

Workgroup Exceptional Call Report

Start Date: 11/14/2006
 Start Time: 8:00:00AM

End Date: 11/14/2006
 End Time: 6:00:00PM

<u>Workgroup</u>	<u>Start Date/Time</u>	<u>Duration (sec)</u>	<u>Caller ID</u>	<u>Dialed Number</u>	<u>Exit Reason</u>	<u>Fwd/Xfer Target DN</u>
CMS Caseworker WG (x405)						
	November 14, 2006 09:39:19	24	+17166725131	8008685854	ForwardNoAnswer	801
	November 14, 2006 11:04:49	24	+13407144354	8008685854	ForwardNoAnswer	801
	November 14, 2006 12:26:26	24	+13123539850	8008685854	ForwardNoAnswer	801
	November 14, 2006 12:49:59	24	+12169787433	8008685854	ForwardNoAnswer	801
	November 14, 2006 14:08:39	18	+14045625479	8008685854	ForwardBusy	801
Number of Exceptional Calls: 5						
Commerical WG (x408)						
	November 14, 2006 08:17:37	52	+12164643090	8008685854	Abandon	
	November 14, 2006 08:19:58	59	+13304590776	8008685854	Abandon	
	November 14, 2006 09:52:26	78	103	103	ForwardNoAnswer	
	November 14, 2006 10:04:50	1	+12032561606	8008685854	Abandon	
	November 14, 2006 10:50:58	7	2708655811	8008685854	Abandon	
	November 14, 2006 10:51:00	26	Blocked	8008685854	Abandon	
	November 14, 2006 10:23:07	0	+18042767098	8008685854	Abandon	
	November 14, 2006 10:25:29	119	+19376103099	8008685854	Abandon	
	November 14, 2006 11:35:20	12	+12814711241	8008685854	Unpark	
	November 14, 2006 12:25:02	16	+18164266412	8008685854	TransferExtensi	303
	November 14, 2006 13:23:05	34	+12125634728	8008685854	Abandon	
	November 14, 2006 13:56:05	3	+18138858200	8008685854	Abandon	
	November 14, 2006 14:31:16	33	+16147985900	8008685854	Abandon	
	November 14, 2006 16:40:49	4	+17028182445	700	Abandon	
	November 14, 2006 16:49:51	9	+12709267051	8008685854	Abandon	
Number of Exceptional Calls: 15						
Order Admin WG (x187)						
	November 14, 2006 13:29:05	1	+13123538853	8008685854	Abandon	
Number of Exceptional Calls: 1						
Total Number Exceptional Calls:		21				