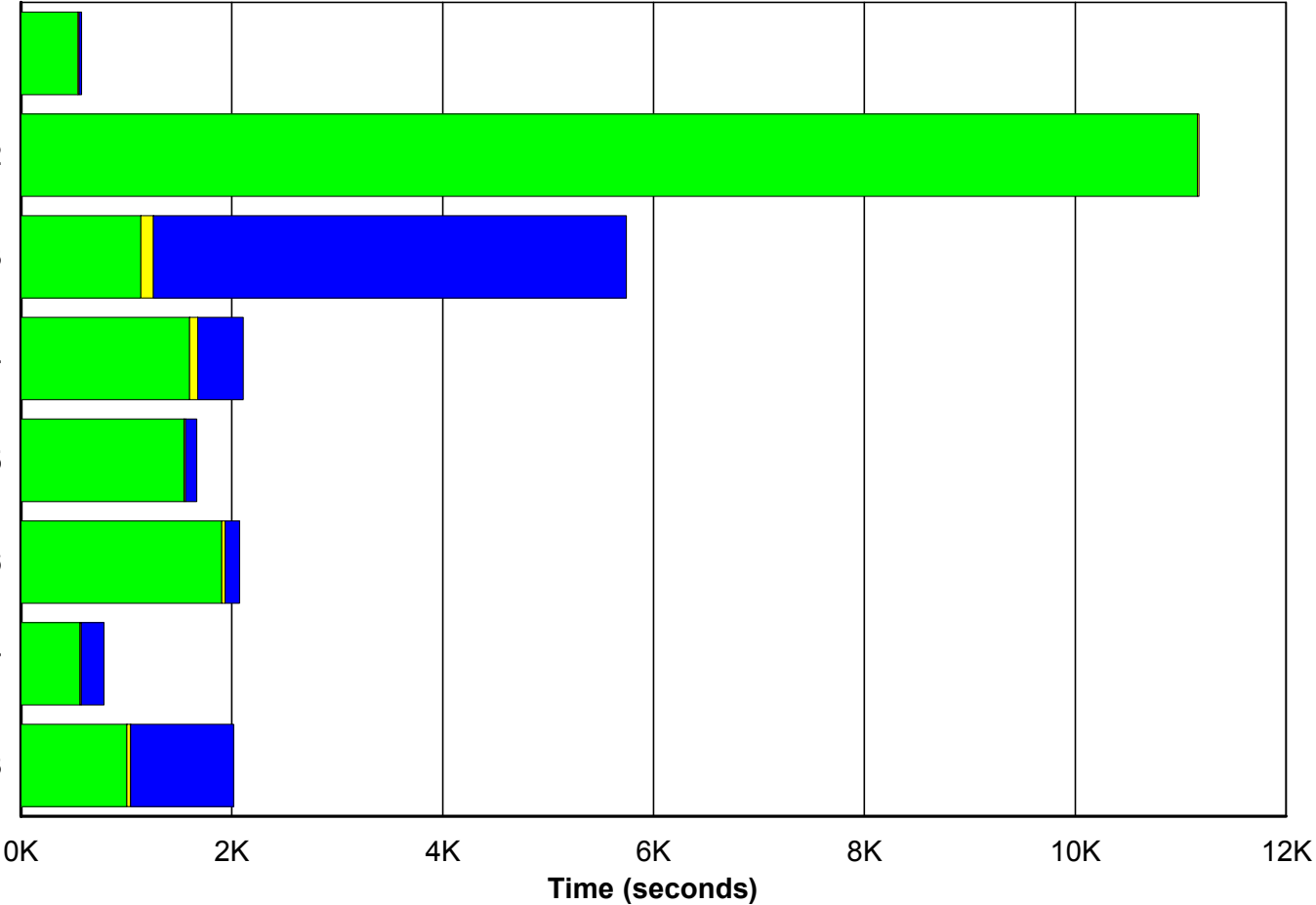


# Total Talk Time, Hold Time, Work Time by Agent

Start Date Selected - End Date Selected

Agent Name

Agent1 Agent1  
Agent2 Agent2  
Agent3 Agent3  
Agent4 Agent4  
Agent5 Agent5  
Agent6 Agent6  
Agent7 Agent7  
Agent8 Agent8



# Agent Detail Report

Start Date Selected - End Date Selected

<u>Agent Name</u>	<u>Extension</u>	<u>Call Start Time</u> <u>Call End Time</u>	<u>Duration</u>	<u>Called</u> <u>Number</u>	<u>Call</u> <u>ANI</u>	<u>Call</u> <u>Routed CSQ</u>	<u>Other</u> <u>CSQs</u>	<u>Call Skills</u>	<u>Talk</u> <u>Time</u>	<u>Hold</u> <u>Time</u>	<u>Work</u> <u>Time</u>	<u>Call</u> <u>Type</u>
Agent1 Agent1	2062	6/21/2004 11:25:53AM 6/21/2004 11:26:47AM	0:00:54	6003	Unknown	anybody			0:00:50	0:00:00	0:00:00	Inbound ACD
Agent1 Agent1	2062	6/21/2004 11:26:49AM 6/21/2004 11:27:28AM	0:00:39	6003	Unknown	anybody			0:00:37	0:00:00	0:00:00	Inbound ACD
Agent1 Agent1	2062	6/21/2004 11:27:29AM 6/21/2004 11:28:08AM	0:00:39	6003	Unknown	gSkills		GSKILLS	0:00:28	0:00:06	0:00:15	Inbound ACD, Transfer-O ut
Agent1 Agent1	2062	6/21/2004 11:28:02AM 6/21/2004 11:28:08AM	0:00:06	6003	2062				0:00:06			Outbound
Agent1 Agent1	2062	6/21/2004 11:29:07AM 6/21/2004 11:29:54AM	0:00:47	6003	2039	dSkills		DSKILLS	0:00:35	0:00:06	0:00:00	Inbound ACD, Transfer-O ut
Agent1 Agent1	2062	6/21/2004 11:29:48AM 6/21/2004 11:29:54AM	0:00:06	6003	2062				0:00:06			Outbound
Agent1 Agent1	2062	6/21/2004 11:30:19AM 6/21/2004 11:31:03AM	0:00:45	6003	Unknown	anybody			0:00:37	0:00:00	0:00:00	Inbound ACD
Agent1 Agent1	2062	6/21/2004 11:31:05AM 6/21/2004 11:36:53AM	0:05:48	6003	2039	gSkills		GSKILLS	0:05:39	0:00:01	0:00:06	Inbound ACD, Transfer-In, Conference
Agent1 Agent1	2062	6/21/2004 11:32:16AM 6/21/2004 11:32:18AM	0:00:02	2005	2062				0:00:02			Outbound
Agent2 Agent2	2894	6/21/2004 11:28:42AM 6/21/2004 11:30:47AM	0:02:05	6002	Unknown	BXB			0:02:01	0:00:00	0:00:00	Inbound ACD
Agent2 Agent2	2894	6/21/2004 11:31:33AM 6/21/2004 11:31:35AM	0:00:03	6002	2017		BXB		02:57:11	0:00:00	0:00:00	Inbound ACD
Agent2 Agent2	2894	6/21/2004 11:34:14AM 6/21/2004 11:37:36AM	0:03:22	6002	2021	BXB			0:03:17	0:00:02	0:00:00	Inbound ACD, Conference
Agent2 Agent2	2894	6/21/2004 11:34:36AM 6/21/2004 11:34:39AM	0:00:02	2015	2894				0:00:02			Outbound
Agent2 Agent2	2894	6/21/2004 11:37:36AM 6/21/2004 11:37:59AM	0:00:23	6002	2035	BXB			0:00:21	0:00:00	0:00:00	Inbound ACD
Agent2 Agent2	2894	6/21/2004 11:42:35AM 6/21/2004 11:43:10AM	0:00:35	6002	2035	BXB			0:00:33	0:00:00	0:00:00	Inbound ACD

All times are server time.

Report generated:

11/5/2007 6:47:38PM

# Agent Detail Report

Start Date Selected - End Date Selected

<u>Agent Name</u>	<u>Extension</u>	<u>Call Start Time</u> <u>Call End Time</u>	<u>Duration</u>	<u>Called</u> <u>Number</u>	<u>Call</u> <u>ANI</u>	<u>Call</u> <u>Routed CSQ</u>	<u>Other</u> <u>CSQs</u>	<u>Call Skills</u>	<u>Talk</u> <u>Time</u>	<u>Hold</u> <u>Time</u>	<u>Work</u> <u>Time</u>	<u>Call</u> <u>Type</u>
Agent2 Agent2	2894	6/21/2004 11:45:40AM 6/21/2004 11:46:16AM	0:00:37	6002	2035	BXB			0:00:19	0:00:13	0:00:00	Inbound ACD, Transfer-Out
Agent2 Agent2	2894	6/21/2004 11:46:03AM 6/21/2004 11:46:16AM	0:00:14	2015	2894				0:00:14			Outbound
Agent2 Agent2	2894	6/21/2004 11:50:31AM 6/21/2004 11:50:46AM	0:00:15	2894	2015				0:00:15			Inbound Non-ACD
Agent2 Agent2	2894	6/21/2004 11:50:46AM 6/21/2004 11:52:32AM	0:01:46	6003	Unknown	dSkills		DSKILLS	0:01:46	0:00:00	0:00:00	Inbound ACD, Conference
Agent3 Agent3	2005	6/21/2004 11:28:30AM 6/21/2004 11:29:42AM	0:01:12	6003	2003	anybody			0:00:37	0:00:30	0:00:00	Inbound ACD, Transfer-Out
Agent3 Agent3	2005	6/21/2004 11:29:12AM 6/21/2004 11:29:42AM	0:00:30	2124	2005				0:00:30			Outbound
Agent3 Agent3	2005	6/21/2004 11:30:02AM 6/21/2004 11:30:57AM	0:00:55	6003	2039	anybody			0:00:47	0:00:02	0:00:00	Inbound ACD, Transfer-In, Conference
Agent3 Agent3	2005	6/21/2004 11:30:50AM 6/21/2004 11:30:52AM	0:00:02	6003	2005				0:00:02			Outbound
Agent3 Agent3	2005	6/21/2004 11:30:59AM 6/21/2004 11:31:43AM	0:00:44	6003	Unknown	gSkills		GSKILLS	0:00:35	0:00:00	0:00:34	Inbound ACD
Agent3 Agent3	2005	6/21/2004 11:32:16AM 6/21/2004 11:32:18AM	0:00:02	2005	2062				0:00:02			Inbound Non-ACD
Agent3 Agent3	2005	6/21/2004 11:32:18AM 6/21/2004 1:28:49PM	01:56:31	6003	2039	gSkills		GSKILLS	0:04:34	0:00:00	0:00:00	Inbound ACD, Transfer-In, Conference
Agent3 Agent3	2005	6/21/2004 11:43:51AM 6/21/2004 11:48:05AM	0:04:14	6003	2883	bSkills		BSKILLS	0:02:44	0:01:27	0:00:00	Inbound ACD, Transfer-Out
Agent3 Agent3	2005	6/21/2004 11:46:38AM 6/21/2004 11:48:05AM	0:01:27	2124	2005				0:01:27			Outbound

All times are server time.

Report generated:

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# Agent Detail Report

Start Date Selected - End Date Selected

<u>Agent Name</u>	<u>Extension</u>	<u>Call Start Time</u> <u>Call End Time</u>	<u>Duration</u>	<u>Called</u> <u>Number</u>	<u>Call</u> <u>ANI</u>	<u>Call</u> <u>Routed CSQ</u>	<u>Other</u> <u>CSQs</u>	<u>Call Skills</u>	<u>Talk</u> <u>Time</u>	<u>Hold</u> <u>Time</u>	<u>Work</u> <u>Time</u>	<u>Call</u> <u>Type</u>
Agent3 Agent3	2005	6/21/2004 11:48:08AM 6/21/2004 11:48:18AM	0:00:10	6003	2017	dSkills		DSKILLS	0:00:00	0:00:00	0:00:00	Inbound ACD, Transfer-Out
Agent3 Agent3	2005	6/21/2004 11:57:53AM 6/21/2004 12:05:37PM	0:07:44	6003	2017	gSkills		GSKILLS	0:07:40	0:00:00	01:14:13	Inbound ACD, Transfer-In
Agent4 Agent4	2124	6/21/2004 11:25:47AM 6/21/2004 11:27:09AM	0:01:22	6003	2039	gSkills		GSKILLS	0:01:05	0:00:12	0:00:51	Inbound ACD, Transfer-Out
Agent4 Agent4	2124	6/21/2004 11:26:57AM 6/21/2004 11:27:09AM	0:00:12	6003	2124				0:00:12			Outbound
Agent4 Agent4	2124	6/21/2004 11:28:02AM 6/21/2004 11:28:43AM	0:00:40	6003	2039	bSkills		BSKILLS	0:00:36	0:00:00	0:00:04	Inbound ACD, Transfer-In
Agent4 Agent4	2124	6/21/2004 11:29:12AM 6/21/2004 11:29:42AM	0:00:30	2124	2005				0:00:30			Inbound Non-ACD
Agent4 Agent4	2124	6/21/2004 11:29:42AM 6/21/2004 11:33:24AM	0:03:42	2124	2003				0:03:40	0:00:01	0:00:53	Inbound ACD, Transfer-In, Conference
Agent4 Agent4	2124	6/21/2004 11:31:50AM 6/21/2004 11:31:51AM	0:00:02	2015	2124				0:00:02			Outbound
Agent4 Agent4	2124	6/21/2004 11:34:19AM 6/21/2004 11:36:15AM	0:01:56	6003	2017	gSkills		GSKILLS	0:01:46	0:00:07	0:00:18	Inbound ACD, Transfer-Out
Agent4 Agent4	2124	6/21/2004 11:36:08AM 6/21/2004 11:36:15AM	0:00:07	6003	2124				0:00:07			Outbound
Agent4 Agent4	2124	6/21/2004 11:36:36AM 6/21/2004 11:38:32AM	0:01:57	6003	2008	bSkills		BSKILLS	0:01:47	0:00:06	0:00:24	Inbound ACD
Agent4 Agent4	2124	6/21/2004 11:38:16AM 6/21/2004 11:38:22AM	0:00:06	6003	2124				0:00:06			Outbound
Agent4 Agent4	2124	6/21/2004 11:38:59AM 6/21/2004 11:39:56AM	0:00:57	6003	Unknown	bSkills		BSKILLS	0:00:54	0:00:00	0:01:08	Inbound ACD, Transfer-In

All times are server time.

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# Agent Detail Report

Start Date Selected - End Date Selected

<u>Agent Name</u>	<u>Extension</u>	<u>Call Start Time</u> <u>Call End Time</u>	<u>Duration</u>	<u>Called</u> <u>Number</u>	<u>Call</u> <u>ANI</u>	<u>Call</u> <u>Routed CSQ</u>	<u>Other</u> <u>CSQs</u>	<u>Call Skills</u>	<u>Talk</u> <u>Time</u>	<u>Hold</u> <u>Time</u>	<u>Work</u> <u>Time</u>	<u>Call</u> <u>Type</u>
Agent4 Agent4	2124	6/21/2004 11:41:06AM 6/21/2004 11:42:00AM	0:00:54	6003	2039	bSkills		BSKILLS	0:00:40	0:00:09	0:00:15	Inbound ACD, Transfer-Out Outbound
Agent4 Agent4	2124	6/21/2004 11:41:51AM 6/21/2004 11:42:00AM	0:00:10	6003	2124				0:00:10			
Agent4 Agent4	2124	6/21/2004 11:42:17AM 6/21/2004 12:08:05PM	0:25:49	6003	2008	dSkills		DSKILLS	0:01:27	0:00:07	0:00:00	Inbound ACD Outbound
Agent4 Agent4	2124	6/21/2004 11:43:49AM 6/21/2004 11:43:56AM	0:00:07	2014	2124				0:00:07			
Agent4 Agent4	2124	6/21/2004 11:43:58AM 6/21/2004 11:44:08AM	0:00:10	6003	2034	bSkills		BSKILLS	0:00:00	0:00:00	0:00:00	Inbound ACD, Conference Inbound ACD, Conference Outbound
Agent4 Agent4	2124	6/21/2004 11:45:21AM 6/21/2004 11:46:28AM	0:01:08	6003	2034	bSkills		BSKILLS	0:00:55	0:00:07	0:00:11	
Agent4 Agent4	2124	6/21/2004 11:46:15AM 6/21/2004 11:46:23AM	0:00:07	6003	2124				0:00:07			
Agent4 Agent4	2124	6/21/2004 11:46:38AM 6/21/2004 11:48:05AM	0:01:27	2124	2005				0:01:27			Inbound Non-ACD
Agent4 Agent4	2124	6/21/2004 11:48:05AM 6/21/2004 11:48:34AM	0:00:29	2124	2883				0:00:28	0:00:00	0:00:30	Inbound ACD, Transfer-In Inbound ACD, Transfer-Out Outbound
Agent4 Agent4	2124	6/21/2004 11:49:06AM 6/21/2004 11:52:19AM	0:03:12	6003	2017	dSkills		DSKILLS	0:03:02	0:00:07	0:01:39	
Agent4 Agent4	2124	6/21/2004 11:52:11AM 6/21/2004 11:52:19AM	0:00:07	6003	2124				0:00:07			
Agent4 Agent4	2124	6/21/2004 11:54:45AM 6/21/2004 11:55:59AM	0:01:14	6003	2039	anybody			0:01:05	0:00:07	0:00:05	Inbound ACD, Conference Outbound
Agent4 Agent4	2124	6/21/2004 11:55:36AM 6/21/2004 11:55:43AM	0:00:07	6003	2124				0:00:07			
Agent4 Agent4	2124	6/21/2004 11:56:07AM 6/21/2004 11:57:05AM	0:00:57	6003	Unknown	bSkills		BSKILLS	0:00:48	0:00:06	0:00:00	Inbound ACD, Transfer-Out

All times are server time.

Report generated:

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# Agent Detail Report

Start Date Selected - End Date Selected

<u>Agent Name</u>	<u>Extension</u>	<u>Call Start Time</u> <u>Call End Time</u>	<u>Duration</u>	<u>Called</u> <u>Number</u>	<u>Call</u> <u>ANI</u>	<u>Call</u> <u>Routed CSQ</u>	<u>Other</u> <u>CSQs</u>	<u>Call Skills</u>	<u>Talk</u> <u>Time</u>	<u>Hold</u> <u>Time</u>	<u>Work</u> <u>Time</u>	<u>Call</u> <u>Type</u>
Agent4 Agent4	2124	6/21/2004 11:56:59AM 6/21/2004 11:57:05AM	0:00:06	6003	2124				0:00:06			Outbound
Agent4 Agent4	2124	6/21/2004 11:57:07AM 6/21/2004 11:57:18AM	0:00:10	6003	2903	bSkills	anybody	BSKILLS	0:00:00	0:00:00	0:00:00	Inbound ACD
Agent4 Agent4	2124	6/21/2004 11:59:35AM 6/21/2004 11:59:51AM	0:00:17	2124	2015				0:00:17			Inbound Non-ACD
Agent4 Agent4	2124	6/21/2004 11:59:51AM 6/21/2004 12:02:13PM	0:02:21	6003	2908	dSkills		DSKILLS	0:02:21	0:00:00	0:00:04	Inbound ACD, Conference
Agent4 Agent4	2124	6/21/2004 12:02:19PM 6/21/2004 12:04:05PM	0:01:46	6003	2035	gSkills		GSKILLS	0:01:44	0:00:00	0:00:24	Inbound ACD, Transfer-In
Agent4 Agent4	2124	6/21/2004 12:04:31PM 6/21/2004 12:04:41PM	0:00:10	6003	Unknown	dSkills		DSKILLS	0:00:00	0:00:00	0:00:00	Inbound ACD, Transfer-In
Agent4 Agent4	2124	6/21/2004 12:05:48PM 6/21/2004 12:06:46PM	0:00:58	6003	2883	gSkills		GSKILLS	0:00:47	0:00:08	0:00:27	Inbound ACD, Conference
Agent4 Agent4	2124	6/21/2004 12:06:27PM 6/21/2004 12:06:35PM	0:00:09	6003	2124				0:00:09			Outbound
Agent5 Agent5	2004	6/21/2004 11:35:30AM 6/21/2004 11:36:11AM	0:00:41	6003	2019	dSkills		DSKILLS	0:00:33	0:00:06	0:00:00	Inbound ACD, Transfer-O ut
Agent5 Agent5	2004	6/21/2004 11:36:05AM 6/21/2004 11:36:11AM	0:00:07	4242	2004				0:00:07			Outbound
Agent5 Agent5	2004	6/21/2004 11:36:13AM 6/21/2004 11:36:49AM	0:00:36	6003	2136	bSkills		BSKILLS	0:00:33	0:00:00	0:00:00	Inbound ACD
Agent5 Agent5	2004	6/21/2004 11:36:51AM 6/21/2004 11:40:25AM	0:03:33	6003	Unknown	dSkills		DSKILLS	0:03:32	0:00:00	0:00:00	Inbound ACD
Agent5 Agent5	2004	6/21/2004 11:40:27AM 6/21/2004 11:40:46AM	0:00:19	6003	2136	dSkills		DSKILLS	0:00:16	0:00:00	0:00:00	Inbound ACD
Agent5 Agent5	2004	6/21/2004 11:40:49AM 6/21/2004 11:42:36AM	0:01:48	6003	2044	bSkills		BSKILLS	0:01:42	0:00:00	0:00:05	Inbound ACD
Agent5 Agent5	2004	6/21/2004 11:42:43AM 6/21/2004 11:43:57AM	0:01:14	6003	Unknown	bSkills		BSKILLS	0:01:11	0:00:00	0:00:00	Inbound ACD
Agent5 Agent5	2004	6/21/2004 11:44:00AM 6/21/2004 11:45:35AM	0:01:35	6003	2039	dSkills		DSKILLS	0:01:28	0:00:00	0:01:43	Inbound ACD, Transfer-In

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Report generated:

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# Agent Detail Report

Start Date Selected - End Date Selected

<u>Agent Name</u>	<u>Extension</u>	<u>Call Start Time</u> <u>Call End Time</u>	<u>Duration</u>	<u>Called</u> <u>Number</u>	<u>Call</u> <u>ANI</u>	<u>Call</u> <u>Routed CSQ</u>	<u>Other</u> <u>CSQs</u>	<u>Call Skills</u>	<u>Talk</u> <u>Time</u>	<u>Hold</u> <u>Time</u>	<u>Work</u> <u>Time</u>	<u>Call</u> <u>Type</u>
Agent5 Agent5	2004	6/21/2004 11:47:12AM 6/21/2004 11:47:14AM	0:00:02		2004				0:00:02			Outbound
Agent5 Agent5	2004	6/21/2004 11:47:20AM 6/21/2004 11:55:11AM	0:07:50	6003	Unknown	anybody			0:07:49	0:00:00	0:00:00	Inbound ACD, Transfer-In, Conference
Agent5 Agent5	2004	6/21/2004 11:55:13AM 6/21/2004 11:55:40AM	0:00:26	6003	2883	dSkills		DSKILLS	0:00:23	0:00:01	0:00:00	Inbound ACD, Transfer-O ut
Agent5 Agent5	2004	6/21/2004 11:55:38AM 6/21/2004 11:55:40AM	0:00:02	2015	2004				0:00:02			Outbound
Agent5 Agent5	2004	6/21/2004 11:55:42AM 6/21/2004 11:57:25AM	0:01:44	6003	2006	bSkills		BSKILLS	0:01:39	0:00:00	0:00:00	Inbound ACD
Agent5 Agent5	2004	6/21/2004 11:57:26AM 6/21/2004 11:58:46AM	0:01:19	6003	2903	bSkills	anybody	BSKILLS	0:01:18	0:00:00	0:00:00	Inbound ACD
Agent5 Agent5	2004	6/21/2004 11:58:48AM 6/21/2004 11:58:58AM	0:00:09	6003	2034	anybody			0:00:00	0:00:00	0:00:00	Inbound ACD
Agent5 Agent5	2004	6/21/2004 11:59:07AM 6/21/2004 12:00:29PM	0:01:22	6003	2034	anybody			0:01:19	0:00:00	0:00:00	Inbound ACD
Agent5 Agent5	2004	6/21/2004 12:00:31PM 6/21/2004 12:02:14PM	0:01:42	6003	2044	anybody			0:01:33	0:00:07	0:00:00	Inbound ACD, Transfer-O ut
Agent5 Agent5	2004	6/21/2004 12:02:07PM 6/21/2004 12:02:14PM	0:00:07	4080	2004				0:00:07			Outbound
Agent5 Agent5	2004	6/21/2004 12:02:16PM 6/21/2004 12:04:32PM	0:02:16	6003	Unknown	bSkills		BSKILLS	0:02:12	0:00:00	0:00:00	Inbound ACD, Transfer-In
Agent5 Agent5	2004	6/21/2004 12:04:34PM 6/21/2004 12:04:44PM	0:00:10	6003	2040	bSkills		BSKILLS	0:00:00	0:00:00	0:00:00	Inbound ACD
Agent6 Agent6	2015	6/21/2004 11:01:26AM 6/21/2004 11:01:34AM	0:00:07	6003	Unknown	gSkills		GSKILLS	0:00:02	0:00:00	0:00:03	Inbound ACD
Agent6 Agent6	2015	6/21/2004 11:31:50AM 6/21/2004 11:31:51AM	0:00:02	2015	2124				0:00:02			Inbound Non-ACD
Agent6 Agent6	2015	6/21/2004 11:31:51AM 6/21/2004 11:33:22AM	0:01:31	2124	2003				0:01:31	0:00:00	0:00:00	Inbound ACD, Transfer-In, Conference

All times are server time.

Report generated:

11/5/2007 6:47:38PM

# Agent Detail Report

Start Date Selected - End Date Selected

<u>Agent Name</u>	<u>Extension</u>	<u>Call Start Time</u> <u>Call End Time</u>	<u>Duration</u>	<u>Called</u> <u>Number</u>	<u>Call</u> <u>ANI</u>	<u>Call</u> <u>Routed CSQ</u>	<u>Other</u> <u>CSQs</u>	<u>Call Skills</u>	<u>Talk</u> <u>Time</u>	<u>Hold</u> <u>Time</u>	<u>Work</u> <u>Time</u>	<u>Call</u> <u>Type</u>
Agent6 Agent6	2015	6/21/2004 11:34:36AM 6/21/2004 11:34:39AM	0:00:02	2015	2894				0:00:02			Inbound Non-ACD
Agent6 Agent6	2015	6/21/2004 11:34:39AM 6/21/2004 11:37:36AM	0:02:57	6002	2021	BXB			0:02:57	0:00:00	0:00:00	Inbound ACD, Conference
Agent6 Agent6	2015	6/21/2004 11:37:53AM 6/21/2004 11:43:57AM	0:06:05	6003	2017	bSkills		BSKILLS	0:06:00	0:00:02	0:00:00	Inbound ACD, Transfer-In, Transfer-Out
Agent6 Agent6	2015	6/21/2004 11:43:55AM 6/21/2004 11:43:57AM	0:00:03	6001	2015				0:00:03			Outbound
Agent6 Agent6	2015	6/21/2004 11:44:00AM 6/21/2004 11:46:00AM	0:01:59	6003	Unknown	gSkills		GSKILLS	0:01:57	0:00:00	0:00:00	Inbound ACD, Transfer-In
Agent6 Agent6	2015	6/21/2004 11:46:03AM 6/21/2004 11:46:16AM	0:00:14	2015	2894				0:00:14			Inbound Non-ACD
Agent6 Agent6	2015	6/21/2004 11:46:16AM 6/21/2004 11:47:22AM	0:01:06	2015	2035				0:01:06	0:00:00	0:00:00	Inbound ACD, Transfer-In
Agent6 Agent6	2015	6/21/2004 11:47:25AM 6/21/2004 11:48:36AM	0:01:12	6003	Unknown	gSkills		GSKILLS	0:01:07	0:00:00	0:00:50	Inbound ACD
Agent6 Agent6	2015	6/21/2004 11:49:28AM 6/21/2004 11:52:33AM	0:03:06	6003	Unknown	dSkills		DSKILLS	0:02:47	0:00:15	0:00:00	Inbound ACD, Conference
Agent6 Agent6	2015	6/21/2004 11:50:31AM 6/21/2004 11:50:46AM	0:00:15	2894	2015				0:00:15			Outbound
Agent6 Agent6	2015	6/21/2004 11:52:35AM 6/21/2004 11:53:41AM	0:01:06	6003	2034	dSkills		DSKILLS	0:01:03	0:00:00	0:00:00	Inbound ACD, Conference
Agent6 Agent6	2015	6/21/2004 11:53:44AM 6/21/2004 11:55:09AM	0:01:25	6003	Unknown	bSkills		BSKILLS	0:01:22	0:00:00	0:00:30	Inbound ACD, Transfer-In
Agent6 Agent6	2015	6/21/2004 11:55:38AM 6/21/2004 11:55:40AM	0:00:02	2015	2004				0:00:02			Inbound Non-ACD
Agent6 Agent6	2015	6/21/2004 11:55:40AM 6/21/2004 11:57:08AM	0:01:28	2015	2883				0:01:28	0:00:00	0:00:00	Inbound ACD, Transfer-In

All times are server time.

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# Agent Detail Report

Start Date Selected - End Date Selected

<u>Agent Name</u>	<u>Extension</u>	<u>Call Start Time</u> <u>Call End Time</u>	<u>Duration</u>	<u>Called</u> <u>Number</u>	<u>Call</u> <u>ANI</u>	<u>Call</u> <u>Routed CSQ</u>	<u>Other</u> <u>CSQs</u>	<u>Call Skills</u>	<u>Talk</u> <u>Time</u>	<u>Hold</u> <u>Time</u>	<u>Work</u> <u>Time</u>	<u>Call</u> <u>Type</u>
Agent6 Agent6	2015	6/21/2004 11:58:50AM 6/21/2004 12:02:13PM	0:03:23	6003	2908	dSkills		DSKILLS	0:03:03	0:00:16	0:00:00	Inbound ACD, Conference Outbound
Agent6 Agent6	2015	6/21/2004 11:59:35AM 6/21/2004 11:59:51AM	0:00:17	2124	2015				0:00:17			
Agent6 Agent6	2015	6/21/2004 12:02:15PM 6/21/2004 12:03:26PM	0:01:12	6003	Unknown	gSkills		GSKILLS	0:01:09	0:00:00	0:00:51	Inbound ACD
Agent6 Agent6	2015	6/21/2004 12:04:20PM 6/21/2004 12:05:09PM	0:00:49	6003	2039	gSkills		GSKILLS	0:00:46	0:00:00	0:00:03	Inbound ACD, Conference
Agent6 Agent6	2015	6/21/2004 12:05:14PM 6/21/2004 12:06:10PM	0:00:55	6003	Unknown	dSkills		DSKILLS	0:00:53	0:00:00	0:00:00	Inbound ACD, Transfer-In
Agent6 Agent6	2015	6/21/2004 12:06:11PM 6/21/2004 12:07:30PM	0:01:19	6003	2040	bSkills		BSKILLS	0:01:17	0:00:00	0:00:00	Inbound ACD
Agent6 Agent6	2015	6/21/2004 12:07:32PM 6/21/2004 12:09:56PM	0:02:24	6003	2034	anybody			0:02:21	0:00:00	0:00:00	Inbound ACD
Agent7 Agent7	2008	6/21/2004 11:32:48AM 6/21/2004 11:34:01AM	0:01:13	6003	2908	gSkills		GSKILLS	0:01:08	0:00:02	0:03:38	Inbound ACD, Transfer-O ut
Agent7 Agent7	2008	6/21/2004 11:33:59AM 6/21/2004 11:34:01AM	0:00:03	6003	2008				0:00:03			Outbound
Agent7 Agent7	2008	6/21/2004 11:37:44AM 6/21/2004 11:39:40AM	0:01:55	6003	Unknown	anybody			0:01:51	0:00:00	0:00:00	Inbound ACD
Agent7 Agent7	2008	6/21/2004 11:39:42AM 6/21/2004 11:58:00AM	0:18:17	6003	Unknown	gSkills		GSKILLS	0:00:36	0:00:03	0:00:00	Inbound ACD, Transfer-O ut
Agent7 Agent7	2008	6/21/2004 11:40:21AM 6/21/2004 11:40:25AM	0:00:04	6003	2008				0:00:04			Outbound
Agent7 Agent7	2008	6/21/2004 11:45:50AM 6/21/2004 11:46:41AM	0:00:52	6003	2136	gSkills		GSKILLS	0:00:43	0:00:04	0:00:00	Inbound ACD, Transfer-O ut
Agent7 Agent7	2008	6/21/2004 11:46:37AM 6/21/2004 11:46:41AM	0:00:05	6003	2008				0:00:05			Outbound

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# Agent Detail Report

Start Date Selected - End Date Selected

<u>Agent Name</u>	<u>Extension</u>	<u>Call Start Time</u> <u>Call End Time</u>	<u>Duration</u>	<u>Called</u> <u>Number</u>	<u>Call</u> <u>ANI</u>	<u>Call</u> <u>Routed CSQ</u>	<u>Other</u> <u>CSQs</u>	<u>Call Skills</u>	<u>Talk</u> <u>Time</u>	<u>Hold</u> <u>Time</u>	<u>Work</u> <u>Time</u>	<u>Call</u> <u>Type</u>
Agent7 Agent7	2008	6/21/2004 11:48:16AM 6/21/2004 11:48:26AM	0:00:10	6003	2021	dSkills		DSKILLS	0:00:00	0:00:00	0:00:00	Inbound ACD, Transfer-O ut
Agent7 Agent7	2008	6/21/2004 11:53:33AM 6/21/2004 11:54:22AM	0:00:50	6003	2136	dSkills		DSKILLS	0:00:44	0:00:00	0:00:00	Inbound ACD, Transfer-In
Agent7 Agent7	2008	6/21/2004 11:54:24AM 6/21/2004 11:55:24AM	0:00:59	6003	2035	bSkills		BSKILLS	0:00:51	0:00:03	0:00:00	Inbound ACD, Transfer-O ut
Agent7 Agent7	2008	6/21/2004 11:55:20AM 6/21/2004 11:55:24AM	0:00:03	6003	2008				0:00:03			Outbound
Agent7 Agent7	2008	6/21/2004 11:55:27AM 6/21/2004 11:57:55AM	0:02:28	6003	Unknown	anybody			0:02:24	0:00:00	0:00:00	Inbound ACD, Transfer-In
Agent7 Agent7	2008	6/21/2004 12:07:50PM 6/21/2004 12:08:42PM	0:00:52	6003	2136	dSkills		DSKILLS	0:00:47	0:00:00	0:00:00	Inbound ACD, Transfer-In
Agent8 Agent8	2014	6/21/2004 11:28:18AM 6/21/2004 11:29:47AM	0:01:28	6003	Unknown	bSkills		BSKILLS	0:01:15	0:00:03	0:00:00	Inbound ACD, Transfer-In, Conference
Agent8 Agent8	2014	6/21/2004 11:29:35AM 6/21/2004 11:29:39AM	0:00:04	6001	2014				0:00:04			Outbound
Agent8 Agent8	2014	6/21/2004 11:30:48AM 6/21/2004 11:31:53AM	0:01:04	6003	Unknown	bSkills		BSKILLS	0:00:56	0:00:02	0:00:00	Inbound ACD, Transfer-O ut
Agent8 Agent8	2014	6/21/2004 11:31:50AM 6/21/2004 11:31:53AM	0:00:02	6003	2014				0:00:02			Outbound
Agent8 Agent8	2014	6/21/2004 11:33:05AM 6/21/2004 11:34:11AM	0:01:06	6003	Unknown	gSkills	anybody	GSKILLS	0:01:00	0:00:02	0:00:17	Inbound ACD, Transfer-O ut
Agent8 Agent8	2014	6/21/2004 11:34:09AM 6/21/2004 11:34:11AM	0:00:02	6003	2014				0:00:02			Outbound

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# Agent Detail Report

Start Date Selected - End Date Selected

<u>Agent Name</u>	<u>Extension</u>	<u>Call Start Time</u> <u>Call End Time</u>	<u>Duration</u>	<u>Called</u> <u>Number</u>	<u>Call</u> <u>ANI</u>	<u>Call</u> <u>Routed CSQ</u>	<u>Other</u> <u>CSQs</u>	<u>Call Skills</u>	<u>Talk</u> <u>Time</u>	<u>Hold</u> <u>Time</u>	<u>Work</u> <u>Time</u>	<u>Call</u> <u>Type</u>
Agent8 Agent8	2014	6/21/2004 11:34:30AM 6/21/2004 11:35:02AM	0:00:33	6003	Unknown	gSkills		GSKILLS	0:00:24	0:00:01	0:00:25	Inbound ACD, Transfer-In, Conference Outbound
Agent8 Agent8	2014	6/21/2004 11:34:54AM 6/21/2004 11:34:56AM	0:00:02	6001	2014				0:00:02			
Agent8 Agent8	2014	6/21/2004 11:35:31AM 6/21/2004 11:36:13AM	0:00:42	6003	Unknown	dSkills		DSKILLS	0:00:35	0:00:02	0:00:00	Inbound ACD, Transfer-O ut Outbound
Agent8 Agent8	2014	6/21/2004 11:36:10AM 6/21/2004 11:36:13AM	0:00:02	6003	2014				0:00:02			
Agent8 Agent8	2014	6/21/2004 11:36:16AM 6/21/2004 11:37:02AM	0:00:45	6003	Unknown	dSkills		DSKILLS	0:00:37	0:00:02	0:01:16	Inbound ACD, Transfer-O ut Outbound
Agent8 Agent8	2014	6/21/2004 11:37:00AM 6/21/2004 11:37:02AM	0:00:02	6003	2014				0:00:02			
Agent8 Agent8	2014	6/21/2004 11:38:20AM 6/21/2004 11:39:13AM	0:00:53	6003	2006	gSkills		GSKILLS	0:00:48	0:00:02	0:00:17	Inbound ACD, Transfer-O ut Outbound
Agent8 Agent8	2014	6/21/2004 11:39:11AM 6/21/2004 11:39:13AM	0:00:02	6003	2014				0:00:02			
Agent8 Agent8	2014	6/21/2004 11:39:32AM 6/21/2004 11:40:15AM	0:00:42	6003	2034	gSkills		GSKILLS	0:00:36	0:00:02	0:00:12	Inbound ACD, Conference Outbound
Agent8 Agent8	2014	6/21/2004 11:40:10AM 6/21/2004 11:40:13AM	0:00:02	6003	2014				0:00:02			
Agent8 Agent8	2014	6/21/2004 11:40:15AM 6/21/2004 11:40:16AM	0:00:02		2014				0:00:02			Outbound
Agent8 Agent8	2014	6/21/2004 11:40:29AM 6/21/2004 11:43:17AM	0:02:47	6003	Unknown	dSkills	anybody	DSKILLS	0:02:39	0:00:02	0:00:33	Inbound ACD, Transfer-In, Conference Outbound
Agent8 Agent8	2014	6/21/2004 11:43:13AM 6/21/2004 11:43:15AM	0:00:03	6003	2014				0:00:03			
Agent8 Agent8	2014	6/21/2004 11:43:49AM 6/21/2004 11:43:56AM	0:00:07	2014	2124				0:00:07			Inbound Non-ACD

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# Agent Detail Report

Start Date Selected - End Date Selected

<u>Agent Name</u>	<u>Extension</u>	<u>Call Start Time</u> <u>Call End Time</u>	<u>Duration</u>	<u>Called</u> <u>Number</u>	<u>Call</u> <u>ANI</u>	<u>Call</u> <u>Routed CSQ</u>	<u>Other</u> <u>CSQs</u>	<u>Call Skills</u>	<u>Talk</u> <u>Time</u>	<u>Hold</u> <u>Time</u>	<u>Work</u> <u>Time</u>	<u>Call</u> <u>Type</u>
Agent8 Agent8	2014	6/21/2004 11:43:56AM 6/21/2004 12:18:10PM	0:34:15	2014	2908				0:00:49	0:00:00	0:00:00	Inbound ACD, Transfer-In
Agent8 Agent8	2014	6/21/2004 11:46:34AM 6/21/2004 11:47:08AM	0:00:34	6003	Unknown	gSkills		GSKILLS	0:00:27	0:00:03	0:00:26	Inbound ACD, Transfer-O ut
Agent8 Agent8	2014	6/21/2004 11:47:05AM 6/21/2004 11:47:08AM	0:00:03	6003	2014				0:00:03			Outbound
Agent8 Agent8	2014	6/21/2004 11:47:37AM 6/21/2004 11:48:41AM	0:01:03	6003	Unknown	gSkills		GSKILLS	0:00:56	0:00:02	0:00:33	Inbound ACD, Transfer-O ut
Agent8 Agent8	2014	6/21/2004 11:48:39AM 6/21/2004 11:48:41AM	0:00:02	6003	2014				0:00:02			Outbound
Agent8 Agent8	2014	6/21/2004 11:49:15AM 6/21/2004 11:49:53AM	0:00:38	6003	2021	dSkills		DSKILLS	0:00:32	0:00:01	0:03:10	Inbound ACD, Transfer-O ut
Agent8 Agent8	2014	6/21/2004 11:49:52AM 6/21/2004 11:49:53AM	0:00:02	6003	2014				0:00:02			Outbound
Agent8 Agent8	2014	6/21/2004 11:53:11AM 6/21/2004 11:53:47AM	0:00:36	6003	2044	dSkills		DSKILLS	0:00:30	0:00:01	0:00:55	Inbound ACD, Transfer-O ut
Agent8 Agent8	2014	6/21/2004 11:53:45AM 6/21/2004 11:53:47AM	0:00:02	6001	2014				0:00:02			Outbound
Agent8 Agent8	2014	6/21/2004 11:54:44AM 6/21/2004 11:55:24AM	0:00:39	6003	Unknown	gSkills		GSKILLS	0:00:32	0:00:02	0:00:22	Inbound ACD, Transfer-O ut
Agent8 Agent8	2014	6/21/2004 11:55:22AM 6/21/2004 11:55:24AM	0:00:02	6003	2014				0:00:02			Outbound
Agent8 Agent8	2014	6/21/2004 11:55:48AM 6/21/2004 11:56:41AM	0:00:52	6003	2021	bSkills		BSKILLS	0:00:43	0:00:00	0:00:17	Inbound ACD, Transfer-In
Agent8 Agent8	2014	6/21/2004 11:57:00AM 6/21/2004 11:57:43AM	0:00:42	6003	2040	anybody			0:00:30	0:00:02	0:00:22	Inbound ACD, Transfer-O ut

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# Agent Detail Report

Start Date Selected - End Date Selected

<u>Agent Name</u>	<u>Extension</u>	<u>Call Start Time</u> <u>Call End Time</u>	<u>Duration</u>	<u>Called</u> <u>Number</u>	<u>Call</u> <u>ANI</u>	<u>Call</u> <u>Routed CSQ</u>	<u>Other</u> <u>CSQs</u>	<u>Call Skills</u>	<u>Talk</u> <u>Time</u>	<u>Hold</u> <u>Time</u>	<u>Work</u> <u>Time</u>	<u>Call</u> <u>Type</u>
Agent8 Agent8	2014	6/21/2004 11:57:41AM 6/21/2004 11:57:43AM	0:00:02	6001	2014				0:00:02			Outbound
Agent8 Agent8	2014	6/21/2004 11:58:07AM 6/21/2004 11:58:17AM	0:00:10	6003	2034	anybody			0:00:00	0:00:00	0:00:00	Inbound ACD
Agent8 Agent8	2014	6/21/2004 12:00:49PM 6/21/2004 12:01:37PM	0:00:47	6003	2136	bSkills		BSKILLS	0:00:39	0:00:04	0:00:43	Inbound ACD, Transfer-Out
Agent8 Agent8	2014	6/21/2004 12:01:32PM 6/21/2004 12:01:37PM	0:00:04	6003	2014				0:00:04			Outbound
Agent8 Agent8	2014	6/21/2004 12:02:23PM 6/21/2004 12:02:33PM	0:00:10	6003	Unknown	gSkills	anybody	GSKILLS	0:00:00	0:00:00	0:00:00	Inbound ACD, Transfer-Out
Agent8 Agent8	2014	6/21/2004 12:03:06PM 6/21/2004 12:04:42PM	0:01:36	6003	Unknown	gSkills	anybody	GSKILLS	0:01:28	0:00:01	0:06:31	Inbound ACD, Transfer-Out
Agent8 Agent8	2014	6/21/2004 12:04:40PM 6/21/2004 12:04:42PM	0:00:02	6003	2014				0:00:02			Outbound