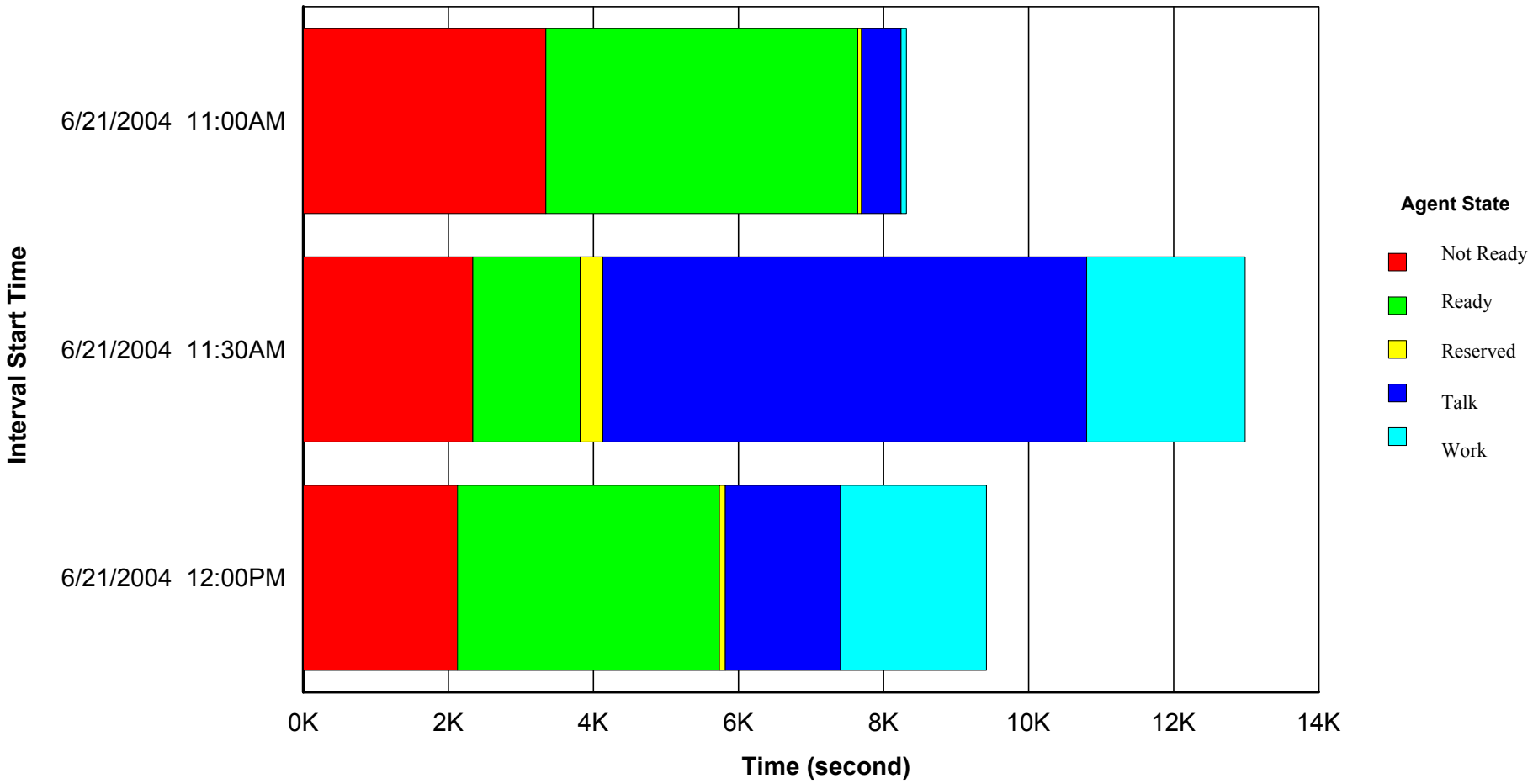


Time Spent in Agent State by Interval

Start Date Selected - End Date Selected



Agent State Summary Report (by Interval)

Start Date Selected - End Date Selected

Interval = 30 min

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

All times are server time.

Report generated: 2/24/2009 4:57:05PM

Agent State Summary Report (by Interval)

Start Date Selected - End Date Selected

Interval = 30 min

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

Agent State Summary Report (by Interval)

Start Date Selected - End Date Selected

Interval = 30 min

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