

# Summary Department Report

Sat Jul 24 2004 19:02:01

**Call Type:** All  
**Operator:** All  
**Line Number:** All

**Date From:** 23/04/2003  
**Date To:** 19/06/2003

**Time From:** Any  
**Time To:** Any

<b>Department Name</b>	<b>Total Duration</b>	<b>Cost(\$)</b>	<b>Calls Count</b>
unknown	24:39:40	42.70	927
01 - Business Development Unit	09:19:07	254.57	175
03 - Head Office	14:43:42	285.72	436
04 - Customer Service	53:01:09	233.79	1386
05 - Finance / Accounting	57:12:46	571.81	1252
06 - Human Resource	11:27:35	51.92	312
07 - Legal	03:14:10	81.14	66
08 - Sales & Marketing - Desktops	27:49:15	756.29	592
09 - Sales & Marketing - Misc	00:57:31	9.66	26
10 - Small Business Unit	02:04:46	103.32	30
11 - Purchasing & Procurement	33:13:05	528.32	975
12 - Administration	18:55:15	66.66	460
13 - IT	23:09:25	7.69	447
21 -Administration	04:47:31	12.59	159
41 - Research & Development	24:27:59	110.24	580
42 - Shipping	03:09:10	26.82	38
61 - Project Team	10:12:58	260.45	344

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**Report summary: Cost total=3403.69\$ Total duration=322:25:04**

Departments Summary

