



Underutilized Users

Description	End Users with no call usage over time period. Must set Maximum Primary Grouping Total Call Count to identify your underutilized threshold.
Date/Time Range	Jan 01, 2024 12:00:00 AM CST - Apr 25, 2024 11:50:27 AM CDT
Cluster	Mexico City

Originating, Dialed or Terminating CUCM End User ID Summary

Originating, Dialed or Terminating CUCM End User ID	Department	Total Call Count	Originating Call Count	Dialed Call Count	Terminating Call Count	Total Call Duration	Total Average Call Duration
MASON, CONNIE (CMASON)	Duck Sales	10	8	0	2	00:03:31	00:00:21
BTONKINSON		9	2	0	7	00:23:18	00:02:35
GIBBS, RUTH (RGIBBS)	Home Services	9	6	0	3	00:54:49	00:06:05
TLEAR		9	3	0	6	01:36:10	00:10:41
CTWIDDY		7	7	0	0	00:08:46	00:01:15
JMALARNEY		7	7	0	0	00:33:51	00:04:50
MERRELL, PAM (PMERRELL)	Administration	7	3	0	4	00:04:21	00:00:37
RADTKE, BILLY (BRADTKE)	Maintenance	6	6	0	0	00:09:11	00:01:32
ROBERTS, DAVE (DROBERTS)	Operations	6	4	0	2	00:12:14	00:02:02



Originating, Dialed or Terminating CUCM End User ID	Department	Total Call Count	Originating Call Count	Dialed Call Count	Terminating Call Count	Total Call Duration	Total Average Call Duration
DAVIS, HUNTER (HDAVIS)	Marketing	5	2	0	3	00:15:11	00:03:02
DOXEY, TONYA (TDOXEY)	Accounting	5	1	0	4	00:13:37	00:02:43
TAYLOR-BOURNE, DEBBIE (DBOURNE)	Accounting	5	2	0	3	00:02:05	00:00:25
TOLBERT, SHELLEY (STOLBERT)	Marketing	5	1	0	4	00:13:45	00:02:45
AUSTIN, MICHAEL (MAUSTIN)	IT	4	3	0	1	00:00:09	00:00:02
TWIDDY, ROSS (RTWIDDY)	Administration	4	2	0	2	00:20:38	00:05:10
WISECARVER, COURTNEY (CWISECARVER)	Marketing	4	3	0	1	00:00:09	00:00:02
JUNGEN, JANE (JJUNGEN)	Corolla Sales	3	3	0	0	00:01:59	00:00:40
MCCLOUD, CLARK (CMCCLOUD)	IT	3	0	0	3	00:39:10	00:13:03
MCLAY, HEATHER (HMCLAY)	Duck Sales	3	1	0	2	00:03:13	00:01:04
NUZZO, NATE (NNUZZO)	Rentals	3	0	0	3	00:06:50	00:02:17
SUMMERTON, JON (JSUMMERTON)	Administration	3	3	0	0	00:02:30	00:00:50
CATES, SUSAN (SCATES)	Owner Services	1	1	0	0	00:08:42	00:08:42
KANE, CONNOR (CKANE)	Rentals	1	0	0	1	00:01:27	00:01:27
MATTINGLY, MELISSA (MMATTINGLY)	Marketing	1	0	0	1	00:00:36	00:00:36
RLADD		1	1	0	0	00:01:24	00:01:24
TOTALS		121	69	0	52	06:17:36	00:03:07