

## Non ACD Inbound Calls Sorted By Agent Line

	<i>Total Calls</i>	<i>Avg Duration</i> <i>(In Minutes)</i>	<i>Avg Agent Ring Time</i> <i>(In Seconds)</i>
1120 #	29	1.2	14
1618 #	1	1.5	11
1672 #	16	0.7	11
2640 #	14	4.1	7
2641 #	17	2.9	10
2733 #	12	2.9	12
3155 #	9	1.3	13
3159 #	27	1.1	11
3673 #	2	4.6	5
3676 #	2	2.6	28
6678 #	48	2.8	9
7434 #	25	1.4	7
7707 #	4	5.9	3
7779 #	5	1.7	4
8012 #	2	4.6	4
<b>Grand Total</b>	<b>213</b>	<b>2.1</b>	<b>10</b>