



## Call Center Call Detail Report - Customer Service

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, 10:30 AM  
 Call Center Name: Customer Service  
 Call Center Service Id: cc-0001005437-CustomerSupportCC@voip.evolveip.net

### CallDetail

Call Start Time	Call Answer Time	Call End Time	Agent Name	Agent Number/Extension	Skill Level	Callers Number	Policy Applied	Call Result	Wait Time	Transfer Number	Number of Bounces	Bounced Transfer Number	Talk Time	Hold Time	Wrap Up Time	Agent Transfer Number	Disposition Codes
04/20/2017, 12:19:38 AM	04/20/2017, 12:19:49 AM	04/20/2017, 12:20:17 AM	Cohen, Mark	+16102321825(ext 1825)	1	8004213872		Answered	00:00:05		0		00:00:29	00:00:00	00:02:00		
04/20/2017, 12:20:24 AM	04/20/2017, 12:20:35 AM	04/20/2017, 12:21:39 AM	Beerer, Brandon	+16102321575(ext 1575)	1	8004213872		Answered	00:00:05		0		00:01:04	00:00:00	00:02:00		
04/20/2017, 01:12:33 AM	04/20/2017, 01:12:47 AM	04/20/2017, 01:12:47 AM	Nguyen, Dennis	+16102632988(ext 2988)	1	8774538353		Answered	00:00:05		0						
04/20/2017, 01:26:07 AM	04/20/2017, 01:26:22 AM	04/20/2017, 01:35:40 AM	Nguyen, Dennis	+16102632988(ext 2988)	1	9890006086		Answered	00:00:05		0		00:09:18	00:00:00	00:02:00		
04/20/2017, 01:34:39 AM	04/20/2017, 01:34:49 AM	04/20/2017, 01:35:40 AM	Patel, Sachin	+16102632985(ext 2985)	1	9890006046		Answered	00:00:05		0		00:00:50	00:00:00	00:01:01		
04/20/2017, 04:37:18 AM		04/20/2017, 04:37:23 AM				9890006046		Abandoned	00:00:05		0						
04/20/2017, 05:37:57 AM	04/20/2017, 05:38:11 AM	04/20/2017, 05:41:46 AM	Beerer, Brandon	+16102321575(ext 1575)	1	7142825691		Answered	00:00:10		0		00:03:35	00:00:00	00:02:00		
04/20/2017, 06:43:46 AM	04/20/2017, 06:43:57 AM	04/20/2017, 06:51:06 AM	Cohen, Mark	+16102321825(ext 1825)	1	7142825691		Answered	00:00:10		0		00:07:08	00:00:00	00:02:00		
04/20/2017, 07:15:50 AM	04/20/2017, 07:16:01 AM	04/20/2017, 07:19:53 AM	McGinley, Colin	+14843940107(ext 0107)	1	2153569964		Answered	00:00:05		0		00:03:52	00:00:00	00:02:00		
04/20/2017, 08:17:43 AM	04/20/2017, 08:17:55 AM	04/20/2017, 08:27:58 AM	McGinley, Colin	+14843940107(ext 0107)	1	2153999255		Answered	00:00:11		0		00:10:03	00:00:00	00:02:00		
04/20/2017, 08:22:18 AM		04/20/2017, 08:22:29 AM				8003652024		Abandoned	00:00:11		0						
04/20/2017, 08:24:20 AM	04/20/2017, 08:24:33 AM	04/20/2017, 08:25:25 AM	Tabor-Kolionis, Alexander	+14845886494(ext 1687)	5	6107963540		Answered	00:00:06		0		00:00:52	00:00:00	00:02:00	6003	
04/20/2017, 08:34:41 AM	04/20/2017, 08:34:57 AM	04/20/2017, 08:35:44 AM	McGinley, Colin	+14843940107(ext 0107)	1	8473969185		Answered	00:00:06		0		00:00:46	00:00:00	00:02:00	5000	
04/20/2017, 09:01:36 AM	04/20/2017, 09:01:50 AM	04/20/2017, 09:05:08 AM	Ennis, Ed	+16102300186(ext 0186)	1	2153999592		Answered	00:00:05		0		00:03:18	00:00:00	00:02:00		



### CallDetail

Call Start Time	Call Answer Time	Call End Time	Agent Name	Agent Number/Extension	Skill Level	Callers Number	Policy Applied	Call Result	Wait Time	Transfer Number	Number of Bounces	Bounced Transfer Number	Talk Time	Hold Time	Wrap Up Time	Agent Transfer Number	Disposition Codes
04/20/2017, 09:03:36 AM	04/20/2017, 09:03:50 AM	04/20/2017, 09:08:43 AM	Tabor-Kolionis, Alexander	+14845886494(ext 1687)	5	7036911342		Answered	00:00:05		0		00:04:52	00:00:00	00:02:00		
04/20/2017, 09:11:42 AM	04/20/2017, 09:11:52 AM	04/20/2017, 09:18:26 AM	McGinley, Colin	+14843940107(ext 0107)	1	8028570400		Answered	00:00:05		0		00:06:34	00:00:00	00:02:00		
04/20/2017, 09:13:21 AM	04/20/2017, 09:13:39 AM	04/20/2017, 09:14:05 AM	Ennis, Ed	+16102300186(ext 0186)	1	3162021637		Answered	00:00:05		0		00:00:26	00:00:00	00:02:00	12152592500	
04/20/2017, 09:14:31 AM	04/20/2017, 09:14:46 AM	04/20/2017, 09:19:36 AM	Lowe, Jacob	+16102632283(ext 2283)	5	2026283544		Answered	00:00:06		0		00:04:51	00:00:00	00:02:00		
04/20/2017, 09:32:37 AM	04/20/2017, 09:32:51 AM	04/20/2017, 09:42:05 AM	Ennis, Ed	+16102300186(ext 0186)	1	8046228900		Answered	00:00:05		0		00:09:14	00:00:00	00:00:56		
04/20/2017, 09:43:44 AM	04/20/2017, 09:44:04 AM	04/20/2017, 09:51:30 AM	McGinley, Colin	+14843940107(ext 0107)	1	3472486857		Answered	00:00:05		0		00:07:26	00:00:00	00:02:00		
04/20/2017, 09:44:39 AM	04/20/2017, 09:44:52 AM	04/20/2017, 10:19:59 AM	Eichenhofer, Bill	+16102320083(ext 0083)	5	7139934300		Answered	00:00:05		0		00:35:08	00:00:00	00:02:00		
04/20/2017, 09:53:07 AM	04/20/2017, 09:53:25 AM	04/20/2017, 09:53:41 AM	Villafane, Sam	+16102321571(ext 1571)	5	7323855520		Answered	00:00:05		0		00:00:17	00:00:00	00:00:20		
04/20/2017, 09:54:14 AM	04/20/2017, 09:54:29 AM	04/20/2017, 10:37:17 AM	McGinley, Colin	+14843940107(ext 0107)	1	7323855520		Answered	00:00:05		0		00:42:47	00:00:00	00:01:52		
04/20/2017, 09:56:10 AM	04/20/2017, 09:56:21 AM	04/20/2017, 09:59:23 AM	Lowe, Jacob	+16102632283(ext 2283)	5	7082926214		Answered	00:00:05		0		00:03:02	00:00:00	00:02:00		
04/20/2017, 09:57:15 AM		04/20/2017, 09:57:18 AM				6102300149		Abandoned	00:00:03		0						
04/20/2017, 09:57:37 AM	04/20/2017, 09:57:50 AM	04/20/2017, 10:01:43 AM	Ennis, Ed	+16102300186(ext 0186)	1	2026774300		Answered	00:00:05		0		00:03:52	00:00:00	00:02:00		
04/20/2017, 09:57:52 AM	04/20/2017, 09:58:03 AM	04/20/2017, 10:05:28 AM	Villafane, Sam	+16102321571(ext 1571)	5	8564701376		Answered	00:00:05		0		00:05:57	00:01:28	00:02:00		
04/20/2017, 10:02:10 AM	04/20/2017, 10:02:28 AM	04/20/2017, 10:02:28 AM	Lowe, Jacob	+16102632283(ext 2283)	5	6105516201		Answered	00:00:06		0		00:00:00	00:00:00	00:02:00		
04/20/2017, 10:04:40 AM	04/20/2017, 10:04:51 AM	04/20/2017, 10:26:24 AM	Ennis, Ed	+16102300186(ext 0186)	1	5127176520		Answered	00:00:05		0		00:21:34	00:00:00	00:02:00		
04/20/2017, 10:08:56 AM		04/20/2017, 10:09:01 AM				7862582742		Abandoned	00:00:05		0						
04/20/2017, 10:10:00 AM	04/20/2017, 10:10:13 AM	04/20/2017, 10:13:19 AM	Wik, Peter	+16102632278(ext 2278)	5	6109410000		Answered	00:00:05		0		00:03:06	00:00:00	00:02:00		
04/20/2017, 10:10:49 AM	04/20/2017, 10:11:08 AM	04/20/2017, 10:18:36 AM	Lowe, Jacob	+16102632283(ext 2283)	5	2486583977		Answered	00:00:05		0		00:07:28	00:00:00	00:02:00		
04/20/2017, 10:11:23 AM	04/20/2017, 10:11:36 AM	04/20/2017, 10:17:35 AM	Villafane, Sam	+16102321571(ext 1571)	5	7862582742		Answered	00:00:05		0		00:05:59	00:00:00	00:00:37		
04/20/2017, 10:17:42 AM	04/20/2017, 10:20:03 AM	04/20/2017, 10:20:58 AM	Wik, Peter	+16102632278(ext 2278)	5	6109410000		Answered	00:02:15		0		00:00:55	00:00:00	00:02:00		
04/20/2017, 10:23:41 AM	04/20/2017, 10:24:05 AM	04/20/2017, 10:53:11 AM	Baro, Frenc	+16102300061(ext 0061)	5	8473941843		Answered	00:00:05		0		00:29:07	00:00:00	00:02:00		



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Call Start Time	Call Answer Time	Call End Time	Agent Name	Agent Number/Extension	Skill Level	Callers Number	Policy Applied	Call Result	Wait Time	Transfer Number	Number of Bounces	Bounced Transfer Number	Talk Time	Hold Time	Wrap Up Time	Agent Transfer Number	Disposition Codes
04/20/2017, 10:24:33 AM	04/20/2017, 10:24:48 AM	04/20/2017, 10:31:30 AM	Eichenhofer, Bill	+16102320083(ext 0083)	5	8132808256		Answered	00:00:05		0		00:06:42	00:00:00	00:02:00		
04/20/2017, 10:25:05 AM		04/20/2017, 10:27:12 AM				8136823123		Abandoned	00:02:06		0						
04/20/2017, 10:28:19 AM		04/20/2017, 10:29:57 AM				5127176520		Abandoned	00:01:38		1						
04/20/2017, 10:30:03 AM	04/20/2017, 10:33:50 AM	04/20/2017, 10:50:28 AM	Eichenhofer, Bill	+16102320083(ext 0083)	5	2153482670		Answered	00:03:38		0		00:16:38	00:00:00	00:02:00		
04/20/2017, 10:32:54 AM	04/20/2017, 10:35:52 AM	04/20/2017, 10:36:42 AM	Ennis, Ed	+16102300186(ext 0186)	1	2163737768		Answered	00:02:55		0		00:00:50	00:00:00	00:01:18		
04/20/2017, 10:34:46 AM	04/20/2017, 10:37:45 AM	04/20/2017, 10:42:37 AM	Wik, Peter	+16102632278(ext 2278)	5	6102637080		Answered	00:02:57		0		00:04:52	00:00:00	00:02:00		
04/20/2017, 10:37:37 AM	04/20/2017, 10:44:18 AM	04/20/2017, 11:19:00 AM	Ennis, Ed	+16102300186(ext 0186)	1	2163737768		Answered	00:06:40		0		00:34:42	00:00:00	00:02:01		
04/20/2017, 10:39:14 AM	04/20/2017, 10:48:18 AM	04/20/2017, 10:50:40 AM	Lowe, Jacob	+16102632283(ext 2283)	5	2486583977		Answered	00:09:01		0		00:02:22	00:00:00	00:01:49		
04/20/2017, 10:43:28 AM	04/20/2017, 10:52:49 AM	04/20/2017, 10:59:01 AM	Eichenhofer, Bill	+16102320083(ext 0083)	5	2157489007		Answered	00:08:59		0		00:06:13	00:00:00	00:02:00		
04/20/2017, 10:43:30 AM	04/20/2017, 10:52:36 AM	04/20/2017, 10:55:01 AM	Lowe, Jacob	+16102632283(ext 2283)	5	6102637080		Answered	00:08:59		0		00:02:25	00:00:00	00:00:06		
04/20/2017, 10:53:49 AM	04/20/2017, 10:55:41 AM	04/20/2017, 10:57:32 AM	Wik, Peter	+16102632278(ext 2278)	5	4147598242		Answered	00:01:42		0		00:01:52	00:00:00	00:00:43		
04/20/2017, 11:04:48 AM	04/20/2017, 11:05:17 AM	04/20/2017, 11:24:57 AM	Villafane, Sam	+16102321571(ext 1571)	5	9732560666		Answered	00:00:06		0		00:19:40	00:00:00	00:02:00		
04/20/2017, 11:19:04 AM	04/20/2017, 11:21:17 AM	04/20/2017, 11:28:55 AM	Tabor-Kolionis, Alexander	+14845886494(ext 1687)	5	2679304021		Answered	00:02:08		3		00:07:37	00:00:00	00:02:00		
04/20/2017, 11:21:30 AM	04/20/2017, 11:22:04 AM	04/20/2017, 11:23:47 AM	Eichenhofer, Bill	+16102320083(ext 0083)	5	9084515302		Answered	00:00:23		0		00:01:43	00:00:00	00:02:00		
04/20/2017, 11:34:02 AM	04/20/2017, 11:34:16 AM	04/20/2017, 11:36:24 AM	Lowe, Jacob	+16102632283(ext 2283)	5	3127994305		Answered	00:00:06		0		00:02:08	00:00:00	00:00:56		
04/20/2017, 11:34:10 AM	04/20/2017, 11:34:32 AM	04/20/2017, 11:38:03 AM	Wik, Peter	+16102632278(ext 2278)	5	2125045825		Answered	00:01:14		0		00:03:31	00:00:00	00:02:00		
04/20/2017, 11:37:39 AM	04/20/2017, 11:38:27 AM	04/20/2017, 11:46:04 AM	Eichenhofer, Bill	+16102320083(ext 0083)	5	6305189510		Answered	00:00:35		1		00:07:37	00:00:00	00:02:00		
04/20/2017, 11:46:10 AM	04/20/2017, 11:46:52 AM	04/20/2017, 11:59:25 AM	McGinley, Colin	+14843940107(ext 0107)	1	4105710913		Answered	00:00:35		1		00:12:33	00:00:00	00:02:00		
04/20/2017, 11:52:18 AM	04/20/2017, 11:52:29 AM	04/20/2017, 11:55:41 AM	Tabor-Kolionis, Alexander	+14845886494(ext 1687)	5	8478755534		Answered	00:00:06		0		00:03:13	00:00:00	00:02:00		
04/20/2017, 11:58:45 AM	04/20/2017, 11:58:58 AM	04/20/2017, 12:20:36 PM	Lowe, Jacob	+16102632283(ext 2283)	5	6466098970		Answered	00:00:06		0		00:21:38	00:00:00	00:02:00		
04/20/2017, 12:25:13 PM	04/20/2017, 12:25:27 PM	04/20/2017, 12:32:34 PM	Eichenhofer, Bill	+16102320083(ext 0083)	5	2016022612		Answered	00:00:06		0		00:07:07	00:00:00	00:02:00		



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Call Start Time	Call Answer Time	Call End Time	Agent Name	Agent Number/Extension	Skill Level	Callers Number	Policy Applied	Call Result	Wait Time	Transfer Number	Number of Bounces	Bounced Transfer Number	Talk Time	Hold Time	Wrap Up Time	Agent Transfer Number	Disposition Codes
04/20/2017, 12:32:55 PM	04/20/2017, 12:33:08 PM	04/20/2017, 12:38:35 PM	Lowe, Jacob	+16102632283(ext 2283)	5	9096131363		Answered	00:00:06		0		00:05:28	00:00:00	00:02:00		
04/20/2017, 12:35:45 PM	04/20/2017, 12:35:57 PM	04/20/2017, 01:06:29 PM	Ennis, Ed	+16102300186(ext 0186)	1	4843940091		Answered	00:00:05		0		00:30:33	00:00:00	00:02:00		
04/20/2017, 12:42:26 PM	04/20/2017, 12:42:34 PM	04/20/2017, 12:45:12 PM	Brooks, Michael	+16102321836(ext 1836)	5	7252444160		Answered	00:00:05		0		00:02:37	00:00:00	00:01:30		
04/20/2017, 12:54:51 PM	04/20/2017, 12:55:07 PM	04/20/2017, 01:00:25 PM	Villafane, Sam	+16102321571(ext 1571)	5	6466098970		Answered	00:00:05		0		00:05:18	00:00:00	00:02:00		
04/20/2017, 12:57:43 PM	04/20/2017, 12:57:56 PM	04/20/2017, 01:02:20 PM	Eichenhofer, Bill	+16102320083(ext 0083)	5			Answered	00:00:05		0		00:04:24	00:00:00	00:00:07		
04/20/2017, 01:05:24 PM	04/20/2017, 01:05:34 PM	04/20/2017, 02:16:55 PM	Brooks, Michael	+16102321836(ext 1836)	5	2483521700		Answered	00:00:05		0		01:10:47	00:00:33	00:01:30		
04/20/2017, 01:07:09 PM		04/20/2017, 01:08:07 PM				6466098970		Abandoned	00:00:57		0						
04/20/2017, 01:08:46 PM	04/20/2017, 01:09:03 PM	04/20/2017, 01:22:55 PM	Ennis, Ed	+16102300186(ext 0186)	1	6466098970		Answered	00:00:05		0		00:13:51	00:00:00	00:02:00		
04/20/2017, 01:11:04 PM	04/20/2017, 01:11:12 PM	04/20/2017, 01:18:33 PM	McGinley, Colin	+14843940107(ext 0107)	1	3035426816		Answered	00:00:51		0		00:07:22	00:00:00	00:02:00	1687	
04/20/2017, 01:12:35 PM	04/20/2017, 01:18:17 PM	04/20/2017, 01:43:05 PM	Villafane, Sam	+16102321571(ext 1571)	5	7147220313		Answered	00:05:38		0		00:24:48	00:00:00	00:02:00		
04/20/2017, 01:17:42 PM	04/20/2017, 01:19:05 PM	04/20/2017, 02:01:14 PM	Mele, Derek	+16102321839(ext 1839)	1	7202555441		Answered	00:01:20		0		00:42:08	00:00:00	00:00:00		
04/20/2017, 01:25:53 PM	04/20/2017, 01:26:14 PM	04/20/2017, 01:33:39 PM	Ennis, Ed	+16102300186(ext 0186)	1	5145078916		Answered	00:00:06		0		00:07:25	00:00:00	00:02:00		
04/20/2017, 01:28:47 PM	04/20/2017, 01:31:37 PM	04/20/2017, 02:10:51 PM	McGinley, Colin	+14843940107(ext 0107)	1	7173947156		Answered	00:02:43		0		00:39:14	00:00:00	00:02:00		
04/20/2017, 01:30:13 PM	04/20/2017, 01:34:08 PM	04/20/2017, 01:36:27 PM	Wik, Peter	+16102632278(ext 2278)	5	2024488478		Answered	00:03:50		0		00:02:19	00:00:00	00:02:00		
04/20/2017, 01:35:08 PM	04/20/2017, 01:35:58 PM	04/20/2017, 01:40:07 PM	Ennis, Ed	+16102300186(ext 0186)	1	5209180191		Answered	00:00:35		1		00:04:10	00:00:00	00:02:00		
04/20/2017, 01:37:53 PM		04/20/2017, 01:37:55 PM				7327914855		Abandoned	00:00:02		0						
04/20/2017, 01:39:29 PM	04/20/2017, 01:39:49 PM	04/20/2017, 01:47:14 PM	Wik, Peter	+16102632278(ext 2278)	5	2165035150		Answered	00:00:05		0		00:07:25	00:00:00	00:00:16		
04/20/2017, 01:40:45 PM		04/20/2017, 01:44:25 PM				9096131363		Abandoned	00:03:40		0						
04/20/2017, 01:41:09 PM	04/20/2017, 01:45:17 PM	04/20/2017, 01:52:12 PM	Villafane, Sam	+16102321571(ext 1571)	5	7275409100		Answered	00:03:57		0		00:06:55	00:00:00	00:02:00		
04/20/2017, 01:41:52 PM		04/20/2017, 01:42:54 PM				6103478407		Abandoned	00:01:03		0						
04/20/2017, 01:45:25 PM	04/20/2017, 01:49:17 PM	04/20/2017, 01:51:53 PM	Wik, Peter	+16102632278(ext 2278)	5	9096131363		Answered	00:03:49		0		00:02:36	00:00:00	00:02:00		
04/20/2017, 01:47:36 PM	04/20/2017, 01:49:30 PM	04/20/2017, 01:56:23 PM	Ennis, Ed	+16102300186(ext 0186)	1	6084675223		Answered	00:01:44		0		00:06:53	00:00:00	00:02:00		



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Call Start Time	Call Answer Time	Call End Time	Agent Name	Agent Number/Extension	Skill Level	Callers Number	Policy Applied	Call Result	Wait Time	Transfer Number	Number of Bounces	Bounced Transfer Number	Talk Time	Hold Time	Wrap Up Time	Agent Transfer Number	Disposition Codes
04/20/2017, 01:47:51 PM		04/20/2017, 01:48:40 PM				5127176520		Abandoned	00:00:49		0						
04/20/2017, 01:49:04 PM	04/20/2017, 01:53:59 PM	04/20/2017, 02:00:36 PM	Wik, Peter	+16102632278(ext 2278)	5	2127549500		Answered	00:04:49		0		00:06:37	00:00:00	00:02:00		
04/20/2017, 02:03:18 PM	04/20/2017, 02:03:33 PM	04/20/2017, 02:13:10 PM	Lowe, Jacob	+16102632283(ext 2283)	5	4107783100		Answered	00:00:05		0		00:09:38	00:00:00	00:02:00		
04/20/2017, 02:04:09 PM	04/20/2017, 02:04:23 PM	04/20/2017, 02:05:13 PM	Eichenhofer, Bill	+16102320083(ext 0083)	5	980645100		Answered	00:00:06		0		00:00:50	00:00:00	00:02:00	12152592500	
04/20/2017, 02:14:31 PM	04/20/2017, 02:14:39 PM	04/20/2017, 02:24:29 PM	Tabor-Kolionis, Alexander	+14845886494(ext 1687)	5	3016178684		Answered	00:00:05		0		00:09:50	00:00:00	00:02:00		
04/20/2017, 02:17:53 PM	04/20/2017, 02:18:03 PM	04/20/2017, 02:31:26 PM	Ashokkumar, Sanjeevi	+16102632286(ext 2286)	5	8473941843		Answered	00:00:05		0		00:08:58	00:04:25	00:00:31		
04/20/2017, 02:18:09 PM	04/20/2017, 02:18:23 PM	04/20/2017, 02:23:04 PM	Lowe, Jacob	+16102632283(ext 2283)	5	3018207009		Answered	00:00:05		0		00:04:41	00:00:00	00:02:00		
04/20/2017, 02:21:19 PM	04/20/2017, 02:21:27 PM	04/20/2017, 02:22:31 PM	Brooks, Michael	+16102321836(ext 1836)	5	6103478408		Answered	00:00:06		0		00:01:04	00:00:00	00:01:30	5000	
04/20/2017, 02:23:11 PM	04/20/2017, 02:23:34 PM	04/20/2017, 02:30:34 PM	Ennis, Ed	+16102300186(ext 0186)	1	6165888504		Answered	00:00:05		0		00:07:00	00:00:00	00:02:00		
04/20/2017, 02:23:44 PM	04/20/2017, 02:23:59 PM	04/20/2017, 02:28:30 PM	Wik, Peter	+16102632278(ext 2278)	5	2165035150		Answered	00:00:05		0		00:04:31	00:00:00	00:02:00		
04/20/2017, 02:26:14 PM	04/20/2017, 02:26:24 PM	04/20/2017, 02:56:40 PM	Brooks, Michael	+16102321836(ext 1836)	5	3125733245		Answered	00:00:05		0		00:30:17	00:00:00	00:00:56		
04/20/2017, 02:26:57 PM	04/20/2017, 02:27:09 PM	04/20/2017, 02:35:22 PM	Lowe, Jacob	+16102632283(ext 2283)	5	6107297000		Answered	00:00:05		0		00:08:13	00:00:00	00:02:00		
04/20/2017, 02:37:15 PM	04/20/2017, 02:37:33 PM	04/20/2017, 02:52:47 PM	Ennis, Ed	+16102300186(ext 0186)	1	2517216393		Answered	00:00:06		0		00:15:14	00:00:00	00:02:00		
04/20/2017, 02:40:42 PM	04/20/2017, 02:40:54 PM	04/20/2017, 02:47:44 PM	Villafane, Sam	+16102321571(ext 1571)	5	9727433315		Answered	00:00:06		0		00:06:50	00:00:00	00:02:00		
04/20/2017, 02:42:22 PM	04/20/2017, 02:42:35 PM	04/20/2017, 02:51:16 PM	Eichenhofer, Bill	+16102320083(ext 0083)	5	6165888504		Answered	00:00:05		0		00:08:41	00:00:00	00:02:00		
04/20/2017, 02:47:36 PM	04/20/2017, 02:47:52 PM	04/20/2017, 03:01:33 PM	Wik, Peter	+16102632278(ext 2278)	5	6465330859		Answered	00:00:05		0		00:13:41	00:00:00	00:02:00		
04/20/2017, 02:52:35 PM	04/20/2017, 02:52:45 PM	04/20/2017, 03:07:56 PM	Ashokkumar, Sanjeevi	+16102632286(ext 2286)	5	9727433315		Answered	00:00:06		0		00:14:29	00:00:43	00:00:06		
04/20/2017, 02:55:50 PM	04/20/2017, 02:56:04 PM	04/20/2017, 02:56:30 PM	Ennis, Ed	+16102300186(ext 0186)	1	7754107058		Answered	00:00:06		0		00:00:26	00:00:00	00:02:00	8002229570	
04/20/2017, 03:02:21 PM	04/20/2017, 03:03:10 PM	04/20/2017, 03:29:17 PM	Ennis, Ed	+16102300186(ext 0186)	1	4012261344		Answered	00:00:35		1		00:26:07	00:00:00	00:01:53		
04/20/2017, 03:13:56 PM	04/20/2017, 03:14:46 PM	04/20/2017, 03:15:39 PM	Lowe, Jacob	+16102632283(ext 2283)	5	2679814920		Answered	00:00:35		1		00:00:52	00:00:00	00:02:00	0107	
04/20/2017, 03:14:35 PM	04/20/2017, 03:14:48 PM	04/20/2017, 03:21:05 PM	Villafane, Sam	+16102321571(ext 1571)	5	9086174705		Answered	00:00:05		0		00:06:17	00:00:00	00:02:00		



### CallDetail

Call Start Time	Call Answer Time	Call End Time	Agent Name	Agent Number/Extension	Skill Level	Callers Number	Policy Applied	Call Result	Wait Time	Transfer Number	Number of Bounces	Bounced Transfer Number	Talk Time	Hold Time	Wrap Up Time	Agent Transfer Number	Disposition Codes
04/20/2017, 03:15:48 PM	04/20/2017, 03:16:00 PM	04/20/2017, 03:16:11 PM	Tabor-Kolionis, Alexander	+14845886494(ext 1687)	5	4843940091		Answered	00:00:05		0		00:00:11	00:00:00	00:02:00		
04/20/2017, 03:18:28 PM	04/20/2017, 03:18:38 PM	04/20/2017, 03:25:13 PM	Brooks, Michael	+16102321836(ext 1836)	5	9727433315		Answered	00:00:05		0		00:06:35	00:00:00	00:01:30		
04/20/2017, 03:23:56 PM	04/20/2017, 03:24:14 PM	04/20/2017, 03:35:56 PM	Wik, Peter	+16102632278(ext 2278)	5	6465330859		Answered	00:00:06		0		00:11:43	00:00:00	00:02:00		
04/20/2017, 03:24:39 PM	04/20/2017, 03:24:56 PM	04/20/2017, 03:37:08 PM	Eichenhofer, Bill	+16102320083(ext 0083)	5	8636407532		Answered	00:00:06		0		00:12:12	00:00:00	00:02:00		
04/20/2017, 03:30:39 PM	04/20/2017, 03:30:53 PM	04/20/2017, 03:35:39 PM	Lowe, Jacob	+16102632283(ext 2283)	5	4073737321		Answered	00:00:05		0		00:04:46	00:00:00	00:02:00		
04/20/2017, 03:32:19 PM	04/20/2017, 03:32:26 PM	04/20/2017, 03:50:49 PM	Brooks, Michael	+16102321836(ext 1836)	5	8028570400		Answered	00:00:05		0		00:18:22	00:00:00	00:01:31		
04/20/2017, 03:33:19 PM	04/20/2017, 03:37:51 PM	04/20/2017, 03:41:26 PM	Lowe, Jacob	+16102632283(ext 2283)	5	4256378900		Answered	00:04:20		0		00:03:35	00:00:00	00:02:00		
04/20/2017, 03:35:44 PM	04/20/2017, 03:37:59 PM	04/20/2017, 03:38:38 PM	Wik, Peter	+16102632278(ext 2278)	5	7322385570		Answered	00:02:12		0		00:00:35	00:00:04	00:02:00	3310	
04/20/2017, 03:39:27 PM	04/20/2017, 03:39:48 PM	04/20/2017, 04:06:07 PM	Eichenhofer, Bill	+16102320083(ext 0083)	5	9725053160		Answered	00:00:05		0		00:26:19	00:00:00	00:02:00		
04/20/2017, 03:40:01 PM	04/20/2017, 03:40:46 PM	04/20/2017, 03:45:47 PM	Wik, Peter	+16102632278(ext 2278)	5	4073737321		Answered	00:00:37		0		00:05:02	00:00:00	00:02:00		
04/20/2017, 03:40:18 PM	04/20/2017, 03:43:35 PM	04/20/2017, 03:56:30 PM	Lowe, Jacob	+16102632283(ext 2283)	5	6088073269		Answered	00:03:08		0		00:12:55	00:00:00	00:02:00		
04/20/2017, 03:40:28 PM	04/20/2017, 03:44:46 PM	04/20/2017, 03:50:56 PM	Tabor-Kolionis, Alexander	+14845886494(ext 1687)	5	8562834680		Answered	00:04:12		0		00:06:10	00:00:00	00:00:45		
04/20/2017, 03:44:51 PM	04/20/2017, 03:45:03 PM	04/20/2017, 03:49:31 PM	Villafane, Sam	+16102321571(ext 1571)	5	4256378900		Answered	00:00:06		0		00:04:28	00:00:00	00:02:00		
04/20/2017, 03:45:27 PM	04/20/2017, 03:47:56 PM	04/20/2017, 04:03:22 PM	Wik, Peter	+16102632278(ext 2278)	5	2483521700		Answered	00:02:20		0		00:15:26	00:00:00	00:00:37		
04/20/2017, 03:47:08 PM	04/20/2017, 03:51:37 PM	04/20/2017, 03:57:01 PM	Villafane, Sam	+16102321571(ext 1571)	5	9726590055		Answered	00:04:23		0		00:05:24	00:00:00	00:02:00		
04/20/2017, 03:49:08 PM	04/20/2017, 03:52:24 PM	04/20/2017, 04:24:39 PM	Brooks, Michael	+16102321836(ext 1836)	5	6465330859		Answered	00:03:12		0		00:32:14	00:00:00	00:00:34		
04/20/2017, 03:53:35 PM	04/20/2017, 03:58:49 PM	04/20/2017, 04:03:48 PM	Lowe, Jacob	+16102632283(ext 2283)	5	3026603350		Answered	00:04:55		0		00:04:59	00:00:00	00:02:00		
04/20/2017, 04:08:22 PM	04/20/2017, 04:08:40 PM	04/20/2017, 04:12:26 PM	Lowe, Jacob	+16102632283(ext 2283)	5	9086174705		Answered	00:00:05		0		00:03:46	00:00:00	00:00:31		
04/20/2017, 04:12:30 PM	04/20/2017, 04:12:45 PM	04/20/2017, 04:22:19 PM	Wik, Peter	+16102632278(ext 2278)	5	3303910864		Answered	00:00:06		0		00:09:35	00:00:00	00:02:00		
04/20/2017, 04:14:07 PM	04/20/2017, 04:14:20 PM	04/20/2017, 04:19:05 PM	Chhabra, Gursharan	+14843940105(ext 0105)	1	6103564111		Answered	00:00:05		0		00:04:45	00:00:00	00:02:00		
04/20/2017, 04:17:00 PM	04/20/2017, 04:17:15 PM	04/20/2017, 04:19:45 PM	Rua, Marco	+14843940106(ext 0106)	1	4105710913		Answered	00:00:05		0		00:02:30	00:00:00	00:02:00		



### CallDetail

Call Start Time	Call Answer Time	Call End Time	Agent Name	Agent Number/Extension	Skill Level	Callers Number	Policy Applied	Call Result	Wait Time	Transfer Number	Number of Bounces	Bounced Transfer Number	Talk Time	Hold Time	Wrap Up Time	Agent Transfer Number	Disposition Codes
04/20/2017, 04:23:43 PM	04/20/2017, 04:24:03 PM	04/20/2017, 04:27:22 PM	Juster, Brent	+16102632987(ext 2987)	1	6102321583		Answered	00:00:05		0		00:03:18	00:00:00	00:02:00		
04/20/2017, 04:34:40 PM	04/20/2017, 04:34:56 PM	04/20/2017, 04:53:03 PM	Rua, Marco	+14843940106(ext 0106)	1	3122374380		Answered	00:00:06		0		00:18:07	00:00:00	00:02:00		
04/20/2017, 04:47:15 PM	04/20/2017, 04:47:32 PM	04/20/2017, 04:56:01 PM	Chhabra, Gursharan	+14843940105(ext 0105)	1	9722321178		Answered	00:00:05		0		00:08:29	00:00:00	00:02:00		
04/20/2017, 04:51:13 PM	04/20/2017, 04:51:41 PM	04/20/2017, 04:52:36 PM	Juster, Brent	+16102632987(ext 2987)	1	4843215800		Answered	00:00:06		0		00:00:54	00:00:00	00:02:00	5000	
04/20/2017, 04:54:05 PM	04/20/2017, 04:54:23 PM	04/20/2017, 04:59:59 PM	Eichenhofer, Bill	+16102320083(ext 0083)	5	2155571559		Answered	00:00:06		0		00:05:36	00:00:00	00:02:00		
04/20/2017, 05:02:31 PM	04/20/2017, 05:02:53 PM	04/20/2017, 05:09:21 PM	Juster, Brent	+16102632987(ext 2987)	1	2155571559		Answered	00:00:05		0		00:06:28	00:00:00	00:02:00		
04/20/2017, 06:35:45 PM	04/20/2017, 06:35:59 PM	04/20/2017, 06:38:31 PM	Chhabra, Gursharan	+14843940105(ext 0105)	1	8477079325		Answered	00:00:10		0		00:02:32	00:00:00	00:02:00		
04/20/2017, 06:40:57 PM	04/20/2017, 06:41:15 PM	04/20/2017, 06:45:01 PM	Chhabra, Gursharan	+14843940105(ext 0105)	1	8477079325		Answered	00:00:10		0		00:03:46	00:00:00	00:02:00		
04/20/2017, 07:08:42 PM	04/20/2017, 07:09:00 PM	04/20/2017, 07:12:14 PM	Chhabra, Gursharan	+14843940105(ext 0105)	1	6096430616		Answered	00:00:05		0		00:03:14	00:00:00	00:02:00		
04/20/2017, 07:36:43 PM	04/20/2017, 07:37:01 PM	04/20/2017, 07:46:36 PM	Juster, Brent	+16102632987(ext 2987)	1	7862582742		Answered	00:00:05		0		00:09:35	00:00:00	00:02:00		
04/20/2017, 07:59:19 PM		04/20/2017, 07:59:24 PM				3048225260		Abandoned	00:00:05		0						