

## Hourly Summary Report

Hunt Group 01 All Agents

12/9/2004

From Direct Calls					From Queue				
<u>Time</u>	<u>Total Calls</u>	<u>Average Time in Call</u>	<u>Total Time</u>	<u>Longest Time in Call</u>	<u>Total Calls</u>	<u>Average Time in Call</u>	<u>Total Time</u>	<u>Longest Time in Call</u>	
12:00 AM	0	0.00	0.00	0.00	0	0.00	0.00	0.00	
1:00 AM	3	0.00	0.00	0.00	1	0.00	0.00	0.00	
2:00 AM	5	1.17	5.83	1.17	1	0.00	0.00	0.00	
3:00 AM	9	0.83	7.50	0.92	2	0.38	0.77	0.38	
4:00 AM	11	0.33	3.67	0.47	3	0.28	0.85	0.28	
5:00 AM	14	0.55	7.70	0.65	5	1.10	5.50	1.32	
6:00 AM	23	0.28	6.52	1.18	8	0.68	5.47	0.92	
7:00 AM	34	0.37	12.47	0.82	12	1.00	12.00	1.13	
8:00 AM	41	0.77	31.43	1.38	11	0.92	10.08	1.07	
9:00 AM	73	0.82	59.62	1.13	17	0.97	16.43	1.12	
10:00 AM	70	0.58	40.83	1.23	28	0.52	14.47	0.77	
11:00 AM	84	0.45	37.80	1.02	27	0.63	17.10	0.80	
12:00 PM	61	0.47	28.47	0.98	33	0.45	14.85	0.80	
1:00 PM	49	0.32	15.52	0.80	31	0.30	9.30	0.62	
2:00 PM	62	0.67	41.33	1.50	42	0.73	30.80	0.95	
3:00 PM	72	0.92	66.00	1.75	43	0.62	26.52	0.75	
4:00 PM	57	0.52	29.45	2.03	53	0.82	43.28	1.41	
5:00 PM	22	0.47	10.27	1.47	48	0.83	40.00	0.92	
6:00 PM	24	0.92	22.00	1.18	17	0.63	10.77	0.70	
7:00 PM	14	1.37	19.13	1.42	4	0.48	1.93	0.78	
8:00 PM	9	0.28	2.55	0.38	3	0.00	0.00	0.00	
9:00 PM	3	0.00	0.00	0.00	2	0.00	0.00	0.00	
10:00 PM	1	0.00	0.00	0.00	0	0.00	0.00	0.00	
11:00 PM	1	0.00	0.00	0.00	0	0.00	0.00	0.00	
<b>Day</b>	<b>742</b>	<b>0.60</b>	<b>448.08</b>	<b>2.03</b>	<b>391</b>	<b>0.67</b>	<b>260.12</b>	<b>1.41</b>	