

Department/User Inbound/Outbound Call Activity

06-Jun-02 16:39

From 06/02/2002 To 06/06/2002

Location: Main

Department Analytic

User	Dir/Type	Calls	Time	Avg. Time	Cost	Avg. Cost
Milos Agnes						
	<i>In</i>	1	0:01:24	0:01:24	\$0.01	\$0.01
	<i>InXfrCon</i>	2	0:01:16	0:00:38	\$0.00	\$0.00
	<i>Out</i>	15	0:25:49	0:01:43	\$8.41	\$0.56
	<i>OutXfrCon</i>	2	0:00:26	0:00:13	\$0.06	\$0.03
Total		20	0:28:55	00:01:27	\$8.48	\$0.42

Subtotal for department Analytic

Dir	Calls	Time	Avg. Time	Cost	Avg. Cost	
<i>In</i>	3	0:02:40	00:00:53	\$0.01	\$0.00	
<i>iNt</i>	0	0:00:00	00:00:00	\$0.00	\$0.00	
<i>Out</i>	17	0:26:15	00:01:33	\$8.47	\$0.50	
Total		20	0:28:55	00:01:27	\$8.48	\$0.42

Department/User Inbound/Outbound Call Activity

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From 06/02/2002 To 06/06/2002

Location: Main

Department General

User	Dir/Type	Calls	Time	Avg. Time	Cost	Avg. Cost
Brown Dianne						
	<i>In</i>	2	0:05:03	0:02:31	\$0.02	\$0.01
	<i>InXfrAbn</i>	1	0:00:00	0:00:00	\$0.00	\$0.00
	<i>InXfrCon</i>	3	0:03:19	0:01:06	\$0.00	\$0.00
	<i>Out</i>	12	0:24:22	0:02:02	\$4.40	\$0.37
	<i>OutXfrCon</i>	2	0:00:28	0:00:14	\$0.06	\$0.03
Total		20	0:33:12	00:01:40	\$4.48	\$0.22

Subtotal for department General

Dir	Calls	Time	Avg. Time	Cost	Avg. Cost
<i>In</i>	6	0:08:22	00:01:24	\$0.02	\$0.00
<i>iNt</i>	0	0:00:00	00:00:00	\$0.00	\$0.00
<i>Out</i>	14	0:24:50	00:01:46	\$4.46	\$0.32
Total	20	0:33:12	00:01:40	\$4.48	\$0.22

Department/User Inbound/Outbound Call Activity

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From 06/02/2002 To 06/06/2002

Location: Main

Department Management

User	Dir/Type	Calls	Time	Avg. Time	Cost	Avg. Cost
Geller Mark						
	<i>In</i>	15	0:22:00	0:01:28	\$0.03	\$0.00
	<i>InXfr</i>	4	0:05:22	0:01:20	\$0.00	\$0.00
	<i>InXfrAbn</i>	6	0:00:00	0:00:00	\$0.00	\$0.00
	<i>InXfrCon</i>	32	2:24:07	0:04:30	\$0.00	\$0.00
	<i>Out</i>	17	0:30:15	0:01:47	\$2.79	\$0.16
	<i>OutAbn</i>	1	0:00:00	0:00:00	\$0.01	\$0.01
	<i>OutXfrCon</i>	2	0:22:20	0:11:10	\$2.24	\$1.12
	Total	77	3:44:04	00:02:55	\$5.07	\$0.07
Sapinsky Mike						
	<i>In</i>	1	0:00:56	0:00:56	\$0.00	\$0.00
	<i>InXfr</i>	7	0:24:31	0:03:30	\$0.00	\$0.00
	<i>Out</i>	5	0:07:55	0:01:35	\$0.82	\$0.16
	Total	13	0:33:22	00:02:34	\$0.82	\$0.06

Subtotal for department Management

Dir	Calls	Time	Avg. Time	Cost	Avg. Cost
<i>In</i>	65	3:16:56	00:03:02	\$0.03	\$0.00
<i>iNt</i>	0	0:00:00	00:00:00	\$0.00	\$0.00
<i>Out</i>	25	1:00:30	00:02:25	\$5.86	\$0.23
Total	90	4:17:26	00:02:52	\$5.89	\$0.07

Department/User Inbound/Outbound Call Activity

06-Jun-02 16:39

From 06/02/2002 To 06/06/2002

Location: Main

Department R&D

User	Dir/Type	Calls	Time	Avg. Time	Cost	Avg. Cost
Tito George						
	<i>InXfrCon</i>	2	2:20:20	1:10:10	\$0.00	\$0.00
	<i>Out</i>	6	0:28:58	0:04:50	\$4.20	\$0.70
Total		8	2:49:18	00:21:10	\$4.20	\$0.53

Subtotal for department R&D

Dir	Calls	Time	Avg. Time	Cost	Avg. Cost	
<i>In</i>	2	2:20:20	01:10:10	\$0.00	\$0.00	
<i>iNt</i>	0	0:00:00	00:00:00	\$0.00	\$0.00	
<i>Out</i>	6	0:28:58	00:04:50	\$4.20	\$0.70	
Total		8	2:49:18	00:21:10	\$4.20	\$0.53

Department/User Inbound/Outbound Call Activity

06-Jun-02 16:39

From 06/02/2002 To 06/06/2002

Location: Main

Department Sales

User	Dir/Type	Calls	Time	Avg. Time	Cost	Avg. Cost
Apple Brad						
	<i>In</i>	4	0:09:00	0:02:15	\$0.02	\$0.01
	<i>InAbn</i>	1	0:00:00	0:00:00	\$0.00	\$0.00
	<i>InXfr</i>	2	0:14:44	0:07:22	\$0.00	\$0.00
	<i>InXfrCon</i>	2	0:01:20	0:00:40	\$0.00	\$0.00
	<i>Out</i>	11	0:33:48	0:03:04	\$9.28	\$0.84
	<i>OutXfr</i>	1	0:01:59	0:01:59	\$0.20	\$0.20
	<i>OutXfrCon</i>	1	0:01:14	0:01:14	\$0.13	\$0.13
	Total	22	1:02:05	00:02:49	\$9.63	\$0.44
Corleone Mike						
	<i>Out</i>	6	0:03:33	0:00:35	\$0.38	\$0.06
	Total	6	0:03:33	00:00:35	\$0.38	\$0.06
Gerry Frank						
	<i>In</i>	3	0:25:14	0:08:25	\$0.03	\$0.01
	<i>InXfr</i>	1	0:00:17	0:00:17	\$0.00	\$0.00
	<i>InXfrCon</i>	2	0:00:57	0:00:28	\$0.00	\$0.00
	<i>Out</i>	8	0:06:21	0:00:48	\$0.66	\$0.08
	<i>OutXfr</i>	1	0:01:19	0:01:19	\$0.14	\$0.14
	<i>OutXfrCon</i>	7	0:01:33	0:00:13	\$0.20	\$0.03
	Total	22	0:35:41	00:01:37	\$1.03	\$0.05
Guss Donna						
	<i>Out</i>	2	0:00:46	0:00:23	\$0.08	\$0.04
	Total	2	0:00:46	00:00:23	\$0.08	\$0.04
Lipinsky David						
	<i>InAbn</i>	1	0:00:00	0:00:00	\$0.00	\$0.00
	<i>InXfr</i>	2	0:03:59	0:01:59	\$0.00	\$0.00
	<i>InXfrCon</i>	2	0:40:36	0:20:18	\$0.00	\$0.00
	<i>Out</i>	8	0:28:18	0:03:32	\$2.86	\$0.36
	<i>OutAbn</i>	1	0:00:00	0:00:00	\$0.01	\$0.01
	<i>OutXfr</i>	2	0:04:56	0:02:28	\$0.50	\$0.25
	<i>OutXfrCon</i>	4	0:24:11	0:06:03	\$2.42	\$0.61
	Total	20	1:42:00	00:05:06	\$5.79	\$0.29

Department/User Inbound/Outbound Call Activity

06-Jun-02 16:39

From 06/02/2002 To 06/06/2002

Location: Main

Subtotal for department Sales

Dir	Calls	Time	Avg. Time	Cost	Avg. Cost
<i>In</i>	20	1:36:07	00:04:48	\$0.05	\$0.00
<i>iNt</i>	0	0:00:00	00:00:00	\$0.00	\$0.00
<i>Out</i>	52	1:47:58	00:02:05	\$16.86	\$0.32
<i>Total</i>	72	3:24:05	00:02:50	\$16.91	\$0.23

Department/User Inbound/Outbound Call Activity

06-Jun-02 16:39

From 06/02/2002 To 06/06/2002

Location: Main

Department Tech Support

User	Dir/Type	Calls	Time	Avg. Time	Cost	Avg. Cost
Eggpan Donn						
	<i>In</i>	4	2:35:18	0:38:49	\$0.00	\$0.00
	<i>InAbn</i>	1	0:00:00	0:00:00	\$0.00	\$0.00
	<i>InXfr</i>	1	0:01:54	0:01:54	\$0.00	\$0.00
	<i>InXfrCon</i>	1	0:00:23	0:00:23	\$0.00	\$0.00
	<i>Out</i>	13	1:04:44	0:04:59	\$8.17	\$0.63
	Total	20	3:42:19	00:11:07	\$8.17	\$0.41
Lesser Mark						
	<i>In</i>	8	2:27:52	0:18:29	\$0.00	\$0.00
	<i>InXfr</i>	2	1:02:16	0:31:08	\$0.00	\$0.00
	<i>Out</i>	6	0:30:06	0:05:01	\$3.03	\$0.51
	<i>OutXfrCon</i>	1	0:05:13	0:05:13	\$0.53	\$0.53
	Total	17	4:05:27	00:14:26	\$3.56	\$0.21
Plum Sandi						
	<i>In</i>	1	0:10:49	0:10:49	\$0.00	\$0.00
	<i>InXfrAbn</i>	3	0:00:00	0:00:00	\$0.00	\$0.00
	<i>Out</i>	6	0:06:58	0:01:10	\$0.56	\$0.09
	<i>OutAbn</i>	1	0:00:00	0:00:00	\$0.01	\$0.01
	Total	11	0:17:47	00:01:37	\$0.57	\$0.05
Smith George						
	<i>InXfrCon</i>	2	1:08:42	0:34:21	\$0.00	\$0.00
	<i>Out</i>	22	0:59:50	0:02:43	\$9.25	\$0.42
	<i>OutXfr</i>	1	0:00:26	0:00:26	\$0.05	\$0.05
	<i>OutXfrCon</i>	3	0:00:52	0:00:17	\$0.10	\$0.03
	Total	28	2:09:50	00:04:38	\$9.40	\$0.34

Subtotal for department Tech Support

Dir	Calls	Time	Avg. Time	Cost	Avg. Cost
<i>In</i>	23	7:27:14	00:19:27	\$0.00	\$0.00
<i>iNt</i>	0	0:00:00	00:00:00	\$0.00	\$0.00
<i>Out</i>	53	2:48:09	00:03:10	\$21.70	\$0.41
Total	76	10:15:23	00:08:06	\$21.70	\$0.29

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Location: Main

Grand Totals:

	Calls	Time	Avg. Time	Cost	Avg. Cost
<i>In</i>	119	14:51:39	00:07:30	\$0.11	\$0.00
<i>iNt</i>	0	0:00:00	00:00:00	\$0.00	\$0.00
<i>Out</i>	167	6:56:40	00:02:30	\$61.55	\$0.37
<i>Total</i>	286	21:48:19	00:04:34	\$61.66	\$0.22
