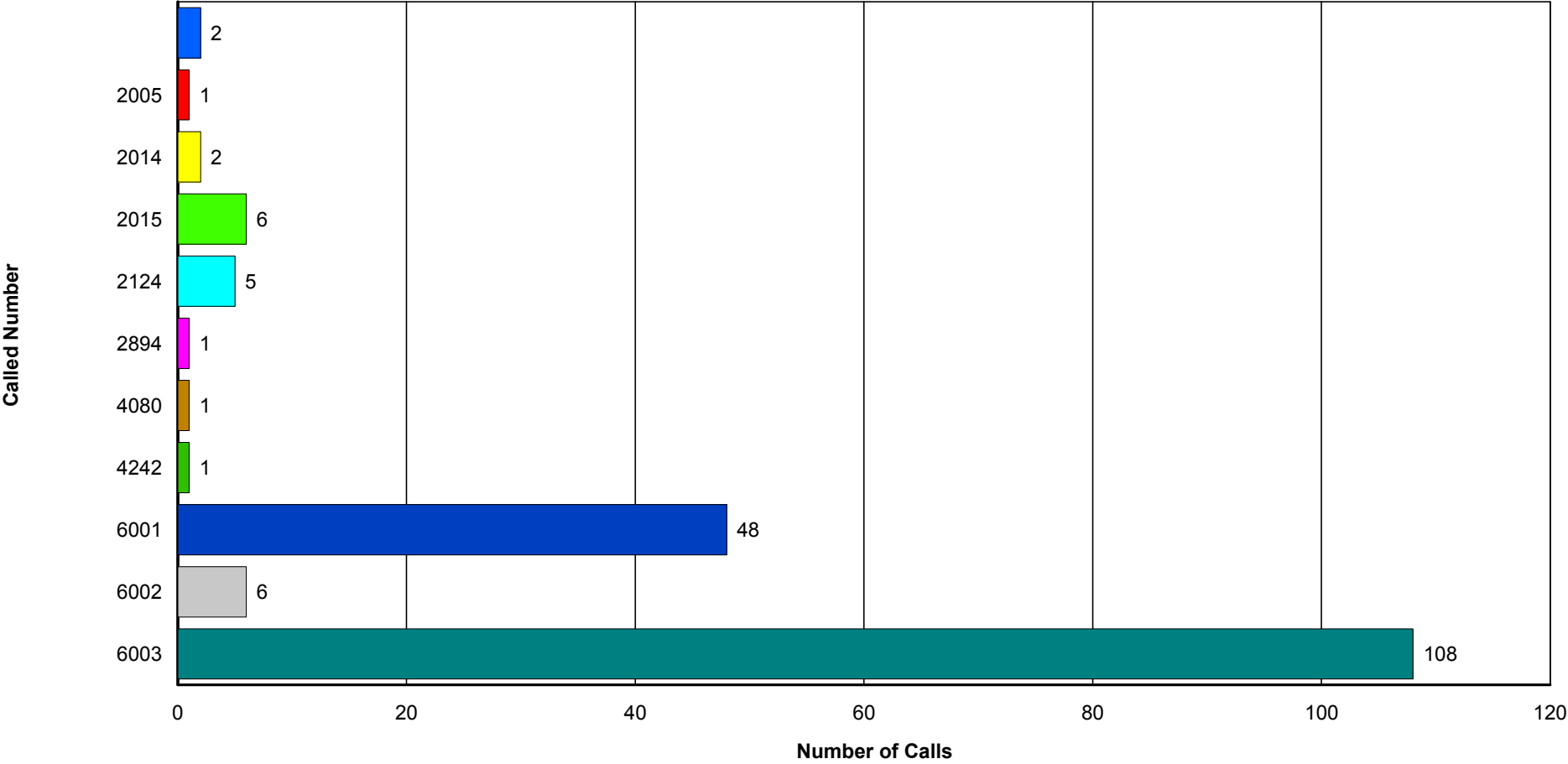


Total Calls by Called Number

Start Date Selected - End Date Selected



+ Contact Disposition 1=abandoned, 2=handled,  
4=aborted, 5 and above = rejected  
\* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000001-0                                   | 6/21/2004 11:01:04AM<br>6/21/2004 11:01:15AM | 2                        | Unknown                                       | 5121                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000001-1                                   | 6/21/2004 11:01:15AM<br>6/21/2004 11:01:34AM | 2                        | Unknown                                       | 5177                      | 6003<br>(MusicianICD)                | gSkills*              | 0:00:05               | Agent6<br>Agent6      | 0:00:04              | 0:00:02              | 0:00:03              |
| 1-178000000003-0                                   | 6/21/2004 11:25:06AM<br>6/21/2004 11:25:38AM | 2                        | Unknown                                       | 5103                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000003-1                                   | 6/21/2004 11:25:37AM<br>6/21/2004 11:27:28AM | 2                        | Unknown                                       | 5199                      | 6003<br>(MusicianICD)                | anybody*              | 0:00:55               | Agent1<br>Agent1      | 0:00:01              | 0:00:37              | 0:00:00              |
| 1-178000000004-0                                   | 6/21/2004 11:25:23AM<br>6/21/2004 11:25:35AM | 2                        | Unknown                                       | 5145                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000004-1                                   | 6/21/2004 11:25:35AM<br>6/21/2004 11:26:47AM | 2                        | Unknown                                       | 5191                      | 6003<br>(MusicianICD)                | anybody*              | 0:00:05               | Agent1<br>Agent1      | 0:00:03              | 0:00:50              | 0:00:00              |
| 1-178000000005-0                                   | 6/21/2004 11:25:35AM<br>6/21/2004 11:27:09AM | 2                        | 2039  | 5105                      | 6003<br>(MusicianICD)                | gSkills*              | 0:00:06               | Agent4<br>Agent4      | 0:00:04              | 0:01:05              | 0:00:51              |
| 1-178000000005-1                                   | 6/21/2004 11:27:09AM<br>6/21/2004 11:28:43AM | 2                        | 2039  | 5116                      | 6003<br>(MusicianICD)                | bSkills*              | 0:00:49               | Agent4<br>Agent4      | 0:00:03              | 0:00:36              | 0:00:04              |
| 1-178000000007-0                                   | 6/21/2004 11:25:51AM<br>6/21/2004 11:26:20AM | 2                        | Unknown                                       | 5111                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |

+ Contact Disposition 1=abandoned, 2=handled,  
4=aborted, 5 and above = rejected  
\* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000007-<br>1                               | 6/21/2004 11:26:20AM<br>6/21/2004 11:28:08AM | 2                        | Unknown                                       | 5185                      | 6003<br>(MusicianICD)                | gSkills*              | 0:00:58               | Agent1<br>Agent1      | 0:00:04              | 0:00:28              | 0:00:15              |
| 1-178000000007-<br>2                               | 6/21/2004 11:28:08AM<br>6/21/2004 11:29:59AM | 2                        | Unknown                                       | 5126                      | 6003<br>(MusicianICD)                | bSkills*              | 0:00:09               | Agent8<br>Agent8      | 0:00:08              | 0:01:15              | 0:00:00              |
| 1-178000000007-<br>3                               | 6/21/2004 11:29:59AM<br>6/21/2004 11:31:03AM | 2                        | Unknown                                       | 5101                      | 6003<br>(MusicianICD)                | anybody*              | 0:00:07               | Agent1<br>Agent1      | 0:00:06              | 0:00:37              | 0:00:00              |
| 1-178000000010-<br>0                               | 6/21/2004 11:26:57AM<br>6/21/2004 11:27:09AM | 2                        | 2124  | 5116                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:12              |                      |
| 1-178000000013-<br>0                               | 6/21/2004 11:28:02AM<br>6/21/2004 11:28:08AM | 2                        | 2062  | 5126                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:06              |                      |
| 1-178000000014-<br>0                               | 6/21/2004 11:28:11AM<br>6/21/2004 11:28:40AM | 2                        | Unknown                                       | 5171                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000014-<br>1                               | 6/21/2004 11:28:40AM<br>6/21/2004 11:30:47AM | 2                        | Unknown                                       | 5167                      | 6002<br>(ICD)                        | BXB*                  | 0:00:03               | Agent2<br>Agent2      | 0:00:03              | 0:02:01              | 0:00:00              |
| 1-178000000015-<br>0                               | 6/21/2004 11:28:17AM<br>6/21/2004 11:29:42AM | 2                        | 2003  | 5139                      | 6003<br>(MusicianICD)                | anybody*              | 0:00:05               | Agent3<br>Agent3      | 0:00:04              | 0:00:37              | 0:00:00              |
| 1-178000000015-<br>1                               | 6/21/2004 11:29:42AM<br>6/21/2004 11:33:24AM | 2                        | 2003  | 2124                      | 2124                                 |                       |                       | Agent4<br>Agent4      | 0:00:00              | 0:03:40              | 0:00:53              |

+ Contact Disposition 1=abandoned, 2=handled,  
4=aborted, 5 and above = rejected  
\* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000019-<br>0                               | 6/21/2004 11:28:54AM<br>6/21/2004 11:29:54AM | 2                        | 2039  | 5155                      | 6003<br>(MusicianICD)                | dSkills*              | 0:00:07               | Agent1<br>Agent1      | 0:00:05              | 0:00:35              | 0:00:00              |
| 1-178000000019-<br>1                               | 6/21/2004 11:29:54AM<br>6/21/2004 11:47:54AM | 2                        | 2039  | 5156                      | 6003<br>(MusicianICD)                | anybody*              | 0:00:06               | Agent3<br>Agent3      | 0:00:04              | 0:00:47              | 0:00:00              |
| 1-178000000019-<br>1                               | 6/21/2004 11:29:54AM<br>6/21/2004 11:47:54AM | 2                        | 2039  | 5156                      | 6003<br>(MusicianICD)                | gSkills*              | 0:00:07               | Agent3<br>Agent3      | 0:00:00              | 0:04:34              | 0:00:00              |
| 1-178000000019-<br>1                               | 6/21/2004 11:29:54AM<br>6/21/2004 11:47:54AM | 2                        | 2039  | 5156                      | 6003<br>(MusicianICD)                | gSkills*              | 0:00:07               | Agent1<br>Agent1      | 0:00:06              | 0:05:39              | 0:00:06              |
| 1-178000000021-<br>0                               | 6/21/2004 11:29:12AM<br>6/21/2004 11:29:42AM | 2                        | 2005  | 2124                      | 2124                                 |                       |                       |                       |                      | 0:00:30              |                      |
| 1-178000000022-<br>0                               | 6/21/2004 11:29:35AM<br>6/21/2004 11:29:39AM | 2                        | 2014  | 5128                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:04              |                      |
| 1-178000000023-<br>0                               | 6/21/2004 11:29:48AM<br>6/21/2004 11:29:54AM | 2                        | 2062  | 5156                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:06              |                      |
| 1-178000000024-<br>0                               | 6/21/2004 11:29:52AM<br>6/21/2004 11:30:06AM | 2                        | Unknown                                       | 5184                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000024-<br>1                               | 6/21/2004 11:30:06AM<br>6/21/2004 11:31:53AM | 2                        | Unknown                                       | 5186                      | 6003<br>(MusicianICD)                | bSkills*              | 0:00:30               | Agent8<br>Agent8      | 0:00:05              | 0:00:56              | 0:00:00              |

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    4=aborted, 5 and above = rejected  
 \* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected    -    End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000024-<br>2                               | 6/21/2004 11:31:53AM<br>6/21/2004 11:35:20AM | 2                        | Unknown                                       | 5102                      | 6003<br>(MusicianICD)                | gSkills*              | 0:02:20               | Agent8<br>Agent8      | 0:00:05              | 0:00:24              | 0:00:25              |
| 1-178000000024-<br>3                               | 6/21/2004 11:35:20AM<br>6/21/2004 11:39:40AM | 2                        | Unknown                                       | 5165                      | 6003<br>(MusicianICD)                | anybody*              | 0:02:15               | Agent7<br>Agent7      | 0:00:03              | 0:01:51              | 0:00:00              |
| 1-178000000026-<br>0                               | 6/21/2004 11:30:07AM<br>6/21/2004 11:30:27AM | 2                        | Unknown                                       | 5110                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000026-<br>1                               | 6/21/2004 11:30:27AM<br>6/21/2004 11:47:54AM | 2                        | Unknown                                       | 5143                      | 6003<br>(MusicianICD)                | gSkills*              | 0:00:26               | Agent3<br>Agent3      | 0:00:08              | 0:00:35              | 0:00:34              |
| 1-178000000029-<br>0                               | 6/21/2004 11:30:50AM<br>6/21/2004 11:30:52AM | 2                        | 2005  | 5198                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:02              |                      |
| 1-178000000031-<br>0                               | 6/21/2004 11:31:05AM<br>6/21/2004 11:31:28AM | 2                        | Unknown                                       | 5112                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000031-<br>1                               | 6/21/2004 11:31:28AM<br>6/21/2004 11:34:11AM | 2                        | Unknown                                       | 5180                      | 6003<br>(MusicianICD)                | anybody,<br>gSkills*  | 0:01:21               | Agent8<br>Agent8      | 0:00:03              | 0:01:00              | 0:00:17              |
| 1-178000000031-<br>2                               | 6/21/2004 11:34:11AM<br>6/21/2004 11:34:52AM | 1                        | Unknown                                       | 5134                      | 6003<br>(MusicianICD)                | bSkills               | 0:00:10               |                       |                      | 0:00:00              |                      |
| 1-178000000033-<br>0                               | 6/21/2004 11:31:16AM<br>6/21/2004 11:34:01AM | 2                        | 2908  | 5106                      | 6003<br>(MusicianICD)                | gSkills*              | 0:01:23               | Agent7<br>Agent7      | 0:00:01              | 0:01:08              | 0:03:38              |

+ Contact Disposition 1=abandoned, 2=handled,  
4=aborted, 5 and above = rejected  
\* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000033-1                                   | 6/21/2004 11:33:59AM<br>6/21/2004 11:34:01AM | 2                        | 2008  | 5123                      | 6003<br>(MusicianICD)                | bSkills*              | 0:02:25               | Agent4<br>Agent4      | 0:00:01              | 0:01:47              | 0:00:24              |
| 1-178000000033-1                                   | 6/21/2004 11:33:59AM<br>6/21/2004 11:34:01AM | 2                        | 2008  | 5123                      | 6003<br>(MusicianICD)                | dSkills*              | 0:03:51               | Agent4<br>Agent4      | 0:00:04              | 0:01:27              | 0:00:00              |
| 1-178000000033-2                                   | 6/21/2004 11:43:56AM<br>6/21/2004 11:58:00AM | 2                        | 2908  | 2014                      | 2014                                 |                       |                       | Agent8<br>Agent8      | 0:00:00              | 0:00:49              | 0:00:00              |
| 1-178000000034-0                                   | 6/21/2004 11:31:31AM<br>6/21/2004 11:31:35AM | 1                        | 2017  | 5142                      | 6002<br>(ICD)                        | BXB                   | 0:00:02               | Agent2<br>Agent2      | 0:00:02              | 02:57:11             | 0:00:00              |
| 1-178000000036-0                                   | 6/21/2004 11:31:38AM<br>6/21/2004 11:36:15AM | 2                        | 2017  | 5178                      | 6003<br>(MusicianICD)                | gSkills*              | 0:02:33               | Agent4<br>Agent4      | 0:00:02              | 0:01:46              | 0:00:18              |
| 1-178000000036-1                                   | 6/21/2004 11:36:15AM<br>6/21/2004 11:43:57AM | 2                        | 2017  | 5193                      | 6003<br>(MusicianICD)                | bSkills*              | 0:01:26               | Agent6<br>Agent6      | 0:00:01              | 0:06:00              | 0:00:00              |
| 1-178000000036-2                                   | 6/21/2004 11:43:57AM<br>6/21/2004 11:44:16AM | 2                        | 2017  | 5164                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000036-3                                   | 6/21/2004 11:44:16AM<br>6/21/2004 11:52:19AM | 2                        | 2017  | 5124                      | 6003<br>(MusicianICD)                | dSkills*              | 0:04:30               | Agent3<br>Agent3      | 0:00:09              | 0:00:00              | 0:00:00              |
| 1-178000000036-3                                   | 6/21/2004 11:44:16AM<br>6/21/2004 11:52:19AM | 2                        | 2017  | 5124                      | 6003<br>(MusicianICD)                | dSkills*              | 0:04:30               | Agent4<br>Agent4      | 0:00:02              | 0:03:02              | 0:01:39              |

All times are server time.

Report generated: 11/5/2007 6:56:56PM

+ Contact Disposition    1=abandoned, 2=handled,  
    4=aborted, 5 and above = rejected  
 \* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected    -    End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000036-<br>4                               | 6/21/2004 11:52:19AM<br>6/21/2004 12:18:10PM | 2                        | 2017  | 5111                      | 6003<br>(MusicianICD)                | gSkills*              | 0:05:27               | Agent3<br>Agent3      | 0:00:03              | 0:07:40              | 01:14:13             |
| 1-178000000037-<br>0                               | 6/21/2004 11:31:44AM<br>6/21/2004 11:32:42AM | 2                        | 2136  | 5158                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000037-<br>1                               | 6/21/2004 11:32:42AM<br>6/21/2004 11:33:13AM | 2                        | 2136  | 5100                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000037-<br>2                               | 6/21/2004 11:33:13AM<br>6/21/2004 11:36:49AM | 2                        | 2136  | 5162                      | 6003<br>(MusicianICD)                | bSkills*              | 0:02:51               | Agent5<br>Agent5      | 0:00:02              | 0:00:33              | 0:00:00              |
| 1-178000000038-<br>0                               | 6/21/2004 11:31:46AM<br>6/21/2004 11:32:01AM | 2                        | Unknown                                       | 5192                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000039-<br>0                               | 6/21/2004 11:31:50AM<br>6/21/2004 11:31:51AM | 2                        | 2124  | 2015                      | 2015                                 |                       |                       |                       |                      | 0:00:02              |                      |
| 1-178000000040-<br>0                               | 6/21/2004 11:31:50AM<br>6/21/2004 11:31:53AM | 2                        | 2014  | 5102                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:02              |                      |
| 1-178000000041-<br>0                               | 6/21/2004 11:32:15AM<br>6/21/2004 11:32:33AM | 2                        | Unknown                                       | 5118                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000041-<br>1                               | 6/21/2004 11:32:32AM<br>6/21/2004 11:32:48AM | 2                        | Unknown                                       | 5135                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |

+ Contact Disposition    1=abandoned, 2=handled,  
    4=aborted, 5 and above = rejected  
 \* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected    -    End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000041-<br>2                               | 6/21/2004 11:32:48AM<br>6/21/2004 11:36:13AM | 2                        | Unknown                                       | 5159                      | 6003<br>(MusicianICD)                | dSkills*              | 0:02:31               | Agent8<br>Agent8      | 0:00:04              | 0:00:35              | 0:00:00              |
| 1-178000000041-<br>3                               | 6/21/2004 11:36:13AM<br>6/21/2004 11:39:56AM | 2                        | Unknown                                       | 5114                      | 6003<br>(MusicianICD)                | bSkills*              | 0:02:29               | Agent4<br>Agent4      | 0:00:02              | 0:00:54              | 0:01:08              |
| 1-178000000042-<br>0                               | 6/21/2004 11:32:16AM<br>6/21/2004 11:32:18AM | 2                        | 2062  | 2005                      | 2005                                 |                       |                       |                       |                      | 0:00:02              |                      |
| 1-178000000043-<br>0                               | 6/21/2004 11:32:23AM<br>6/21/2004 11:36:11AM | 2                        | 2019  | 5113                      | 6003<br>(MusicianICD)                | dSkills*              | 0:02:53               | Agent5<br>Agent5      | 0:00:01              | 0:00:33              | 0:00:00              |
| 1-178000000046-<br>0                               | 6/21/2004 11:33:13AM<br>6/21/2004 11:33:25AM | 2                        | Unknown                                       | 5107                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000046-<br>1                               | 6/21/2004 11:33:25AM<br>6/21/2004 11:37:02AM | 2                        | Unknown                                       | 5160                      | 6003<br>(MusicianICD)                | dSkills*              | 0:02:39               | Agent8<br>Agent8      | 0:00:05              | 0:00:37              | 0:01:16              |
| 1-178000000046-<br>2                               | 6/21/2004 11:37:02AM<br>6/21/2004 11:55:11AM | 2                        | Unknown                                       | 5190                      | 6003<br>(MusicianICD)                | dSkills*,<br>anybody  | 0:03:20               | Agent8<br>Agent8      | 0:00:04              | 0:02:39              | 0:00:33              |
| 1-178000000046-<br>2                               | 6/21/2004 11:37:02AM<br>6/21/2004 11:55:11AM | 2                        | Unknown                                       | 5190                      | 6003<br>(MusicianICD)                | anybody*              | 0:03:49               | Agent5<br>Agent5      | 0:00:01              | 0:07:49              | 0:00:00              |
| 1-178000000048-<br>0                               | 6/21/2004 11:34:09AM<br>6/21/2004 11:34:11AM | 2                        | 2014  | 5134                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:02              |                      |



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4=aborted, 5 and above = rejected  
\* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000049-<br>0                               | 6/21/2004 11:34:12AM<br>6/21/2004 11:37:36AM | 2                        | 2021  | 5129                      | 6002<br>(ICD)                        | BXB*                  | 0:00:03               | Agent6<br>Agent6      | 0:00:00              | 0:02:57              | 0:00:00              |
| 1-178000000049-<br>0                               | 6/21/2004 11:34:12AM<br>6/21/2004 11:37:36AM | 2                        | 2021  | 5129                      | 6002<br>(ICD)                        | BXB*                  | 0:00:03               | Agent2<br>Agent2      | 0:00:02              | 0:03:17              | 0:00:00              |
| 1-178000000051-<br>0                               | 6/21/2004 11:34:18AM<br>6/21/2004 11:34:47AM | 2                        | Unknown                                       | 5175                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000051-<br>1                               | 6/21/2004 11:34:47AM<br>6/21/2004 11:40:25AM | 2                        | Unknown                                       | 5122                      | 6003<br>(MusicianICD)                | dSkills*              | 0:01:48               | Agent5<br>Agent5      | 0:00:01              | 0:03:32              | 0:00:00              |
| 1-178000000054-<br>0                               | 6/21/2004 11:34:36AM<br>6/21/2004 11:34:39AM | 2                        | 2894  | 2015                      | 2015                                 |                       |                       |                       |                      | 0:00:02              |                      |
| 1-178000000055-<br>0                               | 6/21/2004 11:34:41AM<br>6/21/2004 11:36:01AM | 1                        | 2034  | 5152                      | 6003<br>(MusicianICD)                | gSkills               | 0:01:11               |                       |                      | 0:00:00              |                      |
| 1-178000000056-<br>0                               | 6/21/2004 11:34:54AM<br>6/21/2004 11:34:56AM | 2                        | 2014  | 5130                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:02              |                      |
| 1-178000000057-<br>0                               | 6/21/2004 11:35:00AM<br>6/21/2004 11:37:59AM | 2                        | 2035  | 5161                      | 6002<br>(ICD)                        | BXB*                  | 0:02:36               | Agent2<br>Agent2      | 0:00:01              | 0:00:21              | 0:00:00              |
| 1-178000000060-<br>0                               | 6/21/2004 11:35:35AM<br>6/21/2004 11:36:12AM | 2                        | 2006  | 5183                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |

+ Contact Disposition    1=abandoned, 2=handled,  
    4=aborted, 5 and above = rejected  
 \* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected    -    End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000060-1                                   | 6/21/2004 11:36:12AM<br>6/21/2004 11:39:13AM | 2                        | 2006  | 5179                      | 6003<br>(MusicianICD)                | gSkills*              | 0:01:52               | Agent8<br>Agent8      | 0:00:02              | 0:00:48              | 0:00:17              |
| 1-178000000060-2                                   | 6/21/2004 11:39:11AM<br>6/21/2004 11:39:13AM | 2                        | 2014  | 5137                      | 6003<br>(MusicianICD)                | bSkills               | 0:00:21               |                       |                      | 0:00:02              |                      |
| 1-178000000061-0                                   | 6/21/2004 11:36:05AM<br>6/21/2004 11:36:11AM | 2                        | 2004  | 4242                      | 4242                                 |                       |                       |                       |                      | 0:00:07              |                      |
| 1-178000000062-0                                   | 6/21/2004 11:36:07AM<br>6/21/2004 11:36:39AM | 2                        | Unknown                                       | 5117                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000062-1                                   | 6/21/2004 11:36:39AM<br>6/21/2004 11:58:00AM | 2                        | Unknown                                       | 5146                      | 6003<br>(MusicianICD)                | gSkills*              | 0:02:44               | Agent7<br>Agent7      | 0:00:02              | 0:00:36              | 0:00:00              |
| 1-178000000062-2                                   | 6/21/2004 11:40:25AM<br>6/21/2004 11:58:00AM | 2                        | Unknown                                       | 5150                      | 6003<br>(MusicianICD)                | gSkills*              | 0:03:25               | Agent6<br>Agent6      | 0:01:59              | 0:01:57              | 0:00:00              |
| 1-178000000063-0                                   | 6/21/2004 11:36:08AM<br>6/21/2004 11:36:15AM | 2                        | 2124  | 5193                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:07              |                      |
| 1-178000000064-0                                   | 6/21/2004 11:36:10AM<br>6/21/2004 11:36:13AM | 2                        | 2014  | 5114                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:02              |                      |
| 1-178000000067-0                                   | 6/21/2004 11:36:28AM<br>6/21/2004 11:53:41AM | 2                        | 2034  | 5136                      | 6003<br>(MusicianICD)                | gSkills*              | 0:03:00               | Agent8<br>Agent8      | 0:00:03              | 0:00:36              | 0:00:12              |

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## Detailed Call, CSQ, Agent Report

Start Date Selected    -    End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000067-<br>0                               | 6/21/2004 11:36:28AM<br>6/21/2004 11:53:41AM | 2                        | 2034  | 5136                      | 6003<br>(MusicianICD)                | bSkills*              | 0:05:02               | Agent4<br>Agent4      | 0:00:10              | 0:00:00              | 0:00:00              |
| 1-178000000067-<br>0                               | 6/21/2004 11:36:28AM<br>6/21/2004 11:53:41AM | 2                        | 2034  | 5136                      | 6003<br>(MusicianICD)                | bSkills*              | 0:05:02               | Agent4<br>Agent4      | 0:00:03              | 0:00:55              | 0:00:11              |
| 1-178000000067-<br>0                               | 6/21/2004 11:36:28AM<br>6/21/2004 11:53:41AM | 2                        | 2034  | 5136                      | 6003<br>(MusicianICD)                | dSkills*              | 0:06:10               | Agent6<br>Agent6      | 0:00:02              | 0:01:03              | 0:00:00              |
| 1-178000000070-<br>0                               | 6/21/2004 11:36:56AM<br>6/21/2004 11:40:46AM | 2                        | 2136  | 5181                      | 6003<br>(MusicianICD)                | dSkills*              | 0:03:21               | Agent5<br>Agent5      | 0:00:02              | 0:00:16              | 0:00:00              |
| 1-178000000071-<br>0                               | 6/21/2004 11:37:00AM<br>6/21/2004 11:37:02AM | 2                        | 2014  | 5190                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:02              |                      |
| 1-178000000072-<br>0                               | 6/21/2004 11:37:03AM<br>6/21/2004 11:38:01AM | 2                        | Unknown                                       | 5132                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000072-<br>1                               | 6/21/2004 11:38:01AM<br>6/21/2004 11:38:35AM | 2                        | Unknown                                       | 5151                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000072-<br>2                               | 6/21/2004 11:38:35AM<br>6/21/2004 11:58:00AM | 2                        | Unknown                                       | 5195                      | 6003<br>(MusicianICD)                | bSkills*              | 0:03:41               | Agent5<br>Agent5      | 0:01:13              | 0:01:11              | 0:00:00              |
| 1-178000000076-<br>0                               | 6/21/2004 11:38:01AM<br>6/21/2004 11:42:36AM | 2                        | 2044  | 5154                      | 6003<br>(MusicianICD)                | bSkills*              | 0:02:44               | Agent5<br>Agent5      | 0:00:05              | 0:01:42              | 0:00:05              |

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 \* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected    -    End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000077-<br>0                               | 6/21/2004 11:38:09AM<br>6/21/2004 11:42:00AM | 2                        | 2039  | 5125                      | 6003<br>(MusicianICD)                | bSkills*              | 0:02:44               | Agent4<br>Agent4      | 0:00:03              | 0:00:40              | 0:00:15              |
| 1-178000000077-<br>1                               | 6/21/2004 11:42:00AM<br>6/21/2004 11:45:35AM | 2                        | 2039  | 5188                      | 6003<br>(MusicianICD)                | dSkills*              | 0:01:56               | Agent5<br>Agent5      | 0:00:06              | 0:01:28              | 0:01:43              |
| 1-178000000078-<br>0                               | 6/21/2004 11:38:16AM<br>6/21/2004 11:38:22AM | 2                        | 2124  | 5174                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:06              |                      |
| 1-178000000082-<br>0                               | 6/21/2004 11:39:15AM<br>6/21/2004 11:48:05AM | 2                        | 2883  | 5109                      | 6003<br>(MusicianICD)                | bSkills*              | 0:04:28               | Agent3<br>Agent3      | 0:00:02              | 0:02:44              | 0:00:00              |
| 1-178000000082-<br>1                               | 6/21/2004 11:48:05AM<br>6/21/2004 11:48:34AM | 2                        | 2883  | 2124                      | 2124                                 |                       |                       | Agent4<br>Agent4      | 0:00:00              | 0:00:28              | 0:00:30              |
| 1-178000000085-<br>0                               | 6/21/2004 11:39:50AM<br>6/21/2004 11:40:59AM | 1                        | 2006  | 5104                      | 6003<br>(MusicianICD)                | bSkills               | 0:00:56               |                       |                      | 0:00:00              |                      |
| 1-178000000086-<br>0                               | 6/21/2004 11:40:00AM<br>6/21/2004 11:40:32AM | 1                        | Unknown                                       | 5163                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000087-<br>0                               | 6/21/2004 11:40:10AM<br>6/21/2004 11:40:13AM | 2                        | 2014  | 5170                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:02              |                      |
| 1-178000000088-<br>0                               | 6/21/2004 11:40:15AM<br>6/21/2004 11:40:16AM | 2                        | 2014  |                           |                                      |                       |                       |                       |                      | 0:00:02              |                      |

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\* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000089-<br>0                               | 6/21/2004 11:40:21AM<br>6/21/2004 11:40:25AM | 2                        | 2008  | 5150                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:04              |                      |
| 1-178000000092-<br>0                               | 6/21/2004 11:40:35AM<br>6/21/2004 11:41:11AM | 2                        | Unknown                                       | 5127                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000092-<br>1                               | 6/21/2004 11:41:11AM<br>6/21/2004 11:47:08AM | 2                        | Unknown                                       | 5189                      | 6003<br>(MusicianICD)                | gSkills*              | 0:05:08               | Agent8<br>Agent8      | 0:00:03              | 0:00:27              | 0:00:26              |
| 1-178000000092-<br>2                               | 6/21/2004 11:47:08AM<br>6/21/2004 12:08:05PM | 2                        | Unknown                                       | 5119                      | 6003<br>(MusicianICD)                | bSkills*              | 0:06:21               | Agent6<br>Agent6      | 0:00:02              | 0:01:22              | 0:00:30              |
| 1-178000000094-<br>0                               | 6/21/2004 11:40:53AM<br>6/21/2004 12:08:05PM | 2                        | 2136  | 5168                      | 6003<br>(MusicianICD)                | gSkills*              | 0:04:53               | Agent7<br>Agent7      | 0:00:03              | 0:00:43              | 0:00:00              |
| 1-178000000094-<br>1                               | 6/21/2004 11:46:41AM<br>6/21/2004 11:54:22AM | 2                        | 2136  | 5149                      | 6003<br>(MusicianICD)                | dSkills*              | 0:06:50               | Agent7<br>Agent7      | 0:00:04              | 0:00:44              | 0:00:00              |
| 1-178000000096-<br>0                               | 6/21/2004 11:41:51AM<br>6/21/2004 11:42:00AM | 2                        | 2124  | 5188                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:10              |                      |
| 1-178000000097-<br>0                               | 6/21/2004 11:42:01AM<br>6/21/2004 11:42:13AM | 2                        | Unknown                                       | 5157                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000097-<br>1                               | 6/21/2004 11:42:13AM<br>6/21/2004 11:48:36AM | 2                        | Unknown                                       | 5131                      | 6003<br>(MusicianICD)                | gSkills*              | 0:05:00               | Agent6<br>Agent6      | 0:00:04              | 0:01:07              | 0:00:50              |

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    4=aborted, 5 and above = rejected  
 \* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected    -    End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000099-<br>0                               | 6/21/2004 11:42:27AM<br>6/21/2004 11:42:52AM | 2                        | Unknown                                       | 5140                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000099-<br>1                               | 6/21/2004 11:42:52AM<br>6/21/2004 11:48:41AM | 2                        | Unknown                                       | 5176                      | 6003<br>(MusicianICD)                | gSkills*              | 0:04:23               | Agent8<br>Agent8      | 0:00:05              | 0:00:56              | 0:00:33              |
| 1-178000000099-<br>2                               | 6/21/2004 11:48:41AM<br>6/21/2004 11:57:55AM | 2                        | Unknown                                       | 5138                      | 6003<br>(MusicianICD)                | anybody*              | 0:06:27               | Agent7<br>Agent7      | 0:00:04              | 0:02:24              | 0:00:00              |
| 1-178000000100-<br>0                               | 6/21/2004 11:42:33AM<br>6/21/2004 11:43:10AM | 2                        | 2035  | 5166                      | 6002<br>(ICD)                        | BXB*                  | 0:00:02               | Agent2<br>Agent2      | 0:00:02              | 0:00:33              | 0:00:00              |
| 1-178000000103-<br>0                               | 6/21/2004 11:43:13AM<br>6/21/2004 11:43:15AM | 2                        | 2014  | 5153                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:03              |                      |
| 1-178000000104-<br>0                               | 6/21/2004 11:43:13AM<br>6/21/2004 11:43:36AM | 2                        | 2044  | 5147                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000105-<br>0                               | 6/21/2004 11:43:45AM<br>6/21/2004 11:44:03AM | 2                        | 2044  | 5169                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000106-<br>0                               | 6/21/2004 11:43:49AM<br>6/21/2004 11:43:56AM | 2                        | 2124  | 2014                      | 2014                                 |                       |                       |                       |                      | 0:00:07              |                      |
| 1-178000000108-<br>0                               | 6/21/2004 11:43:55AM<br>6/21/2004 11:43:57AM | 2                        | 2015  | 5164                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:03              |                      |

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    4=aborted, 5 and above = rejected  
 \* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected    -    End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000112-0                                   | 6/21/2004 11:44:09AM<br>6/21/2004 11:45:17AM | 1                        | 2044  | 5148                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000113-0                                   | 6/21/2004 11:44:52AM<br>6/21/2004 11:45:31AM | 1                        | 2908  | 5197                      | 6003<br>(MusicianICD)                | bSkills               | 0:00:04               |                       |                      | 0:00:00              |                      |
| 1-178000000114-0                                   | 6/21/2004 11:45:08AM<br>6/21/2004 11:45:28AM | 2                        | Unknown                                       | 5133                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000114-1                                   | 6/21/2004 11:45:28AM<br>6/21/2004 11:52:33AM | 2                        | Unknown                                       | 5141                      | 6003<br>(MusicianICD)                | dSkills*              | 0:03:43               | Agent6<br>Agent6      | 0:00:01              | 0:02:47              | 0:00:00              |
| 1-178000000114-1                                   | 6/21/2004 11:45:28AM<br>6/21/2004 11:52:33AM | 2                        | Unknown                                       | 5141                      | 6003<br>(MusicianICD)                | dSkills*              | 0:03:43               | Agent2<br>Agent2      | 0:00:00              | 0:01:46              | 0:00:00              |
| 1-178000000116-0                                   | 6/21/2004 11:45:24AM<br>6/21/2004 11:49:53AM | 2                        | 2021  | 5194                      | 6003<br>(MusicianICD)                | dSkills*              | 0:03:41               | Agent8<br>Agent8      | 0:00:03              | 0:00:32              | 0:03:10              |
| 1-178000000116-0                                   | 6/21/2004 11:45:24AM<br>6/21/2004 11:49:53AM | 2                        | 2021  | 5194                      | 6003<br>(MusicianICD)                | dSkills*              | 0:03:41               | Agent7<br>Agent7      | 0:00:09              | 0:00:00              | 0:00:00              |
| 1-178000000116-1                                   | 6/21/2004 11:49:53AM<br>6/21/2004 11:56:41AM | 2                        | 2021  | 5177                      | 6003<br>(MusicianICD)                | bSkills*              | 0:05:47               | Agent8<br>Agent8      | 0:00:09              | 0:00:43              | 0:00:17              |
| 1-178000000117-0                                   | 6/21/2004 11:45:27AM<br>6/21/2004 11:46:00AM | 2                        | 2044  | 5144                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |

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4=aborted, 5 and above = rejected  
\* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000118-<br>0                               | 6/21/2004 11:45:38AM<br>6/21/2004 11:46:16AM | 2                        | 2035  | 5115                      | 6002<br>(ICD)                        | BXB*                  | 0:00:03               | Agent2<br>Agent2      | 0:00:03              | 0:00:19              | 0:00:00              |
| 1-178000000118-<br>1                               | 6/21/2004 11:46:16AM<br>6/21/2004 11:47:22AM | 2                        | 2035  | 2015                      | 2015                                 |                       |                       | Agent6<br>Agent6      | 0:00:00              | 0:01:06              | 0:00:00              |
| 1-178000000121-<br>0                               | 6/21/2004 11:46:03AM<br>6/21/2004 11:46:16AM | 2                        | 2894  | 2015                      | 2015                                 |                       |                       |                       |                      | 0:00:14              |                      |
| 1-178000000122-<br>0                               | 6/21/2004 11:46:15AM<br>6/21/2004 11:46:23AM | 2                        | 2124  | 5196                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:07              |                      |
| 1-178000000123-<br>0                               | 6/21/2004 11:46:27AM<br>6/21/2004 11:54:02AM | 2                        | 2044  | 5182                      | 6003<br>(MusicianICD)                | dSkills*              | 0:06:33               | Agent8<br>Agent8      | 0:00:03              | 0:00:30              | 0:00:55              |
| 1-178000000123-<br>1                               | 6/21/2004 11:53:47AM<br>6/21/2004 11:54:02AM | 2                        | 2044  | 5126                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000125-<br>0                               | 6/21/2004 11:46:37AM<br>6/21/2004 11:46:41AM | 2                        | 2008  | 5149                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:05              |                      |
| 1-178000000126-<br>0                               | 6/21/2004 11:46:38AM<br>6/21/2004 11:48:05AM | 2                        | 2005  | 2124                      | 2124                                 |                       |                       |                       |                      | 0:01:27              |                      |
| 1-178000000127-<br>0                               | 6/21/2004 11:47:05AM<br>6/21/2004 11:47:08AM | 2                        | 2014  | 5119                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:03              |                      |



+ Contact Disposition 1=abandoned, 2=handled,  
4=aborted, 5 and above = rejected  
\* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000128-0                                   | 6/21/2004 11:47:09AM<br>6/21/2004 11:47:24AM | 2                        | Unknown                                       | 5172                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000128-1                                   | 6/21/2004 11:47:24AM<br>6/21/2004 11:55:24AM | 2                        | Unknown                                       | 5108                      | 6003<br>(MusicianICD)                | gSkills*              | 0:07:08               | Agent8<br>Agent8      | 0:00:04              | 0:00:32              | 0:00:22              |
| 1-178000000128-2                                   | 6/21/2004 11:55:24AM<br>6/21/2004 12:04:32PM | 2                        | Unknown                                       | 5143                      | 6003<br>(MusicianICD)                | bSkills*              | 0:06:40               | Agent5<br>Agent5      | 0:00:03              | 0:02:12              | 0:00:00              |
| 1-178000000129-0                                   | 6/21/2004 11:47:12AM<br>6/21/2004 11:47:14AM | 2                        | 2004  |                           |                                      |                       |                       |                       |                      | 0:00:02              |                      |
| 1-178000000132-0                                   | 6/21/2004 11:47:26AM<br>6/21/2004 12:18:10PM | 2                        | 2035  | 5120                      | 6003<br>(MusicianICD)                | bSkills*              | 0:06:52               | Agent7<br>Agent7      | 0:00:03              | 0:00:51              | 0:00:00              |
| 1-178000000132-1                                   | 6/21/2004 11:55:24AM<br>6/21/2004 12:04:05PM | 2                        | 2035  | 5110                      | 6003<br>(MusicianICD)                | gSkills*              | 0:06:52               | Agent4<br>Agent4      | 0:00:01              | 0:01:44              | 0:00:24              |
| 1-178000000134-0                                   | 6/21/2004 11:47:49AM<br>6/21/2004 12:05:09PM | 2                        | 2039  | 5173                      | 6003<br>(MusicianICD)                | anybody*              | 0:06:41               | Agent4<br>Agent4      | 0:00:01              | 0:01:05              | 0:00:05              |
| 1-178000000134-0                                   | 6/21/2004 11:47:49AM<br>6/21/2004 12:05:09PM | 2                        | 2039  | 5173                      | 6003<br>(MusicianICD)                | gSkills*              | 0:08:32               | Agent6<br>Agent6      | 0:00:02              | 0:00:46              | 0:00:03              |
| 1-178000000137-0                                   | 6/21/2004 11:48:37AM<br>6/21/2004 11:55:40AM | 2                        | 2883  | 5187                      | 6003<br>(MusicianICD)                | dSkills*              | 0:06:30               | Agent5<br>Agent5      | 0:00:01              | 0:00:23              | 0:00:00              |

+ Contact Disposition    1=abandoned, 2=handled,  
    4=aborted, 5 and above = rejected  
 \* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected    -    End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000137-<br>1                               | 6/21/2004 11:55:40AM<br>6/21/2004 11:57:08AM | 2                        | 2883  | 2015                      | 2015                                 |                       |                       | Agent6<br>Agent6      | 0:00:00              | 0:01:28              | 0:00:00              |
| 1-178000000138-<br>0                               | 6/21/2004 11:48:39AM<br>6/21/2004 11:48:41AM | 2                        | 2014  | 5138                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:02              |                      |
| 1-178000000140-<br>0                               | 6/21/2004 11:49:09AM<br>6/21/2004 11:57:25AM | 2                        | 2006  | 5121                      | 6003<br>(MusicianICD)                | bSkills*              | 0:06:17               | Agent5<br>Agent5      | 0:00:04              | 0:01:39              | 0:00:00              |
| 1-178000000143-<br>0                               | 6/21/2004 11:49:52AM<br>6/21/2004 11:49:53AM | 2                        | 2014  | 5177                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:02              |                      |
| 1-178000000144-<br>0                               | 6/21/2004 11:50:05AM<br>6/21/2004 11:50:22AM | 2                        | Unknown                                       | 5103                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000145-<br>0                               | 6/21/2004 11:50:31AM<br>6/21/2004 11:50:46AM | 2                        | 2015  | 2894                      | 2894                                 |                       |                       |                       |                      | 0:00:15              |                      |
| 1-178000000146-<br>0                               | 6/21/2004 11:50:40AM<br>6/21/2004 11:50:58AM | 2                        | Unknown                                       | 5145                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000146-<br>1                               | 6/21/2004 11:50:58AM<br>6/21/2004 11:57:05AM | 2                        | Unknown                                       | 5105                      | 6003<br>(MusicianICD)                | bSkills*              | 0:04:58               | Agent4<br>Agent4      | 0:00:02              | 0:00:48              | 0:00:00              |
| 1-178000000146-<br>2                               | 6/21/2004 11:57:05AM<br>6/21/2004 12:06:10PM | 2                        | Unknown                                       | 5142                      | 6003<br>(MusicianICD)                | dSkills*              | 0:08:04               | Agent6<br>Agent6      | 0:00:01              | 0:00:53              | 0:00:00              |

+ Contact Disposition 1=abandoned, 2=handled,  
4=aborted, 5 and above = rejected  
\* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000146-<br>2                               | 6/21/2004 11:57:05AM<br>6/21/2004 12:06:10PM | 2                        | Unknown                                       | 5142                      | 6003<br>(MusicianICD)                | dSkills*              | 0:08:04               | Agent4<br>Agent4      | 0:00:10              | 0:00:00              | 0:00:00              |
| 1-178000000147-<br>0                               | 6/21/2004 11:51:33AM<br>6/21/2004 11:57:43AM | 2                        | 2040  | 5191                      | 6003<br>(MusicianICD)                | anybody*              | 0:05:26               | Agent8<br>Agent8      | 0:00:09              | 0:00:30              | 0:00:22              |
| 1-178000000147-<br>1                               | 6/21/2004 11:57:43AM<br>6/21/2004 11:58:37AM | 1                        | 2040  | 5158                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000148-<br>0                               | 6/21/2004 11:52:04AM<br>6/21/2004 11:58:46AM | 2                        | 2903  | 5199                      | 6003<br>(MusicianICD)                | bSkills*,<br>anybody  | 0:05:14               | Agent5<br>Agent5      | 0:00:01              | 0:01:18              | 0:00:00              |
| 1-178000000148-<br>0                               | 6/21/2004 11:52:04AM<br>6/21/2004 11:58:46AM | 2                        | 2903  | 5199                      | 6003<br>(MusicianICD)                | bSkills*,<br>anybody  | 0:05:14               | Agent4<br>Agent4      | 0:00:10              | 0:00:00              | 0:00:00              |
| 1-178000000149-<br>0                               | 6/21/2004 11:52:11AM<br>6/21/2004 11:52:19AM | 2                        | 2124  | 5111                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:07              |                      |
| 1-178000000153-<br>0                               | 6/21/2004 11:53:33AM<br>6/21/2004 11:53:46AM | 2                        | Unknown                                       | 5185                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000154-<br>0                               | 6/21/2004 11:53:44AM<br>6/21/2004 12:00:29PM | 2                        | 2034  | 5116                      | 6003<br>(MusicianICD)                | anybody*              | 0:05:20               | Agent8<br>Agent8      | 0:00:10              | 0:00:00              | 0:00:00              |
| 1-178000000154-<br>0                               | 6/21/2004 11:53:44AM<br>6/21/2004 12:00:29PM | 2                        | 2034  | 5116                      | 6003<br>(MusicianICD)                | anybody*              | 0:05:20               | Agent5<br>Agent5      | 0:00:09              | 0:00:00              | 0:00:00              |

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4=aborted, 5 and above = rejected  
\* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000154-0                                   | 6/21/2004 11:53:44AM<br>6/21/2004 12:00:29PM | 2                        | 2034  | 5116                      | 6003<br>(MusicianICD)                | anybody*              | 0:05:20               | Agent5<br>Agent5      | 0:00:02              | 0:01:19              | 0:00:00              |
| 1-178000000156-0                                   | 6/21/2004 11:53:45AM<br>6/21/2004 11:53:47AM | 2                        | 2014  | 5126                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:02              |                      |
| 1-178000000157-0                                   | 6/21/2004 11:54:08AM<br>6/21/2004 11:54:33AM | 1                        | Unknown                                       | 5171                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000158-0                                   | 6/21/2004 11:54:11AM<br>6/21/2004 12:02:13PM | 2                        | 2908  | 5139                      | 6003<br>(MusicianICD)                | dSkills*              | 0:04:27               | Agent6<br>Agent6      | 0:00:01              | 0:03:03              | 0:00:00              |
| 1-178000000158-0                                   | 6/21/2004 11:54:11AM<br>6/21/2004 12:02:13PM | 2                        | 2908  | 5139                      | 6003<br>(MusicianICD)                | dSkills*              | 0:04:27               | Agent4<br>Agent4      | 0:00:00              | 0:02:21              | 0:00:04              |
| 1-178000000160-0                                   | 6/21/2004 11:54:26AM<br>6/21/2004 11:54:28AM | 1                        | 2136  | 5167                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000161-0                                   | 6/21/2004 11:54:31AM<br>6/21/2004 11:54:45AM | 2                        | 2136  | 5155                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000161-1                                   | 6/21/2004 11:54:45AM<br>6/21/2004 12:01:37PM | 2                        | 2136  | 5156                      | 6003<br>(MusicianICD)                | bSkills*              | 0:05:48               | Agent8<br>Agent8      | 0:00:03              | 0:00:39              | 0:00:43              |
| 1-178000000161-2                                   | 6/21/2004 12:01:37PM<br>6/21/2004 12:08:42PM | 2                        | 2136  | 5113                      | 6003<br>(MusicianICD)                | dSkills*              | 0:06:11               | Agent7<br>Agent7      | 0:00:04              | 0:00:47              | 0:00:00              |

+ Contact Disposition 1=abandoned, 2=handled,  
4=aborted, 5 and above = rejected  
\* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000162-<br>0                               | 6/21/2004 11:54:41AM<br>6/21/2004 12:02:14PM | 2                        | 2044  | 5128                      | 6003<br>(MusicianICD)                | anybody*              | 0:05:40               | Agent5<br>Agent5      | 0:00:01              | 0:01:33              | 0:00:00              |
| 1-178000000165-<br>0                               | 6/21/2004 11:54:53AM<br>6/21/2004 11:55:07AM | 2                        | Unknown                                       | 5184                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000165-<br>1                               | 6/21/2004 11:55:07AM<br>6/21/2004 12:03:26PM | 2                        | Unknown                                       | 5101                      | 6003<br>(MusicianICD)                | gSkills*              | 0:06:54               | Agent6<br>Agent6      | 0:00:02              | 0:01:09              | 0:00:51              |
| 1-178000000167-<br>0                               | 6/21/2004 11:55:15AM<br>6/21/2004 11:55:25AM | 2                        | Unknown                                       | 5186                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000167-<br>1                               | 6/21/2004 11:55:25AM<br>6/21/2004 12:28:16PM | 2                        | Unknown                                       | 5198                      | 6003<br>(MusicianICD)                | anybody,<br>gSkills*  | 0:07:35               | Agent8<br>Agent8      | 0:00:10              | 0:00:00              | 0:00:00              |
| 1-178000000167-<br>1                               | 6/21/2004 11:55:25AM<br>6/21/2004 12:28:16PM | 2                        | Unknown                                       | 5198                      | 6003<br>(MusicianICD)                | anybody,<br>gSkills*  | 0:07:35               | Agent8<br>Agent8      | 0:00:04              | 0:01:28              | 0:06:31              |
| 1-178000000167-<br>2                               | 6/21/2004 12:04:42PM<br>6/21/2004 12:08:10PM | 1                        | Unknown                                       | 5107                      | 6003<br>(MusicianICD)                | anybody               | 0:03:11               |                       |                      | 0:00:00              |                      |
| 1-178000000168-<br>0                               | 6/21/2004 11:55:20AM<br>6/21/2004 11:55:24AM | 2                        | 2008  | 5110                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:03              |                      |
| 1-178000000169-<br>0                               | 6/21/2004 11:55:22AM<br>6/21/2004 11:55:24AM | 2                        | 2014  | 5143                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:02              |                      |

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4=aborted, 5 and above = rejected  
\* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000171-0                                   | 6/21/2004 11:55:36AM<br>6/21/2004 11:55:43AM | 2                        | 2124  | 5112                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:07              |                      |
| 1-178000000172-0                                   | 6/21/2004 11:55:38AM<br>6/21/2004 11:55:40AM | 2                        | 2004  | 2015                      | 2015                                 |                       |                       |                       |                      | 0:00:02              |                      |
| 1-178000000175-0                                   | 6/21/2004 11:56:00AM<br>6/21/2004 11:56:14AM | 2                        | Unknown                                       | 5106                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000175-1                                   | 6/21/2004 11:56:14AM<br>6/21/2004 12:02:05PM | 1                        | Unknown                                       | 5180                      | 6003<br>(MusicianICD)                | dSkills,<br>anybody   | 0:05:37               |                       |                      | 0:00:00              |                      |
| 1-178000000177-0                                   | 6/21/2004 11:56:59AM<br>6/21/2004 11:57:05AM | 2                        | 2124  | 5142                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:06              |                      |
| 1-178000000180-0                                   | 6/21/2004 11:57:09AM<br>6/21/2004 12:07:37PM | 2                        | 2883  | 5178                      | 6003<br>(MusicianICD)                | gSkills               | 0:00:46               |                       |                      | 0:00:00              |                      |
| 1-178000000180-0                                   | 6/21/2004 11:57:09AM<br>6/21/2004 12:07:37PM | 2                        | 2883  | 5178                      | 6003<br>(MusicianICD)                | gSkills*              | 0:08:35               | Agent4<br>Agent4      | 0:00:01              | 0:00:47              | 0:00:27              |
| 1-178000000182-0                                   | 6/21/2004 11:57:41AM<br>6/21/2004 11:57:43AM | 2                        | 2014  | 5158                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:02              |                      |
| 1-178000000185-0                                   | 6/21/2004 11:58:41AM<br>6/21/2004 12:07:30PM | 2                        | 2040  | 5192                      | 6003<br>(MusicianICD)                | bSkills*              | 0:07:23               | Agent6<br>Agent6      | 0:00:01              | 0:01:17              | 0:00:00              |

+ Contact Disposition    1=abandoned, 2=handled,  
                                   4=aborted, 5 and above = rejected  
 \* CSQ that handled the call is marked with an asterisk.

## Detailed Call, CSQ, Agent Report

Start Date Selected    -    End Date Selected

| <u>Node ID -<br/>Session ID -<br/>Sequence No.</u> | <u>Call Start Time<br/>Call End Time</u>     | <u>Contact<br/>Disp+</u> | <u>Originator<br/>DN (Calling<br/>Number)</u> | <u>Destination<br/>DN</u> | <u>Called Number<br/>(App. Name)</u> | <u>CSQ<br/>Names*</u> | <u>Queue<br/>Time</u> | <u>Agent<br/>Name</u> | <u>Ring<br/>Time</u> | <u>Talk<br/>Time</u> | <u>Work<br/>Time</u> |
|--|--|--------------------------|---|---------------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|
| 1-178000000185-<br>0                               | 6/21/2004 11:58:41AM<br>6/21/2004 12:07:30PM | 2                        | 2040  | 5192                      | 6003<br>(MusicianICD)                | bSkills*              | 0:07:23               | Agent5<br>Agent5      | 0:00:09              | 0:00:00              | 0:00:00              |
| 1-178000000187-<br>0                               | 6/21/2004 11:58:48AM<br>6/21/2004 12:07:25PM | 1                        | 2903  | 5102                      | 6003<br>(MusicianICD)                | dSkills               | 0:08:27               |                       |                      | 0:00:00              |                      |
| 1-178000000190-<br>0                               | 6/21/2004 11:59:35AM<br>6/21/2004 11:59:51AM | 2                        | 2015  | 2124                      | 2124                                 |                       |                       |                       |                      | 0:00:17              |                      |
| 1-178000000192-<br>0                               | 6/21/2004 12:00:32PM<br>6/21/2004 12:09:56PM | 2                        | 2034  | 5118                      | 6003<br>(MusicianICD)                | anybody*              | 0:06:50               | Agent6<br>Agent6      | 0:00:02              | 0:02:21              | 0:00:00              |
| 1-178000000194-<br>0                               | 6/21/2004 12:01:32PM<br>6/21/2004 12:01:37PM | 2                        | 2014  | 5113                      | 6003<br>(MusicianICD)                |                       |                       |                       |                      | 0:00:04              |                      |
| 1-178000000195-<br>0                               | 6/21/2004 12:01:37PM<br>6/21/2004 12:02:04PM | 2                        | Unknown                                       | 5135                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |
| 1-178000000195-<br>1                               | 6/21/2004 12:02:04PM<br>6/21/2004 12:08:20PM | 1                        | Unknown                                       | 5100                      | 6003<br>(MusicianICD)                | anybody               | 0:05:41               |                       |                      | 0:00:00              |                      |
| 1-178000000196-<br>0                               | 6/21/2004 12:02:07PM<br>6/21/2004 12:02:14PM | 2                        | 2004  | 4080                      | 4080                                 |                       |                       |                       |                      | 0:00:07              |                      |
| 1-178000000197-<br>0                               | 6/21/2004 12:02:08PM<br>6/21/2004 12:02:18PM | 2                        | Unknown                                       | 5159                      | 6001<br>(AA)                         |                       |                       |                       |                      | 0:00:00              |                      |

+ Contact Disposition    1=abandoned, 2=handled,  
                                  4=aborted, 5 and above = rejected  
\* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected    -    End Date Selected

| <u>Node ID -</u><br><u>Session ID -</u><br><u>Sequence No.</u> | <u>Call Start Time</u><br><u>Call End Time</u> | <u>Contact</u><br><u>Disp+</u> | <u>Originator</u><br><u>DN (Calling</u><br><u>Number)</u> | <u>Destination</u><br><u>DN</u> | <u>Called Number</u><br><u>(App. Name)</u> | <u>CSQ</u><br><u>Names*</u> | <u>Queue</u><br><u>Time</u> | <u>Agent</u><br><u>Name</u> | <u>Ring</u><br><u>Time</u> | <u>Talk</u><br><u>Time</u> | <u>Work</u><br><u>Time</u> |
|--|--|--------------------------------|---|---------------------------------|--|-----------------------------|-----------------------------|-----------------------------|----------------------------|----------------------------|----------------------------|
| 1-178000000197-<br>1   | 6/21/2004 12:02:18PM<br>6/21/2004 12:07:32PM   | 1                              | Unknown   | 5162                            | 6003<br>(MusicianICD)                      | dSkills                     | 0:05:00                     |                             |                            | 0:00:00                    |                            |
| 1-178000000206-<br>0   | 6/21/2004 12:04:40PM<br>6/21/2004 12:04:42PM   | 2                              | 2014  | 5107                            | 6003<br>(MusicianICD)                      |                             |                             |                             |                            | 0:00:02                    |                            |
| 1-178000000210-<br>0   | 6/21/2004 12:06:27PM<br>6/21/2004 12:06:35PM   | 2                              | 2124  | 5160                            | 6003<br>(MusicianICD)                      |                             |                             |                             |                            | 0:00:09                    |                            |