
Hierarchy Department/User Summary

07-Jun-02 9:37

From 01/01/2002 To 06/07/2002

Location: Main

Department: Analytic

Parent Dept.: Analytic

User	Calls	Time	Avg. Time	Cost	Avg. Cost
Milos , Agnes	301	8:41:43	0:01:44	\$31.62	\$0.11
Totals for this department:	301	8:41:43	00:01:44	\$31.62	\$0.11

Totals for this department :	301	8:41:43	00:01:44	\$31.62	\$0.11
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Hierarchy Department/User Summary

07-Jun-02 9:37

From 01/01/2002 To 06/07/2002

Location: Main

Department: General

Parent Dept.: General

User	Calls	Time	Avg. Time	Cost	Avg. Cost
Brown , Dianne	236	5:12:19	0:01:19	\$15.02	\$0.06
Totals for this department:	236	5:12:19	00:01:19	\$15.02	\$0.06

Sub Department: Management

Parent Dept.: General

User	Calls	Time	Avg. Time	Cost	Avg. Cost
Geller , Mark	2210	97:00:57	0:02:38	\$626.09	\$0.28
Sapinsky , Mike	303	19:04:10	0:03:47	\$46.07	\$0.15
Totals for this department:	2513	116:05:07	00:02:46	\$672.16	\$0.27

Sub Department: Sales

Parent Dept.: General

User	Calls	Time	Avg. Time	Cost	Avg. Cost
Apple , Brad	1499	56:28:36	0:02:16	\$226.65	\$0.15
Corleone , Mike	37	1:17:10	0:02:05	\$6.74	\$0.18
Gerry , Frank	44	4:16:04	0:05:49	\$17.29	\$0.39
Guss , Donna	17	0:29:47	0:01:45	\$2.02	\$0.12
Lipinsky , David	47	3:48:01	0:04:51	\$11.97	\$0.25
Pestka , Rob	6	0:07:03	0:01:10	\$0.00	\$0.00
Totals for this department:	1650	66:26:41	00:02:25	\$264.67	\$0.16

Totals for this department :	4399	187:44:07	00:02:34	\$951.85	\$0.22
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Hierarchy Department/User Summary

07-Jun-02 9:37

From 01/01/2002 To 06/07/2002

Location: Main

Department: R&D

Parent Dept.: R&D

User	Calls	Time	Avg. Time	Cost	Avg. Cost
Tito , George	121	10:16:55	0:05:06	\$21.92	\$0.18
Totals for this department:	121	10:16:55	00:05:06	\$21.92	\$0.18

Totals for this department :	121	10:16:55	00:05:06	\$21.92	\$0.18
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Hierarchy Department/User Summary

07-Jun-02 9:37

From 01/01/2002 To 06/07/2002

Location: Main

Department: Tech Support

Parent Dept.: Tech Support

User	Calls	Time	Avg. Time	Cost	Avg. Cost
Eggpan , Donn	717	72:15:02	0:06:03	\$227.00	\$0.32
Lesser , Mark	676	78:46:06	0:06:59	\$216.60	\$0.32
Plum , Sandi	100	2:35:04	0:01:33	\$5.51	\$0.06
Smith , George	522	55:02:57	0:06:20	\$104.02	\$0.20
Totals for this department:	2015	208:39:09	00:06:13	\$553.13	\$0.27

Totals for this department : **2015** **208:39:09** **00:06:13** **\$553.13** **\$0.27**

Totals for all departments : **6836** **415:21:54** **00:03:39** **\$1,558.52** **\$0.23**
