



Daily UM Outgoing Call Detail

<i>Group</i>	<i>Agent</i>	<i>Time</i>	<i>Called Number</i>	<i># of Calls</i>	<i>Avg Talk Time Sec</i>	<i>Avg Dur in Sec</i>	<i>Total Dur in Sec</i>
Remote_WorkGroup1							
SubGroup1							
	Agent 23	12:00:00 PM	5555552093	1	150	174	174
	Agent 23	12:00:00 PM	5555556802	1	158	166	166
	Agent 23	12:00:00 PM	8005551936	1	881	883	883
	Agent 23	12:00:00 PM	8005555345	1	172	174	174
	Agent 23	12:00:00 PM	5555552030	1	196	206	206
	Agent 23	1:00:00 PM	5555552417	2	357	368	735
	Agent 23	2:00:00 PM	8005556011	1	59	79	79
	Agent 23	2:00:00 PM	8005559842	1	397	399	399
	Agent 23	2:00:00 PM	8005558601	1	115	120	120
	Agent 23	2:00:00 PM	8005557764	2	162	167	334
	Agent 23	2:00:00 PM	8005554832	1	325	337	337
	Agent 23	2:00:00 PM	8005552524	1	267	269	269
	Agent 23	2:00:00 PM	8005552020	2	126	131	261
	Agent 23	2:00:00 PM	8005558222	1	22	23	23
	Agent 23	3:00:00 PM	8005557287	1	91	93	93

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<i>Remote_WorkGroup1</i>							
<i>SubGroup1</i>							
	Agent 23	4:00:00 PM	555550842	1	3	8	8
	Agent 23	4:00:00 PM	555556714	1	151	156	156
	Agent 23	4:00:00 PM	8005557262	1	232	233	233
	Agent 23	4:00:00 PM	555559660	1	19	24	24
	Agent 23	4:00:00 PM	555557632	2	0	33	66
	Agent 23	4:00:00 PM	555556748	1	79	84	84
	Agent 23	4:00:00 PM	555554865	1	172	196	196
	Agent 23	4:00:00 PM	555554300	1	63	69	69
	Agent 23	4:00:00 PM	555552600	1	15	27	27
	Agent 23	4:00:00 PM	555550200	1	102	115	115
	Agent 23	4:00:00 PM	171477	1	0	3	3
	Agent 23	4:00:00 PM	555552651	1	5	25	25
	Agent 23	5:00:00 PM	8005553619	1	142	144	144
	Agent 23	5:00:00 PM	555551415	1	120	131	131
	Agent 23	5:00:00 PM	555554189	1	414	421	421
	Agent 23	5:00:00 PM	555556162	1	46	78	78
	Agent 23	5:00:00 PM	555557280	1	67	87	87
	Agent 23	6:00:00 PM	8005550793	1	230	232	232
	Agent 23	6:00:00 PM	8005559070	2	49	53	106
	Agent 23	6:00:00 PM	800555497	2	16	19	38
	Agent 23	6:00:00 PM	8005554342	2	189	191	381
	Agent 23	6:00:00 PM	555552093	1	0	46	46
	Agent 23	6:00:00 PM	555552010	1	147	165	165
	Agent 23	6:00:00 PM	555551733	1	0	16	16
	Agent 23	6:00:00 PM	555550115	1	0	10	10
	Agent 23	6:00:00 PM	555554752	1	75	103	103
	Agent 23	7:00:00 PM	8005553226	1	201	239	239
	Agent 23	7:00:00 PM	180036654971	1	33	37	37
	Agent 23	7:00:00 PM	555554752	3	0	6	17
Total				53			2.09 Hrs
Avg					137	171	

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<i>Remote_WorkGroup1</i>							
<i>SubGroup2</i>							
	Agent 100	8:00:00 AM	5552218	1	110	122	122
	Agent 100	8:00:00 AM	5555552598	1	21	29	29
	Agent 100	8:00:00 AM	5555551767	1	1	16	16
	Agent 100	10:00:00 AM	5555553195	1	96	106	106
	Agent 100	10:00:00 AM	5552218	1	16	27	27
	Agent 100	10:00:00 AM	8005554224	2	47	54	108
	Agent 100	11:00:00 AM	5555551881	1	15	24	24
	Agent 100	11:00:00 AM	5555552740	1	8	26	26
	Agent 100	11:00:00 AM	8005555543	2	126	132	263
	Agent 100	11:00:00 AM	5555558770	1	41	68	68
	Agent 100	11:00:00 AM	5554567	1	45	62	62
	Agent 100	11:00:00 AM	8005554138	1	30	32	32
	Agent 100	11:00:00 AM	8005555246	1	126	127	127
	Agent 100	11:00:00 AM	5555558821	1	16	48	48
	Agent 100	12:00:00 PM	5555550798	1	8	35	35
	Agent 100	12:00:00 PM	5555551881	1	76	84	84
	Agent 100	12:00:00 PM	5555554428	2	7	30	59
	Agent 100	12:00:00 PM	5555555660	1	0	15	15
	Agent 100	12:00:00 PM	5555555180	1	0	24	24
	Agent 100	12:00:00 PM	5555554180	3	5	12	42
	Agent 100	1:00:00 PM	5555551302	1	44	60	60
	Agent 100	1:00:00 PM	5555557066	1	59	87	87
	Agent 100	1:00:00 PM	5555558066	1	0	80	80
	Agent 100	4:00:00 PM	5555557682	1	88	96	96
	Agent 100	4:00:00 PM	5555558100	2	60	67	133
	Agent 100	4:00:00 PM	5555559535	2	24	58	116
	Agent 100	5:00:00 PM	5555557163	1	16	20	20
	Agent 100	5:00:00 PM	5555559399	1	70	84	84
	Agent 100	6:00:00 PM	5554567	1	48	65	65
	Agent 100	6:00:00 PM	5555557163	1	7	40	40
	Agent 100	6:00:00 PM	5550409	1	10	32	32

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<i>Remote_WorkGroup1</i>							
<i>SubGroup2</i>							
Total				38			0.59 Hrs
Avg					39	69	
Agent 103		11:00:00 AM	5555550673	1	38	53	53
Agent 103		11:00:00 AM	5555552627	1	46	59	59
Agent 103		11:00:00 AM	5555556891	1	13	19	19
Agent 103		11:00:00 AM	5555558296	1	49	59	59
Agent 103		11:00:00 AM	5555558721	1	42	75	75
Agent 103		12:00:00 PM	5555551766	1	95	98	98
Agent 103		12:00:00 PM	8005558972	1	99	102	102
Agent 103		12:00:00 PM	5555559550	1	0	24	24
Agent 103		12:00:00 PM	5555559310	1	62	74	74
Agent 103		12:00:00 PM	5555554752	1	0	69	69
Agent 103		12:00:00 PM	5555553851	2	170	187	374
Agent 103		12:00:00 PM	5555552183	1	14	24	24
Agent 103		12:00:00 PM	5555552093	1	38	49	49
Agent 103		12:00:00 PM	5555551147	1	165	177	177
Agent 103		12:00:00 PM	5555551814	1	38	66	66
Agent 103		1:00:00 PM	5555550421	1	4	28	28
Agent 103		1:00:00 PM	5555559429	2	80	92	184
Agent 103		2:00:00 PM	5555550215	1	52	81	81
Agent 103		2:00:00 PM	5555552840	1	0	12	12
Agent 103		2:00:00 PM	5555554900	1	138	160	160
Agent 103		4:00:00 PM	5555556062	1	36	49	49
Agent 103		4:00:00 PM	5555559191	1	52	83	83
Agent 103		5:00:00 PM	5555556056	1	38	65	65
Total				25			0.55 Hrs
Avg					55	86	

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<i>Remote_WorkGroup1</i>							
<i>SubGroup2</i>							
	Agent 51	11:00:00 AM	5555557788	1	91	99	99
	Agent 51	11:00:00 AM	5555551521	1	69	72	72
	Agent 51	11:00:00 AM	5555552010	1	0	10	10
	Agent 51	11:00:00 AM	5555555151	1	0	11	11
	Agent 51	11:00:00 AM	5555555855	1	132	134	134
	Agent 51	11:00:00 AM	5555556438	1	0	8	8
	Agent 51	11:00:00 AM	8005550121	1	691	708	708
	Agent 51	12:00:00 PM	5555552116	1	84	122	122
	Agent 51	12:00:00 PM	5555551521	2	230	233	465
	Agent 51	12:00:00 PM	5552218	1	89	100	100
	Agent 51	12:00:00 PM	8005550121	1	757	782	782
	Agent 51	1:00:00 PM	555555756	1	33	59	59
	Agent 51	1:00:00 PM	5555903	1	55	67	67
	Agent 51	2:00:00 PM	5555551488	1	49	67	67
	Agent 51	4:00:00 PM	5555555052	4	80	83	331
	Agent 51	4:00:00 PM	5555555893	1	33	38	38
	Agent 51	4:00:00 PM	5555554000	1	25	48	48
	Agent 51	4:00:00 PM	5555555117	1	32	55	55
	Agent 51	4:00:00 PM	5555555655	1	219	231	231
	Agent 51	4:00:00 PM	5555552262	1	0	11	11
	Agent 51	5:00:00 PM	5552218	1	68	83	83
	Agent 51	5:00:00 PM	8005553420	1	78	81	81
	Agent 51	6:00:00 PM	5555558642	1	95	99	99
	Agent 51	6:00:00 PM	5555550371	1	29	47	47
	Agent 51	6:00:00 PM	5555550977	1	0	22	22
	Agent 51	6:00:00 PM	5555552262	1	57	86	86
	Agent 51	7:00:00 PM	5555552116	1	6	44	44
	Agent 51	7:00:00 PM	5555552170	1	101	118	118
Total				32			1.11 Hrs
Avg					111	143	