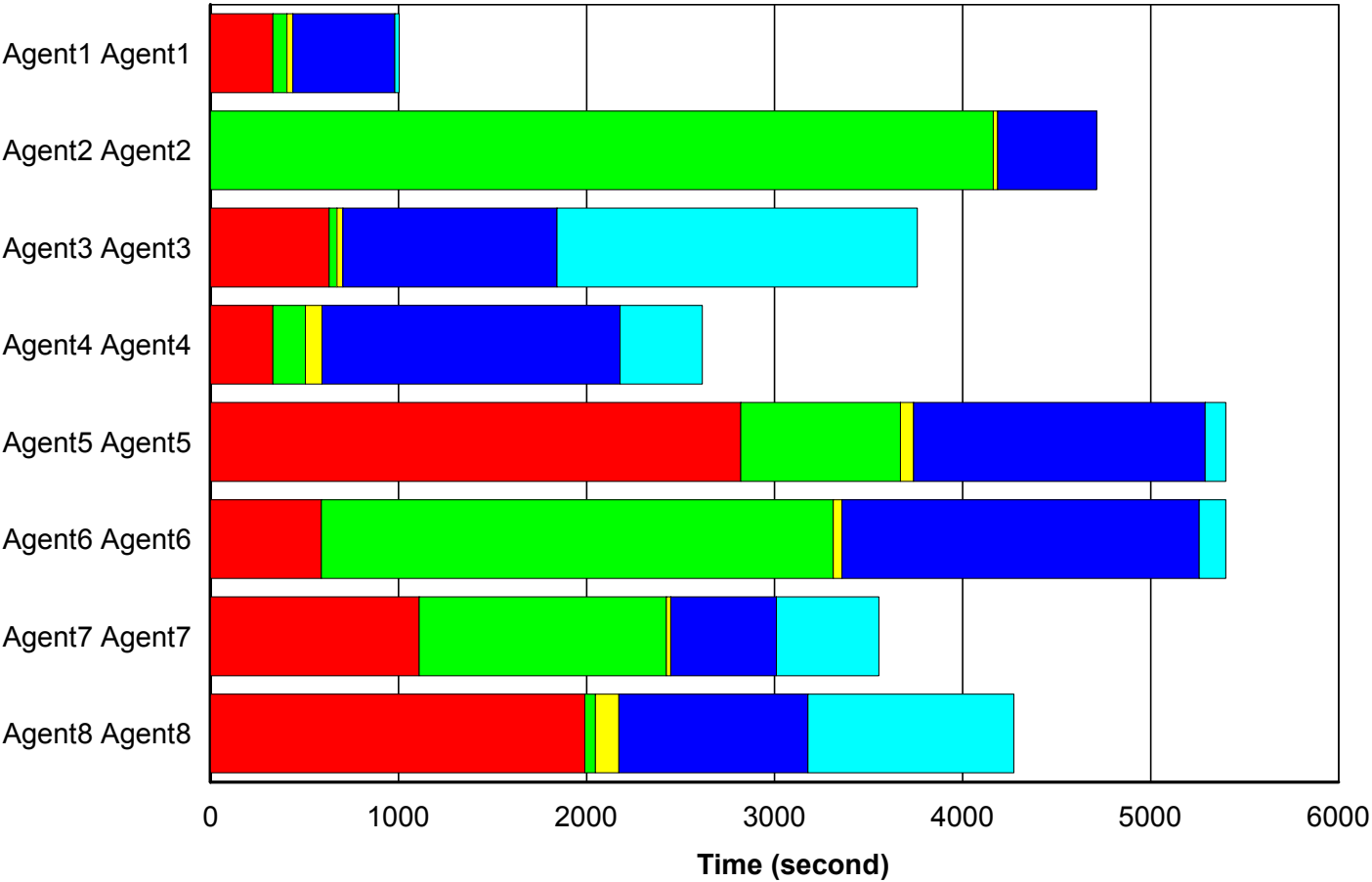


Time Spent in Agent State by Agent

Start Date Selected - End Date Selected

Agent Name



Agent State Summary Report (by Agent)

Start Date Selected - End Date Selected

Interval = 30 min

<u>Agent Name</u>	<u>Extension</u>	<u>Interval Start Time</u> <u>Interval End Time</u>	<u>Total</u> <u>Logged-in Time</u>	<u>Not Ready Time</u>		<u>Ready Time</u>		<u>Reserved Time</u>		<u>Talk Time</u>		<u>Work Time</u>	
Agent1 Agent1	2062	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	0:09:32	0:05:20	55.9%	0:00:58	10.1%	0:00:15	2.6%	0:02:43	28.5%	0:00:16	2.8%
Agent1 Agent1	2062	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	0:07:11	0:00:12	2.8%	0:00:17	3.9%	0:00:16	3.7%	0:06:20	88.2%	0:00:06	1.4%
Agent1 Agent1	2062	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	0:00:00	0:00:00	0.0%	0:00:00	0.0%	0:00:00	0.0%	0:00:00	0.0%	0:00:00	0.0%
Summary:			0:16:43	0:05:32	33.1%	0:01:15	7.5%	0:00:31	3.1%	0:09:03	54.1%	0:00:22	2.2%
Agent2 Agent2	2894	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	0:30:00	0:00:00	0.0%	0:28:41	95.6%	0:00:04	0.2%	0:01:15	4.2%	0:00:00	0.0%
Agent2 Agent2	2894	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	0:30:00	0:00:00	0.0%	0:22:09	73.8%	0:00:19	1.1%	0:07:32	25.1%	0:00:00	0.0%
Agent2 Agent2	2894	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	0:18:33	0:00:00	0.0%	0:18:33	100.0%	0:00:00	0.0%	0:00:00	0.0%	0:00:00	0.0%
Summary:			01:18:33	0:00:00	0.0%	01:09:23	88.3%	0:00:23	0.5%	0:08:47	11.2%	0:00:00	0.0%
Agent3 Agent3	2005	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	0:02:40	0:00:58	36.3%	0:00:29	18.1%	0:00:05	3.1%	0:01:08	42.5%	0:00:00	0.0%
Agent3 Agent3	2005	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	0:30:00	0:09:33	31.8%	0:00:12	0.7%	0:00:27	1.5%	0:12:15	40.8%	0:07:33	25.2%
Agent3 Agent3	2005	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	0:30:00	0:00:00	0.0%	0:00:00	0.0%	0:00:00	0.0%	0:05:36	18.7%	0:24:24	81.3%
Summary:			01:02:40	0:10:31	16.8%	0:00:41	1.1%	0:00:32	0.9%	0:18:59	30.3%	0:31:57	51.0%
Agent4 Agent4	2124	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	0:06:23	0:00:13	3.4%	0:02:26	38.1%	0:00:11	2.9%	0:02:37	41.0%	0:00:56	14.6%
Agent4 Agent4	2124	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	0:30:00	0:04:15	14.2%	0:00:23	1.3%	0:01:02	3.4%	0:18:56	63.1%	0:05:24	18.0%
Agent4 Agent4	2124	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	0:07:13	0:01:04	14.8%	0:00:04	0.9%	0:00:15	3.5%	0:04:53	67.7%	0:00:57	13.2%

All times are server time.

Report generated: 11/5/2007 6:49:20PM

Agent State Summary Report (by Agent)

Start Date Selected - End Date Selected

Interval = 30 min

<u>Agent Name</u>	<u>Extension</u>	<u>Interval Start Time</u> <u>Interval End Time</u>	<u>Total</u> <u>Logged-in Time</u>	<u>Not Ready Time</u>		<u>Ready Time</u>		<u>Reserved Time</u>		<u>Talk Time</u>		<u>Work Time</u>	
Summary:			0:43:36	0:05:32	12.7%	0:02:53	6.6%	0:01:28	3.4%	0:26:26	60.6%	0:07:17	16.7%
Agent5 Agent5	2004	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	0:30:00	0:16:07	53.7%	0:13:53	46.3%	0:00:00	0.0%	0:00:00	0.0%	0:00:00	0.0%
Agent5 Agent5	2004	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	0:30:00	0:05:36	18.7%	0:00:17	0.9%	0:00:49	2.7%	0:21:28	71.6%	0:01:50	6.1%
Agent5 Agent5	2004	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	0:30:00	0:25:17	84.3%	0:00:00	0.0%	0:00:21	1.2%	0:04:22	14.6%	0:00:00	0.0%
Summary:			01:30:00	0:47:00	52.2%	0:14:10	15.7%	0:01:10	1.3%	0:25:50	28.7%	0:01:50	2.0%
Agent6 Agent6	2015	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	0:30:00	0:04:49	16.1%	0:25:00	83.3%	0:00:06	0.3%	0:00:02	0.1%	0:00:03	0.2%
Agent6 Agent6	2015	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	0:30:00	0:05:01	16.7%	0:00:13	0.7%	0:00:23	1.3%	0:22:58	76.6%	0:01:25	4.7%
Agent6 Agent6	2015	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	0:30:00	0:00:00	0.0%	0:20:09	67.2%	0:00:18	1.0%	0:08:39	28.8%	0:00:54	3.0%
Summary:			01:30:00	0:09:50	10.9%	0:45:22	50.4%	0:00:47	0.9%	0:31:39	35.2%	0:02:22	2.6%
Agent7 Agent7	2008	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	0:00:00	0:00:00	0.0%	0:00:00	0.0%	0:00:00	0.0%	0:00:00	0.0%	0:00:00	0.0%
Agent7 Agent7	2008	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	0:29:15	0:10:43	36.6%	0:00:28	1.6%	0:00:24	1.4%	0:08:34	29.3%	0:09:06	31.1%
Agent7 Agent7	2008	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	0:30:00	0:07:47	25.9%	0:21:26	71.4%	0:00:00	0.0%	0:00:47	2.6%	0:00:00	0.0%
Summary:			0:59:15	0:18:30	31.2%	0:21:54	37.0%	0:00:24	0.7%	0:09:21	15.8%	0:09:06	15.4%
Agent8 Agent8	2014	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	0:30:00	0:28:15	94.2%	0:00:16	0.9%	0:00:09	0.5%	0:01:20	4.4%	0:00:00	0.0%
Agent8 Agent8	2014	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	0:30:00	0:03:38	12.1%	0:00:40	2.2%	0:01:31	5.1%	0:13:11	43.9%	0:11:00	36.7%

All times are server time.

Report generated: 11/5/2007 6:49:20PM

Agent State Summary Report (by Agent)

Start Date Selected - End Date Selected

Interval = 30 min

<u>Agent Name</u>	<u>Extension</u>	<u>Interval Start Time</u> <u>Interval End Time</u>	<u>Total</u> <u>Logged-in Time</u>	<u>Not Ready Time</u>	<u>Ready Time</u>	<u>Reserved Time</u>	<u>Talk Time</u>	<u>Work Time</u>
Agent8 Agent8	2014	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	0:11:13	0:01:18 11.6%	0:00:00 0.0%	0:00:25 3.7%	0:02:15 20.1%	0:07:15 64.6%
<hr/> Summary:			<hr/> 01:11:13	<hr/> 0:33:11 46.6%	<hr/> 0:00:56 1.3%	<hr/> 0:02:05 2.9%	<hr/> 0:16:46 23.5%	<hr/> 0:18:15 25.6%
<hr/> Grand Total:			<hr/> 08:32:00	<hr/> 02:10:06 <hr/> 25.4%	<hr/> 02:36:34 <hr/> 30.6%	<hr/> 0:07:20 <hr/> 1.4%	<hr/> 02:26:51 <hr/> 28.7%	<hr/> 01:11:09 <hr/> 13.9%

All times are server time.

Report generated: 11/5/2007 6:49:20PM