

## Daily Summary Report

Hunt Group 01

12/9/2004

### Hunt Group

Maximum Agents	3
Minimum Agents	5
Total Calls	729
Abandoned Calls	31
Average Time to Answer	0.20
Longest Time to Answer	2.58
Average Time in Call	0.80
Longest Time in Call	3.12
Average Time Before Abandonment	1.55

### Queue

Total Calls Presented to Queue	320
Calls Answered by Agents	305
Calls Exited the Queue	127
Average Time to Answer	0.63
Longest Time to Answer	1.80
Number of Abandoned Calls	16
Average Abandoned Timer	1.42
Calls Forwarded to Voice Mail	25
Calls Answered by Voice Mail	23