

Dates:  to

Campaigns:

Shift:

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Auto-dial Stats 2009-03-30 23:41:08

Time range: 2009-03-30 00:00:00 to 2009-03-30 23:59:59

----- TOTALS

Total Calls placed from this Campaign: 74469  
 Average Call Length for all Calls in seconds: 7.82

----- DROPS

Total DROP Calls: 952 1.28%  
 Percent of DROP Calls taken out of Answers: 952 / 9568 9.95%  
 Average Length for DROP Calls in seconds: 8.71  
 Productivity Rating: 0.77

----- AUTO-DIAL NO ANSWERS

Total NA calls -Busy,Disconnect, RingNoAnswer: 51744 69.48%  
 Average Call Length for NA Calls in seconds: 1

----- CALL HANGUP REASON STATS

HANGUP REASON	CALLS
CUSTOMER	2359
AGENT	19139
QUEUETIMEOUT	785
ABANDON	164
NO ANSWER	52024
TOTAL:	74471

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----- CALL STATUS STATS

STATUS	DESCRIPTION	CATEGORY	CALLS	CALL TIME			AGENT TIME	
				TOTAL TIME	AVG TIME	CALLS/HOUR	CALLS/HOUR	
A	Answering Machine	UNDEFINED	12797	17:31:59	0:00:05	79.07	60.56	
A8	Verification Cancel	CONTACTS	1	0:02:23	0:02:23	0.01	0.00	
B	Busy	UNDEFINED	721	0:12:01	0:00:01	4.45	3.41	
B6	Not Interested Intro	CONTACTS	1315	17:55:02	0:00:49	8.12	6.22	
B7	NI Full Script	CONTACTS	1022	29:39:14	0:01:44	6.31	4.84	
C1	No English	CONTACTS	379	2:55:36	0:00:28	2.34	1.79	
C2	Wrong Number	CONTACTS	748	2:46:46	0:00:13	4.62	3.54	
DC	Disconnected Number	NONDIALABLE	275	0:04:35	0:00:01	1.70	1.30	
DNC	DO NOT CALL	CONTACTS	469	7:52:36	0:01:00	2.90	2.22	
DROP	Agent Not Available	UNDEFINED	951	2:17:45	0:00:09	5.88	4.50	
INCALL	Lead Being Called	CONTACTS	87	0:39:12	0:00:27	0.54	0.41	
N	No Answer	UNDEFINED	3417	15:19:43	0:00:16	21.11	16.17	
NA	No Answer AutoDial	UNDEFINED	51023	14:10:23	0:00:01	315.24	241.48	
XFER	Call Transferred	CONTACTS	1266	50:29:02	0:02:24	7.82	5.99	
TOTAL:			74471	161:51:11	0:00:08	460.11		
AGENT TIME				211:17:38			352.45	

----- CUSTOM STATUS CATEGORY STATS

CATEGORY	CALLS	DESCRIPTION
CONTACTS	5287	Live Person Contacts
NONDIALABLE	275	Leads that cannot be dialed ag
TOTAL	5562	

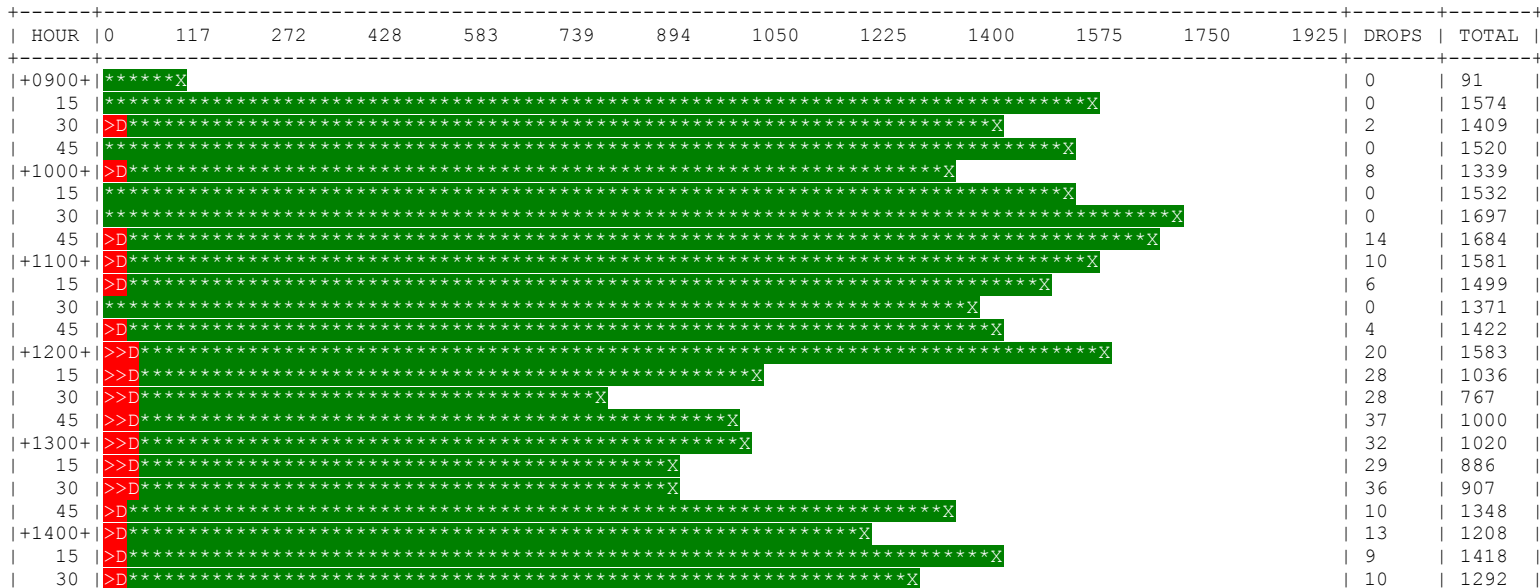
----- AGENT STATS

AGENT	CALLS	TIME M	AVRG M
1234 - GARY SMITH	725	345:55	0:29
1255 - SUSAN WILSON	1022	413:31	0:24
1256 - WANDA JONES	768	412:34	0:32
1267 - GINA SMALL	53	20:20	0:23
1298 - ISAIAH FLOYD	150	87:56	0:35
1299 - SAM MAGE	439	167:33	0:23
1290 - MICHAEL SMITH	537	240:54	0:27
1301 - STARLA JONES	458	227:02	0:30
1302 - NATHAN WILSON	748	296:54	0:24
1303 - JIM REED	1140	389:01	0:20
1344 - GEORGINA JONES	236	77:50	0:20
1305 - CHAD SMITH	13	9:47	0:45
1326 - MELISSA JONES	3	1:09	0:23
1347 - CORIN JONES	473	232:41	0:30
1459 - DENISE WILSON	952	346:06	0:22
1450 - LAURA SMITH	57	22:55	0:24
1461 - MATT JONES	160	59:49	0:22
1401 - BETH WILSON	366	131:48	0:22
1472 - CHRIS SMITH	936	335:52	0:22
1503 - RENE JONES	836	359:46	0:26
1524 - JAMES FRANKS	534	216:43	0:24
2635 - SAMANTHA SMITH	630	210:58	0:20
2665 - REBECCA JONES	597	217:16	0:22
2676 - MICHAEL JOHNSON	773	307:44	0:24
2617 - CHRIS SMITH	574	209:51	0:22
2628 - HARRY TAYLOR	416	144:30	0:21
2639 - BERNARD SMITH	665	197:55	0:18
2640 - SERENA JONES	103	34:29	0:20
2689 - LINDA WILSON	79	28:13	0:21
2718 - BRADLEY SMITH	566	202:40	0:21
2727 - BETHANY JONES	506	215:24	0:26
2736 - DORIAN JOHNSON	641	231:05	0:22
2745 - ANTHONY SMITH	573	198:20	0:21
2794 - JOHN JONES	414	152:31	0:22
2793 - BRANDON SMITH	485	217:45	0:27

2722	- LUANN JONES		555		257:27		0:28	
2701	- MIKE WILSON		28		8:33		0:18	
2710	- DARCIÉ SMITH		302		155:54		0:31	
2819	- LARRY JONES		310		160:37		0:31	
2828	- LYNN SMITH		523		265:23		0:30	
2827	- DENNIS JOHNSON		507		204:47		0:24	
2836	- JERICHO SMITH		340		185:58		0:33	
2835	- MICHAEL JONES		264		90:26		0:21	
2834	- CHARLES JAMES		163		55:58		0:21	
2833	- RICHARD SMITH		220		87:17		0:24	
2942	- NATE SMITH		524		227:44		0:26	
2941	- IVETTE WILSON		131		47:09		0:22	
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TOTAL Agents:			47		21495		8712:00	
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Average Wait time between calls							0:09	
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----- TIME STATS

GRAPH IN 15 MINUTE INCREMENTS OF TOTAL CALLS PLACED FROM THIS CAMPAIGN



45	>>D*****X	1	1498
+1500+	>>D*****X	29	1237
15	>>D*****X	18	1419
30	>>D*****X	15	1371
45	>>D*****X	19	1287
+1600+	>>D*****X	25	910
15	>>D*****X	37	1049
30	>>D*****X	8	1506
45	>>D*****X	31	983
+1700+	>>D*****X	26	1176
15	>>D*****X	0	1573
30	>>D*****X	0	42
45	>>D*****X	0	0
+1800+	>>D*****X	17	834
15	>>D*****X	29	1374
30	>>D*****X	10	1478
45	>>D*****X	0	1849
+1900+	>>D*****X	0	1944
15	>>D*****X	11	1442
30	>>D*****X	14	1558
45	>>D*****X	11	1715
+2000+	>>D*****X	8	1756
15	>>D*****X	13	1496
30	>>D*****X	6	1389
45	>>D*****X	6	1735
+2100+	>>D*****X	19	1265
15	>>D*****X	28	992
30	>>D*****X	38	950
45	>>D*****X	49	1015
+2200+	>>D*****X	23	1077
15	>>D*****X	31	1303
30	>>D*****X	14	1430
45	>>D*****X	5	1429
+2300+	>>D*****X	31	1180
15	>>D*****X	48	1127
30	>>D*****X	35	898

Run Time: 90 seconds

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