

Sheet1

CALL_START,C,6 CALL_ENDED,C,6 TECHID,C,6 DATE_START,D DATE_END,D TIME_SPENT,N,6,0

Sheet1

CUST_TEMP,C,15 NUMBER,N,10,0 CALLNUMBER,N,12,0 RESDAYS,N,3,0 RESMINUTES,N,4,0

ESCALATE,L CALLBACK,L