



Abandoned and Ring-time Summary

Sample Retail Store Abandoned and Ring-time Summary

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From 11/23/2007 through 11/29/2007

Department	Total # of Inbound Calls	Total Inbound Duration	Avg. Inbound Duration	# of Calls not Answered	% of Calls not Answered	Average Ring Time
Store: Store 102 (102)						
Appliances	255	5:49:12	0:01:22	60	23.5294%	26.04
Bedding and Bath	2	0:01:25	0:00:42	1	50.0000%	40.00
Boys Clothing	85	0:53:47	0:00:37	57	67.0588%	42.87
CUE Port	36	0:06:57	0:00:11	0	0.0000%	23.19
Draperies	2,736	64:06:05	0:01:24	478	17.4708%	51.34
Furniture	373	6:44:11	0:01:05	171	45.8445%	22.14
Hardware	1,102	22:46:12	0:01:14	441	40.0181%	21.09
Housewares	36	0:29:38	0:00:49	18	50.0000%	33.03
Lighting	43	0:18:02	0:00:25	22	51.1628%	34.84
Lingerie	3	0:59:05	0:19:41	1	33.3333%	1.00
Shoes	1,805	30:52:57	0:01:01	642	35.5679%	94.37
Voicemail	4,244	23:57:50	0:00:20	0	0.0000%	0.53
Store Total	10,720	157:05:21	0:00:52	1,891	17.6399%	33.44