

## Department Summary

Date Between 5/16/10 AND 5/22/10  
 AND Departments List = Administration  
 OR Departments List = Sales



Administration	Number of Calls	Duration of Calls	Cost of Calls
1-800	6	00:30:08	\$0.00
Extension	5	00:00:22	\$0.00
Incoming	123	02:06:16	\$0.00
Incoming Transfer	6	00:05:35	\$0.00
Local	12	00:14:50	\$0.00
Long Distance	43	01:30:39	\$6.42
<b>Totals</b>	195	04:27:50	\$6.42

Cost:	\$6.42
HST	\$0.32
<b>Total</b>	<b>\$6.74</b>

Sales	Number of Calls	Duration of Calls	Cost of Calls
1-800	6	00:48:40	\$0.00
Extension	1	00:00:08	\$0.00
Incoming	50	03:49:24	\$0.00
Incoming Transfer	31	02:09:23	\$0.00
Local	19	00:28:13	\$0.00
Missed Calls	3	00:00:00	\$0.00
Long Distance	101	07:39:13	\$9.26
<b>Totals</b>	211	14:55:01	\$9.26

Cost:	\$9.26
HST	\$0.46
<b>Total</b>	<b>\$9.72</b>