



### Agent Call Detail Report - Colin McGinley

Start Time:	04/20/2017, 12:00 AM
End Time:	04/21/2017, 12:00 AM
Time Zone:	(GMT-04:00) (US) Eastern Time
Date Run:	04/21/2017, 10:10 AM
Agent Name:	Colin McGinley
User Id:	cmcginley@eip.local
Phone:	4843940107 (ext: 0107)

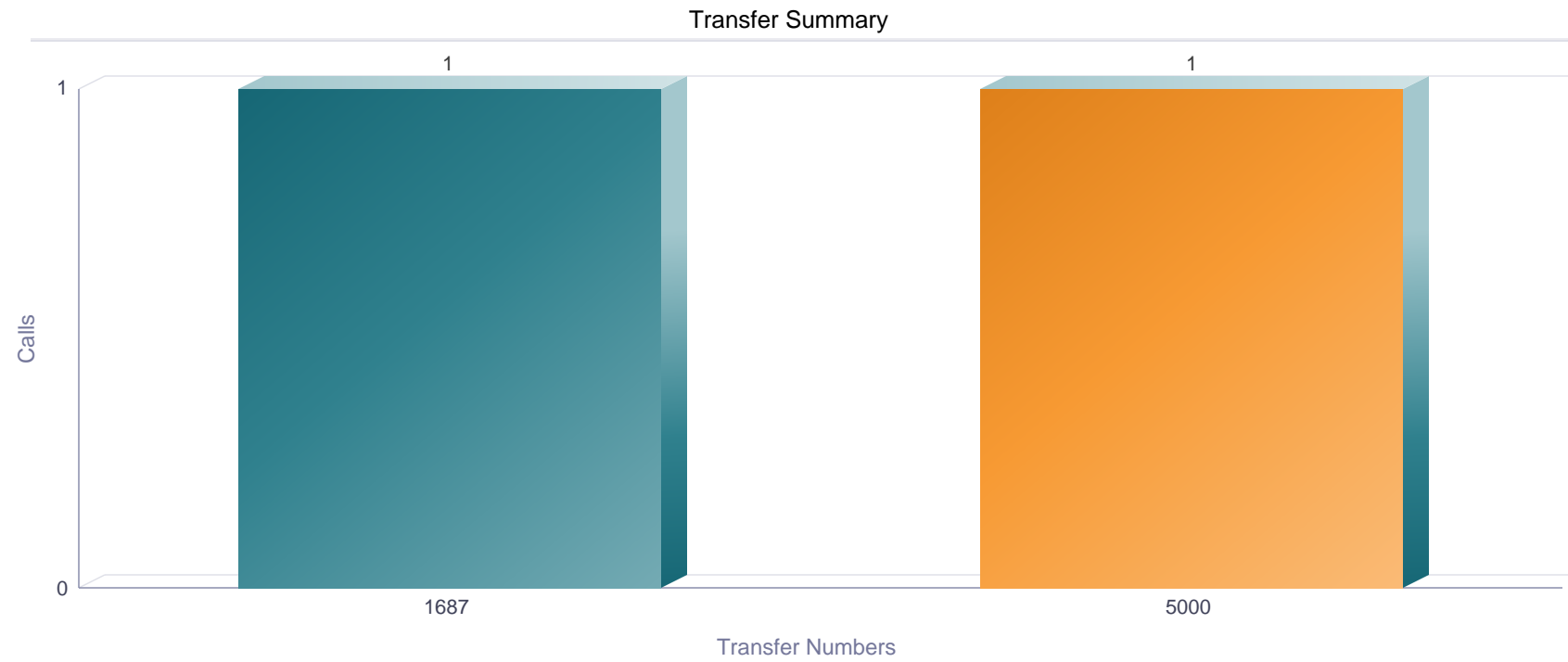
### Call Detail

Agent Name	Call Start Time	Call End Time	Call Type	Skill Level	Callers/Called Number	Number Called	Wait Time In Queue	Staffed	Talk Time	Hold Time	Wrap Up Time	Transfer Number	Transfer Location	Disposition Codes
McGinley, Colin	04/20/2017, 07:15:55 AM	04/20/2017, 07:19:53 AM	Inbound ACD	1	2153569964	5202	00:00:05	Yes	00:03:52	00:00:00	00:02:00			
McGinley, Colin	04/20/2017, 08:17:48 AM	04/20/2017, 08:27:58 AM	Inbound ACD	1	2153999255	5202	00:00:10	Yes	00:10:03	00:00:00	00:02:00			
McGinley, Colin	04/20/2017, 08:34:46 AM	04/20/2017, 08:35:44 AM	Inbound ACD	1	8473969185	5202	00:00:05	Yes	00:00:46	00:00:00	00:02:00	5000	Within Enterprise	
McGinley, Colin	04/20/2017, 08:37:25 AM	04/20/2017, 08:39:01 AM	Outbound		2159439911			Yes	00:01:17	00:00:00				
McGinley, Colin	04/20/2017, 09:01:44 AM	04/20/2017, 09:02:44 AM	Outbound		2402374641			Yes	00:00:41	00:00:00				
McGinley, Colin	04/20/2017, 09:03:04 AM	04/20/2017, 09:06:02 AM	Outbound		2402374636			Yes	00:02:47	00:00:00				
McGinley, Colin	04/20/2017, 09:11:47 AM	04/20/2017, 09:18:26 AM	Inbound ACD	1	8028570400	5202	00:00:05	Yes	00:06:34	00:00:00	00:02:00			
McGinley, Colin	04/20/2017, 09:34:41 AM	04/20/2017, 09:35:42 AM	Outbound		6084675223			Yes	00:00:57	00:00:00				



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Agent Name	Call Start Time	Call End Time	Call Type	Skill Level	Callers/Called Number	Number Called	Wait Time In Queue	Staffed	Talk Time	Hold Time	Wrap Up Time	Transfer Number	Transfer Location	Disposition Codes
McGinley, Colin	04/20/2017, 09:37:49 AM	04/20/2017, 09:40:18 AM	Outbound		2158678402			Yes	00:02:23	00:00:00				
McGinley, Colin	04/20/2017, 09:43:49 AM	04/20/2017, 09:51:30 AM	Inbound ACD	1	3472486857	5202	00:00:05	Yes	00:07:26	00:00:00	00:02:00			
McGinley, Colin	04/20/2017, 09:47:45 AM	04/20/2017, 09:47:51 AM	Internal		6102321831			Yes	00:00:03	00:00:00				
McGinley, Colin	04/20/2017, 09:54:20 AM	04/20/2017, 10:37:17 AM	Inbound ACD	1	7323855520	5202	00:00:05	Yes	00:42:47	00:00:00	00:01:52			
McGinley, Colin	04/20/2017, 11:46:45 AM	04/20/2017, 11:59:25 AM	Inbound ACD	1	4105710913	5202	00:00:35	Yes	00:12:33	00:00:00	00:02:00			
McGinley, Colin	04/20/2017, 12:09:14 PM	04/20/2017, 12:14:25 PM	Outbound		2159439911			Yes	00:05:07	00:00:00				
McGinley, Colin	04/20/2017, 01:09:49 PM	04/20/2017, 01:11:03 PM	Outbound		6084675223			Yes	00:00:56	00:00:00				
McGinley, Colin	04/20/2017, 01:11:09 PM	04/20/2017, 01:18:33 PM	Inbound ACD	1	3035426816	5202	00:00:50	Yes	00:07:22	00:00:00	00:02:00	1687	Within Enterprise	
McGinley, Colin	04/20/2017, 01:31:31 PM	04/20/2017, 02:10:51 PM	Inbound ACD	1	7173947156	5202	00:02:43	Yes	00:39:14	00:00:00	00:02:00			
McGinley, Colin	04/20/2017, 02:12:31 PM	04/20/2017, 02:13:46 PM	Outbound		2679814920			Yes	00:00:51	00:00:00				
McGinley, Colin	04/20/2017, 02:19:59 PM	04/20/2017, 02:20:45 PM	Outbound		2159439911			Yes	00:00:15	00:00:00				
McGinley, Colin	04/20/2017, 02:35:34 PM	04/20/2017, 03:11:59 PM	Outbound		2679814920			Yes	00:36:14	00:00:00				
McGinley, Colin	04/20/2017, 03:15:39 PM	04/20/2017, 03:18:37 PM	Internal		2679814920			Yes	00:02:57	00:00:00				
McGinley, Colin	04/20/2017, 03:21:37 PM	04/20/2017, 03:27:36 PM	Outbound		2159439911			Yes	00:05:41	00:00:00				



ACD Calls: 9



ACD Calls Transferred: 2