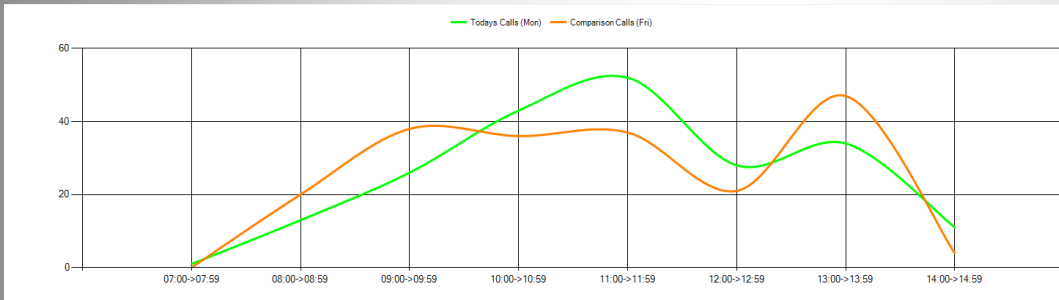


# Man3000dhs

## Wallboards

Total Ring 13:06	Total Duration 7:25:40	Total Calls 208	Total Cost 87.40	Total Unans 0
Average Ring 0:09	Average Duration 2:08	Calls per Extension 23	Average Cost 0.87	

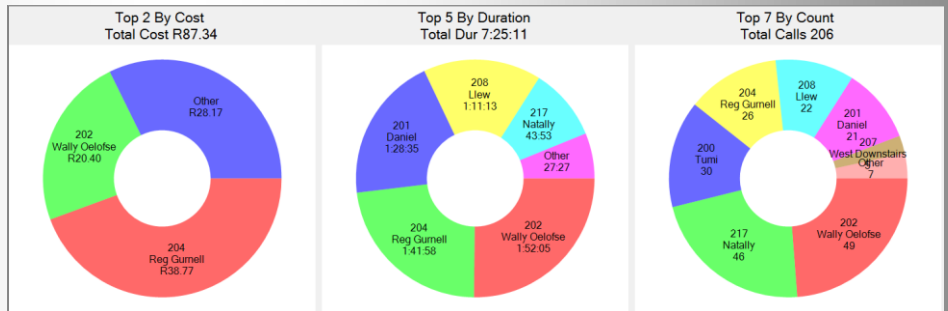
<b>Technical Department Queue</b> Calls currently in queue 0 Total Calls 99 Completed 86 Abandoned 13 Hold Time 4 Talk Time 337 Strategy linear		Abandoned Calls 12:27:57 TEL:0155900000 12:10:18 TEL:002646412001 12:09:22 TEL:0126602203 12:03:49 TEL:0310100424 11:55:02 TEL:0310100424 10:51:36 TEL:0829272525 10:44:23 TEL:0155900000
<b>queue-381</b> Calls currently in queue 1 Total Calls 15 Completed 0 Abandoned 15 Hold Time 0 Talk Time 0 Strategy linear		Abandoned Calls 10:42:23 TEL:207



**Total Calls = 208**

Type	Count	%
O-Outgoing	101	49
I-Incoming	82	39
A-Abandoned	13	6
E-Internal	12	6
U-Unanswered	0	0
S-In Trans	0	0
T-Out Trans	0	0

Total Agents 10	Available ALERT LESS THAN 7	Talking 0	DND/4 ALERT 3 OR MORE	Ringing 0	Unknown 0
<b>Daniel</b> Ext Number 201 Availability DND ON DO NOT DISTURB Est Dur: 11:04	<b>Jeffrey</b> Ext Number 213 Availability DND ON DO NOT DISTURB Est Dur: 12:11	<b>Llew</b> Ext Number 208 Availability AVAILABLE	<b>Mitch</b> Ext Number 219 Availability DND ON DO NOT DISTURB Est Dur: 3:54:08	<b>Nataly</b> Ext Number 217 Availability AVAILABLE	<b>Production</b> Ext Number 212 Availability DND ON DO NOT DISTURB Est Dur: 12:26
<b>Wally</b> Ext Number 202 Availability AVAILABLE	<b>Westley</b> Ext Number 207 Availability AVAILABLE	<b>Reg</b> Ext Number 204 Availability AVAILABLE	<b>Tumi</b> Ext Number 200 Availability AVAILABLE		



## Man3000dhs Telephone Information Systems

## Man3000dhs – Wallboards

- Real time graphical overview for your telephone system.
- Fully customize your wallboard for your specific needs
- Pick and choose from a wide range of statistics available
- Monitor activity from the whole call center, to a team or down to a single call agent.
- Drive performance through a better understanding of your team

