

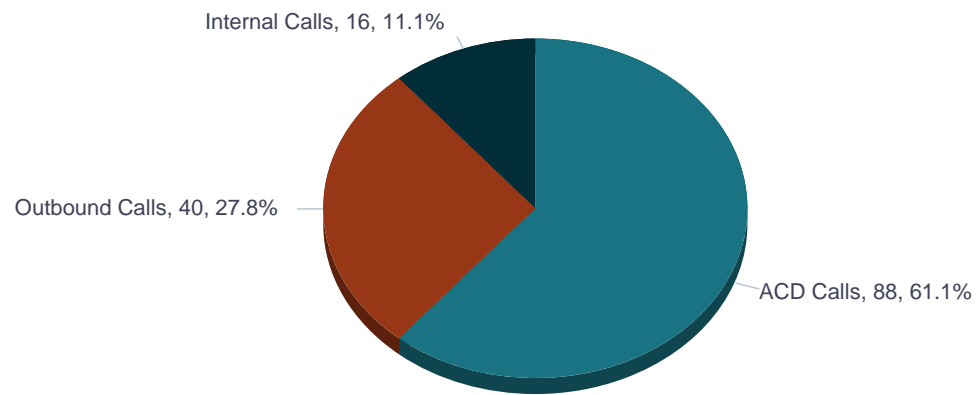


Agent Call Report - Multiple Agents - Hourly

Start Time:	04/20/2017, 12:00 AM
End Time:	04/21/2017, 12:00 AM
Time Zone:	(GMT-04:00) (US) Eastern Time
Date Run:	04/21/2017, 10:15 AM



Number of Calls by Call Type





Number of Calls by Call Type

Date and Time	Name	Calls Presented	ACD Calls	Outbound ACD Calls	Route Point Calls	Outbound Route Point Calls	Inbound Calls	Outbound Calls	Internal Calls
04/20/2017, 01:00 AM	Tabor-Kolionis, Alexander	0	0	0	0	0	0	0	3
	Summary	0	0	0	0	0	0	0	3
04/20/2017, 07:00 AM	McGinley, Colin	1	1	0	0	0	0	0	0
	Summary	1	1	0	0	0	0	0	0
04/20/2017, 08:00 AM	Ennis, Ed	1	1	0	0	0	0	1	0
	McGinley, Colin	2	2	0	0	0	0	1	0
	Tabor-Kolionis, Alexander	3	2	0	0	0	0	0	1
	Summary	6	5	0	0	0	0	2	1
04/20/2017, 09:00 AM	Ennis, Ed	4	4	0	0	0	0	0	0
	Lowe, Jacob	2	2	0	0	0	0	3	0
	McGinley, Colin	3	3	0	0	0	0	4	1
	Tabor-Kolionis, Alexander	2	2	0	0	0	0	2	1
	Villafane, Sam	2	2	0	0	0	0	0	0
	Summary	13	13	0	0	0	0	9	2
04/20/2017, 10:00 AM	Ennis, Ed	4	3	0	0	0	0	1	0
	Lowe, Jacob	4	4	0	0	0	0	0	0
	Tabor-Kolionis, Alexander	0	0	0	0	0	0	1	0
	Villafane, Sam	3	3	0	0	0	0	0	2



Number of Calls by Call Type

Date and Time	Name	Calls Presented	ACD Calls	Outbound ACD Calls	Route Point Calls	Outbound Route Point Calls	Inbound Calls	Outbound Calls	Internal Calls
	Wik, Peter	4	4	0	0	0	0	2	0
	Summary	15	14	0	0	0	0	4	2
04/20/2017, 11:00 AM	Ennis, Ed	1	0	0	0	0	0	0	0
	Lowe, Jacob	2	2	0	0	0	0	1	0
	McGinley, Colin	1	1	0	0	0	0	0	0
	Tabor-Kolionis, Alexander	2	2	0	0	0	0	3	0
	Villafane, Sam	1	1	0	0	0	0	0	0
	Wik, Peter	4	2	0	0	0	0	1	0
	Summary	11	8	0	0	0	0	5	0
04/20/2017, 12:00 PM	Ennis, Ed	1	1	0	0	0	0	0	0
	Lowe, Jacob	2	2	0	0	0	0	0	0
	McGinley, Colin	0	0	0	0	0	0	1	0
	Tabor-Kolionis, Alexander	0	0	0	0	0	0	2	0
	Villafane, Sam	1	1	0	0	0	0	0	0
	Summary	4	4	0	0	0	0	3	0
04/20/2017, 01:00 PM	Ennis, Ed	4	4	0	0	0	0	1	0
	McGinley, Colin	3	2	0	0	0	0	1	0
	Mele, Derek	1	1	0	0	0	0	0	0
	Tabor-Kolionis, Alexander	0	0	0	0	0	0	0	1
	Villafane, Sam	3	3	0	0	0	0	0	0



Number of Calls by Call Type

Date and Time	Name	Calls Presented	ACD Calls	Outbound ACD Calls	Route Point Calls	Outbound Route Point Calls	Inbound Calls	Outbound Calls	Internal Calls
	Wik, Peter	4	4	0	0	0	0	0	0
	Summary	15	14	0	0	0	0	2	1
04/20/2017, 02:00 PM	Ennis, Ed	3	3	0	0	0	0	0	0
	Lowe, Jacob	3	3	0	0	0	0	1	0
	McGinley, Colin	0	0	0	0	0	0	3	0
	Tabor-Kolionis, Alexander	2	2	0	0	0	0	2	0
	Villafane, Sam	1	1	0	0	0	0	0	0
	Wik, Peter	3	2	0	0	0	0	0	0
	Summary	12	11	0	0	0	0	6	0
04/20/2017, 03:00 PM	Ennis, Ed	1	1	0	0	0	0	2	0
	Lowe, Jacob	5	5	0	0	0	0	0	0
	McGinley, Colin	0	0	0	0	0	0	1	1
	Tabor-Kolionis, Alexander	2	2	0	0	0	0	2	0
	Villafane, Sam	3	3	0	0	0	0	0	0
	Wik, Peter	4	4	0	0	0	0	2	0
	Summary	15	15	0	0	0	0	7	1
04/20/2017, 04:00 PM	Ennis, Ed	0	0	0	0	0	0	1	2
	Lowe, Jacob	1	1	0	0	0	0	0	0
	Tabor-Kolionis, Alexander	0	0	0	0	0	0	0	1
	Villafane, Sam	1	1	0	0	0	0	0	0



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	Wik, Peter	1	1	0	0	0	0	1	1
	Summary	3	3	0	0	0	0	2	4
04/20/2017, 05:00 PM	Wik, Peter	0	0	0	0	0	0	0	2
	Summary	0	0	0	0	0	0	0	2
Report Summary	Ennis, Ed	19	17	0	0	0	0	6	2
	Lowe, Jacob	19	19	0	0	0	0	5	0
	McGinley, Colin	10	9	0	0	0	0	11	2
	Mele, Derek	1	1	0	0	0	0	0	0
	Tabor-Kolionis, Alexander	11	10	0	0	0	0	12	7
	Villafane, Sam	15	15	0	0	0	0	0	2
	Wik, Peter	20	17	0	0	0	0	6	3
	Summary	95	88	0	0	0	0	40	16