

Total Not Ready Time by Agent and Reason Code

Start Date Selected - End Date Selected

Agent Name

Agent1 Agent1

Agent3 Agent3

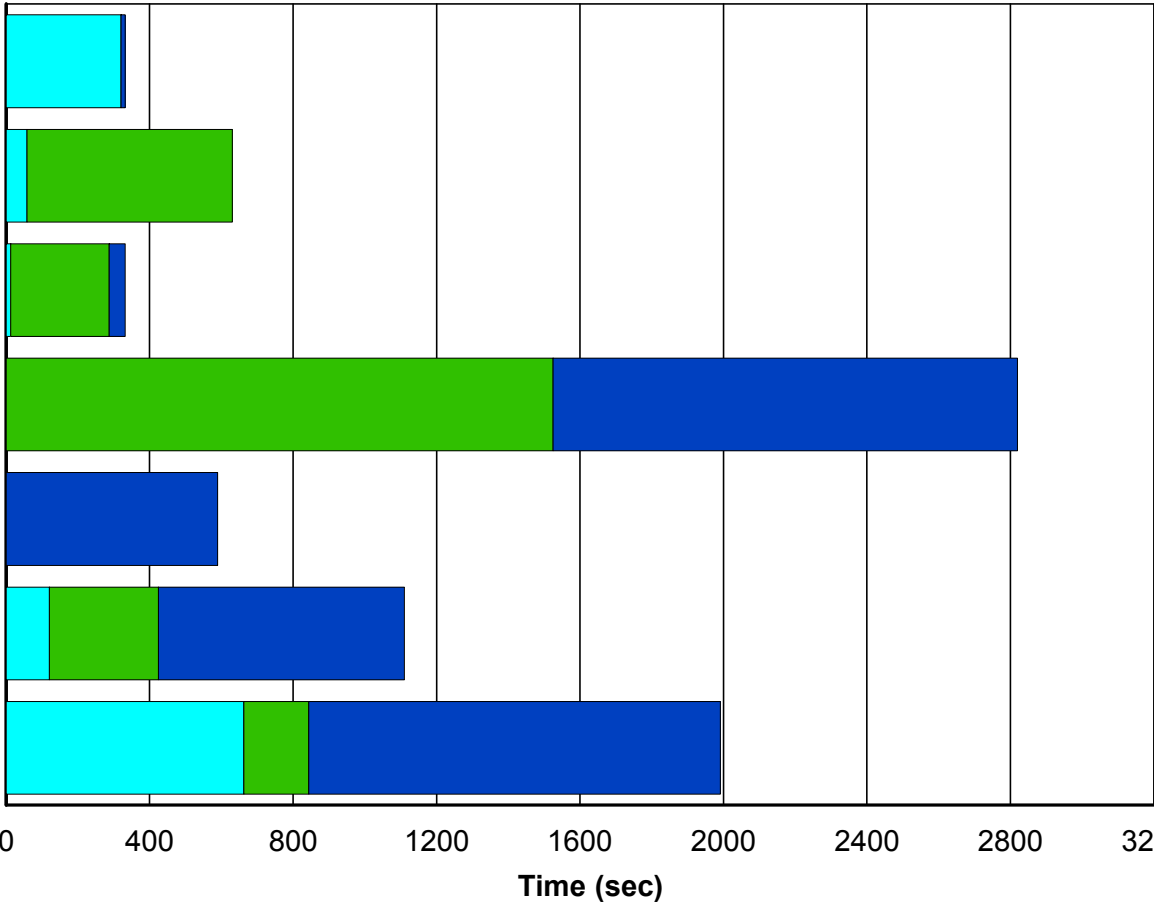
Agent4 Agent4

Agent5 Agent5

Agent6 Agent6

Agent7 Agent7

Agent8 Agent8



Agent Not Ready Reason Code Summary Report

Start Date Selected - End Date Selected

Interval = 30 min

* Predefined Reason Codes

0 = default	32756 = phone back in service	32760 = agent logged in
33 = supervisor moved agent to Not Ready	32757 = CM failover	32761 = agent received non-ACD call
32753 = line restricted	32758 = work state timer expired	32762 = agent went off-hook
32754 = device restricted	32759 = phone out of service	32763 = agent let a call go RNA
32755 = call ended		

Agent Name	Extension	Interval		Total Logged-in	Total Not Ready	Time in RC 32,756*	Time in RC 32,757*	Time in RC 32,758*	Time in RC 32,759*	Time in RC 32,760*	Time in RC 32,761*	Time in RC 32,762*	Time in RC 32,763*	Time in Other RCs
		Start Time	End Time											
Agent1 Agent1	2062	6/21/2004 11:00:00AM	6/21/2004 11:30:00AM	0:09:32	0:05:20	0:00:00	0:00:00	0:00:00	0:00:00	0:05:20	0:00:00	0:00:00	0:00:00	0:00:00
Agent1 Agent1	2062	6/21/2004 11:30:00AM	6/21/2004 12:00:00PM	0:07:11	0:00:12	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:12
Agent1 Agent1	2062	6/21/2004 12:00:00PM	6/21/2004 12:30:00PM	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Summary:				0:16:43	0:05:32	0:00:00	0:00:00	0:00:00	0:00:00	0:05:20	0:00:00	0:00:00	0:00:00	0:00:12
Agent3 Agent3	2005	6/21/2004 11:00:00AM	6/21/2004 11:30:00AM	0:02:40	0:00:58	0:00:00	0:00:00	0:00:00	0:00:00	0:00:58	0:00:00	0:00:00	0:00:00	0:00:00
Agent3 Agent3	2005	6/21/2004 11:30:00AM	6/21/2004 12:00:00PM	0:30:00	0:09:33	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:09:33	0:00:00
Agent3 Agent3	2005	6/21/2004 12:00:00PM	6/21/2004 12:30:00PM	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Summary:				0:32:40	0:10:31	0:00:00	0:00:00	0:00:00	0:00:00	0:00:58	0:00:00	0:00:00	0:09:33	0:00:00
Agent4 Agent4	2124	6/21/2004 11:00:00AM	6/21/2004 11:30:00AM	0:06:23	0:00:13	0:00:00	0:00:00	0:00:00	0:00:00	0:00:13	0:00:00	0:00:00	0:00:00	0:00:00
Agent4 Agent4	2124	6/21/2004 11:30:00AM	6/21/2004 12:00:00PM	0:30:00	0:04:15	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:03:30	0:00:45
Agent4 Agent4	2124	6/21/2004 12:00:00PM	6/21/2004 12:30:00PM	0:07:13	0:01:04	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:01:04	0:00:00
Summary:				0:43:36	0:05:32	0:00:00	0:00:00	0:00:00	0:00:00	0:00:13	0:00:00	0:00:00	0:04:34	0:00:45

All times are server time.

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Agent Not Ready Reason Code Summary Report

Start Date Selected - End Date Selected

Interval = 30 min

* Predefined Reason Codes

0 = default	32756 = phone back in service	32760 = agent logged in
33 = supervisor moved agent to Not Ready	32757 = CM failover	32761 = agent received non-ACD call
32753 = line restricted	32758 = work state timer expired	32762 = agent went off-hook
32754 = device restricted	32759 = phone out of service	32763 = agent let a call go RNA
32755 = call ended		

<u>Agent Name</u>	<u>Extension</u>	<u>Interval Start Time</u> <u>Interval End Time</u>	<u>Total</u> <u>Logged-in</u>	<u>Total</u> <u>Not</u> <u>Ready</u>	<u>Time in</u> <u>RC</u> <u>32,756*</u>	<u>Time in</u> <u>RC</u> <u>32,757*</u>	<u>Time in</u> <u>RC</u> <u>32,758*</u>	<u>Time in</u> <u>RC</u> <u>32,759*</u>	<u>Time in</u> <u>RC</u> <u>32,760*</u>	<u>Time in</u> <u>RC</u> <u>32,761*</u>	<u>Time in</u> <u>RC</u> <u>32,762*</u>	<u>Time in</u> <u>RC</u> <u>32,763*</u>	<u>Time in</u> <u>Other</u> <u>RCs</u>
Agent5 Agent5	2004	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	0:30:00	0:16:07	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:16:07
Agent5 Agent5	2004	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	0:30:00	0:05:36	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:08	0:05:28
Agent5 Agent5	2004	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	0:30:00	0:25:17	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:25:17	0:00:00
Summary:			01:30:00	0:47:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:25:25	0:21:35
Agent6 Agent6	2015	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	0:30:00	0:04:49	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:04:49
Agent6 Agent6	2015	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	0:30:00	0:05:01	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:05:01
Agent6 Agent6	2015	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Summary:			01:00:00	0:09:50	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:09:50
Agent7 Agent7	2008	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Agent7 Agent7	2008	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	0:29:15	0:10:43	0:00:00	0:00:00	0:00:00	0:00:00	0:02:01	0:00:00	0:00:00	0:05:04	0:03:38
Agent7 Agent7	2008	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	0:30:00	0:07:47	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:07:47
Summary:			0:59:15	0:18:30	0:00:00	0:00:00	0:00:00	0:00:00	0:02:01	0:00:00	0:00:00	0:05:04	0:11:25

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Agent Not Ready Reason Code Summary Report

Start Date Selected - End Date Selected

Interval = 30 min

* Predefined Reason Codes

0 = default
 33 = supervisor moved agent to Not Ready
 32753 = line restricted
 32754 = device restricted
 32755 = call ended
 32756 = phone back in service
 32757 = CM failover
 32758 = work state timer expired
 32759 = phone out of service
 32760 = agent logged in
 32761 = agent received non-ACD call
 32762 = agent went off-hook
 32763 = agent let a call go RNA

		<u>Interval Start Time</u>		<u>Total</u>	<u>Total</u>	<u>Time in</u>	<u>Time in</u>	<u>Time in</u>	<u>Time in</u>	<u>Time in</u>	<u>Time in</u>	<u>Time in</u>	<u>Time in</u>	<u>Time in</u>
<u>Agent Name</u>	<u>Extension</u>	<u>Interval End Time</u>	<u>Logged-in</u>	<u>Not</u>	<u>RC</u>	<u>RC</u>	<u>RC</u>	<u>RC</u>	<u>RC</u>	<u>RC</u>	<u>RC</u>	<u>RC</u>	<u>RC</u>	<u>Other</u>
				<u>Ready</u>	<u>32,756*</u>	<u>32,757*</u>	<u>32,758*</u>	<u>32,759*</u>	<u>32,760*</u>	<u>32,761*</u>	<u>32,762*</u>	<u>32,763*</u>		<u>RCs</u>
Agent8 Agent8	2014	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	0:30:00	0:28:15	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:11:03	0:00:00	0:00:00	0:00:00	0:17:12
Agent8 Agent8	2014	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	0:30:00	0:03:38	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:01:43	0:01:55
Agent8 Agent8	2014	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	0:11:13	0:01:18	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:01:18	0:00:00
Summary:			01:11:13	0:33:11	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:11:03	0:00:00	0:00:00	0:03:01	0:19:07
Grand Total:			06:13:27	02:10:06	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:19:35	0:00:00	0:00:00	0:47:37	01:02:54

All times are server time.

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