

Agent Call Volume
13 Agent Sub Reports
Monday, September 1, 2025 12:00:00 AM -
Tuesday, September 30, 2025 11:59:59 PM

Agent Call Volume
Amy Z(124)
Monday, September 1, 2025 12:00:00 AM -
Tuesday, September 30, 2025 11:59:59 PM

Total Calls	2,034	Total Inbound Calls	1,749
Total Outbound Calls	117	Total Callback Calls	
Total Talking Duration	49:14:53	Total Inbound Talking Duration	43:42:50
Total Outbound Talking Duration	1:57:33	Total Internal Talking Duration	3:34:30
Avg Talking Duration	0:01:27	Max Talking Duration	0:14:40

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-01 00:00:00										
2025-09-01 01:00:00										
2025-09-01 02:00:00										
2025-09-01 03:00:00										
2025-09-01 04:00:00										
2025-09-01 05:00:00										
2025-09-01 06:00:00										
2025-09-01 07:00:00										
2025-09-01 08:00:00										
2025-09-01 09:00:00	4	4			0:02:01	0:02:01			0:01:00	0:01:26
2025-09-01 10:00:00	12	11			0:26:51	0:25:41		0:01:11	0:01:47	0:06:34
2025-09-01 11:00:00	7	7			0:09:39	0:09:39			0:01:23	0:02:04
2025-09-01 12:00:00	9	9			0:04:45	0:04:45			0:00:57	0:01:39
2025-09-01 13:00:00	7	7			0:12:39	0:12:39			0:01:35	0:03:23
2025-09-01 14:00:00	13	11			0:21:04	0:17:12		0:03:52	0:01:45	0:05:38
2025-09-01 15:00:00	15	15			0:34:05	0:34:05			0:02:16	0:08:56
2025-09-01 16:00:00	8	8			0:15:23	0:15:23			0:01:55	0:05:06
2025-09-01 17:00:00	21	17	2		0:22:00	0:15:29	0:01:32	0:04:58	0:01:06	0:04:58
2025-09-01 18:00:00	1	1			0:00:52	0:00:52			0:00:52	0:00:52
2025-09-01 19:00:00										
2025-09-01 20:00:00										
2025-09-01 21:00:00										
2025-09-01 22:00:00										
2025-09-01 23:00:00										
2025-09-02 00:00:00										
2025-09-02 01:00:00										
2025-09-02 02:00:00										
2025-09-02 03:00:00										
2025-09-02 04:00:00										
2025-09-02 05:00:00										
2025-09-02 06:00:00										
2025-09-02 07:00:00										
2025-09-02 08:00:00										
2025-09-02 09:00:00										
2025-09-02 10:00:00										
2025-09-02 11:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-02 12:00:00										
2025-09-02 13:00:00										
2025-09-02 14:00:00										
2025-09-02 15:00:00										
2025-09-02 16:00:00										
2025-09-02 17:00:00										
2025-09-02 18:00:00										
2025-09-02 19:00:00										
2025-09-02 20:00:00										
2025-09-02 21:00:00										
2025-09-02 22:00:00										
2025-09-02 23:00:00										
2025-09-03 00:00:00										
2025-09-03 01:00:00										
2025-09-03 02:00:00										
2025-09-03 03:00:00										
2025-09-03 04:00:00										
2025-09-03 05:00:00										
2025-09-03 06:00:00										
2025-09-03 07:00:00										
2025-09-03 08:00:00										
2025-09-03 09:00:00										
2025-09-03 10:00:00										
2025-09-03 11:00:00										
2025-09-03 12:00:00										
2025-09-03 13:00:00										
2025-09-03 14:00:00										
2025-09-03 15:00:00										
2025-09-03 16:00:00										
2025-09-03 17:00:00										
2025-09-03 18:00:00										
2025-09-03 19:00:00										
2025-09-03 20:00:00										
2025-09-03 21:00:00										
2025-09-03 22:00:00										
2025-09-03 23:00:00										
2025-09-04 00:00:00										
2025-09-04 01:00:00										
2025-09-04 02:00:00										
2025-09-04 03:00:00										
2025-09-04 04:00:00										
2025-09-04 05:00:00										
2025-09-04 06:00:00										
2025-09-04 07:00:00										
2025-09-04 08:00:00										
2025-09-04 09:00:00										
2025-09-04 10:00:00	10	6	1		0:23:19	0:11:55	0:01:23	0:10:01	0:02:20	0:08:27
2025-09-04 11:00:00	5	5			0:09:34	0:09:34			0:01:55	0:03:56
2025-09-04 12:00:00	7	7			0:12:41	0:12:41			0:01:49	0:04:28
2025-09-04 13:00:00	7	6			0:07:55	0:07:41		0:00:14	0:01:19	0:03:07
2025-09-04 14:00:00	5	4	1		0:06:05	0:06:05			0:01:31	0:02:06

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-04 15:00:00	26	23	1		0:32:56	0:26:18	0:01:21	0:05:17	0:01:22	0:05:17
2025-09-04 16:00:00	19	13	4		0:39:36	0:26:38	0:06:06	0:06:52	0:02:05	0:08:03
2025-09-04 17:00:00	13	10	2		0:25:46	0:18:21	0:02:33	0:04:53	0:01:59	0:07:25
2025-09-04 18:00:00	5	4	1		0:10:48	0:02:32	0:08:16		0:02:42	0:08:16
2025-09-04 19:00:00										
2025-09-04 20:00:00										
2025-09-04 21:00:00										
2025-09-04 22:00:00										
2025-09-04 23:00:00										
2025-09-05 00:00:00										
2025-09-05 01:00:00										
2025-09-05 02:00:00										
2025-09-05 03:00:00										
2025-09-05 04:00:00										
2025-09-05 05:00:00										
2025-09-05 06:00:00										
2025-09-05 07:00:00										
2025-09-05 08:00:00										
2025-09-05 09:00:00										
2025-09-05 10:00:00	10	9			0:18:37	0:18:02		0:00:35	0:01:52	0:05:16
2025-09-05 11:00:00	10	9			0:28:31	0:27:33		0:00:58	0:02:36	0:09:10
2025-09-05 12:00:00	15	11	2		0:28:50	0:24:38	0:02:32	0:01:40	0:02:13	0:06:54
2025-09-05 13:00:00	8	8			0:12:57	0:12:57			0:01:37	0:03:26
2025-09-05 14:00:00	4	4			0:03:34	0:03:34			0:01:11	0:01:39
2025-09-05 15:00:00	17	16	1		0:21:29	0:20:48	0:00:41		0:01:12	0:03:02
2025-09-05 16:00:00	12	11	1		0:34:06	0:32:53	0:01:13		0:02:37	0:07:30
2025-09-05 17:00:00	15	15			0:11:25	0:11:25			0:00:46	0:02:19
2025-09-05 18:00:00	7	6			0:07:37	0:06:07		0:01:30	0:00:57	0:01:39
2025-09-05 19:00:00										
2025-09-05 20:00:00										
2025-09-05 21:00:00										
2025-09-05 22:00:00										
2025-09-05 23:00:00										
2025-09-06 00:00:00										
2025-09-06 01:00:00										
2025-09-06 02:00:00										
2025-09-06 03:00:00										
2025-09-06 04:00:00										
2025-09-06 05:00:00										
2025-09-06 06:00:00										
2025-09-06 07:00:00										
2025-09-06 08:00:00										
2025-09-06 09:00:00	5	5			0:07:27	0:07:27			0:01:29	0:02:11
2025-09-06 10:00:00	14	10	1		0:21:28	0:16:22	0:04:13	0:00:53	0:01:39	0:04:13
2025-09-06 11:00:00	11	11			0:11:32	0:11:32			0:01:03	0:03:03
2025-09-06 12:00:00	17	17			0:17:31	0:17:31			0:01:02	0:03:12
2025-09-06 13:00:00	13	9	2		0:26:39	0:22:49	0:01:47	0:02:04	0:02:03	0:07:35
2025-09-06 14:00:00	12	8			0:12:12	0:11:36		0:00:36	0:00:56	0:02:31
2025-09-06 15:00:00	13	10			0:09:44	0:08:52		0:00:53	0:00:39	0:02:10
2025-09-06 16:00:00	16	16			0:22:12	0:22:12			0:01:23	0:04:38
2025-09-06 17:00:00	19	19			0:16:24	0:16:24			0:00:47	0:02:35

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-06 18:00:00	2	2			0:02:14	0:02:14			0:01:07	0:02:13
2025-09-06 19:00:00										
2025-09-06 20:00:00										
2025-09-06 21:00:00										
2025-09-06 22:00:00										
2025-09-06 23:00:00										
2025-09-07 00:00:00										
2025-09-07 01:00:00										
2025-09-07 02:00:00										
2025-09-07 03:00:00										
2025-09-07 04:00:00										
2025-09-07 05:00:00										
2025-09-07 06:00:00										
2025-09-07 07:00:00										
2025-09-07 08:00:00										
2025-09-07 09:00:00	4	4			0:07:22	0:07:22			0:02:27	0:04:04
2025-09-07 10:00:00	12	11			0:21:55	0:21:55			0:01:34	0:03:13
2025-09-07 11:00:00	6	6			0:08:02	0:08:02			0:01:20	0:02:11
2025-09-07 12:00:00	6	6			0:11:19	0:11:19			0:01:53	0:04:40
2025-09-07 13:00:00	4	4			0:03:35	0:03:35			0:00:54	0:02:01
2025-09-07 14:00:00	7	4	1		0:14:53	0:07:11	0:01:13	0:06:29	0:02:29	0:06:29
2025-09-07 15:00:00	9	7	1		0:19:26	0:08:06	0:01:31	0:09:49	0:02:10	0:09:49
2025-09-07 16:00:00	6	6			0:10:24	0:10:24			0:01:44	0:02:46
2025-09-07 17:00:00	7	7			0:08:40	0:08:40			0:01:27	0:02:21
2025-09-07 18:00:00	1	1			0:00:19	0:00:19			0:00:19	0:00:19
2025-09-07 19:00:00										
2025-09-07 20:00:00										
2025-09-07 21:00:00										
2025-09-07 22:00:00										
2025-09-07 23:00:00										
2025-09-08 00:00:00										
2025-09-08 01:00:00										
2025-09-08 02:00:00										
2025-09-08 03:00:00										
2025-09-08 04:00:00										
2025-09-08 05:00:00										
2025-09-08 06:00:00										
2025-09-08 07:00:00										
2025-09-08 08:00:00										
2025-09-08 09:00:00	3	3			0:14:53	0:14:53			0:03:43	0:07:49
2025-09-08 10:00:00	23	21	1		0:33:26	0:32:52	0:00:34		0:01:27	0:03:23
2025-09-08 11:00:00	20	18	1		0:26:02	0:20:27	0:01:45	0:03:51	0:01:27	0:04:26
2025-09-08 12:00:00	15	13			0:14:28	0:14:06		0:00:22	0:00:54	0:03:12
2025-09-08 13:00:00	17	7	2		0:10:00	0:07:37	0:00:23	0:02:01	0:00:43	0:01:46
2025-09-08 14:00:00	14	14			0:17:00	0:17:00			0:01:04	0:03:24
2025-09-08 15:00:00	23	12	8		0:31:13	0:21:59	0:07:39	0:01:35	0:01:34	0:04:53
2025-09-08 16:00:00	18	18			0:25:18	0:25:18			0:01:29	0:03:30
2025-09-08 17:00:00	24	20			0:29:14	0:24:35		0:04:39	0:01:07	0:04:58
2025-09-08 18:00:00	3	3			0:04:02	0:04:02			0:01:21	0:02:47
2025-09-08 19:00:00										
2025-09-08 20:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-08 21:00:00										
2025-09-08 22:00:00										
2025-09-08 23:00:00										
2025-09-09 00:00:00										
2025-09-09 01:00:00										
2025-09-09 02:00:00										
2025-09-09 03:00:00										
2025-09-09 04:00:00										
2025-09-09 05:00:00										
2025-09-09 06:00:00										
2025-09-09 07:00:00										
2025-09-09 08:00:00										
2025-09-09 09:00:00										
2025-09-09 10:00:00										
2025-09-09 11:00:00										
2025-09-09 12:00:00										
2025-09-09 13:00:00										
2025-09-09 14:00:00										
2025-09-09 15:00:00										
2025-09-09 16:00:00										
2025-09-09 17:00:00										
2025-09-09 18:00:00										
2025-09-09 19:00:00										
2025-09-09 20:00:00										
2025-09-09 21:00:00										
2025-09-09 22:00:00										
2025-09-09 23:00:00										
2025-09-10 00:00:00										
2025-09-10 01:00:00										
2025-09-10 02:00:00										
2025-09-10 03:00:00										
2025-09-10 04:00:00										
2025-09-10 05:00:00										
2025-09-10 06:00:00										
2025-09-10 07:00:00										
2025-09-10 08:00:00										
2025-09-10 09:00:00										
2025-09-10 10:00:00										
2025-09-10 11:00:00										
2025-09-10 12:00:00										
2025-09-10 13:00:00										
2025-09-10 14:00:00										
2025-09-10 15:00:00										
2025-09-10 16:00:00										
2025-09-10 17:00:00										
2025-09-10 18:00:00										
2025-09-10 19:00:00										
2025-09-10 20:00:00										
2025-09-10 21:00:00										
2025-09-10 22:00:00										
2025-09-10 23:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-11 00:00:00										
2025-09-11 01:00:00										
2025-09-11 02:00:00										
2025-09-11 03:00:00										
2025-09-11 04:00:00										
2025-09-11 05:00:00										
2025-09-11 06:00:00										
2025-09-11 07:00:00										
2025-09-11 08:00:00										
2025-09-11 09:00:00	3	2	1		0:03:07	0:02:35	0:00:32		0:00:47	0:01:25
2025-09-11 10:00:00	27	23	2		0:36:33	0:31:04	0:01:33	0:03:55	0:01:09	0:03:36
2025-09-11 11:00:00	10	8			0:10:35	0:10:35			0:01:31	0:04:17
2025-09-11 12:00:00	10	7			0:22:06	0:18:46		0:03:20	0:01:42	0:06:11
2025-09-11 13:00:00	10	9			0:10:51	0:09:18		0:01:32	0:00:54	0:02:26
2025-09-11 14:00:00	8	8			0:13:16	0:13:16			0:01:20	0:03:54
2025-09-11 15:00:00	17	17			0:26:28	0:26:28			0:01:24	0:04:39
2025-09-11 16:00:00	12	12			0:29:56	0:29:56			0:02:30	0:05:33
2025-09-11 17:00:00	11	11			0:21:29	0:21:29			0:01:39	0:05:21
2025-09-11 18:00:00	3		1		0:03:21		0:00:44	0:02:36	0:01:07	0:02:31
2025-09-11 19:00:00										
2025-09-11 20:00:00										
2025-09-11 21:00:00										
2025-09-11 22:00:00										
2025-09-11 23:00:00										
2025-09-12 00:00:00										
2025-09-12 01:00:00										
2025-09-12 02:00:00										
2025-09-12 03:00:00										
2025-09-12 04:00:00										
2025-09-12 05:00:00										
2025-09-12 06:00:00										
2025-09-12 07:00:00										
2025-09-12 08:00:00										
2025-09-12 09:00:00										
2025-09-12 10:00:00	17	16			0:20:40	0:20:01		0:00:39	0:01:09	0:04:51
2025-09-12 11:00:00	15	14			0:19:01	0:18:44		0:00:17	0:01:03	0:02:02
2025-09-12 12:00:00	9	9			0:06:39	0:06:39			0:00:57	0:01:37
2025-09-12 13:00:00	9	9			0:12:33	0:12:33			0:01:24	0:03:23
2025-09-12 14:00:00	12	8	4		0:16:09	0:11:33	0:04:36		0:01:05	0:03:20
2025-09-12 15:00:00	19	9	7		0:24:23	0:14:02	0:08:58	0:01:23	0:01:04	0:03:52
2025-09-12 16:00:00	12	12			0:22:15	0:22:15			0:01:51	0:03:42
2025-09-12 17:00:00	13	12	1		0:15:57	0:14:37	0:01:20		0:01:20	0:03:32
2025-09-12 18:00:00	7	7			0:10:17	0:10:17			0:01:28	0:04:45
2025-09-12 19:00:00										
2025-09-12 20:00:00										
2025-09-12 21:00:00										
2025-09-12 22:00:00										
2025-09-12 23:00:00										
2025-09-13 00:00:00										
2025-09-13 01:00:00										
2025-09-13 02:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-13 03:00:00										
2025-09-13 04:00:00										
2025-09-13 05:00:00										
2025-09-13 06:00:00										
2025-09-13 07:00:00	11	11			0:16:23	0:16:23			0:01:10	0:02:35
2025-09-13 08:00:00	12	10	1		0:17:58	0:16:36	0:00:14	0:01:08	0:01:23	0:03:32
2025-09-13 09:00:00	9	8			0:13:29	0:13:29			0:01:30	0:04:25
2025-09-13 10:00:00	11	9			0:14:37	0:13:02		0:01:34	0:00:58	0:02:27
2025-09-13 11:00:00	12	11	1		0:07:55	0:07:30	0:00:24		0:00:40	0:02:44
2025-09-13 12:00:00	10	10			0:13:02	0:13:02			0:01:11	0:02:12
2025-09-13 13:00:00	8	5	2		0:11:18	0:05:52	0:01:58	0:03:29	0:01:25	0:03:29
2025-09-13 14:00:00	10	10			0:13:18	0:13:18			0:01:20	0:03:22
2025-09-13 15:00:00	8	8			0:09:29	0:09:29			0:01:11	0:02:32
2025-09-13 16:00:00										
2025-09-13 17:00:00										
2025-09-13 18:00:00										
2025-09-13 19:00:00										
2025-09-13 20:00:00										
2025-09-13 21:00:00										
2025-09-13 22:00:00										
2025-09-13 23:00:00										
2025-09-14 00:00:00										
2025-09-14 01:00:00										
2025-09-14 02:00:00										
2025-09-14 03:00:00										
2025-09-14 04:00:00										
2025-09-14 05:00:00										
2025-09-14 06:00:00										
2025-09-14 07:00:00										
2025-09-14 08:00:00										
2025-09-14 09:00:00	2	2			0:01:57	0:01:57			0:01:57	0:01:57
2025-09-14 10:00:00	10	10			0:17:51	0:17:51			0:01:47	0:03:06
2025-09-14 11:00:00	8	6			0:08:01	0:08:01			0:01:09	0:02:52
2025-09-14 12:00:00	7	5	1		0:16:12	0:06:53	0:01:17	0:08:01	0:02:19	0:08:01
2025-09-14 13:00:00	6	6			0:09:50	0:09:50			0:01:38	0:03:27
2025-09-14 14:00:00	7	6			0:15:26	0:14:45		0:00:42	0:01:56	0:06:36
2025-09-14 15:00:00	17	14	1		0:34:03	0:27:00	0:02:07	0:04:56	0:02:08	0:06:57
2025-09-14 16:00:00	8	6	1		0:12:19	0:10:18	0:01:38	0:00:23	0:01:22	0:03:07
2025-09-14 17:00:00	6	6			0:09:21	0:09:21			0:01:34	0:02:27
2025-09-14 18:00:00	2	2			0:00:56	0:00:56			0:00:28	0:00:28
2025-09-14 19:00:00										
2025-09-14 20:00:00										
2025-09-14 21:00:00										
2025-09-14 22:00:00										
2025-09-14 23:00:00										
2025-09-15 00:00:00										
2025-09-15 01:00:00										
2025-09-15 02:00:00										
2025-09-15 03:00:00										
2025-09-15 04:00:00										
2025-09-15 05:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-15 06:00:00										
2025-09-15 07:00:00										
2025-09-15 08:00:00										
2025-09-15 09:00:00	2	2			0:05:29	0:05:29			0:02:45	0:05:15
2025-09-15 10:00:00	16	15			0:33:02	0:32:28		0:00:34	0:02:12	0:09:07
2025-09-15 11:00:00	17	7	8		0:24:12	0:20:09	0:03:35	0:00:28	0:02:01	0:05:03
2025-09-15 12:00:00	2	2			0:05:14	0:05:14			0:02:37	0:03:33
2025-09-15 13:00:00	7	7			0:10:41	0:10:41			0:01:20	0:03:58
2025-09-15 14:00:00	7	7			0:18:21	0:18:21			0:02:37	0:06:33
2025-09-15 15:00:00	19	18			0:28:00	0:27:21		0:00:39	0:01:24	0:03:07
2025-09-15 16:00:00	12	12			0:12:34	0:12:34			0:01:15	0:02:54
2025-09-15 17:00:00	14	14			0:25:49	0:25:49			0:01:43	0:03:37
2025-09-15 18:00:00	3	3			0:01:11	0:01:11			0:00:24	0:00:32
2025-09-15 19:00:00										
2025-09-15 20:00:00										
2025-09-15 21:00:00										
2025-09-15 22:00:00										
2025-09-15 23:00:00										
2025-09-16 00:00:00										
2025-09-16 01:00:00										
2025-09-16 02:00:00										
2025-09-16 03:00:00										
2025-09-16 04:00:00										
2025-09-16 05:00:00										
2025-09-16 06:00:00										
2025-09-16 07:00:00										
2025-09-16 08:00:00										
2025-09-16 09:00:00										
2025-09-16 10:00:00										
2025-09-16 11:00:00										
2025-09-16 12:00:00										
2025-09-16 13:00:00										
2025-09-16 14:00:00										
2025-09-16 15:00:00										
2025-09-16 16:00:00										
2025-09-16 17:00:00										
2025-09-16 18:00:00										
2025-09-16 19:00:00										
2025-09-16 20:00:00										
2025-09-16 21:00:00										
2025-09-16 22:00:00										
2025-09-16 23:00:00										
2025-09-17 00:00:00										
2025-09-17 01:00:00										
2025-09-17 02:00:00										
2025-09-17 03:00:00										
2025-09-17 04:00:00										
2025-09-17 05:00:00										
2025-09-17 06:00:00										
2025-09-17 07:00:00										
2025-09-17 08:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-17 09:00:00										
2025-09-17 10:00:00										
2025-09-17 11:00:00										
2025-09-17 12:00:00										
2025-09-17 13:00:00										
2025-09-17 14:00:00										
2025-09-17 15:00:00										
2025-09-17 16:00:00										
2025-09-17 17:00:00										
2025-09-17 18:00:00										
2025-09-17 19:00:00										
2025-09-17 20:00:00										
2025-09-17 21:00:00										
2025-09-17 22:00:00										
2025-09-17 23:00:00										
2025-09-18 00:00:00										
2025-09-18 01:00:00										
2025-09-18 02:00:00										
2025-09-18 03:00:00										
2025-09-18 04:00:00										
2025-09-18 05:00:00										
2025-09-18 06:00:00										
2025-09-18 07:00:00										
2025-09-18 08:00:00										
2025-09-18 09:00:00	4	3			0:12:57	0:12:15		0:00:42	0:02:35	0:06:56
2025-09-18 10:00:00	10	10			0:18:46	0:18:46			0:01:53	0:07:27
2025-09-18 11:00:00	11	10			0:19:33	0:19:33			0:01:57	0:09:38
2025-09-18 12:00:00	8	5	1		0:12:27	0:04:30	0:01:31	0:06:26	0:01:33	0:05:29
2025-09-18 13:00:00	10	5	2		0:04:29	0:02:37	0:00:35	0:01:17	0:00:45	0:01:17
2025-09-18 14:00:00	13	13			0:14:13	0:14:13			0:01:06	0:02:54
2025-09-18 15:00:00	6	6			0:10:53	0:10:53			0:01:49	0:03:12
2025-09-18 16:00:00	13	13			0:26:47	0:26:47			0:01:55	0:06:53
2025-09-18 17:00:00	11	9	1		0:18:57	0:12:39	0:01:46	0:04:32	0:01:35	0:04:32
2025-09-18 18:00:00	1	1			0:01:55	0:01:55			0:01:55	0:01:55
2025-09-18 19:00:00										
2025-09-18 20:00:00										
2025-09-18 21:00:00										
2025-09-18 22:00:00										
2025-09-18 23:00:00										
2025-09-19 00:00:00										
2025-09-19 01:00:00										
2025-09-19 02:00:00										
2025-09-19 03:00:00										
2025-09-19 04:00:00										
2025-09-19 05:00:00										
2025-09-19 06:00:00										
2025-09-19 07:00:00										
2025-09-19 08:00:00										
2025-09-19 09:00:00	5	3	1		0:05:20	0:03:18	0:00:26	0:01:35	0:00:53	0:02:48
2025-09-19 10:00:00	13	12			0:26:52	0:26:52			0:02:14	0:14:34
2025-09-19 11:00:00	8	8			0:16:29	0:16:29			0:01:39	0:05:41

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-19 12:00:00	10	10			0:26:42	0:26:42			0:03:20	0:10:35
2025-09-19 13:00:00	13	12			0:15:18	0:15:18			0:01:16	0:02:33
2025-09-19 14:00:00	15	12			0:18:25	0:16:12		0:02:13	0:00:55	0:02:15
2025-09-19 15:00:00	22	15	4		0:20:07	0:14:43	0:02:29	0:02:55	0:00:55	0:03:56
2025-09-19 16:00:00	13	11	1		0:17:49	0:10:19	0:01:26	0:06:04	0:01:07	0:06:04
2025-09-19 17:00:00	11	10			0:20:24	0:20:24			0:02:16	0:08:02
2025-09-19 18:00:00	9	9			0:09:28	0:09:28			0:01:11	0:02:46
2025-09-19 19:00:00										
2025-09-19 20:00:00										
2025-09-19 21:00:00										
2025-09-19 22:00:00										
2025-09-19 23:00:00										
2025-09-20 00:00:00										
2025-09-20 01:00:00										
2025-09-20 02:00:00										
2025-09-20 03:00:00										
2025-09-20 04:00:00										
2025-09-20 05:00:00										
2025-09-20 06:00:00										
2025-09-20 07:00:00										
2025-09-20 08:00:00										
2025-09-20 09:00:00	3	3			0:01:07	0:01:07			0:00:22	0:00:24
2025-09-20 10:00:00	18	14	2		0:20:56	0:18:22	0:00:31	0:02:03	0:00:57	0:02:41
2025-09-20 11:00:00	15	11			0:14:32	0:13:58		0:00:34	0:01:07	0:03:02
2025-09-20 12:00:00	8	8			0:16:32	0:16:32			0:01:39	0:04:52
2025-09-20 13:00:00	10	4	3		0:12:39	0:07:24	0:01:44	0:03:31	0:01:24	0:04:34
2025-09-20 14:00:00	6	5	1		0:06:35	0:06:15	0:00:20		0:01:06	0:02:24
2025-09-20 15:00:00	12	10	1		0:15:12	0:14:40	0:00:03	0:00:29	0:01:10	0:02:41
2025-09-20 16:00:00	7	7			0:11:10	0:11:10			0:01:36	0:03:06
2025-09-20 17:00:00	4	4			0:07:38	0:07:38			0:02:33	0:02:53
2025-09-20 18:00:00										
2025-09-20 19:00:00										
2025-09-20 20:00:00										
2025-09-20 21:00:00										
2025-09-20 22:00:00										
2025-09-20 23:00:00										
2025-09-21 00:00:00										
2025-09-21 01:00:00										
2025-09-21 02:00:00										
2025-09-21 03:00:00										
2025-09-21 04:00:00										
2025-09-21 05:00:00										
2025-09-21 06:00:00										
2025-09-21 07:00:00										
2025-09-21 08:00:00										
2025-09-21 09:00:00	2	2			0:03:19	0:03:19			0:01:39	0:01:54
2025-09-21 10:00:00	12	10	1		0:18:10	0:15:42	0:01:29	0:01:00	0:01:31	0:05:49
2025-09-21 11:00:00	13	8	3		0:27:25	0:10:42	0:02:02	0:14:40	0:02:17	0:14:40
2025-09-21 12:00:00	8	2	4		0:08:18	0:05:05	0:01:40	0:01:34	0:01:02	0:02:08
2025-09-21 13:00:00	6	6			0:08:30	0:08:30			0:01:25	0:02:57
2025-09-21 14:00:00	5	3	1		0:09:30	0:03:03	0:01:05	0:05:23	0:01:54	0:05:23

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-21 15:00:00	9	9			0:18:37	0:18:37			0:01:52	0:06:54
2025-09-21 16:00:00	9	9			0:09:48	0:09:48			0:01:05	0:02:16
2025-09-21 17:00:00	18	10	3		0:16:09	0:08:51	0:02:53	0:04:25	0:01:05	0:02:58
2025-09-21 18:00:00										
2025-09-21 19:00:00										
2025-09-21 20:00:00										
2025-09-21 21:00:00										
2025-09-21 22:00:00										
2025-09-21 23:00:00										
2025-09-22 00:00:00										
2025-09-22 01:00:00										
2025-09-22 02:00:00										
2025-09-22 03:00:00										
2025-09-22 04:00:00										
2025-09-22 05:00:00										
2025-09-22 06:00:00										
2025-09-22 07:00:00										
2025-09-22 08:00:00										
2025-09-22 09:00:00	2	2			0:01:55	0:01:55			0:00:38	0:00:45
2025-09-22 10:00:00	22	18			0:36:36	0:31:40		0:04:56	0:01:28	0:04:38
2025-09-22 11:00:00	17	16			0:15:58	0:15:58			0:01:04	0:05:16
2025-09-22 12:00:00	12	11			0:13:18	0:13:18			0:01:13	0:02:25
2025-09-22 13:00:00	10	10			0:13:48	0:13:48			0:01:09	0:03:24
2025-09-22 14:00:00	5	5			0:12:14	0:12:14			0:01:45	0:06:06
2025-09-22 15:00:00	18	17	1		0:25:19	0:21:21	0:03:58		0:01:29	0:03:58
2025-09-22 16:00:00	16	16			0:15:07	0:15:07			0:01:00	0:03:18
2025-09-22 17:00:00	13	12			0:20:12	0:19:45		0:00:27	0:01:21	0:04:48
2025-09-22 18:00:00	1	1			0:00:01	0:00:01			0:00:01	0:00:01
2025-09-22 19:00:00										
2025-09-22 20:00:00										
2025-09-22 21:00:00										
2025-09-22 22:00:00										
2025-09-22 23:00:00										
2025-09-23 00:00:00										
2025-09-23 01:00:00										
2025-09-23 02:00:00										
2025-09-23 03:00:00										
2025-09-23 04:00:00										
2025-09-23 05:00:00										
2025-09-23 06:00:00										
2025-09-23 07:00:00										
2025-09-23 08:00:00										
2025-09-23 09:00:00										
2025-09-23 10:00:00										
2025-09-23 11:00:00										
2025-09-23 12:00:00										
2025-09-23 13:00:00										
2025-09-23 14:00:00										
2025-09-23 15:00:00										
2025-09-23 16:00:00										
2025-09-23 17:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-23 18:00:00										
2025-09-23 19:00:00										
2025-09-23 20:00:00										
2025-09-23 21:00:00										
2025-09-23 22:00:00										
2025-09-23 23:00:00										
2025-09-24 00:00:00										
2025-09-24 01:00:00										
2025-09-24 02:00:00										
2025-09-24 03:00:00										
2025-09-24 04:00:00										
2025-09-24 05:00:00										
2025-09-24 06:00:00										
2025-09-24 07:00:00										
2025-09-24 08:00:00										
2025-09-24 09:00:00										
2025-09-24 10:00:00										
2025-09-24 11:00:00										
2025-09-24 12:00:00										
2025-09-24 13:00:00										
2025-09-24 14:00:00										
2025-09-24 15:00:00										
2025-09-24 16:00:00										
2025-09-24 17:00:00										
2025-09-24 18:00:00										
2025-09-24 19:00:00										
2025-09-24 20:00:00										
2025-09-24 21:00:00										
2025-09-24 22:00:00										
2025-09-24 23:00:00										
2025-09-25 00:00:00										
2025-09-25 01:00:00										
2025-09-25 02:00:00										
2025-09-25 03:00:00										
2025-09-25 04:00:00										
2025-09-25 05:00:00										
2025-09-25 06:00:00										
2025-09-25 07:00:00										
2025-09-25 08:00:00										
2025-09-25 09:00:00										
2025-09-25 10:00:00										
2025-09-25 11:00:00										
2025-09-25 12:00:00										
2025-09-25 13:00:00										
2025-09-25 14:00:00										
2025-09-25 15:00:00										
2025-09-25 16:00:00										
2025-09-25 17:00:00										
2025-09-25 18:00:00										
2025-09-25 19:00:00										
2025-09-25 20:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-25 21:00:00										
2025-09-25 22:00:00										
2025-09-25 23:00:00										
2025-09-26 00:00:00										
2025-09-26 01:00:00										
2025-09-26 02:00:00										
2025-09-26 03:00:00										
2025-09-26 04:00:00										
2025-09-26 05:00:00										
2025-09-26 06:00:00										
2025-09-26 07:00:00										
2025-09-26 08:00:00										
2025-09-26 09:00:00										
2025-09-26 10:00:00	12	11			0:16:46	0:16:46			0:01:31	0:06:14
2025-09-26 11:00:00	10	10			0:10:41	0:10:41			0:01:04	0:02:04
2025-09-26 12:00:00	5	4			0:04:53	0:04:26		0:00:27	0:00:49	0:01:30
2025-09-26 13:00:00	20	13	3		0:23:52	0:22:40	0:00:08	0:01:05	0:01:20	0:03:32
2025-09-26 14:00:00	9	8			0:05:57	0:05:57			0:00:36	0:00:57
2025-09-26 15:00:00	21	16	2		0:29:14	0:23:09	0:03:01	0:03:04	0:01:13	0:02:38
2025-09-26 16:00:00	13	12	1		0:30:47	0:30:21	0:00:26		0:02:12	0:05:43
2025-09-26 17:00:00	16	14	1		0:27:00	0:23:53	0:03:07		0:01:41	0:04:50
2025-09-26 18:00:00	12	12			0:11:54	0:11:54			0:01:00	0:02:19
2025-09-26 19:00:00										
2025-09-26 20:00:00										
2025-09-26 21:00:00										
2025-09-26 22:00:00										
2025-09-26 23:00:00										
2025-09-27 00:00:00										
2025-09-27 01:00:00										
2025-09-27 02:00:00										
2025-09-27 03:00:00										
2025-09-27 04:00:00										
2025-09-27 05:00:00										
2025-09-27 06:00:00										
2025-09-27 07:00:00										
2025-09-27 08:00:00										
2025-09-27 09:00:00	2	2			0:01:46	0:01:46			0:00:53	0:00:59
2025-09-27 10:00:00	15	15			0:20:27	0:20:27			0:01:28	0:03:38
2025-09-27 11:00:00	18	16	1		0:25:21	0:13:54	0:01:30	0:09:58	0:01:29	0:09:58
2025-09-27 12:00:00	5	4			0:09:39	0:07:30		0:02:08	0:01:23	0:03:37
2025-09-27 13:00:00	2		1		0:01:48		0:00:24	0:01:24	0:00:54	0:01:24
2025-09-27 14:00:00	3	2	1		0:02:31	0:01:58	0:00:33		0:00:50	0:01:20
2025-09-27 15:00:00	12	11	1		0:13:20	0:12:45	0:00:35		0:01:13	0:02:38
2025-09-27 16:00:00	7	7			0:14:15	0:14:15			0:02:02	0:07:08
2025-09-27 17:00:00	9	8			0:16:11	0:16:11			0:01:48	0:06:46
2025-09-27 18:00:00	2	2			0:01:21	0:01:21			0:00:41	0:00:54
2025-09-27 19:00:00										
2025-09-27 20:00:00										
2025-09-27 21:00:00										
2025-09-27 22:00:00										
2025-09-27 23:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-28 00:00:00										
2025-09-28 01:00:00										
2025-09-28 02:00:00										
2025-09-28 03:00:00										
2025-09-28 04:00:00										
2025-09-28 05:00:00										
2025-09-28 06:00:00										
2025-09-28 07:00:00										
2025-09-28 08:00:00										
2025-09-28 09:00:00	1	1			0:02:18	0:02:18			0:02:18	0:02:18
2025-09-28 10:00:00	18	13	3		0:22:59	0:20:13	0:02:13	0:00:34	0:01:17	0:03:24
2025-09-28 11:00:00	15	14			0:18:46	0:18:06		0:00:40	0:01:10	0:04:27
2025-09-28 12:00:00	10	9			0:18:49	0:18:49			0:02:21	0:09:37
2025-09-28 13:00:00	3	3			0:06:37	0:06:37			0:02:12	0:03:30
2025-09-28 14:00:00	5	5			0:07:31	0:07:31			0:01:30	0:02:20
2025-09-28 15:00:00	24	21	2		0:32:56	0:32:21	0:00:35		0:01:30	0:04:40
2025-09-28 16:00:00	7	7			0:16:43	0:16:43			0:02:05	0:06:06
2025-09-28 17:00:00	25	21	1		0:31:45	0:26:57	0:01:24	0:03:25	0:01:23	0:04:02
2025-09-28 18:00:00	5	4			0:02:45	0:02:45			0:00:55	0:01:16
2025-09-28 19:00:00										
2025-09-28 20:00:00										
2025-09-28 21:00:00										
2025-09-28 22:00:00										
2025-09-28 23:00:00										
2025-09-29 00:00:00										
2025-09-29 01:00:00										
2025-09-29 02:00:00										
2025-09-29 03:00:00										
2025-09-29 04:00:00										
2025-09-29 05:00:00										
2025-09-29 06:00:00										
2025-09-29 07:00:00										
2025-09-29 08:00:00										
2025-09-29 09:00:00	2	2			0:02:05	0:02:05			0:00:42	0:00:54
2025-09-29 10:00:00	19	16	1		0:21:55	0:21:33	0:00:23		0:01:13	0:03:27
2025-09-29 11:00:00	11	10			0:26:12	0:26:12			0:02:11	0:14:32
2025-09-29 12:00:00	9	9			0:08:48	0:08:48			0:01:15	0:03:56
2025-09-29 13:00:00	10	7			0:08:45	0:08:45			0:00:58	0:03:25
2025-09-29 14:00:00	9	6	1		0:19:52	0:07:38	0:01:25	0:10:49	0:02:29	0:10:49
2025-09-29 15:00:00	18	17	1		0:19:50	0:19:15	0:00:35		0:01:03	0:04:01
2025-09-29 16:00:00	23	18	2		0:27:59	0:22:03	0:02:13	0:03:43	0:01:24	0:03:43
2025-09-29 17:00:00	13	11	1		0:11:39	0:08:33	0:01:23	0:01:44	0:00:54	0:02:40
2025-09-29 18:00:00	4	4			0:02:52	0:02:52			0:00:43	0:00:59
2025-09-29 19:00:00										
2025-09-29 20:00:00										
2025-09-29 21:00:00										
2025-09-29 22:00:00										
2025-09-29 23:00:00										
2025-09-30 00:00:00										
2025-09-30 01:00:00										
2025-09-30 02:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-30 03:00:00										
2025-09-30 04:00:00										
2025-09-30 05:00:00										
2025-09-30 06:00:00										
2025-09-30 07:00:00										
2025-09-30 08:00:00										
2025-09-30 09:00:00										
2025-09-30 10:00:00										
2025-09-30 11:00:00										
2025-09-30 12:00:00										
2025-09-30 13:00:00										
2025-09-30 14:00:00										
2025-09-30 15:00:00										
2025-09-30 16:00:00										
2025-09-30 17:00:00										
2025-09-30 18:00:00										
2025-09-30 19:00:00										
2025-09-30 20:00:00										
2025-09-30 21:00:00										
2025-09-30 22:00:00										
2025-09-30 23:00:00										

Agent Call Volume

Crystal P(122)

Monday, September 1, 2025 12:00:00 AM -
Tuesday, September 30, 2025 11:59:59 PM

Total Calls	2,180	Total Inbound Calls	1,924
Total Outbound Calls	72	Total Callback Calls	
Total Talking Duration	57:43:19	Total Inbound Talking Duration	52:30:11
Total Outbound Talking Duration	1:19:52	Total Internal Talking Duration	3:53:15
Avg Talking Duration	0:01:38	Max Talking Duration	0:23:37

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-01 00:00:00										
2025-09-01 01:00:00										
2025-09-01 02:00:00										
2025-09-01 03:00:00										
2025-09-01 04:00:00										
2025-09-01 05:00:00										
2025-09-01 06:00:00										
2025-09-01 07:00:00										
2025-09-01 08:00:00										
2025-09-01 09:00:00										
2025-09-01 10:00:00										
2025-09-01 11:00:00										
2025-09-01 12:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-01 13:00:00										
2025-09-01 14:00:00										
2025-09-01 15:00:00										
2025-09-01 16:00:00										
2025-09-01 17:00:00										
2025-09-01 18:00:00										
2025-09-01 19:00:00										
2025-09-01 20:00:00										
2025-09-01 21:00:00										
2025-09-01 22:00:00										
2025-09-01 23:00:00										
2025-09-02 00:00:00										
2025-09-02 01:00:00										
2025-09-02 02:00:00										
2025-09-02 03:00:00										
2025-09-02 04:00:00										
2025-09-02 05:00:00										
2025-09-02 06:00:00										
2025-09-02 07:00:00										
2025-09-02 08:00:00										
2025-09-02 09:00:00										
2025-09-02 10:00:00										
2025-09-02 11:00:00	4	4			0:05:43	0:05:43			0:01:26	0:02:06
2025-09-02 12:00:00	15	10	2		0:26:04	0:16:48	0:03:00	0:06:15	0:01:38	0:08:50
2025-09-02 13:00:00	9	7			0:19:45	0:19:45			0:02:28	0:07:13
2025-09-02 14:00:00	16	14			0:16:07	0:16:07			0:01:14	0:03:15
2025-09-02 15:00:00	10	10			0:14:59	0:14:59			0:01:40	0:03:40
2025-09-02 16:00:00	26	23	1		0:44:42	0:38:24	0:01:18	0:05:00	0:01:47	0:05:00
2025-09-02 17:00:00	19	18	1		0:35:47	0:35:14	0:00:33		0:01:47	0:04:50
2025-09-02 18:00:00	2	2			0:01:55	0:01:55			0:00:57	0:01:05
2025-09-02 19:00:00	6	6			0:07:40	0:07:40			0:01:06	0:02:21
2025-09-02 20:00:00										
2025-09-02 21:00:00										
2025-09-02 22:00:00										
2025-09-02 23:00:00										
2025-09-03 00:00:00										
2025-09-03 01:00:00										
2025-09-03 02:00:00										
2025-09-03 03:00:00										
2025-09-03 04:00:00										
2025-09-03 05:00:00										
2025-09-03 06:00:00										
2025-09-03 07:00:00										
2025-09-03 08:00:00										
2025-09-03 09:00:00										
2025-09-03 10:00:00										
2025-09-03 11:00:00	16	12	2		0:33:05	0:24:27	0:02:16	0:06:22	0:01:57	0:08:38
2025-09-03 12:00:00	12	12			0:33:03	0:33:03			0:02:33	0:17:27
2025-09-03 13:00:00	14	14			0:22:28	0:22:28			0:01:36	0:04:13
2025-09-03 14:00:00	22	17	3		0:40:41	0:24:27	0:04:17	0:11:57	0:01:38	0:06:03
2025-09-03 15:00:00	13	12			0:15:06	0:15:06			0:01:15	0:02:50

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-03 16:00:00	16	13			0:34:21	0:34:21			0:02:52	0:15:39
2025-09-03 17:00:00	14	11	1		0:32:56	0:20:43	0:12:13		0:02:45	0:12:13
2025-09-03 18:00:00	12	12			0:21:13	0:21:13			0:01:38	0:08:02
2025-09-03 19:00:00	5	5			0:04:14	0:04:14			0:00:51	0:01:50
2025-09-03 20:00:00	9	8			0:06:57	0:06:57			0:00:52	0:02:32
2025-09-03 21:00:00										
2025-09-03 22:00:00										
2025-09-03 23:00:00										
2025-09-04 00:00:00										
2025-09-04 01:00:00										
2025-09-04 02:00:00										
2025-09-04 03:00:00										
2025-09-04 04:00:00										
2025-09-04 05:00:00										
2025-09-04 06:00:00										
2025-09-04 07:00:00										
2025-09-04 08:00:00										
2025-09-04 09:00:00										
2025-09-04 10:00:00										
2025-09-04 11:00:00	13	12			0:18:58	0:18:58			0:01:28	0:04:35
2025-09-04 12:00:00	10	10			0:07:39	0:07:39			0:00:42	0:01:18
2025-09-04 13:00:00	12	12			0:20:34	0:20:34			0:01:43	0:03:31
2025-09-04 14:00:00	14	11	1		0:28:14	0:21:37	0:01:20	0:05:16	0:02:10	0:05:16
2025-09-04 15:00:00	9	9			0:23:37	0:23:37			0:02:37	0:07:25
2025-09-04 16:00:00	23	17	2		0:38:53	0:29:39	0:01:23	0:07:51	0:01:46	0:07:51
2025-09-04 17:00:00	7	7			0:16:44	0:16:44			0:02:23	0:07:14
2025-09-04 18:00:00	6	6			0:08:37	0:08:37			0:01:26	0:02:56
2025-09-04 19:00:00	8	7			0:04:58	0:04:58			0:00:50	0:01:56
2025-09-04 20:00:00	10	10			0:19:17	0:19:17			0:01:56	0:05:22
2025-09-04 21:00:00										
2025-09-04 22:00:00										
2025-09-04 23:00:00										
2025-09-05 00:00:00										
2025-09-05 01:00:00										
2025-09-05 02:00:00										
2025-09-05 03:00:00										
2025-09-05 04:00:00										
2025-09-05 05:00:00										
2025-09-05 06:00:00										
2025-09-05 07:00:00										
2025-09-05 08:00:00										
2025-09-05 09:00:00										
2025-09-05 10:00:00										
2025-09-05 11:00:00										
2025-09-05 12:00:00	6	5			0:13:37	0:13:37			0:02:16	0:03:49
2025-09-05 13:00:00	12	11			0:21:24	0:21:24			0:01:57	0:03:55
2025-09-05 14:00:00	15	15			0:23:53	0:23:53			0:01:30	0:03:36
2025-09-05 15:00:00	13	12			0:24:09	0:24:09			0:02:01	0:06:21
2025-09-05 16:00:00	12	11	1		0:21:46	0:20:58	0:00:48		0:01:40	0:04:57
2025-09-05 17:00:00	9	8	1		0:16:19	0:16:10	0:00:09		0:01:38	0:02:46
2025-09-05 18:00:00	5	5			0:02:27	0:02:27			0:00:37	0:01:00

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-05 19:00:00	8	7			0:05:32	0:05:32			0:00:47	0:01:31
2025-09-05 20:00:00	6	6			0:04:16	0:04:16			0:00:43	0:02:10
2025-09-05 21:00:00										
2025-09-05 22:00:00										
2025-09-05 23:00:00										
2025-09-06 00:00:00										
2025-09-06 01:00:00										
2025-09-06 02:00:00										
2025-09-06 03:00:00										
2025-09-06 04:00:00										
2025-09-06 05:00:00										
2025-09-06 06:00:00										
2025-09-06 07:00:00										
2025-09-06 08:00:00										
2025-09-06 09:00:00										
2025-09-06 10:00:00										
2025-09-06 11:00:00										
2025-09-06 12:00:00	8	8			0:10:24	0:10:24			0:01:09	0:02:43
2025-09-06 13:00:00	18	18			0:30:37	0:30:37			0:01:55	0:09:38
2025-09-06 14:00:00	8	7	1		0:10:59	0:10:38	0:00:21		0:01:22	0:02:42
2025-09-06 15:00:00	10	10			0:16:04	0:16:04			0:01:28	0:03:45
2025-09-06 16:00:00	4	4			0:27:13	0:27:13			0:06:48	0:23:37
2025-09-06 17:00:00	7	7			0:15:05	0:15:05			0:02:09	0:02:53
2025-09-06 18:00:00	8	8			0:06:58	0:06:58			0:01:00	0:01:46
2025-09-06 19:00:00	4	4			0:01:53	0:01:53			0:00:28	0:00:43
2025-09-06 20:00:00	9	9			0:04:42	0:04:42			0:00:31	0:01:13
2025-09-06 21:00:00										
2025-09-06 22:00:00										
2025-09-06 23:00:00										
2025-09-07 00:00:00										
2025-09-07 01:00:00										
2025-09-07 02:00:00										
2025-09-07 03:00:00										
2025-09-07 04:00:00										
2025-09-07 05:00:00										
2025-09-07 06:00:00										
2025-09-07 07:00:00										
2025-09-07 08:00:00										
2025-09-07 09:00:00										
2025-09-07 10:00:00										
2025-09-07 11:00:00										
2025-09-07 12:00:00										
2025-09-07 13:00:00										
2025-09-07 14:00:00										
2025-09-07 15:00:00										
2025-09-07 16:00:00										
2025-09-07 17:00:00										
2025-09-07 18:00:00										
2025-09-07 19:00:00										
2025-09-07 20:00:00										
2025-09-07 21:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-07 22:00:00										
2025-09-07 23:00:00										
2025-09-08 00:00:00										
2025-09-08 01:00:00										
2025-09-08 02:00:00										
2025-09-08 03:00:00										
2025-09-08 04:00:00										
2025-09-08 05:00:00										
2025-09-08 06:00:00										
2025-09-08 07:00:00										
2025-09-08 08:00:00										
2025-09-08 09:00:00										
2025-09-08 10:00:00										
2025-09-08 11:00:00										
2025-09-08 12:00:00										
2025-09-08 13:00:00										
2025-09-08 14:00:00										
2025-09-08 15:00:00										
2025-09-08 16:00:00										
2025-09-08 17:00:00										
2025-09-08 18:00:00										
2025-09-08 19:00:00										
2025-09-08 20:00:00										
2025-09-08 21:00:00										
2025-09-08 22:00:00										
2025-09-08 23:00:00										
2025-09-09 00:00:00										
2025-09-09 01:00:00										
2025-09-09 02:00:00										
2025-09-09 03:00:00										
2025-09-09 04:00:00										
2025-09-09 05:00:00										
2025-09-09 06:00:00										
2025-09-09 07:00:00										
2025-09-09 08:00:00										
2025-09-09 09:00:00										
2025-09-09 10:00:00										
2025-09-09 11:00:00	14	14			0:15:42	0:15:42			0:01:07	0:03:59
2025-09-09 12:00:00	10	9			0:20:21	0:20:21			0:02:16	0:10:09
2025-09-09 13:00:00	10	9			0:07:44	0:07:24		0:00:20	0:00:39	0:01:18
2025-09-09 14:00:00	11	8	1		0:21:05	0:11:31	0:01:24	0:08:10	0:02:07	0:08:10
2025-09-09 15:00:00	6	6			0:12:06	0:12:06			0:02:01	0:03:26
2025-09-09 16:00:00	18	13	1		0:29:13	0:21:47	0:01:21	0:06:05	0:01:43	0:04:32
2025-09-09 17:00:00	8	6			0:16:31	0:16:31			0:02:45	0:04:15
2025-09-09 18:00:00	8	6	1		0:10:52	0:10:20	0:00:32		0:01:33	0:06:43
2025-09-09 19:00:00	5	5			0:08:31	0:08:31			0:01:42	0:03:54
2025-09-09 20:00:00										
2025-09-09 21:00:00										
2025-09-09 22:00:00										
2025-09-09 23:00:00										
2025-09-10 00:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-10 01:00:00										
2025-09-10 02:00:00										
2025-09-10 03:00:00										
2025-09-10 04:00:00										
2025-09-10 05:00:00										
2025-09-10 06:00:00										
2025-09-10 07:00:00										
2025-09-10 08:00:00										
2025-09-10 09:00:00										
2025-09-10 10:00:00										
2025-09-10 11:00:00	12	11			0:10:14	0:10:14			0:00:47	0:02:32
2025-09-10 12:00:00	10	5			0:16:14	0:16:14			0:02:42	0:05:51
2025-09-10 13:00:00	13	11			0:24:25	0:24:25			0:02:13	0:05:03
2025-09-10 14:00:00	16	13			0:14:59	0:14:59			0:01:15	0:03:25
2025-09-10 15:00:00	12	11			0:28:20	0:28:20			0:02:35	0:10:46
2025-09-10 16:00:00	17	16			0:36:17	0:36:17			0:02:08	0:05:36
2025-09-10 17:00:00	10	10			0:18:37	0:18:37			0:01:52	0:04:53
2025-09-10 18:00:00	5	5			0:07:05	0:07:05			0:01:25	0:02:10
2025-09-10 19:00:00	6	6			0:04:51	0:04:51			0:00:48	0:02:18
2025-09-10 20:00:00										
2025-09-10 21:00:00										
2025-09-10 22:00:00										
2025-09-10 23:00:00										
2025-09-11 00:00:00										
2025-09-11 01:00:00										
2025-09-11 02:00:00										
2025-09-11 03:00:00										
2025-09-11 04:00:00										
2025-09-11 05:00:00										
2025-09-11 06:00:00										
2025-09-11 07:00:00										
2025-09-11 08:00:00										
2025-09-11 09:00:00										
2025-09-11 10:00:00										
2025-09-11 11:00:00	9	8			0:17:15	0:17:15			0:02:09	0:06:17
2025-09-11 12:00:00	8	6	1		0:20:09	0:13:07	0:01:33	0:05:29	0:02:14	0:05:29
2025-09-11 13:00:00	7	6			0:14:53	0:14:53			0:01:39	0:04:54
2025-09-11 14:00:00	15	15			0:22:11	0:22:11			0:01:29	0:03:52
2025-09-11 15:00:00	7	7			0:06:29	0:06:29			0:00:56	0:01:41
2025-09-11 16:00:00	13	12	1		0:22:38	0:22:13	0:00:25		0:01:37	0:05:02
2025-09-11 17:00:00	11	9	1		0:23:53	0:20:06	0:01:14	0:02:33	0:02:10	0:05:41
2025-09-11 18:00:00	9	8			0:24:13	0:24:13			0:02:25	0:13:18
2025-09-11 19:00:00	8	6	1		0:00:30	0:00:17	0:00:13		0:00:15	0:00:17
2025-09-11 20:00:00										
2025-09-11 21:00:00										
2025-09-11 22:00:00										
2025-09-11 23:00:00										
2025-09-12 00:00:00										
2025-09-12 01:00:00										
2025-09-12 02:00:00										
2025-09-12 03:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-12 04:00:00										
2025-09-12 05:00:00										
2025-09-12 06:00:00										
2025-09-12 07:00:00										
2025-09-12 08:00:00										
2025-09-12 09:00:00										
2025-09-12 10:00:00										
2025-09-12 11:00:00										
2025-09-12 12:00:00	9	9			0:10:22	0:10:22			0:01:29	0:03:20
2025-09-12 13:00:00	11	8	1		0:14:56	0:08:27	0:01:39	0:04:49	0:01:30	0:04:49
2025-09-12 14:00:00	17	17			0:27:38	0:27:38			0:01:32	0:04:10
2025-09-12 15:00:00	18	18			0:23:32	0:23:32			0:01:04	0:03:42
2025-09-12 16:00:00	11	8	2		0:15:19	0:15:06	0:00:13		0:01:32	0:03:31
2025-09-12 17:00:00	13	11	1		0:17:47	0:12:31	0:01:22	0:03:54	0:01:22	0:03:54
2025-09-12 18:00:00	6	5	1		0:03:50	0:03:33	0:00:17		0:00:38	0:01:14
2025-09-12 19:00:00	19	16			0:14:22	0:14:22			0:00:54	0:02:00
2025-09-12 20:00:00	9	8			0:04:54	0:04:54			0:00:37	0:01:37
2025-09-12 21:00:00										
2025-09-12 22:00:00										
2025-09-12 23:00:00										
2025-09-13 00:00:00										
2025-09-13 01:00:00										
2025-09-13 02:00:00										
2025-09-13 03:00:00										
2025-09-13 04:00:00										
2025-09-13 05:00:00										
2025-09-13 06:00:00										
2025-09-13 07:00:00										
2025-09-13 08:00:00										
2025-09-13 09:00:00	14	11	1		0:24:05	0:14:39	0:01:33	0:07:53	0:02:00	0:07:53
2025-09-13 10:00:00	13	12			0:11:01	0:11:01			0:00:55	0:01:41
2025-09-13 11:00:00	14	12	1		0:24:36	0:22:34	0:01:03	0:00:59	0:01:22	0:05:13
2025-09-13 12:00:00	9	8	1		0:08:59	0:08:59			0:01:07	0:01:46
2025-09-13 13:00:00	6	5			0:06:18	0:06:18			0:00:54	0:02:22
2025-09-13 14:00:00	12	12			0:19:09	0:19:09			0:01:36	0:06:56
2025-09-13 15:00:00	11	11			0:19:59	0:19:59			0:01:49	0:05:53
2025-09-13 16:00:00	13	13			0:16:25	0:16:25			0:01:16	0:03:41
2025-09-13 17:00:00	13	10	1		0:25:18	0:18:39	0:01:29	0:05:10	0:02:07	0:05:10
2025-09-13 18:00:00	13	12			0:06:28	0:06:28			0:00:32	0:00:53
2025-09-13 19:00:00	3	3			0:01:31	0:01:31			0:00:30	0:00:49
2025-09-13 20:00:00										
2025-09-13 21:00:00										
2025-09-13 22:00:00										
2025-09-13 23:00:00										
2025-09-14 00:00:00										
2025-09-14 01:00:00										
2025-09-14 02:00:00										
2025-09-14 03:00:00										
2025-09-14 04:00:00										
2025-09-14 05:00:00										
2025-09-14 06:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-14 07:00:00										
2025-09-14 08:00:00										
2025-09-14 09:00:00										
2025-09-14 10:00:00										
2025-09-14 11:00:00										
2025-09-14 12:00:00										
2025-09-14 13:00:00										
2025-09-14 14:00:00										
2025-09-14 15:00:00										
2025-09-14 16:00:00										
2025-09-14 17:00:00										
2025-09-14 18:00:00										
2025-09-14 19:00:00										
2025-09-14 20:00:00										
2025-09-14 21:00:00										
2025-09-14 22:00:00										
2025-09-14 23:00:00										
2025-09-15 00:00:00										
2025-09-15 01:00:00										
2025-09-15 02:00:00										
2025-09-15 03:00:00										
2025-09-15 04:00:00										
2025-09-15 05:00:00										
2025-09-15 06:00:00										
2025-09-15 07:00:00										
2025-09-15 08:00:00										
2025-09-15 09:00:00										
2025-09-15 10:00:00										
2025-09-15 11:00:00										
2025-09-15 12:00:00										
2025-09-15 13:00:00										
2025-09-15 14:00:00										
2025-09-15 15:00:00										
2025-09-15 16:00:00										
2025-09-15 17:00:00										
2025-09-15 18:00:00										
2025-09-15 19:00:00										
2025-09-15 20:00:00										
2025-09-15 21:00:00										
2025-09-15 22:00:00										
2025-09-15 23:00:00										
2025-09-16 00:00:00										
2025-09-16 01:00:00										
2025-09-16 02:00:00										
2025-09-16 03:00:00										
2025-09-16 04:00:00										
2025-09-16 05:00:00										
2025-09-16 06:00:00										
2025-09-16 07:00:00										
2025-09-16 08:00:00	1	1			0:00:37	0:00:37			0:00:37	0:00:37
2025-09-16 09:00:00	18	16			0:24:57	0:24:57			0:01:28	0:05:46

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-16 10:00:00	14	14			0:26:42	0:26:42			0:01:40	0:04:15
2025-09-16 11:00:00	10	9			0:16:47	0:16:47			0:01:52	0:03:52
2025-09-16 12:00:00	13	10	2		0:22:41	0:16:05	0:02:07	0:04:29	0:01:31	0:04:29
2025-09-16 13:00:00	4	4			0:17:20	0:17:20			0:04:20	0:11:31
2025-09-16 14:00:00	14	12	2		0:27:39	0:27:23	0:00:16		0:01:51	0:10:58
2025-09-16 15:00:00	16	15			0:34:48	0:34:48			0:02:10	0:05:52
2025-09-16 16:00:00	14	14			0:36:01	0:36:01			0:02:34	0:06:30
2025-09-16 17:00:00	21	13	4		0:29:45	0:19:04	0:02:22	0:08:19	0:01:45	0:04:59
2025-09-16 18:00:00	10	8	1		0:10:26	0:08:57	0:01:29		0:01:10	0:03:12
2025-09-16 19:00:00	5	4	1		0:05:24	0:05:23	0:00:01		0:00:46	0:01:29
2025-09-16 20:00:00										
2025-09-16 21:00:00										
2025-09-16 22:00:00										
2025-09-16 23:00:00										
2025-09-17 00:00:00										
2025-09-17 01:00:00										
2025-09-17 02:00:00										
2025-09-17 03:00:00										
2025-09-17 04:00:00										
2025-09-17 05:00:00										
2025-09-17 06:00:00										
2025-09-17 07:00:00										
2025-09-17 08:00:00										
2025-09-17 09:00:00	11	9	1		0:30:22	0:21:52	0:01:07	0:07:22	0:02:46	0:07:22
2025-09-17 10:00:00	14	14			0:21:30	0:21:30			0:01:26	0:04:31
2025-09-17 11:00:00	8	8			0:13:47	0:13:47			0:01:32	0:03:57
2025-09-17 12:00:00	15	12	1		0:22:32	0:13:51	0:01:20	0:07:20	0:01:37	0:07:20
2025-09-17 13:00:00	7	7			0:09:59	0:09:59			0:01:26	0:04:55
2025-09-17 14:00:00	14	11			0:17:38	0:17:38			0:01:36	0:02:42
2025-09-17 15:00:00	13	12			0:21:43	0:21:43			0:01:40	0:04:52
2025-09-17 16:00:00	16	16			0:39:52	0:39:52			0:02:21	0:09:04
2025-09-17 17:00:00	13	9	1		0:22:04	0:14:54	0:01:42	0:05:28	0:02:00	0:05:28
2025-09-17 18:00:00	11	10	1		0:10:52	0:10:23	0:00:29		0:00:59	0:01:51
2025-09-17 19:00:00	3	3			0:04:25	0:04:25			0:01:28	0:02:07
2025-09-17 20:00:00										
2025-09-17 21:00:00										
2025-09-17 22:00:00										
2025-09-17 23:00:00										
2025-09-18 00:00:00										
2025-09-18 01:00:00										
2025-09-18 02:00:00										
2025-09-18 03:00:00										
2025-09-18 04:00:00										
2025-09-18 05:00:00										
2025-09-18 06:00:00										
2025-09-18 07:00:00										
2025-09-18 08:00:00										
2025-09-18 09:00:00	12	12			0:19:47	0:19:47			0:01:39	0:06:34
2025-09-18 10:00:00	13	12			0:25:43	0:25:43			0:01:31	0:06:46
2025-09-18 11:00:00	10	7			0:11:07	0:09:37		0:01:30	0:01:01	0:02:34
2025-09-18 12:00:00	13	10			0:16:36	0:16:36			0:01:31	0:03:33

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-18 13:00:00	4	4			0:05:17	0:05:17			0:01:19	0:02:54
2025-09-18 14:00:00	13	12			0:14:43	0:14:43			0:01:14	0:03:15
2025-09-18 15:00:00	11	9	1		0:16:24	0:12:46	0:01:17	0:02:21	0:01:22	0:02:52
2025-09-18 16:00:00	23	19	1		0:49:13	0:43:59	0:01:45	0:03:29	0:02:08	0:07:33
2025-09-18 17:00:00	4	4			0:05:30	0:05:30			0:01:06	0:01:44
2025-09-18 18:00:00	7	7			0:05:40	0:05:40			0:00:49	0:01:34
2025-09-18 19:00:00	4	3	1		0:06:43	0:06:20	0:00:23		0:01:07	0:04:22
2025-09-18 20:00:00										
2025-09-18 21:00:00										
2025-09-18 22:00:00										
2025-09-18 23:00:00										
2025-09-19 00:00:00										
2025-09-19 01:00:00										
2025-09-19 02:00:00										
2025-09-19 03:00:00										
2025-09-19 04:00:00										
2025-09-19 05:00:00										
2025-09-19 06:00:00										
2025-09-19 07:00:00										
2025-09-19 08:00:00										
2025-09-19 09:00:00										
2025-09-19 10:00:00										
2025-09-19 11:00:00	10	6	1		0:08:38	0:06:24	0:00:29	0:01:45	0:00:52	0:02:11
2025-09-19 12:00:00	17	16			0:24:20	0:24:20			0:01:26	0:03:41
2025-09-19 13:00:00	9	7			0:09:41	0:09:41			0:01:13	0:03:20
2025-09-19 14:00:00	16	11	1		0:31:44	0:20:53	0:01:19	0:09:32	0:01:59	0:06:25
2025-09-19 15:00:00	11	11			0:18:34	0:18:34			0:01:51	0:04:14
2025-09-19 16:00:00	9	8			0:16:11	0:16:11			0:01:48	0:06:58
2025-09-19 17:00:00	16	14			0:31:32	0:31:32			0:02:15	0:07:34
2025-09-19 18:00:00	9	8			0:05:07	0:05:07			0:00:44	0:01:38
2025-09-19 19:00:00	5	5			0:02:49	0:02:49			0:00:42	0:00:51
2025-09-19 20:00:00	9	8			0:08:47	0:08:47			0:00:59	0:01:50
2025-09-19 21:00:00										
2025-09-19 22:00:00										
2025-09-19 23:00:00										
2025-09-20 00:00:00										
2025-09-20 01:00:00										
2025-09-20 02:00:00										
2025-09-20 03:00:00										
2025-09-20 04:00:00										
2025-09-20 05:00:00										
2025-09-20 06:00:00										
2025-09-20 07:00:00										
2025-09-20 08:00:00										
2025-09-20 09:00:00	9	6	1		0:18:43	0:06:59	0:01:23	0:10:21	0:02:20	0:10:21
2025-09-20 10:00:00	16	13	1		0:25:38	0:17:48	0:00:51	0:06:58	0:01:36	0:06:58
2025-09-20 11:00:00	13	10	1		0:25:59	0:07:18	0:01:59	0:16:42	0:02:22	0:16:42
2025-09-20 12:00:00	6	6			0:15:04	0:15:04			0:02:09	0:03:31
2025-09-20 13:00:00	6	6			0:04:09	0:04:09			0:00:50	0:01:12
2025-09-20 14:00:00	10	10			0:20:27	0:20:27			0:01:42	0:05:15
2025-09-20 15:00:00	7	7			0:08:59	0:08:59			0:01:17	0:03:10

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-20 16:00:00	10	9			0:17:39	0:17:39			0:01:46	0:03:21
2025-09-20 17:00:00	3	3			0:05:27	0:05:27			0:01:22	0:01:46
2025-09-20 18:00:00	4	4			0:03:56	0:03:56			0:00:59	0:02:07
2025-09-20 19:00:00	3	3			0:02:03	0:02:03			0:00:41	0:00:50
2025-09-20 20:00:00										
2025-09-20 21:00:00										
2025-09-20 22:00:00										
2025-09-20 23:00:00										
2025-09-21 00:00:00										
2025-09-21 01:00:00										
2025-09-21 02:00:00										
2025-09-21 03:00:00										
2025-09-21 04:00:00										
2025-09-21 05:00:00										
2025-09-21 06:00:00										
2025-09-21 07:00:00										
2025-09-21 08:00:00										
2025-09-21 09:00:00										
2025-09-21 10:00:00										
2025-09-21 11:00:00										
2025-09-21 12:00:00										
2025-09-21 13:00:00										
2025-09-21 14:00:00										
2025-09-21 15:00:00										
2025-09-21 16:00:00										
2025-09-21 17:00:00										
2025-09-21 18:00:00										
2025-09-21 19:00:00										
2025-09-21 20:00:00										
2025-09-21 21:00:00										
2025-09-21 22:00:00										
2025-09-21 23:00:00										
2025-09-22 00:00:00										
2025-09-22 01:00:00										
2025-09-22 02:00:00										
2025-09-22 03:00:00										
2025-09-22 04:00:00										
2025-09-22 05:00:00										
2025-09-22 06:00:00										
2025-09-22 07:00:00										
2025-09-22 08:00:00										
2025-09-22 09:00:00										
2025-09-22 10:00:00										
2025-09-22 11:00:00										
2025-09-22 12:00:00										
2025-09-22 13:00:00										
2025-09-22 14:00:00										
2025-09-22 15:00:00										
2025-09-22 16:00:00										
2025-09-22 17:00:00										
2025-09-22 18:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-22 19:00:00										
2025-09-22 20:00:00										
2025-09-22 21:00:00										
2025-09-22 22:00:00										
2025-09-22 23:00:00										
2025-09-23 00:00:00										
2025-09-23 01:00:00										
2025-09-23 02:00:00										
2025-09-23 03:00:00										
2025-09-23 04:00:00										
2025-09-23 05:00:00										
2025-09-23 06:00:00										
2025-09-23 07:00:00										
2025-09-23 08:00:00										
2025-09-23 09:00:00										
2025-09-23 10:00:00										
2025-09-23 11:00:00	10	10			0:14:35	0:14:35			0:01:13	0:03:01
2025-09-23 12:00:00	7	6			0:13:58	0:13:58			0:02:00	0:03:56
2025-09-23 13:00:00	13	12			0:20:30	0:20:30			0:01:43	0:04:47
2025-09-23 14:00:00	14	14			0:22:33	0:22:33			0:01:30	0:03:27
2025-09-23 15:00:00	6	6			0:17:46	0:17:46			0:02:32	0:05:07
2025-09-23 16:00:00	29	26	1		0:40:01	0:38:58	0:01:03		0:01:32	0:04:25
2025-09-23 17:00:00	11	11			0:22:57	0:22:57			0:01:55	0:06:38
2025-09-23 18:00:00	9	8			0:09:04	0:09:04			0:01:18	0:02:11
2025-09-23 19:00:00	3	3			0:02:10	0:02:10			0:00:43	0:01:31
2025-09-23 20:00:00										
2025-09-23 21:00:00										
2025-09-23 22:00:00										
2025-09-23 23:00:00										
2025-09-24 00:00:00										
2025-09-24 01:00:00										
2025-09-24 02:00:00										
2025-09-24 03:00:00										
2025-09-24 04:00:00										
2025-09-24 05:00:00										
2025-09-24 06:00:00										
2025-09-24 07:00:00										
2025-09-24 08:00:00										
2025-09-24 09:00:00										
2025-09-24 10:00:00										
2025-09-24 11:00:00	10	8	1		0:20:26	0:07:55	0:01:23	0:11:07	0:02:03	0:11:07
2025-09-24 12:00:00	10	8	1		0:25:27	0:25:02	0:00:24		0:02:33	0:09:10
2025-09-24 13:00:00	10	7	1		0:17:15	0:11:35	0:01:08	0:04:32	0:01:55	0:04:32
2025-09-24 14:00:00	7	7			0:16:12	0:16:12			0:02:19	0:03:32
2025-09-24 15:00:00	7	7			0:13:52	0:13:52			0:01:59	0:06:31
2025-09-24 16:00:00	17	16			0:29:23	0:29:23			0:01:38	0:03:51
2025-09-24 17:00:00	5	4			0:11:27	0:11:27			0:02:17	0:04:04
2025-09-24 18:00:00	11	5	4		0:11:01	0:06:59	0:01:24	0:02:39	0:01:13	0:03:15
2025-09-24 19:00:00	4	3			0:01:32	0:01:32			0:00:31	0:00:35
2025-09-24 20:00:00										
2025-09-24 21:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-24 22:00:00										
2025-09-24 23:00:00										
2025-09-25 00:00:00										
2025-09-25 01:00:00										
2025-09-25 02:00:00										
2025-09-25 03:00:00										
2025-09-25 04:00:00										
2025-09-25 05:00:00										
2025-09-25 06:00:00										
2025-09-25 07:00:00										
2025-09-25 08:00:00										
2025-09-25 09:00:00										
2025-09-25 10:00:00										
2025-09-25 11:00:00	12	11			0:18:12	0:18:12			0:01:31	0:02:43
2025-09-25 12:00:00	10	9			0:15:12	0:15:12			0:01:31	0:03:40
2025-09-25 13:00:00	5	5			0:06:19	0:06:19			0:01:03	0:02:07
2025-09-25 14:00:00	14	11	1		0:24:44	0:16:10	0:01:28	0:07:07	0:01:54	0:07:07
2025-09-25 15:00:00	11	10			0:20:05	0:20:05			0:02:01	0:03:54
2025-09-25 16:00:00	19	18	1		0:39:05	0:38:14	0:00:51		0:01:57	0:07:55
2025-09-25 17:00:00	13	11	1		0:20:40	0:19:44	0:00:56		0:01:43	0:02:25
2025-09-25 18:00:00	10	8			0:05:24	0:05:24			0:00:36	0:01:08
2025-09-25 19:00:00	5	5			0:04:02	0:04:02			0:00:40	0:01:17
2025-09-25 20:00:00										
2025-09-25 21:00:00										
2025-09-25 22:00:00										
2025-09-25 23:00:00										
2025-09-26 00:00:00										
2025-09-26 01:00:00										
2025-09-26 02:00:00										
2025-09-26 03:00:00										
2025-09-26 04:00:00										
2025-09-26 05:00:00										
2025-09-26 06:00:00										
2025-09-26 07:00:00										
2025-09-26 08:00:00										
2025-09-26 09:00:00										
2025-09-26 10:00:00										
2025-09-26 11:00:00										
2025-09-26 12:00:00	5	5			0:05:13	0:05:13			0:01:03	0:01:45
2025-09-26 13:00:00	17	12	2		0:30:54	0:19:34	0:01:58	0:09:22	0:01:49	0:07:43
2025-09-26 14:00:00	7	7			0:13:37	0:13:37			0:01:57	0:04:49
2025-09-26 15:00:00	24	17	1		0:32:22	0:23:53	0:02:13	0:06:17	0:01:37	0:06:17
2025-09-26 16:00:00	19	13	2		0:38:06	0:27:57	0:01:30	0:08:39	0:02:00	0:07:03
2025-09-26 17:00:00	11	10			0:21:45	0:21:45			0:02:10	0:08:31
2025-09-26 18:00:00	9	8			0:04:20	0:04:20			0:00:52	0:01:42
2025-09-26 19:00:00	12	12			0:07:54	0:07:54			0:00:39	0:01:09
2025-09-26 20:00:00	9	9			0:04:50	0:04:50			0:00:32	0:00:53
2025-09-26 21:00:00										
2025-09-26 22:00:00										
2025-09-26 23:00:00										
2025-09-27 00:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-27 01:00:00										
2025-09-27 02:00:00										
2025-09-27 03:00:00										
2025-09-27 04:00:00										
2025-09-27 05:00:00										
2025-09-27 06:00:00										
2025-09-27 07:00:00										
2025-09-27 08:00:00										
2025-09-27 09:00:00										
2025-09-27 10:00:00										
2025-09-27 11:00:00										
2025-09-27 12:00:00	3	3			0:01:53	0:01:53			0:00:57	0:01:11
2025-09-27 13:00:00	12	9			0:09:48	0:09:48			0:00:59	0:02:28
2025-09-27 14:00:00	11	9			0:14:47	0:14:47			0:01:39	0:08:00
2025-09-27 15:00:00	8	8			0:18:56	0:18:56			0:02:22	0:05:54
2025-09-27 16:00:00	5	5			0:09:31	0:09:31			0:01:54	0:02:41
2025-09-27 17:00:00	13	11			0:19:18	0:19:18			0:01:37	0:04:04
2025-09-27 18:00:00	14	11	1		0:13:04	0:08:56	0:01:50	0:02:18	0:01:05	0:02:20
2025-09-27 19:00:00	7	7			0:06:25	0:06:25			0:00:55	0:02:31
2025-09-27 20:00:00	11	11			0:09:47	0:09:47			0:00:53	0:02:03
2025-09-27 21:00:00										
2025-09-27 22:00:00										
2025-09-27 23:00:00										
2025-09-28 00:00:00										
2025-09-28 01:00:00										
2025-09-28 02:00:00										
2025-09-28 03:00:00										
2025-09-28 04:00:00										
2025-09-28 05:00:00										
2025-09-28 06:00:00										
2025-09-28 07:00:00										
2025-09-28 08:00:00										
2025-09-28 09:00:00										
2025-09-28 10:00:00										
2025-09-28 11:00:00										
2025-09-28 12:00:00										
2025-09-28 13:00:00										
2025-09-28 14:00:00										
2025-09-28 15:00:00										
2025-09-28 16:00:00										
2025-09-28 17:00:00										
2025-09-28 18:00:00										
2025-09-28 19:00:00										
2025-09-28 20:00:00										
2025-09-28 21:00:00										
2025-09-28 22:00:00										
2025-09-28 23:00:00										
2025-09-29 00:00:00										
2025-09-29 01:00:00										
2025-09-29 02:00:00										
2025-09-29 03:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-29 04:00:00										
2025-09-29 05:00:00										
2025-09-29 06:00:00										
2025-09-29 07:00:00										
2025-09-29 08:00:00										
2025-09-29 09:00:00										
2025-09-29 10:00:00										
2025-09-29 11:00:00										
2025-09-29 12:00:00										
2025-09-29 13:00:00										
2025-09-29 14:00:00										
2025-09-29 15:00:00										
2025-09-29 16:00:00										
2025-09-29 17:00:00										
2025-09-29 18:00:00										
2025-09-29 19:00:00										
2025-09-29 20:00:00										
2025-09-29 21:00:00										
2025-09-29 22:00:00										
2025-09-29 23:00:00										
2025-09-30 00:00:00										
2025-09-30 01:00:00										
2025-09-30 02:00:00										
2025-09-30 03:00:00										
2025-09-30 04:00:00										
2025-09-30 05:00:00										
2025-09-30 06:00:00										
2025-09-30 07:00:00										
2025-09-30 08:00:00										
2025-09-30 09:00:00										
2025-09-30 10:00:00										
2025-09-30 11:00:00	10	9			0:17:36	0:17:36			0:01:46	0:07:17
2025-09-30 12:00:00	13	13			0:24:38	0:24:38			0:01:54	0:05:29
2025-09-30 13:00:00	14	13			0:23:06	0:23:06			0:01:32	0:05:22
2025-09-30 14:00:00	11	9			0:24:53	0:24:53			0:02:46	0:12:46
2025-09-30 15:00:00	10	10			0:17:20	0:17:20			0:01:35	0:03:15
2025-09-30 16:00:00	16	14	1		0:30:00	0:21:00	0:01:27	0:07:34	0:01:53	0:07:34
2025-09-30 17:00:00	9	9			0:16:54	0:16:54			0:01:53	0:05:15
2025-09-30 18:00:00	11	10			0:15:10	0:15:10			0:01:10	0:02:56
2025-09-30 19:00:00	4	4			0:03:53	0:03:53			0:00:58	0:01:19
2025-09-30 20:00:00										
2025-09-30 21:00:00										
2025-09-30 22:00:00										
2025-09-30 23:00:00										

Agent Call Volume

Debra(274)

Monday, September 1, 2025 12:00:00 AM -
Tuesday, September 30, 2025 11:59:59 PM

Total Calls	478	Total Inbound Calls	53
Total Outbound Calls	195	Total Callback Calls	
Total Talking Duration	6:35:37	Total Inbound Talking Duration	1:46:13
Total Outbound Talking Duration	2:30:28	Total Internal Talking Duration	2:18:56
Avg Talking Duration	0:01:05	Max Talking Duration	0:10:43

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-01 00:00:00										
2025-09-01 01:00:00										
2025-09-01 02:00:00										
2025-09-01 03:00:00										
2025-09-01 04:00:00										
2025-09-01 05:00:00										
2025-09-01 06:00:00										
2025-09-01 07:00:00										
2025-09-01 08:00:00										
2025-09-01 09:00:00										
2025-09-01 10:00:00										
2025-09-01 11:00:00										
2025-09-01 12:00:00										
2025-09-01 13:00:00										
2025-09-01 14:00:00										
2025-09-01 15:00:00										
2025-09-01 16:00:00										
2025-09-01 17:00:00										
2025-09-01 18:00:00										
2025-09-01 19:00:00										
2025-09-01 20:00:00										
2025-09-01 21:00:00										
2025-09-01 22:00:00										
2025-09-01 23:00:00										
2025-09-02 00:00:00										
2025-09-02 01:00:00										
2025-09-02 02:00:00										
2025-09-02 03:00:00										
2025-09-02 04:00:00										
2025-09-02 05:00:00										
2025-09-02 06:00:00										
2025-09-02 07:00:00										
2025-09-02 08:00:00	1				0:01:36			0:01:36	0:01:36	0:01:36
2025-09-02 09:00:00										
2025-09-02 10:00:00	9	1	2		0:08:47	0:01:44	0:01:39	0:05:24	0:01:45	0:04:01
2025-09-02 11:00:00										
2025-09-02 12:00:00	4	1	1		0:12:19	0:03:50	0:07:08	0:01:21	0:02:28	0:07:08
2025-09-02 13:00:00	1				0:00:16			0:00:16	0:00:16	0:00:16
2025-09-02 14:00:00	1	1								
2025-09-02 15:00:00	8		4		0:05:00		0:05:00		0:01:15	0:03:38
2025-09-02 16:00:00	9		8		0:03:04		0:03:04		0:00:23	0:00:38

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-02 17:00:00	3		3		0:01:08		0:01:08		0:00:23	0:00:36
2025-09-02 18:00:00	3		3		0:02:04		0:02:04		0:01:02	0:01:06
2025-09-02 19:00:00										
2025-09-02 20:00:00										
2025-09-02 21:00:00										
2025-09-02 22:00:00										
2025-09-02 23:00:00										
2025-09-03 00:00:00										
2025-09-03 01:00:00										
2025-09-03 02:00:00										
2025-09-03 03:00:00										
2025-09-03 04:00:00										
2025-09-03 05:00:00										
2025-09-03 06:00:00										
2025-09-03 07:00:00										
2025-09-03 08:00:00	5	1	1		0:08:33	0:01:15	0:00:46	0:06:32	0:01:04	0:05:03
2025-09-03 09:00:00	4				0:01:59			0:01:59	0:01:00	0:01:24
2025-09-03 10:00:00	7	1			0:04:31	0:01:24		0:03:07	0:01:08	0:02:41
2025-09-03 11:00:00	2				0:03:46			0:03:46	0:01:53	0:03:38
2025-09-03 12:00:00	2	1								
2025-09-03 13:00:00										
2025-09-03 14:00:00										
2025-09-03 15:00:00	1				0:01:52			0:01:52	0:01:52	0:01:52
2025-09-03 16:00:00	5		3		0:03:43		0:01:29	0:02:14	0:00:45	0:01:53
2025-09-03 17:00:00	3	1	1		0:10:54	0:00:33	0:10:21		0:05:27	0:10:21
2025-09-03 18:00:00										
2025-09-03 19:00:00										
2025-09-03 20:00:00										
2025-09-03 21:00:00										
2025-09-03 22:00:00										
2025-09-03 23:00:00										
2025-09-04 00:00:00										
2025-09-04 01:00:00										
2025-09-04 02:00:00										
2025-09-04 03:00:00										
2025-09-04 04:00:00										
2025-09-04 05:00:00										
2025-09-04 06:00:00										
2025-09-04 07:00:00										
2025-09-04 08:00:00										
2025-09-04 09:00:00	1									
2025-09-04 10:00:00	1									
2025-09-04 11:00:00										
2025-09-04 12:00:00										
2025-09-04 13:00:00										
2025-09-04 14:00:00										
2025-09-04 15:00:00	1									
2025-09-04 16:00:00										
2025-09-04 17:00:00	4		3		0:01:03		0:01:03		0:00:21	0:00:24
2025-09-04 18:00:00										
2025-09-04 19:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-04 20:00:00										
2025-09-04 21:00:00										
2025-09-04 22:00:00										
2025-09-04 23:00:00										
2025-09-05 00:00:00										
2025-09-05 01:00:00										
2025-09-05 02:00:00										
2025-09-05 03:00:00										
2025-09-05 04:00:00										
2025-09-05 05:00:00										
2025-09-05 06:00:00										
2025-09-05 07:00:00										
2025-09-05 08:00:00										
2025-09-05 09:00:00										
2025-09-05 10:00:00	1				0:00:14			0:00:14	0:00:14	0:00:14
2025-09-05 11:00:00	2				0:00:53			0:00:53	0:00:53	0:00:53
2025-09-05 12:00:00	1									
2025-09-05 13:00:00	1									
2025-09-05 14:00:00										
2025-09-05 15:00:00										
2025-09-05 16:00:00										
2025-09-05 17:00:00										
2025-09-05 18:00:00										
2025-09-05 19:00:00										
2025-09-05 20:00:00										
2025-09-05 21:00:00										
2025-09-05 22:00:00										
2025-09-05 23:00:00										
2025-09-06 00:00:00										
2025-09-06 01:00:00										
2025-09-06 02:00:00										
2025-09-06 03:00:00										
2025-09-06 04:00:00										
2025-09-06 05:00:00										
2025-09-06 06:00:00										
2025-09-06 07:00:00										
2025-09-06 08:00:00										
2025-09-06 09:00:00										
2025-09-06 10:00:00										
2025-09-06 11:00:00										
2025-09-06 12:00:00										
2025-09-06 13:00:00										
2025-09-06 14:00:00										
2025-09-06 15:00:00										
2025-09-06 16:00:00										
2025-09-06 17:00:00										
2025-09-06 18:00:00										
2025-09-06 19:00:00										
2025-09-06 20:00:00										
2025-09-06 21:00:00										
2025-09-06 22:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-06 23:00:00										
2025-09-07 00:00:00										
2025-09-07 01:00:00										
2025-09-07 02:00:00										
2025-09-07 03:00:00										
2025-09-07 04:00:00										
2025-09-07 05:00:00										
2025-09-07 06:00:00										
2025-09-07 07:00:00										
2025-09-07 08:00:00										
2025-09-07 09:00:00										
2025-09-07 10:00:00										
2025-09-07 11:00:00										
2025-09-07 12:00:00										
2025-09-07 13:00:00										
2025-09-07 14:00:00										
2025-09-07 15:00:00										
2025-09-07 16:00:00										
2025-09-07 17:00:00										
2025-09-07 18:00:00										
2025-09-07 19:00:00										
2025-09-07 20:00:00										
2025-09-07 21:00:00										
2025-09-07 22:00:00										
2025-09-07 23:00:00										
2025-09-08 00:00:00										
2025-09-08 01:00:00										
2025-09-08 02:00:00										
2025-09-08 03:00:00										
2025-09-08 04:00:00										
2025-09-08 05:00:00										
2025-09-08 06:00:00										
2025-09-08 07:00:00										
2025-09-08 08:00:00	16	13			0:29:49	0:28:05		0:01:44	0:01:52	0:04:30
2025-09-08 09:00:00	5	4			0:05:53	0:04:59		0:00:54	0:01:11	0:02:39
2025-09-08 10:00:00	2		2		0:02:00		0:02:00		0:01:00	0:01:28
2025-09-08 11:00:00	1				0:00:25			0:00:25	0:00:25	0:00:25
2025-09-08 12:00:00	2		1		0:00:19		0:00:19		0:00:19	0:00:19
2025-09-08 13:00:00	2				0:03:24			0:03:24	0:01:42	0:03:07
2025-09-08 14:00:00	1		1		0:00:15		0:00:15		0:00:15	0:00:15
2025-09-08 15:00:00	1				0:00:47			0:00:47	0:00:47	0:00:47
2025-09-08 16:00:00	5		3		0:01:14		0:01:14		0:00:25	0:00:39
2025-09-08 17:00:00	4		4		0:01:16		0:01:16		0:00:19	0:00:28
2025-09-08 18:00:00										
2025-09-08 19:00:00										
2025-09-08 20:00:00										
2025-09-08 21:00:00										
2025-09-08 22:00:00										
2025-09-08 23:00:00										
2025-09-09 00:00:00										
2025-09-09 01:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-09 02:00:00										
2025-09-09 03:00:00										
2025-09-09 04:00:00										
2025-09-09 05:00:00										
2025-09-09 06:00:00										
2025-09-09 07:00:00										
2025-09-09 08:00:00	1									
2025-09-09 09:00:00	1									
2025-09-09 10:00:00	1									
2025-09-09 11:00:00										
2025-09-09 12:00:00	1				0:01:12			0:01:12	0:01:12	0:01:12
2025-09-09 13:00:00	1				0:00:17			0:00:17	0:00:17	0:00:17
2025-09-09 14:00:00	4	1			0:00:46			0:00:46	0:00:46	0:00:46
2025-09-09 15:00:00	3									
2025-09-09 16:00:00	3				0:04:30			0:04:30	0:04:30	0:04:30
2025-09-09 17:00:00	6		6		0:02:16		0:02:16		0:00:27	0:00:57
2025-09-09 18:00:00										
2025-09-09 19:00:00										
2025-09-09 20:00:00										
2025-09-09 21:00:00										
2025-09-09 22:00:00										
2025-09-09 23:00:00										
2025-09-10 00:00:00										
2025-09-10 01:00:00										
2025-09-10 02:00:00										
2025-09-10 03:00:00										
2025-09-10 04:00:00										
2025-09-10 05:00:00										
2025-09-10 06:00:00										
2025-09-10 07:00:00										
2025-09-10 08:00:00	4	1			0:18:07	0:02:15		0:15:52	0:04:32	0:10:43
2025-09-10 09:00:00	1									
2025-09-10 10:00:00	7		4		0:05:03		0:02:05	0:02:58	0:00:43	0:01:42
2025-09-10 11:00:00	1				0:00:12			0:00:12	0:00:12	0:00:12
2025-09-10 12:00:00	1									
2025-09-10 13:00:00	4		2		0:02:36		0:01:16	0:01:20	0:01:18	0:01:20
2025-09-10 14:00:00	5	1	1		0:06:26	0:03:57	0:00:56	0:01:33	0:01:04	0:03:45
2025-09-10 15:00:00										
2025-09-10 16:00:00	7		5		0:08:11		0:05:30	0:02:41	0:01:22	0:03:07
2025-09-10 17:00:00	11	1	10		0:03:28	0:00:46	0:02:42		0:00:23	0:00:46
2025-09-10 18:00:00										
2025-09-10 19:00:00										
2025-09-10 20:00:00										
2025-09-10 21:00:00										
2025-09-10 22:00:00										
2025-09-10 23:00:00										
2025-09-11 00:00:00										
2025-09-11 01:00:00										
2025-09-11 02:00:00										
2025-09-11 03:00:00										
2025-09-11 04:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-11 05:00:00										
2025-09-11 06:00:00										
2025-09-11 07:00:00										
2025-09-11 08:00:00	4				0:00:22			0:00:22	0:00:22	0:00:22
2025-09-11 09:00:00	1	1								
2025-09-11 10:00:00	8	1			0:09:44	0:06:58		0:02:46	0:01:37	0:03:32
2025-09-11 11:00:00	1				0:00:30			0:00:30	0:00:30	0:00:30
2025-09-11 12:00:00	3	1			0:10:39	0:09:47		0:00:52	0:03:33	0:09:46
2025-09-11 13:00:00	4				0:01:59			0:01:59	0:00:59	0:01:42
2025-09-11 14:00:00	2									
2025-09-11 15:00:00										
2025-09-11 16:00:00	2				0:00:33			0:00:33	0:00:33	0:00:33
2025-09-11 17:00:00	10	1	8		0:04:42	0:02:28	0:02:14		0:00:35	0:02:27
2025-09-11 18:00:00	2				0:02:36			0:02:36	0:01:18	0:02:31
2025-09-11 19:00:00										
2025-09-11 20:00:00										
2025-09-11 21:00:00										
2025-09-11 22:00:00										
2025-09-11 23:00:00										
2025-09-12 00:00:00										
2025-09-12 01:00:00										
2025-09-12 02:00:00										
2025-09-12 03:00:00										
2025-09-12 04:00:00										
2025-09-12 05:00:00										
2025-09-12 06:00:00										
2025-09-12 07:00:00										
2025-09-12 08:00:00	3		2		0:02:08		0:01:32	0:00:36	0:00:43	0:00:47
2025-09-12 09:00:00	4	1			0:05:21	0:01:05		0:04:16	0:01:04	0:01:41
2025-09-12 10:00:00	2									
2025-09-12 11:00:00										
2025-09-12 12:00:00	1		1		0:00:36		0:00:36		0:00:36	0:00:36
2025-09-12 13:00:00	8	1	5		0:02:52	0:00:34	0:01:57	0:00:21	0:00:29	0:00:38
2025-09-12 14:00:00										
2025-09-12 15:00:00	1									
2025-09-12 16:00:00										
2025-09-12 17:00:00										
2025-09-12 18:00:00										
2025-09-12 19:00:00										
2025-09-12 20:00:00										
2025-09-12 21:00:00										
2025-09-12 22:00:00										
2025-09-12 23:00:00										
2025-09-13 00:00:00										
2025-09-13 01:00:00										
2025-09-13 02:00:00										
2025-09-13 03:00:00										
2025-09-13 04:00:00										
2025-09-13 05:00:00										
2025-09-13 06:00:00										
2025-09-13 07:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-13 08:00:00										
2025-09-13 09:00:00										
2025-09-13 10:00:00										
2025-09-13 11:00:00										
2025-09-13 12:00:00										
2025-09-13 13:00:00										
2025-09-13 14:00:00										
2025-09-13 15:00:00										
2025-09-13 16:00:00										
2025-09-13 17:00:00										
2025-09-13 18:00:00										
2025-09-13 19:00:00										
2025-09-13 20:00:00										
2025-09-13 21:00:00										
2025-09-13 22:00:00										
2025-09-13 23:00:00										
2025-09-14 00:00:00										
2025-09-14 01:00:00										
2025-09-14 02:00:00										
2025-09-14 03:00:00										
2025-09-14 04:00:00										
2025-09-14 05:00:00										
2025-09-14 06:00:00										
2025-09-14 07:00:00										
2025-09-14 08:00:00										
2025-09-14 09:00:00										
2025-09-14 10:00:00										
2025-09-14 11:00:00										
2025-09-14 12:00:00										
2025-09-14 13:00:00										
2025-09-14 14:00:00										
2025-09-14 15:00:00										
2025-09-14 16:00:00										
2025-09-14 17:00:00										
2025-09-14 18:00:00	2		2		0:00:41		0:00:41		0:00:21	0:00:25
2025-09-14 19:00:00										
2025-09-14 20:00:00										
2025-09-14 21:00:00										
2025-09-14 22:00:00										
2025-09-14 23:00:00										
2025-09-15 00:00:00										
2025-09-15 01:00:00										
2025-09-15 02:00:00										
2025-09-15 03:00:00										
2025-09-15 04:00:00										
2025-09-15 05:00:00										
2025-09-15 06:00:00										
2025-09-15 07:00:00										
2025-09-15 08:00:00	2				0:01:11			0:01:11	0:00:36	0:00:41
2025-09-15 09:00:00										
2025-09-15 10:00:00	2				0:00:30			0:00:30	0:00:30	0:00:30

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-15 11:00:00	3				0:00:42			0:00:42	0:00:21	0:00:27
2025-09-15 12:00:00	3	1			0:01:23	0:01:03		0:00:20	0:00:21	0:00:57
2025-09-15 13:00:00	1				0:01:20			0:01:20	0:01:20	0:01:20
2025-09-15 14:00:00	3									
2025-09-15 15:00:00	1				0:04:28			0:04:28	0:04:28	0:04:28
2025-09-15 16:00:00	4									
2025-09-15 17:00:00	8	1	7		0:03:07	0:00:21	0:02:47		0:00:27	0:00:34
2025-09-15 18:00:00	1	1			0:00:20	0:00:20			0:00:20	0:00:20
2025-09-15 19:00:00										
2025-09-15 20:00:00										
2025-09-15 21:00:00										
2025-09-15 22:00:00										
2025-09-15 23:00:00										
2025-09-16 00:00:00										
2025-09-16 01:00:00										
2025-09-16 02:00:00										
2025-09-16 03:00:00										
2025-09-16 04:00:00										
2025-09-16 05:00:00										
2025-09-16 06:00:00										
2025-09-16 07:00:00										
2025-09-16 08:00:00	3		2		0:03:57		0:03:24	0:00:33	0:01:19	0:02:35
2025-09-16 09:00:00	28	3	15		0:31:50	0:05:36	0:15:01	0:11:12	0:01:23	0:05:36
2025-09-16 10:00:00	7		5		0:06:43		0:06:43		0:01:21	0:03:15
2025-09-16 11:00:00	3				0:01:34			0:01:34	0:00:31	0:01:00
2025-09-16 12:00:00	2				0:00:23			0:00:23	0:00:11	0:00:14
2025-09-16 13:00:00										
2025-09-16 14:00:00										
2025-09-16 15:00:00	1									
2025-09-16 16:00:00	1				0:03:35			0:03:35	0:03:35	0:03:35
2025-09-16 17:00:00	9	1	8		0:03:05	0:00:28	0:02:36		0:00:21	0:00:29
2025-09-16 18:00:00	1	1			0:00:36	0:00:36			0:00:18	0:00:34
2025-09-16 19:00:00										
2025-09-16 20:00:00										
2025-09-16 21:00:00										
2025-09-16 22:00:00										
2025-09-16 23:00:00										
2025-09-17 00:00:00										
2025-09-17 01:00:00										
2025-09-17 02:00:00										
2025-09-17 03:00:00										
2025-09-17 04:00:00										
2025-09-17 05:00:00										
2025-09-17 06:00:00										
2025-09-17 07:00:00										
2025-09-17 08:00:00	20	1	14		0:09:01	0:00:36	0:08:03	0:00:22	0:00:34	0:02:30
2025-09-17 09:00:00	3				0:00:21			0:00:21	0:00:21	0:00:21
2025-09-17 10:00:00	8		7		0:13:40		0:13:40		0:02:17	0:04:16
2025-09-17 11:00:00	2		2		0:01:16		0:01:16		0:00:38	0:00:58
2025-09-17 12:00:00										
2025-09-17 13:00:00	4		2		0:10:36		0:08:30	0:02:06	0:02:39	0:06:17

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-17 14:00:00	4	1	2		0:06:59	0:01:25	0:04:36	0:00:58	0:01:45	0:02:49
2025-09-17 15:00:00	3		1		0:03:00		0:02:27	0:00:33	0:01:30	0:02:27
2025-09-17 16:00:00	5		5		0:01:49		0:01:49		0:00:27	0:00:40
2025-09-17 17:00:00	8	1	7		0:03:35	0:00:27	0:03:08		0:00:24	0:00:46
2025-09-17 18:00:00										
2025-09-17 19:00:00										
2025-09-17 20:00:00										
2025-09-17 21:00:00										
2025-09-17 22:00:00										
2025-09-17 23:00:00										
2025-09-18 00:00:00										
2025-09-18 01:00:00										
2025-09-18 02:00:00										
2025-09-18 03:00:00										
2025-09-18 04:00:00										
2025-09-18 05:00:00										
2025-09-18 06:00:00										
2025-09-18 07:00:00										
2025-09-18 08:00:00	4									
2025-09-18 09:00:00	1									
2025-09-18 10:00:00										
2025-09-18 11:00:00	1				0:00:09			0:00:09	0:00:09	0:00:09
2025-09-18 12:00:00	1				0:00:58			0:00:58	0:00:58	0:00:58
2025-09-18 13:00:00	1				0:01:17			0:01:17	0:01:17	0:01:17
2025-09-18 14:00:00										
2025-09-18 15:00:00										
2025-09-18 16:00:00										
2025-09-18 17:00:00										
2025-09-18 18:00:00										
2025-09-18 19:00:00										
2025-09-18 20:00:00										
2025-09-18 21:00:00										
2025-09-18 22:00:00										
2025-09-18 23:00:00										
2025-09-19 00:00:00										
2025-09-19 01:00:00										
2025-09-19 02:00:00										
2025-09-19 03:00:00										
2025-09-19 04:00:00										
2025-09-19 05:00:00										
2025-09-19 06:00:00										
2025-09-19 07:00:00										
2025-09-19 08:00:00										
2025-09-19 09:00:00										
2025-09-19 10:00:00										
2025-09-19 11:00:00										
2025-09-19 12:00:00										
2025-09-19 13:00:00										
2025-09-19 14:00:00										
2025-09-19 15:00:00	1									
2025-09-19 16:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-19 17:00:00										
2025-09-19 18:00:00										
2025-09-19 19:00:00										
2025-09-19 20:00:00										
2025-09-19 21:00:00										
2025-09-19 22:00:00										
2025-09-19 23:00:00										
2025-09-20 00:00:00										
2025-09-20 01:00:00										
2025-09-20 02:00:00										
2025-09-20 03:00:00										
2025-09-20 04:00:00										
2025-09-20 05:00:00										
2025-09-20 06:00:00										
2025-09-20 07:00:00										
2025-09-20 08:00:00										
2025-09-20 09:00:00										
2025-09-20 10:00:00										
2025-09-20 11:00:00										
2025-09-20 12:00:00										
2025-09-20 13:00:00										
2025-09-20 14:00:00										
2025-09-20 15:00:00										
2025-09-20 16:00:00										
2025-09-20 17:00:00										
2025-09-20 18:00:00										
2025-09-20 19:00:00										
2025-09-20 20:00:00										
2025-09-20 21:00:00										
2025-09-20 22:00:00										
2025-09-20 23:00:00										
2025-09-21 00:00:00										
2025-09-21 01:00:00										
2025-09-21 02:00:00										
2025-09-21 03:00:00										
2025-09-21 04:00:00										
2025-09-21 05:00:00										
2025-09-21 06:00:00										
2025-09-21 07:00:00										
2025-09-21 08:00:00										
2025-09-21 09:00:00										
2025-09-21 10:00:00										
2025-09-21 11:00:00										
2025-09-21 12:00:00										
2025-09-21 13:00:00										
2025-09-21 14:00:00										
2025-09-21 15:00:00										
2025-09-21 16:00:00										
2025-09-21 17:00:00										
2025-09-21 18:00:00										
2025-09-21 19:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-21 20:00:00										
2025-09-21 21:00:00										
2025-09-21 22:00:00										
2025-09-21 23:00:00										
2025-09-22 00:00:00										
2025-09-22 01:00:00										
2025-09-22 02:00:00										
2025-09-22 03:00:00										
2025-09-22 04:00:00										
2025-09-22 05:00:00										
2025-09-22 06:00:00										
2025-09-22 07:00:00										
2025-09-22 08:00:00										
2025-09-22 09:00:00										
2025-09-22 10:00:00	1									
2025-09-22 11:00:00										
2025-09-22 12:00:00										
2025-09-22 13:00:00										
2025-09-22 14:00:00										
2025-09-22 15:00:00										
2025-09-22 16:00:00	1		1		0:00:20		0:00:20		0:00:20	0:00:20
2025-09-22 17:00:00	6		4		0:01:38		0:01:38		0:00:24	0:00:27
2025-09-22 18:00:00	1		1		0:00:29		0:00:29		0:00:29	0:00:29
2025-09-22 19:00:00										
2025-09-22 20:00:00										
2025-09-22 21:00:00										
2025-09-22 22:00:00										
2025-09-22 23:00:00										
2025-09-23 00:00:00										
2025-09-23 01:00:00										
2025-09-23 02:00:00										
2025-09-23 03:00:00										
2025-09-23 04:00:00										
2025-09-23 05:00:00										
2025-09-23 06:00:00										
2025-09-23 07:00:00										
2025-09-23 08:00:00	3				0:01:57			0:01:57	0:01:57	0:01:57
2025-09-23 09:00:00	1	1			0:08:30	0:08:30			0:02:50	0:08:27
2025-09-23 10:00:00	2				0:02:26			0:02:26	0:01:13	0:01:58
2025-09-23 11:00:00	2									
2025-09-23 12:00:00										
2025-09-23 13:00:00										
2025-09-23 14:00:00	1	1								
2025-09-23 15:00:00										
2025-09-23 16:00:00										
2025-09-23 17:00:00										
2025-09-23 18:00:00										
2025-09-23 19:00:00										
2025-09-23 20:00:00										
2025-09-23 21:00:00										
2025-09-23 22:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-23 23:00:00										
2025-09-24 00:00:00										
2025-09-24 01:00:00										
2025-09-24 02:00:00										
2025-09-24 03:00:00										
2025-09-24 04:00:00										
2025-09-24 05:00:00										
2025-09-24 06:00:00										
2025-09-24 07:00:00										
2025-09-24 08:00:00	1									
2025-09-24 09:00:00										
2025-09-24 10:00:00										
2025-09-24 11:00:00										
2025-09-24 12:00:00										
2025-09-24 13:00:00										
2025-09-24 14:00:00	2									
2025-09-24 15:00:00										
2025-09-24 16:00:00										
2025-09-24 17:00:00										
2025-09-24 18:00:00										
2025-09-24 19:00:00										
2025-09-24 20:00:00										
2025-09-24 21:00:00										
2025-09-24 22:00:00										
2025-09-24 23:00:00										
2025-09-25 00:00:00										
2025-09-25 01:00:00										
2025-09-25 02:00:00										
2025-09-25 03:00:00										
2025-09-25 04:00:00										
2025-09-25 05:00:00										
2025-09-25 06:00:00										
2025-09-25 07:00:00										
2025-09-25 08:00:00										
2025-09-25 09:00:00	7				0:01:02			0:01:02	0:00:31	0:00:44
2025-09-25 10:00:00										
2025-09-25 11:00:00										
2025-09-25 12:00:00	1				0:00:07			0:00:07	0:00:07	0:00:07
2025-09-25 13:00:00										
2025-09-25 14:00:00	2				0:00:23			0:00:23	0:00:12	0:00:15
2025-09-25 15:00:00										
2025-09-25 16:00:00	1				0:00:09			0:00:09	0:00:09	0:00:09
2025-09-25 17:00:00	2		2		0:00:55		0:00:55		0:00:27	0:00:36
2025-09-25 18:00:00	2		2		0:00:39		0:00:39		0:00:19	0:00:25
2025-09-25 19:00:00										
2025-09-25 20:00:00										
2025-09-25 21:00:00										
2025-09-25 22:00:00										
2025-09-25 23:00:00										
2025-09-26 00:00:00										
2025-09-26 01:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-26 02:00:00										
2025-09-26 03:00:00										
2025-09-26 04:00:00										
2025-09-26 05:00:00										
2025-09-26 06:00:00										
2025-09-26 07:00:00										
2025-09-26 08:00:00										
2025-09-26 09:00:00	2				0:00:08			0:00:08	0:00:08	0:00:08
2025-09-26 10:00:00										
2025-09-26 11:00:00	1				0:00:14			0:00:14	0:00:14	0:00:14
2025-09-26 12:00:00										
2025-09-26 13:00:00	1									
2025-09-26 14:00:00	2									
2025-09-26 15:00:00										
2025-09-26 16:00:00	2	1	1		0:01:04	0:00:47	0:00:17		0:00:21	0:00:46
2025-09-26 17:00:00										
2025-09-26 18:00:00										
2025-09-26 19:00:00										
2025-09-26 20:00:00										
2025-09-26 21:00:00										
2025-09-26 22:00:00										
2025-09-26 23:00:00										
2025-09-27 00:00:00										
2025-09-27 01:00:00										
2025-09-27 02:00:00										
2025-09-27 03:00:00										
2025-09-27 04:00:00										
2025-09-27 05:00:00										
2025-09-27 06:00:00										
2025-09-27 07:00:00										
2025-09-27 08:00:00										
2025-09-27 09:00:00										
2025-09-27 10:00:00										
2025-09-27 11:00:00										
2025-09-27 12:00:00										
2025-09-27 13:00:00										
2025-09-27 14:00:00										
2025-09-27 15:00:00										
2025-09-27 16:00:00										
2025-09-27 17:00:00										
2025-09-27 18:00:00										
2025-09-27 19:00:00										
2025-09-27 20:00:00										
2025-09-27 21:00:00										
2025-09-27 22:00:00										
2025-09-27 23:00:00										
2025-09-28 00:00:00										
2025-09-28 01:00:00										
2025-09-28 02:00:00										
2025-09-28 03:00:00										
2025-09-28 04:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-28 05:00:00										
2025-09-28 06:00:00										
2025-09-28 07:00:00										
2025-09-28 08:00:00										
2025-09-28 09:00:00										
2025-09-28 10:00:00										
2025-09-28 11:00:00										
2025-09-28 12:00:00										
2025-09-28 13:00:00										
2025-09-28 14:00:00										
2025-09-28 15:00:00										
2025-09-28 16:00:00										
2025-09-28 17:00:00										
2025-09-28 18:00:00										
2025-09-28 19:00:00										
2025-09-28 20:00:00										
2025-09-28 21:00:00										
2025-09-28 22:00:00										
2025-09-28 23:00:00										
2025-09-29 00:00:00										
2025-09-29 01:00:00										
2025-09-29 02:00:00										
2025-09-29 03:00:00										
2025-09-29 04:00:00										
2025-09-29 05:00:00										
2025-09-29 06:00:00										
2025-09-29 07:00:00										
2025-09-29 08:00:00										
2025-09-29 09:00:00	2				0:01:34			0:01:34	0:01:34	0:01:34
2025-09-29 10:00:00	1				0:01:23			0:01:23	0:01:23	0:01:23
2025-09-29 11:00:00	1				0:00:14			0:00:14	0:00:14	0:00:14
2025-09-29 12:00:00	1				0:00:56			0:00:56	0:00:56	0:00:56
2025-09-29 13:00:00	3	2			0:09:30	0:08:03		0:01:27	0:02:22	0:07:01
2025-09-29 14:00:00	2				0:04:38			0:04:38	0:02:19	0:03:00
2025-09-29 15:00:00										
2025-09-29 16:00:00	2		2		0:00:41		0:00:41		0:00:21	0:00:22
2025-09-29 17:00:00	7	2	5		0:08:39	0:06:46	0:01:53		0:01:27	0:04:25
2025-09-29 18:00:00										
2025-09-29 19:00:00										
2025-09-29 20:00:00										
2025-09-29 21:00:00										
2025-09-29 22:00:00										
2025-09-29 23:00:00										
2025-09-30 00:00:00										
2025-09-30 01:00:00										
2025-09-30 02:00:00										
2025-09-30 03:00:00										
2025-09-30 04:00:00										
2025-09-30 05:00:00										
2025-09-30 06:00:00										
2025-09-30 07:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-30 08:00:00	6		3		0:07:00		0:04:03	0:02:57	0:01:45	0:04:03
2025-09-30 09:00:00	4		1		0:01:09		0:00:36	0:00:34	0:00:23	0:00:36
2025-09-30 10:00:00	1				0:00:40			0:00:40	0:00:40	0:00:40
2025-09-30 11:00:00	3	1			0:03:51	0:01:37		0:02:14	0:00:58	0:01:34
2025-09-30 12:00:00										
2025-09-30 13:00:00										
2025-09-30 14:00:00										
2025-09-30 15:00:00										
2025-09-30 16:00:00	3		3		0:00:56		0:00:56		0:00:28	0:00:36
2025-09-30 17:00:00	9		6		0:04:06		0:03:29	0:00:36	0:00:31	0:01:52
2025-09-30 18:00:00	1		1		0:00:03		0:00:03		0:00:03	0:00:03
2025-09-30 19:00:00										
2025-09-30 20:00:00										
2025-09-30 21:00:00										
2025-09-30 22:00:00										
2025-09-30 23:00:00										

Agent Call Volume

Gail A(123)

Monday, September 1, 2025 12:00:00 AM -

Tuesday, September 30, 2025 11:59:59 PM

Total Calls	1,360	Total Inbound Calls	1,160
Total Outbound Calls	33	Total Callback Calls	
Total Talking Duration	58:49:08	Total Inbound Talking Duration	55:23:30
Total Outbound Talking Duration	0:55:32	Total Internal Talking Duration	2:30:06
Avg Talking Duration	0:02:35	Max Talking Duration	0:27:29

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-01 00:00:00										
2025-09-01 01:00:00										
2025-09-01 02:00:00										
2025-09-01 03:00:00										
2025-09-01 04:00:00										
2025-09-01 05:00:00	1	1			0:06:18	0:06:18			0:03:09	0:05:35
2025-09-01 06:00:00	10	8	1		0:16:00	0:14:55	0:01:04		0:01:47	0:04:52
2025-09-01 07:00:00	2	2			0:21:23	0:21:23			0:10:41	0:13:44
2025-09-01 08:00:00	8	6	1		0:23:53	0:22:13	0:01:39		0:03:25	0:06:00
2025-09-01 09:00:00	13	12			0:30:29	0:30:29			0:03:23	0:09:19
2025-09-01 10:00:00	3	3			0:13:19	0:13:19			0:03:20	0:06:43
2025-09-01 11:00:00	7	7			0:18:57	0:18:57			0:02:06	0:05:22
2025-09-01 12:00:00	4	3			0:10:02	0:10:02			0:03:21	0:06:37
2025-09-01 13:00:00	10	8			0:13:33	0:13:01		0:00:32	0:01:21	0:04:51
2025-09-01 14:00:00										
2025-09-01 15:00:00										
2025-09-01 16:00:00										
2025-09-01 17:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-01 18:00:00										
2025-09-01 19:00:00										
2025-09-01 20:00:00										
2025-09-01 21:00:00										
2025-09-01 22:00:00										
2025-09-01 23:00:00										
2025-09-02 00:00:00										
2025-09-02 01:00:00										
2025-09-02 02:00:00										
2025-09-02 03:00:00										
2025-09-02 04:00:00										
2025-09-02 05:00:00										
2025-09-02 06:00:00	14	13			0:42:27	0:42:27			0:03:16	0:10:05
2025-09-02 07:00:00	11	11			0:18:26	0:18:26			0:01:51	0:05:56
2025-09-02 08:00:00	11	11			0:34:52	0:34:52			0:02:54	0:06:52
2025-09-02 09:00:00	13	10			0:22:54	0:22:54			0:01:55	0:03:56
2025-09-02 10:00:00	8	6			0:11:52	0:11:52			0:01:29	0:04:05
2025-09-02 11:00:00	10	10			0:26:33	0:26:33			0:02:39	0:05:10
2025-09-02 12:00:00	10	8			0:24:36	0:23:18		0:01:17	0:02:44	0:06:21
2025-09-02 13:00:00	9	5			0:06:17	0:06:17			0:00:47	0:01:17
2025-09-02 14:00:00	2	2			0:03:03	0:03:03			0:01:31	0:01:56
2025-09-02 15:00:00										
2025-09-02 16:00:00										
2025-09-02 17:00:00										
2025-09-02 18:00:00										
2025-09-02 19:00:00										
2025-09-02 20:00:00										
2025-09-02 21:00:00										
2025-09-02 22:00:00										
2025-09-02 23:00:00										
2025-09-03 00:00:00										
2025-09-03 01:00:00										
2025-09-03 02:00:00										
2025-09-03 03:00:00										
2025-09-03 04:00:00										
2025-09-03 05:00:00										
2025-09-03 06:00:00										
2025-09-03 07:00:00										
2025-09-03 08:00:00										
2025-09-03 09:00:00										
2025-09-03 10:00:00										
2025-09-03 11:00:00										
2025-09-03 12:00:00										
2025-09-03 13:00:00										
2025-09-03 14:00:00										
2025-09-03 15:00:00										
2025-09-03 16:00:00										
2025-09-03 17:00:00										
2025-09-03 18:00:00										
2025-09-03 19:00:00										
2025-09-03 20:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-03 21:00:00										
2025-09-03 22:00:00										
2025-09-03 23:00:00										
2025-09-04 00:00:00										
2025-09-04 01:00:00										
2025-09-04 02:00:00										
2025-09-04 03:00:00										
2025-09-04 04:00:00										
2025-09-04 05:00:00										
2025-09-04 06:00:00										
2025-09-04 07:00:00										
2025-09-04 08:00:00										
2025-09-04 09:00:00										
2025-09-04 10:00:00										
2025-09-04 11:00:00										
2025-09-04 12:00:00										
2025-09-04 13:00:00										
2025-09-04 14:00:00										
2025-09-04 15:00:00										
2025-09-04 16:00:00										
2025-09-04 17:00:00										
2025-09-04 18:00:00										
2025-09-04 19:00:00										
2025-09-04 20:00:00										
2025-09-04 21:00:00										
2025-09-04 22:00:00										
2025-09-04 23:00:00										
2025-09-05 00:00:00										
2025-09-05 01:00:00										
2025-09-05 02:00:00										
2025-09-05 03:00:00										
2025-09-05 04:00:00										
2025-09-05 05:00:00	1	1			0:01:41	0:01:41			0:01:41	0:01:41
2025-09-05 06:00:00	4	4			0:08:23	0:08:23			0:02:06	0:04:10
2025-09-05 07:00:00	4	3			0:14:30	0:14:30			0:03:38	0:05:10
2025-09-05 08:00:00	8	8			0:27:28	0:27:28			0:02:30	0:12:35
2025-09-05 09:00:00	16	15			0:41:19	0:38:00		0:03:18	0:02:26	0:07:06
2025-09-05 10:00:00	5	5			0:07:52	0:07:52			0:01:58	0:02:52
2025-09-05 11:00:00	11	10			0:48:06	0:48:06			0:03:42	0:10:21
2025-09-05 12:00:00	4	3			0:10:38	0:10:38			0:02:39	0:03:49
2025-09-05 13:00:00	8	6			0:14:41	0:14:11		0:00:30	0:01:28	0:03:49
2025-09-05 14:00:00	2	1			0:04:07	0:04:07			0:04:07	0:04:07
2025-09-05 15:00:00										
2025-09-05 16:00:00										
2025-09-05 17:00:00										
2025-09-05 18:00:00										
2025-09-05 19:00:00										
2025-09-05 20:00:00										
2025-09-05 21:00:00										
2025-09-05 22:00:00										
2025-09-05 23:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-06 00:00:00										
2025-09-06 01:00:00										
2025-09-06 02:00:00										
2025-09-06 03:00:00										
2025-09-06 04:00:00										
2025-09-06 05:00:00										
2025-09-06 06:00:00	6	6			0:21:08	0:21:08			0:03:31	0:05:56
2025-09-06 07:00:00	5	3			0:11:02	0:06:52		0:04:10	0:02:12	0:04:12
2025-09-06 08:00:00	14	14			0:41:39	0:41:39			0:02:47	0:07:28
2025-09-06 09:00:00	8	3	1		0:37:42	0:18:50	0:01:41	0:17:11	0:05:23	0:17:11
2025-09-06 10:00:00	4	2	1		0:05:08	0:04:32	0:00:36		0:01:17	0:03:46
2025-09-06 11:00:00	14	12			0:28:48	0:28:48			0:02:03	0:06:16
2025-09-06 12:00:00	9	9			0:24:22	0:24:22			0:02:26	0:07:06
2025-09-06 13:00:00	7	5			0:24:31	0:24:31			0:04:54	0:15:39
2025-09-06 14:00:00	1	1			0:00:44	0:00:44			0:00:44	0:00:44
2025-09-06 15:00:00										
2025-09-06 16:00:00										
2025-09-06 17:00:00										
2025-09-06 18:00:00										
2025-09-06 19:00:00										
2025-09-06 20:00:00										
2025-09-06 21:00:00										
2025-09-06 22:00:00										
2025-09-06 23:00:00										
2025-09-07 00:00:00										
2025-09-07 01:00:00										
2025-09-07 02:00:00										
2025-09-07 03:00:00										
2025-09-07 04:00:00										
2025-09-07 05:00:00										
2025-09-07 06:00:00	8	7			0:29:07	0:29:07			0:04:10	0:10:54
2025-09-07 07:00:00	7	7			0:15:19	0:15:19			0:02:33	0:09:29
2025-09-07 08:00:00	10	7	1		0:19:36	0:11:46	0:01:20	0:06:30	0:02:11	0:06:30
2025-09-07 09:00:00	10	10			0:24:35	0:24:35			0:02:44	0:09:06
2025-09-07 10:00:00	6	5			0:10:09	0:10:09			0:02:32	0:05:11
2025-09-07 11:00:00	4	4			0:09:49	0:09:49			0:02:27	0:03:05
2025-09-07 12:00:00	4	4			0:14:56	0:14:56			0:03:44	0:05:42
2025-09-07 13:00:00	6	6			0:10:58	0:10:58			0:01:50	0:04:01
2025-09-07 14:00:00	1	1			0:02:44	0:02:44			0:02:44	0:02:44
2025-09-07 15:00:00										
2025-09-07 16:00:00										
2025-09-07 17:00:00										
2025-09-07 18:00:00										
2025-09-07 19:00:00										
2025-09-07 20:00:00										
2025-09-07 21:00:00										
2025-09-07 22:00:00										
2025-09-07 23:00:00										
2025-09-08 00:00:00										
2025-09-08 01:00:00										
2025-09-08 02:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-08 03:00:00										
2025-09-08 04:00:00										
2025-09-08 05:00:00										
2025-09-08 06:00:00	11	7	1		0:33:46	0:30:01	0:03:05	0:00:40	0:02:49	0:07:30
2025-09-08 07:00:00	14	11	1		0:30:25	0:23:15	0:01:44	0:05:26	0:02:02	0:07:12
2025-09-08 08:00:00	14	14			0:33:55	0:33:55			0:02:07	0:05:37
2025-09-08 09:00:00	12	12			0:39:42	0:39:42			0:02:50	0:14:57
2025-09-08 10:00:00										
2025-09-08 11:00:00	15	10	4		0:38:56	0:32:17	0:06:39		0:02:36	0:07:22
2025-09-08 12:00:00	4	3			0:12:30	0:12:30			0:03:07	0:06:50
2025-09-08 13:00:00	8	8			0:32:48	0:32:48			0:03:39	0:07:17
2025-09-08 14:00:00	2	1			0:00:38	0:00:38			0:00:38	0:00:38
2025-09-08 15:00:00										
2025-09-08 16:00:00										
2025-09-08 17:00:00										
2025-09-08 18:00:00										
2025-09-08 19:00:00										
2025-09-08 20:00:00										
2025-09-08 21:00:00										
2025-09-08 22:00:00										
2025-09-08 23:00:00										
2025-09-09 00:00:00										
2025-09-09 01:00:00										
2025-09-09 02:00:00										
2025-09-09 03:00:00										
2025-09-09 04:00:00										
2025-09-09 05:00:00										
2025-09-09 06:00:00	9	9			0:20:57	0:20:57			0:02:20	0:10:02
2025-09-09 07:00:00	7	5			0:17:08	0:17:08			0:02:08	0:04:37
2025-09-09 08:00:00	13	10			0:36:49	0:36:49			0:02:50	0:06:42
2025-09-09 09:00:00	4	4			0:45:44	0:45:44			0:07:37	0:22:52
2025-09-09 10:00:00	2	1	1		0:02:51	0:00:58	0:01:53		0:01:25	0:01:53
2025-09-09 11:00:00	8	8			0:32:55	0:32:55			0:04:07	0:10:10
2025-09-09 12:00:00	6	5			0:24:43	0:24:04		0:00:40	0:03:32	0:14:06
2025-09-09 13:00:00	7	4			0:10:52	0:08:53		0:01:59	0:01:21	0:03:22
2025-09-09 14:00:00	1	1			0:03:14	0:03:14			0:03:14	0:03:14
2025-09-09 15:00:00										
2025-09-09 16:00:00										
2025-09-09 17:00:00										
2025-09-09 18:00:00										
2025-09-09 19:00:00										
2025-09-09 20:00:00										
2025-09-09 21:00:00										
2025-09-09 22:00:00										
2025-09-09 23:00:00										
2025-09-10 00:00:00										
2025-09-10 01:00:00										
2025-09-10 02:00:00										
2025-09-10 03:00:00										
2025-09-10 04:00:00										
2025-09-10 05:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-10 06:00:00										
2025-09-10 07:00:00										
2025-09-10 08:00:00										
2025-09-10 09:00:00										
2025-09-10 10:00:00										
2025-09-10 11:00:00										
2025-09-10 12:00:00										
2025-09-10 13:00:00										
2025-09-10 14:00:00										
2025-09-10 15:00:00										
2025-09-10 16:00:00										
2025-09-10 17:00:00										
2025-09-10 18:00:00										
2025-09-10 19:00:00										
2025-09-10 20:00:00										
2025-09-10 21:00:00										
2025-09-10 22:00:00										
2025-09-10 23:00:00										
2025-09-11 00:00:00										
2025-09-11 01:00:00										
2025-09-11 02:00:00										
2025-09-11 03:00:00										
2025-09-11 04:00:00										
2025-09-11 05:00:00										
2025-09-11 06:00:00										
2025-09-11 07:00:00										
2025-09-11 08:00:00										
2025-09-11 09:00:00										
2025-09-11 10:00:00										
2025-09-11 11:00:00										
2025-09-11 12:00:00										
2025-09-11 13:00:00										
2025-09-11 14:00:00										
2025-09-11 15:00:00										
2025-09-11 16:00:00										
2025-09-11 17:00:00										
2025-09-11 18:00:00										
2025-09-11 19:00:00										
2025-09-11 20:00:00										
2025-09-11 21:00:00										
2025-09-11 22:00:00										
2025-09-11 23:00:00										
2025-09-12 00:00:00										
2025-09-12 01:00:00										
2025-09-12 02:00:00										
2025-09-12 03:00:00										
2025-09-12 04:00:00										
2025-09-12 05:00:00										
2025-09-12 06:00:00	5	5			0:10:43	0:10:43			0:02:09	0:03:19
2025-09-12 07:00:00	6	6			0:09:21	0:09:21			0:01:33	0:03:13
2025-09-12 08:00:00	8	7			0:26:47	0:25:38		0:01:09	0:02:41	0:09:15

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-12 09:00:00	8	8			0:34:14	0:34:14			0:04:17	0:08:28
2025-09-12 10:00:00	7	7			0:16:53	0:16:53			0:02:49	0:05:55
2025-09-12 11:00:00	15	8			0:28:40	0:28:13		0:00:26	0:02:12	0:09:21
2025-09-12 12:00:00	9	7			0:17:51	0:16:07		0:01:44	0:01:59	0:04:34
2025-09-12 13:00:00	7	5			0:05:56	0:05:56			0:01:29	0:03:22
2025-09-12 14:00:00	3	2			0:06:56	0:06:56			0:03:28	0:05:35
2025-09-12 15:00:00										
2025-09-12 16:00:00										
2025-09-12 17:00:00										
2025-09-12 18:00:00										
2025-09-12 19:00:00										
2025-09-12 20:00:00										
2025-09-12 21:00:00										
2025-09-12 22:00:00										
2025-09-12 23:00:00										
2025-09-13 00:00:00										
2025-09-13 01:00:00										
2025-09-13 02:00:00										
2025-09-13 03:00:00										
2025-09-13 04:00:00										
2025-09-13 05:00:00										
2025-09-13 06:00:00	6	5			0:13:25	0:13:25			0:02:14	0:04:21
2025-09-13 07:00:00	8	5			0:15:46	0:15:21		0:00:24	0:01:35	0:03:45
2025-09-13 08:00:00	6	4			0:12:17	0:11:22		0:00:55	0:01:45	0:03:43
2025-09-13 09:00:00	8	8			0:20:54	0:20:54			0:02:19	0:07:06
2025-09-13 10:00:00	3	3			0:03:45	0:03:45			0:01:15	0:01:53
2025-09-13 11:00:00	8	5	1		0:42:58	0:06:23	0:01:26	0:35:09	0:04:46	0:27:29
2025-09-13 12:00:00	10	10			0:21:22	0:21:22			0:02:08	0:06:16
2025-09-13 13:00:00	11	7	2		0:13:56	0:07:53	0:02:00	0:04:03	0:01:16	0:04:03
2025-09-13 14:00:00										
2025-09-13 15:00:00										
2025-09-13 16:00:00										
2025-09-13 17:00:00										
2025-09-13 18:00:00										
2025-09-13 19:00:00										
2025-09-13 20:00:00										
2025-09-13 21:00:00										
2025-09-13 22:00:00										
2025-09-13 23:00:00										
2025-09-14 00:00:00										
2025-09-14 01:00:00										
2025-09-14 02:00:00										
2025-09-14 03:00:00										
2025-09-14 04:00:00										
2025-09-14 05:00:00										
2025-09-14 06:00:00	7	7			0:26:47	0:26:47			0:03:50	0:10:01
2025-09-14 07:00:00	6	6			0:14:20	0:14:20			0:03:35	0:07:07
2025-09-14 08:00:00	7	6			0:20:05	0:20:05			0:02:52	0:04:49
2025-09-14 09:00:00	9	6	1		0:23:21	0:16:07	0:01:25	0:05:49	0:02:36	0:05:49
2025-09-14 10:00:00	3	3			0:13:36	0:13:36			0:04:32	0:07:47
2025-09-14 11:00:00	9	9			0:22:50	0:22:50			0:02:05	0:04:53

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-14 12:00:00	10	5	2		0:19:49	0:15:14	0:02:02	0:02:32	0:01:59	0:05:15
2025-09-14 13:00:00	6	6			0:17:42	0:17:42			0:02:57	0:07:08
2025-09-14 14:00:00										
2025-09-14 15:00:00										
2025-09-14 16:00:00										
2025-09-14 17:00:00										
2025-09-14 18:00:00										
2025-09-14 19:00:00										
2025-09-14 20:00:00										
2025-09-14 21:00:00										
2025-09-14 22:00:00										
2025-09-14 23:00:00										
2025-09-15 00:00:00										
2025-09-15 01:00:00										
2025-09-15 02:00:00										
2025-09-15 03:00:00										
2025-09-15 04:00:00										
2025-09-15 05:00:00										
2025-09-15 06:00:00	10	9			0:30:38	0:28:50		0:01:47	0:03:04	0:07:15
2025-09-15 07:00:00	6	6			0:31:01	0:31:01			0:05:10	0:26:11
2025-09-15 08:00:00	12	12			0:28:05	0:28:05			0:02:33	0:06:53
2025-09-15 09:00:00	10	10			0:33:41	0:33:41			0:03:04	0:06:11
2025-09-15 10:00:00	4	4			0:06:52	0:06:52			0:01:43	0:03:02
2025-09-15 11:00:00	9	8			0:28:28	0:27:19		0:01:09	0:02:51	0:08:32
2025-09-15 12:00:00	4	3			0:14:21	0:14:21			0:03:35	0:07:13
2025-09-15 13:00:00	10	9			0:25:35	0:25:35			0:02:33	0:09:39
2025-09-15 14:00:00	3	3			0:04:25	0:04:25			0:02:12	0:03:36
2025-09-15 15:00:00										
2025-09-15 16:00:00										
2025-09-15 17:00:00										
2025-09-15 18:00:00										
2025-09-15 19:00:00										
2025-09-15 20:00:00										
2025-09-15 21:00:00										
2025-09-15 22:00:00										
2025-09-15 23:00:00										
2025-09-16 00:00:00										
2025-09-16 01:00:00										
2025-09-16 02:00:00										
2025-09-16 03:00:00										
2025-09-16 04:00:00										
2025-09-16 05:00:00										
2025-09-16 06:00:00	6	6			0:08:07	0:08:07			0:01:21	0:02:54
2025-09-16 07:00:00	5	5			0:21:14	0:21:14			0:04:15	0:13:03
2025-09-16 08:00:00	16	16			0:37:55	0:37:55			0:02:22	0:06:34
2025-09-16 09:00:00	11	10			0:27:00	0:27:00			0:02:15	0:06:13
2025-09-16 10:00:00	4	4			0:08:04	0:08:04			0:02:01	0:04:50
2025-09-16 11:00:00	10	10			0:28:14	0:28:14			0:02:10	0:09:17
2025-09-16 12:00:00	6	4			0:08:41	0:08:41			0:01:27	0:02:17
2025-09-16 13:00:00										
2025-09-16 14:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-16 15:00:00										
2025-09-16 16:00:00										
2025-09-16 17:00:00										
2025-09-16 18:00:00										
2025-09-16 19:00:00										
2025-09-16 20:00:00										
2025-09-16 21:00:00										
2025-09-16 22:00:00										
2025-09-16 23:00:00										
2025-09-17 00:00:00										
2025-09-17 01:00:00										
2025-09-17 02:00:00										
2025-09-17 03:00:00										
2025-09-17 04:00:00										
2025-09-17 05:00:00										
2025-09-17 06:00:00										
2025-09-17 07:00:00										
2025-09-17 08:00:00										
2025-09-17 09:00:00										
2025-09-17 10:00:00										
2025-09-17 11:00:00										
2025-09-17 12:00:00										
2025-09-17 13:00:00										
2025-09-17 14:00:00										
2025-09-17 15:00:00										
2025-09-17 16:00:00										
2025-09-17 17:00:00										
2025-09-17 18:00:00										
2025-09-17 19:00:00										
2025-09-17 20:00:00										
2025-09-17 21:00:00										
2025-09-17 22:00:00										
2025-09-17 23:00:00										
2025-09-18 00:00:00										
2025-09-18 01:00:00										
2025-09-18 02:00:00										
2025-09-18 03:00:00										
2025-09-18 04:00:00										
2025-09-18 05:00:00										
2025-09-18 06:00:00										
2025-09-18 07:00:00										
2025-09-18 08:00:00										
2025-09-18 09:00:00										
2025-09-18 10:00:00										
2025-09-18 11:00:00										
2025-09-18 12:00:00										
2025-09-18 13:00:00										
2025-09-18 14:00:00										
2025-09-18 15:00:00										
2025-09-18 16:00:00										
2025-09-18 17:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-18 18:00:00										
2025-09-18 19:00:00										
2025-09-18 20:00:00										
2025-09-18 21:00:00										
2025-09-18 22:00:00										
2025-09-18 23:00:00										
2025-09-19 00:00:00										
2025-09-19 01:00:00										
2025-09-19 02:00:00										
2025-09-19 03:00:00										
2025-09-19 04:00:00										
2025-09-19 05:00:00										
2025-09-19 06:00:00	15	9	2		0:25:22	0:20:24	0:03:11	0:01:46	0:01:25	0:05:06
2025-09-19 07:00:00	7	6	1		0:10:02	0:09:03	0:00:59		0:01:40	0:03:20
2025-09-19 08:00:00	5	4	1		0:14:08	0:09:05	0:05:03		0:02:21	0:05:03
2025-09-19 09:00:00	14	11	1		0:21:23	0:19:30	0:01:53		0:01:47	0:04:47
2025-09-19 10:00:00										
2025-09-19 11:00:00	7	6			0:24:13	0:24:13			0:04:02	0:08:08
2025-09-19 12:00:00	6	5			0:18:43	0:18:43			0:04:41	0:10:12
2025-09-19 13:00:00	8	4			0:35:57	0:35:02		0:00:55	0:05:08	0:23:10
2025-09-19 14:00:00	3	3			0:03:28	0:03:28			0:01:44	0:02:33
2025-09-19 15:00:00										
2025-09-19 16:00:00										
2025-09-19 17:00:00										
2025-09-19 18:00:00										
2025-09-19 19:00:00										
2025-09-19 20:00:00										
2025-09-19 21:00:00										
2025-09-19 22:00:00										
2025-09-19 23:00:00										
2025-09-20 00:00:00										
2025-09-20 01:00:00										
2025-09-20 02:00:00										
2025-09-20 03:00:00										
2025-09-20 04:00:00										
2025-09-20 05:00:00										
2025-09-20 06:00:00	7	6			0:21:30	0:21:30			0:03:04	0:08:07
2025-09-20 07:00:00	15	9	2		0:30:52	0:20:17	0:03:08	0:07:27	0:02:03	0:07:33
2025-09-20 08:00:00	8	8			0:14:59	0:14:59			0:01:52	0:03:03
2025-09-20 09:00:00	7	4			0:06:21	0:05:38		0:00:43	0:00:54	0:01:48
2025-09-20 10:00:00	4	3			0:02:03	0:02:03			0:00:41	0:01:09
2025-09-20 11:00:00	11	10			0:34:00	0:33:15		0:00:45	0:02:50	0:13:56
2025-09-20 12:00:00	3	3			0:06:50	0:06:50			0:02:17	0:03:19
2025-09-20 13:00:00	9	7			0:17:38	0:17:09		0:00:29	0:01:58	0:05:32
2025-09-20 14:00:00	1	1			0:04:40	0:04:40			0:04:40	0:04:40
2025-09-20 15:00:00										
2025-09-20 16:00:00										
2025-09-20 17:00:00										
2025-09-20 18:00:00										
2025-09-20 19:00:00										
2025-09-20 20:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-20 21:00:00										
2025-09-20 22:00:00										
2025-09-20 23:00:00										
2025-09-21 00:00:00										
2025-09-21 01:00:00										
2025-09-21 02:00:00										
2025-09-21 03:00:00										
2025-09-21 04:00:00										
2025-09-21 05:00:00										
2025-09-21 06:00:00	7	7			0:30:46	0:30:46			0:04:24	0:09:51
2025-09-21 07:00:00	7	6	1		0:16:32	0:16:06	0:00:26		0:02:22	0:05:26
2025-09-21 08:00:00	5	5			0:14:01	0:14:01			0:02:48	0:04:29
2025-09-21 09:00:00	12	12			0:24:37	0:24:37			0:02:03	0:03:45
2025-09-21 10:00:00	5	3	1		0:09:08	0:06:18	0:02:51		0:01:50	0:04:35
2025-09-21 11:00:00	10	9			0:39:57	0:27:27		0:12:30	0:04:00	0:12:30
2025-09-21 12:00:00	6	5			0:07:09	0:06:41		0:00:28	0:01:12	0:03:17
2025-09-21 13:00:00	4	3			0:24:00	0:24:00			0:04:48	0:11:17
2025-09-21 14:00:00										
2025-09-21 15:00:00										
2025-09-21 16:00:00										
2025-09-21 17:00:00										
2025-09-21 18:00:00										
2025-09-21 19:00:00										
2025-09-21 20:00:00										
2025-09-21 21:00:00										
2025-09-21 22:00:00										
2025-09-21 23:00:00										
2025-09-22 00:00:00										
2025-09-22 01:00:00										
2025-09-22 02:00:00										
2025-09-22 03:00:00										
2025-09-22 04:00:00										
2025-09-22 05:00:00										
2025-09-22 06:00:00										
2025-09-22 07:00:00										
2025-09-22 08:00:00										
2025-09-22 09:00:00										
2025-09-22 10:00:00										
2025-09-22 11:00:00										
2025-09-22 12:00:00										
2025-09-22 13:00:00										
2025-09-22 14:00:00										
2025-09-22 15:00:00										
2025-09-22 16:00:00										
2025-09-22 17:00:00										
2025-09-22 18:00:00										
2025-09-22 19:00:00										
2025-09-22 20:00:00										
2025-09-22 21:00:00										
2025-09-22 22:00:00										
2025-09-22 23:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-23 00:00:00										
2025-09-23 01:00:00										
2025-09-23 02:00:00										
2025-09-23 03:00:00										
2025-09-23 04:00:00										
2025-09-23 05:00:00										
2025-09-23 06:00:00	3	3			0:04:57	0:04:57			0:01:39	0:02:49
2025-09-23 07:00:00	9	6			0:17:14	0:17:14			0:02:28	0:04:02
2025-09-23 08:00:00	7	7			0:15:50	0:15:50			0:02:38	0:06:03
2025-09-23 09:00:00	15	12			0:23:04	0:21:07		0:01:57	0:01:32	0:08:22
2025-09-23 10:00:00	1	1			0:07:17	0:07:17			0:03:38	0:03:58
2025-09-23 11:00:00	17	14			0:13:31	0:12:18		0:01:13	0:01:08	0:02:51
2025-09-23 12:00:00	9	9			0:07:55	0:07:55			0:00:43	0:02:32
2025-09-23 13:00:00	4	4			0:17:24	0:17:24			0:04:21	0:15:29
2025-09-23 14:00:00	1	1			0:04:12	0:04:12			0:04:12	0:04:12
2025-09-23 15:00:00										
2025-09-23 16:00:00										
2025-09-23 17:00:00										
2025-09-23 18:00:00										
2025-09-23 19:00:00										
2025-09-23 20:00:00										
2025-09-23 21:00:00										
2025-09-23 22:00:00										
2025-09-23 23:00:00										
2025-09-24 00:00:00										
2025-09-24 01:00:00										
2025-09-24 02:00:00										
2025-09-24 03:00:00										
2025-09-24 04:00:00										
2025-09-24 05:00:00										
2025-09-24 06:00:00										
2025-09-24 07:00:00										
2025-09-24 08:00:00										
2025-09-24 09:00:00										
2025-09-24 10:00:00										
2025-09-24 11:00:00										
2025-09-24 12:00:00										
2025-09-24 13:00:00										
2025-09-24 14:00:00										
2025-09-24 15:00:00										
2025-09-24 16:00:00										
2025-09-24 17:00:00										
2025-09-24 18:00:00										
2025-09-24 19:00:00										
2025-09-24 20:00:00										
2025-09-24 21:00:00										
2025-09-24 22:00:00										
2025-09-24 23:00:00										
2025-09-25 00:00:00										
2025-09-25 01:00:00										
2025-09-25 02:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-25 03:00:00										
2025-09-25 04:00:00										
2025-09-25 05:00:00										
2025-09-25 06:00:00										
2025-09-25 07:00:00										
2025-09-25 08:00:00										
2025-09-25 09:00:00										
2025-09-25 10:00:00										
2025-09-25 11:00:00										
2025-09-25 12:00:00										
2025-09-25 13:00:00										
2025-09-25 14:00:00										
2025-09-25 15:00:00										
2025-09-25 16:00:00										
2025-09-25 17:00:00										
2025-09-25 18:00:00										
2025-09-25 19:00:00										
2025-09-25 20:00:00										
2025-09-25 21:00:00										
2025-09-25 22:00:00										
2025-09-25 23:00:00										
2025-09-26 00:00:00										
2025-09-26 01:00:00										
2025-09-26 02:00:00										
2025-09-26 03:00:00										
2025-09-26 04:00:00										
2025-09-26 05:00:00										
2025-09-26 06:00:00	8	6			0:37:56	0:36:21		0:01:35	0:04:13	0:20:26
2025-09-26 07:00:00	7	6			0:07:33	0:07:33			0:01:31	0:02:32
2025-09-26 08:00:00	10	9			0:23:18	0:23:18			0:02:07	0:04:48
2025-09-26 09:00:00	13	11			0:46:50	0:46:50			0:03:54	0:26:28
2025-09-26 10:00:00	1	1			0:02:23	0:02:23			0:02:23	0:02:23
2025-09-26 11:00:00	13	10			0:12:34	0:12:06		0:00:28	0:01:03	0:03:35
2025-09-26 12:00:00	9	7			0:22:12	0:22:12			0:02:01	0:03:48
2025-09-26 13:00:00										
2025-09-26 14:00:00										
2025-09-26 15:00:00										
2025-09-26 16:00:00										
2025-09-26 17:00:00										
2025-09-26 18:00:00										
2025-09-26 19:00:00										
2025-09-26 20:00:00										
2025-09-26 21:00:00										
2025-09-26 22:00:00										
2025-09-26 23:00:00										
2025-09-27 00:00:00										
2025-09-27 01:00:00										
2025-09-27 02:00:00										
2025-09-27 03:00:00										
2025-09-27 04:00:00										
2025-09-27 05:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-27 06:00:00	6	6			0:22:35	0:22:35			0:02:49	0:08:26
2025-09-27 07:00:00	8	7	1		0:14:28	0:13:16	0:01:11		0:01:48	0:03:09
2025-09-27 08:00:00	3	3			0:18:50	0:18:50			0:06:17	0:10:29
2025-09-27 09:00:00	8	8			0:26:16	0:26:16			0:02:38	0:06:47
2025-09-27 10:00:00	4	4			0:03:35	0:03:35			0:00:54	0:01:22
2025-09-27 11:00:00	11	11			0:35:34	0:35:34			0:03:14	0:08:38
2025-09-27 12:00:00	3	3			0:17:16	0:17:16			0:05:45	0:08:10
2025-09-27 13:00:00	7	5			0:08:30	0:07:56		0:00:34	0:01:13	0:03:17
2025-09-27 14:00:00	1	1			0:13:12	0:13:12			0:13:12	0:13:12
2025-09-27 15:00:00										
2025-09-27 16:00:00										
2025-09-27 17:00:00										
2025-09-27 18:00:00										
2025-09-27 19:00:00										
2025-09-27 20:00:00										
2025-09-27 21:00:00										
2025-09-27 22:00:00										
2025-09-27 23:00:00										
2025-09-28 00:00:00										
2025-09-28 01:00:00										
2025-09-28 02:00:00										
2025-09-28 03:00:00										
2025-09-28 04:00:00										
2025-09-28 05:00:00										
2025-09-28 06:00:00	10	9	1		0:41:48	0:37:23	0:04:25		0:04:11	0:16:58
2025-09-28 07:00:00	7	7			0:16:59	0:16:59			0:02:07	0:03:55
2025-09-28 08:00:00	7	7			0:09:41	0:09:41			0:01:13	0:03:22
2025-09-28 09:00:00	10	9			0:24:21	0:24:21			0:03:03	0:07:12
2025-09-28 10:00:00	4	4			0:17:50	0:17:50			0:04:28	0:09:19
2025-09-28 11:00:00	18	16	1		0:39:53	0:26:40	0:01:33	0:11:40	0:02:00	0:11:16
2025-09-28 12:00:00	2	2			0:20:20	0:20:20			0:10:10	0:15:47
2025-09-28 13:00:00	5	3			0:05:35	0:05:35			0:01:52	0:03:44
2025-09-28 14:00:00	5	5			0:05:48	0:05:48			0:01:10	0:02:21
2025-09-28 15:00:00										
2025-09-28 16:00:00										
2025-09-28 17:00:00										
2025-09-28 18:00:00										
2025-09-28 19:00:00										
2025-09-28 20:00:00										
2025-09-28 21:00:00										
2025-09-28 22:00:00										
2025-09-28 23:00:00										
2025-09-29 00:00:00										
2025-09-29 01:00:00										
2025-09-29 02:00:00										
2025-09-29 03:00:00										
2025-09-29 04:00:00										
2025-09-29 05:00:00	1	1			0:03:23	0:03:23			0:03:23	0:03:23
2025-09-29 06:00:00	16	12			0:42:22	0:42:22			0:02:39	0:11:39
2025-09-29 07:00:00	8	7			0:15:50	0:15:50			0:01:59	0:05:38
2025-09-29 08:00:00	17	14	1		0:36:23	0:28:26	0:01:19	0:06:39	0:01:55	0:07:54

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-29 09:00:00	7	7			0:44:19	0:44:19			0:04:55	0:12:32
2025-09-29 10:00:00										
2025-09-29 11:00:00	14	10	2		0:28:56	0:25:58	0:02:57		0:02:04	0:07:17
2025-09-29 12:00:00	9	7			0:16:18	0:16:18			0:02:20	0:05:10
2025-09-29 13:00:00	8	7			0:45:49	0:45:49			0:05:05	0:19:27
2025-09-29 14:00:00										
2025-09-29 15:00:00										
2025-09-29 16:00:00										
2025-09-29 17:00:00										
2025-09-29 18:00:00										
2025-09-29 19:00:00										
2025-09-29 20:00:00										
2025-09-29 21:00:00										
2025-09-29 22:00:00										
2025-09-29 23:00:00										
2025-09-30 00:00:00										
2025-09-30 01:00:00										
2025-09-30 02:00:00										
2025-09-30 03:00:00										
2025-09-30 04:00:00										
2025-09-30 05:00:00										
2025-09-30 06:00:00	6	6			0:09:34	0:09:34			0:01:36	0:02:28
2025-09-30 07:00:00	13	10			0:27:01	0:24:30		0:02:31	0:02:15	0:08:30
2025-09-30 08:00:00	12	11			0:32:50	0:32:50			0:02:44	0:05:33
2025-09-30 09:00:00	10	9			0:27:14	0:27:14			0:02:29	0:08:02
2025-09-30 10:00:00	8	8			0:16:59	0:16:59			0:02:07	0:04:25
2025-09-30 11:00:00	10	10			0:20:25	0:20:25			0:01:51	0:05:18
2025-09-30 12:00:00	8	5			0:20:25	0:19:20		0:01:04	0:02:55	0:08:04
2025-09-30 13:00:00										
2025-09-30 14:00:00										
2025-09-30 15:00:00										
2025-09-30 16:00:00										
2025-09-30 17:00:00										
2025-09-30 18:00:00										
2025-09-30 19:00:00										
2025-09-30 20:00:00										
2025-09-30 21:00:00										
2025-09-30 22:00:00										
2025-09-30 23:00:00										

Agent Call Volume

James C(117)

Monday, September 1, 2025 12:00:00 AM -
Tuesday, September 30, 2025 11:59:59 PM

Total Calls	1,637	Total Inbound Calls	1,394
Total Outbound Calls	79	Total Callback Calls	
Total Talking Duration	50:16:22	Total Inbound Talking Duration	46:01:04
Total Outbound Talking Duration	1:05:19	Total Internal Talking Duration	3:09:59
Avg Talking Duration	0:01:45	Max Talking Duration	0:13:06

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-01 00:00:00										
2025-09-01 01:00:00										
2025-09-01 02:00:00										
2025-09-01 03:00:00										
2025-09-01 04:00:00										
2025-09-01 05:00:00										
2025-09-01 06:00:00										
2025-09-01 07:00:00										
2025-09-01 08:00:00										
2025-09-01 09:00:00										
2025-09-01 10:00:00										
2025-09-01 11:00:00										
2025-09-01 12:00:00	4	4			0:06:45	0:06:45			0:01:41	0:03:52
2025-09-01 13:00:00	8	6			0:17:28	0:16:09		0:01:19	0:01:45	0:03:59
2025-09-01 14:00:00	4	4			0:10:05	0:10:05			0:02:31	0:03:15
2025-09-01 15:00:00	10	10			0:32:59	0:32:59			0:02:21	0:05:49
2025-09-01 16:00:00	7	7			0:08:36	0:08:36			0:01:14	0:02:04
2025-09-01 17:00:00	9	9			0:30:57	0:30:57			0:03:26	0:08:47
2025-09-01 18:00:00	6	6			0:09:16	0:09:16			0:01:33	0:06:25
2025-09-01 19:00:00	8	8			0:05:51	0:05:51			0:00:44	0:01:40
2025-09-01 20:00:00	9	5	3		0:04:08	0:03:52	0:00:17		0:00:35	0:01:07
2025-09-01 21:00:00										
2025-09-01 22:00:00										
2025-09-01 23:00:00										
2025-09-02 00:00:00										
2025-09-02 01:00:00										
2025-09-02 02:00:00										
2025-09-02 03:00:00										
2025-09-02 04:00:00										
2025-09-02 05:00:00										
2025-09-02 06:00:00										
2025-09-02 07:00:00										
2025-09-02 08:00:00										
2025-09-02 09:00:00										
2025-09-02 10:00:00										
2025-09-02 11:00:00										
2025-09-02 12:00:00	5	5			0:11:29	0:11:29			0:02:18	0:06:22
2025-09-02 13:00:00	11	9	1		0:37:47	0:33:31	0:01:11	0:03:04	0:02:54	0:08:59
2025-09-02 14:00:00	9	9			0:21:02	0:21:02			0:02:06	0:04:23
2025-09-02 15:00:00	21	21			0:35:27	0:35:27			0:01:46	0:04:18
2025-09-02 16:00:00	12	9	2		0:30:10	0:21:13	0:01:51	0:07:06	0:02:45	0:07:40

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-02 17:00:00	7	6			0:22:07	0:21:33		0:00:34	0:02:46	0:09:01
2025-09-02 18:00:00	4	4			0:07:19	0:07:19			0:01:50	0:03:41
2025-09-02 19:00:00	2	2			0:05:39	0:05:39			0:02:49	0:04:55
2025-09-02 20:00:00	9	5	4		0:06:59	0:05:43	0:01:17		0:00:52	0:02:25
2025-09-02 21:00:00										
2025-09-02 22:00:00										
2025-09-02 23:00:00										
2025-09-03 00:00:00										
2025-09-03 01:00:00										
2025-09-03 02:00:00										
2025-09-03 03:00:00										
2025-09-03 04:00:00										
2025-09-03 05:00:00										
2025-09-03 06:00:00										
2025-09-03 07:00:00										
2025-09-03 08:00:00										
2025-09-03 09:00:00										
2025-09-03 10:00:00										
2025-09-03 11:00:00										
2025-09-03 12:00:00										
2025-09-03 13:00:00										
2025-09-03 14:00:00										
2025-09-03 15:00:00										
2025-09-03 16:00:00										
2025-09-03 17:00:00										
2025-09-03 18:00:00										
2025-09-03 19:00:00										
2025-09-03 20:00:00										
2025-09-03 21:00:00										
2025-09-03 22:00:00										
2025-09-03 23:00:00										
2025-09-04 00:00:00										
2025-09-04 01:00:00										
2025-09-04 02:00:00										
2025-09-04 03:00:00										
2025-09-04 04:00:00										
2025-09-04 05:00:00										
2025-09-04 06:00:00										
2025-09-04 07:00:00										
2025-09-04 08:00:00										
2025-09-04 09:00:00										
2025-09-04 10:00:00										
2025-09-04 11:00:00										
2025-09-04 12:00:00										
2025-09-04 13:00:00										
2025-09-04 14:00:00										
2025-09-04 15:00:00										
2025-09-04 16:00:00										
2025-09-04 17:00:00										
2025-09-04 18:00:00										
2025-09-04 19:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-04 20:00:00										
2025-09-04 21:00:00										
2025-09-04 22:00:00										
2025-09-04 23:00:00										
2025-09-05 00:00:00										
2025-09-05 01:00:00										
2025-09-05 02:00:00										
2025-09-05 03:00:00										
2025-09-05 04:00:00										
2025-09-05 05:00:00										
2025-09-05 06:00:00										
2025-09-05 07:00:00										
2025-09-05 08:00:00										
2025-09-05 09:00:00										
2025-09-05 10:00:00										
2025-09-05 11:00:00										
2025-09-05 12:00:00										
2025-09-05 13:00:00										
2025-09-05 14:00:00										
2025-09-05 15:00:00										
2025-09-05 16:00:00										
2025-09-05 17:00:00										
2025-09-05 18:00:00										
2025-09-05 19:00:00										
2025-09-05 20:00:00										
2025-09-05 21:00:00										
2025-09-05 22:00:00										
2025-09-05 23:00:00										
2025-09-06 00:00:00										
2025-09-06 01:00:00										
2025-09-06 02:00:00										
2025-09-06 03:00:00										
2025-09-06 04:00:00										
2025-09-06 05:00:00										
2025-09-06 06:00:00										
2025-09-06 07:00:00										
2025-09-06 08:00:00										
2025-09-06 09:00:00										
2025-09-06 10:00:00										
2025-09-06 11:00:00										
2025-09-06 12:00:00										
2025-09-06 13:00:00										
2025-09-06 14:00:00										
2025-09-06 15:00:00										
2025-09-06 16:00:00										
2025-09-06 17:00:00										
2025-09-06 18:00:00										
2025-09-06 19:00:00										
2025-09-06 20:00:00										
2025-09-06 21:00:00										
2025-09-06 22:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-06 23:00:00										
2025-09-07 00:00:00										
2025-09-07 01:00:00										
2025-09-07 02:00:00										
2025-09-07 03:00:00										
2025-09-07 04:00:00										
2025-09-07 05:00:00										
2025-09-07 06:00:00										
2025-09-07 07:00:00										
2025-09-07 08:00:00										
2025-09-07 09:00:00										
2025-09-07 10:00:00										
2025-09-07 11:00:00										
2025-09-07 12:00:00	4	4			0:14:15	0:14:15			0:03:34	0:04:53
2025-09-07 13:00:00	10	10			0:13:21	0:13:21			0:01:20	0:05:06
2025-09-07 14:00:00	4	4			0:11:23	0:11:23			0:03:48	0:04:10
2025-09-07 15:00:00	11	9	1		0:27:23	0:26:40	0:00:44		0:02:17	0:07:12
2025-09-07 16:00:00	8	7			0:12:33	0:11:28		0:01:05	0:01:08	0:03:39
2025-09-07 17:00:00	13	9	1		0:35:46	0:24:23	0:01:10	0:10:14	0:02:45	0:10:14
2025-09-07 18:00:00	9	9			0:10:46	0:10:46			0:01:12	0:02:50
2025-09-07 19:00:00	4	3	1		0:04:44	0:04:14	0:00:30		0:01:11	0:02:53
2025-09-07 20:00:00	6	5			0:03:51	0:03:42		0:00:09	0:00:38	0:01:03
2025-09-07 21:00:00										
2025-09-07 22:00:00										
2025-09-07 23:00:00										
2025-09-08 00:00:00										
2025-09-08 01:00:00										
2025-09-08 02:00:00										
2025-09-08 03:00:00										
2025-09-08 04:00:00										
2025-09-08 05:00:00										
2025-09-08 06:00:00										
2025-09-08 07:00:00										
2025-09-08 08:00:00										
2025-09-08 09:00:00										
2025-09-08 10:00:00										
2025-09-08 11:00:00										
2025-09-08 12:00:00	6	5			0:14:41	0:14:41			0:02:27	0:08:14
2025-09-08 13:00:00	19	9	4		0:24:54	0:21:08	0:01:46	0:02:00	0:01:19	0:05:21
2025-09-08 14:00:00	10	7			0:13:45	0:12:55		0:00:50	0:01:09	0:03:15
2025-09-08 15:00:00	24	20			0:38:32	0:36:54		0:01:37	0:01:20	0:04:12
2025-09-08 16:00:00	7	7			0:14:30	0:14:30			0:01:49	0:07:18
2025-09-08 17:00:00	19	14	3		0:44:37	0:40:45	0:02:20	0:01:32	0:02:14	0:09:30
2025-09-08 18:00:00	7	6			0:06:12	0:06:12			0:01:02	0:02:29
2025-09-08 19:00:00	7	5			0:08:43	0:08:43			0:01:45	0:04:34
2025-09-08 20:00:00	9	9			0:10:11	0:10:11			0:01:08	0:03:04
2025-09-08 21:00:00										
2025-09-08 22:00:00										
2025-09-08 23:00:00										
2025-09-09 00:00:00										
2025-09-09 01:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-09 02:00:00										
2025-09-09 03:00:00										
2025-09-09 04:00:00										
2025-09-09 05:00:00										
2025-09-09 06:00:00										
2025-09-09 07:00:00										
2025-09-09 08:00:00										
2025-09-09 09:00:00										
2025-09-09 10:00:00										
2025-09-09 11:00:00										
2025-09-09 12:00:00	2	2			0:03:34	0:03:34			0:01:47	0:02:30
2025-09-09 13:00:00	11	9	1		0:23:26	0:19:10	0:02:49	0:01:27	0:01:48	0:04:57
2025-09-09 14:00:00	9	8			0:09:18	0:08:49		0:00:29	0:00:51	0:02:17
2025-09-09 15:00:00	15	14			0:25:51	0:25:51			0:01:51	0:06:30
2025-09-09 16:00:00	4	4			0:10:37	0:10:37			0:02:39	0:04:36
2025-09-09 17:00:00	10	10			0:38:29	0:38:29			0:03:30	0:07:42
2025-09-09 18:00:00	5	4			0:05:32	0:04:18		0:01:14	0:01:06	0:01:48
2025-09-09 19:00:00	10	7			0:16:09	0:15:56		0:00:13	0:01:37	0:06:06
2025-09-09 20:00:00	12	11			0:11:18	0:11:18			0:01:02	0:02:32
2025-09-09 21:00:00										
2025-09-09 22:00:00										
2025-09-09 23:00:00										
2025-09-10 00:00:00										
2025-09-10 01:00:00										
2025-09-10 02:00:00										
2025-09-10 03:00:00										
2025-09-10 04:00:00										
2025-09-10 05:00:00										
2025-09-10 06:00:00										
2025-09-10 07:00:00										
2025-09-10 08:00:00										
2025-09-10 09:00:00										
2025-09-10 10:00:00										
2025-09-10 11:00:00										
2025-09-10 12:00:00	8	8			0:13:12	0:13:12			0:01:39	0:03:39
2025-09-10 13:00:00	13	11			0:21:43	0:20:25		0:01:18	0:01:27	0:03:24
2025-09-10 14:00:00	11	7	2		0:19:53	0:11:36	0:01:40	0:06:37	0:01:39	0:06:37
2025-09-10 15:00:00	17	14			0:47:13	0:46:42		0:00:30	0:02:47	0:07:55
2025-09-10 16:00:00	12	6	2		0:20:45	0:13:47	0:01:01	0:05:57	0:01:44	0:06:48
2025-09-10 17:00:00	11	11			0:27:36	0:27:36			0:02:31	0:04:42
2025-09-10 18:00:00	9	9			0:07:54	0:07:54			0:00:53	0:01:32
2025-09-10 19:00:00	11	11			0:09:14	0:09:14			0:00:50	0:02:13
2025-09-10 20:00:00	10	8	1		0:10:44	0:09:21	0:01:23		0:01:12	0:02:59
2025-09-10 21:00:00										
2025-09-10 22:00:00										
2025-09-10 23:00:00										
2025-09-11 00:00:00										
2025-09-11 01:00:00										
2025-09-11 02:00:00										
2025-09-11 03:00:00										
2025-09-11 04:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-11 05:00:00										
2025-09-11 06:00:00										
2025-09-11 07:00:00										
2025-09-11 08:00:00										
2025-09-11 09:00:00										
2025-09-11 10:00:00										
2025-09-11 11:00:00										
2025-09-11 12:00:00	7	7			0:13:28	0:13:28			0:01:55	0:05:01
2025-09-11 13:00:00	16	15			0:26:48	0:26:48			0:01:40	0:04:18
2025-09-11 14:00:00	7	7			0:09:48	0:09:48			0:01:24	0:02:54
2025-09-11 15:00:00	20	17	2		0:23:42	0:19:24	0:01:00	0:03:19	0:01:08	0:03:24
2025-09-11 16:00:00	4	4			0:14:47	0:14:47			0:03:42	0:06:50
2025-09-11 17:00:00	11	11			0:25:24	0:25:24			0:02:19	0:03:50
2025-09-11 18:00:00	11	9	1		0:07:00	0:06:27	0:00:33		0:00:42	0:01:21
2025-09-11 19:00:00	10	8			0:02:43	0:02:43			0:00:20	0:00:42
2025-09-11 20:00:00	6	6			0:08:56	0:08:56			0:01:29	0:03:44
2025-09-11 21:00:00										
2025-09-11 22:00:00										
2025-09-11 23:00:00										
2025-09-12 00:00:00										
2025-09-12 01:00:00										
2025-09-12 02:00:00										
2025-09-12 03:00:00										
2025-09-12 04:00:00										
2025-09-12 05:00:00										
2025-09-12 06:00:00										
2025-09-12 07:00:00	8	7			0:14:11	0:12:54		0:01:17	0:01:25	0:03:25
2025-09-12 08:00:00	15	13	1		0:23:27	0:22:34		0:00:53	0:01:14	0:03:05
2025-09-12 09:00:00	13	9			0:14:25	0:13:06		0:01:19	0:01:07	0:02:55
2025-09-12 10:00:00										
2025-09-12 11:00:00										
2025-09-12 12:00:00										
2025-09-12 13:00:00										
2025-09-12 14:00:00										
2025-09-12 15:00:00										
2025-09-12 16:00:00										
2025-09-12 17:00:00										
2025-09-12 18:00:00										
2025-09-12 19:00:00										
2025-09-12 20:00:00										
2025-09-12 21:00:00										
2025-09-12 22:00:00										
2025-09-12 23:00:00										
2025-09-13 00:00:00										
2025-09-13 01:00:00										
2025-09-13 02:00:00										
2025-09-13 03:00:00										
2025-09-13 04:00:00										
2025-09-13 05:00:00										
2025-09-13 06:00:00										
2025-09-13 07:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-13 08:00:00										
2025-09-13 09:00:00										
2025-09-13 10:00:00										
2025-09-13 11:00:00										
2025-09-13 12:00:00										
2025-09-13 13:00:00										
2025-09-13 14:00:00										
2025-09-13 15:00:00										
2025-09-13 16:00:00										
2025-09-13 17:00:00										
2025-09-13 18:00:00										
2025-09-13 19:00:00										
2025-09-13 20:00:00										
2025-09-13 21:00:00										
2025-09-13 22:00:00										
2025-09-13 23:00:00										
2025-09-14 00:00:00										
2025-09-14 01:00:00										
2025-09-14 02:00:00										
2025-09-14 03:00:00										
2025-09-14 04:00:00										
2025-09-14 05:00:00										
2025-09-14 06:00:00										
2025-09-14 07:00:00										
2025-09-14 08:00:00										
2025-09-14 09:00:00										
2025-09-14 10:00:00										
2025-09-14 11:00:00										
2025-09-14 12:00:00	8	4	2		0:13:41	0:01:34	0:02:12	0:09:55	0:01:31	0:05:48
2025-09-14 13:00:00	11	10			0:32:20	0:32:20			0:02:42	0:06:58
2025-09-14 14:00:00	7	6	1		0:16:49	0:13:52	0:02:57		0:01:41	0:03:29
2025-09-14 15:00:00	16	11	2		0:30:47	0:23:44	0:04:37	0:02:26	0:01:55	0:05:50
2025-09-14 16:00:00	4	4			0:09:29	0:09:29			0:01:54	0:03:58
2025-09-14 17:00:00	8	7			0:14:40	0:14:40			0:02:06	0:03:28
2025-09-14 18:00:00	3	2	1		0:02:53	0:02:38	0:00:15		0:00:58	0:02:11
2025-09-14 19:00:00	3	3			0:02:55	0:02:55			0:00:58	0:01:22
2025-09-14 20:00:00	2	2			0:02:25	0:02:25			0:01:13	0:01:21
2025-09-14 21:00:00										
2025-09-14 22:00:00										
2025-09-14 23:00:00										
2025-09-15 00:00:00										
2025-09-15 01:00:00										
2025-09-15 02:00:00										
2025-09-15 03:00:00										
2025-09-15 04:00:00										
2025-09-15 05:00:00										
2025-09-15 06:00:00										
2025-09-15 07:00:00										
2025-09-15 08:00:00										
2025-09-15 09:00:00										
2025-09-15 10:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-15 11:00:00										
2025-09-15 12:00:00	2	2			0:03:27	0:03:27			0:01:44	0:02:58
2025-09-15 13:00:00	13	12			0:25:57	0:25:41		0:00:16	0:01:51	0:06:22
2025-09-15 14:00:00	13	13			0:31:12	0:31:12			0:02:24	0:07:36
2025-09-15 15:00:00	16	14	1		0:42:53	0:42:00	0:00:53		0:02:41	0:06:53
2025-09-15 16:00:00	6	5			0:11:56	0:11:56			0:02:23	0:04:51
2025-09-15 17:00:00	16	16			0:41:29	0:41:29			0:02:18	0:08:36
2025-09-15 18:00:00	13	12			0:14:15	0:14:00		0:00:15	0:01:01	0:02:05
2025-09-15 19:00:00	10	9			0:18:20	0:17:23		0:00:57	0:01:40	0:08:07
2025-09-15 20:00:00	5	5			0:05:28	0:05:28			0:01:06	0:03:00
2025-09-15 21:00:00										
2025-09-15 22:00:00										
2025-09-15 23:00:00										
2025-09-16 00:00:00										
2025-09-16 01:00:00										
2025-09-16 02:00:00										
2025-09-16 03:00:00										
2025-09-16 04:00:00										
2025-09-16 05:00:00										
2025-09-16 06:00:00										
2025-09-16 07:00:00										
2025-09-16 08:00:00										
2025-09-16 09:00:00										
2025-09-16 10:00:00										
2025-09-16 11:00:00										
2025-09-16 12:00:00	3	3			0:11:37	0:11:37			0:03:52	0:08:40
2025-09-16 13:00:00	15	14			0:20:28	0:20:28			0:01:17	0:03:41
2025-09-16 14:00:00	10	10			0:13:57	0:13:57			0:01:33	0:03:10
2025-09-16 15:00:00	19	18			0:46:42	0:46:42			0:01:57	0:07:17
2025-09-16 16:00:00	5	4			0:12:21	0:11:55		0:00:27	0:02:28	0:04:29
2025-09-16 17:00:00	16	10	3		0:40:42	0:17:06	0:02:48	0:20:48	0:02:16	0:13:06
2025-09-16 18:00:00	11	10			0:16:02	0:15:04		0:00:58	0:01:20	0:03:39
2025-09-16 19:00:00	6	6			0:05:00	0:05:00			0:00:50	0:02:09
2025-09-16 20:00:00	4	4			0:02:59	0:02:59			0:00:45	0:01:25
2025-09-16 21:00:00										
2025-09-16 22:00:00										
2025-09-16 23:00:00										
2025-09-17 00:00:00										
2025-09-17 01:00:00										
2025-09-17 02:00:00										
2025-09-17 03:00:00										
2025-09-17 04:00:00										
2025-09-17 05:00:00										
2025-09-17 06:00:00										
2025-09-17 07:00:00										
2025-09-17 08:00:00										
2025-09-17 09:00:00										
2025-09-17 10:00:00										
2025-09-17 11:00:00										
2025-09-17 12:00:00	9	5	1		0:16:23	0:15:02	0:00:22	0:00:59	0:02:03	0:08:15
2025-09-17 13:00:00	17	15			0:24:35	0:23:53		0:00:42	0:01:45	0:04:52

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-17 14:00:00	8	6			0:22:27	0:22:01		0:00:26	0:02:30	0:06:35
2025-09-17 15:00:00	16	13			0:35:55	0:33:34		0:02:21	0:01:43	0:06:29
2025-09-17 16:00:00	15	14			0:20:53	0:20:53			0:01:44	0:04:29
2025-09-17 17:00:00	9	9			0:35:56	0:35:56			0:04:00	0:06:00
2025-09-17 18:00:00	11	8	1		0:13:45	0:13:29	0:00:05	0:00:11	0:01:23	0:04:02
2025-09-17 19:00:00	7	6	1		0:05:26	0:05:19	0:00:06		0:00:47	0:01:12
2025-09-17 20:00:00	3	3			0:03:42	0:03:42			0:01:14	0:01:44
2025-09-17 21:00:00										
2025-09-17 22:00:00										
2025-09-17 23:00:00										
2025-09-18 00:00:00										
2025-09-18 01:00:00										
2025-09-18 02:00:00										
2025-09-18 03:00:00										
2025-09-18 04:00:00										
2025-09-18 05:00:00										
2025-09-18 06:00:00										
2025-09-18 07:00:00										
2025-09-18 08:00:00										
2025-09-18 09:00:00										
2025-09-18 10:00:00										
2025-09-18 11:00:00										
2025-09-18 12:00:00	3	2			0:05:50	0:05:50			0:01:10	0:02:32
2025-09-18 13:00:00	9	9			0:16:17	0:16:17			0:01:38	0:06:21
2025-09-18 14:00:00	7	7			0:07:49	0:07:49			0:01:07	0:02:03
2025-09-18 15:00:00	15	12	1		0:19:50	0:15:06	0:01:22	0:03:22	0:01:19	0:03:22
2025-09-18 16:00:00	11	11			0:18:20	0:18:20			0:01:50	0:05:23
2025-09-18 17:00:00	8	8			0:21:41	0:21:41			0:02:43	0:05:13
2025-09-18 18:00:00	5	5			0:04:43	0:04:43			0:00:57	0:01:55
2025-09-18 19:00:00	4	4			0:02:26	0:02:26			0:00:36	0:00:56
2025-09-18 20:00:00	14	13			0:06:51	0:06:51			0:00:46	0:02:46
2025-09-18 21:00:00										
2025-09-18 22:00:00										
2025-09-18 23:00:00										
2025-09-19 00:00:00										
2025-09-19 01:00:00										
2025-09-19 02:00:00										
2025-09-19 03:00:00										
2025-09-19 04:00:00										
2025-09-19 05:00:00										
2025-09-19 06:00:00										
2025-09-19 07:00:00										
2025-09-19 08:00:00										
2025-09-19 09:00:00										
2025-09-19 10:00:00										
2025-09-19 11:00:00										
2025-09-19 12:00:00										
2025-09-19 13:00:00										
2025-09-19 14:00:00										
2025-09-19 15:00:00										
2025-09-19 16:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-19 17:00:00										
2025-09-19 18:00:00										
2025-09-19 19:00:00										
2025-09-19 20:00:00										
2025-09-19 21:00:00										
2025-09-19 22:00:00										
2025-09-19 23:00:00										
2025-09-20 00:00:00										
2025-09-20 01:00:00										
2025-09-20 02:00:00										
2025-09-20 03:00:00										
2025-09-20 04:00:00										
2025-09-20 05:00:00										
2025-09-20 06:00:00										
2025-09-20 07:00:00										
2025-09-20 08:00:00										
2025-09-20 09:00:00										
2025-09-20 10:00:00										
2025-09-20 11:00:00										
2025-09-20 12:00:00										
2025-09-20 13:00:00										
2025-09-20 14:00:00										
2025-09-20 15:00:00										
2025-09-20 16:00:00										
2025-09-20 17:00:00										
2025-09-20 18:00:00										
2025-09-20 19:00:00										
2025-09-20 20:00:00										
2025-09-20 21:00:00										
2025-09-20 22:00:00										
2025-09-20 23:00:00										
2025-09-21 00:00:00										
2025-09-21 01:00:00										
2025-09-21 02:00:00										
2025-09-21 03:00:00										
2025-09-21 04:00:00										
2025-09-21 05:00:00										
2025-09-21 06:00:00										
2025-09-21 07:00:00										
2025-09-21 08:00:00										
2025-09-21 09:00:00										
2025-09-21 10:00:00										
2025-09-21 11:00:00										
2025-09-21 12:00:00	2	2			0:06:08	0:06:08			0:02:03	0:02:30
2025-09-21 13:00:00	7	5	1		0:12:26	0:07:09	0:01:12	0:04:05	0:01:33	0:04:05
2025-09-21 14:00:00	6	4	1		0:09:48	0:04:19	0:00:59	0:04:30	0:01:38	0:04:30
2025-09-21 15:00:00	9	9			0:20:11	0:20:11			0:02:15	0:03:51
2025-09-21 16:00:00	3	3			0:03:31	0:03:31			0:01:10	0:01:28
2025-09-21 17:00:00	15	13	1		0:31:26	0:22:46	0:00:54	0:07:47	0:01:58	0:07:47
2025-09-21 18:00:00	8	7	1		0:05:55	0:05:38	0:00:17		0:00:44	0:01:40
2025-09-21 19:00:00	6	6			0:05:05	0:05:05			0:00:51	0:01:30

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-21 20:00:00	6	5	1		0:04:25	0:03:35	0:00:51		0:00:44	0:00:53
2025-09-21 21:00:00										
2025-09-21 22:00:00										
2025-09-21 23:00:00										
2025-09-22 00:00:00										
2025-09-22 01:00:00										
2025-09-22 02:00:00										
2025-09-22 03:00:00										
2025-09-22 04:00:00										
2025-09-22 05:00:00										
2025-09-22 06:00:00										
2025-09-22 07:00:00										
2025-09-22 08:00:00										
2025-09-22 09:00:00										
2025-09-22 10:00:00										
2025-09-22 11:00:00										
2025-09-22 12:00:00										
2025-09-22 13:00:00	14	10	2		0:24:47	0:19:19	0:01:39	0:03:49	0:01:27	0:04:56
2025-09-22 14:00:00	9	7	1		0:18:17	0:09:36	0:01:08	0:07:33	0:01:40	0:06:41
2025-09-22 15:00:00	20	19			0:36:02	0:36:02			0:01:48	0:07:41
2025-09-22 16:00:00	6	4			0:21:10	0:20:54		0:00:15	0:03:32	0:12:35
2025-09-22 17:00:00	15	15			0:38:10	0:38:10			0:02:33	0:04:31
2025-09-22 18:00:00	12	11			0:12:29	0:12:29			0:01:02	0:03:06
2025-09-22 19:00:00	10	9			0:12:15	0:11:29		0:00:47	0:01:01	0:03:16
2025-09-22 20:00:00	10	9			0:09:42	0:09:42			0:00:53	0:02:21
2025-09-22 21:00:00										
2025-09-22 22:00:00										
2025-09-22 23:00:00										
2025-09-23 00:00:00										
2025-09-23 01:00:00										
2025-09-23 02:00:00										
2025-09-23 03:00:00										
2025-09-23 04:00:00										
2025-09-23 05:00:00										
2025-09-23 06:00:00										
2025-09-23 07:00:00										
2025-09-23 08:00:00										
2025-09-23 09:00:00										
2025-09-23 10:00:00										
2025-09-23 11:00:00										
2025-09-23 12:00:00	1	1			0:04:37	0:04:37			0:04:37	0:04:37
2025-09-23 13:00:00	14	14			0:28:53	0:28:53			0:01:48	0:04:36
2025-09-23 14:00:00	6	6			0:22:29	0:22:29			0:02:49	0:06:11
2025-09-23 15:00:00	19	17	1		0:48:15	0:47:38	0:00:38		0:02:01	0:06:16
2025-09-23 16:00:00	7	4			0:15:15	0:12:45		0:02:30	0:01:32	0:04:30
2025-09-23 17:00:00	16	13			0:23:22	0:22:52		0:00:29	0:01:18	0:04:09
2025-09-23 18:00:00	11	9			0:18:02	0:11:10		0:06:52	0:01:30	0:05:42
2025-09-23 19:00:00	8	5	1		0:08:47	0:06:05	0:02:42		0:00:59	0:02:22
2025-09-23 20:00:00	9	6	1		0:06:55	0:06:27		0:00:28	0:00:46	0:01:42
2025-09-23 21:00:00										
2025-09-23 22:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-23 23:00:00										
2025-09-24 00:00:00										
2025-09-24 01:00:00										
2025-09-24 02:00:00										
2025-09-24 03:00:00										
2025-09-24 04:00:00										
2025-09-24 05:00:00										
2025-09-24 06:00:00										
2025-09-24 07:00:00										
2025-09-24 08:00:00										
2025-09-24 09:00:00										
2025-09-24 10:00:00										
2025-09-24 11:00:00										
2025-09-24 12:00:00	13	4	7		0:17:11	0:08:11	0:06:58	0:02:02	0:01:34	0:03:55
2025-09-24 13:00:00	12	12			0:29:20	0:29:20			0:02:15	0:03:42
2025-09-24 14:00:00	7	7			0:09:47	0:09:47			0:01:13	0:04:53
2025-09-24 15:00:00	18	17			0:37:31	0:35:52		0:01:39	0:01:53	0:06:32
2025-09-24 16:00:00	12	10	2		0:16:27	0:16:10	0:00:17		0:01:22	0:04:10
2025-09-24 17:00:00	12	11			0:35:04	0:34:25		0:00:39	0:02:42	0:06:34
2025-09-24 18:00:00	16	12			0:28:33	0:26:53		0:01:40	0:01:18	0:04:06
2025-09-24 19:00:00										
2025-09-24 20:00:00										
2025-09-24 21:00:00										
2025-09-24 22:00:00										
2025-09-24 23:00:00										
2025-09-25 00:00:00										
2025-09-25 01:00:00										
2025-09-25 02:00:00										
2025-09-25 03:00:00										
2025-09-25 04:00:00										
2025-09-25 05:00:00										
2025-09-25 06:00:00										
2025-09-25 07:00:00										
2025-09-25 08:00:00										
2025-09-25 09:00:00										
2025-09-25 10:00:00										
2025-09-25 11:00:00										
2025-09-25 12:00:00	4	4			0:04:44	0:04:44			0:01:11	0:02:15
2025-09-25 13:00:00	15	11	1		0:26:01	0:19:46	0:01:49	0:04:26	0:01:27	0:06:01
2025-09-25 14:00:00	8	7			0:14:42	0:14:10		0:00:32	0:01:38	0:02:58
2025-09-25 15:00:00	19	14			0:48:44	0:45:54		0:02:50	0:02:13	0:08:59
2025-09-25 16:00:00	5	5			0:18:48	0:18:48			0:03:46	0:12:50
2025-09-25 17:00:00	3	3			0:09:23	0:09:23			0:03:08	0:04:23
2025-09-25 18:00:00	7	7			0:10:40	0:10:40			0:01:31	0:04:38
2025-09-25 19:00:00	3	3			0:01:52	0:01:52			0:00:37	0:00:42
2025-09-25 20:00:00	12	7	3		0:08:33	0:08:15		0:00:18	0:00:57	0:03:18
2025-09-25 21:00:00										
2025-09-25 22:00:00										
2025-09-25 23:00:00										
2025-09-26 00:00:00										
2025-09-26 01:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-26 02:00:00										
2025-09-26 03:00:00										
2025-09-26 04:00:00										
2025-09-26 05:00:00										
2025-09-26 06:00:00										
2025-09-26 07:00:00										
2025-09-26 08:00:00										
2025-09-26 09:00:00										
2025-09-26 10:00:00										
2025-09-26 11:00:00										
2025-09-26 12:00:00										
2025-09-26 13:00:00										
2025-09-26 14:00:00										
2025-09-26 15:00:00										
2025-09-26 16:00:00										
2025-09-26 17:00:00										
2025-09-26 18:00:00										
2025-09-26 19:00:00										
2025-09-26 20:00:00										
2025-09-26 21:00:00										
2025-09-26 22:00:00										
2025-09-26 23:00:00										
2025-09-27 00:00:00										
2025-09-27 01:00:00										
2025-09-27 02:00:00										
2025-09-27 03:00:00										
2025-09-27 04:00:00										
2025-09-27 05:00:00										
2025-09-27 06:00:00										
2025-09-27 07:00:00										
2025-09-27 08:00:00										
2025-09-27 09:00:00										
2025-09-27 10:00:00										
2025-09-27 11:00:00										
2025-09-27 12:00:00										
2025-09-27 13:00:00										
2025-09-27 14:00:00										
2025-09-27 15:00:00										
2025-09-27 16:00:00										
2025-09-27 17:00:00										
2025-09-27 18:00:00										
2025-09-27 19:00:00										
2025-09-27 20:00:00										
2025-09-27 21:00:00										
2025-09-27 22:00:00										
2025-09-27 23:00:00										
2025-09-28 00:00:00										
2025-09-28 01:00:00										
2025-09-28 02:00:00										
2025-09-28 03:00:00										
2025-09-28 04:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-28 05:00:00										
2025-09-28 06:00:00										
2025-09-28 07:00:00										
2025-09-28 08:00:00										
2025-09-28 09:00:00										
2025-09-28 10:00:00										
2025-09-28 11:00:00										
2025-09-28 12:00:00										
2025-09-28 13:00:00										
2025-09-28 14:00:00										
2025-09-28 15:00:00										
2025-09-28 16:00:00										
2025-09-28 17:00:00										
2025-09-28 18:00:00										
2025-09-28 19:00:00										
2025-09-28 20:00:00										
2025-09-28 21:00:00										
2025-09-28 22:00:00										
2025-09-28 23:00:00										
2025-09-29 00:00:00										
2025-09-29 01:00:00										
2025-09-29 02:00:00										
2025-09-29 03:00:00										
2025-09-29 04:00:00										
2025-09-29 05:00:00										
2025-09-29 06:00:00										
2025-09-29 07:00:00										
2025-09-29 08:00:00										
2025-09-29 09:00:00										
2025-09-29 10:00:00										
2025-09-29 11:00:00										
2025-09-29 12:00:00	10	4	3		0:15:11	0:02:00	0:02:07	0:11:04	0:01:31	0:06:42
2025-09-29 13:00:00	15	13			0:33:23	0:32:39		0:00:44	0:01:51	0:08:25
2025-09-29 14:00:00	6	4	1		0:14:17	0:06:06	0:01:01	0:07:10	0:02:23	0:07:10
2025-09-29 15:00:00	26	20	3		0:43:30	0:34:24	0:05:46	0:03:20	0:01:33	0:04:25
2025-09-29 16:00:00	9	6	1		0:14:53	0:14:46	0:00:07		0:01:29	0:04:34
2025-09-29 17:00:00	11	8	2		0:29:24	0:23:17	0:00:52	0:05:16	0:02:40	0:08:35
2025-09-29 18:00:00	10	9			0:07:47	0:07:47			0:00:52	0:02:15
2025-09-29 19:00:00	6	6			0:10:01	0:10:01			0:01:40	0:03:39
2025-09-29 20:00:00	5	4			0:07:35	0:07:35			0:01:31	0:03:20
2025-09-29 21:00:00										
2025-09-29 22:00:00										
2025-09-29 23:00:00										
2025-09-30 00:00:00										
2025-09-30 01:00:00										
2025-09-30 02:00:00										
2025-09-30 03:00:00										
2025-09-30 04:00:00										
2025-09-30 05:00:00										
2025-09-30 06:00:00										
2025-09-30 07:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-30 08:00:00										
2025-09-30 09:00:00										
2025-09-30 10:00:00										
2025-09-30 11:00:00										
2025-09-30 12:00:00	2	2			0:05:36	0:05:36			0:02:48	0:04:55
2025-09-30 13:00:00	15	13	1		0:36:58	0:31:50	0:00:57	0:04:12	0:02:19	0:04:35
2025-09-30 14:00:00	7	6			0:13:18	0:13:18			0:01:40	0:04:19
2025-09-30 15:00:00	18	17			0:47:31	0:47:01		0:00:30	0:02:16	0:12:50
2025-09-30 16:00:00	6	5			0:10:14	0:08:43		0:01:31	0:01:42	0:03:00
2025-09-30 17:00:00	9	9			0:31:14	0:31:14			0:03:07	0:07:04
2025-09-30 18:00:00	12	9			0:16:49	0:15:03		0:01:46	0:01:07	0:03:00
2025-09-30 19:00:00	5	4			0:11:19	0:08:13		0:03:05	0:01:37	0:03:07
2025-09-30 20:00:00	4	4			0:06:46	0:06:46			0:01:42	0:03:17
2025-09-30 21:00:00										
2025-09-30 22:00:00										
2025-09-30 23:00:00										

Agent Call Volume

Jauvet(225)

Monday, September 1, 2025 12:00:00 AM -

Tuesday, September 30, 2025 11:59:59 PM

Total Calls	577	Total Inbound Calls	161
Total Outbound Calls	275	Total Callback Calls	
Total Talking Duration	8:19:34	Total Inbound Talking Duration	5:07:02
Total Outbound Talking Duration	2:04:20	Total Internal Talking Duration	1:08:13
Avg Talking Duration	0:00:58	Max Talking Duration	0:11:26

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-01 00:00:00										
2025-09-01 01:00:00										
2025-09-01 02:00:00										
2025-09-01 03:00:00										
2025-09-01 04:00:00										
2025-09-01 05:00:00										
2025-09-01 06:00:00										
2025-09-01 07:00:00										
2025-09-01 08:00:00										
2025-09-01 09:00:00	2		1		0:01:41		0:01:07	0:00:34	0:00:50	0:01:07
2025-09-01 10:00:00	1				0:01:15			0:01:15	0:01:15	0:01:15
2025-09-01 11:00:00	1				0:02:09			0:02:09	0:02:09	0:02:09
2025-09-01 12:00:00	1				0:00:36			0:00:36	0:00:36	0:00:36
2025-09-01 13:00:00										
2025-09-01 14:00:00										
2025-09-01 15:00:00	2				0:00:58			0:00:58	0:00:29	0:00:48
2025-09-01 16:00:00	2		2		0:04:59		0:04:59		0:02:30	0:02:38
2025-09-01 17:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-01 18:00:00	1		1		0:00:33		0:00:33		0:00:33	0:00:33
2025-09-01 19:00:00										
2025-09-01 20:00:00										
2025-09-01 21:00:00										
2025-09-01 22:00:00										
2025-09-01 23:00:00										
2025-09-02 00:00:00										
2025-09-02 01:00:00										
2025-09-02 02:00:00										
2025-09-02 03:00:00										
2025-09-02 04:00:00										
2025-09-02 05:00:00										
2025-09-02 06:00:00										
2025-09-02 07:00:00										
2025-09-02 08:00:00										
2025-09-02 09:00:00										
2025-09-02 10:00:00	2		2		0:00:32		0:00:32		0:00:16	0:00:19
2025-09-02 11:00:00	10	8			0:14:38	0:14:38			0:01:50	0:04:19
2025-09-02 12:00:00										
2025-09-02 13:00:00										
2025-09-02 14:00:00	2									
2025-09-02 15:00:00										
2025-09-02 16:00:00										
2025-09-02 17:00:00										
2025-09-02 18:00:00										
2025-09-02 19:00:00										
2025-09-02 20:00:00										
2025-09-02 21:00:00										
2025-09-02 22:00:00										
2025-09-02 23:00:00										
2025-09-03 00:00:00										
2025-09-03 01:00:00										
2025-09-03 02:00:00										
2025-09-03 03:00:00										
2025-09-03 04:00:00										
2025-09-03 05:00:00										
2025-09-03 06:00:00										
2025-09-03 07:00:00										
2025-09-03 08:00:00	8		7		0:01:50		0:01:50		0:00:22	0:00:30
2025-09-03 09:00:00	29	3	26		0:09:56	0:01:41	0:08:15		0:00:26	0:01:29
2025-09-03 10:00:00	1		1		0:00:32		0:00:32		0:00:32	0:00:32
2025-09-03 11:00:00										
2025-09-03 12:00:00										
2025-09-03 13:00:00										
2025-09-03 14:00:00										
2025-09-03 15:00:00										
2025-09-03 16:00:00										
2025-09-03 17:00:00										
2025-09-03 18:00:00										
2025-09-03 19:00:00										
2025-09-03 20:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-03 21:00:00										
2025-09-03 22:00:00										
2025-09-03 23:00:00										
2025-09-04 00:00:00										
2025-09-04 01:00:00										
2025-09-04 02:00:00										
2025-09-04 03:00:00										
2025-09-04 04:00:00										
2025-09-04 05:00:00										
2025-09-04 06:00:00										
2025-09-04 07:00:00										
2025-09-04 08:00:00	6		4		0:01:24		0:00:49	0:00:35	0:00:17	0:00:27
2025-09-04 09:00:00	26	1	24		0:07:53	0:00:25	0:07:28		0:00:21	0:00:52
2025-09-04 10:00:00										
2025-09-04 11:00:00										
2025-09-04 12:00:00										
2025-09-04 13:00:00										
2025-09-04 14:00:00										
2025-09-04 15:00:00										
2025-09-04 16:00:00										
2025-09-04 17:00:00										
2025-09-04 18:00:00										
2025-09-04 19:00:00										
2025-09-04 20:00:00										
2025-09-04 21:00:00										
2025-09-04 22:00:00										
2025-09-04 23:00:00										
2025-09-05 00:00:00										
2025-09-05 01:00:00										
2025-09-05 02:00:00										
2025-09-05 03:00:00										
2025-09-05 04:00:00										
2025-09-05 05:00:00										
2025-09-05 06:00:00										
2025-09-05 07:00:00										
2025-09-05 08:00:00										
2025-09-05 09:00:00	2				0:03:18			0:03:18	0:03:18	0:03:18
2025-09-05 10:00:00	8	4	1		0:04:56	0:03:14	0:01:42		0:00:42	0:01:37
2025-09-05 11:00:00	1				0:00:16			0:00:16	0:00:16	0:00:16
2025-09-05 12:00:00	3				0:02:50			0:02:50	0:00:57	0:01:24
2025-09-05 13:00:00										
2025-09-05 14:00:00	4		4		0:03:17		0:03:17		0:00:49	0:02:44
2025-09-05 15:00:00	5	4	1		0:03:25	0:03:05	0:00:20		0:00:41	0:01:41
2025-09-05 16:00:00	4	2	1		0:00:35	0:00:32	0:00:03		0:00:12	0:00:17
2025-09-05 17:00:00										
2025-09-05 18:00:00										
2025-09-05 19:00:00										
2025-09-05 20:00:00										
2025-09-05 21:00:00										
2025-09-05 22:00:00										
2025-09-05 23:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-06 00:00:00										
2025-09-06 01:00:00										
2025-09-06 02:00:00										
2025-09-06 03:00:00										
2025-09-06 04:00:00										
2025-09-06 05:00:00										
2025-09-06 06:00:00										
2025-09-06 07:00:00										
2025-09-06 08:00:00										
2025-09-06 09:00:00	9	6	1		0:19:56	0:07:30	0:01:32	0:10:54	0:02:13	0:10:54
2025-09-06 10:00:00										
2025-09-06 11:00:00										
2025-09-06 12:00:00										
2025-09-06 13:00:00										
2025-09-06 14:00:00	1				0:02:24			0:02:24	0:02:24	0:02:24
2025-09-06 15:00:00	3		2		0:01:42		0:01:13	0:00:29	0:00:34	0:00:44
2025-09-06 16:00:00										
2025-09-06 17:00:00										
2025-09-06 18:00:00										
2025-09-06 19:00:00										
2025-09-06 20:00:00										
2025-09-06 21:00:00										
2025-09-06 22:00:00										
2025-09-06 23:00:00										
2025-09-07 00:00:00										
2025-09-07 01:00:00										
2025-09-07 02:00:00										
2025-09-07 03:00:00										
2025-09-07 04:00:00										
2025-09-07 05:00:00										
2025-09-07 06:00:00										
2025-09-07 07:00:00										
2025-09-07 08:00:00										
2025-09-07 09:00:00										
2025-09-07 10:00:00										
2025-09-07 11:00:00										
2025-09-07 12:00:00										
2025-09-07 13:00:00										
2025-09-07 14:00:00										
2025-09-07 15:00:00										
2025-09-07 16:00:00										
2025-09-07 17:00:00										
2025-09-07 18:00:00										
2025-09-07 19:00:00										
2025-09-07 20:00:00										
2025-09-07 21:00:00										
2025-09-07 22:00:00										
2025-09-07 23:00:00										
2025-09-08 00:00:00										
2025-09-08 01:00:00										
2025-09-08 02:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-08 03:00:00										
2025-09-08 04:00:00										
2025-09-08 05:00:00										
2025-09-08 06:00:00										
2025-09-08 07:00:00										
2025-09-08 08:00:00										
2025-09-08 09:00:00	7		4		0:00:56		0:00:46	0:00:10	0:00:11	0:00:32
2025-09-08 10:00:00	1									
2025-09-08 11:00:00	1				0:00:19			0:00:19	0:00:19	0:00:19
2025-09-08 12:00:00										
2025-09-08 13:00:00										
2025-09-08 14:00:00										
2025-09-08 15:00:00	5		1		0:02:55		0:00:27	0:02:27	0:00:35	0:00:53
2025-09-08 16:00:00	6	6			0:05:01	0:05:01			0:00:50	0:01:26
2025-09-08 17:00:00	1	1			0:00:37	0:00:37			0:00:37	0:00:37
2025-09-08 18:00:00										
2025-09-08 19:00:00										
2025-09-08 20:00:00										
2025-09-08 21:00:00										
2025-09-08 22:00:00										
2025-09-08 23:00:00										
2025-09-09 00:00:00										
2025-09-09 01:00:00										
2025-09-09 02:00:00										
2025-09-09 03:00:00										
2025-09-09 04:00:00										
2025-09-09 05:00:00										
2025-09-09 06:00:00										
2025-09-09 07:00:00										
2025-09-09 08:00:00	1									
2025-09-09 09:00:00	1									
2025-09-09 10:00:00	5				0:00:44			0:00:44	0:00:44	0:00:44
2025-09-09 11:00:00										
2025-09-09 12:00:00	28	4	24		0:09:33	0:01:28	0:08:05		0:00:19	0:01:21
2025-09-09 13:00:00	1		1		0:00:23		0:00:23		0:00:23	0:00:23
2025-09-09 14:00:00										
2025-09-09 15:00:00										
2025-09-09 16:00:00										
2025-09-09 17:00:00										
2025-09-09 18:00:00										
2025-09-09 19:00:00										
2025-09-09 20:00:00										
2025-09-09 21:00:00										
2025-09-09 22:00:00										
2025-09-09 23:00:00										
2025-09-10 00:00:00										
2025-09-10 01:00:00										
2025-09-10 02:00:00										
2025-09-10 03:00:00										
2025-09-10 04:00:00										
2025-09-10 05:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-10 06:00:00										
2025-09-10 07:00:00										
2025-09-10 08:00:00										
2025-09-10 09:00:00	23	2	20		0:08:20	0:01:23	0:06:56		0:00:24	0:01:00
2025-09-10 10:00:00	3	2	1		0:04:45	0:03:03	0:01:41		0:00:57	0:02:15
2025-09-10 11:00:00										
2025-09-10 12:00:00										
2025-09-10 13:00:00										
2025-09-10 14:00:00										
2025-09-10 15:00:00										
2025-09-10 16:00:00										
2025-09-10 17:00:00										
2025-09-10 18:00:00										
2025-09-10 19:00:00										
2025-09-10 20:00:00										
2025-09-10 21:00:00										
2025-09-10 22:00:00										
2025-09-10 23:00:00										
2025-09-11 00:00:00										
2025-09-11 01:00:00										
2025-09-11 02:00:00										
2025-09-11 03:00:00										
2025-09-11 04:00:00										
2025-09-11 05:00:00										
2025-09-11 06:00:00										
2025-09-11 07:00:00										
2025-09-11 08:00:00										
2025-09-11 09:00:00	5									
2025-09-11 10:00:00										
2025-09-11 11:00:00										
2025-09-11 12:00:00										
2025-09-11 13:00:00										
2025-09-11 14:00:00										
2025-09-11 15:00:00	4		3		0:05:29		0:04:04	0:01:25	0:01:22	0:01:56
2025-09-11 16:00:00	1				0:00:28			0:00:28	0:00:28	0:00:28
2025-09-11 17:00:00										
2025-09-11 18:00:00										
2025-09-11 19:00:00										
2025-09-11 20:00:00										
2025-09-11 21:00:00										
2025-09-11 22:00:00										
2025-09-11 23:00:00										
2025-09-12 00:00:00										
2025-09-12 01:00:00										
2025-09-12 02:00:00										
2025-09-12 03:00:00										
2025-09-12 04:00:00										
2025-09-12 05:00:00										
2025-09-12 06:00:00										
2025-09-12 07:00:00										
2025-09-12 08:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-12 09:00:00	1									
2025-09-12 10:00:00	4		4		0:02:07		0:02:07		0:00:42	0:00:46
2025-09-12 11:00:00										
2025-09-12 12:00:00	1		1		0:00:53		0:00:53		0:00:53	0:00:53
2025-09-12 13:00:00										
2025-09-12 14:00:00	1									
2025-09-12 15:00:00	4				0:05:26			0:05:26	0:01:05	0:01:31
2025-09-12 16:00:00	13	9			0:22:06	0:20:19		0:01:47	0:02:01	0:06:09
2025-09-12 17:00:00	1									
2025-09-12 18:00:00										
2025-09-12 19:00:00										
2025-09-12 20:00:00										
2025-09-12 21:00:00										
2025-09-12 22:00:00										
2025-09-12 23:00:00										
2025-09-13 00:00:00										
2025-09-13 01:00:00										
2025-09-13 02:00:00										
2025-09-13 03:00:00										
2025-09-13 04:00:00										
2025-09-13 05:00:00										
2025-09-13 06:00:00										
2025-09-13 07:00:00										
2025-09-13 08:00:00										
2025-09-13 09:00:00										
2025-09-13 10:00:00										
2025-09-13 11:00:00										
2025-09-13 12:00:00										
2025-09-13 13:00:00										
2025-09-13 14:00:00										
2025-09-13 15:00:00										
2025-09-13 16:00:00	5	5			0:02:57	0:02:57			0:00:35	0:01:07
2025-09-13 17:00:00	1	1			0:01:47	0:01:47			0:01:47	0:01:47
2025-09-13 18:00:00										
2025-09-13 19:00:00										
2025-09-13 20:00:00										
2025-09-13 21:00:00										
2025-09-13 22:00:00										
2025-09-13 23:00:00										
2025-09-14 00:00:00										
2025-09-14 01:00:00										
2025-09-14 02:00:00										
2025-09-14 03:00:00										
2025-09-14 04:00:00										
2025-09-14 05:00:00										
2025-09-14 06:00:00										
2025-09-14 07:00:00										
2025-09-14 08:00:00										
2025-09-14 09:00:00	9	9			0:11:13	0:11:13			0:01:07	0:02:21
2025-09-14 10:00:00										
2025-09-14 11:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-14 12:00:00										
2025-09-14 13:00:00										
2025-09-14 14:00:00										
2025-09-14 15:00:00										
2025-09-14 16:00:00										
2025-09-14 17:00:00										
2025-09-14 18:00:00										
2025-09-14 19:00:00										
2025-09-14 20:00:00										
2025-09-14 21:00:00										
2025-09-14 22:00:00										
2025-09-14 23:00:00										
2025-09-15 00:00:00										
2025-09-15 01:00:00										
2025-09-15 02:00:00										
2025-09-15 03:00:00										
2025-09-15 04:00:00										
2025-09-15 05:00:00										
2025-09-15 06:00:00										
2025-09-15 07:00:00										
2025-09-15 08:00:00										
2025-09-15 09:00:00	1				0:00:42			0:00:42	0:00:42	0:00:42
2025-09-15 10:00:00										
2025-09-15 11:00:00	1									
2025-09-15 12:00:00	1				0:00:09			0:00:09	0:00:09	0:00:09
2025-09-15 13:00:00										
2025-09-15 14:00:00										
2025-09-15 15:00:00										
2025-09-15 16:00:00	4	1	1		0:04:46	0:01:40	0:02:19	0:00:48	0:01:35	0:02:19
2025-09-15 17:00:00	4	4			0:13:46	0:13:46			0:02:45	0:05:11
2025-09-15 18:00:00										
2025-09-15 19:00:00										
2025-09-15 20:00:00										
2025-09-15 21:00:00										
2025-09-15 22:00:00										
2025-09-15 23:00:00										
2025-09-16 00:00:00										
2025-09-16 01:00:00										
2025-09-16 02:00:00										
2025-09-16 03:00:00										
2025-09-16 04:00:00										
2025-09-16 05:00:00										
2025-09-16 06:00:00										
2025-09-16 07:00:00										
2025-09-16 08:00:00	1		1		0:01:53		0:01:53		0:01:53	0:01:53
2025-09-16 09:00:00	37	1	34		0:15:45	0:00:01	0:15:33	0:00:11	0:00:29	0:01:25
2025-09-16 10:00:00	1				0:00:00			0:00:00	0:00:00	0:00:00
2025-09-16 11:00:00										
2025-09-16 12:00:00										
2025-09-16 13:00:00										
2025-09-16 14:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-16 15:00:00										
2025-09-16 16:00:00										
2025-09-16 17:00:00										
2025-09-16 18:00:00										
2025-09-16 19:00:00										
2025-09-16 20:00:00										
2025-09-16 21:00:00										
2025-09-16 22:00:00										
2025-09-16 23:00:00										
2025-09-17 00:00:00										
2025-09-17 01:00:00										
2025-09-17 02:00:00										
2025-09-17 03:00:00										
2025-09-17 04:00:00										
2025-09-17 05:00:00										
2025-09-17 06:00:00										
2025-09-17 07:00:00										
2025-09-17 08:00:00										
2025-09-17 09:00:00	18	1	15		0:09:38	0:01:36	0:07:30	0:00:33	0:00:36	0:01:28
2025-09-17 10:00:00	9		9		0:04:31		0:04:31		0:00:30	0:02:00
2025-09-17 11:00:00										
2025-09-17 12:00:00										
2025-09-17 13:00:00										
2025-09-17 14:00:00										
2025-09-17 15:00:00										
2025-09-17 16:00:00										
2025-09-17 17:00:00										
2025-09-17 18:00:00										
2025-09-17 19:00:00										
2025-09-17 20:00:00										
2025-09-17 21:00:00										
2025-09-17 22:00:00										
2025-09-17 23:00:00										
2025-09-18 00:00:00										
2025-09-18 01:00:00										
2025-09-18 02:00:00										
2025-09-18 03:00:00										
2025-09-18 04:00:00										
2025-09-18 05:00:00										
2025-09-18 06:00:00										
2025-09-18 07:00:00										
2025-09-18 08:00:00	1									
2025-09-18 09:00:00	1									
2025-09-18 10:00:00										
2025-09-18 11:00:00										
2025-09-18 12:00:00										
2025-09-18 13:00:00										
2025-09-18 14:00:00										
2025-09-18 15:00:00	7	4			0:15:37	0:13:31		0:02:06	0:02:36	0:05:57
2025-09-18 16:00:00	6	3			0:11:04	0:09:50		0:01:14	0:01:51	0:05:40
2025-09-18 17:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-18 18:00:00										
2025-09-18 19:00:00										
2025-09-18 20:00:00										
2025-09-18 21:00:00										
2025-09-18 22:00:00										
2025-09-18 23:00:00										
2025-09-19 00:00:00										
2025-09-19 01:00:00										
2025-09-19 02:00:00										
2025-09-19 03:00:00										
2025-09-19 04:00:00										
2025-09-19 05:00:00										
2025-09-19 06:00:00										
2025-09-19 07:00:00										
2025-09-19 08:00:00										
2025-09-19 09:00:00	1				0:00:09			0:00:09	0:00:09	0:00:09
2025-09-19 10:00:00										
2025-09-19 11:00:00	3	1			0:04:40	0:04:40			0:02:20	0:04:39
2025-09-19 12:00:00	1									
2025-09-19 13:00:00	1				0:00:09			0:00:09	0:00:09	0:00:09
2025-09-19 14:00:00	2				0:00:45			0:00:45	0:00:45	0:00:45
2025-09-19 15:00:00	1	1			0:02:03	0:02:03			0:01:01	0:02:02
2025-09-19 16:00:00	2	1	1		0:08:43	0:07:48	0:00:55		0:04:21	0:07:48
2025-09-19 17:00:00	5	1	1		0:02:49	0:02:29	0:00:20		0:00:56	0:02:27
2025-09-19 18:00:00	1	1			0:00:21	0:00:21			0:00:21	0:00:21
2025-09-19 19:00:00										
2025-09-19 20:00:00										
2025-09-19 21:00:00										
2025-09-19 22:00:00										
2025-09-19 23:00:00										
2025-09-20 00:00:00										
2025-09-20 01:00:00										
2025-09-20 02:00:00										
2025-09-20 03:00:00										
2025-09-20 04:00:00										
2025-09-20 05:00:00										
2025-09-20 06:00:00										
2025-09-20 07:00:00										
2025-09-20 08:00:00	2				0:00:08			0:00:08	0:00:08	0:00:08
2025-09-20 09:00:00	1	1			0:05:39	0:05:39			0:01:53	0:04:04
2025-09-20 10:00:00	3		3		0:01:30		0:01:30		0:00:30	0:00:34
2025-09-20 11:00:00										
2025-09-20 12:00:00	1				0:00:19			0:00:19	0:00:19	0:00:19
2025-09-20 13:00:00										
2025-09-20 14:00:00										
2025-09-20 15:00:00										
2025-09-20 16:00:00										
2025-09-20 17:00:00										
2025-09-20 18:00:00										
2025-09-20 19:00:00										
2025-09-20 20:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-20 21:00:00										
2025-09-20 22:00:00										
2025-09-20 23:00:00										
2025-09-21 00:00:00										
2025-09-21 01:00:00										
2025-09-21 02:00:00										
2025-09-21 03:00:00										
2025-09-21 04:00:00										
2025-09-21 05:00:00										
2025-09-21 06:00:00										
2025-09-21 07:00:00										
2025-09-21 08:00:00	1				0:00:22			0:00:22	0:00:22	0:00:22
2025-09-21 09:00:00	4	3			0:02:35	0:02:35			0:00:31	0:01:40
2025-09-21 10:00:00										
2025-09-21 11:00:00										
2025-09-21 12:00:00	2	1			0:01:10	0:00:41		0:00:28	0:00:35	0:00:41
2025-09-21 13:00:00										
2025-09-21 14:00:00										
2025-09-21 15:00:00	1	1			0:00:48	0:00:48			0:00:48	0:00:48
2025-09-21 16:00:00										
2025-09-21 17:00:00										
2025-09-21 18:00:00										
2025-09-21 19:00:00										
2025-09-21 20:00:00										
2025-09-21 21:00:00										
2025-09-21 22:00:00										
2025-09-21 23:00:00										
2025-09-22 00:00:00										
2025-09-22 01:00:00										
2025-09-22 02:00:00										
2025-09-22 03:00:00										
2025-09-22 04:00:00										
2025-09-22 05:00:00										
2025-09-22 06:00:00										
2025-09-22 07:00:00										
2025-09-22 08:00:00										
2025-09-22 09:00:00	1				0:01:48			0:01:48	0:01:48	0:01:48
2025-09-22 10:00:00	1				0:00:23			0:00:23	0:00:23	0:00:23
2025-09-22 11:00:00	3	2			0:12:03	0:11:48		0:00:15	0:04:01	0:11:26
2025-09-22 12:00:00	3		1		0:02:44		0:01:43	0:01:02	0:01:22	0:01:43
2025-09-22 13:00:00										
2025-09-22 14:00:00										
2025-09-22 15:00:00	1	1			0:03:40	0:03:40			0:01:50	0:03:38
2025-09-22 16:00:00	1	1			0:01:47	0:01:47			0:01:47	0:01:47
2025-09-22 17:00:00	1	1			0:01:51	0:01:51			0:01:51	0:01:51
2025-09-22 18:00:00										
2025-09-22 19:00:00										
2025-09-22 20:00:00										
2025-09-22 21:00:00										
2025-09-22 22:00:00										
2025-09-22 23:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-23 00:00:00										
2025-09-23 01:00:00										
2025-09-23 02:00:00										
2025-09-23 03:00:00										
2025-09-23 04:00:00										
2025-09-23 05:00:00										
2025-09-23 06:00:00										
2025-09-23 07:00:00										
2025-09-23 08:00:00										
2025-09-23 09:00:00	1				0:01:20			0:01:20	0:01:20	0:01:20
2025-09-23 10:00:00	23		22		0:05:16		0:05:16		0:00:21	0:01:01
2025-09-23 11:00:00	3		2		0:00:44		0:00:44		0:00:22	0:00:24
2025-09-23 12:00:00	1	1			0:03:58	0:03:58			0:03:58	0:03:58
2025-09-23 13:00:00										
2025-09-23 14:00:00										
2025-09-23 15:00:00										
2025-09-23 16:00:00										
2025-09-23 17:00:00										
2025-09-23 18:00:00										
2025-09-23 19:00:00										
2025-09-23 20:00:00										
2025-09-23 21:00:00										
2025-09-23 22:00:00										
2025-09-23 23:00:00										
2025-09-24 00:00:00										
2025-09-24 01:00:00										
2025-09-24 02:00:00										
2025-09-24 03:00:00										
2025-09-24 04:00:00										
2025-09-24 05:00:00										
2025-09-24 06:00:00										
2025-09-24 07:00:00										
2025-09-24 08:00:00										
2025-09-24 09:00:00										
2025-09-24 10:00:00	6		6		0:01:16		0:01:16		0:00:19	0:00:30
2025-09-24 11:00:00	13		13		0:07:00		0:07:00		0:00:32	0:01:51
2025-09-24 12:00:00										
2025-09-24 13:00:00										
2025-09-24 14:00:00										
2025-09-24 15:00:00										
2025-09-24 16:00:00										
2025-09-24 17:00:00										
2025-09-24 18:00:00										
2025-09-24 19:00:00										
2025-09-24 20:00:00										
2025-09-24 21:00:00										
2025-09-24 22:00:00										
2025-09-24 23:00:00										
2025-09-25 00:00:00										
2025-09-25 01:00:00										
2025-09-25 02:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-25 03:00:00										
2025-09-25 04:00:00										
2025-09-25 05:00:00										
2025-09-25 06:00:00										
2025-09-25 07:00:00										
2025-09-25 08:00:00										
2025-09-25 09:00:00	4				0:01:02			0:01:02	0:00:31	0:00:44
2025-09-25 10:00:00										
2025-09-25 11:00:00										
2025-09-25 12:00:00										
2025-09-25 13:00:00										
2025-09-25 14:00:00	1				0:00:08			0:00:08	0:00:08	0:00:08
2025-09-25 15:00:00	18	12			0:29:41	0:27:27		0:02:14	0:01:51	0:06:49
2025-09-25 16:00:00	11	10			0:20:32	0:20:32			0:02:03	0:04:17
2025-09-25 17:00:00	16	14			0:29:24	0:28:02		0:01:22	0:01:50	0:07:17
2025-09-25 18:00:00										
2025-09-25 19:00:00										
2025-09-25 20:00:00										
2025-09-25 21:00:00										
2025-09-25 22:00:00										
2025-09-25 23:00:00										
2025-09-26 00:00:00										
2025-09-26 01:00:00										
2025-09-26 02:00:00										
2025-09-26 03:00:00										
2025-09-26 04:00:00										
2025-09-26 05:00:00										
2025-09-26 06:00:00										
2025-09-26 07:00:00										
2025-09-26 08:00:00										
2025-09-26 09:00:00	1				0:00:51			0:00:51	0:00:51	0:00:51
2025-09-26 10:00:00	2									
2025-09-26 11:00:00										
2025-09-26 12:00:00										
2025-09-26 13:00:00										
2025-09-26 14:00:00										
2025-09-26 15:00:00										
2025-09-26 16:00:00	9	6	2		0:17:49	0:16:57	0:00:52		0:01:59	0:05:46
2025-09-26 17:00:00	5	4			0:05:56	0:05:44		0:00:12	0:01:11	0:01:56
2025-09-26 18:00:00										
2025-09-26 19:00:00										
2025-09-26 20:00:00										
2025-09-26 21:00:00										
2025-09-26 22:00:00										
2025-09-26 23:00:00										
2025-09-27 00:00:00										
2025-09-27 01:00:00										
2025-09-27 02:00:00										
2025-09-27 03:00:00										
2025-09-27 04:00:00										
2025-09-27 05:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-27 06:00:00										
2025-09-27 07:00:00										
2025-09-27 08:00:00										
2025-09-27 09:00:00	4	1	1		0:08:37	0:04:22	0:03:18	0:00:56	0:01:26	0:03:53
2025-09-27 10:00:00	1				0:00:14			0:00:14	0:00:14	0:00:14
2025-09-27 11:00:00	7		5		0:01:27		0:00:57	0:00:30	0:00:15	0:00:24
2025-09-27 12:00:00										
2025-09-27 13:00:00	1	1			0:00:48	0:00:48			0:00:24	0:00:42
2025-09-27 14:00:00										
2025-09-27 15:00:00										
2025-09-27 16:00:00										
2025-09-27 17:00:00										
2025-09-27 18:00:00										
2025-09-27 19:00:00										
2025-09-27 20:00:00										
2025-09-27 21:00:00										
2025-09-27 22:00:00										
2025-09-27 23:00:00										
2025-09-28 00:00:00										
2025-09-28 01:00:00										
2025-09-28 02:00:00										
2025-09-28 03:00:00										
2025-09-28 04:00:00										
2025-09-28 05:00:00										
2025-09-28 06:00:00										
2025-09-28 07:00:00										
2025-09-28 08:00:00										
2025-09-28 09:00:00										
2025-09-28 10:00:00	2	1			0:05:10	0:05:03		0:00:07	0:01:43	0:05:02
2025-09-28 11:00:00										
2025-09-28 12:00:00										
2025-09-28 13:00:00										
2025-09-28 14:00:00										
2025-09-28 15:00:00	12	10	1		0:14:30	0:08:36	0:01:19	0:04:35	0:01:19	0:04:35
2025-09-28 16:00:00										
2025-09-28 17:00:00										
2025-09-28 18:00:00										
2025-09-28 19:00:00										
2025-09-28 20:00:00										
2025-09-28 21:00:00										
2025-09-28 22:00:00										
2025-09-28 23:00:00										
2025-09-29 00:00:00										
2025-09-29 01:00:00										
2025-09-29 02:00:00										
2025-09-29 03:00:00										
2025-09-29 04:00:00										
2025-09-29 05:00:00										
2025-09-29 06:00:00										
2025-09-29 07:00:00										
2025-09-29 08:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-29 09:00:00	3	1			0:07:05	0:06:20		0:00:44	0:01:46	0:05:28
2025-09-29 10:00:00	1				0:00:06			0:00:06	0:00:06	0:00:06
2025-09-29 11:00:00	1				0:00:08			0:00:08	0:00:08	0:00:08
2025-09-29 12:00:00										
2025-09-29 13:00:00	1									
2025-09-29 14:00:00										
2025-09-29 15:00:00	2				0:00:51			0:00:51	0:00:26	0:00:32
2025-09-29 16:00:00	3	3			0:13:46	0:13:46			0:04:35	0:05:35
2025-09-29 17:00:00										
2025-09-29 18:00:00										
2025-09-29 19:00:00										
2025-09-29 20:00:00										
2025-09-29 21:00:00										
2025-09-29 22:00:00										
2025-09-29 23:00:00										
2025-09-30 00:00:00										
2025-09-30 01:00:00										
2025-09-30 02:00:00										
2025-09-30 03:00:00										
2025-09-30 04:00:00										
2025-09-30 05:00:00										
2025-09-30 06:00:00										
2025-09-30 07:00:00										
2025-09-30 08:00:00	9		8		0:04:40		0:03:51	0:00:48	0:00:31	0:01:13
2025-09-30 09:00:00	14		12		0:05:21		0:03:54	0:01:27	0:00:23	0:01:09
2025-09-30 10:00:00										
2025-09-30 11:00:00										
2025-09-30 12:00:00										
2025-09-30 13:00:00										
2025-09-30 14:00:00										
2025-09-30 15:00:00										
2025-09-30 16:00:00										
2025-09-30 17:00:00										
2025-09-30 18:00:00										
2025-09-30 19:00:00										
2025-09-30 20:00:00										
2025-09-30 21:00:00										
2025-09-30 22:00:00										
2025-09-30 23:00:00										

Agent Call Volume

Joy H(110)

Monday, September 1, 2025 12:00:00 AM -
Tuesday, September 30, 2025 11:59:59 PM

Total Calls	1,226	Total Inbound Calls	1,039
Total Outbound Calls	34	Total Callback Calls	
Total Talking Duration	37:49:52	Total Inbound Talking Duration	34:35:04
Total Outbound Talking Duration	0:32:49	Total Internal Talking Duration	2:41:59
Avg Talking Duration	0:01:36	Max Talking Duration	0:21:44

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-01 00:00:00										
2025-09-01 01:00:00										
2025-09-01 02:00:00										
2025-09-01 03:00:00										
2025-09-01 04:00:00										
2025-09-01 05:00:00										
2025-09-01 06:00:00										
2025-09-01 07:00:00										
2025-09-01 08:00:00										
2025-09-01 09:00:00										
2025-09-01 10:00:00										
2025-09-01 11:00:00										
2025-09-01 12:00:00										
2025-09-01 13:00:00										
2025-09-01 14:00:00										
2025-09-01 15:00:00										
2025-09-01 16:00:00										
2025-09-01 17:00:00										
2025-09-01 18:00:00										
2025-09-01 19:00:00										
2025-09-01 20:00:00										
2025-09-01 21:00:00										
2025-09-01 22:00:00										
2025-09-01 23:00:00										
2025-09-02 00:00:00										
2025-09-02 01:00:00										
2025-09-02 02:00:00										
2025-09-02 03:00:00										
2025-09-02 04:00:00										
2025-09-02 05:00:00										
2025-09-02 06:00:00										
2025-09-02 07:00:00	19	15			0:24:06	0:22:43		0:01:23	0:01:06	0:02:57
2025-09-02 08:00:00	12	12			0:26:16	0:26:16			0:01:28	0:04:25
2025-09-02 09:00:00	6	6			0:21:30	0:21:30			0:02:23	0:04:24
2025-09-02 10:00:00	13	9			0:18:49	0:17:29		0:01:20	0:01:43	0:04:55
2025-09-02 11:00:00	5	5			0:10:10	0:10:10			0:02:33	0:04:49
2025-09-02 12:00:00	11	11			0:27:07	0:27:07			0:02:16	0:08:52
2025-09-02 13:00:00	3	3			0:12:11	0:12:11			0:03:03	0:07:15
2025-09-02 14:00:00	8	6	1		0:19:11	0:13:59	0:01:40	0:03:33	0:01:55	0:03:33
2025-09-02 15:00:00	8	6	1		0:09:59	0:09:17	0:00:08	0:00:34	0:01:07	0:02:35
2025-09-02 16:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-02 17:00:00										
2025-09-02 18:00:00										
2025-09-02 19:00:00										
2025-09-02 20:00:00										
2025-09-02 21:00:00										
2025-09-02 22:00:00										
2025-09-02 23:00:00										
2025-09-03 00:00:00										
2025-09-03 01:00:00										
2025-09-03 02:00:00										
2025-09-03 03:00:00										
2025-09-03 04:00:00										
2025-09-03 05:00:00										
2025-09-03 06:00:00										
2025-09-03 07:00:00	19	17	1		0:28:19	0:28:19			0:01:21	0:06:52
2025-09-03 08:00:00	19	16			0:33:21	0:32:38		0:00:43	0:01:27	0:06:09
2025-09-03 09:00:00	16	10	4		0:17:23	0:12:28	0:01:27	0:03:29	0:01:01	0:02:43
2025-09-03 10:00:00	13	11	1		0:30:34	0:29:58	0:00:36		0:01:48	0:07:36
2025-09-03 11:00:00	6	5			0:04:27	0:03:47		0:00:40	0:00:45	0:01:15
2025-09-03 12:00:00	14	12			0:29:04	0:24:06		0:04:58	0:01:19	0:03:21
2025-09-03 13:00:00	12	8			0:13:13	0:12:59		0:00:14	0:01:19	0:03:24
2025-09-03 14:00:00	12	12			0:25:44	0:25:44			0:01:50	0:05:45
2025-09-03 15:00:00	10	10			0:16:50	0:16:50			0:01:32	0:03:09
2025-09-03 16:00:00										
2025-09-03 17:00:00										
2025-09-03 18:00:00										
2025-09-03 19:00:00										
2025-09-03 20:00:00										
2025-09-03 21:00:00										
2025-09-03 22:00:00										
2025-09-03 23:00:00										
2025-09-04 00:00:00										
2025-09-04 01:00:00										
2025-09-04 02:00:00										
2025-09-04 03:00:00										
2025-09-04 04:00:00										
2025-09-04 05:00:00										
2025-09-04 06:00:00										
2025-09-04 07:00:00	13	13			0:25:03	0:25:03			0:01:47	0:03:41
2025-09-04 08:00:00	10	10			0:17:07	0:17:07			0:01:08	0:02:55
2025-09-04 09:00:00	12	11			0:15:28	0:15:28			0:01:02	0:01:41
2025-09-04 10:00:00	8	7			0:28:03	0:28:03			0:03:07	0:07:17
2025-09-04 11:00:00	4	4			0:09:24	0:09:24			0:02:21	0:04:47
2025-09-04 12:00:00	10	8			0:13:37	0:13:13		0:00:23	0:00:58	0:02:58
2025-09-04 13:00:00	3	3			0:08:04	0:08:04			0:02:01	0:04:36
2025-09-04 14:00:00	9	8			0:20:55	0:19:34		0:01:21	0:01:24	0:06:47
2025-09-04 15:00:00	7	4	2		0:11:18	0:05:00	0:01:01	0:05:17	0:01:53	0:05:17
2025-09-04 16:00:00										
2025-09-04 17:00:00										
2025-09-04 18:00:00										
2025-09-04 19:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-04 20:00:00										
2025-09-04 21:00:00										
2025-09-04 22:00:00										
2025-09-04 23:00:00										
2025-09-05 00:00:00										
2025-09-05 01:00:00										
2025-09-05 02:00:00										
2025-09-05 03:00:00										
2025-09-05 04:00:00										
2025-09-05 05:00:00										
2025-09-05 06:00:00										
2025-09-05 07:00:00	8	8			0:14:00	0:14:00			0:01:24	0:03:08
2025-09-05 08:00:00	23	18	1		0:32:03	0:27:27	0:01:10	0:03:26	0:01:24	0:03:33
2025-09-05 09:00:00	7	7			0:24:08	0:24:08			0:02:25	0:07:14
2025-09-05 10:00:00	14	12			0:33:00	0:31:46		0:01:14	0:01:44	0:05:22
2025-09-05 11:00:00	5	5			0:10:14	0:10:14			0:01:08	0:05:05
2025-09-05 12:00:00	15	14			0:27:59	0:25:36		0:02:23	0:01:24	0:04:31
2025-09-05 13:00:00	2	2			0:03:15	0:03:15			0:01:37	0:02:18
2025-09-05 14:00:00	12	11			0:27:40	0:27:40			0:02:08	0:08:12
2025-09-05 15:00:00	7	5			0:09:50	0:09:36		0:00:14	0:01:14	0:03:23
2025-09-05 16:00:00										
2025-09-05 17:00:00										
2025-09-05 18:00:00										
2025-09-05 19:00:00										
2025-09-05 20:00:00										
2025-09-05 21:00:00										
2025-09-05 22:00:00										
2025-09-05 23:00:00										
2025-09-06 00:00:00										
2025-09-06 01:00:00										
2025-09-06 02:00:00										
2025-09-06 03:00:00										
2025-09-06 04:00:00										
2025-09-06 05:00:00										
2025-09-06 06:00:00										
2025-09-06 07:00:00	12	11			0:19:22	0:19:22			0:01:29	0:03:35
2025-09-06 08:00:00	15	12	1		0:27:53	0:26:20	0:01:33		0:01:28	0:03:16
2025-09-06 09:00:00	9	8			0:15:46	0:15:46			0:01:26	0:03:20
2025-09-06 10:00:00	13	12			0:16:52	0:16:52			0:01:00	0:02:29
2025-09-06 11:00:00	2	2			0:10:53	0:10:53			0:02:11	0:03:02
2025-09-06 12:00:00	10	8			0:18:57	0:13:37		0:05:20	0:01:43	0:05:20
2025-09-06 13:00:00	3	3			0:07:19	0:07:19			0:01:50	0:03:54
2025-09-06 14:00:00	9	9			0:19:24	0:19:24			0:01:46	0:04:58
2025-09-06 15:00:00	1	1			0:00:31	0:00:31			0:00:31	0:00:31
2025-09-06 16:00:00										
2025-09-06 17:00:00										
2025-09-06 18:00:00										
2025-09-06 19:00:00										
2025-09-06 20:00:00										
2025-09-06 21:00:00										
2025-09-06 22:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-06 23:00:00										
2025-09-07 00:00:00										
2025-09-07 01:00:00										
2025-09-07 02:00:00										
2025-09-07 03:00:00										
2025-09-07 04:00:00										
2025-09-07 05:00:00										
2025-09-07 06:00:00										
2025-09-07 07:00:00										
2025-09-07 08:00:00										
2025-09-07 09:00:00										
2025-09-07 10:00:00										
2025-09-07 11:00:00										
2025-09-07 12:00:00										
2025-09-07 13:00:00										
2025-09-07 14:00:00										
2025-09-07 15:00:00										
2025-09-07 16:00:00										
2025-09-07 17:00:00										
2025-09-07 18:00:00										
2025-09-07 19:00:00										
2025-09-07 20:00:00										
2025-09-07 21:00:00										
2025-09-07 22:00:00										
2025-09-07 23:00:00										
2025-09-08 00:00:00										
2025-09-08 01:00:00										
2025-09-08 02:00:00										
2025-09-08 03:00:00										
2025-09-08 04:00:00										
2025-09-08 05:00:00										
2025-09-08 06:00:00										
2025-09-08 07:00:00										
2025-09-08 08:00:00										
2025-09-08 09:00:00										
2025-09-08 10:00:00										
2025-09-08 11:00:00										
2025-09-08 12:00:00										
2025-09-08 13:00:00										
2025-09-08 14:00:00										
2025-09-08 15:00:00										
2025-09-08 16:00:00										
2025-09-08 17:00:00										
2025-09-08 18:00:00										
2025-09-08 19:00:00										
2025-09-08 20:00:00										
2025-09-08 21:00:00										
2025-09-08 22:00:00										
2025-09-08 23:00:00										
2025-09-09 00:00:00										
2025-09-09 01:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-09 02:00:00										
2025-09-09 03:00:00										
2025-09-09 04:00:00										
2025-09-09 05:00:00										
2025-09-09 06:00:00										
2025-09-09 07:00:00	2	2			0:03:14	0:03:14			0:01:37	0:01:43
2025-09-09 08:00:00	14	10	2		0:34:45	0:25:14	0:02:10	0:07:21	0:02:10	0:08:14
2025-09-09 09:00:00	11	8	1		0:20:39	0:14:27	0:01:28	0:04:44	0:01:43	0:06:02
2025-09-09 10:00:00	9	9			0:19:27	0:19:27			0:01:57	0:04:58
2025-09-09 11:00:00	3	3			0:04:54	0:04:54			0:01:38	0:02:38
2025-09-09 12:00:00	6	4			0:12:40	0:12:40			0:01:49	0:02:44
2025-09-09 13:00:00	4	4			0:05:57	0:05:57			0:01:11	0:02:10
2025-09-09 14:00:00	7	7			0:18:29	0:18:29			0:01:51	0:08:29
2025-09-09 15:00:00	5	5			0:13:03	0:13:03			0:03:16	0:04:20
2025-09-09 16:00:00										
2025-09-09 17:00:00										
2025-09-09 18:00:00										
2025-09-09 19:00:00										
2025-09-09 20:00:00										
2025-09-09 21:00:00										
2025-09-09 22:00:00										
2025-09-09 23:00:00										
2025-09-10 00:00:00										
2025-09-10 01:00:00										
2025-09-10 02:00:00										
2025-09-10 03:00:00										
2025-09-10 04:00:00										
2025-09-10 05:00:00										
2025-09-10 06:00:00										
2025-09-10 07:00:00	18	16			0:25:27	0:24:28		0:01:00	0:01:16	0:03:58
2025-09-10 08:00:00	17	16			0:31:13	0:31:13			0:01:39	0:04:31
2025-09-10 09:00:00	10	9	1		0:18:34	0:17:17	0:01:17		0:01:41	0:04:13
2025-09-10 10:00:00	13	12			0:25:57	0:25:57			0:01:37	0:07:57
2025-09-10 11:00:00	4	3			0:09:53	0:09:53			0:03:18	0:06:17
2025-09-10 12:00:00	5	5			0:20:31	0:20:31			0:02:56	0:06:35
2025-09-10 13:00:00	7	3			0:03:09	0:02:16		0:00:53	0:00:32	0:00:53
2025-09-10 14:00:00	12	11			0:27:34	0:27:34			0:02:07	0:06:44
2025-09-10 15:00:00	4	4			0:09:31	0:09:31			0:01:35	0:03:12
2025-09-10 16:00:00										
2025-09-10 17:00:00										
2025-09-10 18:00:00										
2025-09-10 19:00:00										
2025-09-10 20:00:00										
2025-09-10 21:00:00										
2025-09-10 22:00:00										
2025-09-10 23:00:00										
2025-09-11 00:00:00										
2025-09-11 01:00:00										
2025-09-11 02:00:00										
2025-09-11 03:00:00										
2025-09-11 04:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-11 05:00:00										
2025-09-11 06:00:00										
2025-09-11 07:00:00	13	7	2		0:19:58	0:10:45	0:02:18	0:06:55	0:01:32	0:04:42
2025-09-11 08:00:00	21	17			0:26:10	0:26:10			0:01:15	0:04:59
2025-09-11 09:00:00	9	7	1		0:15:40	0:10:03	0:01:46	0:03:50	0:01:34	0:03:50
2025-09-11 10:00:00	14	9	2		0:35:06	0:21:30	0:02:57	0:10:38	0:02:12	0:06:28
2025-09-11 11:00:00	1	1			0:00:32	0:00:32			0:00:32	0:00:32
2025-09-11 12:00:00	8	7			0:14:50	0:14:50			0:01:39	0:03:53
2025-09-11 13:00:00	6	4			0:11:11	0:11:11			0:01:36	0:04:38
2025-09-11 14:00:00	11	9			0:10:33	0:10:12		0:00:21	0:00:45	0:02:20
2025-09-11 15:00:00	8	7			0:12:34	0:11:46		0:00:49	0:01:24	0:02:55
2025-09-11 16:00:00										
2025-09-11 17:00:00										
2025-09-11 18:00:00										
2025-09-11 19:00:00										
2025-09-11 20:00:00										
2025-09-11 21:00:00										
2025-09-11 22:00:00										
2025-09-11 23:00:00										
2025-09-12 00:00:00										
2025-09-12 01:00:00										
2025-09-12 02:00:00										
2025-09-12 03:00:00										
2025-09-12 04:00:00										
2025-09-12 05:00:00										
2025-09-12 06:00:00										
2025-09-12 07:00:00	10	7			0:12:32	0:11:31		0:01:01	0:00:58	0:02:38
2025-09-12 08:00:00	11	7	1		0:14:00	0:07:02	0:01:19	0:05:39	0:01:24	0:04:53
2025-09-12 09:00:00	12	10			0:15:34	0:14:16		0:01:18	0:01:33	0:03:11
2025-09-12 10:00:00	20	13	2		0:25:48	0:20:34	0:01:56	0:03:18	0:01:17	0:03:14
2025-09-12 11:00:00	6	4	1		0:09:33	0:05:17	0:01:29	0:02:46	0:01:22	0:02:18
2025-09-12 12:00:00	7	6			0:14:36	0:14:36			0:02:26	0:06:08
2025-09-12 13:00:00	4	4			0:07:42	0:07:42			0:01:32	0:03:43
2025-09-12 14:00:00	17	12			0:18:51	0:17:26		0:01:25	0:01:11	0:03:03
2025-09-12 15:00:00	6	1	3		0:16:21	0:00:46	0:03:22	0:12:13	0:03:16	0:09:52
2025-09-12 16:00:00										
2025-09-12 17:00:00										
2025-09-12 18:00:00										
2025-09-12 19:00:00										
2025-09-12 20:00:00										
2025-09-12 21:00:00										
2025-09-12 22:00:00										
2025-09-12 23:00:00										
2025-09-13 00:00:00										
2025-09-13 01:00:00										
2025-09-13 02:00:00										
2025-09-13 03:00:00										
2025-09-13 04:00:00										
2025-09-13 05:00:00										
2025-09-13 06:00:00										
2025-09-13 07:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-13 08:00:00										
2025-09-13 09:00:00										
2025-09-13 10:00:00										
2025-09-13 11:00:00										
2025-09-13 12:00:00										
2025-09-13 13:00:00										
2025-09-13 14:00:00										
2025-09-13 15:00:00										
2025-09-13 16:00:00										
2025-09-13 17:00:00										
2025-09-13 18:00:00										
2025-09-13 19:00:00										
2025-09-13 20:00:00										
2025-09-13 21:00:00										
2025-09-13 22:00:00										
2025-09-13 23:00:00										
2025-09-14 00:00:00										
2025-09-14 01:00:00										
2025-09-14 02:00:00										
2025-09-14 03:00:00										
2025-09-14 04:00:00										
2025-09-14 05:00:00										
2025-09-14 06:00:00										
2025-09-14 07:00:00										
2025-09-14 08:00:00										
2025-09-14 09:00:00										
2025-09-14 10:00:00										
2025-09-14 11:00:00										
2025-09-14 12:00:00										
2025-09-14 13:00:00										
2025-09-14 14:00:00										
2025-09-14 15:00:00										
2025-09-14 16:00:00										
2025-09-14 17:00:00										
2025-09-14 18:00:00										
2025-09-14 19:00:00										
2025-09-14 20:00:00										
2025-09-14 21:00:00										
2025-09-14 22:00:00										
2025-09-14 23:00:00										
2025-09-15 00:00:00										
2025-09-15 01:00:00										
2025-09-15 02:00:00										
2025-09-15 03:00:00										
2025-09-15 04:00:00										
2025-09-15 05:00:00										
2025-09-15 06:00:00										
2025-09-15 07:00:00										
2025-09-15 08:00:00										
2025-09-15 09:00:00										
2025-09-15 10:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-15 11:00:00										
2025-09-15 12:00:00										
2025-09-15 13:00:00										
2025-09-15 14:00:00										
2025-09-15 15:00:00										
2025-09-15 16:00:00										
2025-09-15 17:00:00										
2025-09-15 18:00:00										
2025-09-15 19:00:00										
2025-09-15 20:00:00										
2025-09-15 21:00:00										
2025-09-15 22:00:00										
2025-09-15 23:00:00										
2025-09-16 00:00:00										
2025-09-16 01:00:00										
2025-09-16 02:00:00										
2025-09-16 03:00:00										
2025-09-16 04:00:00										
2025-09-16 05:00:00										
2025-09-16 06:00:00										
2025-09-16 07:00:00										
2025-09-16 08:00:00										
2025-09-16 09:00:00										
2025-09-16 10:00:00										
2025-09-16 11:00:00										
2025-09-16 12:00:00										
2025-09-16 13:00:00										
2025-09-16 14:00:00										
2025-09-16 15:00:00										
2025-09-16 16:00:00										
2025-09-16 17:00:00										
2025-09-16 18:00:00										
2025-09-16 19:00:00										
2025-09-16 20:00:00										
2025-09-16 21:00:00										
2025-09-16 22:00:00										
2025-09-16 23:00:00										
2025-09-17 00:00:00										
2025-09-17 01:00:00										
2025-09-17 02:00:00										
2025-09-17 03:00:00										
2025-09-17 04:00:00										
2025-09-17 05:00:00										
2025-09-17 06:00:00										
2025-09-17 07:00:00										
2025-09-17 08:00:00										
2025-09-17 09:00:00										
2025-09-17 10:00:00										
2025-09-17 11:00:00										
2025-09-17 12:00:00										
2025-09-17 13:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-17 14:00:00										
2025-09-17 15:00:00										
2025-09-17 16:00:00										
2025-09-17 17:00:00										
2025-09-17 18:00:00										
2025-09-17 19:00:00										
2025-09-17 20:00:00										
2025-09-17 21:00:00										
2025-09-17 22:00:00										
2025-09-17 23:00:00										
2025-09-18 00:00:00										
2025-09-18 01:00:00										
2025-09-18 02:00:00										
2025-09-18 03:00:00										
2025-09-18 04:00:00										
2025-09-18 05:00:00										
2025-09-18 06:00:00										
2025-09-18 07:00:00										
2025-09-18 08:00:00										
2025-09-18 09:00:00										
2025-09-18 10:00:00										
2025-09-18 11:00:00										
2025-09-18 12:00:00										
2025-09-18 13:00:00										
2025-09-18 14:00:00										
2025-09-18 15:00:00										
2025-09-18 16:00:00										
2025-09-18 17:00:00										
2025-09-18 18:00:00										
2025-09-18 19:00:00										
2025-09-18 20:00:00										
2025-09-18 21:00:00										
2025-09-18 22:00:00										
2025-09-18 23:00:00										
2025-09-19 00:00:00										
2025-09-19 01:00:00										
2025-09-19 02:00:00										
2025-09-19 03:00:00										
2025-09-19 04:00:00										
2025-09-19 05:00:00										
2025-09-19 06:00:00										
2025-09-19 07:00:00										
2025-09-19 08:00:00										
2025-09-19 09:00:00										
2025-09-19 10:00:00										
2025-09-19 11:00:00										
2025-09-19 12:00:00										
2025-09-19 13:00:00										
2025-09-19 14:00:00										
2025-09-19 15:00:00										
2025-09-19 16:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-19 17:00:00										
2025-09-19 18:00:00										
2025-09-19 19:00:00										
2025-09-19 20:00:00										
2025-09-19 21:00:00										
2025-09-19 22:00:00										
2025-09-19 23:00:00										
2025-09-20 00:00:00										
2025-09-20 01:00:00										
2025-09-20 02:00:00										
2025-09-20 03:00:00										
2025-09-20 04:00:00										
2025-09-20 05:00:00										
2025-09-20 06:00:00										
2025-09-20 07:00:00										
2025-09-20 08:00:00										
2025-09-20 09:00:00										
2025-09-20 10:00:00										
2025-09-20 11:00:00										
2025-09-20 12:00:00										
2025-09-20 13:00:00										
2025-09-20 14:00:00										
2025-09-20 15:00:00										
2025-09-20 16:00:00										
2025-09-20 17:00:00										
2025-09-20 18:00:00										
2025-09-20 19:00:00										
2025-09-20 20:00:00										
2025-09-20 21:00:00										
2025-09-20 22:00:00										
2025-09-20 23:00:00										
2025-09-21 00:00:00										
2025-09-21 01:00:00										
2025-09-21 02:00:00										
2025-09-21 03:00:00										
2025-09-21 04:00:00										
2025-09-21 05:00:00										
2025-09-21 06:00:00										
2025-09-21 07:00:00										
2025-09-21 08:00:00										
2025-09-21 09:00:00										
2025-09-21 10:00:00										
2025-09-21 11:00:00										
2025-09-21 12:00:00										
2025-09-21 13:00:00										
2025-09-21 14:00:00										
2025-09-21 15:00:00										
2025-09-21 16:00:00										
2025-09-21 17:00:00										
2025-09-21 18:00:00										
2025-09-21 19:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-21 20:00:00										
2025-09-21 21:00:00										
2025-09-21 22:00:00										
2025-09-21 23:00:00										
2025-09-22 00:00:00										
2025-09-22 01:00:00										
2025-09-22 02:00:00										
2025-09-22 03:00:00										
2025-09-22 04:00:00										
2025-09-22 05:00:00										
2025-09-22 06:00:00										
2025-09-22 07:00:00										
2025-09-22 08:00:00										
2025-09-22 09:00:00										
2025-09-22 10:00:00										
2025-09-22 11:00:00										
2025-09-22 12:00:00										
2025-09-22 13:00:00										
2025-09-22 14:00:00										
2025-09-22 15:00:00										
2025-09-22 16:00:00										
2025-09-22 17:00:00										
2025-09-22 18:00:00										
2025-09-22 19:00:00										
2025-09-22 20:00:00										
2025-09-22 21:00:00										
2025-09-22 22:00:00										
2025-09-22 23:00:00										
2025-09-23 00:00:00										
2025-09-23 01:00:00										
2025-09-23 02:00:00										
2025-09-23 03:00:00										
2025-09-23 04:00:00										
2025-09-23 05:00:00										
2025-09-23 06:00:00										
2025-09-23 07:00:00	14	12			0:22:15	0:22:15			0:01:35	0:07:38
2025-09-23 08:00:00	11	11			0:16:45	0:16:45			0:01:17	0:05:11
2025-09-23 09:00:00	6	6			0:14:47	0:14:47			0:01:29	0:05:44
2025-09-23 10:00:00	10	9	1		0:16:34	0:16:34			0:01:30	0:03:42
2025-09-23 11:00:00	1	1			0:02:27	0:02:27			0:02:27	0:02:27
2025-09-23 12:00:00	12	9			0:17:51	0:17:51			0:01:29	0:04:00
2025-09-23 13:00:00	4	4			0:05:49	0:05:49			0:01:27	0:02:18
2025-09-23 14:00:00	10	7			0:21:42	0:20:58		0:00:44	0:02:10	0:05:36
2025-09-23 15:00:00	3	2			0:13:14	0:13:14			0:04:25	0:05:23
2025-09-23 16:00:00										
2025-09-23 17:00:00										
2025-09-23 18:00:00										
2025-09-23 19:00:00										
2025-09-23 20:00:00										
2025-09-23 21:00:00										
2025-09-23 22:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-23 23:00:00										
2025-09-24 00:00:00										
2025-09-24 01:00:00										
2025-09-24 02:00:00										
2025-09-24 03:00:00										
2025-09-24 04:00:00										
2025-09-24 05:00:00										
2025-09-24 06:00:00										
2025-09-24 07:00:00	8	7			0:09:19	0:08:38		0:00:41	0:01:10	0:03:03
2025-09-24 08:00:00	16	14	1		0:34:21	0:34:21			0:01:43	0:09:02
2025-09-24 09:00:00	8	8			0:12:37	0:12:37			0:01:16	0:02:43
2025-09-24 10:00:00	18	14	1		0:26:29	0:24:45		0:01:45	0:01:24	0:04:25
2025-09-24 11:00:00	4	3			0:07:48	0:06:03		0:01:45	0:01:34	0:03:50
2025-09-24 12:00:00	9	6			0:20:12	0:16:43		0:03:28	0:01:50	0:03:53
2025-09-24 13:00:00	2	2			0:04:46	0:04:46			0:02:23	0:04:00
2025-09-24 14:00:00	9	8			0:17:45	0:16:56		0:00:49	0:01:07	0:04:04
2025-09-24 15:00:00	7	7			0:10:03	0:10:03			0:01:15	0:01:53
2025-09-24 16:00:00										
2025-09-24 17:00:00										
2025-09-24 18:00:00										
2025-09-24 19:00:00										
2025-09-24 20:00:00										
2025-09-24 21:00:00										
2025-09-24 22:00:00										
2025-09-24 23:00:00										
2025-09-25 00:00:00										
2025-09-25 01:00:00										
2025-09-25 02:00:00										
2025-09-25 03:00:00										
2025-09-25 04:00:00										
2025-09-25 05:00:00										
2025-09-25 06:00:00										
2025-09-25 07:00:00	7	7			0:08:58	0:08:58			0:01:07	0:02:19
2025-09-25 08:00:00	14	10			0:21:00	0:21:00			0:01:19	0:08:00
2025-09-25 09:00:00	5	5			0:17:28	0:17:28			0:01:45	0:03:44
2025-09-25 10:00:00	17	13			0:28:29	0:25:53		0:02:36	0:01:21	0:03:42
2025-09-25 11:00:00	5	5			0:10:20	0:10:20			0:01:43	0:03:17
2025-09-25 12:00:00	10	6			0:08:20	0:08:00		0:00:20	0:00:45	0:02:31
2025-09-25 13:00:00	7	7			0:16:01	0:16:01			0:02:00	0:05:13
2025-09-25 14:00:00	11	11			0:23:34	0:23:34			0:01:41	0:04:08
2025-09-25 15:00:00	3	3			0:13:52	0:13:52			0:02:46	0:04:13
2025-09-25 16:00:00										
2025-09-25 17:00:00										
2025-09-25 18:00:00										
2025-09-25 19:00:00										
2025-09-25 20:00:00										
2025-09-25 21:00:00										
2025-09-25 22:00:00										
2025-09-25 23:00:00										
2025-09-26 00:00:00										
2025-09-26 01:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-26 02:00:00										
2025-09-26 03:00:00										
2025-09-26 04:00:00										
2025-09-26 05:00:00										
2025-09-26 06:00:00										
2025-09-26 07:00:00	6	6			0:06:55	0:06:55			0:01:09	0:02:55
2025-09-26 08:00:00	11	11			0:18:19	0:18:19			0:01:32	0:05:41
2025-09-26 09:00:00	13	13			0:18:48	0:18:48			0:01:11	0:04:22
2025-09-26 10:00:00	19	11	2		0:42:53	0:18:57	0:02:52	0:21:04	0:02:15	0:10:46
2025-09-26 11:00:00	1	1			0:04:36	0:04:36			0:04:36	0:04:36
2025-09-26 12:00:00	7	6			0:17:24	0:16:36		0:00:49	0:02:11	0:09:25
2025-09-26 13:00:00	7	7			0:10:48	0:10:48			0:01:21	0:05:06
2025-09-26 14:00:00	12	12			0:21:03	0:21:03			0:01:37	0:04:55
2025-09-26 15:00:00	5	5			0:08:00	0:08:00			0:01:00	0:02:05
2025-09-26 16:00:00										
2025-09-26 17:00:00										
2025-09-26 18:00:00										
2025-09-26 19:00:00										
2025-09-26 20:00:00										
2025-09-26 21:00:00										
2025-09-26 22:00:00										
2025-09-26 23:00:00										
2025-09-27 00:00:00										
2025-09-27 01:00:00										
2025-09-27 02:00:00										
2025-09-27 03:00:00										
2025-09-27 04:00:00										
2025-09-27 05:00:00										
2025-09-27 06:00:00										
2025-09-27 07:00:00	9	8			0:13:12	0:13:12			0:01:19	0:03:11
2025-09-27 08:00:00	11	11			0:18:59	0:18:59			0:01:35	0:03:59
2025-09-27 09:00:00	8	8			0:20:17	0:20:17			0:02:15	0:06:15
2025-09-27 10:00:00	9	9			0:17:52	0:17:52			0:01:37	0:03:54
2025-09-27 11:00:00	5	5			0:06:07	0:06:07			0:01:01	0:02:04
2025-09-27 12:00:00	5	4			0:13:29	0:12:07		0:01:22	0:01:41	0:04:21
2025-09-27 13:00:00	2	2			0:12:02	0:12:02			0:06:01	0:08:52
2025-09-27 14:00:00	3	3			0:04:04	0:04:04			0:01:01	0:01:28
2025-09-27 15:00:00	3	3			0:08:31	0:08:31			0:02:08	0:03:24
2025-09-27 16:00:00										
2025-09-27 17:00:00										
2025-09-27 18:00:00										
2025-09-27 19:00:00										
2025-09-27 20:00:00										
2025-09-27 21:00:00										
2025-09-27 22:00:00										
2025-09-27 23:00:00										
2025-09-28 00:00:00										
2025-09-28 01:00:00										
2025-09-28 02:00:00										
2025-09-28 03:00:00										
2025-09-28 04:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-28 05:00:00										
2025-09-28 06:00:00										
2025-09-28 07:00:00										
2025-09-28 08:00:00										
2025-09-28 09:00:00										
2025-09-28 10:00:00										
2025-09-28 11:00:00										
2025-09-28 12:00:00										
2025-09-28 13:00:00										
2025-09-28 14:00:00										
2025-09-28 15:00:00										
2025-09-28 16:00:00										
2025-09-28 17:00:00										
2025-09-28 18:00:00										
2025-09-28 19:00:00										
2025-09-28 20:00:00										
2025-09-28 21:00:00										
2025-09-28 22:00:00										
2025-09-28 23:00:00										
2025-09-29 00:00:00										
2025-09-29 01:00:00										
2025-09-29 02:00:00										
2025-09-29 03:00:00										
2025-09-29 04:00:00										
2025-09-29 05:00:00										
2025-09-29 06:00:00										
2025-09-29 07:00:00										
2025-09-29 08:00:00										
2025-09-29 09:00:00										
2025-09-29 10:00:00										
2025-09-29 11:00:00										
2025-09-29 12:00:00										
2025-09-29 13:00:00										
2025-09-29 14:00:00										
2025-09-29 15:00:00										
2025-09-29 16:00:00										
2025-09-29 17:00:00										
2025-09-29 18:00:00										
2025-09-29 19:00:00										
2025-09-29 20:00:00										
2025-09-29 21:00:00										
2025-09-29 22:00:00										
2025-09-29 23:00:00										
2025-09-30 00:00:00										
2025-09-30 01:00:00										
2025-09-30 02:00:00										
2025-09-30 03:00:00										
2025-09-30 04:00:00										
2025-09-30 05:00:00										
2025-09-30 06:00:00										
2025-09-30 07:00:00	13	12			0:20:25	0:20:25			0:01:34	0:03:06

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-30 08:00:00	11	8	1		0:40:22	0:15:16	0:02:21	0:22:44	0:03:06	0:21:44
2025-09-30 09:00:00	3	3			0:06:12	0:06:12			0:01:33	0:04:04
2025-09-30 10:00:00	7	7			0:23:45	0:23:45			0:02:23	0:08:53
2025-09-30 11:00:00	3	3			0:06:35	0:06:35			0:01:39	0:02:48
2025-09-30 12:00:00	12	9			0:16:34	0:15:11		0:01:24	0:01:11	0:02:42
2025-09-30 13:00:00	4	4			0:13:07	0:13:07			0:03:17	0:04:55
2025-09-30 14:00:00	12	11			0:20:30	0:20:13		0:00:17	0:01:22	0:05:52
2025-09-30 15:00:00	10	7			0:13:28	0:11:58		0:01:30	0:01:07	0:02:41
2025-09-30 16:00:00										
2025-09-30 17:00:00										
2025-09-30 18:00:00										
2025-09-30 19:00:00										
2025-09-30 20:00:00										
2025-09-30 21:00:00										
2025-09-30 22:00:00										
2025-09-30 23:00:00										

Agent Call Volume

Light Duty1(116)

Monday, September 1, 2025 12:00:00 AM -
Tuesday, September 30, 2025 11:59:59 PM

Total Calls	300	Total Inbound Calls	19
Total Outbound Calls	266	Total Callback Calls	
Total Talking Duration	1:48:20	Total Inbound Talking Duration	0:15:33
Total Outbound Talking Duration	1:32:25	Total Internal Talking Duration	0:00:22
Avg Talking Duration	0:00:24	Max Talking Duration	0:04:37

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-01 00:00:00										
2025-09-01 01:00:00										
2025-09-01 02:00:00										
2025-09-01 03:00:00										
2025-09-01 04:00:00										
2025-09-01 05:00:00										
2025-09-01 06:00:00										
2025-09-01 07:00:00										
2025-09-01 08:00:00										
2025-09-01 09:00:00										
2025-09-01 10:00:00										
2025-09-01 11:00:00										
2025-09-01 12:00:00										
2025-09-01 13:00:00										
2025-09-01 14:00:00										
2025-09-01 15:00:00										
2025-09-01 16:00:00										
2025-09-01 17:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-01 18:00:00										
2025-09-01 19:00:00										
2025-09-01 20:00:00										
2025-09-01 21:00:00										
2025-09-01 22:00:00										
2025-09-01 23:00:00										
2025-09-02 00:00:00										
2025-09-02 01:00:00										
2025-09-02 02:00:00										
2025-09-02 03:00:00										
2025-09-02 04:00:00										
2025-09-02 05:00:00										
2025-09-02 06:00:00										
2025-09-02 07:00:00										
2025-09-02 08:00:00	10		9		0:04:43		0:04:43		0:00:40	0:01:47
2025-09-02 09:00:00	21	1	19		0:09:13		0:09:13		0:00:31	0:02:47
2025-09-02 10:00:00										
2025-09-02 11:00:00										
2025-09-02 12:00:00										
2025-09-02 13:00:00										
2025-09-02 14:00:00										
2025-09-02 15:00:00										
2025-09-02 16:00:00										
2025-09-02 17:00:00										
2025-09-02 18:00:00										
2025-09-02 19:00:00										
2025-09-02 20:00:00										
2025-09-02 21:00:00										
2025-09-02 22:00:00										
2025-09-02 23:00:00										
2025-09-03 00:00:00										
2025-09-03 01:00:00										
2025-09-03 02:00:00										
2025-09-03 03:00:00										
2025-09-03 04:00:00										
2025-09-03 05:00:00										
2025-09-03 06:00:00										
2025-09-03 07:00:00										
2025-09-03 08:00:00										
2025-09-03 09:00:00										
2025-09-03 10:00:00										
2025-09-03 11:00:00										
2025-09-03 12:00:00										
2025-09-03 13:00:00										
2025-09-03 14:00:00										
2025-09-03 15:00:00										
2025-09-03 16:00:00										
2025-09-03 17:00:00										
2025-09-03 18:00:00										
2025-09-03 19:00:00										
2025-09-03 20:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-03 21:00:00										
2025-09-03 22:00:00										
2025-09-03 23:00:00										
2025-09-04 00:00:00										
2025-09-04 01:00:00										
2025-09-04 02:00:00										
2025-09-04 03:00:00										
2025-09-04 04:00:00										
2025-09-04 05:00:00										
2025-09-04 06:00:00										
2025-09-04 07:00:00										
2025-09-04 08:00:00										
2025-09-04 09:00:00										
2025-09-04 10:00:00										
2025-09-04 11:00:00										
2025-09-04 12:00:00										
2025-09-04 13:00:00										
2025-09-04 14:00:00										
2025-09-04 15:00:00										
2025-09-04 16:00:00										
2025-09-04 17:00:00										
2025-09-04 18:00:00										
2025-09-04 19:00:00										
2025-09-04 20:00:00										
2025-09-04 21:00:00										
2025-09-04 22:00:00										
2025-09-04 23:00:00										
2025-09-05 00:00:00										
2025-09-05 01:00:00										
2025-09-05 02:00:00										
2025-09-05 03:00:00										
2025-09-05 04:00:00										
2025-09-05 05:00:00										
2025-09-05 06:00:00										
2025-09-05 07:00:00										
2025-09-05 08:00:00	8		8		0:03:32		0:03:32		0:00:26	0:00:37
2025-09-05 09:00:00	3	1			0:00:33	0:00:21		0:00:11	0:00:08	0:00:11
2025-09-05 10:00:00										
2025-09-05 11:00:00										
2025-09-05 12:00:00										
2025-09-05 13:00:00										
2025-09-05 14:00:00										
2025-09-05 15:00:00										
2025-09-05 16:00:00										
2025-09-05 17:00:00										
2025-09-05 18:00:00										
2025-09-05 19:00:00										
2025-09-05 20:00:00										
2025-09-05 21:00:00										
2025-09-05 22:00:00										
2025-09-05 23:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-06 00:00:00										
2025-09-06 01:00:00										
2025-09-06 02:00:00										
2025-09-06 03:00:00										
2025-09-06 04:00:00										
2025-09-06 05:00:00										
2025-09-06 06:00:00										
2025-09-06 07:00:00										
2025-09-06 08:00:00										
2025-09-06 09:00:00										
2025-09-06 10:00:00										
2025-09-06 11:00:00										
2025-09-06 12:00:00										
2025-09-06 13:00:00										
2025-09-06 14:00:00										
2025-09-06 15:00:00										
2025-09-06 16:00:00										
2025-09-06 17:00:00										
2025-09-06 18:00:00										
2025-09-06 19:00:00										
2025-09-06 20:00:00										
2025-09-06 21:00:00										
2025-09-06 22:00:00										
2025-09-06 23:00:00										
2025-09-07 00:00:00										
2025-09-07 01:00:00										
2025-09-07 02:00:00										
2025-09-07 03:00:00										
2025-09-07 04:00:00										
2025-09-07 05:00:00										
2025-09-07 06:00:00										
2025-09-07 07:00:00										
2025-09-07 08:00:00										
2025-09-07 09:00:00										
2025-09-07 10:00:00										
2025-09-07 11:00:00										
2025-09-07 12:00:00										
2025-09-07 13:00:00										
2025-09-07 14:00:00										
2025-09-07 15:00:00										
2025-09-07 16:00:00										
2025-09-07 17:00:00										
2025-09-07 18:00:00										
2025-09-07 19:00:00										
2025-09-07 20:00:00										
2025-09-07 21:00:00										
2025-09-07 22:00:00										
2025-09-07 23:00:00										
2025-09-08 00:00:00										
2025-09-08 01:00:00										
2025-09-08 02:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-08 03:00:00										
2025-09-08 04:00:00										
2025-09-08 05:00:00										
2025-09-08 06:00:00										
2025-09-08 07:00:00										
2025-09-08 08:00:00										
2025-09-08 09:00:00										
2025-09-08 10:00:00										
2025-09-08 11:00:00										
2025-09-08 12:00:00										
2025-09-08 13:00:00										
2025-09-08 14:00:00										
2025-09-08 15:00:00										
2025-09-08 16:00:00										
2025-09-08 17:00:00										
2025-09-08 18:00:00										
2025-09-08 19:00:00										
2025-09-08 20:00:00										
2025-09-08 21:00:00										
2025-09-08 22:00:00										
2025-09-08 23:00:00										
2025-09-09 00:00:00										
2025-09-09 01:00:00										
2025-09-09 02:00:00										
2025-09-09 03:00:00										
2025-09-09 04:00:00										
2025-09-09 05:00:00										
2025-09-09 06:00:00										
2025-09-09 07:00:00										
2025-09-09 08:00:00										
2025-09-09 09:00:00										
2025-09-09 10:00:00										
2025-09-09 11:00:00										
2025-09-09 12:00:00										
2025-09-09 13:00:00										
2025-09-09 14:00:00										
2025-09-09 15:00:00										
2025-09-09 16:00:00										
2025-09-09 17:00:00										
2025-09-09 18:00:00										
2025-09-09 19:00:00										
2025-09-09 20:00:00										
2025-09-09 21:00:00										
2025-09-09 22:00:00										
2025-09-09 23:00:00										
2025-09-10 00:00:00										
2025-09-10 01:00:00										
2025-09-10 02:00:00										
2025-09-10 03:00:00										
2025-09-10 04:00:00										
2025-09-10 05:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-10 06:00:00										
2025-09-10 07:00:00										
2025-09-10 08:00:00										
2025-09-10 09:00:00										
2025-09-10 10:00:00										
2025-09-10 11:00:00										
2025-09-10 12:00:00										
2025-09-10 13:00:00										
2025-09-10 14:00:00										
2025-09-10 15:00:00										
2025-09-10 16:00:00										
2025-09-10 17:00:00										
2025-09-10 18:00:00										
2025-09-10 19:00:00										
2025-09-10 20:00:00										
2025-09-10 21:00:00										
2025-09-10 22:00:00										
2025-09-10 23:00:00										
2025-09-11 00:00:00										
2025-09-11 01:00:00										
2025-09-11 02:00:00										
2025-09-11 03:00:00										
2025-09-11 04:00:00										
2025-09-11 05:00:00										
2025-09-11 06:00:00										
2025-09-11 07:00:00										
2025-09-11 08:00:00										
2025-09-11 09:00:00	10	1	9		0:04:04	0:00:18	0:03:46		0:00:27	0:00:48
2025-09-11 10:00:00	14		13		0:05:12		0:05:12		0:00:22	0:00:52
2025-09-11 11:00:00	1		1		0:00:33		0:00:33		0:00:33	0:00:33
2025-09-11 12:00:00										
2025-09-11 13:00:00										
2025-09-11 14:00:00										
2025-09-11 15:00:00										
2025-09-11 16:00:00										
2025-09-11 17:00:00										
2025-09-11 18:00:00										
2025-09-11 19:00:00										
2025-09-11 20:00:00										
2025-09-11 21:00:00										
2025-09-11 22:00:00										
2025-09-11 23:00:00										
2025-09-12 00:00:00										
2025-09-12 01:00:00										
2025-09-12 02:00:00										
2025-09-12 03:00:00										
2025-09-12 04:00:00										
2025-09-12 05:00:00										
2025-09-12 06:00:00										
2025-09-12 07:00:00										
2025-09-12 08:00:00	1		1		0:01:11		0:01:11		0:01:11	0:01:11

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-12 09:00:00	43	1	42		0:13:11	0:00:34	0:12:37		0:00:18	0:00:51
2025-09-12 10:00:00	1		1		0:00:18		0:00:18		0:00:18	0:00:18
2025-09-12 11:00:00	1		1							
2025-09-12 12:00:00										
2025-09-12 13:00:00										
2025-09-12 14:00:00										
2025-09-12 15:00:00										
2025-09-12 16:00:00										
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2025-09-12 22:00:00										
2025-09-12 23:00:00										
2025-09-13 00:00:00										
2025-09-13 01:00:00										
2025-09-13 02:00:00										
2025-09-13 03:00:00										
2025-09-13 04:00:00										
2025-09-13 05:00:00										
2025-09-13 06:00:00										
2025-09-13 07:00:00										
2025-09-13 08:00:00										
2025-09-13 09:00:00										
2025-09-13 10:00:00										
2025-09-13 11:00:00										
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2025-09-13 18:00:00										
2025-09-13 19:00:00										
2025-09-13 20:00:00										
2025-09-13 21:00:00										
2025-09-13 22:00:00										
2025-09-13 23:00:00										
2025-09-14 00:00:00										
2025-09-14 01:00:00										
2025-09-14 02:00:00										
2025-09-14 03:00:00										
2025-09-14 04:00:00										
2025-09-14 05:00:00										
2025-09-14 06:00:00										
2025-09-14 07:00:00										
2025-09-14 08:00:00										
2025-09-14 09:00:00										
2025-09-14 10:00:00										
2025-09-14 11:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-14 12:00:00										
2025-09-14 13:00:00										
2025-09-14 14:00:00										
2025-09-14 15:00:00										
2025-09-14 16:00:00										
2025-09-14 17:00:00										
2025-09-14 18:00:00										
2025-09-14 19:00:00										
2025-09-14 20:00:00										
2025-09-14 21:00:00										
2025-09-14 22:00:00										
2025-09-14 23:00:00										
2025-09-15 00:00:00										
2025-09-15 01:00:00										
2025-09-15 02:00:00										
2025-09-15 03:00:00										
2025-09-15 04:00:00										
2025-09-15 05:00:00										
2025-09-15 06:00:00										
2025-09-15 07:00:00										
2025-09-15 08:00:00	20	1	17		0:05:53	0:00:26	0:05:27		0:00:20	0:00:32
2025-09-15 09:00:00	2		2		0:02:02		0:02:02		0:01:01	0:01:22
2025-09-15 10:00:00										
2025-09-15 11:00:00	1									
2025-09-15 12:00:00										
2025-09-15 13:00:00										
2025-09-15 14:00:00										
2025-09-15 15:00:00										
2025-09-15 16:00:00										
2025-09-15 17:00:00										
2025-09-15 18:00:00										
2025-09-15 19:00:00										
2025-09-15 20:00:00										
2025-09-15 21:00:00										
2025-09-15 22:00:00										
2025-09-15 23:00:00										
2025-09-16 00:00:00										
2025-09-16 01:00:00										
2025-09-16 02:00:00										
2025-09-16 03:00:00										
2025-09-16 04:00:00										
2025-09-16 05:00:00										
2025-09-16 06:00:00										
2025-09-16 07:00:00										
2025-09-16 08:00:00										
2025-09-16 09:00:00										
2025-09-16 10:00:00										
2025-09-16 11:00:00										
2025-09-16 12:00:00										
2025-09-16 13:00:00										
2025-09-16 14:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-16 15:00:00										
2025-09-16 16:00:00										
2025-09-16 17:00:00										
2025-09-16 18:00:00										
2025-09-16 19:00:00										
2025-09-16 20:00:00										
2025-09-16 21:00:00										
2025-09-16 22:00:00										
2025-09-16 23:00:00										
2025-09-17 00:00:00										
2025-09-17 01:00:00										
2025-09-17 02:00:00										
2025-09-17 03:00:00										
2025-09-17 04:00:00										
2025-09-17 05:00:00										
2025-09-17 06:00:00										
2025-09-17 07:00:00										
2025-09-17 08:00:00										
2025-09-17 09:00:00										
2025-09-17 10:00:00										
2025-09-17 11:00:00										
2025-09-17 12:00:00										
2025-09-17 13:00:00										
2025-09-17 14:00:00										
2025-09-17 15:00:00										
2025-09-17 16:00:00										
2025-09-17 17:00:00										
2025-09-17 18:00:00										
2025-09-17 19:00:00										
2025-09-17 20:00:00										
2025-09-17 21:00:00										
2025-09-17 22:00:00										
2025-09-17 23:00:00										
2025-09-18 00:00:00										
2025-09-18 01:00:00										
2025-09-18 02:00:00										
2025-09-18 03:00:00										
2025-09-18 04:00:00										
2025-09-18 05:00:00										
2025-09-18 06:00:00										
2025-09-18 07:00:00										
2025-09-18 08:00:00	23	2	19		0:07:17	0:01:47	0:05:31		0:00:23	0:01:08
2025-09-18 09:00:00	7		7		0:02:57		0:02:57		0:00:29	0:01:22
2025-09-18 10:00:00	1									
2025-09-18 11:00:00										
2025-09-18 12:00:00										
2025-09-18 13:00:00										
2025-09-18 14:00:00										
2025-09-18 15:00:00										
2025-09-18 16:00:00										
2025-09-18 17:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-18 18:00:00										
2025-09-18 19:00:00										
2025-09-18 20:00:00										
2025-09-18 21:00:00										
2025-09-18 22:00:00										
2025-09-18 23:00:00										
2025-09-19 00:00:00										
2025-09-19 01:00:00										
2025-09-19 02:00:00										
2025-09-19 03:00:00										
2025-09-19 04:00:00										
2025-09-19 05:00:00										
2025-09-19 06:00:00										
2025-09-19 07:00:00										
2025-09-19 08:00:00										
2025-09-19 09:00:00										
2025-09-19 10:00:00										
2025-09-19 11:00:00										
2025-09-19 12:00:00										
2025-09-19 13:00:00										
2025-09-19 14:00:00										
2025-09-19 15:00:00										
2025-09-19 16:00:00										
2025-09-19 17:00:00										
2025-09-19 18:00:00										
2025-09-19 19:00:00										
2025-09-19 20:00:00										
2025-09-19 21:00:00										
2025-09-19 22:00:00										
2025-09-19 23:00:00										
2025-09-20 00:00:00										
2025-09-20 01:00:00										
2025-09-20 02:00:00										
2025-09-20 03:00:00										
2025-09-20 04:00:00										
2025-09-20 05:00:00										
2025-09-20 06:00:00										
2025-09-20 07:00:00										
2025-09-20 08:00:00										
2025-09-20 09:00:00										
2025-09-20 10:00:00										
2025-09-20 11:00:00										
2025-09-20 12:00:00										
2025-09-20 13:00:00										
2025-09-20 14:00:00										
2025-09-20 15:00:00										
2025-09-20 16:00:00										
2025-09-20 17:00:00										
2025-09-20 18:00:00										
2025-09-20 19:00:00										
2025-09-20 20:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-20 21:00:00										
2025-09-20 22:00:00										
2025-09-20 23:00:00										
2025-09-21 00:00:00										
2025-09-21 01:00:00										
2025-09-21 02:00:00										
2025-09-21 03:00:00										
2025-09-21 04:00:00										
2025-09-21 05:00:00										
2025-09-21 06:00:00										
2025-09-21 07:00:00										
2025-09-21 08:00:00										
2025-09-21 09:00:00										
2025-09-21 10:00:00										
2025-09-21 11:00:00										
2025-09-21 12:00:00										
2025-09-21 13:00:00										
2025-09-21 14:00:00										
2025-09-21 15:00:00										
2025-09-21 16:00:00										
2025-09-21 17:00:00										
2025-09-21 18:00:00										
2025-09-21 19:00:00										
2025-09-21 20:00:00										
2025-09-21 21:00:00										
2025-09-21 22:00:00										
2025-09-21 23:00:00										
2025-09-22 00:00:00										
2025-09-22 01:00:00										
2025-09-22 02:00:00										
2025-09-22 03:00:00										
2025-09-22 04:00:00										
2025-09-22 05:00:00										
2025-09-22 06:00:00										
2025-09-22 07:00:00										
2025-09-22 08:00:00	11		11		0:03:10		0:03:10		0:00:19	0:00:30
2025-09-22 09:00:00	15	2	13		0:05:28	0:02:03	0:03:24		0:00:27	0:01:30
2025-09-22 10:00:00										
2025-09-22 11:00:00										
2025-09-22 12:00:00	4	4			0:07:04	0:07:04			0:01:46	0:04:37
2025-09-22 13:00:00	3	1	1		0:00:35	0:00:35			0:00:35	0:00:35
2025-09-22 14:00:00										
2025-09-22 15:00:00										
2025-09-22 16:00:00										
2025-09-22 17:00:00										
2025-09-22 18:00:00										
2025-09-22 19:00:00										
2025-09-22 20:00:00										
2025-09-22 21:00:00										
2025-09-22 22:00:00										
2025-09-22 23:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-23 00:00:00										
2025-09-23 01:00:00										
2025-09-23 02:00:00										
2025-09-23 03:00:00										
2025-09-23 04:00:00										
2025-09-23 05:00:00										
2025-09-23 06:00:00										
2025-09-23 07:00:00										
2025-09-23 08:00:00										
2025-09-23 09:00:00										
2025-09-23 10:00:00										
2025-09-23 11:00:00										
2025-09-23 12:00:00										
2025-09-23 13:00:00										
2025-09-23 14:00:00										
2025-09-23 15:00:00										
2025-09-23 16:00:00										
2025-09-23 17:00:00										
2025-09-23 18:00:00										
2025-09-23 19:00:00										
2025-09-23 20:00:00										
2025-09-23 21:00:00										
2025-09-23 22:00:00										
2025-09-23 23:00:00										
2025-09-24 00:00:00										
2025-09-24 01:00:00										
2025-09-24 02:00:00										
2025-09-24 03:00:00										
2025-09-24 04:00:00										
2025-09-24 05:00:00										
2025-09-24 06:00:00										
2025-09-24 07:00:00										
2025-09-24 08:00:00										
2025-09-24 09:00:00										
2025-09-24 10:00:00										
2025-09-24 11:00:00										
2025-09-24 12:00:00										
2025-09-24 13:00:00										
2025-09-24 14:00:00										
2025-09-24 15:00:00										
2025-09-24 16:00:00										
2025-09-24 17:00:00										
2025-09-24 18:00:00										
2025-09-24 19:00:00										
2025-09-24 20:00:00										
2025-09-24 21:00:00										
2025-09-24 22:00:00										
2025-09-24 23:00:00										
2025-09-25 00:00:00										
2025-09-25 01:00:00										
2025-09-25 02:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-25 03:00:00										
2025-09-25 04:00:00										
2025-09-25 05:00:00										
2025-09-25 06:00:00										
2025-09-25 07:00:00										
2025-09-25 08:00:00	2	1	1		0:00:46		0:00:46		0:00:46	0:00:46
2025-09-25 09:00:00	26	2	23		0:11:00	0:01:32	0:09:17	0:00:10	0:00:27	0:01:40
2025-09-25 10:00:00	1									
2025-09-25 11:00:00										
2025-09-25 12:00:00										
2025-09-25 13:00:00										
2025-09-25 14:00:00										
2025-09-25 15:00:00										
2025-09-25 16:00:00										
2025-09-25 17:00:00										
2025-09-25 18:00:00										
2025-09-25 19:00:00										
2025-09-25 20:00:00										
2025-09-25 21:00:00										
2025-09-25 22:00:00										
2025-09-25 23:00:00										
2025-09-26 00:00:00										
2025-09-26 01:00:00										
2025-09-26 02:00:00										
2025-09-26 03:00:00										
2025-09-26 04:00:00										
2025-09-26 05:00:00										
2025-09-26 06:00:00										
2025-09-26 07:00:00										
2025-09-26 08:00:00	42	2	40		0:11:54	0:00:53	0:11:01		0:00:19	0:01:15
2025-09-26 09:00:00	29		28		0:07:45		0:07:45		0:00:19	0:00:55
2025-09-26 10:00:00										
2025-09-26 11:00:00										
2025-09-26 12:00:00										
2025-09-26 13:00:00										
2025-09-26 14:00:00										
2025-09-26 15:00:00										
2025-09-26 16:00:00										
2025-09-26 17:00:00										
2025-09-26 18:00:00										
2025-09-26 19:00:00										
2025-09-26 20:00:00										
2025-09-26 21:00:00										
2025-09-26 22:00:00										
2025-09-26 23:00:00										
2025-09-27 00:00:00										
2025-09-27 01:00:00										
2025-09-27 02:00:00										
2025-09-27 03:00:00										
2025-09-27 04:00:00										
2025-09-27 05:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-27 06:00:00										
2025-09-27 07:00:00										
2025-09-27 08:00:00										
2025-09-27 09:00:00										
2025-09-27 10:00:00										
2025-09-27 11:00:00										
2025-09-27 12:00:00										
2025-09-27 13:00:00										
2025-09-27 14:00:00										
2025-09-27 15:00:00										
2025-09-27 16:00:00										
2025-09-27 17:00:00										
2025-09-27 18:00:00										
2025-09-27 19:00:00										
2025-09-27 20:00:00										
2025-09-27 21:00:00										
2025-09-27 22:00:00										
2025-09-27 23:00:00										
2025-09-28 00:00:00										
2025-09-28 01:00:00										
2025-09-28 02:00:00										
2025-09-28 03:00:00										
2025-09-28 04:00:00										
2025-09-28 05:00:00										
2025-09-28 06:00:00										
2025-09-28 07:00:00										
2025-09-28 08:00:00										
2025-09-28 09:00:00										
2025-09-28 10:00:00										
2025-09-28 11:00:00										
2025-09-28 12:00:00										
2025-09-28 13:00:00										
2025-09-28 14:00:00										
2025-09-28 15:00:00										
2025-09-28 16:00:00										
2025-09-28 17:00:00										
2025-09-28 18:00:00										
2025-09-28 19:00:00										
2025-09-28 20:00:00										
2025-09-28 21:00:00										
2025-09-28 22:00:00										
2025-09-28 23:00:00										
2025-09-29 00:00:00										
2025-09-29 01:00:00										
2025-09-29 02:00:00										
2025-09-29 03:00:00										
2025-09-29 04:00:00										
2025-09-29 05:00:00										
2025-09-29 06:00:00										
2025-09-29 07:00:00										
2025-09-29 08:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-29 09:00:00										
2025-09-29 10:00:00										
2025-09-29 11:00:00										
2025-09-29 12:00:00										
2025-09-29 13:00:00										
2025-09-29 14:00:00										
2025-09-29 15:00:00										
2025-09-29 16:00:00										
2025-09-29 17:00:00										
2025-09-29 18:00:00										
2025-09-29 19:00:00										
2025-09-29 20:00:00										
2025-09-29 21:00:00										
2025-09-29 22:00:00										
2025-09-29 23:00:00										
2025-09-30 00:00:00										
2025-09-30 01:00:00										
2025-09-30 02:00:00										
2025-09-30 03:00:00										
2025-09-30 04:00:00										
2025-09-30 05:00:00										
2025-09-30 06:00:00										
2025-09-30 07:00:00										
2025-09-30 08:00:00										
2025-09-30 09:00:00										
2025-09-30 10:00:00										
2025-09-30 11:00:00										
2025-09-30 12:00:00										
2025-09-30 13:00:00										
2025-09-30 14:00:00										
2025-09-30 15:00:00										
2025-09-30 16:00:00										
2025-09-30 17:00:00										
2025-09-30 18:00:00										
2025-09-30 19:00:00										
2025-09-30 20:00:00										
2025-09-30 21:00:00										
2025-09-30 22:00:00										
2025-09-30 23:00:00										

Agent Call Volume

Light Duty2(118)

Monday, September 1, 2025 12:00:00 AM -
Tuesday, September 30, 2025 11:59:59 PM

Total Calls	23	Total Inbound Calls	1
Total Outbound Calls	21	Total Callback Calls	
Total Talking Duration	0:10:33	Total Inbound Talking Duration	0:02:02
Total Outbound Talking Duration	0:08:31	Total Internal Talking Duration	
Avg Talking Duration	0:00:29	Max Talking Duration	0:01:11

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-01 00:00:00										
2025-09-01 01:00:00										
2025-09-01 02:00:00										
2025-09-01 03:00:00										
2025-09-01 04:00:00										
2025-09-01 05:00:00										
2025-09-01 06:00:00										
2025-09-01 07:00:00										
2025-09-01 08:00:00										
2025-09-01 09:00:00										
2025-09-01 10:00:00										
2025-09-01 11:00:00										
2025-09-01 12:00:00										
2025-09-01 13:00:00										
2025-09-01 14:00:00										
2025-09-01 15:00:00										
2025-09-01 16:00:00										
2025-09-01 17:00:00										
2025-09-01 18:00:00										
2025-09-01 19:00:00										
2025-09-01 20:00:00										
2025-09-01 21:00:00										
2025-09-01 22:00:00										
2025-09-01 23:00:00										
2025-09-02 00:00:00										
2025-09-02 01:00:00										
2025-09-02 02:00:00										
2025-09-02 03:00:00										
2025-09-02 04:00:00										
2025-09-02 05:00:00										
2025-09-02 06:00:00										
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2025-09-02 11:00:00										
2025-09-02 12:00:00										
2025-09-02 13:00:00										
2025-09-02 14:00:00										
2025-09-02 15:00:00										
2025-09-02 16:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-02 17:00:00										
2025-09-02 18:00:00										
2025-09-02 19:00:00										
2025-09-02 20:00:00										
2025-09-02 21:00:00										
2025-09-02 22:00:00										
2025-09-02 23:00:00										
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2025-09-03 01:00:00										
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2025-09-03 03:00:00										
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2025-09-04 00:00:00										
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2025-09-04 16:00:00										
2025-09-04 17:00:00										
2025-09-04 18:00:00										
2025-09-04 19:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-04 20:00:00										
2025-09-04 21:00:00										
2025-09-04 22:00:00										
2025-09-04 23:00:00										
2025-09-05 00:00:00										
2025-09-05 01:00:00										
2025-09-05 02:00:00										
2025-09-05 03:00:00										
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2025-09-06 00:00:00										
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2025-09-06 17:00:00										
2025-09-06 18:00:00										
2025-09-06 19:00:00										
2025-09-06 20:00:00										
2025-09-06 21:00:00										
2025-09-06 22:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-06 23:00:00										
2025-09-07 00:00:00										
2025-09-07 01:00:00										
2025-09-07 02:00:00										
2025-09-07 03:00:00										
2025-09-07 04:00:00										
2025-09-07 05:00:00										
2025-09-07 06:00:00										
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2025-09-08 21:00:00										
2025-09-08 22:00:00										
2025-09-08 23:00:00										
2025-09-09 00:00:00										
2025-09-09 01:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-09 02:00:00										
2025-09-09 03:00:00										
2025-09-09 04:00:00										
2025-09-09 05:00:00										
2025-09-09 06:00:00										
2025-09-09 07:00:00										
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2025-09-10 23:00:00										
2025-09-11 00:00:00										
2025-09-11 01:00:00										
2025-09-11 02:00:00										
2025-09-11 03:00:00										
2025-09-11 04:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-11 05:00:00										
2025-09-11 06:00:00										
2025-09-11 07:00:00										
2025-09-11 08:00:00										
2025-09-11 09:00:00										
2025-09-11 10:00:00										
2025-09-11 11:00:00										
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2025-09-12 00:00:00										
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2025-09-13 04:00:00										
2025-09-13 05:00:00										
2025-09-13 06:00:00										
2025-09-13 07:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-13 08:00:00										
2025-09-13 09:00:00										
2025-09-13 10:00:00										
2025-09-13 11:00:00										
2025-09-13 12:00:00										
2025-09-13 13:00:00										
2025-09-13 14:00:00										
2025-09-13 15:00:00										
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2025-09-13 21:00:00										
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2025-09-13 23:00:00										
2025-09-14 00:00:00										
2025-09-14 01:00:00										
2025-09-14 02:00:00										
2025-09-14 03:00:00										
2025-09-14 04:00:00										
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2025-09-14 22:00:00										
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2025-09-15 03:00:00										
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2025-09-15 06:00:00										
2025-09-15 07:00:00										
2025-09-15 08:00:00										
2025-09-15 09:00:00										
2025-09-15 10:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-15 11:00:00										
2025-09-15 12:00:00										
2025-09-15 13:00:00										
2025-09-15 14:00:00										
2025-09-15 15:00:00										
2025-09-15 16:00:00										
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2025-09-15 22:00:00										
2025-09-15 23:00:00										
2025-09-16 00:00:00										
2025-09-16 01:00:00										
2025-09-16 02:00:00										
2025-09-16 03:00:00										
2025-09-16 04:00:00										
2025-09-16 05:00:00										
2025-09-16 06:00:00										
2025-09-16 07:00:00										
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2025-09-17 00:00:00										
2025-09-17 01:00:00										
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2025-09-17 09:00:00										
2025-09-17 10:00:00										
2025-09-17 11:00:00										
2025-09-17 12:00:00										
2025-09-17 13:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-17 14:00:00										
2025-09-17 15:00:00										
2025-09-17 16:00:00										
2025-09-17 17:00:00										
2025-09-17 18:00:00										
2025-09-17 19:00:00										
2025-09-17 20:00:00										
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2025-09-17 23:00:00										
2025-09-18 00:00:00										
2025-09-18 01:00:00										
2025-09-18 02:00:00										
2025-09-18 03:00:00										
2025-09-18 04:00:00										
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2025-09-18 22:00:00										
2025-09-18 23:00:00										
2025-09-19 00:00:00										
2025-09-19 01:00:00										
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2025-09-19 13:00:00										
2025-09-19 14:00:00										
2025-09-19 15:00:00										
2025-09-19 16:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-19 17:00:00										
2025-09-19 18:00:00										
2025-09-19 19:00:00										
2025-09-19 20:00:00										
2025-09-19 21:00:00										
2025-09-19 22:00:00										
2025-09-19 23:00:00										
2025-09-20 00:00:00										
2025-09-20 01:00:00										
2025-09-20 02:00:00										
2025-09-20 03:00:00										
2025-09-20 04:00:00										
2025-09-20 05:00:00										
2025-09-20 06:00:00										
2025-09-20 07:00:00										
2025-09-20 08:00:00										
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2025-09-20 10:00:00										
2025-09-20 11:00:00										
2025-09-20 12:00:00										
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2025-09-20 14:00:00										
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2025-09-20 23:00:00										
2025-09-21 00:00:00										
2025-09-21 01:00:00										
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2025-09-21 14:00:00										
2025-09-21 15:00:00										
2025-09-21 16:00:00										
2025-09-21 17:00:00										
2025-09-21 18:00:00										
2025-09-21 19:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-21 20:00:00										
2025-09-21 21:00:00										
2025-09-21 22:00:00										
2025-09-21 23:00:00										
2025-09-22 00:00:00										
2025-09-22 01:00:00										
2025-09-22 02:00:00										
2025-09-22 03:00:00										
2025-09-22 04:00:00										
2025-09-22 05:00:00										
2025-09-22 06:00:00										
2025-09-22 07:00:00										
2025-09-22 08:00:00										
2025-09-22 09:00:00										
2025-09-22 10:00:00										
2025-09-22 11:00:00										
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2025-09-22 16:00:00										
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2025-09-22 19:00:00										
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2025-09-22 21:00:00										
2025-09-22 22:00:00										
2025-09-22 23:00:00										
2025-09-23 00:00:00										
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2025-09-23 03:00:00										
2025-09-23 04:00:00										
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2025-09-23 06:00:00										
2025-09-23 07:00:00										
2025-09-23 08:00:00										
2025-09-23 09:00:00										
2025-09-23 10:00:00										
2025-09-23 11:00:00										
2025-09-23 12:00:00										
2025-09-23 13:00:00										
2025-09-23 14:00:00										
2025-09-23 15:00:00										
2025-09-23 16:00:00										
2025-09-23 17:00:00										
2025-09-23 18:00:00										
2025-09-23 19:00:00										
2025-09-23 20:00:00										
2025-09-23 21:00:00										
2025-09-23 22:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-23 23:00:00										
2025-09-24 00:00:00										
2025-09-24 01:00:00										
2025-09-24 02:00:00										
2025-09-24 03:00:00										
2025-09-24 04:00:00										
2025-09-24 05:00:00										
2025-09-24 06:00:00										
2025-09-24 07:00:00										
2025-09-24 08:00:00										
2025-09-24 09:00:00										
2025-09-24 10:00:00										
2025-09-24 11:00:00										
2025-09-24 12:00:00										
2025-09-24 13:00:00										
2025-09-24 14:00:00										
2025-09-24 15:00:00										
2025-09-24 16:00:00										
2025-09-24 17:00:00										
2025-09-24 18:00:00										
2025-09-24 19:00:00										
2025-09-24 20:00:00										
2025-09-24 21:00:00										
2025-09-24 22:00:00										
2025-09-24 23:00:00										
2025-09-25 00:00:00										
2025-09-25 01:00:00										
2025-09-25 02:00:00										
2025-09-25 03:00:00										
2025-09-25 04:00:00										
2025-09-25 05:00:00										
2025-09-25 06:00:00										
2025-09-25 07:00:00										
2025-09-25 08:00:00										
2025-09-25 09:00:00										
2025-09-25 10:00:00										
2025-09-25 11:00:00										
2025-09-25 12:00:00										
2025-09-25 13:00:00										
2025-09-25 14:00:00										
2025-09-25 15:00:00										
2025-09-25 16:00:00										
2025-09-25 17:00:00										
2025-09-25 18:00:00										
2025-09-25 19:00:00										
2025-09-25 20:00:00										
2025-09-25 21:00:00										
2025-09-25 22:00:00										
2025-09-25 23:00:00										
2025-09-26 00:00:00										
2025-09-26 01:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-26 02:00:00										
2025-09-26 03:00:00										
2025-09-26 04:00:00										
2025-09-26 05:00:00										
2025-09-26 06:00:00										
2025-09-26 07:00:00										
2025-09-26 08:00:00										
2025-09-26 09:00:00										
2025-09-26 10:00:00										
2025-09-26 11:00:00										
2025-09-26 12:00:00										
2025-09-26 13:00:00										
2025-09-26 14:00:00										
2025-09-26 15:00:00										
2025-09-26 16:00:00										
2025-09-26 17:00:00										
2025-09-26 18:00:00										
2025-09-26 19:00:00										
2025-09-26 20:00:00										
2025-09-26 21:00:00										
2025-09-26 22:00:00										
2025-09-26 23:00:00										
2025-09-27 00:00:00										
2025-09-27 01:00:00										
2025-09-27 02:00:00										
2025-09-27 03:00:00										
2025-09-27 04:00:00										
2025-09-27 05:00:00										
2025-09-27 06:00:00										
2025-09-27 07:00:00										
2025-09-27 08:00:00										
2025-09-27 09:00:00										
2025-09-27 10:00:00										
2025-09-27 11:00:00										
2025-09-27 12:00:00										
2025-09-27 13:00:00										
2025-09-27 14:00:00										
2025-09-27 15:00:00										
2025-09-27 16:00:00										
2025-09-27 17:00:00										
2025-09-27 18:00:00										
2025-09-27 19:00:00										
2025-09-27 20:00:00										
2025-09-27 21:00:00										
2025-09-27 22:00:00										
2025-09-27 23:00:00										
2025-09-28 00:00:00										
2025-09-28 01:00:00										
2025-09-28 02:00:00										
2025-09-28 03:00:00										
2025-09-28 04:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-28 05:00:00										
2025-09-28 06:00:00										
2025-09-28 07:00:00										
2025-09-28 08:00:00										
2025-09-28 09:00:00										
2025-09-28 10:00:00										
2025-09-28 11:00:00										
2025-09-28 12:00:00										
2025-09-28 13:00:00										
2025-09-28 14:00:00										
2025-09-28 15:00:00										
2025-09-28 16:00:00										
2025-09-28 17:00:00										
2025-09-28 18:00:00										
2025-09-28 19:00:00										
2025-09-28 20:00:00										
2025-09-28 21:00:00										
2025-09-28 22:00:00										
2025-09-28 23:00:00										
2025-09-29 00:00:00										
2025-09-29 01:00:00										
2025-09-29 02:00:00										
2025-09-29 03:00:00										
2025-09-29 04:00:00										
2025-09-29 05:00:00										
2025-09-29 06:00:00										
2025-09-29 07:00:00										
2025-09-29 08:00:00	1		1		0:00:56		0:00:56		0:00:56	0:00:56
2025-09-29 09:00:00	22	1	20		0:09:37	0:02:02	0:07:35		0:00:27	0:01:11
2025-09-29 10:00:00										
2025-09-29 11:00:00										
2025-09-29 12:00:00										
2025-09-29 13:00:00										
2025-09-29 14:00:00										
2025-09-29 15:00:00										
2025-09-29 16:00:00										
2025-09-29 17:00:00										
2025-09-29 18:00:00										
2025-09-29 19:00:00										
2025-09-29 20:00:00										
2025-09-29 21:00:00										
2025-09-29 22:00:00										
2025-09-29 23:00:00										
2025-09-30 00:00:00										
2025-09-30 01:00:00										
2025-09-30 02:00:00										
2025-09-30 03:00:00										
2025-09-30 04:00:00										
2025-09-30 05:00:00										
2025-09-30 06:00:00										
2025-09-30 07:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-30 08:00:00										
2025-09-30 09:00:00										
2025-09-30 10:00:00										
2025-09-30 11:00:00										
2025-09-30 12:00:00										
2025-09-30 13:00:00										
2025-09-30 14:00:00										
2025-09-30 15:00:00										
2025-09-30 16:00:00										
2025-09-30 17:00:00										
2025-09-30 18:00:00										
2025-09-30 19:00:00										
2025-09-30 20:00:00										
2025-09-30 21:00:00										
2025-09-30 22:00:00										
2025-09-30 23:00:00										

Agent Call Volume

Shanita S(113)

Monday, September 1, 2025 12:00:00 AM -
Tuesday, September 30, 2025 11:59:59 PM

Total Calls	1,712	Total Inbound Calls	1,554
Total Outbound Calls	52	Total Callback Calls	
Total Talking Duration	33:54:19	Total Inbound Talking Duration	31:20:45
Total Outbound Talking Duration	0:40:46	Total Internal Talking Duration	1:52:49
Avg Talking Duration	0:01:10	Max Talking Duration	0:20:33

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-01 00:00:00										
2025-09-01 01:00:00										
2025-09-01 02:00:00										
2025-09-01 03:00:00										
2025-09-01 04:00:00										
2025-09-01 05:00:00										
2025-09-01 06:00:00										
2025-09-01 07:00:00										
2025-09-01 08:00:00										
2025-09-01 09:00:00										
2025-09-01 10:00:00										
2025-09-01 11:00:00	6	6			0:05:44	0:05:44			0:00:57	0:01:39
2025-09-01 12:00:00	11	11			0:13:18	0:13:18			0:01:20	0:02:58
2025-09-01 13:00:00	6	6			0:03:27	0:03:27			0:00:34	0:01:11
2025-09-01 14:00:00	12	9	2		0:27:31	0:20:39	0:01:12	0:05:40	0:02:07	0:12:34
2025-09-01 15:00:00	6	5			0:08:15	0:08:15			0:01:39	0:04:48
2025-09-01 16:00:00	15	15			0:18:36	0:18:36			0:01:14	0:02:22
2025-09-01 17:00:00	9	9			0:06:12	0:06:12			0:00:46	0:01:54

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-01 18:00:00	5	5			0:02:59	0:02:59			0:00:36	0:01:04
2025-09-01 19:00:00	4	4			0:03:51	0:03:51			0:00:58	0:01:58
2025-09-01 20:00:00										
2025-09-01 21:00:00										
2025-09-01 22:00:00										
2025-09-01 23:00:00										
2025-09-02 00:00:00										
2025-09-02 01:00:00										
2025-09-02 02:00:00										
2025-09-02 03:00:00										
2025-09-02 04:00:00										
2025-09-02 05:00:00										
2025-09-02 06:00:00										
2025-09-02 07:00:00										
2025-09-02 08:00:00										
2025-09-02 09:00:00	3	3			0:08:07	0:08:07			0:02:42	0:05:01
2025-09-02 10:00:00	18	18			0:23:17	0:23:17			0:01:14	0:05:14
2025-09-02 11:00:00	5	5			0:12:46	0:12:46			0:02:33	0:04:08
2025-09-02 12:00:00	11	9	1		0:13:24	0:12:47	0:00:23	0:00:14	0:00:57	0:04:42
2025-09-02 13:00:00	6	5			0:07:14	0:07:14			0:01:12	0:02:11
2025-09-02 14:00:00	2	1	1		0:02:56	0:00:38	0:02:19		0:00:59	0:02:19
2025-09-02 15:00:00	17	17			0:23:07	0:23:07			0:01:09	0:02:36
2025-09-02 16:00:00										
2025-09-02 17:00:00										
2025-09-02 18:00:00										
2025-09-02 19:00:00										
2025-09-02 20:00:00										
2025-09-02 21:00:00										
2025-09-02 22:00:00										
2025-09-02 23:00:00										
2025-09-03 00:00:00										
2025-09-03 01:00:00										
2025-09-03 02:00:00										
2025-09-03 03:00:00										
2025-09-03 04:00:00										
2025-09-03 05:00:00										
2025-09-03 06:00:00										
2025-09-03 07:00:00										
2025-09-03 08:00:00										
2025-09-03 09:00:00	3	3			0:02:30	0:02:30			0:00:50	0:01:17
2025-09-03 10:00:00	28	21			0:22:33	0:18:45		0:03:48	0:00:50	0:02:32
2025-09-03 11:00:00	7	5	1		0:18:13	0:14:21	0:00:13	0:03:38	0:02:17	0:07:55
2025-09-03 12:00:00	6	6			0:36:07	0:36:07			0:05:10	0:20:33
2025-09-03 13:00:00	15	14			0:12:52	0:10:52		0:01:59	0:00:55	0:02:08
2025-09-03 14:00:00	17	15			0:24:15	0:23:41		0:00:34	0:01:26	0:03:56
2025-09-03 15:00:00	28	26	1		0:29:47	0:22:38	0:01:26	0:05:43	0:01:00	0:05:43
2025-09-03 16:00:00	14	12			0:17:26	0:17:26			0:01:20	0:03:48
2025-09-03 17:00:00	23	21	2		0:28:54	0:28:35	0:00:20		0:01:12	0:05:57
2025-09-03 18:00:00	6	6			0:04:39	0:04:39			0:00:46	0:02:06
2025-09-03 19:00:00	7	6	1		0:05:29	0:05:23	0:00:07		0:00:47	0:02:53
2025-09-03 20:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-03 21:00:00										
2025-09-03 22:00:00										
2025-09-03 23:00:00										
2025-09-04 00:00:00										
2025-09-04 01:00:00										
2025-09-04 02:00:00										
2025-09-04 03:00:00										
2025-09-04 04:00:00										
2025-09-04 05:00:00										
2025-09-04 06:00:00										
2025-09-04 07:00:00										
2025-09-04 08:00:00										
2025-09-04 09:00:00										
2025-09-04 10:00:00										
2025-09-04 11:00:00										
2025-09-04 12:00:00										
2025-09-04 13:00:00										
2025-09-04 14:00:00										
2025-09-04 15:00:00										
2025-09-04 16:00:00										
2025-09-04 17:00:00										
2025-09-04 18:00:00										
2025-09-04 19:00:00										
2025-09-04 20:00:00										
2025-09-04 21:00:00										
2025-09-04 22:00:00										
2025-09-04 23:00:00										
2025-09-05 00:00:00										
2025-09-05 01:00:00										
2025-09-05 02:00:00										
2025-09-05 03:00:00										
2025-09-05 04:00:00										
2025-09-05 05:00:00										
2025-09-05 06:00:00										
2025-09-05 07:00:00										
2025-09-05 08:00:00										
2025-09-05 09:00:00										
2025-09-05 10:00:00										
2025-09-05 11:00:00										
2025-09-05 12:00:00										
2025-09-05 13:00:00										
2025-09-05 14:00:00										
2025-09-05 15:00:00										
2025-09-05 16:00:00										
2025-09-05 17:00:00										
2025-09-05 18:00:00										
2025-09-05 19:00:00										
2025-09-05 20:00:00										
2025-09-05 21:00:00										
2025-09-05 22:00:00										
2025-09-05 23:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-06 00:00:00										
2025-09-06 01:00:00										
2025-09-06 02:00:00										
2025-09-06 03:00:00										
2025-09-06 04:00:00										
2025-09-06 05:00:00										
2025-09-06 06:00:00										
2025-09-06 07:00:00										
2025-09-06 08:00:00										
2025-09-06 09:00:00										
2025-09-06 10:00:00										
2025-09-06 11:00:00	14	12	2		0:09:18	0:08:53	0:00:25		0:00:40	0:01:52
2025-09-06 12:00:00										
2025-09-06 13:00:00										
2025-09-06 14:00:00										
2025-09-06 15:00:00										
2025-09-06 16:00:00										
2025-09-06 17:00:00										
2025-09-06 18:00:00	1	1			0:00:27	0:00:27			0:00:27	0:00:27
2025-09-06 19:00:00	2	2			0:01:54	0:01:54			0:00:57	0:01:00
2025-09-06 20:00:00										
2025-09-06 21:00:00										
2025-09-06 22:00:00										
2025-09-06 23:00:00										
2025-09-07 00:00:00										
2025-09-07 01:00:00										
2025-09-07 02:00:00										
2025-09-07 03:00:00										
2025-09-07 04:00:00										
2025-09-07 05:00:00										
2025-09-07 06:00:00										
2025-09-07 07:00:00										
2025-09-07 08:00:00										
2025-09-07 09:00:00										
2025-09-07 10:00:00										
2025-09-07 11:00:00	5	5			0:08:25	0:08:25			0:01:41	0:03:59
2025-09-07 12:00:00	6	6			0:05:17	0:05:17			0:00:53	0:01:27
2025-09-07 13:00:00	7	7			0:05:48	0:05:48			0:00:50	0:01:11
2025-09-07 14:00:00	4	4			0:02:58	0:02:58			0:00:45	0:01:14
2025-09-07 15:00:00	5	5			0:06:58	0:06:58			0:01:24	0:02:14
2025-09-07 16:00:00	15	13			0:17:34	0:17:25		0:00:09	0:01:15	0:03:14
2025-09-07 17:00:00	8	2	4		0:06:42	0:04:10	0:01:43	0:00:49	0:01:07	0:02:34
2025-09-07 18:00:00	6	6			0:03:45	0:03:45			0:00:38	0:01:14
2025-09-07 19:00:00	7	3	2		0:03:22	0:01:45	0:01:10	0:00:27	0:00:34	0:00:53
2025-09-07 20:00:00										
2025-09-07 21:00:00										
2025-09-07 22:00:00										
2025-09-07 23:00:00										
2025-09-08 00:00:00										
2025-09-08 01:00:00										
2025-09-08 02:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-08 03:00:00										
2025-09-08 04:00:00										
2025-09-08 05:00:00										
2025-09-08 06:00:00										
2025-09-08 07:00:00										
2025-09-08 08:00:00										
2025-09-08 09:00:00										
2025-09-08 10:00:00										
2025-09-08 11:00:00	19	14	3		0:29:07	0:25:40	0:02:31	0:00:56	0:01:32	0:04:46
2025-09-08 12:00:00	8	8			0:10:40	0:10:40			0:01:20	0:03:50
2025-09-08 13:00:00	11	10			0:16:23	0:16:23			0:01:22	0:03:40
2025-09-08 14:00:00	10	8	1		0:11:57	0:11:02	0:00:39	0:00:15	0:01:05	0:04:22
2025-09-08 15:00:00	16	14	1		0:19:07	0:11:08	0:01:11	0:06:48	0:01:12	0:06:48
2025-09-08 16:00:00	18	17			0:19:59	0:19:59			0:01:07	0:04:45
2025-09-08 17:00:00	3	3			0:12:08	0:12:08			0:04:03	0:09:44
2025-09-08 18:00:00	6	6			0:06:28	0:06:28			0:01:05	0:02:26
2025-09-08 19:00:00	2	2			0:01:17	0:01:17			0:00:39	0:00:48
2025-09-08 20:00:00										
2025-09-08 21:00:00										
2025-09-08 22:00:00										
2025-09-08 23:00:00										
2025-09-09 00:00:00										
2025-09-09 01:00:00										
2025-09-09 02:00:00										
2025-09-09 03:00:00										
2025-09-09 04:00:00										
2025-09-09 05:00:00										
2025-09-09 06:00:00										
2025-09-09 07:00:00										
2025-09-09 08:00:00										
2025-09-09 09:00:00	5	5			0:10:30	0:10:30			0:01:45	0:03:38
2025-09-09 10:00:00	12	9	1		0:19:06	0:09:45	0:01:14	0:08:07	0:01:16	0:06:59
2025-09-09 11:00:00	6	6			0:08:14	0:08:14			0:01:02	0:02:24
2025-09-09 12:00:00	5	5			0:05:54	0:05:54			0:01:11	0:01:52
2025-09-09 13:00:00	10	8	1		0:09:21	0:08:23	0:00:41	0:00:17	0:00:56	0:02:57
2025-09-09 14:00:00	7	7			0:12:23	0:12:23			0:01:46	0:03:21
2025-09-09 15:00:00	10	10			0:14:19	0:14:19			0:01:12	0:03:06
2025-09-09 16:00:00	10	8	1		0:16:57	0:13:15	0:01:18	0:02:24	0:01:42	0:03:49
2025-09-09 17:00:00	14	14			0:17:34	0:17:34			0:01:15	0:01:59
2025-09-09 18:00:00										
2025-09-09 19:00:00										
2025-09-09 20:00:00										
2025-09-09 21:00:00										
2025-09-09 22:00:00										
2025-09-09 23:00:00										
2025-09-10 00:00:00										
2025-09-10 01:00:00										
2025-09-10 02:00:00										
2025-09-10 03:00:00										
2025-09-10 04:00:00										
2025-09-10 05:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-10 06:00:00										
2025-09-10 07:00:00										
2025-09-10 08:00:00										
2025-09-10 09:00:00	5	5			0:06:56	0:06:56			0:01:09	0:04:00
2025-09-10 10:00:00	18	17			0:28:27	0:27:44		0:00:42	0:01:30	0:05:00
2025-09-10 11:00:00	5	3	1		0:07:14	0:02:49	0:01:14	0:03:11	0:01:27	0:03:11
2025-09-10 12:00:00	13	12			0:15:05	0:15:05			0:01:22	0:03:02
2025-09-10 13:00:00	8	8			0:13:22	0:13:22			0:01:29	0:05:27
2025-09-10 14:00:00	11	10			0:11:55	0:11:55			0:01:11	0:02:11
2025-09-10 15:00:00	22	20	1		0:26:43	0:21:51	0:01:05	0:03:46	0:01:13	0:03:46
2025-09-10 16:00:00	18	18			0:25:27	0:25:27			0:01:16	0:03:25
2025-09-10 17:00:00	16	13	1		0:27:01	0:22:45	0:00:59	0:03:17	0:01:48	0:04:29
2025-09-10 18:00:00	2	2			0:01:49	0:01:49			0:00:54	0:01:25
2025-09-10 19:00:00										
2025-09-10 20:00:00										
2025-09-10 21:00:00										
2025-09-10 22:00:00										
2025-09-10 23:00:00										
2025-09-11 00:00:00										
2025-09-11 01:00:00										
2025-09-11 02:00:00										
2025-09-11 03:00:00										
2025-09-11 04:00:00										
2025-09-11 05:00:00										
2025-09-11 06:00:00										
2025-09-11 07:00:00										
2025-09-11 08:00:00										
2025-09-11 09:00:00										
2025-09-11 10:00:00										
2025-09-11 11:00:00										
2025-09-11 12:00:00										
2025-09-11 13:00:00										
2025-09-11 14:00:00										
2025-09-11 15:00:00										
2025-09-11 16:00:00										
2025-09-11 17:00:00										
2025-09-11 18:00:00										
2025-09-11 19:00:00										
2025-09-11 20:00:00										
2025-09-11 21:00:00										
2025-09-11 22:00:00										
2025-09-11 23:00:00										
2025-09-12 00:00:00										
2025-09-12 01:00:00										
2025-09-12 02:00:00										
2025-09-12 03:00:00										
2025-09-12 04:00:00										
2025-09-12 05:00:00										
2025-09-12 06:00:00										
2025-09-12 07:00:00										
2025-09-12 08:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-12 09:00:00										
2025-09-12 10:00:00										
2025-09-12 11:00:00										
2025-09-12 12:00:00										
2025-09-12 13:00:00										
2025-09-12 14:00:00										
2025-09-12 15:00:00										
2025-09-12 16:00:00										
2025-09-12 17:00:00										
2025-09-12 18:00:00										
2025-09-12 19:00:00										
2025-09-12 20:00:00										
2025-09-12 21:00:00										
2025-09-12 22:00:00										
2025-09-12 23:00:00										
2025-09-13 00:00:00										
2025-09-13 01:00:00										
2025-09-13 02:00:00										
2025-09-13 03:00:00										
2025-09-13 04:00:00										
2025-09-13 05:00:00										
2025-09-13 06:00:00										
2025-09-13 07:00:00										
2025-09-13 08:00:00										
2025-09-13 09:00:00										
2025-09-13 10:00:00										
2025-09-13 11:00:00										
2025-09-13 12:00:00										
2025-09-13 13:00:00	11	11			0:11:20	0:11:20			0:01:02	0:03:13
2025-09-13 14:00:00										
2025-09-13 15:00:00	9	9			0:08:07	0:08:07			0:01:01	0:04:09
2025-09-13 16:00:00	7	7			0:06:04	0:06:04			0:00:52	0:01:41
2025-09-13 17:00:00	2	2			0:02:01	0:02:01			0:01:00	0:01:09
2025-09-13 18:00:00										
2025-09-13 19:00:00										
2025-09-13 20:00:00										
2025-09-13 21:00:00										
2025-09-13 22:00:00										
2025-09-13 23:00:00										
2025-09-14 00:00:00										
2025-09-14 01:00:00										
2025-09-14 02:00:00										
2025-09-14 03:00:00										
2025-09-14 04:00:00										
2025-09-14 05:00:00										
2025-09-14 06:00:00										
2025-09-14 07:00:00										
2025-09-14 08:00:00										
2025-09-14 09:00:00										
2025-09-14 10:00:00										
2025-09-14 11:00:00	7	7			0:05:48	0:05:48			0:00:50	0:01:15

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-14 12:00:00	2	2			0:01:04	0:01:04			0:00:32	0:00:36
2025-09-14 13:00:00										
2025-09-14 14:00:00										
2025-09-14 15:00:00										
2025-09-14 16:00:00										
2025-09-14 17:00:00	2	2			0:01:51	0:01:51			0:00:55	0:01:05
2025-09-14 18:00:00	2	2			0:00:59	0:00:59			0:00:30	0:00:39
2025-09-14 19:00:00										
2025-09-14 20:00:00										
2025-09-14 21:00:00										
2025-09-14 22:00:00										
2025-09-14 23:00:00										
2025-09-15 00:00:00										
2025-09-15 01:00:00										
2025-09-15 02:00:00										
2025-09-15 03:00:00										
2025-09-15 04:00:00										
2025-09-15 05:00:00										
2025-09-15 06:00:00										
2025-09-15 07:00:00										
2025-09-15 08:00:00										
2025-09-15 09:00:00										
2025-09-15 10:00:00										
2025-09-15 11:00:00	16	14	1		0:21:18	0:20:36	0:00:41		0:01:20	0:03:02
2025-09-15 12:00:00	7	5			0:08:26	0:08:26			0:01:24	0:02:51
2025-09-15 13:00:00	7	5			0:08:56	0:08:03		0:00:53	0:01:07	0:03:42
2025-09-15 14:00:00	15	15			0:21:08	0:21:08			0:01:19	0:05:45
2025-09-15 15:00:00	3	3			0:05:13	0:05:13			0:01:44	0:02:19
2025-09-15 16:00:00	19	19			0:14:01	0:14:01			0:00:44	0:02:03
2025-09-15 17:00:00	6	5			0:15:10	0:14:06		0:01:04	0:02:32	0:07:01
2025-09-15 18:00:00	5	5			0:02:33	0:02:33			0:00:31	0:00:39
2025-09-15 19:00:00	3	3			0:01:39	0:01:39			0:00:33	0:00:42
2025-09-15 20:00:00										
2025-09-15 21:00:00										
2025-09-15 22:00:00										
2025-09-15 23:00:00										
2025-09-16 00:00:00										
2025-09-16 01:00:00										
2025-09-16 02:00:00										
2025-09-16 03:00:00										
2025-09-16 04:00:00										
2025-09-16 05:00:00										
2025-09-16 06:00:00										
2025-09-16 07:00:00										
2025-09-16 08:00:00										
2025-09-16 09:00:00										
2025-09-16 10:00:00	17	13			0:13:41	0:10:48		0:02:53	0:00:46	0:02:32
2025-09-16 11:00:00	17	13	1		0:12:00	0:08:43	0:01:21	0:01:56	0:00:40	0:02:23
2025-09-16 12:00:00	4	4			0:02:35	0:02:35			0:00:39	0:01:06
2025-09-16 13:00:00	15	13	1		0:22:53	0:10:23	0:01:25	0:11:06	0:01:32	0:11:06
2025-09-16 14:00:00	7	7			0:04:19	0:04:19			0:00:32	0:01:33

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-16 15:00:00	17	17			0:17:35	0:17:35			0:01:02	0:03:42
2025-09-16 16:00:00	19	19			0:34:25	0:34:25			0:01:43	0:04:03
2025-09-16 17:00:00	11	11			0:14:11	0:14:11			0:01:17	0:03:02
2025-09-16 18:00:00	3	3			0:02:30	0:02:30			0:00:50	0:01:02
2025-09-16 19:00:00										
2025-09-16 20:00:00										
2025-09-16 21:00:00										
2025-09-16 22:00:00										
2025-09-16 23:00:00										
2025-09-17 00:00:00										
2025-09-17 01:00:00										
2025-09-17 02:00:00										
2025-09-17 03:00:00										
2025-09-17 04:00:00										
2025-09-17 05:00:00										
2025-09-17 06:00:00										
2025-09-17 07:00:00										
2025-09-17 08:00:00										
2025-09-17 09:00:00	2	2			0:04:51	0:04:51			0:02:25	0:02:31
2025-09-17 10:00:00	15	15			0:12:01	0:12:01			0:00:48	0:02:01
2025-09-17 11:00:00	5	5			0:05:20	0:05:20			0:01:04	0:02:27
2025-09-17 12:00:00	10	10			0:13:15	0:13:15			0:01:12	0:02:33
2025-09-17 13:00:00	19	13			0:16:19	0:16:19			0:01:05	0:02:28
2025-09-17 14:00:00	5	5			0:07:05	0:07:05			0:01:25	0:02:44
2025-09-17 15:00:00	14	12			0:15:09	0:15:09			0:01:01	0:02:27
2025-09-17 16:00:00	20	18	1		0:27:10	0:21:54	0:01:00	0:04:17	0:01:26	0:04:17
2025-09-17 17:00:00	11	11			0:15:11	0:15:11			0:01:23	0:04:48
2025-09-17 18:00:00										
2025-09-17 19:00:00										
2025-09-17 20:00:00										
2025-09-17 21:00:00										
2025-09-17 22:00:00										
2025-09-17 23:00:00										
2025-09-18 00:00:00										
2025-09-18 01:00:00										
2025-09-18 02:00:00										
2025-09-18 03:00:00										
2025-09-18 04:00:00										
2025-09-18 05:00:00										
2025-09-18 06:00:00										
2025-09-18 07:00:00										
2025-09-18 08:00:00	14	14			0:14:04	0:14:04			0:01:00	0:04:01
2025-09-18 09:00:00	4	3			0:03:53	0:03:29		0:00:24	0:00:47	0:02:22
2025-09-18 10:00:00										
2025-09-18 11:00:00	2	2			0:02:13	0:02:13			0:01:06	0:01:43
2025-09-18 12:00:00	5	3	1		0:04:54	0:02:37	0:01:26	0:00:50	0:01:14	0:02:21
2025-09-18 13:00:00	9	9			0:11:57	0:11:57			0:01:20	0:03:55
2025-09-18 14:00:00	5	4			0:02:58	0:02:48		0:00:10	0:00:30	0:01:20
2025-09-18 15:00:00	9	7	1		0:11:59	0:06:51	0:00:59	0:04:08	0:01:30	0:04:08
2025-09-18 16:00:00										
2025-09-18 17:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-18 18:00:00										
2025-09-18 19:00:00										
2025-09-18 20:00:00										
2025-09-18 21:00:00										
2025-09-18 22:00:00										
2025-09-18 23:00:00										
2025-09-19 00:00:00										
2025-09-19 01:00:00										
2025-09-19 02:00:00										
2025-09-19 03:00:00										
2025-09-19 04:00:00										
2025-09-19 05:00:00										
2025-09-19 06:00:00										
2025-09-19 07:00:00										
2025-09-19 08:00:00										
2025-09-19 09:00:00										
2025-09-19 10:00:00										
2025-09-19 11:00:00										
2025-09-19 12:00:00										
2025-09-19 13:00:00										
2025-09-19 14:00:00										
2025-09-19 15:00:00										
2025-09-19 16:00:00										
2025-09-19 17:00:00										
2025-09-19 18:00:00										
2025-09-19 19:00:00										
2025-09-19 20:00:00										
2025-09-19 21:00:00										
2025-09-19 22:00:00										
2025-09-19 23:00:00										
2025-09-20 00:00:00										
2025-09-20 01:00:00										
2025-09-20 02:00:00										
2025-09-20 03:00:00										
2025-09-20 04:00:00										
2025-09-20 05:00:00										
2025-09-20 06:00:00										
2025-09-20 07:00:00										
2025-09-20 08:00:00										
2025-09-20 09:00:00										
2025-09-20 10:00:00										
2025-09-20 11:00:00										
2025-09-20 12:00:00										
2025-09-20 13:00:00										
2025-09-20 14:00:00	2	1			0:00:52	0:00:39		0:00:13	0:00:13	0:00:26
2025-09-20 15:00:00	8	8			0:08:29	0:08:29			0:01:04	0:01:51
2025-09-20 16:00:00	3	3			0:04:38	0:04:38			0:02:19	0:04:04
2025-09-20 17:00:00	3	3			0:01:52	0:01:52			0:00:37	0:01:02
2025-09-20 18:00:00	1	1			0:00:23	0:00:23			0:00:23	0:00:23
2025-09-20 19:00:00	6	6			0:06:13	0:06:13			0:01:02	0:03:20
2025-09-20 20:00:00	10	10			0:07:25	0:07:25			0:00:44	0:02:21

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-20 21:00:00										
2025-09-20 22:00:00										
2025-09-20 23:00:00										
2025-09-21 00:00:00										
2025-09-21 01:00:00										
2025-09-21 02:00:00										
2025-09-21 03:00:00										
2025-09-21 04:00:00										
2025-09-21 05:00:00										
2025-09-21 06:00:00										
2025-09-21 07:00:00										
2025-09-21 08:00:00										
2025-09-21 09:00:00										
2025-09-21 10:00:00										
2025-09-21 11:00:00	17	11	5		0:13:58	0:13:48	0:00:10		0:00:52	0:03:49
2025-09-21 12:00:00	4	4			0:06:18	0:06:18			0:01:34	0:03:01
2025-09-21 13:00:00	3	3			0:03:29	0:03:29			0:01:10	0:02:01
2025-09-21 14:00:00	6	6			0:05:49	0:05:49			0:00:50	0:02:21
2025-09-21 15:00:00	1	1			0:02:03	0:02:03			0:02:03	0:02:03
2025-09-21 16:00:00	7	7			0:04:46	0:04:46			0:00:48	0:01:10
2025-09-21 17:00:00	2		2		0:07:02		0:07:02		0:07:02	0:07:02
2025-09-21 18:00:00										
2025-09-21 19:00:00										
2025-09-21 20:00:00										
2025-09-21 21:00:00										
2025-09-21 22:00:00										
2025-09-21 23:00:00										
2025-09-22 00:00:00										
2025-09-22 01:00:00										
2025-09-22 02:00:00										
2025-09-22 03:00:00										
2025-09-22 04:00:00										
2025-09-22 05:00:00										
2025-09-22 06:00:00										
2025-09-22 07:00:00										
2025-09-22 08:00:00										
2025-09-22 09:00:00	17	16			0:28:29	0:28:08		0:00:21	0:01:35	0:07:22
2025-09-22 10:00:00	22	22			0:26:52	0:26:52			0:01:02	0:02:42
2025-09-22 11:00:00	12	9	1		0:14:33	0:08:47	0:00:58	0:04:48	0:01:02	0:04:07
2025-09-22 12:00:00	10	10			0:06:36	0:06:36			0:00:36	0:01:38
2025-09-22 13:00:00	13	11			0:08:02	0:08:02			0:00:40	0:02:12
2025-09-22 14:00:00	14	12			0:13:45	0:13:45			0:01:09	0:02:05
2025-09-22 15:00:00	9	9			0:16:15	0:16:15			0:01:48	0:07:22
2025-09-22 16:00:00	27	26			0:23:54	0:23:00		0:00:54	0:00:53	0:02:09
2025-09-22 17:00:00	4	4			0:04:29	0:04:29			0:01:07	0:02:10
2025-09-22 18:00:00	2	2			0:00:38	0:00:38			0:00:38	0:00:38
2025-09-22 19:00:00										
2025-09-22 20:00:00										
2025-09-22 21:00:00										
2025-09-22 22:00:00										
2025-09-22 23:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-23 00:00:00										
2025-09-23 01:00:00										
2025-09-23 02:00:00										
2025-09-23 03:00:00										
2025-09-23 04:00:00										
2025-09-23 05:00:00										
2025-09-23 06:00:00										
2025-09-23 07:00:00										
2025-09-23 08:00:00										
2025-09-23 09:00:00	2	2			0:00:42	0:00:42			0:00:14	0:00:20
2025-09-23 10:00:00	12	12			0:10:42	0:10:42			0:00:58	0:02:55
2025-09-23 11:00:00	5	4			0:05:12	0:04:49		0:00:23	0:00:45	0:02:07
2025-09-23 12:00:00	16	6			0:05:47	0:05:47			0:00:32	0:01:34
2025-09-23 13:00:00	4	2	2		0:03:15	0:02:29	0:00:45		0:00:49	0:01:52
2025-09-23 14:00:00	8	8			0:09:19	0:09:19			0:01:20	0:04:48
2025-09-23 15:00:00	6	6			0:08:57	0:08:57			0:01:07	0:01:52
2025-09-23 16:00:00	18	15	2		0:20:27	0:15:41	0:01:06	0:03:40	0:01:17	0:03:40
2025-09-23 17:00:00	13	10	2		0:17:32	0:16:27	0:00:09	0:00:56	0:01:06	0:04:59
2025-09-23 18:00:00	2	2			0:00:48	0:00:48			0:00:24	0:00:43
2025-09-23 19:00:00										
2025-09-23 20:00:00										
2025-09-23 21:00:00										
2025-09-23 22:00:00										
2025-09-23 23:00:00										
2025-09-24 00:00:00										
2025-09-24 01:00:00										
2025-09-24 02:00:00										
2025-09-24 03:00:00										
2025-09-24 04:00:00										
2025-09-24 05:00:00										
2025-09-24 06:00:00										
2025-09-24 07:00:00										
2025-09-24 08:00:00										
2025-09-24 09:00:00	2	2			0:02:08	0:02:08			0:01:04	0:01:39
2025-09-24 10:00:00	12	10	1		0:20:30	0:10:20	0:01:17	0:08:52	0:01:35	0:08:52
2025-09-24 11:00:00	5	5			0:09:28	0:09:28			0:01:54	0:04:04
2025-09-24 12:00:00	15	15			0:27:53	0:27:53			0:01:33	0:08:36
2025-09-24 13:00:00	5	4			0:04:29	0:04:21		0:00:09	0:00:54	0:02:04
2025-09-24 14:00:00	5	5			0:03:24	0:03:24			0:00:51	0:01:23
2025-09-24 15:00:00	15	14	1		0:15:28	0:15:06	0:00:21		0:00:52	0:02:26
2025-09-24 16:00:00	8	8			0:06:10	0:06:10			0:00:46	0:01:41
2025-09-24 17:00:00	15	15			0:12:26	0:12:26			0:00:50	0:01:34
2025-09-24 18:00:00	3	1			0:01:15	0:01:15			0:00:37	0:00:58
2025-09-24 19:00:00										
2025-09-24 20:00:00										
2025-09-24 21:00:00										
2025-09-24 22:00:00										
2025-09-24 23:00:00										
2025-09-25 00:00:00										
2025-09-25 01:00:00										
2025-09-25 02:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-25 03:00:00										
2025-09-25 04:00:00										
2025-09-25 05:00:00										
2025-09-25 06:00:00										
2025-09-25 07:00:00										
2025-09-25 08:00:00										
2025-09-25 09:00:00										
2025-09-25 10:00:00										
2025-09-25 11:00:00										
2025-09-25 12:00:00										
2025-09-25 13:00:00										
2025-09-25 14:00:00										
2025-09-25 15:00:00										
2025-09-25 16:00:00										
2025-09-25 17:00:00										
2025-09-25 18:00:00										
2025-09-25 19:00:00										
2025-09-25 20:00:00										
2025-09-25 21:00:00										
2025-09-25 22:00:00										
2025-09-25 23:00:00										
2025-09-26 00:00:00										
2025-09-26 01:00:00										
2025-09-26 02:00:00										
2025-09-26 03:00:00										
2025-09-26 04:00:00										
2025-09-26 05:00:00										
2025-09-26 06:00:00										
2025-09-26 07:00:00										
2025-09-26 08:00:00										
2025-09-26 09:00:00										
2025-09-26 10:00:00										
2025-09-26 11:00:00										
2025-09-26 12:00:00										
2025-09-26 13:00:00										
2025-09-26 14:00:00										
2025-09-26 15:00:00										
2025-09-26 16:00:00										
2025-09-26 17:00:00										
2025-09-26 18:00:00										
2025-09-26 19:00:00										
2025-09-26 20:00:00										
2025-09-26 21:00:00										
2025-09-26 22:00:00										
2025-09-26 23:00:00										
2025-09-27 00:00:00										
2025-09-27 01:00:00										
2025-09-27 02:00:00										
2025-09-27 03:00:00										
2025-09-27 04:00:00										
2025-09-27 05:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-27 06:00:00										
2025-09-27 07:00:00										
2025-09-27 08:00:00										
2025-09-27 09:00:00										
2025-09-27 10:00:00										
2025-09-27 11:00:00	12	11	1		0:10:59	0:10:44	0:00:14		0:01:00	0:04:36
2025-09-27 12:00:00	7	7			0:07:51	0:07:51			0:01:07	0:02:09
2025-09-27 13:00:00	5	5			0:03:27	0:03:27			0:00:41	0:01:37
2025-09-27 14:00:00	5	5			0:02:35	0:02:35			0:00:31	0:00:53
2025-09-27 15:00:00	3	3			0:01:26	0:01:26			0:00:29	0:00:35
2025-09-27 16:00:00	11	11			0:23:57	0:23:57			0:02:11	0:09:28
2025-09-27 17:00:00										
2025-09-27 18:00:00	5	5			0:13:29	0:13:29			0:02:42	0:10:14
2025-09-27 19:00:00	1	1			0:00:20	0:00:20			0:00:20	0:00:20
2025-09-27 20:00:00										
2025-09-27 21:00:00										
2025-09-27 22:00:00										
2025-09-27 23:00:00										
2025-09-28 00:00:00										
2025-09-28 01:00:00										
2025-09-28 02:00:00										
2025-09-28 03:00:00										
2025-09-28 04:00:00										
2025-09-28 05:00:00										
2025-09-28 06:00:00										
2025-09-28 07:00:00										
2025-09-28 08:00:00										
2025-09-28 09:00:00										
2025-09-28 10:00:00										
2025-09-28 11:00:00										
2025-09-28 12:00:00										
2025-09-28 13:00:00										
2025-09-28 14:00:00										
2025-09-28 15:00:00	10	10			0:10:58	0:10:58			0:01:13	0:02:02
2025-09-28 16:00:00	13	13			0:14:20	0:14:20			0:01:06	0:02:25
2025-09-28 17:00:00	10	10			0:18:32	0:18:32			0:01:51	0:03:59
2025-09-28 18:00:00	19	19			0:10:24	0:10:24			0:00:35	0:01:25
2025-09-28 19:00:00	13	13			0:08:10	0:08:10			0:00:38	0:01:48
2025-09-28 20:00:00										
2025-09-28 21:00:00										
2025-09-28 22:00:00										
2025-09-28 23:00:00										
2025-09-29 00:00:00										
2025-09-29 01:00:00										
2025-09-29 02:00:00										
2025-09-29 03:00:00										
2025-09-29 04:00:00										
2025-09-29 05:00:00										
2025-09-29 06:00:00										
2025-09-29 07:00:00										
2025-09-29 08:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-29 09:00:00										
2025-09-29 10:00:00										
2025-09-29 11:00:00	17	17			0:21:57	0:21:57			0:01:17	0:03:43
2025-09-29 12:00:00	11	10			0:11:10	0:10:45		0:00:25	0:00:52	0:02:27
2025-09-29 13:00:00	6	6			0:12:12	0:12:12			0:01:45	0:04:19
2025-09-29 14:00:00	15	10	1		0:18:57	0:08:58	0:01:40	0:08:18	0:01:27	0:08:18
2025-09-29 15:00:00	15	15			0:10:11	0:10:11			0:00:41	0:02:18
2025-09-29 16:00:00	24	24			0:22:44	0:22:44			0:01:02	0:02:31
2025-09-29 17:00:00	9	7			0:09:07	0:06:27		0:02:41	0:01:01	0:02:41
2025-09-29 18:00:00	3	3			0:01:55	0:01:55			0:00:29	0:01:15
2025-09-29 19:00:00	11	11			0:08:16	0:08:16			0:00:45	0:01:07
2025-09-29 20:00:00										
2025-09-29 21:00:00										
2025-09-29 22:00:00										
2025-09-29 23:00:00										
2025-09-30 00:00:00										
2025-09-30 01:00:00										
2025-09-30 02:00:00										
2025-09-30 03:00:00										
2025-09-30 04:00:00										
2025-09-30 05:00:00										
2025-09-30 06:00:00										
2025-09-30 07:00:00										
2025-09-30 08:00:00										
2025-09-30 09:00:00	1	1			0:00:22	0:00:22			0:00:22	0:00:22
2025-09-30 10:00:00	21	18			0:25:27	0:24:54		0:00:33	0:01:16	0:03:40
2025-09-30 11:00:00	3	3			0:02:23	0:02:23			0:00:36	0:00:56
2025-09-30 12:00:00	8	8			0:13:43	0:13:43			0:01:31	0:06:42
2025-09-30 13:00:00	5	4			0:03:31	0:03:22		0:00:09	0:00:42	0:01:24
2025-09-30 14:00:00	6	6			0:12:25	0:12:25			0:02:04	0:05:48
2025-09-30 15:00:00	18	18			0:28:01	0:28:01			0:01:28	0:05:34
2025-09-30 16:00:00	9	9			0:13:23	0:13:23			0:01:20	0:03:13
2025-09-30 17:00:00										
2025-09-30 18:00:00										
2025-09-30 19:00:00										
2025-09-30 20:00:00										
2025-09-30 21:00:00										
2025-09-30 22:00:00										
2025-09-30 23:00:00										

Agent Call Volume

Theresa(101)

Monday, September 1, 2025 12:00:00 AM -
Tuesday, September 30, 2025 11:59:59 PM

Total Calls	1,912	Total Inbound Calls	1,779
Total Outbound Calls	43	Total Callback Calls	
Total Talking Duration	52:20:55	Total Inbound Talking Duration	51:11:36
Total Outbound Talking Duration	0:41:04	Total Internal Talking Duration	0:28:15
Avg Talking Duration	0:01:28	Max Talking Duration	0:13:58

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-01 00:00:00										
2025-09-01 01:00:00										
2025-09-01 02:00:00										
2025-09-01 03:00:00										
2025-09-01 04:00:00										
2025-09-01 05:00:00										
2025-09-01 06:00:00										
2025-09-01 07:00:00	5	5			0:03:24	0:03:24			0:00:41	0:00:51
2025-09-01 08:00:00	13	11			0:16:59	0:16:47		0:00:12	0:01:18	0:04:48
2025-09-01 09:00:00	17	17			0:27:04	0:27:04			0:01:48	0:03:46
2025-09-01 10:00:00	9	9			0:21:52	0:21:52			0:02:26	0:10:57
2025-09-01 11:00:00	4	4			0:07:37	0:07:37			0:01:54	0:03:18
2025-09-01 12:00:00	9	9			0:10:10	0:10:10			0:00:55	0:02:30
2025-09-01 13:00:00	1	1			0:01:43	0:01:43			0:00:52	0:01:16
2025-09-01 14:00:00	6	6			0:19:16	0:19:16			0:03:13	0:04:15
2025-09-01 15:00:00	4	4			0:05:29	0:05:29			0:01:22	0:02:13
2025-09-01 16:00:00										
2025-09-01 17:00:00										
2025-09-01 18:00:00										
2025-09-01 19:00:00										
2025-09-01 20:00:00										
2025-09-01 21:00:00										
2025-09-01 22:00:00										
2025-09-01 23:00:00										
2025-09-02 00:00:00										
2025-09-02 01:00:00										
2025-09-02 02:00:00										
2025-09-02 03:00:00										
2025-09-02 04:00:00										
2025-09-02 05:00:00										
2025-09-02 06:00:00										
2025-09-02 07:00:00										
2025-09-02 08:00:00	8	8			0:14:26	0:14:26			0:01:36	0:05:01
2025-09-02 09:00:00	15	15			0:19:00	0:19:00			0:00:54	0:04:37
2025-09-02 10:00:00	8	7			0:13:24	0:12:34		0:00:49	0:01:29	0:03:19
2025-09-02 11:00:00	14	14			0:25:33	0:25:33			0:01:50	0:03:40
2025-09-02 12:00:00	8	6			0:17:57	0:17:57			0:02:00	0:05:23
2025-09-02 13:00:00	13	12			0:23:27	0:23:27			0:01:48	0:06:09
2025-09-02 14:00:00	12	11			0:16:25	0:16:25			0:01:30	0:05:09
2025-09-02 15:00:00	5	5			0:20:44	0:20:44			0:03:27	0:13:58
2025-09-02 16:00:00	15	12	2		0:30:07	0:29:05	0:01:01		0:01:40	0:08:36

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-02 17:00:00										
2025-09-02 18:00:00										
2025-09-02 19:00:00										
2025-09-02 20:00:00										
2025-09-02 21:00:00										
2025-09-02 22:00:00										
2025-09-02 23:00:00										
2025-09-03 00:00:00										
2025-09-03 01:00:00										
2025-09-03 02:00:00										
2025-09-03 03:00:00										
2025-09-03 04:00:00										
2025-09-03 05:00:00	2	2			0:01:22	0:01:22			0:00:41	0:00:54
2025-09-03 06:00:00	11	10			0:18:34	0:18:00		0:00:34	0:01:26	0:04:01
2025-09-03 07:00:00	12	12			0:16:08	0:16:08			0:01:09	0:04:44
2025-09-03 08:00:00	14	13	1		0:24:01	0:20:02	0:04:00		0:01:30	0:04:04
2025-09-03 09:00:00	18	18			0:25:47	0:25:47			0:01:10	0:05:35
2025-09-03 10:00:00	11	9	1		0:15:57	0:13:52	0:02:05		0:01:14	0:03:26
2025-09-03 11:00:00	18	15			0:27:46	0:26:41		0:01:05	0:01:19	0:05:27
2025-09-03 12:00:00	12	11			0:16:39	0:16:11		0:00:27	0:01:07	0:04:25
2025-09-03 13:00:00	19	18			0:32:56	0:32:56			0:01:56	0:04:17
2025-09-03 14:00:00										
2025-09-03 15:00:00										
2025-09-03 16:00:00										
2025-09-03 17:00:00										
2025-09-03 18:00:00										
2025-09-03 19:00:00										
2025-09-03 20:00:00										
2025-09-03 21:00:00										
2025-09-03 22:00:00										
2025-09-03 23:00:00										
2025-09-04 00:00:00										
2025-09-04 01:00:00										
2025-09-04 02:00:00										
2025-09-04 03:00:00										
2025-09-04 04:00:00										
2025-09-04 05:00:00	1	1			0:02:33	0:02:33			0:02:33	0:02:33
2025-09-04 06:00:00	9	9			0:14:56	0:14:56			0:01:40	0:04:57
2025-09-04 07:00:00	10	8			0:10:39	0:10:15		0:00:25	0:01:04	0:02:20
2025-09-04 08:00:00	15	13	2		0:19:28	0:19:06	0:00:22		0:01:13	0:02:25
2025-09-04 09:00:00	11	9	1		0:28:13	0:27:53	0:00:20		0:01:53	0:03:36
2025-09-04 10:00:00	5	5			0:04:58	0:04:58			0:01:00	0:01:41
2025-09-04 11:00:00	10	10			0:11:56	0:11:56			0:00:51	0:01:59
2025-09-04 12:00:00	4	4			0:08:05	0:08:05			0:02:01	0:05:36
2025-09-04 13:00:00	12	12			0:16:12	0:16:12			0:01:21	0:03:14
2025-09-04 14:00:00										
2025-09-04 15:00:00										
2025-09-04 16:00:00										
2025-09-04 17:00:00										
2025-09-04 18:00:00										
2025-09-04 19:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-04 20:00:00										
2025-09-04 21:00:00										
2025-09-04 22:00:00										
2025-09-04 23:00:00										
2025-09-05 00:00:00										
2025-09-05 01:00:00										
2025-09-05 02:00:00										
2025-09-05 03:00:00										
2025-09-05 04:00:00										
2025-09-05 05:00:00										
2025-09-05 06:00:00										
2025-09-05 07:00:00										
2025-09-05 08:00:00										
2025-09-05 09:00:00										
2025-09-05 10:00:00										
2025-09-05 11:00:00										
2025-09-05 12:00:00										
2025-09-05 13:00:00										
2025-09-05 14:00:00										
2025-09-05 15:00:00										
2025-09-05 16:00:00										
2025-09-05 17:00:00										
2025-09-05 18:00:00										
2025-09-05 19:00:00										
2025-09-05 20:00:00										
2025-09-05 21:00:00										
2025-09-05 22:00:00										
2025-09-05 23:00:00										
2025-09-06 00:00:00										
2025-09-06 01:00:00										
2025-09-06 02:00:00										
2025-09-06 03:00:00										
2025-09-06 04:00:00										
2025-09-06 05:00:00										
2025-09-06 06:00:00										
2025-09-06 07:00:00										
2025-09-06 08:00:00										
2025-09-06 09:00:00										
2025-09-06 10:00:00										
2025-09-06 11:00:00										
2025-09-06 12:00:00										
2025-09-06 13:00:00										
2025-09-06 14:00:00										
2025-09-06 15:00:00										
2025-09-06 16:00:00										
2025-09-06 17:00:00										
2025-09-06 18:00:00										
2025-09-06 19:00:00										
2025-09-06 20:00:00										
2025-09-06 21:00:00										
2025-09-06 22:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-06 23:00:00										
2025-09-07 00:00:00										
2025-09-07 01:00:00										
2025-09-07 02:00:00										
2025-09-07 03:00:00										
2025-09-07 04:00:00										
2025-09-07 05:00:00										
2025-09-07 06:00:00										
2025-09-07 07:00:00	13	10	2		0:15:36	0:15:15	0:00:21		0:01:12	0:03:03
2025-09-07 08:00:00	11	11			0:16:53	0:16:53			0:01:24	0:03:22
2025-09-07 09:00:00	11	11			0:14:01	0:14:01			0:01:16	0:03:09
2025-09-07 10:00:00	6	6			0:10:50	0:10:50			0:01:48	0:02:46
2025-09-07 11:00:00	2	2			0:05:15	0:05:15			0:02:38	0:03:17
2025-09-07 12:00:00	9	9			0:17:06	0:17:06			0:01:54	0:05:24
2025-09-07 13:00:00	1	1			0:05:29	0:05:29			0:05:29	0:05:29
2025-09-07 14:00:00	7	7			0:17:07	0:17:07			0:01:54	0:05:31
2025-09-07 15:00:00	5	5			0:08:10	0:08:10			0:01:01	0:02:21
2025-09-07 16:00:00										
2025-09-07 17:00:00										
2025-09-07 18:00:00										
2025-09-07 19:00:00										
2025-09-07 20:00:00										
2025-09-07 21:00:00										
2025-09-07 22:00:00										
2025-09-07 23:00:00										
2025-09-08 00:00:00										
2025-09-08 01:00:00										
2025-09-08 02:00:00										
2025-09-08 03:00:00										
2025-09-08 04:00:00										
2025-09-08 05:00:00										
2025-09-08 06:00:00										
2025-09-08 07:00:00										
2025-09-08 08:00:00										
2025-09-08 09:00:00										
2025-09-08 10:00:00										
2025-09-08 11:00:00										
2025-09-08 12:00:00										
2025-09-08 13:00:00										
2025-09-08 14:00:00										
2025-09-08 15:00:00										
2025-09-08 16:00:00										
2025-09-08 17:00:00										
2025-09-08 18:00:00										
2025-09-08 19:00:00										
2025-09-08 20:00:00										
2025-09-08 21:00:00										
2025-09-08 22:00:00										
2025-09-08 23:00:00										
2025-09-09 00:00:00										
2025-09-09 01:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-09 02:00:00										
2025-09-09 03:00:00										
2025-09-09 04:00:00										
2025-09-09 05:00:00										
2025-09-09 06:00:00										
2025-09-09 07:00:00										
2025-09-09 08:00:00	9	7			0:10:56	0:10:40		0:00:16	0:00:47	0:02:27
2025-09-09 09:00:00	20	18			0:37:55	0:37:11		0:00:44	0:01:24	0:04:35
2025-09-09 10:00:00	4	4			0:04:41	0:04:41			0:01:10	0:01:54
2025-09-09 11:00:00	10	9			0:10:56	0:10:56			0:01:13	0:03:55
2025-09-09 12:00:00	3	3			0:05:47	0:05:47			0:01:56	0:04:23
2025-09-09 13:00:00	10	9			0:14:49	0:14:49			0:01:21	0:05:24
2025-09-09 14:00:00	8	8			0:15:44	0:15:44			0:01:45	0:05:56
2025-09-09 15:00:00	9	9			0:12:42	0:12:42			0:01:09	0:02:27
2025-09-09 16:00:00	7	7			0:23:48	0:23:48			0:02:23	0:04:34
2025-09-09 17:00:00										
2025-09-09 18:00:00										
2025-09-09 19:00:00										
2025-09-09 20:00:00										
2025-09-09 21:00:00										
2025-09-09 22:00:00										
2025-09-09 23:00:00										
2025-09-10 00:00:00										
2025-09-10 01:00:00										
2025-09-10 02:00:00										
2025-09-10 03:00:00										
2025-09-10 04:00:00										
2025-09-10 05:00:00										
2025-09-10 06:00:00	14	14			0:20:06	0:20:06			0:01:11	0:05:08
2025-09-10 07:00:00	12	12			0:19:21	0:19:21			0:01:23	0:04:57
2025-09-10 08:00:00	10	8	2		0:23:42	0:16:41	0:07:01		0:01:29	0:07:01
2025-09-10 09:00:00	19	16	3		0:36:13	0:34:39	0:01:35		0:01:39	0:06:31
2025-09-10 10:00:00	5	4			0:17:45	0:16:53		0:00:52	0:02:57	0:11:35
2025-09-10 11:00:00	10	10			0:20:07	0:20:07			0:01:50	0:05:25
2025-09-10 12:00:00	8	8			0:09:33	0:09:33			0:01:04	0:04:34
2025-09-10 13:00:00	6	5			0:14:14	0:13:39		0:00:35	0:01:25	0:03:28
2025-09-10 14:00:00										
2025-09-10 15:00:00										
2025-09-10 16:00:00										
2025-09-10 17:00:00										
2025-09-10 18:00:00										
2025-09-10 19:00:00										
2025-09-10 20:00:00										
2025-09-10 21:00:00										
2025-09-10 22:00:00										
2025-09-10 23:00:00										
2025-09-11 00:00:00										
2025-09-11 01:00:00										
2025-09-11 02:00:00										
2025-09-11 03:00:00										
2025-09-11 04:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-11 05:00:00	1	1			0:03:57	0:03:57			0:01:59	0:02:33
2025-09-11 06:00:00	4	4			0:03:41	0:03:41			0:00:55	0:01:19
2025-09-11 07:00:00	9	9			0:07:48	0:07:48			0:00:52	0:02:31
2025-09-11 08:00:00	19	18	1		0:26:41	0:24:43	0:01:58		0:01:16	0:02:59
2025-09-11 09:00:00	13	13			0:26:37	0:26:37			0:01:54	0:08:28
2025-09-11 10:00:00	4	4			0:19:17	0:19:17			0:02:09	0:06:59
2025-09-11 11:00:00	7	7			0:08:16	0:08:16			0:00:55	0:02:12
2025-09-11 12:00:00	3	3			0:01:42	0:01:42			0:00:25	0:00:45
2025-09-11 13:00:00	11	8	1		0:24:38	0:21:18	0:03:20		0:02:14	0:06:49
2025-09-11 14:00:00	1	1			0:02:43	0:02:43			0:02:43	0:02:43
2025-09-11 15:00:00										
2025-09-11 16:00:00										
2025-09-11 17:00:00										
2025-09-11 18:00:00										
2025-09-11 19:00:00										
2025-09-11 20:00:00										
2025-09-11 21:00:00										
2025-09-11 22:00:00										
2025-09-11 23:00:00										
2025-09-12 00:00:00										
2025-09-12 01:00:00										
2025-09-12 02:00:00										
2025-09-12 03:00:00										
2025-09-12 04:00:00										
2025-09-12 05:00:00										
2025-09-12 06:00:00										
2025-09-12 07:00:00										
2025-09-12 08:00:00										
2025-09-12 09:00:00										
2025-09-12 10:00:00										
2025-09-12 11:00:00										
2025-09-12 12:00:00										
2025-09-12 13:00:00										
2025-09-12 14:00:00										
2025-09-12 15:00:00										
2025-09-12 16:00:00										
2025-09-12 17:00:00										
2025-09-12 18:00:00										
2025-09-12 19:00:00										
2025-09-12 20:00:00										
2025-09-12 21:00:00										
2025-09-12 22:00:00										
2025-09-12 23:00:00										
2025-09-13 00:00:00										
2025-09-13 01:00:00										
2025-09-13 02:00:00										
2025-09-13 03:00:00										
2025-09-13 04:00:00										
2025-09-13 05:00:00										
2025-09-13 06:00:00										
2025-09-13 07:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-13 08:00:00										
2025-09-13 09:00:00										
2025-09-13 10:00:00										
2025-09-13 11:00:00										
2025-09-13 12:00:00										
2025-09-13 13:00:00										
2025-09-13 14:00:00										
2025-09-13 15:00:00										
2025-09-13 16:00:00										
2025-09-13 17:00:00										
2025-09-13 18:00:00										
2025-09-13 19:00:00										
2025-09-13 20:00:00										
2025-09-13 21:00:00										
2025-09-13 22:00:00										
2025-09-13 23:00:00										
2025-09-14 00:00:00										
2025-09-14 01:00:00										
2025-09-14 02:00:00										
2025-09-14 03:00:00										
2025-09-14 04:00:00										
2025-09-14 05:00:00										
2025-09-14 06:00:00										
2025-09-14 07:00:00	10	10			0:16:09	0:16:09			0:01:37	0:04:54
2025-09-14 08:00:00	9	9			0:14:35	0:14:35			0:01:37	0:05:24
2025-09-14 09:00:00	10	10			0:13:08	0:13:08			0:01:19	0:02:29
2025-09-14 10:00:00	7	7			0:12:11	0:12:11			0:01:31	0:02:52
2025-09-14 11:00:00	3	3			0:06:48	0:06:48			0:02:16	0:03:14
2025-09-14 12:00:00	6	6			0:07:28	0:07:28			0:00:56	0:02:55
2025-09-14 13:00:00	4	4			0:28:22	0:28:22			0:04:44	0:09:08
2025-09-14 14:00:00	11	11			0:21:11	0:21:11			0:01:38	0:06:11
2025-09-14 15:00:00	1	1			0:03:37	0:03:37			0:03:37	0:03:37
2025-09-14 16:00:00										
2025-09-14 17:00:00										
2025-09-14 18:00:00										
2025-09-14 19:00:00										
2025-09-14 20:00:00										
2025-09-14 21:00:00										
2025-09-14 22:00:00										
2025-09-14 23:00:00										
2025-09-15 00:00:00										
2025-09-15 01:00:00										
2025-09-15 02:00:00										
2025-09-15 03:00:00										
2025-09-15 04:00:00										
2025-09-15 05:00:00										
2025-09-15 06:00:00										
2025-09-15 07:00:00	26	26			0:39:47	0:39:47			0:01:22	0:06:47
2025-09-15 08:00:00	15	15			0:31:58	0:31:58			0:02:00	0:04:40
2025-09-15 09:00:00	20	20			0:22:05	0:22:05			0:01:03	0:02:35
2025-09-15 10:00:00	12	12			0:25:33	0:25:33			0:01:36	0:04:59

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-15 11:00:00	10	10			0:14:49	0:14:49			0:01:21	0:02:15
2025-09-15 12:00:00	7	6			0:12:25	0:12:25			0:02:04	0:04:12
2025-09-15 13:00:00	4	3			0:13:52	0:13:52			0:04:37	0:09:08
2025-09-15 14:00:00	7	7			0:19:03	0:19:03			0:01:54	0:06:45
2025-09-15 15:00:00	3	3			0:02:57	0:02:57			0:00:59	0:01:45
2025-09-15 16:00:00										
2025-09-15 17:00:00										
2025-09-15 18:00:00										
2025-09-15 19:00:00										
2025-09-15 20:00:00										
2025-09-15 21:00:00										
2025-09-15 22:00:00										
2025-09-15 23:00:00										
2025-09-16 00:00:00										
2025-09-16 01:00:00										
2025-09-16 02:00:00										
2025-09-16 03:00:00										
2025-09-16 04:00:00										
2025-09-16 05:00:00										
2025-09-16 06:00:00										
2025-09-16 07:00:00	12	12			0:18:40	0:18:40			0:01:26	0:04:15
2025-09-16 08:00:00	20	20			0:31:34	0:31:34			0:01:30	0:04:17
2025-09-16 09:00:00	15	15			0:27:33	0:27:33			0:01:32	0:03:46
2025-09-16 10:00:00	10	10			0:24:42	0:24:42			0:02:15	0:10:37
2025-09-16 11:00:00	3	3			0:03:16	0:03:16			0:01:05	0:01:57
2025-09-16 12:00:00	9	8			0:10:47	0:10:17		0:00:30	0:01:05	0:03:57
2025-09-16 13:00:00	10	7			0:10:23	0:10:01		0:00:22	0:00:52	0:05:30
2025-09-16 14:00:00	18	17			0:29:05	0:28:48		0:00:18	0:01:49	0:03:42
2025-09-16 15:00:00	3	3			0:06:29	0:06:29			0:02:10	0:02:49
2025-09-16 16:00:00										
2025-09-16 17:00:00										
2025-09-16 18:00:00										
2025-09-16 19:00:00										
2025-09-16 20:00:00										
2025-09-16 21:00:00										
2025-09-16 22:00:00										
2025-09-16 23:00:00										
2025-09-17 00:00:00										
2025-09-17 01:00:00										
2025-09-17 02:00:00										
2025-09-17 03:00:00										
2025-09-17 04:00:00										
2025-09-17 05:00:00										
2025-09-17 06:00:00	11	9			0:10:46	0:10:30		0:00:17	0:00:59	0:02:54
2025-09-17 07:00:00	6	6			0:07:40	0:07:40			0:01:06	0:02:50
2025-09-17 08:00:00	16	15			0:37:01	0:37:01			0:01:51	0:06:46
2025-09-17 09:00:00	11	10			0:13:10	0:12:52		0:00:19	0:01:06	0:03:42
2025-09-17 10:00:00	6	6			0:05:25	0:05:25			0:00:46	0:01:15
2025-09-17 11:00:00	13	12			0:14:06	0:14:06			0:01:00	0:02:08
2025-09-17 12:00:00	9	8			0:12:25	0:11:49		0:00:35	0:01:08	0:02:44
2025-09-17 13:00:00	13	13			0:15:39	0:15:39			0:01:12	0:04:13

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-17 14:00:00	9	7	1		0:15:30	0:14:40	0:00:50		0:01:33	0:03:23
2025-09-17 15:00:00	6	3			0:12:06	0:10:49		0:01:18	0:02:01	0:05:33
2025-09-17 16:00:00										
2025-09-17 17:00:00										
2025-09-17 18:00:00										
2025-09-17 19:00:00										
2025-09-17 20:00:00										
2025-09-17 21:00:00										
2025-09-17 22:00:00										
2025-09-17 23:00:00										
2025-09-18 00:00:00										
2025-09-18 01:00:00										
2025-09-18 02:00:00										
2025-09-18 03:00:00										
2025-09-18 04:00:00										
2025-09-18 05:00:00	1	1			0:00:42	0:00:42			0:00:42	0:00:42
2025-09-18 06:00:00	12	12			0:10:31	0:10:31			0:00:49	0:01:33
2025-09-18 07:00:00	9	8			0:10:53	0:10:04		0:00:49	0:01:05	0:02:56
2025-09-18 08:00:00	16	16			0:18:48	0:18:48			0:01:03	0:02:59
2025-09-18 09:00:00	12	11			0:12:13	0:11:32		0:00:41	0:00:56	0:02:43
2025-09-18 10:00:00	9	9			0:14:12	0:14:12			0:01:17	0:06:28
2025-09-18 11:00:00	23	14	4		0:23:53	0:23:10	0:00:24	0:00:19	0:01:05	0:04:27
2025-09-18 12:00:00	11	9			0:09:26	0:09:26			0:01:03	0:02:41
2025-09-18 13:00:00	6	6			0:07:52	0:07:52			0:00:59	0:02:42
2025-09-18 14:00:00	2	2			0:02:42	0:02:42			0:01:21	0:01:29
2025-09-18 15:00:00										
2025-09-18 16:00:00										
2025-09-18 17:00:00										
2025-09-18 18:00:00										
2025-09-18 19:00:00										
2025-09-18 20:00:00										
2025-09-18 21:00:00										
2025-09-18 22:00:00										
2025-09-18 23:00:00										
2025-09-19 00:00:00										
2025-09-19 01:00:00										
2025-09-19 02:00:00										
2025-09-19 03:00:00										
2025-09-19 04:00:00										
2025-09-19 05:00:00										
2025-09-19 06:00:00										
2025-09-19 07:00:00	10	9			0:14:17	0:14:17			0:01:35	0:03:48
2025-09-19 08:00:00	11	11			0:34:46	0:34:46			0:01:56	0:09:12
2025-09-19 09:00:00	14	14			0:21:55	0:21:55			0:01:34	0:05:57
2025-09-19 10:00:00	14	13			0:33:56	0:33:56			0:02:07	0:09:59
2025-09-19 11:00:00										
2025-09-19 12:00:00	9	9			0:12:15	0:12:15			0:01:13	0:03:28
2025-09-19 13:00:00	10	8			0:20:07	0:18:43		0:01:24	0:01:33	0:03:15
2025-09-19 14:00:00	9	5			0:03:52	0:03:52			0:00:46	0:01:31
2025-09-19 15:00:00										
2025-09-19 16:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-19 17:00:00										
2025-09-19 18:00:00										
2025-09-19 19:00:00										
2025-09-19 20:00:00										
2025-09-19 21:00:00										
2025-09-19 22:00:00										
2025-09-19 23:00:00										
2025-09-20 00:00:00										
2025-09-20 01:00:00										
2025-09-20 02:00:00										
2025-09-20 03:00:00										
2025-09-20 04:00:00										
2025-09-20 05:00:00										
2025-09-20 06:00:00										
2025-09-20 07:00:00										
2025-09-20 08:00:00										
2025-09-20 09:00:00										
2025-09-20 10:00:00										
2025-09-20 11:00:00										
2025-09-20 12:00:00										
2025-09-20 13:00:00										
2025-09-20 14:00:00										
2025-09-20 15:00:00										
2025-09-20 16:00:00										
2025-09-20 17:00:00										
2025-09-20 18:00:00										
2025-09-20 19:00:00										
2025-09-20 20:00:00										
2025-09-20 21:00:00										
2025-09-20 22:00:00										
2025-09-20 23:00:00										
2025-09-21 00:00:00										
2025-09-21 01:00:00										
2025-09-21 02:00:00										
2025-09-21 03:00:00										
2025-09-21 04:00:00										
2025-09-21 05:00:00										
2025-09-21 06:00:00										
2025-09-21 07:00:00	7	5	1		0:11:12	0:10:36	0:00:35		0:01:52	0:04:13
2025-09-21 08:00:00	16	16			0:22:01	0:22:01			0:01:10	0:02:46
2025-09-21 09:00:00	7	7			0:16:10	0:16:10			0:01:48	0:08:06
2025-09-21 10:00:00	11	11			0:16:13	0:16:13			0:01:28	0:03:14
2025-09-21 11:00:00	5	4			0:02:51	0:02:51			0:00:57	0:01:51
2025-09-21 12:00:00	4	4			0:04:38	0:04:38			0:01:10	0:02:59
2025-09-21 13:00:00	2	2			0:06:04	0:06:04			0:03:02	0:03:20
2025-09-21 14:00:00	9	9			0:11:35	0:11:35			0:01:09	0:02:20
2025-09-21 15:00:00	4	4			0:08:04	0:08:04			0:02:01	0:05:25
2025-09-21 16:00:00										
2025-09-21 17:00:00										
2025-09-21 18:00:00										
2025-09-21 19:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-21 20:00:00										
2025-09-21 21:00:00										
2025-09-21 22:00:00										
2025-09-21 23:00:00										
2025-09-22 00:00:00										
2025-09-22 01:00:00										
2025-09-22 02:00:00										
2025-09-22 03:00:00										
2025-09-22 04:00:00										
2025-09-22 05:00:00										
2025-09-22 06:00:00	9	8	1		0:11:01	0:07:50	0:03:11		0:01:06	0:02:13
2025-09-22 07:00:00	13	13			0:15:50	0:15:50			0:01:08	0:03:00
2025-09-22 08:00:00	25	25			0:36:47	0:36:47			0:01:19	0:05:05
2025-09-22 09:00:00	17	17			0:28:13	0:28:13			0:01:29	0:06:41
2025-09-22 10:00:00	7	6	1		0:14:51	0:14:39	0:00:12		0:02:28	0:06:50
2025-09-22 11:00:00	19	18			0:32:08	0:32:08			0:01:47	0:11:21
2025-09-22 12:00:00	10	10			0:11:21	0:11:21			0:01:08	0:02:19
2025-09-22 13:00:00	7	5	2		0:15:46	0:11:17	0:04:30		0:01:45	0:05:49
2025-09-22 14:00:00	13	12			0:18:54	0:17:20		0:01:34	0:01:16	0:03:14
2025-09-22 15:00:00	5	4			0:05:24	0:05:24			0:00:40	0:01:37
2025-09-22 16:00:00										
2025-09-22 17:00:00										
2025-09-22 18:00:00										
2025-09-22 19:00:00										
2025-09-22 20:00:00										
2025-09-22 21:00:00										
2025-09-22 22:00:00										
2025-09-22 23:00:00										
2025-09-23 00:00:00										
2025-09-23 01:00:00										
2025-09-23 02:00:00										
2025-09-23 03:00:00										
2025-09-23 04:00:00										
2025-09-23 05:00:00										
2025-09-23 06:00:00										
2025-09-23 07:00:00										
2025-09-23 08:00:00	5	5			0:06:17	0:06:17			0:01:03	0:02:54
2025-09-23 09:00:00	15	9	6		0:09:36	0:09:15	0:00:21		0:00:38	0:01:36
2025-09-23 10:00:00	6	6			0:17:47	0:17:47			0:01:29	0:04:01
2025-09-23 11:00:00	12	6	2		0:16:51	0:15:18	0:01:09	0:00:23	0:01:32	0:05:40
2025-09-23 12:00:00	4	4			0:07:08	0:07:08			0:01:47	0:02:25
2025-09-23 13:00:00	7	7			0:18:58	0:18:58			0:02:06	0:06:04
2025-09-23 14:00:00	8	5	3		0:18:17	0:14:05	0:04:12		0:02:37	0:05:07
2025-09-23 15:00:00	10	10			0:32:36	0:32:36			0:02:20	0:05:59
2025-09-23 16:00:00	6	6			0:18:23	0:18:23			0:03:04	0:07:25
2025-09-23 17:00:00										
2025-09-23 18:00:00										
2025-09-23 19:00:00										
2025-09-23 20:00:00										
2025-09-23 21:00:00										
2025-09-23 22:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-23 23:00:00										
2025-09-24 00:00:00										
2025-09-24 01:00:00										
2025-09-24 02:00:00										
2025-09-24 03:00:00										
2025-09-24 04:00:00										
2025-09-24 05:00:00										
2025-09-24 06:00:00	12	11			0:16:55	0:16:25		0:00:29	0:01:12	0:03:10
2025-09-24 07:00:00	9	9			0:09:53	0:09:53			0:01:06	0:04:49
2025-09-24 08:00:00	15	15			0:25:32	0:25:32			0:01:25	0:03:12
2025-09-24 09:00:00	15	15			0:16:09	0:16:09			0:01:01	0:02:19
2025-09-24 10:00:00	5	5			0:17:24	0:17:24			0:02:54	0:07:46
2025-09-24 11:00:00	8	8			0:08:54	0:08:54			0:00:53	0:02:31
2025-09-24 12:00:00	9	9			0:09:29	0:09:29			0:01:03	0:02:41
2025-09-24 13:00:00	9	9			0:16:45	0:16:45			0:01:52	0:04:59
2025-09-24 14:00:00	1	1			0:00:31	0:00:31			0:00:31	0:00:31
2025-09-24 15:00:00										
2025-09-24 16:00:00										
2025-09-24 17:00:00										
2025-09-24 18:00:00										
2025-09-24 19:00:00										
2025-09-24 20:00:00										
2025-09-24 21:00:00										
2025-09-24 22:00:00										
2025-09-24 23:00:00										
2025-09-25 00:00:00										
2025-09-25 01:00:00										
2025-09-25 02:00:00										
2025-09-25 03:00:00										
2025-09-25 04:00:00										
2025-09-25 05:00:00										
2025-09-25 06:00:00	7	7			0:04:46	0:04:46			0:00:41	0:01:15
2025-09-25 07:00:00	7	7			0:08:54	0:08:54			0:01:16	0:03:56
2025-09-25 08:00:00	13	13			0:22:04	0:22:04			0:01:23	0:03:49
2025-09-25 09:00:00	12	12			0:30:51	0:30:51			0:01:37	0:06:15
2025-09-25 10:00:00	8	8			0:09:42	0:09:42			0:00:58	0:01:36
2025-09-25 11:00:00	8	7			0:13:59	0:11:24		0:02:35	0:01:10	0:02:46
2025-09-25 12:00:00	7	7			0:11:09	0:11:09			0:01:36	0:02:36
2025-09-25 13:00:00	11	11			0:20:20	0:20:20			0:01:16	0:05:53
2025-09-25 14:00:00	5	5			0:05:34	0:05:34			0:01:07	0:01:51
2025-09-25 15:00:00										
2025-09-25 16:00:00										
2025-09-25 17:00:00										
2025-09-25 18:00:00										
2025-09-25 19:00:00										
2025-09-25 20:00:00										
2025-09-25 21:00:00										
2025-09-25 22:00:00										
2025-09-25 23:00:00										
2025-09-26 00:00:00										
2025-09-26 01:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-26 02:00:00										
2025-09-26 03:00:00										
2025-09-26 04:00:00										
2025-09-26 05:00:00										
2025-09-26 06:00:00										
2025-09-26 07:00:00										
2025-09-26 08:00:00										
2025-09-26 09:00:00										
2025-09-26 10:00:00										
2025-09-26 11:00:00										
2025-09-26 12:00:00										
2025-09-26 13:00:00										
2025-09-26 14:00:00										
2025-09-26 15:00:00										
2025-09-26 16:00:00										
2025-09-26 17:00:00										
2025-09-26 18:00:00										
2025-09-26 19:00:00										
2025-09-26 20:00:00										
2025-09-26 21:00:00										
2025-09-26 22:00:00										
2025-09-26 23:00:00										
2025-09-27 00:00:00										
2025-09-27 01:00:00										
2025-09-27 02:00:00										
2025-09-27 03:00:00										
2025-09-27 04:00:00										
2025-09-27 05:00:00										
2025-09-27 06:00:00										
2025-09-27 07:00:00										
2025-09-27 08:00:00										
2025-09-27 09:00:00										
2025-09-27 10:00:00										
2025-09-27 11:00:00										
2025-09-27 12:00:00										
2025-09-27 13:00:00										
2025-09-27 14:00:00										
2025-09-27 15:00:00										
2025-09-27 16:00:00										
2025-09-27 17:00:00										
2025-09-27 18:00:00										
2025-09-27 19:00:00										
2025-09-27 20:00:00										
2025-09-27 21:00:00										
2025-09-27 22:00:00										
2025-09-27 23:00:00										
2025-09-28 00:00:00										
2025-09-28 01:00:00										
2025-09-28 02:00:00										
2025-09-28 03:00:00										
2025-09-28 04:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-28 05:00:00										
2025-09-28 06:00:00										
2025-09-28 07:00:00	9	8			0:10:14	0:10:14			0:01:17	0:02:49
2025-09-28 08:00:00	15	15			0:13:24	0:13:24			0:00:47	0:01:54
2025-09-28 09:00:00	11	10			0:12:29	0:12:07		0:00:22	0:01:08	0:02:09
2025-09-28 10:00:00	17	16			0:26:20	0:25:46		0:00:34	0:01:12	0:04:31
2025-09-28 11:00:00	4	4			0:12:10	0:12:10			0:02:26	0:03:24
2025-09-28 12:00:00	7	7			0:24:27	0:24:27			0:03:03	0:07:52
2025-09-28 13:00:00	6	6			0:13:16	0:13:16			0:02:13	0:05:02
2025-09-28 14:00:00	6	6			0:15:50	0:15:50			0:02:38	0:04:12
2025-09-28 15:00:00	11	7	4		0:11:09	0:10:48	0:00:21		0:01:01	0:04:26
2025-09-28 16:00:00										
2025-09-28 17:00:00										
2025-09-28 18:00:00										
2025-09-28 19:00:00										
2025-09-28 20:00:00										
2025-09-28 21:00:00										
2025-09-28 22:00:00										
2025-09-28 23:00:00										
2025-09-29 00:00:00										
2025-09-29 01:00:00										
2025-09-29 02:00:00										
2025-09-29 03:00:00										
2025-09-29 04:00:00										
2025-09-29 05:00:00										
2025-09-29 06:00:00	2	2			0:00:51	0:00:51			0:00:51	0:00:51
2025-09-29 07:00:00	21	20			0:27:22	0:27:22			0:01:18	0:02:37
2025-09-29 08:00:00	25	24			0:36:09	0:28:54		0:07:15	0:01:23	0:04:37
2025-09-29 09:00:00	18	18			0:29:23	0:29:23			0:01:33	0:04:04
2025-09-29 10:00:00	21	19	1		0:30:25	0:27:23	0:02:35	0:00:28	0:01:13	0:07:30
2025-09-29 11:00:00	4	4			0:04:26	0:04:26			0:01:07	0:02:15
2025-09-29 12:00:00	6	5			0:14:11	0:14:11			0:02:22	0:04:03
2025-09-29 13:00:00	8	5	1		0:15:59	0:15:17	0:00:42		0:01:47	0:06:59
2025-09-29 14:00:00	14	11			0:24:35	0:24:35			0:01:27	0:04:51
2025-09-29 15:00:00	6	6			0:04:12	0:04:12			0:00:36	0:01:02
2025-09-29 16:00:00										
2025-09-29 17:00:00										
2025-09-29 18:00:00										
2025-09-29 19:00:00										
2025-09-29 20:00:00										
2025-09-29 21:00:00										
2025-09-29 22:00:00										
2025-09-29 23:00:00										
2025-09-30 00:00:00										
2025-09-30 01:00:00										
2025-09-30 02:00:00										
2025-09-30 03:00:00										
2025-09-30 04:00:00										
2025-09-30 05:00:00										
2025-09-30 06:00:00										
2025-09-30 07:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-30 08:00:00	5	5			0:14:42	0:14:42			0:01:28	0:03:02
2025-09-30 09:00:00	15	13			0:26:36	0:25:48		0:00:48	0:01:54	0:05:07
2025-09-30 10:00:00	5	4			0:12:48	0:12:25		0:00:23	0:02:34	0:07:08
2025-09-30 11:00:00	10	9			0:12:54	0:12:23		0:00:31	0:00:55	0:04:01
2025-09-30 12:00:00	6	6			0:03:47	0:03:47			0:00:38	0:01:47
2025-09-30 13:00:00	10	10			0:22:01	0:22:01			0:01:34	0:04:08
2025-09-30 14:00:00	8	8			0:12:24	0:12:24			0:01:08	0:03:28
2025-09-30 15:00:00	6	6			0:16:54	0:16:54			0:02:49	0:05:35
2025-09-30 16:00:00	8	8			0:18:41	0:18:41			0:02:20	0:04:55
2025-09-30 17:00:00										
2025-09-30 18:00:00										
2025-09-30 19:00:00										
2025-09-30 20:00:00										
2025-09-30 21:00:00										
2025-09-30 22:00:00										
2025-09-30 23:00:00										

Agent Call Volume

Tina V(108)

Monday, September 1, 2025 12:00:00 AM -

Tuesday, September 30, 2025 11:59:59 PM

Total Calls	72	Total Inbound Calls	5
Total Outbound Calls	61	Total Callback Calls	
Total Talking Duration	0:33:51	Total Inbound Talking Duration	0:05:17
Total Outbound Talking Duration	0:22:54	Total Internal Talking Duration	0:05:40
Avg Talking Duration	0:00:30	Max Talking Duration	0:05:40

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-01 00:00:00										
2025-09-01 01:00:00										
2025-09-01 02:00:00										
2025-09-01 03:00:00										
2025-09-01 04:00:00										
2025-09-01 05:00:00										
2025-09-01 06:00:00										
2025-09-01 07:00:00										
2025-09-01 08:00:00										
2025-09-01 09:00:00										
2025-09-01 10:00:00										
2025-09-01 11:00:00										
2025-09-01 12:00:00										
2025-09-01 13:00:00										
2025-09-01 14:00:00										
2025-09-01 15:00:00										
2025-09-01 16:00:00										
2025-09-01 17:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-01 18:00:00										
2025-09-01 19:00:00										
2025-09-01 20:00:00										
2025-09-01 21:00:00										
2025-09-01 22:00:00										
2025-09-01 23:00:00										
2025-09-02 00:00:00										
2025-09-02 01:00:00										
2025-09-02 02:00:00										
2025-09-02 03:00:00										
2025-09-02 04:00:00										
2025-09-02 05:00:00										
2025-09-02 06:00:00										
2025-09-02 07:00:00										
2025-09-02 08:00:00										
2025-09-02 09:00:00										
2025-09-02 10:00:00										
2025-09-02 11:00:00										
2025-09-02 12:00:00										
2025-09-02 13:00:00										
2025-09-02 14:00:00										
2025-09-02 15:00:00										
2025-09-02 16:00:00										
2025-09-02 17:00:00										
2025-09-02 18:00:00										
2025-09-02 19:00:00										
2025-09-02 20:00:00										
2025-09-02 21:00:00										
2025-09-02 22:00:00										
2025-09-02 23:00:00										
2025-09-03 00:00:00										
2025-09-03 01:00:00										
2025-09-03 02:00:00										
2025-09-03 03:00:00										
2025-09-03 04:00:00										
2025-09-03 05:00:00										
2025-09-03 06:00:00										
2025-09-03 07:00:00										
2025-09-03 08:00:00										
2025-09-03 09:00:00										
2025-09-03 10:00:00										
2025-09-03 11:00:00										
2025-09-03 12:00:00										
2025-09-03 13:00:00										
2025-09-03 14:00:00										
2025-09-03 15:00:00										
2025-09-03 16:00:00										
2025-09-03 17:00:00										
2025-09-03 18:00:00										
2025-09-03 19:00:00										
2025-09-03 20:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-03 21:00:00										
2025-09-03 22:00:00										
2025-09-03 23:00:00										
2025-09-04 00:00:00										
2025-09-04 01:00:00										
2025-09-04 02:00:00										
2025-09-04 03:00:00										
2025-09-04 04:00:00										
2025-09-04 05:00:00										
2025-09-04 06:00:00										
2025-09-04 07:00:00										
2025-09-04 08:00:00										
2025-09-04 09:00:00										
2025-09-04 10:00:00										
2025-09-04 11:00:00										
2025-09-04 12:00:00										
2025-09-04 13:00:00										
2025-09-04 14:00:00										
2025-09-04 15:00:00										
2025-09-04 16:00:00										
2025-09-04 17:00:00										
2025-09-04 18:00:00										
2025-09-04 19:00:00										
2025-09-04 20:00:00										
2025-09-04 21:00:00										
2025-09-04 22:00:00										
2025-09-04 23:00:00										
2025-09-05 00:00:00										
2025-09-05 01:00:00										
2025-09-05 02:00:00										
2025-09-05 03:00:00										
2025-09-05 04:00:00										
2025-09-05 05:00:00										
2025-09-05 06:00:00										
2025-09-05 07:00:00										
2025-09-05 08:00:00										
2025-09-05 09:00:00										
2025-09-05 10:00:00										
2025-09-05 11:00:00										
2025-09-05 12:00:00										
2025-09-05 13:00:00										
2025-09-05 14:00:00										
2025-09-05 15:00:00										
2025-09-05 16:00:00										
2025-09-05 17:00:00										
2025-09-05 18:00:00										
2025-09-05 19:00:00										
2025-09-05 20:00:00										
2025-09-05 21:00:00										
2025-09-05 22:00:00										
2025-09-05 23:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-06 00:00:00										
2025-09-06 01:00:00										
2025-09-06 02:00:00										
2025-09-06 03:00:00										
2025-09-06 04:00:00										
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Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-08 03:00:00										
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Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-10 06:00:00										
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Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-12 09:00:00										
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Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-14 12:00:00										
2025-09-14 13:00:00										
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Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-16 15:00:00										
2025-09-16 16:00:00										
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Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-18 18:00:00										
2025-09-18 19:00:00										
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2025-09-19 06:00:00										
2025-09-19 07:00:00										
2025-09-19 08:00:00	24	1	21		0:07:57		0:07:57		0:00:23	0:01:10
2025-09-19 09:00:00	33	2	28		0:16:18	0:01:48	0:08:50	0:05:40	0:00:32	0:05:40
2025-09-19 10:00:00	15	2	12		0:09:36	0:03:29	0:06:07		0:00:36	0:02:12
2025-09-19 11:00:00										
2025-09-19 12:00:00										
2025-09-19 13:00:00										
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2025-09-20 20:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-20 21:00:00										
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2025-09-21 00:00:00										
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2025-09-22 23:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-23 00:00:00										
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2025-09-25 02:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-25 03:00:00										
2025-09-25 04:00:00										
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2025-09-27 02:00:00										
2025-09-27 03:00:00										
2025-09-27 04:00:00										
2025-09-27 05:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-27 06:00:00										
2025-09-27 07:00:00										
2025-09-27 08:00:00										
2025-09-27 09:00:00										
2025-09-27 10:00:00										
2025-09-27 11:00:00										
2025-09-27 12:00:00										
2025-09-27 13:00:00										
2025-09-27 14:00:00										
2025-09-27 15:00:00										
2025-09-27 16:00:00										
2025-09-27 17:00:00										
2025-09-27 18:00:00										
2025-09-27 19:00:00										
2025-09-27 20:00:00										
2025-09-27 21:00:00										
2025-09-27 22:00:00										
2025-09-27 23:00:00										
2025-09-28 00:00:00										
2025-09-28 01:00:00										
2025-09-28 02:00:00										
2025-09-28 03:00:00										
2025-09-28 04:00:00										
2025-09-28 05:00:00										
2025-09-28 06:00:00										
2025-09-28 07:00:00										
2025-09-28 08:00:00										
2025-09-28 09:00:00										
2025-09-28 10:00:00										
2025-09-28 11:00:00										
2025-09-28 12:00:00										
2025-09-28 13:00:00										
2025-09-28 14:00:00										
2025-09-28 15:00:00										
2025-09-28 16:00:00										
2025-09-28 17:00:00										
2025-09-28 18:00:00										
2025-09-28 19:00:00										
2025-09-28 20:00:00										
2025-09-28 21:00:00										
2025-09-28 22:00:00										
2025-09-28 23:00:00										
2025-09-29 00:00:00										
2025-09-29 01:00:00										
2025-09-29 02:00:00										
2025-09-29 03:00:00										
2025-09-29 04:00:00										
2025-09-29 05:00:00										
2025-09-29 06:00:00										
2025-09-29 07:00:00										
2025-09-29 08:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-29 09:00:00										
2025-09-29 10:00:00										
2025-09-29 11:00:00										
2025-09-29 12:00:00										
2025-09-29 13:00:00										
2025-09-29 14:00:00										
2025-09-29 15:00:00										
2025-09-29 16:00:00										
2025-09-29 17:00:00										
2025-09-29 18:00:00										
2025-09-29 19:00:00										
2025-09-29 20:00:00										
2025-09-29 21:00:00										
2025-09-29 22:00:00										
2025-09-29 23:00:00										
2025-09-30 00:00:00										
2025-09-30 01:00:00										
2025-09-30 02:00:00										
2025-09-30 03:00:00										
2025-09-30 04:00:00										
2025-09-30 05:00:00										
2025-09-30 06:00:00										
2025-09-30 07:00:00										
2025-09-30 08:00:00										
2025-09-30 09:00:00										
2025-09-30 10:00:00										
2025-09-30 11:00:00										
2025-09-30 12:00:00										
2025-09-30 13:00:00										
2025-09-30 14:00:00										
2025-09-30 15:00:00										
2025-09-30 16:00:00										
2025-09-30 17:00:00										
2025-09-30 18:00:00										
2025-09-30 19:00:00										
2025-09-30 20:00:00										
2025-09-30 21:00:00										
2025-09-30 22:00:00										
2025-09-30 23:00:00										

Agent Call Volume

Violeta V(104)

Monday, September 1, 2025 12:00:00 AM -
Tuesday, September 30, 2025 11:59:59 PM

Total Calls	1,212	Total Inbound Calls	1,056
Total Outbound Calls	55	Total Callback Calls	
Total Talking Duration	30:34:57	Total Inbound Talking Duration	29:20:42
Total Outbound Talking Duration	0:45:36	Total Internal Talking Duration	0:28:39
Avg Talking Duration	0:01:13	Max Talking Duration	0:13:19

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-01 00:00:00										
2025-09-01 01:00:00										
2025-09-01 02:00:00										
2025-09-01 03:00:00										
2025-09-01 04:00:00										
2025-09-01 05:00:00										
2025-09-01 06:00:00	9	9			0:12:26	0:12:26			0:01:33	0:04:37
2025-09-01 07:00:00	3	3			0:06:11	0:06:11			0:01:33	0:02:15
2025-09-01 08:00:00	5	5			0:07:36	0:07:36			0:01:16	0:03:35
2025-09-01 09:00:00	10	10			0:17:30	0:17:30			0:01:27	0:02:53
2025-09-01 10:00:00	8	8			0:10:37	0:10:37			0:01:04	0:02:32
2025-09-01 11:00:00	5	4			0:05:42	0:03:34		0:02:09	0:00:49	0:02:09
2025-09-01 12:00:00	1	1			0:01:42	0:01:42			0:00:51	0:01:01
2025-09-01 13:00:00										
2025-09-01 14:00:00										
2025-09-01 15:00:00										
2025-09-01 16:00:00										
2025-09-01 17:00:00										
2025-09-01 18:00:00										
2025-09-01 19:00:00										
2025-09-01 20:00:00										
2025-09-01 21:00:00										
2025-09-01 22:00:00										
2025-09-01 23:00:00										
2025-09-02 00:00:00										
2025-09-02 01:00:00										
2025-09-02 02:00:00										
2025-09-02 03:00:00										
2025-09-02 04:00:00										
2025-09-02 05:00:00										
2025-09-02 06:00:00	16	15			0:25:34	0:25:34			0:01:21	0:04:13
2025-09-02 07:00:00	7	5	1		0:12:25	0:11:54	0:00:30		0:01:14	0:03:20
2025-09-02 08:00:00	7	5	1		0:08:04	0:07:18	0:00:46		0:01:00	0:02:18
2025-09-02 09:00:00	5	4			0:08:20	0:08:03		0:00:17	0:01:11	0:02:05
2025-09-02 10:00:00	7	7			0:25:57	0:25:57			0:03:15	0:08:16
2025-09-02 11:00:00	8	7			0:13:07	0:13:07			0:01:19	0:03:16
2025-09-02 12:00:00	3	2			0:03:58	0:03:36		0:00:22	0:00:48	0:01:46
2025-09-02 13:00:00										
2025-09-02 14:00:00										
2025-09-02 15:00:00										
2025-09-02 16:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-02 17:00:00										
2025-09-02 18:00:00										
2025-09-02 19:00:00										
2025-09-02 20:00:00										
2025-09-02 21:00:00										
2025-09-02 22:00:00										
2025-09-02 23:00:00										
2025-09-03 00:00:00										
2025-09-03 01:00:00										
2025-09-03 02:00:00										
2025-09-03 03:00:00										
2025-09-03 04:00:00										
2025-09-03 05:00:00										
2025-09-03 06:00:00	4	4			0:05:45	0:05:45			0:01:09	0:02:24
2025-09-03 07:00:00	8	8			0:19:46	0:19:46			0:01:59	0:04:14
2025-09-03 08:00:00	7	6			0:15:35	0:14:28		0:01:07	0:01:25	0:06:05
2025-09-03 09:00:00	12	11			0:17:42	0:17:15		0:00:26	0:01:02	0:02:50
2025-09-03 10:00:00	10	8	1		0:20:36	0:18:30	0:02:00	0:00:07	0:01:43	0:05:01
2025-09-03 11:00:00	9	7			0:08:27	0:08:03		0:00:24	0:00:51	0:03:09
2025-09-03 12:00:00	6	6			0:08:09	0:08:09			0:00:54	0:02:54
2025-09-03 13:00:00										
2025-09-03 14:00:00										
2025-09-03 15:00:00										
2025-09-03 16:00:00										
2025-09-03 17:00:00										
2025-09-03 18:00:00										
2025-09-03 19:00:00										
2025-09-03 20:00:00										
2025-09-03 21:00:00										
2025-09-03 22:00:00										
2025-09-03 23:00:00										
2025-09-04 00:00:00										
2025-09-04 01:00:00										
2025-09-04 02:00:00										
2025-09-04 03:00:00										
2025-09-04 04:00:00										
2025-09-04 05:00:00										
2025-09-04 06:00:00	8	8			0:10:08	0:10:08			0:01:01	0:02:29
2025-09-04 07:00:00	3	3			0:11:32	0:11:32			0:02:53	0:04:14
2025-09-04 08:00:00	8	7			0:06:04	0:06:04			0:00:33	0:01:14
2025-09-04 09:00:00	13	8	2		0:14:11	0:10:18	0:02:41	0:01:12	0:00:53	0:03:07
2025-09-04 10:00:00	7	7			0:22:02	0:22:02			0:02:00	0:07:21
2025-09-04 11:00:00	10	8	2		0:07:07	0:06:50	0:00:17		0:00:36	0:01:52
2025-09-04 12:00:00	6	5			0:14:20	0:14:20			0:02:52	0:04:56
2025-09-04 13:00:00	3	3			0:07:10	0:07:10			0:01:48	0:02:26
2025-09-04 14:00:00										
2025-09-04 15:00:00										
2025-09-04 16:00:00										
2025-09-04 17:00:00										
2025-09-04 18:00:00										
2025-09-04 19:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-04 20:00:00										
2025-09-04 21:00:00										
2025-09-04 22:00:00										
2025-09-04 23:00:00										
2025-09-05 00:00:00										
2025-09-05 01:00:00										
2025-09-05 02:00:00										
2025-09-05 03:00:00										
2025-09-05 04:00:00										
2025-09-05 05:00:00										
2025-09-05 06:00:00	1	1			0:00:01	0:00:01			0:00:01	0:00:01
2025-09-05 07:00:00	8	8			0:14:08	0:14:08			0:01:17	0:03:09
2025-09-05 08:00:00	5	5			0:13:33	0:13:33			0:01:21	0:03:34
2025-09-05 09:00:00	15	10	1		0:22:41	0:21:23	0:00:32	0:00:47	0:01:12	0:02:46
2025-09-05 10:00:00	14	2	10		0:23:58	0:01:21	0:22:27	0:00:09	0:01:30	0:09:58
2025-09-05 11:00:00	11	8	2		0:10:52	0:09:20	0:01:32		0:00:47	0:02:08
2025-09-05 12:00:00	14	4	8		0:06:34	0:05:22	0:00:36	0:00:35	0:00:39	0:03:31
2025-09-05 13:00:00										
2025-09-05 14:00:00										
2025-09-05 15:00:00										
2025-09-05 16:00:00										
2025-09-05 17:00:00										
2025-09-05 18:00:00										
2025-09-05 19:00:00										
2025-09-05 20:00:00										
2025-09-05 21:00:00										
2025-09-05 22:00:00										
2025-09-05 23:00:00										
2025-09-06 00:00:00										
2025-09-06 01:00:00										
2025-09-06 02:00:00										
2025-09-06 03:00:00										
2025-09-06 04:00:00										
2025-09-06 05:00:00										
2025-09-06 06:00:00										
2025-09-06 07:00:00										
2025-09-06 08:00:00										
2025-09-06 09:00:00										
2025-09-06 10:00:00										
2025-09-06 11:00:00										
2025-09-06 12:00:00										
2025-09-06 13:00:00										
2025-09-06 14:00:00										
2025-09-06 15:00:00										
2025-09-06 16:00:00										
2025-09-06 17:00:00										
2025-09-06 18:00:00										
2025-09-06 19:00:00										
2025-09-06 20:00:00										
2025-09-06 21:00:00										
2025-09-06 22:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-06 23:00:00										
2025-09-07 00:00:00										
2025-09-07 01:00:00										
2025-09-07 02:00:00										
2025-09-07 03:00:00										
2025-09-07 04:00:00										
2025-09-07 05:00:00										
2025-09-07 06:00:00										
2025-09-07 07:00:00										
2025-09-07 08:00:00										
2025-09-07 09:00:00										
2025-09-07 10:00:00										
2025-09-07 11:00:00										
2025-09-07 12:00:00										
2025-09-07 13:00:00										
2025-09-07 14:00:00										
2025-09-07 15:00:00										
2025-09-07 16:00:00										
2025-09-07 17:00:00										
2025-09-07 18:00:00										
2025-09-07 19:00:00										
2025-09-07 20:00:00										
2025-09-07 21:00:00										
2025-09-07 22:00:00										
2025-09-07 23:00:00										
2025-09-08 00:00:00										
2025-09-08 01:00:00										
2025-09-08 02:00:00										
2025-09-08 03:00:00										
2025-09-08 04:00:00										
2025-09-08 05:00:00										
2025-09-08 06:00:00	12	12			0:15:17	0:15:17			0:01:01	0:02:26
2025-09-08 07:00:00	10	9			0:17:37	0:17:04		0:00:33	0:01:21	0:03:19
2025-09-08 08:00:00	6	5			0:10:47	0:10:47			0:01:21	0:03:31
2025-09-08 09:00:00	15	15			0:33:09	0:33:09			0:01:39	0:05:39
2025-09-08 10:00:00	14	14			0:16:42	0:16:42			0:00:53	0:02:17
2025-09-08 11:00:00	3	3			0:14:31	0:14:31			0:02:04	0:05:34
2025-09-08 12:00:00	14	12			0:19:13	0:19:13			0:01:17	0:02:57
2025-09-08 13:00:00	3	3			0:04:19	0:04:19			0:01:26	0:02:44
2025-09-08 14:00:00	1	1			0:01:39	0:01:39			0:01:39	0:01:39
2025-09-08 15:00:00										
2025-09-08 16:00:00										
2025-09-08 17:00:00										
2025-09-08 18:00:00										
2025-09-08 19:00:00										
2025-09-08 20:00:00										
2025-09-08 21:00:00										
2025-09-08 22:00:00										
2025-09-08 23:00:00										
2025-09-09 00:00:00										
2025-09-09 01:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-09 02:00:00										
2025-09-09 03:00:00										
2025-09-09 04:00:00										
2025-09-09 05:00:00										
2025-09-09 06:00:00	5	3	2		0:01:37	0:00:59	0:00:39		0:00:19	0:00:40
2025-09-09 07:00:00	13	9	4		0:22:51	0:22:05	0:00:46		0:01:31	0:06:26
2025-09-09 08:00:00	7	2	1		0:09:39	0:04:34	0:03:19	0:01:46	0:00:58	0:02:55
2025-09-09 09:00:00	8	8			0:24:28	0:24:28			0:02:27	0:10:59
2025-09-09 10:00:00	9	5			0:09:26	0:08:35		0:00:51	0:00:44	0:02:13
2025-09-09 11:00:00	9	8			0:16:05	0:15:19		0:00:47	0:01:37	0:06:12
2025-09-09 12:00:00	3	3			0:02:26	0:02:26			0:00:49	0:01:15
2025-09-09 13:00:00										
2025-09-09 14:00:00										
2025-09-09 15:00:00										
2025-09-09 16:00:00										
2025-09-09 17:00:00										
2025-09-09 18:00:00										
2025-09-09 19:00:00										
2025-09-09 20:00:00										
2025-09-09 21:00:00										
2025-09-09 22:00:00										
2025-09-09 23:00:00										
2025-09-10 00:00:00										
2025-09-10 01:00:00										
2025-09-10 02:00:00										
2025-09-10 03:00:00										
2025-09-10 04:00:00										
2025-09-10 05:00:00										
2025-09-10 06:00:00	6	6			0:04:59	0:04:59			0:00:37	0:01:25
2025-09-10 07:00:00	4	4			0:20:11	0:20:11			0:02:15	0:05:35
2025-09-10 08:00:00	7	7			0:16:23	0:16:23			0:01:38	0:04:54
2025-09-10 09:00:00	12	10	1		0:22:05	0:17:40	0:03:51	0:00:34	0:01:23	0:03:51
2025-09-10 10:00:00	6	4	1		0:22:48	0:22:13	0:00:35		0:03:15	0:13:19
2025-09-10 11:00:00	7	7			0:08:50	0:08:50			0:01:16	0:02:52
2025-09-10 12:00:00	2	2			0:00:36	0:00:36			0:00:18	0:00:25
2025-09-10 13:00:00										
2025-09-10 14:00:00										
2025-09-10 15:00:00										
2025-09-10 16:00:00										
2025-09-10 17:00:00										
2025-09-10 18:00:00										
2025-09-10 19:00:00										
2025-09-10 20:00:00										
2025-09-10 21:00:00										
2025-09-10 22:00:00										
2025-09-10 23:00:00										
2025-09-11 00:00:00										
2025-09-11 01:00:00										
2025-09-11 02:00:00										
2025-09-11 03:00:00										
2025-09-11 04:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-11 05:00:00										
2025-09-11 06:00:00	4	4			0:04:26	0:04:26			0:00:53	0:02:10
2025-09-11 07:00:00	9	6	3		0:10:45	0:09:56	0:00:50		0:01:05	0:02:42
2025-09-11 08:00:00	7	6			0:06:54	0:06:54			0:00:59	0:02:32
2025-09-11 09:00:00	11	11			0:20:19	0:20:19			0:01:12	0:03:05
2025-09-11 10:00:00	6	6			0:18:25	0:18:25			0:02:03	0:04:34
2025-09-11 11:00:00	13	9			0:11:01	0:10:06		0:00:56	0:00:47	0:01:51
2025-09-11 12:00:00	3	3			0:03:55	0:03:55			0:00:59	0:02:47
2025-09-11 13:00:00										
2025-09-11 14:00:00										
2025-09-11 15:00:00										
2025-09-11 16:00:00										
2025-09-11 17:00:00										
2025-09-11 18:00:00										
2025-09-11 19:00:00										
2025-09-11 20:00:00										
2025-09-11 21:00:00										
2025-09-11 22:00:00										
2025-09-11 23:00:00										
2025-09-12 00:00:00										
2025-09-12 01:00:00										
2025-09-12 02:00:00										
2025-09-12 03:00:00										
2025-09-12 04:00:00										
2025-09-12 05:00:00										
2025-09-12 06:00:00	3	3			0:02:23	0:02:23			0:00:48	0:01:29
2025-09-12 07:00:00	3	3			0:11:48	0:11:48			0:02:22	0:06:05
2025-09-12 08:00:00	2	2			0:03:24	0:03:24			0:01:08	0:01:29
2025-09-12 09:00:00	15	13			0:16:07	0:16:07			0:01:04	0:03:32
2025-09-12 10:00:00	11	10			0:24:44	0:24:44			0:01:18	0:05:19
2025-09-12 11:00:00	7	7			0:13:00	0:13:00			0:01:38	0:03:19
2025-09-12 12:00:00	2	2			0:01:10	0:01:10			0:00:35	0:00:42
2025-09-12 13:00:00										
2025-09-12 14:00:00										
2025-09-12 15:00:00										
2025-09-12 16:00:00										
2025-09-12 17:00:00										
2025-09-12 18:00:00										
2025-09-12 19:00:00										
2025-09-12 20:00:00										
2025-09-12 21:00:00										
2025-09-12 22:00:00										
2025-09-12 23:00:00										
2025-09-13 00:00:00										
2025-09-13 01:00:00										
2025-09-13 02:00:00										
2025-09-13 03:00:00										
2025-09-13 04:00:00										
2025-09-13 05:00:00										
2025-09-13 06:00:00										
2025-09-13 07:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-13 08:00:00										
2025-09-13 09:00:00										
2025-09-13 10:00:00										
2025-09-13 11:00:00										
2025-09-13 12:00:00										
2025-09-13 13:00:00										
2025-09-13 14:00:00										
2025-09-13 15:00:00										
2025-09-13 16:00:00										
2025-09-13 17:00:00										
2025-09-13 18:00:00										
2025-09-13 19:00:00										
2025-09-13 20:00:00										
2025-09-13 21:00:00										
2025-09-13 22:00:00										
2025-09-13 23:00:00										
2025-09-14 00:00:00										
2025-09-14 01:00:00										
2025-09-14 02:00:00										
2025-09-14 03:00:00										
2025-09-14 04:00:00										
2025-09-14 05:00:00										
2025-09-14 06:00:00										
2025-09-14 07:00:00										
2025-09-14 08:00:00										
2025-09-14 09:00:00										
2025-09-14 10:00:00										
2025-09-14 11:00:00										
2025-09-14 12:00:00										
2025-09-14 13:00:00										
2025-09-14 14:00:00										
2025-09-14 15:00:00										
2025-09-14 16:00:00										
2025-09-14 17:00:00										
2025-09-14 18:00:00										
2025-09-14 19:00:00										
2025-09-14 20:00:00										
2025-09-14 21:00:00										
2025-09-14 22:00:00										
2025-09-14 23:00:00										
2025-09-15 00:00:00										
2025-09-15 01:00:00										
2025-09-15 02:00:00										
2025-09-15 03:00:00										
2025-09-15 04:00:00										
2025-09-15 05:00:00										
2025-09-15 06:00:00	4	3			0:04:34	0:04:34			0:01:09	0:03:05
2025-09-15 07:00:00	12	12			0:14:11	0:14:11			0:00:57	0:02:55
2025-09-15 08:00:00	7	7			0:12:53	0:12:53			0:01:26	0:02:51
2025-09-15 09:00:00	11	10			0:20:34	0:19:53		0:00:42	0:01:17	0:03:00
2025-09-15 10:00:00	8	6			0:13:04	0:11:51		0:01:14	0:01:11	0:02:35

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-15 11:00:00	12	9	2		0:17:15	0:16:11	0:01:04		0:01:09	0:03:18
2025-09-15 12:00:00	2	2			0:01:03	0:01:03			0:01:03	0:01:03
2025-09-15 13:00:00										
2025-09-15 14:00:00										
2025-09-15 15:00:00										
2025-09-15 16:00:00										
2025-09-15 17:00:00										
2025-09-15 18:00:00										
2025-09-15 19:00:00										
2025-09-15 20:00:00										
2025-09-15 21:00:00										
2025-09-15 22:00:00										
2025-09-15 23:00:00										
2025-09-16 00:00:00										
2025-09-16 01:00:00										
2025-09-16 02:00:00										
2025-09-16 03:00:00										
2025-09-16 04:00:00										
2025-09-16 05:00:00										
2025-09-16 06:00:00	2	2			0:01:27	0:01:27			0:00:43	0:00:46
2025-09-16 07:00:00	10	10			0:09:12	0:09:12			0:00:46	0:01:48
2025-09-16 08:00:00	5	5			0:11:29	0:11:29			0:01:26	0:02:55
2025-09-16 09:00:00	7	5			0:09:02	0:08:21		0:00:41	0:00:54	0:02:14
2025-09-16 10:00:00	3	3			0:05:52	0:05:52			0:00:50	0:01:30
2025-09-16 11:00:00	14	13			0:18:57	0:18:57			0:00:57	0:03:48
2025-09-16 12:00:00	2	2			0:04:09	0:04:09			0:01:23	0:02:22
2025-09-16 13:00:00										
2025-09-16 14:00:00										
2025-09-16 15:00:00										
2025-09-16 16:00:00										
2025-09-16 17:00:00										
2025-09-16 18:00:00										
2025-09-16 19:00:00										
2025-09-16 20:00:00										
2025-09-16 21:00:00										
2025-09-16 22:00:00										
2025-09-16 23:00:00										
2025-09-17 00:00:00										
2025-09-17 01:00:00										
2025-09-17 02:00:00										
2025-09-17 03:00:00										
2025-09-17 04:00:00										
2025-09-17 05:00:00										
2025-09-17 06:00:00	3	3			0:03:05	0:03:05			0:01:02	0:01:18
2025-09-17 07:00:00	8	8			0:06:43	0:06:43			0:00:45	0:01:26
2025-09-17 08:00:00	6	5			0:07:24	0:07:24			0:01:03	0:01:57
2025-09-17 09:00:00	12	12			0:15:30	0:15:30			0:01:06	0:02:53
2025-09-17 10:00:00	9	7	2		0:07:02	0:06:30	0:00:32		0:00:53	0:02:47
2025-09-17 11:00:00	11	9			0:10:48	0:10:31		0:00:17	0:00:46	0:02:42
2025-09-17 12:00:00	4	3			0:09:46	0:08:58		0:00:48	0:01:38	0:02:19
2025-09-17 13:00:00	2	2			0:01:17	0:01:17			0:00:39	0:00:46

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-17 14:00:00	4	4			0:03:48	0:03:48			0:01:16	0:02:16
2025-09-17 15:00:00										
2025-09-17 16:00:00										
2025-09-17 17:00:00										
2025-09-17 18:00:00										
2025-09-17 19:00:00										
2025-09-17 20:00:00										
2025-09-17 21:00:00										
2025-09-17 22:00:00										
2025-09-17 23:00:00										
2025-09-18 00:00:00										
2025-09-18 01:00:00										
2025-09-18 02:00:00										
2025-09-18 03:00:00										
2025-09-18 04:00:00										
2025-09-18 05:00:00										
2025-09-18 06:00:00	1	1			0:00:58	0:00:58			0:00:29	0:00:45
2025-09-18 07:00:00	7	7			0:05:48	0:05:48			0:00:44	0:01:46
2025-09-18 08:00:00	4	3			0:04:08	0:03:48		0:00:20	0:00:50	0:02:55
2025-09-18 09:00:00	9	9			0:08:45	0:08:45			0:01:06	0:02:48
2025-09-18 10:00:00	6	5			0:05:46	0:05:46			0:00:58	0:02:19
2025-09-18 11:00:00	8	6			0:09:21	0:09:21			0:01:02	0:03:19
2025-09-18 12:00:00	8	8			0:07:55	0:07:55			0:01:08	0:02:20
2025-09-18 13:00:00	6	6			0:09:48	0:09:48			0:01:38	0:03:12
2025-09-18 14:00:00	1									
2025-09-18 15:00:00										
2025-09-18 16:00:00										
2025-09-18 17:00:00										
2025-09-18 18:00:00										
2025-09-18 19:00:00										
2025-09-18 20:00:00										
2025-09-18 21:00:00										
2025-09-18 22:00:00										
2025-09-18 23:00:00										
2025-09-19 00:00:00										
2025-09-19 01:00:00										
2025-09-19 02:00:00										
2025-09-19 03:00:00										
2025-09-19 04:00:00										
2025-09-19 05:00:00										
2025-09-19 06:00:00	7	7			0:13:07	0:13:07			0:01:12	0:05:41
2025-09-19 07:00:00	4	4			0:02:34	0:02:34			0:00:39	0:00:52
2025-09-19 08:00:00	4	4			0:10:50	0:10:50			0:01:48	0:03:28
2025-09-19 09:00:00	8	8			0:17:48	0:17:48			0:01:03	0:03:03
2025-09-19 10:00:00	5	5			0:08:01	0:08:01			0:01:09	0:02:58
2025-09-19 11:00:00	9	9			0:10:21	0:10:21			0:00:48	0:02:51
2025-09-19 12:00:00	13	11			0:11:51	0:11:27		0:00:24	0:00:55	0:02:05
2025-09-19 13:00:00	5	4			0:02:08	0:02:07		0:00:01	0:00:18	0:00:35
2025-09-19 14:00:00	5	5			0:08:06	0:08:06			0:01:21	0:02:39
2025-09-19 15:00:00										
2025-09-19 16:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-19 17:00:00										
2025-09-19 18:00:00										
2025-09-19 19:00:00										
2025-09-19 20:00:00										
2025-09-19 21:00:00										
2025-09-19 22:00:00										
2025-09-19 23:00:00										
2025-09-20 00:00:00										
2025-09-20 01:00:00										
2025-09-20 02:00:00										
2025-09-20 03:00:00										
2025-09-20 04:00:00										
2025-09-20 05:00:00										
2025-09-20 06:00:00										
2025-09-20 07:00:00	16	16			0:19:11	0:19:11			0:00:58	0:02:28
2025-09-20 08:00:00	15	14			0:10:43	0:10:43			0:00:43	0:01:27
2025-09-20 09:00:00	3	3			0:04:06	0:04:06			0:01:02	0:01:44
2025-09-20 10:00:00										
2025-09-20 11:00:00										
2025-09-20 12:00:00										
2025-09-20 13:00:00										
2025-09-20 14:00:00										
2025-09-20 15:00:00										
2025-09-20 16:00:00										
2025-09-20 17:00:00										
2025-09-20 18:00:00										
2025-09-20 19:00:00										
2025-09-20 20:00:00										
2025-09-20 21:00:00										
2025-09-20 22:00:00										
2025-09-20 23:00:00										
2025-09-21 00:00:00										
2025-09-21 01:00:00										
2025-09-21 02:00:00										
2025-09-21 03:00:00										
2025-09-21 04:00:00										
2025-09-21 05:00:00										
2025-09-21 06:00:00										
2025-09-21 07:00:00										
2025-09-21 08:00:00										
2025-09-21 09:00:00										
2025-09-21 10:00:00										
2025-09-21 11:00:00										
2025-09-21 12:00:00										
2025-09-21 13:00:00										
2025-09-21 14:00:00										
2025-09-21 15:00:00										
2025-09-21 16:00:00										
2025-09-21 17:00:00										
2025-09-21 18:00:00										
2025-09-21 19:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-21 20:00:00										
2025-09-21 21:00:00										
2025-09-21 22:00:00										
2025-09-21 23:00:00										
2025-09-22 00:00:00										
2025-09-22 01:00:00										
2025-09-22 02:00:00										
2025-09-22 03:00:00										
2025-09-22 04:00:00										
2025-09-22 05:00:00										
2025-09-22 06:00:00										
2025-09-22 07:00:00	7	7			0:08:31	0:08:31			0:00:46	0:02:24
2025-09-22 08:00:00	11	11			0:12:40	0:12:40			0:00:58	0:03:21
2025-09-22 09:00:00	9	9			0:25:31	0:25:31			0:02:19	0:05:26
2025-09-22 10:00:00	11	6	3		0:16:04	0:14:48	0:00:22	0:00:54	0:01:14	0:03:39
2025-09-22 11:00:00	14	14			0:20:29	0:20:29			0:01:08	0:02:31
2025-09-22 12:00:00	11	9			0:13:46	0:12:44		0:01:02	0:01:15	0:02:45
2025-09-22 13:00:00	4	4			0:02:51	0:02:51			0:00:34	0:00:49
2025-09-22 14:00:00	6	4			0:06:57	0:06:14		0:00:43	0:00:52	0:02:13
2025-09-22 15:00:00										
2025-09-22 16:00:00										
2025-09-22 17:00:00										
2025-09-22 18:00:00										
2025-09-22 19:00:00										
2025-09-22 20:00:00										
2025-09-22 21:00:00										
2025-09-22 22:00:00										
2025-09-22 23:00:00										
2025-09-23 00:00:00										
2025-09-23 01:00:00										
2025-09-23 02:00:00										
2025-09-23 03:00:00										
2025-09-23 04:00:00										
2025-09-23 05:00:00	1		1		0:00:24		0:00:24		0:00:24	0:00:24
2025-09-23 06:00:00	4	4			0:02:45	0:02:45			0:00:41	0:00:45
2025-09-23 07:00:00	8	5			0:16:03	0:14:35		0:01:27	0:01:20	0:03:08
2025-09-23 08:00:00	3	3			0:01:42	0:01:42			0:00:34	0:00:47
2025-09-23 09:00:00	6	6			0:11:02	0:11:02			0:01:14	0:03:08
2025-09-23 10:00:00	4	3			0:05:22	0:05:11		0:00:11	0:01:04	0:02:07
2025-09-23 11:00:00	3	3			0:05:10	0:05:10			0:01:18	0:02:25
2025-09-23 12:00:00	3	2			0:04:01	0:04:01			0:01:20	0:01:44
2025-09-23 13:00:00										
2025-09-23 14:00:00										
2025-09-23 15:00:00										
2025-09-23 16:00:00										
2025-09-23 17:00:00										
2025-09-23 18:00:00										
2025-09-23 19:00:00										
2025-09-23 20:00:00										
2025-09-23 21:00:00										
2025-09-23 22:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-23 23:00:00										
2025-09-24 00:00:00										
2025-09-24 01:00:00										
2025-09-24 02:00:00										
2025-09-24 03:00:00										
2025-09-24 04:00:00										
2025-09-24 05:00:00										
2025-09-24 06:00:00	1	1			0:02:33	0:02:33			0:02:33	0:02:33
2025-09-24 07:00:00	4	4			0:05:23	0:05:23			0:00:46	0:01:51
2025-09-24 08:00:00	4	4			0:05:35	0:05:35			0:00:48	0:02:14
2025-09-24 09:00:00	12	11			0:10:43	0:10:06		0:00:37	0:00:54	0:01:44
2025-09-24 10:00:00	7	7			0:08:35	0:08:35			0:00:47	0:01:45
2025-09-24 11:00:00	10	8	1		0:13:26	0:13:20	0:00:06		0:00:58	0:02:19
2025-09-24 12:00:00	7	5	2		0:07:26	0:07:09	0:00:17		0:00:56	0:02:53
2025-09-24 13:00:00										
2025-09-24 14:00:00										
2025-09-24 15:00:00										
2025-09-24 16:00:00										
2025-09-24 17:00:00										
2025-09-24 18:00:00										
2025-09-24 19:00:00										
2025-09-24 20:00:00										
2025-09-24 21:00:00										
2025-09-24 22:00:00										
2025-09-24 23:00:00										
2025-09-25 00:00:00										
2025-09-25 01:00:00										
2025-09-25 02:00:00										
2025-09-25 03:00:00										
2025-09-25 04:00:00										
2025-09-25 05:00:00										
2025-09-25 06:00:00	5	5			0:02:20	0:02:20			0:00:35	0:01:00
2025-09-25 07:00:00	4	4			0:04:08	0:04:08			0:00:41	0:01:18
2025-09-25 08:00:00	5	4			0:07:30	0:07:21		0:00:09	0:00:56	0:03:47
2025-09-25 09:00:00	12	12			0:19:18	0:19:18			0:01:17	0:05:01
2025-09-25 10:00:00	10	7	2		0:15:30	0:15:23	0:00:07		0:01:06	0:02:55
2025-09-25 11:00:00	7	7			0:18:01	0:18:01			0:02:00	0:03:59
2025-09-25 12:00:00	11	9			0:13:40	0:13:30		0:00:10	0:01:15	0:02:55
2025-09-25 13:00:00	6	6			0:06:40	0:06:40			0:00:57	0:02:45
2025-09-25 14:00:00	3	3			0:02:26	0:02:26			0:00:49	0:01:29
2025-09-25 15:00:00										
2025-09-25 16:00:00										
2025-09-25 17:00:00										
2025-09-25 18:00:00										
2025-09-25 19:00:00										
2025-09-25 20:00:00										
2025-09-25 21:00:00										
2025-09-25 22:00:00										
2025-09-25 23:00:00										
2025-09-26 00:00:00										
2025-09-26 01:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-26 02:00:00										
2025-09-26 03:00:00										
2025-09-26 04:00:00										
2025-09-26 05:00:00										
2025-09-26 06:00:00	7	7			0:08:46	0:08:46			0:01:06	0:01:52
2025-09-26 07:00:00	5	5			0:08:26	0:08:26			0:01:41	0:04:41
2025-09-26 08:00:00	7	7			0:07:44	0:07:44			0:01:06	0:02:45
2025-09-26 09:00:00	9	8			0:22:04	0:21:14		0:00:51	0:01:35	0:03:40
2025-09-26 10:00:00	11	8			0:18:38	0:18:02		0:00:36	0:01:20	0:04:30
2025-09-26 11:00:00	8	8			0:07:15	0:07:15			0:00:48	0:01:47
2025-09-26 12:00:00	4	4			0:05:58	0:05:58			0:01:29	0:02:31
2025-09-26 13:00:00										
2025-09-26 14:00:00										
2025-09-26 15:00:00										
2025-09-26 16:00:00										
2025-09-26 17:00:00										
2025-09-26 18:00:00										
2025-09-26 19:00:00										
2025-09-26 20:00:00										
2025-09-26 21:00:00										
2025-09-26 22:00:00										
2025-09-26 23:00:00										
2025-09-27 00:00:00										
2025-09-27 01:00:00										
2025-09-27 02:00:00										
2025-09-27 03:00:00										
2025-09-27 04:00:00										
2025-09-27 05:00:00										
2025-09-27 06:00:00										
2025-09-27 07:00:00										
2025-09-27 08:00:00										
2025-09-27 09:00:00										
2025-09-27 10:00:00										
2025-09-27 11:00:00										
2025-09-27 12:00:00										
2025-09-27 13:00:00										
2025-09-27 14:00:00										
2025-09-27 15:00:00										
2025-09-27 16:00:00										
2025-09-27 17:00:00										
2025-09-27 18:00:00										
2025-09-27 19:00:00										
2025-09-27 20:00:00										
2025-09-27 21:00:00										
2025-09-27 22:00:00										
2025-09-27 23:00:00										
2025-09-28 00:00:00										
2025-09-28 01:00:00										
2025-09-28 02:00:00										
2025-09-28 03:00:00										
2025-09-28 04:00:00										

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-28 05:00:00										
2025-09-28 06:00:00										
2025-09-28 07:00:00										
2025-09-28 08:00:00										
2025-09-28 09:00:00										
2025-09-28 10:00:00										
2025-09-28 11:00:00										
2025-09-28 12:00:00										
2025-09-28 13:00:00										
2025-09-28 14:00:00										
2025-09-28 15:00:00										
2025-09-28 16:00:00										
2025-09-28 17:00:00										
2025-09-28 18:00:00										
2025-09-28 19:00:00										
2025-09-28 20:00:00										
2025-09-28 21:00:00										
2025-09-28 22:00:00										
2025-09-28 23:00:00										
2025-09-29 00:00:00										
2025-09-29 01:00:00										
2025-09-29 02:00:00										
2025-09-29 03:00:00										
2025-09-29 04:00:00										
2025-09-29 05:00:00										
2025-09-29 06:00:00	5	5			0:16:12	0:16:12			0:02:02	0:07:42
2025-09-29 07:00:00	7	4			0:06:31	0:04:19		0:02:12	0:01:05	0:01:41
2025-09-29 08:00:00	7	7			0:09:28	0:09:28			0:01:11	0:02:30
2025-09-29 09:00:00	15	15			0:35:49	0:35:49			0:01:33	0:06:29
2025-09-29 10:00:00	12	10			0:17:05	0:16:31		0:00:34	0:01:04	0:04:01
2025-09-29 11:00:00	8	8			0:09:49	0:09:49			0:01:05	0:05:00
2025-09-29 12:00:00	4	2			0:02:56	0:02:56			0:00:59	0:02:18
2025-09-29 13:00:00										
2025-09-29 14:00:00										
2025-09-29 15:00:00										
2025-09-29 16:00:00										
2025-09-29 17:00:00										
2025-09-29 18:00:00										
2025-09-29 19:00:00										
2025-09-29 20:00:00										
2025-09-29 21:00:00										
2025-09-29 22:00:00										
2025-09-29 23:00:00										
2025-09-30 00:00:00										
2025-09-30 01:00:00										
2025-09-30 02:00:00										
2025-09-30 03:00:00										
2025-09-30 04:00:00										
2025-09-30 05:00:00	1	1			0:00:38	0:00:38			0:00:38	0:00:38
2025-09-30 06:00:00	4	4			0:06:51	0:06:51			0:01:09	0:02:49
2025-09-30 07:00:00	8	5	1		0:22:00	0:20:27	0:00:50	0:00:43	0:02:00	0:07:27

Hours	Total Calls	Inbound Calls	Outbound Calls	Callback Calls	Total Talking Duration	Inbound Talking Duration	Outbound Talking Duration	Internal Talking Duration	Avg Talking Duration	Max Talking Duration
2025-09-30 08:00:00	5	4	1		0:09:24	0:08:52	0:00:32		0:01:10	0:03:56
2025-09-30 09:00:00	4	4			0:13:23	0:13:23			0:03:21	0:05:41
2025-09-30 10:00:00	6	6			0:14:26	0:14:26			0:02:04	0:05:31
2025-09-30 11:00:00	7	7			0:06:10	0:06:10			0:00:53	0:02:17
2025-09-30 12:00:00	5	4			0:05:01	0:04:00		0:01:00	0:00:50	0:01:27
2025-09-30 13:00:00										
2025-09-30 14:00:00										
2025-09-30 15:00:00										
2025-09-30 16:00:00										
2025-09-30 17:00:00										
2025-09-30 18:00:00										
2025-09-30 19:00:00										
2025-09-30 20:00:00										
2025-09-30 21:00:00										
2025-09-30 22:00:00										
2025-09-30 23:00:00										