

User Group Summary Report

04/22/16 - 04/23/16

User Group	Calls			Unique Calls			Duration		Hold Time		Cost	
	In	Out	Total	In	Out	Total	Total	Average	Total	Average	Total	Average
Billing	285	148	433	285	148	433	13:21:38	00:01:51	00:00:00	00:00:00	\$10.15	\$0.02
Cust Svc 1	385	492	877	284	485	769	1.13:11:41	00:02:32	01:55:19	00:00:07	\$55.25	\$0.06
East Sales 1	37	39	76	30	39	69	02:46:59	00:02:11	00:09:16	00:00:07	\$6.34	\$0.08
East Sales 2	37	39	76	30	39	69	02:46:59	00:02:11	00:09:16	00:00:07	\$6.34	\$0.08
Recruit 1	12	0	12	12	0	12	02:01:19	00:10:06	00:00:00	00:00:00	\$0.00	\$0.00
Recruit 2	47	86	133	38	86	124	05:46:20	00:02:36	00:15:54	00:00:07	\$14.68	\$0.11
West Sales	4	0	4	4	0	4	00:07:53	00:01:58	00:00:00	00:00:00	\$0.00	\$0.00
GRAND TOTALS:	807	804	1611	585	633	1218	2.16:02:49	00:02:23	02:29:45	00:00:05	\$92.76	\$0.06