	4 Inbound Calls: 2 Outbound Calls: 2	16 Inbound Calls: 2 Outbound Calls: 2	16 Inbound Calls: 2 Outbound Calls: 2	16 Inbound Calls: 2 Outbound Calls: 2
11:00 AM	18 Inbound Calls: 2 Outbound Calls: 2	10 Inbound Calls: 2 Outbound Calls: 2	18 Inbound Calls: 2 Outbound Calls: 2	16 Inbound Calls: 2 Outbound Calls: 2	18 Inbound Calls: 2 Outbound Calls: 2	18 Inbound Calls: 2 Outbound Calls: 2	20 Inbound Calls: 2 Outbound Calls: 2
12:00 PM	20 Inbound Calls: 2 Outbound Calls: 2	18 Inbound Calls: 2 Outbound Calls: 2	20 Inbound Calls: 2 Outbound Calls: 2	18 Inbound Calls: 2 Outbound Calls: 2	20 Inbound Calls: 2 Outbound Calls: 2	20 Inbound Calls: 2 Outbound Calls: 2	18 Inbound Calls: 2 Outbound Calls: 2
01:00 PM	21 Inbound Calls: 2 Outbound Calls: 2	20 Inbound Calls: 2 Outbound Calls: 2	21 Inbound Calls: 2 Outbound Calls: 2	21 Inbound Calls: 2 Outbound Calls: 2	10 Inbound Calls: 2 Outbound Calls: 2	21 Inbound Calls: 2 Outbound Calls: 2	21 Inbound Calls: 2 Outbound Calls: 2
02:00 PM	10 Inbound Calls: 2 Outbound Calls: 2	21 Inbound Calls: 2 Outbound Calls: 2	10 Inbound Calls: 2 Outbound Calls: 2	10 Inbound Calls: 2 Outbound Calls: 2	21 Inbound Calls: 2 Outbound Calls: 2	10 Inbound Calls: 2 Outbound Calls: 2	10 Inbound Calls: 2 Outbound Calls: 2
03:00 PM	10 Inbound Calls: 2 Outbound Calls: 2	10 Inbound Calls: 2 Outbound Calls: 2	10 Inbound Calls: 2 Outbound Calls: 2	10 Inbound Calls: 2 Outbound Calls: 2	10 Inbound Calls: 2 Outbound Calls: 2	10 Inbound Calls: 2 Outbound Calls: 2	10 Inbound Calls: 2 Outbound Calls: 2

CDR Report



Agent



## CDR Details by Agent

Start Date 

Start Date 

Agent Name 

Talk Time | Calls Sort by [illegible]