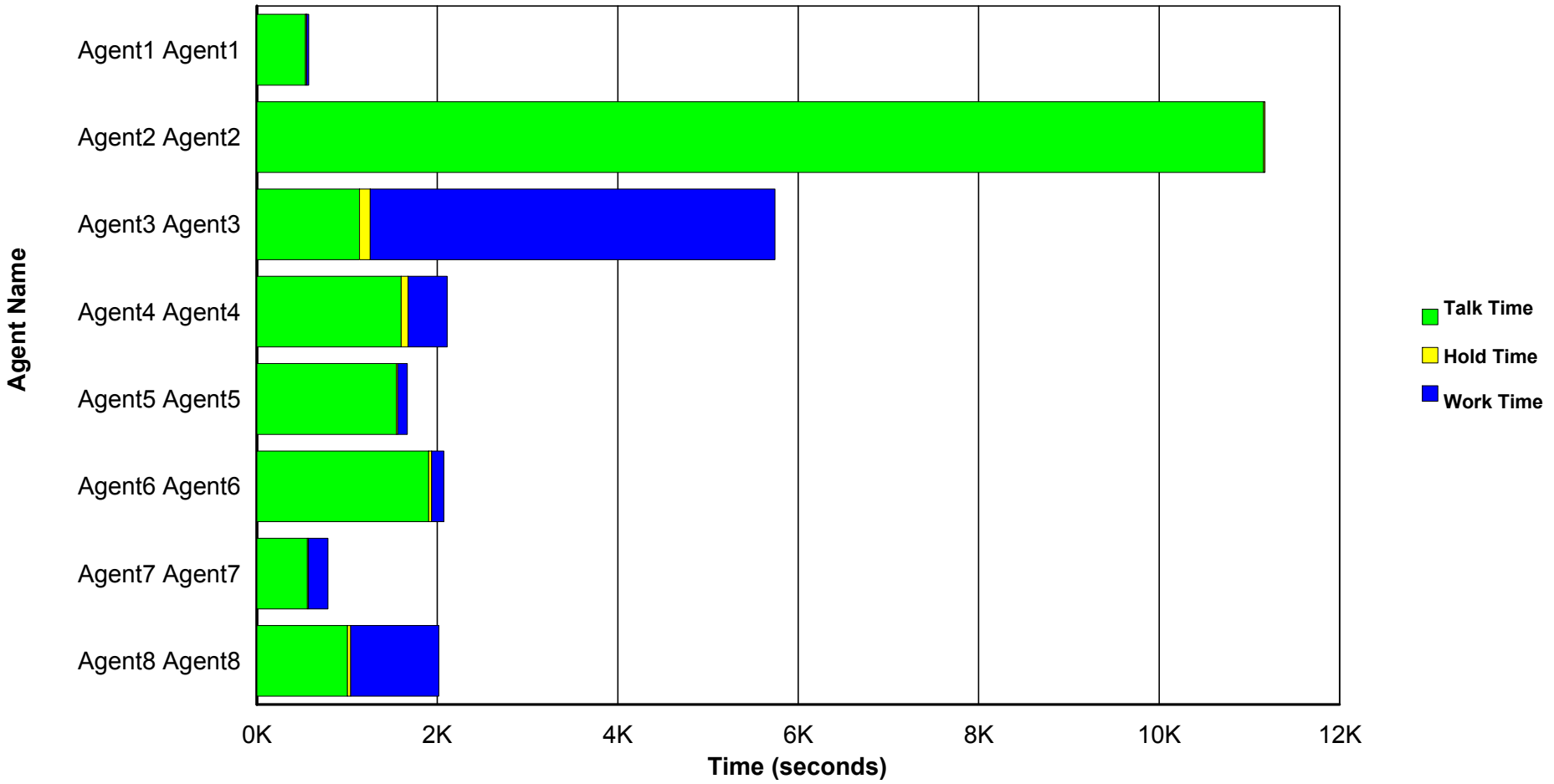
Total Talk Time, Hold Time, Work Time by Agent

Start Date Selected - End Date Selected



Agent Detail Report

Start Date Selected - End Date Selected

Agent Name	Extension	Call Start Time Call End Time	Duration	Called Number	Call ANI	Call Routed CSQ	Other CSQs	Call Skills	Talk Time	Hold Time	Work Time	Call Type
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-Out
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-Out
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

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Agent Detail Report

Start Date Selected - End Date Selected

Agent Name	Extension	Call Start Time Call End Time	Duration	Called Number	Call ANI	Call Routed CSQ	Other CSQs	Call Skills	Talk Time	Hold Time	Work Time	Call Type
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

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Agent Detail Report

Start Date Selected - End Date Selected

Agent Name	Extension	Call Start Time Call End Time	Duration	Called Number	Call ANI	Call Routed CSQ	Other CSQs	Call Skills	Talk Time	Hold Time	Work Time	Call Type
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

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Agent Detail Report

Start Date Selected - End Date Selected

Agent Name	Extension	Call Start Time Call End Time	Duration	Called Number	Call ANI	Call Routed CSQ	Other CSQs	Call Skills	Talk Time	Hold Time	Work Time	Call Type
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
Agent4 Agent4	2124	6/21/2004 11:41:51AM 6/21/2004 11:42:00AM	0:00:10	6003	2124				0:00:10			Outbound
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
Agent4 Agent4	2124	6/21/2004 11:43:49AM 6/21/2004 11:43:56AM	0:00:07	2014	2124				0:00:07			Outbound
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
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	Inbound ACD, Conference
Agent4 Agent4	2124	6/21/2004 11:46:15AM 6/21/2004 11:46:23AM	0:00:07	6003	2124				0:00:07			Outbound
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
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	Inbound ACD, Transfer-Out
Agent4 Agent4	2124	6/21/2004 11:52:11AM 6/21/2004 11:52:19AM	0:00:07	6003	2124				0:00:07			Outbound
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
Agent4 Agent4	2124	6/21/2004 11:55:36AM 6/21/2004 11:55:43AM	0:00:07	6003	2124				0:00:07			Outbound
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: 2/24/2009 4:41:41PM

Agent Detail Report

Start Date Selected - End Date Selected

Agent Name	Extension	Call Start Time Call End Time	Duration	Called Number	Call ANI	Call Routed CSQ	Other CSQs	Call Skills	Talk Time	Hold Time	Work Time	Call Type
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-Out
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

All times are server time. Report generated: 2/24/2009 4:41:41PM

Agent Detail Report

Start Date Selected - End Date Selected

Agent Name	Extension	Call Start Time Call End Time	Duration	Called Number	Call ANI	Call Routed CSQ	Other CSQs	Call Skills	Talk Time	Hold Time	Work Time	Call Type
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
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-Out
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-Out
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

All times are server time. Report generated: 2/24/2009 4:41:41PM

Agent Detail Report

Start Date Selected - End Date Selected

Agent Name	Extension	Call Start Time Call End Time	Duration	Called Number	Call ANI	Call Routed CSQ	Other CSQs	Call Skills	Talk Time	Hold Time	Work Time	Call Type
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
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

Agent Detail Report

Start Date Selected - End Date Selected

Agent Name	Extension	Call Start Time Call End Time	Duration	Called Number	Call ANI	Call Routed CSQ	Other CSQs	Call Skills	Talk Time	Hold Time	Work Time	Call Type
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
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
Agent6 Agent6	2015	6/21/2004 11:59:35AM 6/21/2004 11:59:51AM	0:00:17	2124	2015				0:00:17			Outbound
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-Out
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-Out
Agent7 Agent7	2008	6/21/2004 11:40:21AM 6/21/2004 11:40:25AM	0:00:04	6003	2008				0:00:04			Outbound

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Agent Detail Report

Start Date Selected - End Date Selected

Agent Name	Extension	Call Start Time Call End Time	Duration	Called Number	Call ANI	Call Routed CSQ	Other CSQs	Call Skills	Talk Time	Hold Time	Work Time	Call Type
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-Out
Agent7 Agent7	2008	6/21/2004 11:46:37AM 6/21/2004 11:46:41AM	0:00:05	6003	2008				0:00:05			Outbound
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-Out
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-Out
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-Out
Agent8 Agent8	2014	6/21/2004 11:31:50AM 6/21/2004 11:31:53AM	0:00:02	6003	2014				0:00:02			Outbound

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Agent Detail Report

Start Date Selected - End Date Selected

Agent Name	Extension	Call Start Time Call End Time	Duration	Called Number	Call ANI	Call Routed CSQ	Other CSQs	Call Skills	Talk Time	Hold Time	Work Time	Call Type
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-Out
Agent8 Agent8	2014	6/21/2004 11:34:09AM 6/21/2004 11:34:11AM	0:00:02	6003	2014				0:00:02			Outbound
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
Agent8 Agent8	2014	6/21/2004 11:34:54AM 6/21/2004 11:34:56AM	0:00:02	6001	2014				0:00:02			Outbound
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-Out
Agent8 Agent8	2014	6/21/2004 11:36:10AM 6/21/2004 11:36:13AM	0:00:02	6003	2014				0:00:02			Outbound
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-Out
Agent8 Agent8	2014	6/21/2004 11:37:00AM 6/21/2004 11:37:02AM	0:00:02	6003	2014				0:00:02			Outbound
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-Out
Agent8 Agent8	2014	6/21/2004 11:39:11AM 6/21/2004 11:39:13AM	0:00:02	6003	2014				0:00:02			Outbound
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
Agent8 Agent8	2014	6/21/2004 11:40:10AM 6/21/2004 11:40:13AM	0:00:02	6003	2014				0:00:02			Outbound
Agent8 Agent8	2014	6/21/2004 11:40:15AM 6/21/2004 11:40:16AM	0:00:02		2014				0:00:02			Outbound

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Agent Detail Report

Start Date Selected - End Date Selected

Agent Name	Extension	Call Start Time Call End Time	Duration	Called Number	Call ANI	Call Routed CSQ	Other CSQs	Call Skills	Talk Time	Hold Time	Work Time	Call Type
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
Agent8 Agent8	2014	6/21/2004 11:43:13AM 6/21/2004 11:43:15AM	0:00:03	6003	2014				0:00:03			Outbound
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
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-Out
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-Out
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-Out
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-Out
Agent8 Agent8	2014	6/21/2004 11:53:45AM 6/21/2004 11:53:47AM	0:00:02	6001	2014				0:00:02			Outbound

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Agent Detail Report

Start Date Selected - End Date Selected

Agent Name	Extension	Call Start Time Call End Time	Duration	Called Number	Call ANI	Call Routed CSQ	Other CSQs	Call Skills	Talk Time	Hold Time	Work Time	Call Type
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-Out
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-Out
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