
Summary by Department

04-Apr-02 14:27

From 03/17/2002 To 03/17/2002

Location: Main

| Department | Calls | Time | Avg. Time | Cost | Avg. Cost |
|--------------|------------|-----------------|-----------------|-----------------|---------------|
| Analytic | 17 | 0:48:01 | 0:02:49 | \$13.25 | \$0.78 |
| General | 9 | 0:13:39 | 0:01:31 | \$2.13 | \$0.24 |
| Management | 5 | 0:19:37 | 0:03:55 | \$11.44 | \$2.29 |
| R&D | 15 | 1:34:02 | 0:06:16 | \$17.00 | \$1.13 |
| Sales | 183 | 10:36:16 | 0:03:29 | \$181.69 | \$0.99 |
| Tech Support | 234 | 7:32:21 | 0:01:56 | \$171.53 | \$0.73 |
| Tot : | 463 | 21:03:56 | 00:02:44 | \$397.04 | \$0.86 |
