



Summary Hold Time By Extensions

Locations: BCM 4.0, BCM 3.7, Only External
Date: 12/01/2008 to 12/31/2008

Extension	Extension Name	Inbound Calls	Outbound Calls	Total Calls	Talk Time	Hold Time	Average Talk Time	Average Hold Time
2470	2470	88	0	88	00:46:00	00:01:28	00:00:31	00:00:01
3225	3225	17	0	17	00:08:41	00:01:08	00:00:30	00:00:04
3463	3463	24	8	32	00:46:40	00:26:08	00:01:27	00:00:49
2466	AsstDN	64	0	64	00:00:40	00:19:52	00:00:00	00:00:18
2471	Call Pilot 2	1725	0	1725	09:26:18	00:38:20	00:00:19	00:00:01
2227	Doug Moffat	1314	219	1533	145:48:36	27:33:27	00:05:42	00:01:04
2431	Evelyn2	127	127	254	01:51:20	00:14:49	00:00:26	00:00:03
2231	Evelyne	1310	393	1703	254:21:21	165:27:37	00:08:57	00:05:49
2224	Jack Ryan	1656	184	1840	17:11:40	11:28:28	00:00:33	00:00:22
2221	Joni	472	0	472	17:32:04	00:19:40	00:02:13	00:00:02
2220	Karen Bond	35	210	245	01:39:45	00:45:30	00:00:24	00:00:11
2225	Mike McEwan	812	812	1624	167:49:04	22:29:57	00:06:12	00:00:49
2226	Ron Jones	1674	372	2046	252:00:36	71:33:30	00:07:23	00:02:05
2435	RonTest	230	0	230	08:46:30	01:04:47	00:02:17	00:00:16
3221	Susanne	10	0	10	00:12:06	00:02:00	00:01:12	00:00:12
Totals:		9558	2325	11883				