

# Queue Call Detail By Agent Report

04/22/16 - 04/23/16

## Agent: 128 (Tiffany Bowler)

Time Stamp	Queue	Duration	Number	Name	Line	City, State	Xfr To/From	Ring Time	ACD Hold	Hold	Cost
4/22/16 8:26:45a	280	00:00:12	(734) 319-4199	BALMYS TRANQ	002	Southfield MI	To 152			00:01:00	
4/22/16 8:30:12a	280	00:00:34	(306) 227-3152	MUSICALMIX.CO	001	Saskatoon SK					
4/22/16 8:34:35a	280	00:00:25	(828) 786-7246	SULPHA	001	NC					
4/22/16 8:44:17a	280	00:00:41	(814) 931-1252	GODZILLA INCO	001	Johnstown PA					
4/22/16 8:58:04a	280	00:00:38	(207) 245-8492	ZILLACTIC	001	ME					
4/22/16 8:59:19a	280	00:00:40	(856) 691-8763	PAST YOUR EYE	003	Vineland NJ					
4/22/16 9:34:35a	280	00:00:16	(612) 316-2173	COMVOY	001	Minneapolis MN	To 193			00:00:15	
4/22/16 9:38:35a	280	00:00:21	(920) 910-9323	METAL FARM	085	WI	To 128			00:00:16	
4/22/16 10:09:14a	280	00:01:08	(541) 502-5016	EXTREMERCE	091	OR					
4/22/16 10:45:58a	280	00:00:39	(407) 683-1017	MACRONAUT	090	FL					
4/22/16 11:43:16a	280	00:00:13		UNAVAILABLE	001		To 134			00:00:17	
4/22/16 11:46:56a	280	00:00:43	(424) 341-9411	NET TRIAGE	003	CA	To 171		00:01:08	00:00:56	
4/22/16 1:55:46p	280	00:01:01	(650) 353-4248	PUBLICITY FAR	006	San Francisco CA					
4/22/16 2:34:20p	280	00:00:09	(330) 569-4869	BUZZICITY	003	Hiram OH	To 142			00:00:11	
4/22/16 3:11:10p	280	00:00:12	(650) 352-4780	CRACKERBOX	089	San Francisco CA	To 196			00:00:47	
4/22/16 3:34:19p	280	00:01:07	(814) 931-1252	GODZILLA INCO	001	Johnstown PA	To 128			00:01:14	
4/22/16 4:13:49p	280	00:02:11	(519) 852-7793	DESIGN	004	London ON					

## Totals for Agent: 128 (Tiffany Bowler)

<b>Calls: 17</b>	<b>Talk Time: 00:11:10</b> <b>Avg Talk Time: 00:00:39</b> <b>Long Talk Time: 00:02:11</b>	<b>ACD Hold Time: 00:01:08</b> <b>Avg ACD Hold: 00:00:04</b> <b>Long ACD Hold: 00:01:08</b>	<b>Hold Time: 00:04:56</b> <b>Avg Hold Time: 00:00:17</b> <b>Long Hold Time: 00:01:14</b>	<b>Cost: \$0.00</b> <b>Avg Ring Time: 00:00:00</b> <b>Long Ring Time: 00:00:00</b>
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### Agent: 135 (Tonda Galloway)

Time Stamp	Queue	Duration	Number	Name	Line	City, State	Xfr To/From	Ring Time	ACD Hold	Hold	Cost
4/22/16 8:03:13a	282	00:02:50	(504) 302-6676	WEAR WOLF	001	Harahan LA					
4/22/16 8:56:18a	282	00:00:20	(208) 805-1561	MAINE LARDER	002	ID	To 188		00:01:38	00:02:16	
4/22/16 9:15:58a	282	00:01:48	(253) 838-8530	VIDEO BOOTH	001	Tacoma WA					
4/22/16 9:24:56a	282	00:00:36	(260) 504-3367	LUXURIA	001	Fort Wayne IN	To 163			00:00:37	
4/22/16 9:37:40a	282	00:01:20	(727) 846-2476	HEALTHY STANC	003	New Port Richey FL					
4/22/16 11:26:30a	282	00:00:10	(806) 958-4367	ZENSOR	005	Dallas TX	To 135		00:00:28	00:00:10	
4/22/16 1:07:34p	282	00:00:13	(208) 805-1561	MAINE LARDER	004	ID	To 188			00:00:42	
4/22/16 1:12:48p	282	00:00:13	(303) 935-8021	ACCUSAGE	004	Denver CO	To 135			00:00:12	
4/22/16 1:32:14p	282	00:05:36	(312) 346-4994	XTRAXOR	001	Chicago IL					
4/22/16 1:35:06p	282	00:00:16	(713) 710-6304	GROOMER PILE	003	TX	To 185		00:03:06	00:00:11	
4/22/16 2:37:08p	282	00:00:21	(408) 796-8302	EPIDERMACOLOG	002	San Jose CA	To 135			00:01:59	

### Totals for Agent: 135 (Tonda Galloway)

<b>Calls: 11</b>	<b>Talk Time: 00:13:43</b> <b>Avg Talk Time: 00:01:14</b> <b>Long Talk Time: 00:05:36</b>	<b>ACD Hold Time: 00:05:12</b> <b>Avg ACD Hold: 00:00:28</b> <b>Long ACD Hold: 00:03:06</b>	<b>Hold Time: 00:06:07</b> <b>Avg Hold Time: 00:00:33</b> <b>Long Hold Time: 00:02:16</b>	<b>Cost: \$0.00</b> <b>Avg Ring Time: 00:00:00</b> <b>Long Ring Time: 00:00:00</b>
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### Agent: 141 (Tori Heinlein)

Time Stamp	Queue	Duration	Number	Name	Line	City, State	Xfr To/From	Ring Time	ACD Hold	Hold	Cost
4/22/16 11:09:21a	283	00:00:24	(303) 735-6143	PRISMPANE	001	Boulder CO	To 185			00:00:57	
4/22/16 11:22:15a	283	00:00:16	(418) 375-2107	IMPRINT TECHN	001	QC	To 141			00:04:06	
4/22/16 12:47:28p	283	00:00:56	(260) 504-3367	LUXURIA	004	Fort Wayne IN	To 152			00:00:36	
4/22/16 2:24:45p	283	00:01:07	(602) 523-2104	TRANSPARENT S	001	Phoenix AZ					
4/22/16 3:53:39p	283	00:00:24	(443) 589-4676	CACTICOFFEE	003	Columbia MD	To 187			00:00:29	

[Agent: 141 (Tori Heinlein), continued]

Time Stamp	Queue	Duration	Number	Name	Line	City, State	Xfr To/From	Ring Time	ACD Hold	Hold	Cost
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### Totals for Agent: 141 (Tori Heinlein)

<b>Calls: 5</b>	<b>Talk Time: 00:03:07</b> <b>Avg Talk Time: 00:00:37</b> <b>Long Talk Time: 00:01:07</b>	<b>ACD Hold Time: 00:00:00</b> <b>Avg ACD Hold: 00:00:00</b> <b>Long ACD Hold: 00:00:00</b>	<b>Hold Time: 00:06:08</b> <b>Avg Hold Time: 00:01:13</b> <b>Long Hold Time: 00:04:06</b>	<b>Cost: \$0.00</b> <b>Avg Ring Time: 00:00:00</b> <b>Long Ring Time: 00:00:00</b>
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### Agent: 142 (Vernetta Espitia)

Time Stamp	Queue	Duration	Number	Name	Line	City, State	Xfr To/From	Ring Time	ACD Hold	Hold	Cost
4/22/16 10:06:02a	280	00:01:03	(939) 640-7620	WEBVERSIO.COM	004	PR					
4/22/16 11:16:51a	280	00:00:38	(734) 319-4199	BALMYS TRANQ	003	Southfield MI					
4/22/16 11:47:43a	280	00:02:42	(803) 279-7420	SUREPLEX	001	North Augusta SC					
4/22/16 11:56:20a	280	00:01:44	(617) 622-5862	NEXTTIME	002	Boston MA					
4/22/16 11:58:45a	280	00:01:02	(713) 218-1869	QUALITEX	001	Houston TX					
4/22/16 11:59:39a	280	00:02:27	(586) 466-3645	BELLA OUTDOOR	005	Mount Clemens MI			00:00:45		
4/22/16 1:18:20p	280	00:03:02	(916) 287-2027	ONE FOR ALL	006	CA			00:00:43		
4/22/16 1:24:34p	280	00:01:09	(432) 753-3030	IN GOOD HEALT	001	TX					
4/22/16 2:09:09p	280	00:02:56	(931) 704-5585	THE RIG	089	TN					
4/22/16 2:51:13p	280	00:00:08	(306) 227-3152	MUSICALMIX.CO	003	Saskatoon SK	To 182			00:00:22	
4/22/16 3:44:52p	280	00:02:28	(760) 699-7148	PET STRESS RE	004	Palm Springs CA					
4/22/16 4:21:19p	280	00:00:41	(925) 984-5428	PEPPERBOARD	004	Oakland CA					
4/22/16 4:29:30p	280	00:01:20	(442) 281-0920	HOWLOGRAPHICS	001	Escondido CA	To 196		00:02:25	00:02:27	
4/22/16 4:36:11p	280	00:01:03	(519) 852-7793	DESIGN	002	London ON	To 142			00:03:10	
4/22/16 4:48:00p	280	00:01:26	(406) 582-8952	DIAMOND SKY	002	Bozeman MT					
4/22/16 4:49:49p	280	00:00:44	(309) 603-5748	BLUE HORIZON	001	IL					

[Agent: 142 (Vernetta Espitia), continued]

Time Stamp	Queue	Duration	Number	Name	Line	City, State	Xfr To/From	Ring Time	ACD Hold	Hold	Cost
4/22/16 5:37:23p	280	00:00:11	(813) 428-7330	CONSIGNHERE.C	001	FL	To 196			00:00:34	
4/22/16 6:13:06p	280	00:00:12	(402) 581-7149	ANOCHA	001	Omaha NE	To 163			00:00:23	

**Totals for Agent: 142 (Vernetta Espitia)**

<b>Calls: 18</b>	<b>Talk Time: 00:24:56</b> <b>Avg Talk Time: 00:01:23</b> <b>Long Talk Time: 00:03:02</b>	<b>ACD Hold Time: 00:03:53</b> <b>Avg ACD Hold: 00:00:12</b> <b>Long ACD Hold: 00:02:25</b>	<b>Hold Time: 00:06:56</b> <b>Avg Hold Time: 00:00:23</b> <b>Long Hold Time: 00:03:10</b>	<b>Cost: \$0.00</b> <b>Avg Ring Time: 00:00:00</b> <b>Long Ring Time: 00:00:00</b>
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**Agent: 163 (Bernadette Brumit)**

Time Stamp	Queue	Duration	Number	Name	Line	City, State	Xfr To/From	Ring Time	ACD Hold	Hold	Cost
4/22/16 2:11:13p	282	00:00:59	(208) 216-2749	VIRTUAL CIRCU	001	Coeur D Alene ID					
4/22/16 2:15:08p	282	00:02:55	(218) 636-8307	STORMLIZARD	002	MN					
4/22/16 4:10:06p	282	00:01:42	(208) 805-1561	MAINE LARDER	003	ID					
4/23/16 10:16:21a	282	00:00:38	(215) 357-3332	THOUGHT TANK	001	Churchville PA	To 183		00:02:21	00:00:36	
4/23/16 10:33:08a	282	00:01:48	(386) 352-6133	MY COUSIN AL	001	Phoenix FL	To 163			00:00:32	
4/23/16 10:36:37a	282	00:00:32	(254) 201-7871	MONEY COACH	002	Clifton TX	To 163		00:00:03	00:00:29	
4/23/16 2:08:53p	282	00:00:54	(414) 209-3216	HOME AREA NET	002	Milwaukee WI	To 163			00:00:29	

**Totals for Agent: 163 (Bernadette Brumit)**

<b>Calls: 7</b>	<b>Talk Time: 00:09:28</b> <b>Avg Talk Time: 00:01:21</b> <b>Long Talk Time: 00:02:55</b>	<b>ACD Hold Time: 00:02:24</b> <b>Avg ACD Hold: 00:00:20</b> <b>Long ACD Hold: 00:02:21</b>	<b>Hold Time: 00:02:06</b> <b>Avg Hold Time: 00:00:17</b> <b>Long Hold Time: 00:00:36</b>	<b>Cost: \$0.00</b> <b>Avg Ring Time: 00:00:00</b> <b>Long Ring Time: 00:00:00</b>
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**Agent: 182 (Regena Vanderhoff)**

Time Stamp	Queue	Duration	Number	Name	Line	City, State	Xfr To/From	Ring Time	ACD Hold	Hold	Cost
4/22/16 9:20:34a	280	00:01:30	(828) 786-7246	SULPHA	002	NC	To 182			00:00:32	
4/22/16 10:00:31a	280	00:00:26	(415) 353-0805	HIGH LIFE I	088	San Francisco CA	To 182			00:00:21	
4/22/16 10:21:42a	280	00:03:14	(614) 572-6967	VIOLAR	004	Columbus OH			00:01:25		
4/22/16 10:22:03a	280	00:01:30	(315) 257-8793	ANN N REXS	087	Syracuse NY					
4/22/16 10:31:54a	280	00:01:06	(309) 438-9147	JAMES JOYCE I	004	Bloomington IL					
4/22/16 10:48:30a	280	00:03:05	(418) 293-4562	IRIS GREEN	003	QC					
4/22/16 11:30:55a	280	00:02:16	(828) 786-7246	SULPHA	001	NC					
4/22/16 2:32:42p	280	00:02:49	(847) 283-1266	EVENING STARS	002	Lake Forest IL					
4/22/16 3:35:52p	280	00:00:33	(516) 234-4823	PASSIONPET.CO	085	Bohemia NY	To 182			00:00:30	
4/22/16 4:15:50p	280	00:00:43	(412) 373-4877	SULPHA QUIK	003	Monroeville PA					
4/22/16 4:42:22p	280	00:00:36	(847) 283-1266	EVENING STARS	001	Lake Forest IL	To 182			00:00:33	

#### Totals for Agent: 182 (Regena Vanderhoff)

<b>Calls: 11</b>	<b>Talk Time: 00:17:48</b> <b>Avg Talk Time: 00:01:37</b> <b>Long Talk Time: 00:03:14</b>	<b>ACD Hold Time: 00:01:25</b> <b>Avg ACD Hold: 00:00:07</b> <b>Long ACD Hold: 00:01:25</b>	<b>Hold Time: 00:01:56</b> <b>Avg Hold Time: 00:00:10</b> <b>Long Hold Time: 00:00:33</b>	<b>Cost: \$0.00</b> <b>Avg Ring Time: 00:00:00</b> <b>Long Ring Time: 00:00:00</b>
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#### Agent: 183 (King Templeman)

Time Stamp	Queue	Duration	Number	Name	Line	City, State	Xfr To/From	Ring Time	ACD Hold	Hold	Cost
4/22/16 1:46:40p	280	00:00:21	(442) 281-0920	HOWLOGRAPHICS	006	Escondido CA	To 168			00:01:05	
4/22/16 2:55:42p	280	00:02:07	(305) 418-0194	HOLY SUPPORT	002	Doral FL					
4/22/16 4:21:46p	280	00:00:42	(517) 569-0984	ESCHOIR	005	Rives Junction MI					
4/22/16 5:29:00p	280	00:00:31	(442) 281-0920	HOWLOGRAPHICS	002	Escondido CA					
4/22/16 6:59:22p	280	00:00:18	(626) 506-2674	SYNCRDANCE I	002	Los Angeles CA	To 163			00:00:31	
4/22/16 7:01:51p	280	00:00:34	(785) 546-2815	ARCTIQ	001	Marquette KS					
4/22/16 7:43:38p	280	00:02:18	(402) 311-6875	PHOLIO	001	NE					

**[Agent: 183 (King Templeman), continued]**

Time Stamp	Queue	Duration	Number	Name	Line	City, State	Xfr To/From	Ring Time	ACD Hold	Hold	Cost
4/23/16 9:13:18a	280	00:02:35	(618) 277-0458	LYRICHORD	001	Belleville IL					
4/23/16 9:32:08a	280	00:01:28	(519) 852-7793	DESIGN	001	London ON					
4/23/16 9:33:36a	280	00:00:57	(787) 260-5069	SOAPEOPATH	002	Juana Diaz PR			00:00:05		
4/23/16 9:39:06a	280	00:00:43	(787) 260-5069	SOAPEOPATH	003	Juana Diaz PR					
4/23/16 9:48:45a	280	00:02:04	(519) 852-7793	DESIGN	003	London ON			00:00:21		
4/23/16 10:34:19a	280	00:00:27	(519) 852-7793	DESIGN	003	London ON	To 163			00:03:06	
4/23/16 11:00:20a	280	00:01:12	(541) 502-5016	EXTREMERCE	001	OR					
4/23/16 11:57:21a	280	00:02:28	(916) 287-2027	ONE FOR ALL	001	CA					
4/23/16 12:24:54p	280	00:00:49	(647) 379-8054	VACATEREALITY	001	Not Available ON					
4/23/16 12:39:42p	280	00:00:30	(541) 502-5016	EXTREMERCE	091	OR	To 183			00:00:23	
4/23/16 1:13:46p	280	00:00:33	(289) 285-1563	MYFARM.COM	002	ON					
4/23/16 2:35:21p	280	00:00:10	(813) 428-7330	CONSIGNHERE.C	001	FL	To 163			00:00:18	
4/23/16 2:52:58p	280	00:00:34	(734) 319-4199	BALMYS TRANQ	002	Southfield MI					
4/23/16 3:56:35p	280	00:00:43	(306) 227-3152	MUSICALMIX.CO	001	Saskatoon SK					
4/23/16 4:10:37p	280	00:00:15	(405) 391-0940	APPLE TREE AD	087	Newalla OK	To 183			00:00:19	

**Totals for Agent: 183 (King Templeman)**

<b>Calls: 22</b>	<b>Talk Time: 00:22:19</b> <b>Avg Talk Time: 00:01:00</b> <b>Long Talk Time: 00:02:35</b>	<b>ACD Hold Time: 00:00:26</b> <b>Avg ACD Hold: 00:00:01</b> <b>Long ACD Hold: 00:00:21</b>	<b>Hold Time: 00:05:42</b> <b>Avg Hold Time: 00:00:15</b> <b>Long Hold Time: 00:03:06</b>	<b>Cost: \$0.00</b> <b>Avg Ring Time: 00:00:00</b> <b>Long Ring Time: 00:00:00</b>
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**Agent: 188 (Bradford Showman)**

Time Stamp	Queue	Duration	Number	Name	Line	City, State	Xfr To/From	Ring Time	ACD Hold	Hold	Cost
4/22/16 11:38:26a	283	00:01:02	(208) 833-6885	ELECTRONIC CO	004	Twin Falls ID					

[Agent: 188 (Bradford Showman), continued]

Time Stamp	Queue	Duration	Number	Name	Line	City, State	Xfr To/From	Ring Time	ACD Hold	Hold	Cost
4/22/16 1:22:41p	283	00:00:10	(941) 417-4648	THE COFFEE DI	003	FL	To 188			00:00:08	

### Totals for Agent: 188 (Bradford Showman)

<b>Calls: 2</b>	<b>Talk Time: 00:01:12</b> <b>Avg Talk Time: 00:00:36</b> <b>Long Talk Time: 00:01:02</b>	<b>ACD Hold Time: 00:00:00</b> <b>Avg ACD Hold: 00:00:00</b> <b>Long ACD Hold: 00:00:00</b>	<b>Hold Time: 00:00:08</b> <b>Avg Hold Time: 00:00:04</b> <b>Long Hold Time: 00:00:08</b>	<b>Cost: \$0.00</b> <b>Avg Ring Time: 00:00:00</b> <b>Long Ring Time: 00:00:00</b>
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### Agent: 190 (Anika Soliz)

Time Stamp	Queue	Duration	Number	Name	Line	City, State	Xfr To/From	Ring Time	ACD Hold	Hold	Cost
4/22/16 9:49:41a	283	00:01:46	(214) 899-8348	ZENTIME	006	Plano TX					
4/22/16 12:16:58p	283	00:05:55	(310) 629-4414	KNOW IT ALL S	001	Santa Fe Springs CA					
4/22/16 2:58:17p	283	00:00:42	(626) 647-1668	EXPERIENCE MA	003	Los Angeles CA					
4/22/16 4:01:31p	283	00:04:06	(213) 355-4592	THE EXOSHOP	001	Los Angeles CA					
4/23/16 9:48:06a	283	00:00:51	(516) 769-7196	QUANTUM DANCE	001	NY	To 183			00:01:49	
4/23/16 2:36:58p	283	00:00:33	(414) 393-4023	MAXIMIND	002	Milwaukee WI	To 183			00:00:33	

### Totals for Agent: 190 (Anika Soliz)

<b>Calls: 6</b>	<b>Talk Time: 00:13:53</b> <b>Avg Talk Time: 00:02:18</b> <b>Long Talk Time: 00:05:55</b>	<b>ACD Hold Time: 00:00:00</b> <b>Avg ACD Hold: 00:00:00</b> <b>Long ACD Hold: 00:00:00</b>	<b>Hold Time: 00:02:22</b> <b>Avg Hold Time: 00:00:23</b> <b>Long Hold Time: 00:01:49</b>	<b>Cost: \$0.00</b> <b>Avg Ring Time: 00:00:00</b> <b>Long Ring Time: 00:00:00</b>
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### Agent: 193 (Ranee McQuinn)

Time Stamp	Queue	Duration	Number	Name	Line	City, State	Xfr To/From	Ring Time	ACD Hold	Hold	Cost
4/22/16 10:48:11a	283	00:00:15	(503) 425-5110	CONFIRMITY CO	002	Portland OR	To 190			00:00:10	

[Agent: 193 (Ranee Mcquinn), continued]

Time Stamp	Queue	Duration	Number	Name	Line	City, State	Xfr To/From	Ring Time	ACD Hold	Hold	Cost
4/22/16 11:10:15a	283	00:00:20	(805) 590-2625	CLASSWIRE	009	Thousand Oaks CA	To 128			00:00:25	
4/22/16 12:01:16p	283	00:00:42	(401) 578-3180	HELLO ITS C	002	North Kingstown RI					
4/22/16 2:34:03p	283	00:00:48	(706) 209-0477	XURBAN	001	Athens GA					
4/22/16 3:37:43p	283	00:00:36	(541) 502-5016	EXTREMERCE	001	OR	To 128			00:00:38	

### Totals for Agent: 193 (Ranee Mcquinn)

<b>Calls: 5</b>	<b>Talk Time: 00:02:41</b> <b>Avg Talk Time: 00:00:32</b> <b>Long Talk Time: 00:00:48</b>	<b>ACD Hold Time: 00:00:00</b> <b>Avg ACD Hold: 00:00:00</b> <b>Long ACD Hold: 00:00:00</b>	<b>Hold Time: 00:01:13</b> <b>Avg Hold Time: 00:00:14</b> <b>Long Hold Time: 00:00:38</b>	<b>Cost: \$0.00</b> <b>Avg Ring Time: 00:00:00</b> <b>Long Ring Time: 00:00:00</b>
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### Agent: 196 (Tatyana Herter)

Time Stamp	Queue	Duration	Number	Name	Line	City, State	Xfr To/From	Ring Time	ACD Hold	Hold	Cost
4/22/16 10:04:17a	282	00:01:35	(239) 285-1851	CELESTIAL WAL	003	Fort Myers FL					
4/22/16 10:10:54a	282	00:00:56	(682) 409-8113	REST ASSURED	001	Dallas TX	To 196			00:03:09	
4/22/16 1:42:19p	282	00:00:29	(505) 831-7465	INCUBUS	002	Albuquerque NM	To 196			00:00:25	
4/22/16 1:55:08p	282	00:00:51	(609) 558-6882	INTELLIPHARM	004	NJ	To 185			00:00:53	
4/22/16 2:14:55p	282	00:01:05	(208) 216-2749	VIRTUAL CIRCU	001	Coeur D Alene ID			00:00:09		
4/22/16 3:43:19p	282	00:01:47	(304) 406-0291	THE RIGHT STU	003	Wheeling WV	To 196			00:00:32	
4/22/16 4:20:22p	282	00:01:12	(407) 774-5931	MATHMUSE.COM	003	Altamonte Springs FL					



[Agent: 196 (Tatyana Herter), continued]

Time Stamp	Queue	Duration	Number	Name	Line	City, State	Xfr To/From	Ring Time	ACD Hold	Hold	Cost
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Totals for Agent: 196 (Tatyana Herter)

Calls: 7	Talk Time: 00:07:55 Avg Talk Time: 00:01:07 Long Talk Time: 00:01:47	ACD Hold Time: 00:00:09 Avg ACD Hold: 00:00:01 Long ACD Hold: 00:00:09	Hold Time: 00:04:59 Avg Hold Time: 00:00:42 Long Hold Time: 00:03:09	Cost: \$0.00 Avg Ring Time: 00:00:00 Long Ring Time: 00:00:00
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Grand Totals:

Calls: 111	Talk Time: 02:08:12 Avg Talk Time: 00:01:09 Long Talk Time: 00:05:55	ACD Hold Time: 00:14:37 Avg ACD Hold: 00:00:07 Long ACD Hold: 00:03:06	Hold Time: 00:42:33 Avg Hold Time: 00:00:22 Long Hold Time: 00:04:06	Cost: \$0.00 Avg Ring Time: 00:00:00 Long Ring Time: 00:00:00
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