



## Client Performance Detail Report for 2/28/2008

Month	Client	Agent	Direction	# of Calls	# Main Number	# Of Direct Dial	Avg # of Rings	Calls From IVR to VM	Ring No Answer VM	# Of Fwd To VM	# Of Ring No Answer	# Of IVR Only Calls	Avg VM Return
<b>February</b>													
<b>Client10</b>													
		Agent 52	Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
		Agent 54	Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
		Agent 23	Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
<b>Client11</b>													
		Agent 23	Outgoing	2	0	2	0	0	0	0	0	0	0 hrs
		Agent 28	Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
		Agent 38	Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
		Agent 4	Outgoing	3	0	3	0	0	0	0	0	0	0 hrs
		Agent 52	Outgoing	3	0	3	0	0	0	0	0	0	0 hrs
		Agent 54	Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
		Agent 69	Outgoing	5	0	5	0	0	0	0	0	0	0 hrs
		Agent 71	Outgoing	2	0	2	0	0	0	0	0	0	0 hrs
<b>Client12</b>													
		Agent 26	Incoming	1	0	1	4	1	0	0	0	0	0 hrs
		Agent 88	Incoming	1	0	1	2	1	0	0	0	0	0 hrs
		Agent 71	Outgoing	2	0	2	0	0	0	0	0	0	0 hrs
		Agent 65	Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
		Agent 26	Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
		Agent 15	Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
		Agent 28	Outgoing	3	0	3	0	0	0	0	0	0	0 hrs

<i>Month</i>	<i>Client</i>	<i>Agent</i>	<i>Direction</i>	<i># of Calls</i>	<i># Main Number</i>	<i># Of Direct Dial</i>	<i>Avg # of Rings</i>	<i>Calls From IVR to VM</i>	<i>Ring No Answer VM</i>	<i># Of Fwd To VM</i>	<i># Of Ring No Answer</i>	<i># Of IVR Only Calls</i>	<i>Avg VM Return</i>
<b>February</b>													
<b><i>Client14</i></b>													
	Agent 109		Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
	Agent 23		Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
	Agent 65		Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
	Agent 71		Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
<b><i>Client15</i></b>													
	Agent 57		Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
<b><i>Client16</i></b>													
	Agent 71		Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
	Agent 23		Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
	Agent 57		Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
<b><i>Client17</i></b>													
	Agent 71		Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
	Agent 72		Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
	Agent 98		Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
	Agent 23		Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
<b><i>Client18</i></b>													
	Agent 79		Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
<b><i>Client2</i></b>													
	Agent 91		Incoming	1	1	0	4	1	0	0	0	0	0 hrs
	Agent 92		Incoming	1	0	1	2	0	0	0	0	0	0 hrs
	Agent 8		Incoming	1	0	1	1	0	0	0	0	0	0 hrs
	Agent 70		Incoming	1	1	0	3	0	0	0	0	0	0 hrs
	Agent 59		Incoming	1	1	0	1	0	0	0	0	0	0 hrs
	Agent 48		Incoming	1	1	0	2	0	0	0	0	0	0 hrs

<i>Month</i>	<i>Client</i>	<i>Agent</i>	<i>Direction</i>	<i># of Calls</i>	<i># Main Number</i>	<i># Of Direct Dial</i>	<i>Avg # of Rings</i>	<i>Calls From IVR to VM</i>	<i>Ring No Answer VM</i>	<i># Of Fwd To VM</i>	<i># Of Ring No Answer</i>	<i># Of IVR Only Calls</i>	<i>Avg VM Return</i>
<b>February</b>													
<b><i>Client2</i></b>													
		Agent 26	Incoming	1	1	0	1	0	0	0	0	0	0 hrs
		Agent 20	Incoming	1	1	0	3	0	0	0	1	0	0 hrs
		Agent 1	Incoming	1	1	0	4	0	0	0	0	0	0 hrs
		Agent 50	Incoming	1	1	0	1	0	0	0	0	0	0 hrs
<b><i>Client3</i></b>													
		Agent 99	Incoming	1	1	0	3	0	0	0	0	0	0 hrs
		Agent 14	Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
		Agent 69	Outgoing	2	0	2	0	0	0	0	0	0	0 hrs
<b><i>Client4</i></b>													
		Agent 57	Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
		Agent 98	Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
<b><i>Client5</i></b>													
		Agent 70	Incoming	2	1	1	3	2	0	0	0	0	0 hrs
		Agent 1	Incoming	1	1	0	1	0	0	0	0	0	0 hrs
		Agent 14	Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
<b><i>Client7</i></b>													
		Agent 14	Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
<b><i>Client9</i></b>													
		Agent 77	Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
		Agent 57	Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
		Agent 68	Outgoing	1	0	1	0	0	0	0	0	0	0 hrs
		Agent 73	Outgoing	1	0	1	0	0	0	0	0	0	0 hrs