

Agent Activity Report

Hunt Group 01 Agent 2001

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 | 0 | 0.00 | 0.00 | 0.00 | 0 | 0.00 | 0.00 | 0.00 | |
| 2:00 AM | 1 | 1.17 | 1.17 | 1.17 | 0 | 0.00 | 0.00 | 0.00 | |
| 3:00 AM | 2 | 0.83 | 1.67 | 0.92 | 1 | 0.38 | 0.38 | 0.38 | |
| 4:00 AM | 2 | 0.33 | 0.67 | 0.47 | 1 | 0.28 | 0.28 | 0.28 | |
| 5:00 AM | 3 | 0.55 | 1.65 | 0.65 | 2 | 1.10 | 2.20 | 1.32 | |
| 6:00 AM | 5 | 0.28 | 1.42 | 1.18 | 2 | 0.68 | 1.37 | 0.92 | |
| 7:00 AM | 7 | 0.37 | 2.57 | 0.82 | 3 | 1.00 | 3.00 | 1.13 | |
| 8:00 AM | 9 | 0.77 | 6.90 | 1.38 | 2 | 0.92 | 1.83 | 1.07 | |
| 9:00 AM | 15 | 0.82 | 12.25 | 1.13 | 4 | 0.97 | 3.87 | 1.12 | |
| 10:00 AM | 14 | 0.58 | 8.17 | 1.23 | 6 | 0.52 | 3.10 | 0.77 | |
| 11:00 AM | 17 | 0.45 | 7.65 | 1.02 | 5 | 0.63 | 3.17 | 0.80 | |
| 12:00 PM | 12 | 0.47 | 5.60 | 0.98 | 7 | 0.45 | 3.15 | 0.80 | |
| 1:00 PM | 10 | 0.32 | 3.17 | 0.80 | 6 | 0.30 | 1.80 | 0.62 | |
| 2:00 PM | 12 | 0.67 | 8.00 | 1.50 | 8 | 0.73 | 5.87 | 0.95 | |
| 3:00 PM | 14 | 0.92 | 12.83 | 1.75 | 9 | 0.62 | 5.55 | 0.75 | |
| 4:00 PM | 11 | 0.52 | 5.68 | 2.00 | 11 | 0.82 | 8.98 | 1.30 | |
| 5:00 PM | 4 | 0.47 | 1.87 | 1.47 | 10 | 0.83 | 8.33 | 0.92 | |
| 6:00 PM | 5 | 0.92 | 4.58 | 1.18 | 3 | 0.63 | 1.90 | 0.70 | |
| 7:00 PM | 3 | 1.37 | 4.10 | 1.42 | 1 | 0.48 | 0.48 | 0.78 | |
| 8:00 PM | 2 | 0.28 | 0.57 | 0.38 | 0 | 0.00 | 0.00 | 0.00 | |
| 9:00 PM | 0 | 0.00 | 0.00 | 0.00 | 0 | 0.00 | 0.00 | 0.00 | |
| 10:00 PM | 0 | 0.00 | 0.00 | 0.00 | 0 | 0.00 | 0.00 | 0.00 | |
| 11:00 PM | 0 | 0.00 | 0.00 | 0.00 | 0 | 0.00 | 0.00 | 0.00 | |
| Day | 148 | 0.61 | 90.50 | 2.00 | 81 | 0.68 | 55.27 | 1.32 | |