



## Agent Duration Report - Multiple Agents - Daily

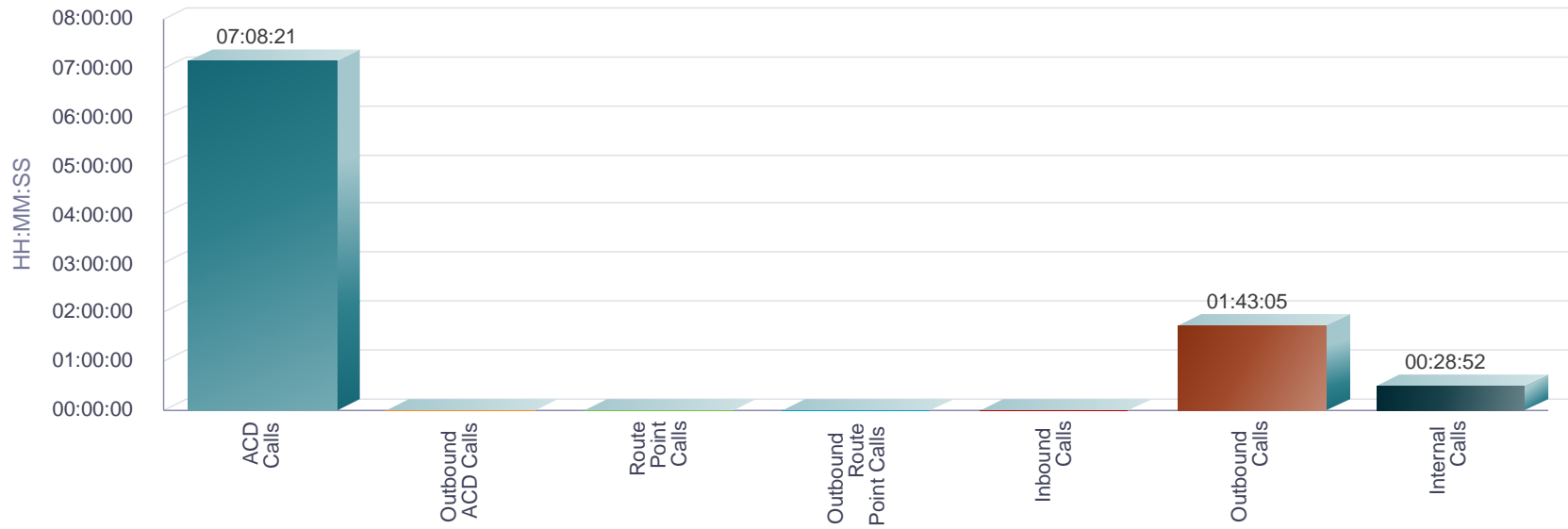
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Start Time:	04/20/2017, 12:00 AM
End Time:	04/21/2017, 12:00 AM
Time Zone:	(GMT-04:00) (US) Eastern Time
Date Run:	04/21/2017, 10:18 AM

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Call Duration by Call Type





### Call Duration by Call Type

Date and Time	Name	ACD Calls	Outbound ACD Calls	Route Point Calls	Outbound Route Point Calls	Inbound Calls	Outbound Calls	Internal Calls
04/20/2017, 12:00 AM	Ennis, Ed	03:18:34	00:00:00	00:00:00	00:00:00	00:00:00	00:23:29	00:18:23
	McGinley, Colin	02:10:37	00:00:00	00:00:00	00:00:00	00:00:00	00:57:09	00:03:00
	Wik, Peter	01:39:10	00:00:00	00:00:00	00:00:00	00:00:00	00:22:27	00:07:29
	Summary	07:08:21	00:00:00	00:00:00	00:00:00	00:00:00	01:43:05	00:28:52
<b>Report Summary</b>	Ennis, Ed	03:18:34	00:00:00	00:00:00	00:00:00	00:00:00	00:23:29	00:18:23
	McGinley, Colin	02:10:37	00:00:00	00:00:00	00:00:00	00:00:00	00:57:09	00:03:00
	Wik, Peter	01:39:10	00:00:00	00:00:00	00:00:00	00:00:00	00:22:27	00:07:29
	Summary	07:08:21	00:00:00	00:00:00	00:00:00	00:00:00	01:43:05	00:28:52