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To log into the Call Center Configuration Settings

- Go to: https://xsp.voice.virginia.edu/callcenter
- Enter your username and password

To change your password

After signing in for the first time, you MUST change your password.

- Click the Change Password link. The section expands, allowing you to change your password.

  ![Change Password Form]

- Enter your current and new password and click Change Password.

**Note that the Reset button does not reset your password. It only clears the input boxes.

**If you forget your password, you will have to call the Help Desk to open a ticket to have your password reset**
Dashboard

Call Center provides you with real-time information about monitored queues. This information is displayed in the Dashboard pane:

- **Current Calls in Queue** – This is the number of queued calls expressed as a ratio of the total queue capacity for that call center. For example, “6/10” means that there are six calls in the queue, which can queue a maximum of ten calls.

- **Longest Waiting Call** – This is the waiting time of the call that has been in the queue the longest.

- **EWT (Expected Waiting Time)** – This is the estimated time a caller has to wait in this queue before their call is answered.

- **AHT (Average Handle Time)** – This is the average time it takes to process a call in this queue.

- **ASA (Average Speed of Answer)** – This is the average time a caller spends in the queue before the call is offered to an agent.

- **Staffed** – This is the number of agents that are in Sign-In, Available, Unavailable, or Wrap-Up ACD state, as a ratio of all agents assigned to this call center.

The fields that provide visual indicators are Current Calls in Queue, Longest Waiting Call, EWT, AHT, and ASA.
Agent View and Status

Monitored agents have their phone and ACD state displayed. A single icon, to the left of the agent’s name, represents the agent’s combined phone and ACD state, which indicates the agent’s ability to take calls. In addition, the agent’s ACD state is also displayed in text following their name. If the agent’s ACD state is set to “Unavailable”, then the unavailable code is also displayed (if applicable).

<table>
<thead>
<tr>
<th>Phone State</th>
<th>ACD State</th>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Idle, Ringing</strong></td>
<td>Wrap-Up</td>
<td>![Icon]( Idle_Ringing Icon )</td>
<td>Agent is performing post call work. They may or may not be available to take calls.</td>
</tr>
<tr>
<td><strong>Busy</strong></td>
<td>Available, Wrap-Up</td>
<td>![Icon]( Busy Icon )</td>
<td>Agent’s phone is off-hook, which means that the agent is on a call. Calls may be delivered to agents depending on their call waiting settings and the call center’s call waiting and wrap-up settings.</td>
</tr>
<tr>
<td><strong>Do Not Disturb</strong></td>
<td>Any</td>
<td>![Icon]( Do_Not_Disturb Icon )</td>
<td>Agent has enabled the Do Not Disturb service. ACD calls are not delivered to agent in the Do Not Disturb call state. This state is not recommended for Call Center agents. Agents should use the Unavailable ACD state when they need to block new incoming calls temporarily.</td>
</tr>
<tr>
<td><strong>Call Forwarding</strong></td>
<td>Any</td>
<td>![Icon]( Call_Forwarding Icon )</td>
<td>Agent has enabled the Call Forwarding Always service.</td>
</tr>
<tr>
<td><strong>Private</strong></td>
<td>Any</td>
<td>![Icon]( Private Icon )</td>
<td>Agent has enabled phone state privacy.</td>
</tr>
<tr>
<td><strong>Unknown</strong></td>
<td>Any</td>
<td>![Icon]( Unknown Icon )</td>
<td>Agent is currently not monitored.</td>
</tr>
</tbody>
</table>
Adding Agents to be Monitored:

Note: You must follow these steps to add any new agents to see their status

• Click the pencil icon next to Agents:

• Check the boxes next to the agents you want to supervise, then click Save:
• You should now see the status of your supervised agents:

![Status of supervised agents](image1)

• Be sure to log out by clicking **Sign Out** in the top right corner, then click **Save**:

![Log out and save workspace](image2)
View Agent’s Details

Clicking an agent expands the entry to show all queues the agent is assigned to and all the agent’s current calls, in order of arrival.

For each call, the following information is displayed:
- Call number
- Calling name (if available) and calling number (and for direct calls, extension), for example, “Joe Smith +12403645125”
- Call length in the following format: “MM:SS” (or “HH:MM:SS” if the call lasts longer than an hour), for example, “10:22”

For each queue, the following information is displayed:
- Call Center ID
- Whether the agent has joined the queue
- The agent’s skill level in that queue, if applicable
Change Agent ACD State

You can force an ACD state change for an agent. This action can only be performed on monitored agents.

To change and agent’s ACD state:

• In the Agents panel, click the agent and then click the ACD button

• From the drop-down list, select the new state.
• If you selected Unavailable, you may have to select the reason for their unavailability

To view the number of calls in queue:

Note- this is a one time setup.

• Click on the wrench on the top right hand corner of that window:
• Go to Edit Queue Favorite Dialog

• Make sure the boxes are checked for each queue you have under “Monitor”

• Click Save on the bottom
You’ll now see them in the Queued Calls area:

![Queued Calls](image)

**Reports**

To access the Reporting window, click the **Reporting** link at the top right-hand side of the main window. A Report window appears.

![Report Window](image)

- Select a report from the **Template** drop down. Fill in the required information. Information will change depending on which report you have chosen.
• See the chart below for input and parameters for each.

<table>
<thead>
<tr>
<th>Call Completion</th>
<th>This setting is used to count the number of ACD calls an agent has completed within a service level during the specified interval. The Call Completion service level can be set to “1” through “7200” seconds.</th>
<th>1 through 72000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short Duration</td>
<td>This setting is used to count the number of ACD short duration calls completed by an agent during an interval. You can set the maximum length of a short duration call to “1” through “7200” seconds.</td>
<td>1 through 7200</td>
</tr>
<tr>
<td>Service Level</td>
<td>This setting allows you to provide up to five service levels, used to perform service-level calculations for each call center or DNIS. Each service level can be set to “1” through “7200” seconds.</td>
<td>1 through 7200</td>
</tr>
</tbody>
</table>
| Service Level Options | These settings are used to determine whether certain types of calls should be included in the service-level calculations:  
  - Check *Include overflow time transfers in service level* to include calls transferred due to time overflow.  
  - Check *Include other transfers in service level* to include calls transferred for other reasons.  
  - Select one of the following options for abandoned calls:  
    - *Exclude Abandoned Calls* to exclude all abandoned calls  
    - *Include All Abandoned Calls* to include all abandoned calls  
    - *Include All Abandoned Calls Except Before Entrance Completes* to include calls abandoned after the entrance message has finished playing  
    - *Include Abandoned Calls Except In Defined Interval* to include calls abandoned after the time specified by the abandoned call interval parameter. | These options can be checked or unchecked. |
<table>
<thead>
<tr>
<th><strong>Abandoned Call Interval</strong></th>
<th>If you selected the <strong>Include Abandoned Calls Except in Defined Interval</strong> option, enter the desired interval in this text box in seconds.</th>
<th>1 through 7200</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Level Percentage</strong></td>
<td>This setting allows you to specify the service-level objective (expressed as a percentage of calls).</td>
<td></td>
</tr>
</tbody>
</table>
| **Type** | This can be checked as **Historical or Real time**.  
- Historical reports show data from the assigned start date to the assigned end date.  
- Real-time reports show data from the assigned start date to the present, with the current interval refreshed with real-time data.  
Real-time reports for individual agents contain data for each time interval, with the last interval reflecting real-time data, if requested (subject to the refresh rate). When the interval switches over, the final data for the last time period is captured and shown as historical data and real-time data is reflected in the new time interval. | **Historical or Real time** |
| **Start Date** | This is the date when you want the report to start. It can be set by typing in the text box or clicking the Calendar icon. This is compulsory. The oldest historical date depends on the interval selected:  
- 180 days of half-hour interval statistics  
- 365 days of hourly interval statistics  
- 730 days of daily interval statistics | **MMM DD, YYYY** |
| **Start Time** | This is the time when you want the report to start. You can select the hour format (A.M., P.M., or Military time) from the **Hour Selection Type**. Time is applicable for hourly and minute intervals only. | 1:00am through 12:59am, 1:00pm through 12:59pm, or 0:00 through 23:59 |

**Input Field** | **Description** | **Allowed Value** |
• Click Run Report

The results of the report are displayed in the *Report Output* area of the window. See the following section for an example of a report.

**NOTE**: Adobe Reader 10.01 has a setting *Enable Protected Mode at startup*, which is enabled by default. If you select the PDF report format and are using Adobe Reader 10.01 or later, (that has this setting), you need to disable the setting; otherwise, report results are not displayed.

To disable the protected mode in Adobe Reader, perform the following steps:

• Close all opened Internet Explorer and Adobe Reader instances
• Open Adobe Reader
• From the menu bar, select *Edit* and then *Preferences*. The *Preferences* dialog box appears
• From the *Categories* menu on the left, select *General*

- Uncheck *Enable Protected Mode at startup*
- Click *OK*
- Close Adobe Reader
Scheduling a Report

- Click on the Reporting tab and choose your desired report
- Under “Type” Choose Scheduled

- Fill in the remaining fields
  - Recurrence - *Never, Daily, Weekly, Monthly*, or *Yearly*.
  - *Never* signifies that this is a one-time report.
  - Time Frame:
    - For a **non-recurrent report**, enter the actual dates and times.
    - For a **recurrent report**, select the time frame relative to the report generation time,
      - For example, the previous month, previous five days, and so on.
  - Frequency
  - Output
- Enter the e-mail addresses of the recipients of the report
- Click **Add Schedule Report**
Manage Scheduled Reports

- Click the **Reporting** link at the top right-hand side of the main window. A *Report* window appears.
- From the drop-down list, select **Scheduled Reports**. A **Scheduled Reports** dialog box appears, listing the reports that you have scheduled.

![Scheduled Reports dialog box](image)

- To edit a report, click the **Load** button in the row for the report, and modify the report as required.
- To delete a report, click the **Delete** button in the row for the report.
**Report Types**

Reports can be broken up into two main types: Agent Reports and Call Center Reports.

Agent Report templates allow you to generate reports containing statistical information about one or more agents.

Call Center Report templates allow you to generate reports that include statistics related to one or more call centers or one or more Dialed Number Identification Services (DNISs) for a selected call center.

**Agent Call Reports**

The report provides information about the number of calls handled by agents, reported by call type. You can view this report as a pie chart or as a table.

The fields shown in the table are:

<table>
<thead>
<tr>
<th>Counter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Presented</td>
<td>This is the number of ACD calls presented to the agent. A presented call is a call that is routed from a call center to an agent (rings the agent or attempts to ring the agent).</td>
</tr>
<tr>
<td>ACD Calls</td>
<td>This is the number of ACD calls received and answered by the agent.</td>
</tr>
<tr>
<td>Outbound ACD Calls</td>
<td>This is the number of outbound calls that had been made by the agent as an ACD, answered by the remote party.</td>
</tr>
<tr>
<td>Route Point Calls</td>
<td>This is the number of route point calls received and answered by the agent.</td>
</tr>
<tr>
<td>Outbound Route Point Calls</td>
<td>This is the number of outbound calls that had been made by the agent as a route point, answered by the remote party.</td>
</tr>
<tr>
<td>Inbound Calls</td>
<td>This is the number of non-ACD/route point calls (outside the company) received by the agent.</td>
</tr>
<tr>
<td>Outbound Calls</td>
<td>This is the number of non-ACD/route point calls (outside the company) made by the agent.</td>
</tr>
<tr>
<td>Internal Calls</td>
<td>This is the number of non-ACD/route point calls (within the company) made or received by the agent.</td>
</tr>
</tbody>
</table>
Sample Report:

### Call Duration Report

The report provides information related to the duration of calls handled by agents. This report can be in a bar chart format or table format.

<table>
<thead>
<tr>
<th>Counter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACD Calls</td>
<td>This is the total call time of ACD calls received by the agent(s). Only answered calls are counted.</td>
</tr>
<tr>
<td>Outbound ACD Calls</td>
<td>This is the total call time of outbound ACD calls made by the agent(s). Only answered calls are counted.</td>
</tr>
<tr>
<td>Route Point Calls</td>
<td>This is the total call time of route point calls received by the agent(s). Only answered calls are counted.</td>
</tr>
<tr>
<td>Outbound Route Point Calls</td>
<td>This is the total call time of outbound route point calls made by the agent(s). Only answered calls are counted.</td>
</tr>
<tr>
<td>Inbound Calls</td>
<td>This is the total call time of inbound calls (non-ACD/route point calls outside the company) received by the agent(s). Only answered calls are counted.</td>
</tr>
<tr>
<td>Outbound Calls</td>
<td>This is the total call time of outbound calls (non-ACD/route point calls outside the company) made by the agent(s). Only answered calls are counted.</td>
</tr>
<tr>
<td>Internal Calls</td>
<td>This is the total call time of internal calls (non-ACD/route point calls within the company) made or received by the agent(s). Only answered calls are counted.</td>
</tr>
</tbody>
</table>
You can report on multiple agents at a time or just one. Here is an example of looking at one agent:

### Call Duration by Call Type

<table>
<thead>
<tr>
<th>Date and Time</th>
<th>Name</th>
<th>ACD Calls</th>
<th>Outbound ACD Calls</th>
<th>Route Point Calls</th>
<th>Outbound Route Point Calls</th>
<th>Inbound Calls</th>
<th>Outbound Calls</th>
<th>Internal Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/31/2011, 10:00 PM</td>
<td>Jones, Mike</td>
<td>00:04:27</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:32</td>
<td>00:00:30</td>
<td>00:00:26</td>
<td></td>
</tr>
<tr>
<td>03/31/2011, 10:15 PM</td>
<td>Jones, Mike</td>
<td>00:06:55</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:30</td>
<td>00:00:30</td>
<td>00:00:26</td>
<td></td>
</tr>
<tr>
<td>03/31/2011, 10:30 PM</td>
<td>Jones, Mike</td>
<td>00:02:31</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:30</td>
<td>00:00:30</td>
<td>00:00:30</td>
<td></td>
</tr>
<tr>
<td>03/31/2011, 10:45 PM</td>
<td>Jones, Mike</td>
<td>00:08:03</td>
<td>00:01:23</td>
<td>00:00:00</td>
<td>00:00:30</td>
<td>00:00:30</td>
<td>00:00:00</td>
<td></td>
</tr>
<tr>
<td><strong>Report Summary</strong></td>
<td>Jones, Mike</td>
<td>00:19:58</td>
<td>00:01:23</td>
<td>00:00:00</td>
<td>00:00:32</td>
<td>00:00:30</td>
<td>00:00:52</td>
<td></td>
</tr>
</tbody>
</table>

### Agent Activity Detail

The report provides details related to the activity of agent(s) including all State, Disposition, and Call activity. This report can be run in a **table** format.

Every agent activity is captured as a row in the table. An activity has a start time and captures details about one of the following:

- State changes including Sign-in, Sign-out, Available, Unavailable, or Wrap-up.
- Disposition code changes including the disposition code used.
- Call details such as the type of call, calling/called number, and transfer information.

### Sample Report:

```plaintext
<table>
<thead>
<tr>
<th>Activity Name</th>
<th>Activity Time</th>
<th>Activity Type</th>
<th>Activity Detail</th>
<th>Call Type</th>
<th>Callers/Called Number</th>
<th>Number Called</th>
<th>Transfer Number</th>
<th>Transfer Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gore, Paulette</td>
<td>07/06/2014, 10:25:05 AM</td>
<td>Call</td>
<td>Answered</td>
<td>Inbound ACD</td>
<td>8405480987</td>
<td>123456789</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gore, Paulette</td>
<td>07/06/2014, 10:28:44 AM</td>
<td>Call</td>
<td>Call Released</td>
<td>Inbound</td>
<td>546542987</td>
<td>123456789</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gore, Paulette</td>
<td>07/06/2014, 10:30:15 AM</td>
<td>Call</td>
<td>Call Released</td>
<td>Inbound</td>
<td>4234562373</td>
<td>123456789</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gore, Paulette</td>
<td>07/06/2014, 10:30:23 AM</td>
<td>Call</td>
<td>Answered</td>
<td>Inbound ACD</td>
<td>681947298655</td>
<td>45623456789</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hall, Carol</td>
<td>07/06/2014, 10:31:32 AM</td>
<td>State</td>
<td>AVAILABLE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hoffman, Debbie</td>
<td>07/06/2014, 10:32:52 AM</td>
<td>Call</td>
<td>Answered</td>
<td>Inbound</td>
<td>43497391351</td>
<td>123456789</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hoffman, Debbie</td>
<td>07/06/2014, 10:33:07 AM</td>
<td>Call</td>
<td>Call Released</td>
<td>Inbound</td>
<td>43497391351</td>
<td>123456789</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hall, Carol</td>
<td>07/06/2014, 10:36:55 AM</td>
<td>Call</td>
<td>Answered</td>
<td>Inbound ACD</td>
<td>4349652324</td>
<td>123456789</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Howdyshill, Lisa</td>
<td>07/06/2014, 10:43:23 AM</td>
<td>Call</td>
<td>Call Transferred</td>
<td>Inbound</td>
<td>434947248</td>
<td>44000</td>
<td>Within Enterprise</td>
<td></td>
</tr>
<tr>
<td>Hall, Carol</td>
<td>07/06/2014, 10:44:35 AM</td>
<td>Call</td>
<td>Call Released</td>
<td>Inbound ACD</td>
<td>4349652324</td>
<td>123456789</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Call Center Reports

Call Center Activity:

The report provides information related to how calls are handled by call centers once they have been queued.

This report can be shown in several formats, including pie chart, bar chart and a table format.

Each will show slightly different information but you will see a summary in the table format.

You will see:

- **Calls Queued**- numbers of incoming calls that were queued
- **Calls Escaped**- number of calls removed by the caller dialing an escape key
- **Calls Abandoned**- number of calls removed by the caller hanging up while waiting in queue
- **Calls Presented**- This is the number of calls that were offered to an agent, which were either bounced, answered, or overflowed after being offered.
- **Calls Answered**- number of call answered by an agent
- **Calls Answered in %1% sec** - This is the number of calls that were answered by an agent within %1% seconds.
- **% Calls Answered in Service Level** - This is the percentage of “queued” calls that were answered by an agent within the service level specified in the report request. The determination of the type of calls that are counted as “queued” calls for this calculation depends on the input parameters to the report request.
- **% Answered Calls Answered in Service Level** - This is the percentage of answered calls that were answered by an agent within the service level specified in the report request.
- **Calls Overflowed (Time)** - This is the number of calls that were removed from the queue as a result of triggering the Overflow – Time policy.
- **Calls Bounced**- This is the number of calls presented to agents that bounced and remained in the queue.

**NOTE**: If the context is the Simultaneous Distribution policy, a call may be offered to multiple agents simultaneously. Such a case is counted as a single call offer, and consequently, a single call bounce if none of the alerted agents answered the offered call.

- **Calls Bounced (Transferred)** - This is the number of calls that were transferred out of the queue as a result of triggering the Bounced policy.
- **Calls Transferred**- This is the number of calls that were transferred out of the queue by supervisor action.
- **Calls Stranded**- This is the number of calls that were removed from the queue as a result of triggering the Stranded policy.
- **Calls Stranded (Unavailable)** - This is the number of calls that were removed from the queue as a result of triggering the Stranded (Unavailable) policy.
Sample Report:

Call Center Summary report shows a summary of:

- **Average Wait Time**: This is the total wait time for the calls answered during the interval divided by the number of calls answered during the interval.

- **Average Speed of Answer**: This is the total wait time plus the total ring time for the calls answered the interval divided by the number of calls answered during the interval.

- **Average Abandonment Time**: This is the total abandonment time for the calls abandoned during the interval divided by the number of calls abandoned during the interval.

- **Average Staff**: This is the average number of agents staffing the call center(s) during the reporting period interval. This is the total staff time divided by the interval period.
### Call Center Summary

<table>
<thead>
<tr>
<th>Date and Time</th>
<th>Call Center Name</th>
<th>Average Wait Time</th>
<th>Average Speed of Answer</th>
<th>Average Abandonment Time</th>
<th>Average Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/31/2011, 10:00 PM</td>
<td>calicenter1</td>
<td>00:00:00</td>
<td>00:00:06</td>
<td>00:00:00</td>
<td>1.42</td>
</tr>
<tr>
<td></td>
<td>calicenter2</td>
<td>00:00:06</td>
<td>00:00:14</td>
<td>00:00:11</td>
<td>1.42</td>
</tr>
<tr>
<td></td>
<td>Summary</td>
<td>00:00:04</td>
<td>00:00:12</td>
<td>00:00:09</td>
<td>2.84</td>
</tr>
<tr>
<td>03/31/2011, 10:15 PM</td>
<td>calicenter1</td>
<td>00:00:16</td>
<td>00:00:20</td>
<td>00:00:00</td>
<td>2.00</td>
</tr>
<tr>
<td></td>
<td>calicenter2</td>
<td>00:00:30</td>
<td>00:00:35</td>
<td>00:00:00</td>
<td>2.00</td>
</tr>
<tr>
<td></td>
<td>Summary</td>
<td>00:00:24</td>
<td>00:00:29</td>
<td>00:00:00</td>
<td>4.00</td>
</tr>
<tr>
<td>03/31/2011, 10:30 PM</td>
<td>calicenter1</td>
<td>00:00:09</td>
<td>00:00:19</td>
<td>00:00:00</td>
<td>1.99</td>
</tr>
<tr>
<td></td>
<td>calicenter2</td>
<td>00:00:26</td>
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