
Agent Calls Sorted By Hour

	<i>Total Calls</i>	<i>Total Duration</i> <i>(In Hours)</i>	<i>Average Duration</i> <i>(Note: All time shown in seconds unless otherwise specified)</i>	<i>Average Ring Time</i>
7:00	17	1.1	226	7
8:00	184	7.6	149	6
9:00	207	9.0	157	6
10:00	197	8.1	148	6
11:00	233	9.3	144	6
12:00	218	9.2	152	5
13:00	273	10.7	141	6
14:00	241	12.1	181	7
15:00	254	10.3	146	18
16:00	213	8.4	141	7
17:00	11	1.0	333	9
18:00	12	0.3	102	9
19:00	22	1.7	283	8
20:00	19	1.1	205	7
Grand Total	2,101	90.0	17,051.2	848.5