

## 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	Surcharge of Calls
1-800	6	00:30:08	\$0.00	\$6.00
Extension	5	00:00:22	\$0.00	\$0.00
Incoming	123	02:06:16	\$0.00	\$0.00
Incoming Transfer	6	00:05:35	\$0.00	\$0.00
Local	12	00:14:50	\$0.00	\$6.00
Long Distance	43	01:30:39	\$6.42	\$21.50
<b>Totals</b>	195	04:27:50	\$6.42	\$33.50
			Cost:	\$39.92
			HST	\$2.00
			<b>Total</b>	<b>\$41.92</b>

Sales	Number of Calls	Duration of Calls	Cost of Calls	Surcharge of Calls
1-800	6	00:48:40	\$0.00	\$6.00
Extension	1	00:00:08	\$0.00	\$0.00
Incoming	50	03:49:24	\$0.00	\$0.00
Incoming Transfer	31	02:09:23	\$0.00	\$0.00
Local	19	00:28:13	\$0.00	\$9.50
Missed Calls	3	00:00:00	\$0.00	\$0.00
Long Distance	101	07:39:13	\$9.26	\$50.50
<b>Totals</b>	211	14:55:01	\$9.26	\$66.00
			Cost:	\$75.26
			HST	\$3.76
			<b>Total</b>	<b>\$79.02</b>