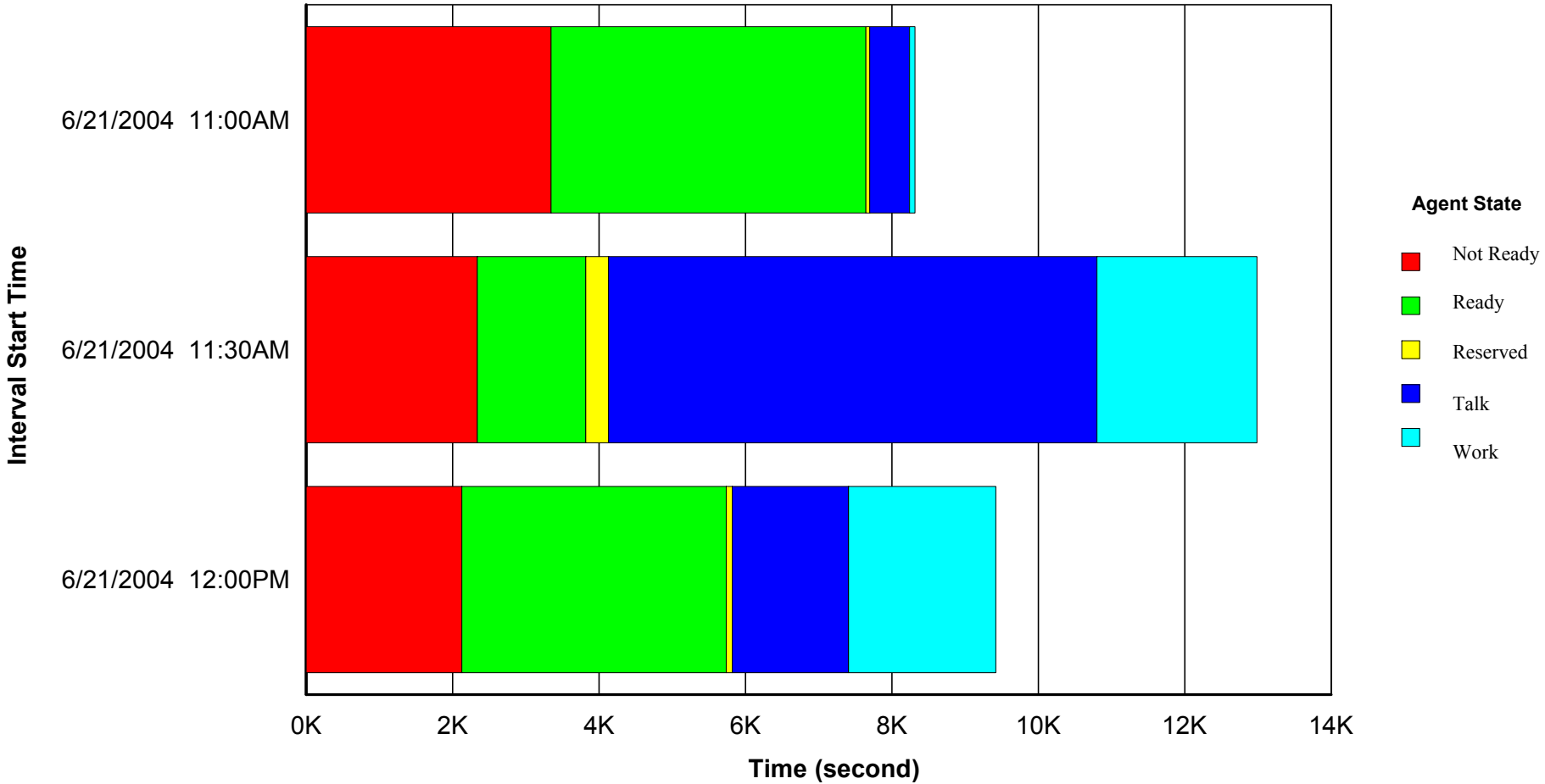


Time Spent in Agent State by Interval

Start Date Selected - End Date Selected



Agent State Summary Report (by Interval)

Start Date Selected - End Date Selected

Interval = 30 min

| <u>Interval Start Time</u> | <u>Interval End Time</u> | <u>Agent Name</u> | <u>Extension</u> | <u>Total Logged-in Time</u> | <u>Not Ready Time</u> | <u>Ready Time</u> | <u>Reserved Time</u> | <u>Talk Time</u> | <u>Work Time</u> |
|----------------------------|--------------------------|-------------------|------------------|-------------------------------------|-----------------------|-----------------------|----------------------|---------------------|---------------------|
| 6/21/2004 11:00:00AM | 6/21/2004 11:30:00AM | Agent1 Agent1 | 2062 | 0:09:32 | 0:05:20 55.9% | 0:00:58 10.1% | 0:00:15 2.6% | 0:02:43 28.5% | 0:00:16 2.8% |
| 6/21/2004 11:00:00AM | 6/21/2004 11:30:00AM | Agent2 Agent2 | 2894 | 0:30:00 | 0:00:00 0.0% | 0:28:41 95.6% | 0:00:04 0.2% | 0:01:15 4.2% | 0:00:00 0.0% |
| 6/21/2004 11:00:00AM | 6/21/2004 11:30:00AM | Agent3 Agent3 | 2005 | 0:02:40 | 0:00:58 36.3% | 0:00:29 18.1% | 0:00:05 3.1% | 0:01:08 42.5% | 0:00:00 0.0% |
| 6/21/2004 11:00:00AM | 6/21/2004 11:30:00AM | Agent4 Agent4 | 2124 | 0:06:23 | 0:00:13 3.4% | 0:02:26 38.1% | 0:00:11 2.9% | 0:02:37 41.0% | 0:00:56 14.6% |
| 6/21/2004 11:00:00AM | 6/21/2004 11:30:00AM | Agent5 Agent5 | 2004 | 0:30:00 | 0:16:07 53.7% | 0:13:53 46.3% | 0:00:00 0.0% | 0:00:00 0.0% | 0:00:00 0.0% |
| 6/21/2004 11:00:00AM | 6/21/2004 11:30:00AM | Agent6 Agent6 | 2015 | 0:30:00 | 0:04:49 16.1% | 0:25:00 83.3% | 0:00:06 0.3% | 0:00:02 0.1% | 0:00:03 0.2% |
| 6/21/2004 11:00:00AM | 6/21/2004 11:30:00AM | Agent7 Agent7 | 2008 | 0:00:00 | 0:00:00 0.0% | 0:00:00 0.0% | 0:00:00 0.0% | 0:00:00 0.0% | 0:00:00 0.0% |
| 6/21/2004 11:00:00AM | 6/21/2004 11:30:00AM | Agent8 Agent8 | 2014 | 0:30:00 | 0:28:15 94.2% | 0:00:16 0.9% | 0:00:09 0.5% | 0:01:20 4.4% | 0:00:00 0.0% |
| Summary: | | | | 02:18:35 | 0:55:42 40.2% | 01:11:43 51.7% | 0:00:50 0.6% | 0:09:05 6.6% | 0:01:15 0.9% |
| 6/21/2004 11:30:00AM | 6/21/2004 12:00:00PM | Agent1 Agent1 | 2062 | 0:07:11 | 0:00:12 2.8% | 0:00:17 3.9% | 0:00:16 3.7% | 0:06:20 88.2% | 0:00:06 1.4% |
| 6/21/2004 11:30:00AM | 6/21/2004 12:00:00PM | Agent2 Agent2 | 2894 | 0:30:00 | 0:00:00 0.0% | 0:22:09 73.8% | 0:00:19 1.1% | 0:07:32 25.1% | 0:00:00 0.0% |
| 6/21/2004 11:30:00AM | 6/21/2004 12:00:00PM | Agent3 Agent3 | 2005 | 0:30:00 | 0:09:33 31.8% | 0:00:12 0.7% | 0:00:27 1.5% | 0:12:15 40.8% | 0:07:33 25.2% |
| 6/21/2004 11:30:00AM | 6/21/2004 12:00:00PM | Agent4 Agent4 | 2124 | 0:30:00 | 0:04:15 14.2% | 0:00:23 1.3% | 0:01:02 3.4% | 0:18:56 63.1% | 0:05:24 18.0% |
| 6/21/2004 11:30:00AM | 6/21/2004 12:00:00PM | Agent5 Agent5 | 2004 | 0:30:00 | 0:05:36 18.7% | 0:00:17 0.9% | 0:00:49 2.7% | 0:21:28 71.6% | 0:01:50 6.1% |

All times are server time.

Report generated: 11/5/2007 6:49:49PM

Agent State Summary Report (by Interval)

Start Date Selected - End Date Selected

Interval = 30 min

| <u>Interval Start Time</u> | <u>Interval End Time</u> | <u>Agent Name</u> | <u>Extension</u> | <u>Total Logged-in Time</u> | <u>Not Ready Time</u> | | <u>Ready Time</u> | | <u>Reserved Time</u> | | <u>Talk Time</u> | | <u>Work Time</u> | |
|----------------------------|--------------------------|-------------------|------------------|-------------------------------------|-----------------------|--------------|-------------------|--------------|----------------------|-------------|------------------|--------------|------------------|--------------|
| 6/21/2004 11:30:00AM | 6/21/2004 12:00:00PM | Agent6 Agent6 | 2015 | 0:30:00 | 0:05:01 | 16.7% | 0:00:13 | 0.7% | 0:00:23 | 1.3% | 0:22:58 | 76.6% | 0:01:25 | 4.7% |
| 6/21/2004 11:30:00AM | 6/21/2004 12:00:00PM | Agent7 Agent7 | 2008 | 0:29:15 | 0:10:43 | 36.6% | 0:00:28 | 1.6% | 0:00:24 | 1.4% | 0:08:34 | 29.3% | 0:09:06 | 31.1% |
| 6/21/2004 11:30:00AM | 6/21/2004 12:00:00PM | Agent8 Agent8 | 2014 | 0:30:00 | 0:03:38 | 12.1% | 0:00:40 | 2.2% | 0:01:31 | 5.1% | 0:13:11 | 43.9% | 0:11:00 | 36.7% |
| Summary: | | | | 03:36:26 | 0:38:58 | 18.0% | 0:24:39 | 11.4% | 0:05:11 | 2.4% | 01:51:14 | 51.4% | 0:36:24 | 16.8% |
| 6/21/2004 12:00:00PM | 6/21/2004 12:30:00PM | Agent1 Agent1 | 2062 | 0:00:00 | 0:00:00 | 0.0% | 0:00:00 | 0.0% | 0:00:00 | 0.0% | 0:00:00 | 0.0% | 0:00:00 | 0.0% |
| 6/21/2004 12:00:00PM | 6/21/2004 12:30:00PM | Agent2 Agent2 | 2894 | 0:18:33 | 0:00:00 | 0.0% | 0:18:33 | 100.0% | 0:00:00 | 0.0% | 0:00:00 | 0.0% | 0:00:00 | 0.0% |
| 6/21/2004 12:00:00PM | 6/21/2004 12:30:00PM | Agent3 Agent3 | 2005 | 0:30:00 | 0:00:00 | 0.0% | 0:00:00 | 0.0% | 0:00:00 | 0.0% | 0:05:36 | 18.7% | 0:24:24 | 81.3% |
| 6/21/2004 12:00:00PM | 6/21/2004 12:30:00PM | Agent4 Agent4 | 2124 | 0:07:13 | 0:01:04 | 14.8% | 0:00:04 | 0.9% | 0:00:15 | 3.5% | 0:04:53 | 67.7% | 0:00:57 | 13.2% |
| 6/21/2004 12:00:00PM | 6/21/2004 12:30:00PM | Agent5 Agent5 | 2004 | 0:30:00 | 0:25:17 | 84.3% | 0:00:00 | 0.0% | 0:00:21 | 1.2% | 0:04:22 | 14.6% | 0:00:00 | 0.0% |
| 6/21/2004 12:00:00PM | 6/21/2004 12:30:00PM | Agent6 Agent6 | 2015 | 0:30:00 | 0:00:00 | 0.0% | 0:20:09 | 67.2% | 0:00:18 | 1.0% | 0:08:39 | 28.8% | 0:00:54 | 3.0% |
| 6/21/2004 12:00:00PM | 6/21/2004 12:30:00PM | Agent7 Agent7 | 2008 | 0:30:00 | 0:07:47 | 25.9% | 0:21:26 | 71.4% | 0:00:00 | 0.0% | 0:00:47 | 2.6% | 0:00:00 | 0.0% |
| 6/21/2004 12:00:00PM | 6/21/2004 12:30:00PM | Agent8 Agent8 | 2014 | 0:11:13 | 0:01:18 | 11.6% | 0:00:00 | 0.0% | 0:00:25 | 3.7% | 0:02:15 | 20.1% | 0:07:15 | 64.6% |
| Summary: | | | | 02:36:59 | 0:35:26 | 22.6% | 01:00:12 | 38.3% | 0:01:19 | 0.8% | 0:26:32 | 16.9% | 0:33:30 | 21.3% |

All times are server time.

Report generated: 11/5/2007 6:49:49PM

Agent State Summary Report (by Interval)

Start Date Selected - End Date Selected

Interval = 30 min

| <u>Interval Start Time</u> | | | <u>Total</u> | | | | | |
|----------------------------|-------------------|------------------|------------------|-----------------------|-------------------|----------------------|------------------|------------------|
| <u>Interval End Time</u> | <u>Agent Name</u> | <u>Extension</u> | <u>Logged-in</u> | <u>Not Ready Time</u> | <u>Ready Time</u> | <u>Reserved Time</u> | <u>Talk Time</u> | <u>Work Time</u> |
| <u>Grand Total:</u> | | | <u>08:32:00</u> | <u>02:10:06</u> | <u>02:36:34</u> | <u>0:07:20</u> | <u>02:26:51</u> | <u>01:11:09</u> |
| | | | | <u>25.4%</u> | <u>31.0%</u> | <u>1.4%</u> | <u>28.7%</u> | <u>13.9%</u> |