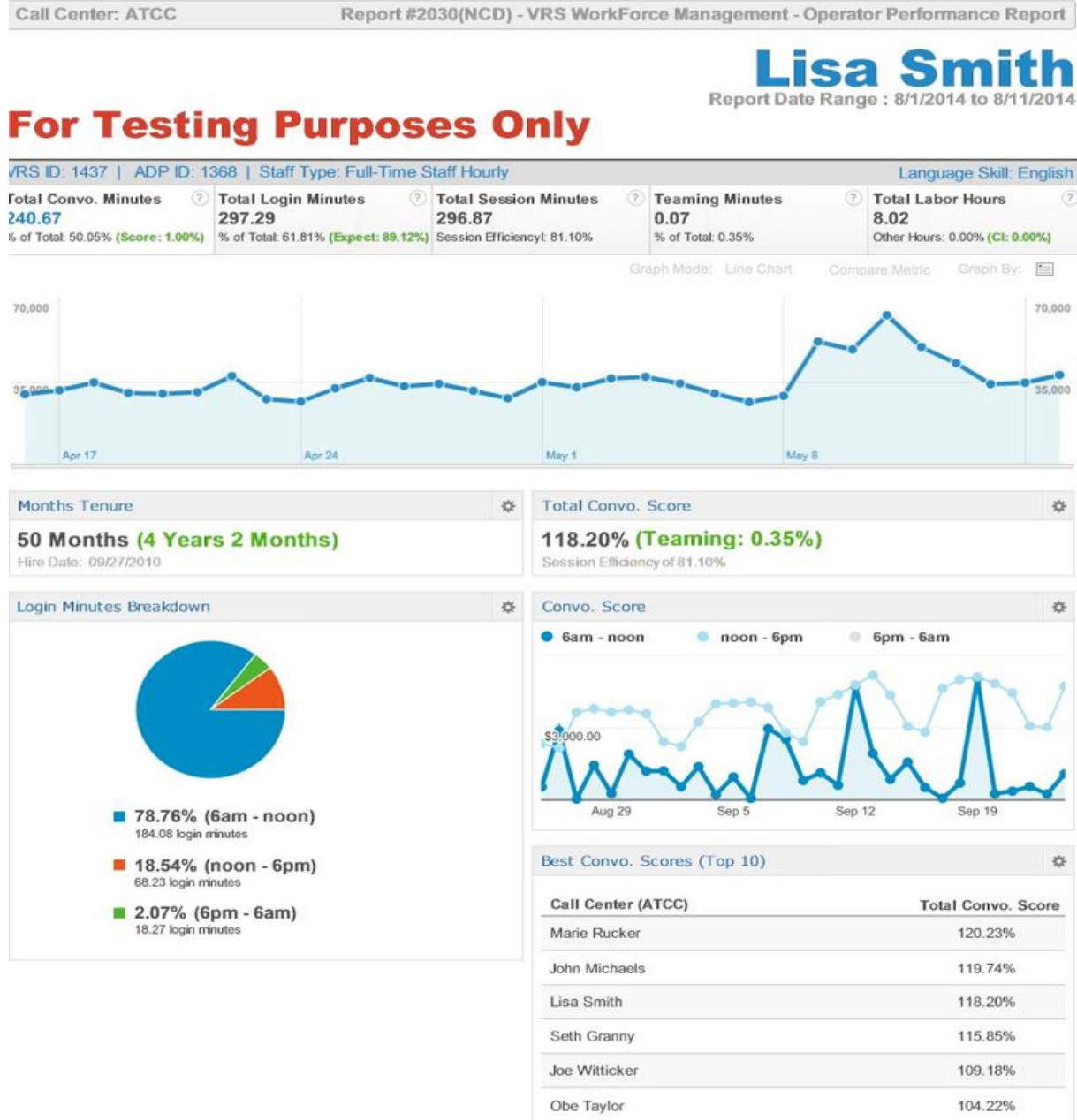
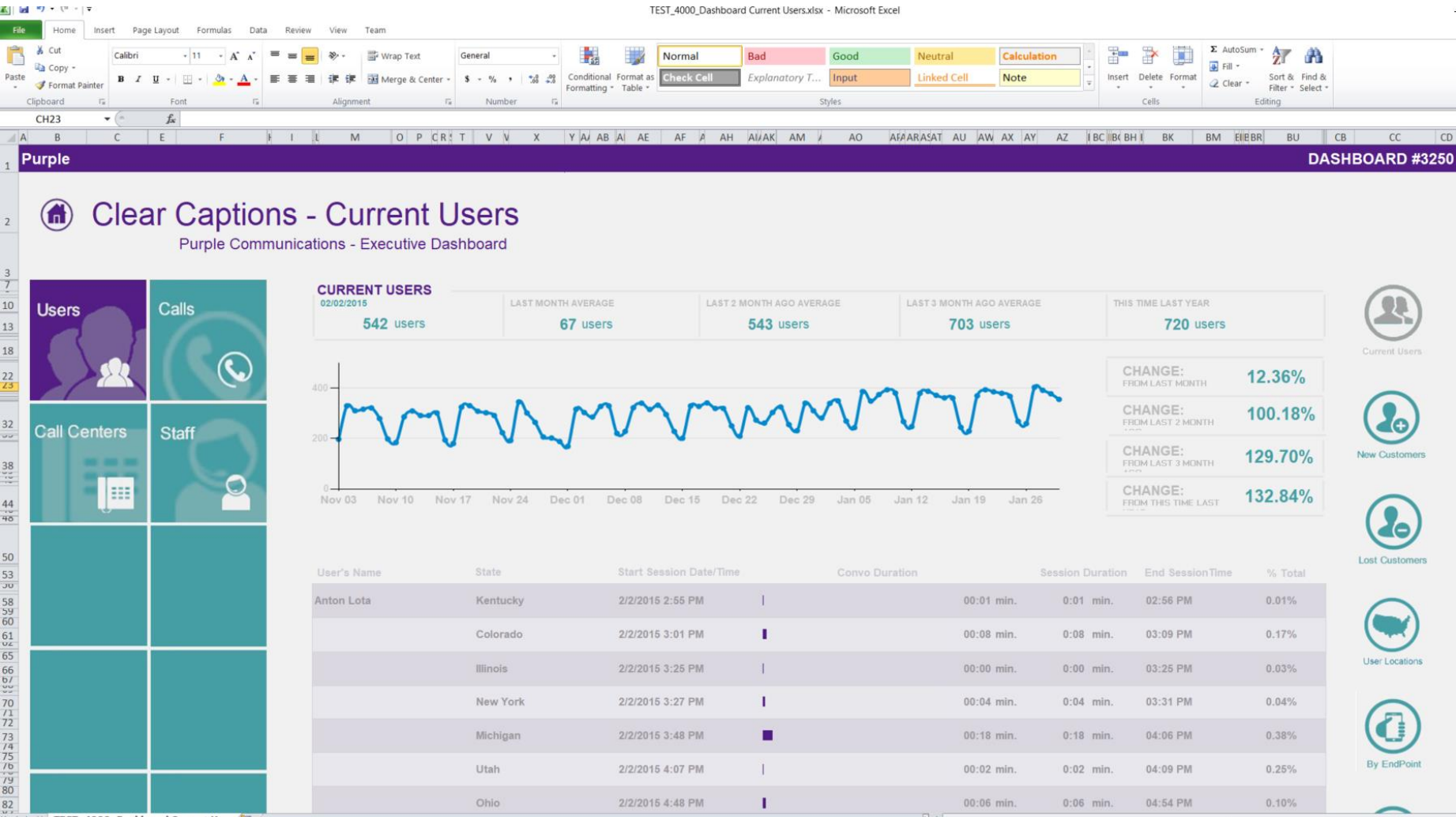


1. REPORT 2030-VRS OPERATOR PERFORMANCE REPORT LAYOUT

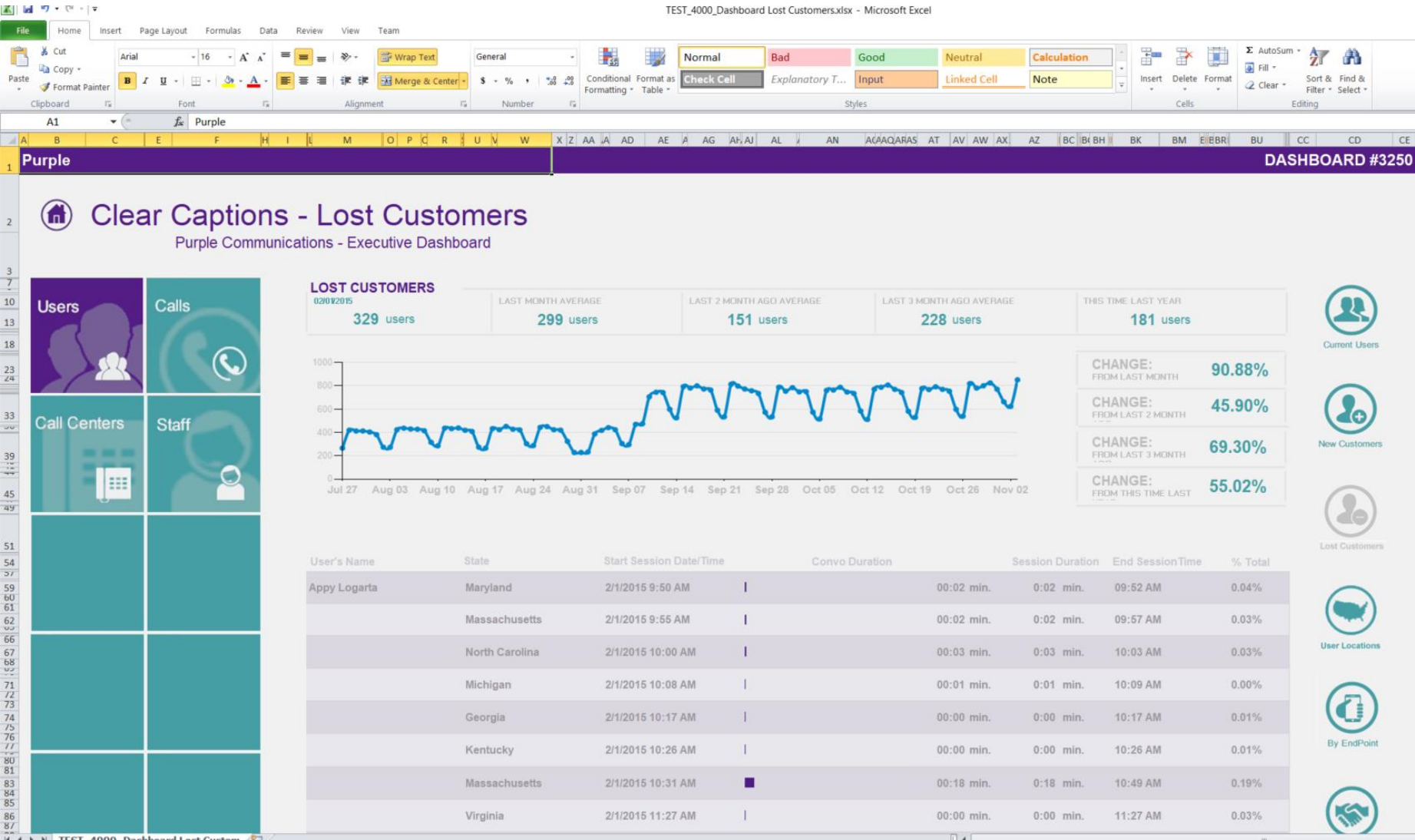


2. REPORT 3250-CLEAR CAPTION- CURRENT USERS/LOST CUSTOMER /NEW CUSTOMER LAYOUT

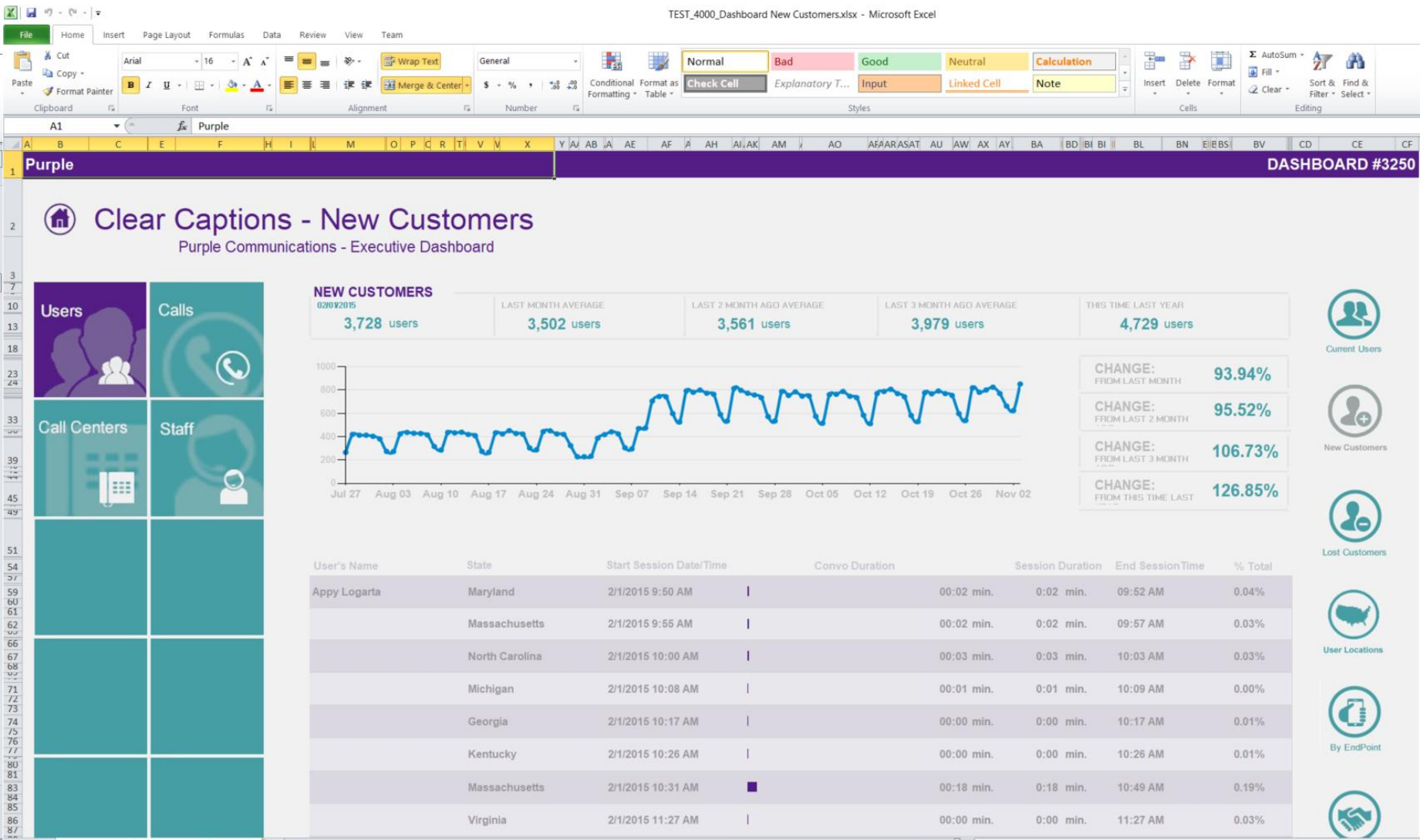
Screen Shot 1 of 3



Screen Shot 2 of 3



Screen Shot 3 of 3



3. REPORT 2929-OPS MANAGEMENT REPORT LAYOUT:

Screen Shot 1 of 4

TEST_2929(NCD)-Ops Management Report_LT - Excel

2929 - VRS WorkForce Management - Operator Performance Report - For Testing Purposes Only																		
Operators with SS Hours																		
Report Date Range: 8/1/2014 to 8/30/2014																		
Employee Information		All Days 12am - 12am (Pacific)																
Call Center	Employee Name	Report Date	Labor Hours	Perf. Convo Mins	Perf. Convo Mins to Labor Hours Pct	Perf. Convo Mins Pct VS Ent Convo Mins Pct	Login Mins	Login Mins to Labor Hours Pct	Login Expectation	Login Mins Pct VS Login Expectation	Perf. Session Mins	Perf. Session Mins to Login Mins Pct	Teaming Mins	Teaming Mins to All Login Statuses Pct	Not Available Mins	Labor Hours	Perf. Convo Mins	Perf. Mins to Labor Hours Pct
ATCC	Total	ATCC Total	1,296.08	40,455.14	52.02%	0.36%	65,727.86	84.52%	81.31%	3.21%	49,004.19	74.56%	1,337.48	1.95%	2,832.75	252.85	5,090.14	33.21%
AZCC	Total	AZCC Total	1,578.53	42,456.51	44.83%	-6.83%	77,284.66	81.60%	82.65%	-1.06%	51,706.16	66.90%	1,996.75	2.35%	7,776.87	439.49	9,680.42	36.21%
CHCC	Total	CHCC Total	2,233.72	68,712.65	51.27%	-0.39%	112,298.21	83.79%	81.39%	2.40%	82,932.03	73.85%	7,030.30	6.03%	4,316.62	256.89	6,397.10	41.21%
COCC	Total	COCC Total	5,390.90	171,647.65	53.07%	1.41%	271,819.51	84.04%	81.53%	2.50%	207,125.90	76.20%	7,380.62	2.55%	17,084.25	739.20	17,825.36	40.21%
DCCC	Total	DCCC Total	1,011.08	33,069.05	54.51%	2.85%	51,027.80	84.11%	80.59%	3.53%	40,029.49	78.45%	1,318.10	2.42%	3,351.20	118.64	2,720.40	38.21%
DECC	Total	DECC Total	1,635.78	54,733.42	55.77%	4.11%	80,760.31	82.29%	80.75%	1.54%	65,303.40	80.86%	1,363.60	1.55%	7,070.35	61.27	1,205.99	32.21%
EPCC	Total	EPCC Total	3,382.67	89,779.33	44.23%	-7.43%	178,838.11	88.11%	83.36%	4.76%	108,578.65	60.71%	2,329.70	1.29%	1,137.58	1,229.60	25,825.53	35.21%
GRCC	Total	GRCC Total	1,405.43	48,012.12	56.94%	5.28%	71,311.62	84.57%	80.43%	4.13%	57,101.68	80.07%	2,970.48	4.12%	821.43	121.51	3,245.40	44.21%

Reporting Documentations – Technical Design Specifications

Screen Shot 2 of 4

TEST_2929(NCD)-Ops Management Report_LT - Excel

2929 - VR3 Operators Report Data		Employee Information															
		Mon - Fri: 12am - 6am + 6pm - 12am (Pacific)								Mon - Fri: 6am - 12pm (Pacific)							
Call Center	Employee Name	Report Date	Labor Hours	Perf. Convo Mins	Perf. Convo Mins to Labor Hours Pct	Perf. Convo Mins Pct VS Ent Convo Mins Pct	Login Mins	Login Mins to Labor Hours Pct	Perf. Session Mins	Perf. Session Mins to Login Mins Pct	Labor Hours	Perf. Convo Mins	Perf. Convo Mins to Labor Hours Pct	Perf. Convo Mins Pct VS Ent Convo Mins Pct	Login Mins	Login Mins to Labor Hours Pct	Perf. Session Mins
ATCC	Total	ATCC Total	252.85	5,090.14	33.55%	-4.66%	13,152.91	86.70%	6,430.02	48.89%	556.69	19,808.68	59.30%	0.81%	27,876.53	83.46%	23,595.67
AZCC	Total	AZCC Total	439.49	9,680.42	36.71%	-1.50%	22,406.19	84.97%	12,049.02	53.78%	374.15	11,729.96	52.25%	-6.24%	17,626.06	78.52%	13,850.66
CHCC	Total	CHCC Total	256.89	6,397.10	41.50%	3.29%	12,988.24	84.27%	7,840.78	60.37%	932.85	31,694.81	56.63%	-1.86%	46,744.81	83.52%	37,209.04
COCC	Total	COCC Total	739.20	17,825.36	40.19%	1.98%	38,388.05	86.55%	22,052.81	57.45%	1,993.32	72,440.82	60.57%	2.08%	99,713.56	83.37%	85,472.64
DCCC	Total	DCCC Total	118.64	2,720.40	38.22%	0.01%	5,898.58	82.86%	3,424.26	58.05%	441.58	15,814.65	59.69%	1.20%	22,475.09	84.83%	18,989.13
DECC	Total	DECC Total	61.27	1,205.99	32.81%	-5.40%	2,500.98	68.03%	1,499.79	59.97%	833.74	30,806.99	61.58%	3.09%	42,047.66	84.05%	36,346.87
EPCC	Total	EPCC Total	1,229.60	25,825.53	35.01%	-3.20%	65,687.05	89.04%	31,079.74	47.31%	473.31	16,250.98	57.22%	-1.27%	24,527.41	86.37%	19,336.94
GRCC	Total	GRCC Total	121.51	3,245.40	44.51%	6.30%	6,160.78	84.50%	3,983.16	64.65%	807.39	28,897.02	59.65%	1.16%	41,133.80	84.91%	34,118.60

Reporting Documentations – Technical Design Specifications

Screen Shot 3 of 4

TEST_2929(NCD)-Ops Management Report_LT - Excel

2929 - VR3 Operators Report Data																			
Employee Information																			
Mon - Fri: 12pm - 6pm (Pacific)										Saturday: 12am - 12am (Pacific)									
Call Center	Employee Name	Report Date	Labor Hours	Perf. Convo Mins	Perf. Convo Mins to Labor Hours Pct	Perf. Convo Mins Pct VS Ent Convo Mins Pct	Login Mins	Login Mins to Labor Hours Pct	Perf. Session Mins	Perf. Session Mins to Login Mins Pct	Labor Hours	Perf. Convo Mins	Perf. Convo Mins to Labor Hours Pct	Perf. Convo Mins Pct VS Ent Convo Mins Pct	Login Mins	Login Mins to Labor Hours Pct	Perf. Session Mins	Perf. Session Mins to Login Mins Pct	
ATCC	Total	ATCC Total	399.45	13,218.00	55.15%	2.48%	20,092.92	83.84%	15,961.84	79.44%	87.09	2,338.36	44.75%	0.80%	4,605.55	88.14%	3,016.63		
AZCC	Total	AZCC Total	366.28	11,540.22	52.51%	-0.16%	17,163.05	78.10%	13,737.78	80.04%	194.89	4,572.26	39.10%	-4.85%	9,859.33	84.32%	5,868.90		
CHCC	Total	CHCC Total	679.93	21,412.31	52.49%	-0.18%	33,599.91	82.36%	25,936.51	77.19%	187.09	4,615.41	41.12%	-2.83%	9,736.71	86.74%	5,984.67		
COCC	Total	COCC Total	1,743.24	56,595.55	54.11%	1.44%	85,863.82	82.09%	68,321.88	79.57%	506.62	14,097.50	46.38%	2.43%	26,530.49	87.28%	17,582.23		
DCCC	Total	DCCC Total	450.85	14,533.91	53.73%	1.06%	22,654.18	83.75%	17,616.08	77.76%	0.00	0.00	0.00%	0.00%	0.00	0.00%	0.00		
DECC	Total	DECC Total	557.82	17,332.36	51.79%	-0.88%	26,639.84	79.60%	20,655.77	77.54%	183.03	5,388.08	49.06%	5.11%	9,571.80	87.16%	6,800.93		
EPCC	Total	EPCC Total	639.00	20,890.15	54.49%	1.82%	33,122.26	86.39%	25,317.25	76.44%	497.37	12,736.62	42.68%	-1.27%	26,497.65	88.79%	15,632.82		
GRCC	Total	GRCC Total	476.57	15,869.67	55.50%	2.83%	24,017.06	83.99%	18,999.93	79.11%	0.00	0.00	0.00%	0.00%	0.00	0.00%	0.00		

Reporting Documentations – Technical Design Specifications

Screen Shot 4 of 4

TEST_2929(NCD)-Ops Management Report_LT - Excel

FILEHOMEINSERTPAGE LAYOUTFORMULASDATAREVIEWVIEW

CutCopyFormat Painter

Arial9

B I U

Wrap Text

Merge & Center

General

\$ % ' & #

NormalBadGoodNeutralCalculation

Check CellExplanatory...InputLinked CellNote

InsertDeleteFormat

AutoSumFillClear

Sort & Find & Filter > Select >

ClipboardFontAlignmentNumberConditional FormattingTableStylesCellsEditing

A6: ATCC

1	2	3	A	B	C	BS	BT	BU	BV	BW	BX	BY	BZ	CA	CB	CC	CD	CE	CF	CG	CH	CI	
1					2929 - VR																		
2					Operators																		
3					Report Da																		
4					Employee Information			Sunday: 6am - 6pm (Pacific)					Mon - Fri 12am - 6am & 6pm - 12am + Sat - Sun 12am - 12am (Pacific)										
				Call Center	Employee Name	Report Date	Perf. Session Mins to Login Mins Pct	Labor Hours	Perf. Convo Mins	Perf. Convo Mins to Labor Hours Pct	Perf. Convo Mins Pct VS Ent Convo Mins Pct	Login Mins	Login Mins to Labor Hours Pct	Perf. Session Mins	Perf. Session Mins to Login Mins Pct	Labor Hours	Perf. Convo Mins	Perf. Convo Mins to Labor Hours Pct	Perf. Convo Mins Pct VS Ent Convo Mins Pct	Login Mins	Login Mins to Labor Hours Pct	Perf. Session Mins	Perf. Session Mins to Login Mins Pct
6	ATCC	Total	ATCC Total	0.00%	0.00	0.00	0.00%	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	339.94	7,428.50	36.42%	-4.77%	17,758.46	87.07%	9,446.66	53.20%
232	AZCC	Total	AZCC Total	60.60%	135.00	3,494.39	43.14%	-2.21%	6,650.84	82.11%	4,317.37	64.91%	838.18	19,186.33	38.15%	-3.04%	42,495.38	84.50%	24,117.67	56.75%			
557	CHCC	Total	CHCC Total	64.59%	140.79	3,649.02	43.20%	-2.15%	7,439.79	88.07%	4,741.67	63.73%	621.11	15,605.58	41.88%	0.69%	31,953.51	85.74%	19,786.56	61.92%			
979	COCC	Total	COCC Total	64.23%	305.41	8,172.99	44.60%	-0.75%	15,958.39	87.09%	10,603.16	66.44%	1,654.48	42,611.27	42.93%	1.74%	86,242.23	86.88%	53,331.41	61.84%			
1933	DCCC	Total	DCCC Total	0.00%	0.00	0.00	0.00%	0.00%	0.00	0.00%	0.00	0.00%	118.64	2,720.40	38.22%	-2.97%	5,898.58	82.86%	3,424.26	58.05%			
2161	DECC	Total	DECC Total	0.00%	0.00	0.00	0.00%	0.00%	0.00	0.00%	0.00	0.00%	244.30	6,594.07	44.99%	3.80%	12,072.78	82.36%	8,300.72	68.76%			
2162	EPCC	Total	EPCC Total	59.34%	272.39	8,358.45	51.14%	5.79%	14,667.39	89.75%	10,164.80	69.30%	2,270.25	52,638.19	38.64%	-2.55%	121,188.47	88.97%	63,924.43	52.75%			
2523	GRCC	Total	GRCC Total	0.00%	0.00	0.00	0.00%	0.00%	0.00	0.00%	0.00	0.00%	121.51	3,245.40	44.51%	3.32%	6,160.78	84.50%	3,983.16	64.65%			
2524	LBCC	Total	LBCC Total	65.75%	184.49	5,029.14	45.43%	0.08%	9,850.13	88.99%	6,538.43	66.38%	816.72	22,711.79	46.35%	5.16%	43,304.04	88.37%	28,469.93	65.74%			
3145	MACC	Total	MACC Total	73.94%	0.24	0.95	6.60%	-38.75%	8.29	57.57%	3.87	46.69%	119.72	3,182.59	44.31%	3.12%	6,270.10	87.29%	3,873.28	61.77%			
3146																							

2929

READY

8:21 PM

4. REPORT 8074-PURPLE CARE DAILY CALL DETAILS SUMMARY REPORT LAYOUT

<

5. REPORT 0016–ARES DAILY CALL DETAIL REPORT LAYOUT

Microsoft SQL Server Report Builder

Run

Design

Zoom

Views

Navigation

Options

Find

Print

Page Setup

Print Layout

Export

Document Map

Parameters

From Date

08/15/14

View Report

#0016(NCD) - ARES Daily Call Detail Report

Report Date: 8/15/2014

DAILY TOTALS	Total Minutes		E20	VP	Chat	VideoEmail	MVP	P3	P3 Mac	New P3	New P3 Mac	iPhone	Android	Skype	V2V
	Convo	Session													
TOTALS															
Grand Total	968.48	1,135.51	16.97	8.30	0.00	0.00	0.00	74.27	7.10	304.80	75.13	0.00	0.00	0.00	0.00
Purple	968.48	1,135.51	16.97	8.30	0.00	0.00	0.00	74.27	7.10	304.80	75.13	0.00	0.00	0.00	0.00
911	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
English	942.78	1,093.90	16.97	6.70	0.00	0.00	0.00	74.27	7.10	304.80	75.13	0.00	0.00	0.00	0.00
Spanish	25.70	41.61	0.00	1.60	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Purple															
RCC	17,912.88	20,784.13	322.37	127.30	0.00	0.00	0.00	1,411.07	134.90	5791.20	1427.53	0.00	0.00	0.00	0.00
SP-RCC	154.20	249.66	0.00	9.60	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
911															
RCC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MTD TOTALS															

Current report server http://gungureanu/ReportServer_MSSQLSERVER2012

100%

6. REPORT 0016–VRS HOURLY CALL DETAIL REPORT LAYOUT:

Microsoft SQL Server Report Builder

Run

Design Zoom First Previous 1 of 2? Next Last Refresh Stop Back Print Page Setup Print Layout Export Document Map Parameters Find

#0060(NCD) - VRS Hourly Call Detail Report

Report Date: 8/15/2014 - Report Hour: 14:00

DAILY TOTALS	Total Minutes		Video Minutes													Incomi
	Convo	Session	VP	Chat	VideoEmail	MVP	P3	SmartVP	P3 Mac	P3 TNG	P3 Mac TNG	iPhone	Android	Skype	V2V	
TOTALS																
Grand Total	812.72	936.13	8.30	0.00	0.00	0.00	74.27	231.73	0.00	252.38	55.82	0.00	0.00	0.00	0.00	
PURPLE	812.72	936.13	8.30	0.00	0.00	0.00	74.27	231.73	0.00	252.38	55.82	0.00	0.00	0.00	0.00	
English	792.73	903.39	6.70	0.00	0.00	0.00	74.27	223.83	0.00	252.38	55.82	0.00	0.00	0.00	0.00	
Spanish	19.98	32.75	1.60	0.00	0.00	0.00	0.00	7.90	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
PURPLE																
ATCC	49.27	54.68	0.47	0.00	0.00	0.00	0.00	25.33	0.00	23.47	0.00	0.00	0.00	0.00	0.00	
AZCC	0.27	1.87	0.00	0.00	0.00	0.00	0.00	0.27	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
CHCC	69.48	74.21	6.23	0.00	0.00	0.00	0.00	11.03	0.00	52.03	0.00	0.00	0.00	0.00	0.00	
COCC	95.35	110.24	0.00	0.00	0.00	0.00	0.83	27.98	0.00	44.25	12.55	0.00	0.00	0.00	0.00	
DCCC	42.62	47.18	0.00	0.00	0.00	0.00	0.00	37.60	0.00	0.13	0.27	0.00	0.00	0.00	0.00	
DECC	16.92	25.83	0.00	0.00	0.00	0.00	0.00	5.45	0.00	2.33	0.17	0.00	0.00	0.00	0.00	
EPCC	34.78	39.58	0.00	0.00	0.00	0.00	0.00	1.62	0.00	32.98	0.00	0.00	0.00	0.00	0.00	
GRCC	33.20	35.63	0.00	0.00	0.00	0.00	0.00	5.38	0.00	22.70	0.00	0.00	0.00	0.00	0.00	
LBCC	44.37	56.04	0.00	0.00	0.00	0.00	0.00	11.50	0.00	0.85	16.72	0.00	0.00	0.00	0.00	
MACC	36.02	44.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5.08	7.25	0.00	0.00	0.00	0.00	

Current report server http://gungureanu/ReportServer_MSSQLSERVER2012

100%

7. REPORT 0083–VRS DAILY AC ASA BY HALF HOUR REPORT LAYOUT

0083(NCD)-VRS Daily AC ASA by Half Hour.rdl - Microsoft SQL Server Report Builder

Run

Design Zoom First Previous 1 of 7 Next Last Refresh Stop Back

Print Page Setup Print Layout Export Parameters Document Map Find

Start Date 08/01/14 End Date 08/06/14 View Report

#0083(NCD) - VRS Daily AC ASA by Half Hour Report

Report Date: 8/1/2014 to 8/6/2014

Date	Time	Convo Time	Session Time	Incoming Calls	Billable Calls	Abandoned Calls	Quick AC	ASA	VI Login Minutes/30	Avg Session Minutes	% of < 10s	% of < 30s	Convo Time
	0 :00AM	1	0.95	1	1	0	0	0.00	4	1	0.00%	0.00%	
	0 :30AM	0	0.00	0	0	0	0	0.00	4	0	0.00%	0.00%	
	1 :00AM	0	0.00	0	0	0	0	0.00	4	0	0.00%	0.00%	
	1 :30AM	0	0.00	0	0	0	0	0.00	4	0	0.00%	0.00%	
	2 :00AM	0	0.00	0	0	0	0	0.00	4	0	0.00%	0.00%	
	2 :30AM	0	0.00	0	0	0	0	0.00	4	0	0.00%	0.00%	
	3 :00AM	0	0.00	0	0	0	0	0.00	6	0	0.00%	0.00%	
	3 :30AM	0	0.24	1	1	0	0	0.00	6	0	100.00%	100.00%	
	4 :00AM	1	1.26	1	1	0	0	0.00	7	1	0.00%	0.00%	
	4 :30AM	1	2.64	3	4	1	0	16.93	8	1	50.00%	50.00%	
	5 :00AM	1	2.43	4	4	2	2	1.81	24	1	50.00%	50.00%	
	5 :30AM	1	2.03	2	2	0	0	0.00	35	1	0.00%	0.00%	
	6 :00AM	12	15.81	6	6	0	0	0.00	62	3	66.67%	100.00%	1

Current report server http://gungureanu/ReportServer_MSSQLSERVER2012

100%

8. REPORT #0084(NCD)–VRS DAILY Ac ASA BY HALF HOUR REPORT LAYOUT

Reporting Documentations – Technical Design Specifications

0084(NCD)_vrsDailyACASbyHalfHour_DN.rdl - Microsoft SQL Server Report Builder

Run

Design Zoom First Previous 1 of 2? Next Last Refresh Stop Back

Print Page Setup Print Layout Export Parameters Document Map Find

Start Date 08/04/14 End Date 08/04/14 View Report

#0084(NCD)_DN - VRS Daily AC ASA by Half Hour Report

Report Date: 8/4/2014

Date	Time	Convo Time	Session Time	Incoming Calls	Billable Calls	Abandoned Calls	Quick AC	ASA	VI Login Minutes/30	Avg Session Minutes	% of < 10s	% of < 30s	Convo Time
	0 :00AM	4	4.19	1	1	0	0	0.00	4	4	100.00%	100.00%	
	0 :30AM	0	0.00	0	0	0	0	0.00	4	0	0.00%	0.00%	
	1 :00AM	0	0.00	0	0	0	0	0.00	4	0	0.00%	0.00%	
	1 :30AM	0	0.00	0	0	0	0	0.00	4	0	0.00%	0.00%	
	2 :00AM	0	0.96	2	2	0	0	0.00	4	0	100.00%	100.00%	
	2 :30AM	2	2.32	1	1	0	0	0.00	4	2	100.00%	100.00%	
	3 :00AM	0	0.00	0	0	0	0	0.00	5	0	0.00%	0.00%	
	3 :30AM	1	1.63	1	2	0	0	0.00	6	2	100.00%	100.00%	
	4 :00AM	22	22.75	1	1	0	0	0.00	8	23	100.00%	100.00%	2
	4 :30AM	0	0.00	0	0	0	0	0.00	8	0	0.00%	0.00%	
	5 :00AM	26	26.76	1	1	0	0	0.00	28	27	100.00%	100.00%	2
	5 :30AM	12	15.27	3	3	0	0	0.00	40	5	100.00%	100.00%	1
	6 :00AM	75	82.37	7	13	0	0	0.00	73	12	100.00%	100.00%	7

Current report server http://gungureanu/ReportServer_MSSQLSERVER2012

9. REPORT 2012–MONTHLY CSC REPORT LAYOUT

Jai Singh - Outlook Web App2012 Report - Report Manager

sandeep1-pc/Reports_MSSQLSERVER2012/Pages/Report.aspx?ItemPath=%2f2012+Report

Google

Home > 2012 Report

Home | My Subscriptions | Site Settings | Help

End Date10/10/2014

View Report

1 of 2 ? Find | Next

Report 2012 - Monthly CSC Report

Report Date Range: 8/1/2014 to 10/10/2014

For Testing Purposes

Agent ID	Outbound Calls	Terp User Score	Perfect Score	VI Score
4729	94	177	177	100.00%
4574	19	39	39	100.00%
1421	225	456	456	100.00%
1372	326	657	657	100.00%
4982	24	39	39	100.00%
4542	295	594	594	100.00%
4532	223	240	240	100.00%
1288	474	1011	1011	100.00%
4449	472	1023	1023	100.00%
4483	38	78	78	100.00%
1986	308	363	363	100.00%
4377	145	330	330	100.00%
4282	663	1233	1233	100.00%
4327	245	486	486	100.00%
4389	320	606	606	100.00%
5042	48	123	123	100.00%

10. REPORT 0083(NCD)–VRS DAILY AC ASA BY HALF HOUR REPORT LAYOUT

0083(NCD)-VRS Daily AC ASA by Half Hour.rdl - Microsoft SQL Server Report Builder

Run

Design Zoom First Previous 1 of 7 Next Last Refresh Stop Back Print Page Setup Print Layout Export Parameters Document Map Find

Start Date 08/01/14 End Date 08/06/14 View Report

#0083(NCD) - VRS Daily AC ASA by Half Hour Report

Report Date: 8/1/2014 to 8/6/2014

Date	Time	Convo Time	Session Time	Incoming Calls	Billable Calls	Abandoned Calls	Quick AC	ASA	VI Login Minutes/30	Avg Session Minutes	% of < 10s	% of < 30s	Convo Time
	0 :00AM	1	0.95	1	1	0	0	0.00	4	1	0.00%	0.00%	
	0 :30AM	0	0.00	0	0	0	0	0.00	4	0	0.00%	0.00%	
	1 :00AM	0	0.00	0	0	0	0	0.00	4	0	0.00%	0.00%	
	1 :30AM	0	0.00	0	0	0	0	0.00	4	0	0.00%	0.00%	
	2 :00AM	0	0.00	0	0	0	0	0.00	4	0	0.00%	0.00%	
	2 :30AM	0	0.00	0	0	0	0	0.00	4	0	0.00%	0.00%	
	3 :00AM	0	0.00	0	0	0	0	0.00	6	0	0.00%	0.00%	
	3 :30AM	0	0.24	1	1	0	0	0.00	6	0	100.00%	100.00%	
	4 :00AM	1	1.26	1	1	0	0	0.00	7	1	0.00%	0.00%	
	4 :30AM	1	2.64	3	4	1	0	16.93	8	1	50.00%	50.00%	
	5 :00AM	1	2.43	4	4	2	2	1.81	24	1	50.00%	50.00%	
	5 :30AM	1	2.03	2	2	0	0	0.00	35	1	0.00%	0.00%	
	6 :00AM	12	15.81	6	6	0	0	0.00	62	3	66.67%	100.00%	1

Current report server http://gungureanu/ReportServer_MSSQLSERVER2012 100%

11. REPORT 0091(NCD)–VRS DAILY ANSWER AC BY CALL REPORT LAYOUT

Test_0091(NCD)_vrsDailyAnswerAC_byCall.rdl - Microsoft SQL Server Report Builder

Run

Design Zoom First Previous 1 of 1 Next Last Refresh Stop Back Print Page Setup Print Layout Export Parameters Document Map Find

Start Date 08/05/14 View Report

0091(NCD) - VRS Daily Answered/Abandoned Data by Incoming Call Report - For Testing Purpose Only

Report Date: 8/5/2014

Session ID	Phone Log ID	Time Start	Time End	Convo Start	Convo End	Operator ID	Language	IPAddress	ANI	Device Type
ARESNMKCSQ487HRUVHBL04HEYACNMR	0	07:20:16	07:22:22			4632	English	70.137.246.234		LifeSize ClearSea Client 8.1.29 (
ARESHR5THY0S5OSK8AGACEM3JA5BDGD2	0	07:20:48	07:21:15			1210	English	70.193.192.97		LifeSize ClearSea Client 8.1.14 (
ARESCMW7JW9H8927CH73LQ50QGP9M77W	7562502	07:24:53	08:22:02	07:25:05	07:25:10	1450	English	64.134.243.177	8800772121	LifeSize ClearSea Client 8.1.27 (
ARESHNHSSK8VB88G0GTHHE6ARMT804Y	7563124	07:51:55	08:06:32			4659	English	71.205.186.185	2486261057	LifeSize ClearSea Client 8.1.29 (
ARESHNHSSK8VB88G0GTHHE6ARMT804Y	7563155	07:51:55	08:06:32	07:53:40	07:54:09	4659	English	71.205.186.185	2486261057	LifeSize ClearSea Client 8.1.29 (
ARESHNHSSK8VB88G0GTHHE6ARMT804Y	7563254	07:51:55	08:06:32	07:57:31	07:58:08	4659	English	71.205.186.185	2486261057	LifeSize ClearSea Client 8.1.29 (
ARESH7DXNIUNY3XF6BRM5HKA87JG6HAT	0	08:51:53	08:52:05			4709	English	12.197.155.130		LifeSize ClearSea Client 8.1.32 (
ARESDXJ87JEYOUNKGUMYGQ46670B49BR	7566556	09:58:23	10:00:29	09:58:51	09:59:02	4505	English	75.25.63.39	8473248957	LifeSize ClearSea Client 8.1.30 (
ARESDXJ87JEYOUNKGUMYGQ46670B49BR	7566584	09:58:23	10:00:29	09:59:48	10:00:26	4505	English	75.25.63.39	8477740547	LifeSize ClearSea Client 8.1.30 (
ARESGFB7CL6G20J2FE7HHY2G9LRAGH9	7567459	10:30:54	10:39:41	10:31:42	10:32:12	4745	English	24.215.200.11	8002785155	Boxer/1.2.3415 (18008ff5)
ARESGFB7CL6G20J2FE7HHY2G9LRAGH9	7567491	10:30:54	10:39:41	10:32:56	10:35:10	4745	English	24.215.200.11	8002785155	Boxer/1.2.3415 (18008ff5)
ARESGFB7CL6G20J2FE7HHY2G9LRAGH9	7567562	10:30:54	10:39:41	10:35:56	10:36:26	4745	English	24.215.200.11	8002785155	Boxer/1.2.3415 (18008ff5)
ARESIK642JWTVUNTSM38AKPUH6RFJLD6	0	12:37:29	12:38:17			4693	English	12.146.25.159		Boxer/1.2.3415 (1800811e)
ARESETN03W9FK2UGQ23GTDQXFVXY54FE	0	15:32:45	15:33:17			4307	English	66.87.125.244		LifeSize ClearSea Client 8.1.30 (
ARESEV4I75A86AXW08WV4QBMOPSIP4M6	7576710	16:49:28	17:14:57	16:50:10	17:02:06	4720	English	177.229.110.253	8008693557	LifeSize ClearSea Client 8.1.30 (
AREFFSWFEE8UY37J4MHYCY38F4JGS49	0	21:38:25	21:39:09			1564	English	107.185.33.37		Boxer/1.2.3415 (18008f4c)

Current report server http://gungureanu/ReportServer_MSSQLSERVER2012 100%

12.REPORT 1017–VRS USER DESIGNATION BY SALES PERSON REPORT LAYOUT

TEST_1017_vrsUserDesignationsBySalesPerson - Excel

FILE HOME INSERT PAGE LAYOUT FORMULAS DATA REVIEW VIEW

Clipboard Font Alignment Number Styles Cells Editing

AM6 Actual

1017 - VRS User Designations By Sales Person - For
Report Date: 8/11/2015

Sales Division	Sales Person				08/11	%MTD	Billable Minutes	08/01	08/02	08/03	08/04	08/05	08/06	08/07	08/08	08/09	08/10	08/11	MTD
TOTALS	Totals			Delta	Quota	Actual	Total Mins	22,099	15,272	64,822	52,713	47,454	49,992	48,015	17,710	14,222	59,132	51,597	443,028
		Primary+	↓	1,443	100	1,543	Actual	21,669	14,882	63,869	51,667	46,621	49,011	47,086	17,240	13,797	58,213	50,604	434,659
		Primary	↓	1,890	174	2,064	Quota	22,209	17,691	65,188	59,301	57,714	55,689	53,323	21,136	16,836	62,039	57,286	488,415
		Secondary	↓	8,687	855	9,542													
		Evaluated	↓	12,020	1,129	13,149													
East Account Manager	Subtotal						Actual	3,442	2,454	10,969	8,898	7,895	8,209	7,643	2,643	2,175	9,624	8,469	72,421
		Primary+	↑	241	37	278	Quota	3,629	2,890	10,651	9,689	9,430	9,099	8,712	3,453	2,751	10,136	9,360	79,800
		Primary	↑	318	51	369													
		Secondary	↑	1444	237	1,681													
		Evaluated	↑	2003	325	2,328													
East Regional Account Manager	Subtotal						Actual	4,779	3,493	10,354	7,576	6,230	6,754	8,171	2,714	3,032	8,740	7,938	69,781
		Primary+	↓	235	0	235	Quota	3,784	3,014	11,106	10,103	9,833	9,488	9,085	3,601	2,868	10,569	9,760	83,210
		Primary	↓	246	0	246													
		Secondary	↓	1423	0	1,423													
		Evaluated	↓	1904	0	1,904													
Enterprise Accounts Regional Sales	Subtotal						Actual	1,553	1,041	7,004	7,344	6,330	6,844	5,942	1,587	891	8,243	7,500	54,279
		Primary+	↓	195	0	195	Quota	3,065	2,442	8,998	8,185	7,966	7,686	7,360	2,917	2,324	8,563	7,907	67,413
		Primary	↓	251	0	251													
		Secondary	↓	771	0	771													
		Evaluated	↓	1217	0	1,217													
Executive	Subtotal						Actual	0	0	0	0	0	0	0	29	0	0	0	29
		Primary+	↓	0	0	0	Quota	0	0	0	0	0	0	0	0	0	0	0	0
		Primary	↓	0	0	0													
		Secondary	↓	1	0	1													
		Evaluated	↓	1	0	1													
Inside Sales Representative	Subtotal						Actual	4,683	3,311	12,671	10,645	9,770	9,798	9,168	4,089	2,951	11,867	10,349	89,302
		Primary+	↑	247	63	310	Quota	4,428	3,527	12,998	11,824	11,508	11,104	10,632	4,214	3,357	12,370	11,422	97,385
		Primary	↑	345	123	468													

13. REPORT 0064(NCD)–VRS VI PERFORMANCE REPORT LAYOUT

Report 0064 - Report Manager

gungureanu/Reports_MSSQLSERVER2012/Pages/Report.aspx?ItemPath=%2fReport+0064

Home > Report 0064

Home | My Subscriptions | Site Settings | Help

StartDate 8/1/2014 EndDate 8/5/2014

View Report

1 of 2 ? Find | Next

0064(NCD) - VRS VI Performance

Report Date Range: 8/1/2014 to 8/5/2014

Daily VI Performance - For Testing Purposes Only

Call Center	VI ID # Name	Total Hours	Total Convo Mins	Convo Mins Pct	Total Log Mins	Log Mins Pct	Total Session Mins	Session Efficiency	Convo Mins (Eng)	Convo Mins (Spn)	VRI Mins	Total Hours (6a-6p Only)
ATCC	Subtotal	195.55	6,142.30	52.35%	9,952.06	84.82%	7,161.48	85.77%	6,062.09	-	80.22	136.37
AZCC	Subtotal	266.76	7,251.06	45.30%	13,094.42	81.81%	8,507.00	85.24%	6,508.73	-	742.34	100.34
CHCC	Subtotal	347.38	10,366.26	49.74%	17,656.01	84.71%	11,987.80	86.47%	9,951.06	-	415.23	223.75
COCC	Subtotal	954.12	30,171.72	52.70%	48,280.01	84.34%	34,656.51	87.06%	28,435.37	696.51	1,039.84	605.88
DCCC	Subtotal	166.25	5,509.01	55.23%	8,369.01	83.90%	6,302.42	87.41%	5,509.01	-	-	146.36
DECC	Subtotal	315.95	10,506.34	55.42%	15,531.92	81.93%	11,944.35	87.96%	10,506.34	-	-	260.74
EPCC	Subtotal	605.13	15,430.78	42.50%	31,974.91	88.07%	18,094.52	85.28%	7,093.99	7,679.35	657.45	161.79

14. REPORT 2016(NCD)–ARES DAILY CALL DETAIL REPORT LAYOUT

Screen Shot 1 of 2

aresDailyCallDetail_0016(NCD).rdl - Microsoft SQL Server Report Builder

Run

Design Zoom First Previous 1 of 1 Next Last Refresh Stop Back Print Page Setup Print Layout Export Parameters Document Map Find

From Date 08/15/14 View Report

#0016(NCD) - ARES Daily Call Detail Report

Report Date: 8/15/2014

DAILY TOTALS	Total Minutes		E20	VP	Chat	VideoEmail	MVP	P3	P3 Mac	New P3	New P3 Mac	iPhone	Android	Skype	V2V
	Convo	Session													
TOTALS															
Grand Total	968.48	1,135.51	16.97	8.30	0.00	0.00	0.00	74.27	7.10	304.80	75.13	0.00	0.00	0.00	0.00
Purple	968.48	1,135.51	16.97	8.30	0.00	0.00	0.00	74.27	7.10	304.80	75.13	0.00	0.00	0.00	0.00
911	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
English	942.78	1,093.90	16.97	6.70	0.00	0.00	0.00	74.27	7.10	304.80	75.13	0.00	0.00	0.00	0.00
Spanish	25.70	41.61	0.00	1.60	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Purple															
RCC	17,912.88	20,784.13	322.37	127.30	0.00	0.00	0.00	1,411.07	134.90	5791.20	1427.53	0.00	0.00	0.00	0.00
SP-RCC	154.20	249.66	0.00	9.60	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
911															
RCC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MTD TOTALS	Total Minutes		Video Minutes												
	Convo	Session	E20	VP	Chat	VideoEmail	MVP	P3	P3 Mac	New P3	New P3 Mac	iPhone	Android	Skype	V2V

Current report server http://gungureanu/ReportServer_MSSQLSERVER2012 100%

Screen Shot 2 of 2

Microsoft SQL Server Report Builder
aresDailyCallDetail_0016(NCD).rdl

Run
Design Zoom First Previous 1 of 1 Next Last Refresh Stop Back
Views Zoom Navigation
Print Page Setup Print Layout Export Parameters
Options Find

From Date 08/15/14 View Report

SP-RCC	154.20	249.66	0.00	9.60	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
911															
RCC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MTD TOTALS	Total Minutes		Video Minutes												
	Convo	Session	E20	VP	Chat	VideoEmail	MVP	P3	P3 Mac	New P3	New P3 Mac	iPhone	Android	Skype	V2V
TOTALS															
Grand Total	11,728.58	13,647.91	16.97	474.43	0.00	0.00	0.00	124.07	86.35	2729.13	1249.60	11.12	15.98	0.00	0.00
Purple	11,712.47	13,629.80	16.97	474.43	0.00	0.00	0.00	124.07	86.35	2729.13	1249.60	11.12	15.98	0.00	0.00
911	16.12	18.11	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
English	11,056.43	12,780.03	16.97	311.83	0.00	0.00	0.00	124.07	86.35	2606.07	1181.23	11.12	15.98	0.00	0.00
Spanish	672.15	867.88	0.00	162.60	0.00	0.00	0.00	0.00	0.00	123.07	68.37	0.00	0.00	0.00	0.00
Purple															
RCC	209,766.02	242,476.49	322.37	5,924.83	0.00	0.00	0.00	2,357.27	1,640.65	49515.27	22443.43	211.22	303.68	0.00	0.00
SP-RCC	2,016.45	2,603.65	0.00	487.80	0.00	0.00	0.00	0.00	0.00	369.20	205.10	0.00	0.00	0.00	0.00
911															
RCC	16.12	18.11	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Current report server http://gungureanu/ReportServer_MSSQLSERVER2012 100%

15. REPORT 0060(NCD)–VRS HOURLY CALL DETAILS REPORT LAYOUT

Microsoft SQL Server Report Builder

Run

Design Zoom First Previous of 2? Next Last Refresh Stop Back Print Page Setup Print Layout Export Document Map Parameters Find

#0060(NCD) - VRS Hourly Call Detail Report

Report Date: 8/15/2014 - Report Hour: 14:00

DAILY TOTALS	Total Minutes		Video Minutes													Incomi
	Convo	Session	VP	Chat	VideoEmail	MVP	P3	SmartVP	P3 Mac	P3 TNG	P3 Mac TNG	iPhone	Android	Skype	V2V	
TOTALS																
Grand Total	812.72	936.13	8.30	0.00	0.00	0.00	74.27	231.73	0.00	252.38	55.82	0.00	0.00	0.00	0.00	
PURPLE	812.72	936.13	8.30	0.00	0.00	0.00	74.27	231.73	0.00	252.38	55.82	0.00	0.00	0.00	0.00	
English	792.73	903.39	6.70	0.00	0.00	0.00	74.27	223.83	0.00	252.38	55.82	0.00	0.00	0.00	0.00	
Spanish	19.98	32.75	1.60	0.00	0.00	0.00	0.00	7.90	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
PURPLE																
ATCC	49.27	54.68	0.47	0.00	0.00	0.00	0.00	25.33	0.00	23.47	0.00	0.00	0.00	0.00	0.00	
AZCC	0.27	1.87	0.00	0.00	0.00	0.00	0.00	0.27	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
CHCC	69.48	74.21	6.23	0.00	0.00	0.00	0.00	11.03	0.00	52.03	0.00	0.00	0.00	0.00	0.00	
COCC	95.35	110.24	0.00	0.00	0.00	0.00	0.83	27.98	0.00	44.25	12.55	0.00	0.00	0.00	0.00	
DCCC	42.62	47.18	0.00	0.00	0.00	0.00	0.00	37.60	0.00	0.13	0.27	0.00	0.00	0.00	0.00	
DECC	16.92	25.83	0.00	0.00	0.00	0.00	0.00	5.45	0.00	2.33	0.17	0.00	0.00	0.00	0.00	
EPCC	34.78	39.58	0.00	0.00	0.00	0.00	0.00	1.62	0.00	32.98	0.00	0.00	0.00	0.00	0.00	
GRCC	33.20	35.63	0.00	0.00	0.00	0.00	0.00	5.38	0.00	22.70	0.00	0.00	0.00	0.00	0.00	
LBCC	44.37	56.04	0.00	0.00	0.00	0.00	0.00	11.50	0.00	0.85	16.72	0.00	0.00	0.00	0.00	
MACC	36.02	44.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5.08	7.25	0.00	0.00	0.00	0.00	

Current report server http://gungureanu/ReportServer_MSSQLSERVER2012

100%

16. REPORT2083–P3X DAILY TRACKING REPORT LAYOUT

TEST_2088_P3X_Daily_Tracking.xlsx - Microsoft Excel

Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Styles Cells Editing

W5

Report 2088 -P3X Daily Tracking - For Testing Purposes Only

Report Date Range: 1/1/2015 to 1/21/2015

VRS Convo Minutes (includes Employee Calls/minutes)											VRS Convo Users (includes Employees)									
DOW	DateTime	New P3 Mac	Android 3.x	iOS 3.x	Total New P3	P3X Windows	P3X Mac	P3X iOS	P3X Android	Total P3X	Users - New P3 Windows	Users - New P3 Mac	Users - Android 3.x	Users - iOS 3.x	Users - Total New P3	Users - P3X Windows	Users - P3X Mac	Users - P3X iOS	Users - P3X Android	Users - P3X
Thursday	01/01/2015	1,117.42	1,199.98	3,392.98	7,772.20	-	-	-	-	-	209	120	186	406	893	-	-	-	-	-
Friday	01/02/2015	4,922.33	2,953.55	10,643.42	26,203.80	-	-	-	-	-	463	267	275	726	1,665	1	-	-	-	-
Saturday	01/03/2015	1,574.25	1,690.42	3,972.72	9,784.45	-	-	-	-	-	226	145	199	458	1,000	-	-	-	-	-
Sunday	01/04/2015	1,426.37	763.67	3,192.95	7,191.50	-	-	-	-	-	179	116	127	361	766	-	-	-	-	-
Monday	01/05/2015	6,974.80	3,135.48	12,151.82	37,937.72	11.73	-	8.48	-	20.22	750	320	290	816	2,097	5	-	1	-	-
Tuesday	01/06/2015	6,559.52	2,418.48	10,076.33	32,878.78	46.48	-	4.78	-	51.27	698	297	234	698	1,872	4	-	2	-	-
Wednesday	01/07/2015	4,816.05	2,413.37	9,434.38	27,290.43	63.10	-	1.48	-	64.58	644	287	208	699	1,792	10	-	2	-	-
Thursday	01/08/2015	5,047.08	1,906.43	9,697.55	27,768.37	57.58	-	1.28	-	58.87	681	301	237	726	1,887	14	-	2	-	-
Friday	01/09/2015	4,871.88	2,590.42	8,583.22	26,673.10	242.00	-	-	-	242.00	614	283	273	680	1,796	15	-	-	-	-
Saturday	01/10/2015	1,770.00	1,159.97	3,378.63	9,230.23	27.02	-	-	-	27.02	217	134	155	432	908	1	-	-	-	-
Sunday	01/11/2015	1,253.03	826.22	3,400.08	7,961.78	-	-	-	-	-	186	100	141	366	769	-	-	-	-	-
Monday	01/12/2015	5,101.25	3,116.40	9,503.70	30,162.42	26.65	-	13.65	-	40.30	695	321	277	746	1,981	5	-	1	-	-
Tuesday	01/13/2015	4,867.65	2,550.87	9,391.15	28,782.88	43.07	-	-	-	43.07	673	299	272	707	1,892	9	-	-	-	-
Wednesday	01/14/2015	5,431.42	2,062.32	8,508.23	27,503.28	113.90	-	-	-	113.90	680	294	263	694	1,875	11	-	-	-	-
Thursday	01/15/2015	5,030.68	2,388.25	8,732.48	27,908.83	77.42	-	18.00	-	95.42	648	253	268	673	1,790	7	-	1	-	-
Friday	01/16/2015	5,253.98	2,500.85	7,082.92	25,833.60	3.08	-	14.70	-	17.78	600	288	260	666	1,751	5	-	1	-	-
Saturday	01/17/2015	1,477.45	1,115.03	3,678.28	10,183.65	-	-	0.67	-	0.67	234	134	167	448	963	-	-	1	-	-
Sunday	01/18/2015	1,085.98	700.58	3,233.37	7,177.85	-	-	-	-	-	163	91	123	353	717	-	-	-	-	-
Monday	01/19/2015	3,649.63	1,552.32	6,120.20	16,672.97	29.57	-	-	-	29.57	413	235	212	610	1,431	2	-	-	-	-
Tuesday	01/20/2015	5,674.55	2,995.50	9,274.67	30,766.00	18.22	-	-	-	18.22	705	318	281	688	1,932	5	-	-	-	-
Wednesday	01/21/2015	5,701.95	2,887.62	8,581.23	28,414.32	32.23	-	2.20	-	34.43	657	305	263	672	1,841	7	-	3	-	-
		83,607.28	42,927.72	152,030.32	454,098.17	792.05	-	65.25	-	857.30	10,335	4,908	4711	12,625	31,618	101	-	14	-	-

4008 P3X

Ready

17. REPORT 8076—PURPLE CARE DAILY ABANDON CALLS DETAILS REPORT LAYOUT

Screen Shot 1 of 3

Report 8076 - Purple Care Daily Abandon Calls Detail

Report Date: 11/26/2015

DAILY TOTALS																
Row Labels	Sum of Incoming	Sum of Answered	Sum of Abandon	Sum of abn <= 5 Sec	Sum of abn 5 - 30 Sec	Sum of abn 30-60 Sec	Sum of abn 60-90 Sec	Sum of abn 90-120 Sec	Sum of abn Over 120 Sec	Sum of ans <= 5 Sec	Sum of ans 5 - 30 Sec	Sum of ans 30-60 Sec	Sum of ans 60-90 Sec	Sum of ans 90-120 Sec	Sum of ans Over 120 Sec	
05:30 AM	2	2	0	0	0	0	0	0	0	2	0	0	0	0	0	
06:00 AM	11	9	2	0	0	2	0	0	0	1	7	0	0	0	1	
06:30 AM	12	11	1	1	0	0	0	0	0	6	2	1	1	0	1	
07:00 AM	3	3	0	0	0	0	0	0	0	2	0	0	1	0	0	
07:30 AM	9	9	0	0	0	0	0	0	0	1	6	0	0	0	2	
08:00 AM	14	14	0	0	0	0	0	0	0	4	9	0	1	0	0	
08:30 AM	13	13	0	0	0	0	0	0	0	3	9	0	0	0	1	
09:00 AM	9	6	3	2	1	0	0	0	0	1	4	0	0	1	0	
09:30 AM	15	14	1	0	0	0	0	1	0	5	8	1	0	0	0	
10:00 AM	13	12	1	0	1	0	0	0	0	4	7	1	0	0	0	
10:30 AM	11	11	0	0	0	0	0	0	0	4	5	2	0	0	0	
11:00 AM	5	4	1	0	0	0	0	1	0	2	2	0	0	0	0	
11:30 AM	12	12	0	0	0	0	0	0	0	6	6	0	0	0	0	
12:00 PM	9	9	0	0	0	0	0	0	0	3	6	0	0	0	0	
12:30 PM	13	12	1	0	0	0	0	0	1	7	5	0	0	0	0	
01:00 PM	22	19	3	2	0	0	1	0	0	3	7	0	1	0	8	
01:30 PM	13	7	6	0	0	1	1	1	3	0	3	0	1	1	2	
02:00 PM	13	12	1	0	1	0	0	0	0	5	3	1	0	1	2	
02:30 PM	14	13	1	0	0	0	0	0	1	7	5	0	1	0	0	
03:00 PM	14	13	1	1	0	0	0	0	0	3	7	0	1	0	2	
03:30 PM	8	7	1	0	0	1	0	0	0	2	5	0	0	0	0	
04:00 PM	15	12	3	0	2	0	1	0	0	3	8	0	0	0	1	
04:30 PM	14	10	4	1	0	0	0	0	3	2	3	1	0	0	4	
05:00 PM	18	7	11	0	2	0	2	1	6	0	2	1	0	0	4	
05:30 PM	9	9	0	0	0	0	0	0	0	1	8	0	0	0	0	
06:00 PM	8	6	2	0	0	1	0	0	1	0	5	0	0	0	1	
06:30 PM	10	6	4	0	0	0	0	0	4	1	2	1	0	1	1	
07:00 PM	8	8	0	0	0	0	0	0	0	8	0	0	0	0	0	
07:30 PM	4	4	0	0	0	0	0	0	0	4	0	0	0	0	0	
Grand Total	321	274	47	7	7	5	5	4	19	90	134	9	7	4	30	

Screen Shot 2 of 3

Report 8076 - Purple Care Daily Abandon Calls Detail

Report Date: 11/20/2015 to 11/26/2015

LAST 7 DAYS TOTALS															
Row Labels	Sum of Incoming	Sum of Answered	Sum of Abandon	Sum of abn <= 5 Sec	Sum of abn 5 - 30 Sec	Sum of abn 30-60 Sec	Sum of abn 60-90 Sec	Sum of abn 90-120 Sec	Sum of abn Over 120 Sec	Sum of ans <= 5 Sec	Sum of ans 5 - 30 Sec	Sum of ans 30-60 Sec	Sum of ans 60-90 Sec	Sum of ans 90-120 Sec	Sum of ans Over 120 Sec
05:00 AM	5	5	0	0	0	0	0	0	0	5	0	0	0	0	0
05:30 AM	12	12	0	0	0	0	0	0	0	12	0	0	0	0	0
06:00 AM	33	30	3	1	0	2	0	0	0	11	16	1	0	0	2
06:30 AM	43	35	8	3	0	3	1	0	1	12	15	2	3	0	3
07:00 AM	70	56	14	0	1	2	2	1	8	14	26	2	1	1	12
07:30 AM	68	50	18	0	4	4	3	0	7	7	24	1	0	1	17
08:00 AM	76	67	9	2	3	0	1	1	2	21	34	2	2	1	7
08:30 AM	84	79	5	0	2	1	0	0	2	16	45	6	0	1	11
09:00 AM	97	78	19	3	4	3	2	3	4	22	45	4	0	2	5
09:30 AM	114	107	7	2	0	0	1	3	1	38	53	6	2	4	4
10:00 AM	104	92	12	1	8	2	1	0	0	28	48	9	1	1	5
10:30 AM	87	77	10	1	5	2	1	1	0	22	41	5	3	1	5
11:00 AM	82	74	8	1	1	2	2	1	1	27	40	4	1	0	2
11:30 AM	96	87	9	1	4	1	1	1	1	30	44	6	2	1	4
12:00 PM	108	102	6	1	0	0	3	0	2	29	48	14	3	1	7
12:30 PM	98	88	10	0	3	1	3	1	2	32	45	4	1	0	6
01:00 PM	102	87	15	5	2	1	2	2	3	16	47	6	3	3	12
01:30 PM	102	86	16	1	2	2	2	1	8	25	44	5	2	3	7
02:00 PM	93	79	14	5	1	1	4	1	2	31	33	1	2	5	7
02:30 PM	108	97	11	1	5	3	0	1	1	24	52	10	3	4	4
03:00 PM	81	71	10	1	4	0	0	0	5	18	42	1	3	1	6
03:30 PM	64	54	10	2	2	3	0	1	2	16	34	2	1	0	1
04:00 PM	75	58	17	2	3	3	2	2	5	19	19	1	1	1	17
04:30 PM	52	37	15	2	4	1	1	1	6	11	11	1	0	1	13
05:00 PM	53	35	18	1	4	0	4	2	7	8	13	1	2	0	11
05:30 PM	44	39	5	1	0	0	0	0	4	10	16	2	1	1	9
06:00 PM	39	31	8	2	0	2	0	0	4	9	13	0	0	2	7
06:30 PM	44	24	20	1	2	4	2	0	11	4	5	3	0	3	9
07:00 PM	31	31	0	0	0	0	0	0	0	31	0	0	0	0	0
07:30 PM	22	22	0	0	0	0	0	0	0	22	0	0	0	0	0
Grand Total	2,087	1,790	297	40	64	43	38	23	89	570	853	99	37	38	193

8076 Weekly



Screen Shot 3 of 3

Report 8076 - Purple Care Daily Abandon Calls Detail

Report Date: 10/28/2015 to 11/26/2015

LAST 30 DAYS TOTALS															
Row Labels	Sum of Incoming	Sum of Answered	Sum of Abandon	Sum of abn <= 5 Sec	Sum of abn 5 - 30 Sec	Sum of abn 30-60 Sec	Sum of abn 60-90 Sec	Sum of abn 90-120 Sec	Sum of abn Over 120 Sec	Sum of ans <= 5 Sec	Sum of ans 5 - 30 Sec	Sum of ans 30-60 Sec	Sum of ans 60-90 Sec	Sum of ans 90-120 Sec	Sum of ans Over 120 Sec
05:00 AM	40	40	0	0	0	0	0	0	0	40	0	0	0	0	0
05:30 AM	52	52	0	0	0	0	0	0	0	52	0	0	0	0	0
06:00 AM	115	102	13	2	1	4	3	1	2	26	61	4	1	0	10
06:30 AM	132	92	40	7	5	7	9	1	11	28	40	3	5	0	16
07:00 AM	288	195	93	30	11	8	8	8	28	39	95	8	4	4	45
07:30 AM	226	169	57	3	9	7	11	6	21	37	71	6	5	6	44
08:00 AM	306	253	53	9	20	6	2	1	15	61	142	16	7	1	26
08:30 AM	318	260	58	18	13	6	3	3	15	56	143	20	3	4	34
09:00 AM	314	276	38	11	7	3	4	4	9	96	138	16	4	4	18
09:30 AM	342	311	31	10	5	4	2	4	6	107	164	18	6	5	11
10:00 AM	358	310	48	16	16	6	6	0	4	89	177	19	4	3	18
10:30 AM	339	306	33	15	10	4	1	1	2	96	177	16	4	2	11
11:00 AM	365	341	24	8	5	3	3	2	3	141	180	11	2	0	7
11:30 AM	373	335	38	15	9	3	4	2	5	135	170	11	6	2	11
12:00 PM	412	395	17	7	2	0	4	0	4	142	202	25	8	2	16
12:30 PM	320	293	27	8	6	5	4	2	2	104	157	16	5	2	9
01:00 PM	350	307	43	12	12	5	4	3	7	85	171	18	5	6	22
01:30 PM	348	309	39	11	6	4	3	1	14	95	169	13	6	6	20
02:00 PM	332	286	46	19	8	4	6	2	7	87	161	11	5	5	17
02:30 PM	371	323	48	30	10	5	0	1	2	110	175	21	4	6	7
03:00 PM	338	311	27	11	8	1	1	1	5	82	201	7	6	5	10
03:30 PM	289	254	35	15	7	5	3	2	3	79	144	7	4	2	18
04:00 PM	229	191	38	10	8	6	4	4	6	66	98	3	2	4	18
04:30 PM	184	142	42	10	10	4	2	5	11	42	62	6	2	2	28
05:00 PM	199	144	55	17	9	3	9	3	14	40	56	5	6	3	34
05:30 PM	149	123	26	6	8	3	3	0	6	38	46	8	4	3	24
06:00 PM	138	107	31	3	5	3	4	1	15	32	54	0	5	3	13
06:30 PM	118	60	58	10	5	8	5	2	28	15	15	3	2	3	22
07:00 PM	95	95	0	0	0	0	0	0	0	95	0	0	0	0	0
07:30 PM	73	73	0	0	0	0	0	0	0	73	0	0	0	0	0
Grand Total	7,513	6,455	1,058	313	215	117	108	60	245	2,188	3,269	291	115	83	509

8076 Monthly



18. REPORT R5095 LAYOUT

TEST_5095-Report.rdl - Microsoft SQL Server Report Builder

Run

Design Zoom First Previous 1 of 3 Next Last Refresh Stop Back

Print Page Setup Print Layout Export Parameters Document Map Find

MTD Date ☐ NULL (from previous day) or (month/year) 08/2014 View Report

Report R5095 - For Testing Purpose Only

Report Date Range :8/1/2014 to 8/31/2014

Date	Caption Problem Report ID	Session ID	Operator ID	Assisted User Telephone Number	Dialed or Received Telephone Number	Agent Extension	Date Time	Call Type
22-Aug-14	18	EPT9B822LY5SHXKDH4LAELW39W2OE70E	5009	8605299696	8778884231	4014	18:56:47	Ensemble Outgoing
25-Aug-14	22	EPTDX4LLM225ELXHR2PEVOHL9ORHNJ4F	5005	7018453625	4901638		14:26:00	Ensemble Outgoing
25-Aug-14	25	EPTPB77SV2SUCFPDON072THGM0IH2KMOV	5005	8313383023	3212579071		15:06:33	Ensemble Incoming
25-Aug-14	26	EPTOQNPGYGSA773LDC4WNHFM3IBDACKF	5001	8047348000:48976	8047348000:944397493	4010	15:39:24	Cisco Outgoing
25-Aug-14	27	EPTNBA8W5OJQS380TIPNH9BX5K489FS	5005	3048842499	3049333830	4016	16:00:57	Ensemble Outgoing
25-Aug-14	29	CLT9Q9OE847TE5U7IFT0HYKODF0G8XS2K	5005	7868668427	8004448872		16:20:37	Web
25-Aug-14	30	EPTF9JR0EM73BII9DP303KHP449699BH	5008	7026463468	3106191848	4017	16:33:27	Ensemble Incoming
25-Aug-14	31	EPT2TBBMJ2HECPFJDFU379NOATE3MY4	5005	3048842499	3046698881		16:39:41	Ensemble Outgoing
25-Aug-14	32	EPTINQ2476HHHJXHSLY8LGFCO9HKNT7	5005	8605299696	8604620502		17:14:08	Ensemble Outgoing
26-Aug-14	33	EPTKTPE66IQ8HKTA02NSKT0WCHFGSR6R	5005	3024530152	3025736045		10:07:35	Ensemble Incoming
26-Aug-14	34	EPTLWWHKK3VWNPGRKH3NN6FEEVEGIO7PM	5005	3055318784	3056721233		10:24:13	Ensemble Incoming
26-Aug-14	41	EPT0096S68WIVHHUHQNFJCC4VHU85GR8	5001	4102721917	4435533753	4021	15:38:08	Ensemble Outgoing

Current report server http://gungureanu/ReportServer_MSSQLSERVER2012

100%

19. REPORT 5909- CC DAILY OPERATOR SESSION DETAILS REPORT LAYOUT

Screen Shot 1 of 3

	A	B	C	D	E	F	G	H	I	J	K	L
1	Clear Captions Daily Operator Session Details											
2	Generated by Purple Communications, Inc.											
3	Report #5909											
4	Report Date: 9/11/2014											
5	Operator Session Total											
6	Call Center	Operator ID	Operator Name	First Login	Last Logout	Total Calls Handeled	Total Session Mins	Total Ready Mins	Total Not Available Mins	MTD Total Session Mins	MTD Total Ready Mins	MTD Total Not Available Mins
7	MTL											
8		5002	Jon Tucker	9/11/2014 8:58 AM	9/11/2014 5:31 PM	50	454.53	441.72	12.82	3314.97	3257.60	57.37
9		5003	Suzie Commins	9/11/2014 8:27 AM	9/11/2014 6:02 PM	75	460.05	454.67	5.38	3250.23	3157.50	92.73
10		5004	Danielle Mahon	9/11/2014 9:54 AM	9/11/2014 6:15 PM	76	408.05	375.87	32.18	3320.93	3180.63	140.30
11		5005	Ken Daley	9/11/2014 9:59 AM	9/11/2014 5:52 PM	61	399.05	381.90	17.15	0.00	(0.47)	0.47
12		5005	Ken Daley	9/11/2014 9:59 AM	9/11/2014 5:52 PM	76	399.05	381.90	17.15	2369.35	2266.23	103.12
13		5008	Kara Bembridge	9/11/2014 9:04 AM	9/11/2014 5:30 PM	67	444.48	431.42	13.07	3381.12	3273.50	107.62
14		5009	Mark Anthony Gallo	9/11/2014 10:01 AM	9/11/2014 8:29 PM	83	307.57	294.77	12.80	1405.03	1367.72	37.32
15		5010	Joshua Karpati	9/11/2014 10:03 AM	9/11/2014 3:01 PM	48	258.00	257.83	0.17	1959.12	1887.20	71.92
16		5011	Queenie Clement	9/11/2014 9:16 AM	9/11/2014 6:18 PM	79	483.02	481.13	1.88	2554.12	2410.90	143.22
17		5012	Paul Ferris	9/11/2014 10:00 AM	9/11/2014 6:31 PM	68	448.83	441.52	7.32	3613.07	3583.02	30.05
18		5013	Brenda Vanderheyden	9/11/2014 9:54 AM	9/11/2014 6:36 PM	48	454.15	437.68	16.47	3356.12	3280.70	75.42
19		5014	Mike Marshall	9/11/2014 10:00 AM	9/11/2014 8:40 PM	68	563.38	546.77	16.62	3656.27	3586.42	69.85
20		5016	Angie Kriadis	9/11/2014 10:02 AM	9/11/2014 6:33 PM	52	446.50	403.27	43.23	0.00	(1.68)	1.68
21		5016	Angie Kriadis	9/11/2014 10:02 AM	9/11/2014 6:33 PM	85	446.50	403.27	43.23	3596.37	3341.42	254.95
22		5017	Rebecca McKinley	9/11/2014 9:00 AM	9/11/2014 5:32 PM	70	452.28	446.18	6.10	882.77	859.27	23.50
23		5018	Craig McKee	9/11/2014 10:02 AM	9/11/2014 8:33 PM	46	565.28	541.27	24.02	1066.27	1037.13	29.13
24		5019	Amanda Wijesekera	9/11/2014 8:59 AM	9/11/2014 5:30 PM	75	467.95	456.52	11.43	1035.08	1020.78	14.30
25		5020	Alex Goldrich	9/11/2014 9:15 AM	9/11/2014 5:45 PM	56	449.35	430.18	19.17	1042.53	998.12	44.42
26		5021	Matt Arminio	9/11/2014 9:54 AM	9/11/2014 6:35 PM	62	447.47	434.80	12.67	1061.62	1034.67	26.95
27		5022	Joe Ranger	9/11/2014 9:28 AM	9/11/2014 6:00 PM	77	450.63	432.48	18.15	947.73	916.03	31.70
28		5023	Courtney MacLean	9/11/2014 9:44 AM	9/11/2014 12:01 PM	69	137.03	132.55	4.48	360.05	347.33	12.72
29		5024	Greg Ringkamp	9/11/2014 9:42 AM	9/11/2014 6:21 PM	46	468.63	449.70	18.93	1057.57	1032.13	25.43
30	STELL											
31		4005	MM Tan	9/11/2014 7:39 PM	9/11/2014 7:53 PM	53	12.52	11.88	0.63	121.17	120.22	0.95
32		4008	Michael Ayuyao	9/11/2014 12:00 AM	9/12/2014 12:00 AM	79	453.32	451.58	1.73	3661.97	3608.73	53.23
33		4009	Paul Aranas	9/11/2014 12:00 AM	9/12/2014 12:00 AM	83	472.35	470.53	1.82	3296.22	3286.98	9.23
34		4010	Bryan Reyes	9/11/2014 12:00 AM	9/11/2014 10:00 PM	77	236.00	233.52	2.48	2207.07	2189.47	17.60
35		4013	Jung Byun	9/11/2014 12:29 PM	9/11/2014 9:00 PM	79	277.38	276.13	1.25	2043.10	2030.75	12.35
36		4014	Dale Burden	9/11/2014 1:26 PM	9/11/2014 10:02 PM	60	419.85	407.63	12.22	2291.52	2232.98	58.53
37		4018	Roman Dela Rosa	9/11/2014 3:16 PM	9/12/2014 12:00 AM	83	441.72	433.10	8.62	3473.85	3407.78	66.07
38	Operator Session Total											
	Operator Session Summary Operator Session Detail (+) :											
	READY											

Reporting Documentations – Technical Design Specifications

Screen Shot 2 of 3

A1	:	✕	✓	fx	Report Date: 9/11/2014					
	A	B	C	D	E	F	G	H	I	J
1	Report Date: 9/11/2014									
2	Operator Session Summary									
3	Call Center Code	Operator ID	Operator Name	opr Session ID	Session Start Time	Session End Time	Summary Session Mins	Summary Ready Mins	Summary Not Available Mins	
4	MTL									
5		5002	Jon Tucker							
6				MTL500203R4HDHWKXQS7SDL9RUWY62M7	9/11/2014 8:58:55 AM	9/11/2014 11:29:08 AM	150.2	143.766667	6.433333	
7				MTL5002DRL82OU6BQV63X6HJTAPR6A5O	9/11/2014 11:43:32 AM	9/11/2014 1:20:42 PM	97.166666	96.166666	1	
8				MTL50022U3MB63OH8CPBWCKIN9HJVLBLT	9/11/2014 1:46:55 PM	9/11/2014 3:29:23 PM	102.483333	99.566668	2.916665	
9				MTL5002W74SFYMVH8KPHEDURSIVKM8TH2	9/11/2014 3:43:33 PM	9/11/2014 5:28:11 PM	104.633333	102.216667	2.416666	
10				MTL5002XVSY7JQX9AVJCQVE7YQB4XT55	9/11/2014 5:31:11 PM	9/11/2014 5:31:15 PM	0.05	0	0.05	
11		5003	Suzie Commins							
12				MTL5003862AADE6BP0YEAPG80CHGCRN56	9/11/2014 8:27:28 AM	9/11/2014 8:27:53 AM	0.416666	0	0.416666	
13				MTL5003HTNQHHBU348NNS58KNY7ALU5RR	9/11/2014 8:59:47 AM	9/11/2014 9:41:10 AM	41.366666	37.683334	3.683332	
14				MTL50037URDIGPPG5WANB5D27MIPSQK4M	9/11/2014 9:42:35 AM	9/11/2014 9:45:29 AM	2.883333	2.866667	0.016666	
15				MTL5003ACTGSBVESL8NH7HF4SHEA3GCFO	9/11/2014 9:53:07 AM	9/11/2014 10:55:02 AM	61.916666	61.816666	0.1	
16				MTL5003LANNT8JMQS2E8SVA536C3PTCSE	9/11/2014 11:08:30 AM	9/11/2014 11:30:43 AM	22.216666	22.183333	0.033333	
17				MTL500357UOGR95KLQER3543YYG8BDIC4	9/11/2014 11:34:04 AM	9/11/2014 12:46:27 PM	72.4	72.35	0.05	
18				MTL5003I0FSL3LHJFRJBV5C7QTUIQUMV2	9/11/2014 1:17:48 PM	9/11/2014 1:31:44 PM	13.95	13.916667	0.033333	
19				MTL50036J5O7E37BU9HAJ3LACS6HCCIKW	9/11/2014 1:38:15 PM	9/11/2014 1:51:10 PM	12.9	12.866667	0.033333	
20				MTL50035I8HFLM7QLHSXKDIERHS697J0M	9/11/2014 1:54:39 PM	9/11/2014 3:15:02 PM	80.366666	80.35	0.016666	
21				MTL50039MG97SW25DP49DCO46CULEA6YI	9/11/2014 3:15:15 PM	9/11/2014 3:30:01 PM	14.766666	14.45	0.316666	
22				MTL5003FCSMYBRWJ834ODQLBQ25MEC002	9/11/2014 3:45:23 PM	9/11/2014 6:02:15 PM	136.866666	136.183333	0.683333	
23		5004	Danielle Mahon							
24				MTL5004K4B7BUM6NO6YEEKBIH2GFH75TD	9/11/2014 9:54:12 AM	9/11/2014 10:19:44 AM	25.533333	25.066667	0.466666	
25				MTL500476XAR7W07037J5RSI5BKVICF	9/11/2014 10:41:14 AM	9/11/2014 11:45:03 AM	63.816666	63.2	0.616666	
26				MTL5004S5GP52CPAU5LRMVAQCJN3X3USK	9/11/2014 12:00:32 PM	9/11/2014 1:14:57 PM	74.416666	65.583334	8.833332	
27				MTL5004KHG59IISC9QBXP6M8PH029CY2S	9/11/2014 1:16:05 PM	9/11/2014 1:30:13 PM	14.116666	11.9	2.216666	
28				MTL500466ADGDLNCLHLN0NMXBC8K0NY8	9/11/2014 2:00:07 PM	9/11/2014 2:38:39 PM	38.533333	31.250001	7.283332	
29				MTL5004AAJMB8OJ6GREHU2BGP4BJJ3FLR	9/11/2014 2:40:28 PM	9/11/2014 3:20:59 PM	40.5	38.166668	2.333332	
30				MTL5004Y605G944HJ3008Q390T9U5CDY3	9/11/2014 3:21:20 PM	9/11/2014 4:12:07 PM	50.766666	49.666666	1.1	
31				MTL50049CJHH6CORLD28DBF32FE7UBKCN	9/11/2014 4:28:55 PM	9/11/2014 5:34:21 PM	65.45	60.400001	5.049999	
32				MTL50046WX3EVLUKL2AJGPVPNQTY4KAAL	9/11/2014 5:40:07 PM	9/11/2014 6:15:03 PM	34.916666	30.633333	4.283333	
33		5005	Ken Daley							
34				MTL5005IE7EOKDAH9I4RVTOECJET343JP	9/11/2014 9:59:02 AM	9/11/2014 11:14:16 AM	75.216666	74.4	0.816666	
35				MTL5005XWSED5ILE4642JG4ILQVRNI42	9/11/2014 11:14:51 AM	9/11/2014 12:26:26 PM	71.566666	71.383333	0.183333	
36				MTL5005SL9BFSWOUKQRHMH97O8OGHAJTQ	9/11/2014 12:45:28 PM	9/11/2014 1:23:06 PM	37.633333	36.6	1.033333	
37				MTL5005XU8PFSMOC3PF0HPH0DDL5N572S	9/11/2014 1:24:18 PM	9/11/2014 2:35:59 PM	71.7	66.416668	5.283332	
Operator Session Total		Operator Session Summary		Operator Session Detail						
READY										

Reporting Documentations – Technical Design Specifications

Screen Shot 3 of 3

A1								Report Date: 9/11/2014
	A	B	C	D	E	F	G	H
1	Report Date: 9/11/2014							
2	Operator Session Detail							
3	Call Center Code	Operator ID	Operator Name	opr Session ID	Start Time	End Time	Duration	Activity
4	MTL							
5		5002	Jon Tucker					
6				MTL500203R4HDHWKXQS7SDL9RUWY62M7	9/11/2014 8:58:55 AM	9/11/2014 11:29:08 AM	6.26	On call
7				MTL500203R4HDHWKXQS7SDL9RUWY62M7	9/11/2014 8:58:55 AM	9/11/2014 8:59:02 AM	0.00	Avial
8				MTL500203R4HDHWKXQS7SDL9RUWY62M7	9/11/2014 9:49:24 AM	9/11/2014 9:55:44 AM	0.26	Avial
9				MTL5002DRL82OU6BQV63X6HJTAPR6A5O	9/11/2014 11:43:32 AM	9/11/2014 1:20:42 PM	4.05	On call
10				MTL5002DRL82OU6BQV63X6HJTAPR6A5O	9/11/2014 11:43:32 AM	9/11/2014 11:44:33 AM	0.04	Avial
11				MTL50022U3MB63OH8CPBWCKIN9HJVLBLT	9/11/2014 1:46:55 PM	9/11/2014 3:29:23 PM	4.27	On call
12				MTL50022U3MB63OH8CPBWCKIN9HJVLBLT	9/11/2014 1:46:55 PM	9/11/2014 1:47:05 PM	0.01	Avial
13				MTL50022U3MB63OH8CPBWCKIN9HJVLBLT	9/11/2014 1:49:30 PM	9/11/2014 1:50:10 PM	0.03	Avial
14				MTL50022U3MB63OH8CPBWCKIN9HJVLBLT	9/11/2014 1:57:31 PM	9/11/2014 1:58:22 PM	0.04	Avial
15				MTL50022U3MB63OH8CPBWCKIN9HJVLBLT	9/11/2014 2:23:22 PM	9/11/2014 2:24:37 PM	0.05	Avial
16				MTL5002W74SFYMVH8KPHEDURSIVKM8TH2	9/11/2014 3:43:33 PM	9/11/2014 5:28:11 PM	4.36	On call
17				MTL5002W74SFYMVH8KPHEDURSIVKM8TH2	9/11/2014 3:43:33 PM	9/11/2014 3:43:38 PM	0.00	Avial
18				MTL5002W74SFYMVH8KPHEDURSIVKM8TH2	9/11/2014 5:05:35 PM	9/11/2014 5:07:56 PM	0.10	Avial
19				MTL5002XVSY7JQX9AVJCQVE7YQB4XT55	9/11/2014 5:31:11 PM	9/11/2014 5:31:15 PM	0.00	On call
20				MTL5002XVSY7JQX9AVJCQVE7YQB4XT55	9/11/2014 5:31:11 PM	9/11/2014 5:31:15 PM	0.00	Avial
21		5003	Suzie Commins					
22				MTL5003862AADE6BP0YEAPG80CHGCRN56	9/11/2014 8:27:28 AM	9/11/2014 8:27:53 AM	0.02	On call
23				MTL5003862AADE6BP0YEAPG80CHGCRN56	9/11/2014 8:27:28 AM	9/11/2014 8:27:53 AM	0.02	Avial
24				MTL5003HTNQHHBU348NNS58KNY7ALU5RR	9/11/2014 8:59:47 AM	9/11/2014 9:41:10 AM	1.72	Avial
25				MTL5003HTNQHHBU348NNS58KNY7ALU5RR	9/11/2014 8:59:47 AM	9/11/2014 9:00:10 AM	0.02	On call
26				MTL5003HTNQHHBU348NNS58KNY7ALU5RR	9/11/2014 9:10:49 AM	9/11/2014 9:12:48 AM	0.08	Avial
27				MTL5003HTNQHHBU348NNS58KNY7ALU5RR	9/11/2014 9:17:06 AM	9/11/2014 9:17:54 AM	0.03	On call
28				MTL5003HTNQHHBU348NNS58KNY7ALU5RR	9/11/2014 9:40:37 AM	9/11/2014 9:41:10 AM	0.02	Avial
29				MTL50037URDIGPPG5WANB5D27MIPSQK4M	9/11/2014 9:42:35 AM	9/11/2014 9:45:29 AM	0.12	Avial
30				MTL50037URDIGPPG5WANB5D27MIPSQK4M	9/11/2014 9:42:35 AM	9/11/2014 9:42:37 AM	0.00	Avial
31				MTL5003ACTGSBVESL8NHTHF4SHEA3GCFO	9/11/2014 9:53:07 AM	9/11/2014 10:55:02 AM	2.58	Avial
32				MTL5003ACTGSBVESL8NHTHF4SHEA3GCFO	9/11/2014 9:53:07 AM	9/11/2014 9:53:13 AM	0.00	On call
33				MTL5003LANNT8JMQS2E8SVA536C3PTCSE	9/11/2014 11:08:30 AM	9/11/2014 11:30:43 AM	0.93	Avial
34				MTL5003LANNT8JMQS2E8SVA536C3PTCSE	9/11/2014 11:08:30 AM	9/11/2014 11:08:31 AM	0.00	Avial
35				MTL500357UOGR95KLQER3543YYG8BDIC4	9/11/2014 11:34:04 AM	9/11/2014 12:46:27 PM	3.02	On call
36				MTL500357UOGR95KLQER3543YYG8BDIC4	9/11/2014 11:34:04 AM	9/11/2014 11:34:07 AM	0.00	Avial
37				MTL50030FSL3LHJFRJVBV5CTQUIQUMV2	9/11/2014 1:17:48 PM	9/11/2014 1:31:44 PM	0.58	On call
<div> <div>Operator Session Total</div> <div>Operator Session Summary</div> <div>Operator Session Detail</div> <div>+</div> </div>								
READY								