Total Calls by Agent and Wrap-Up Data
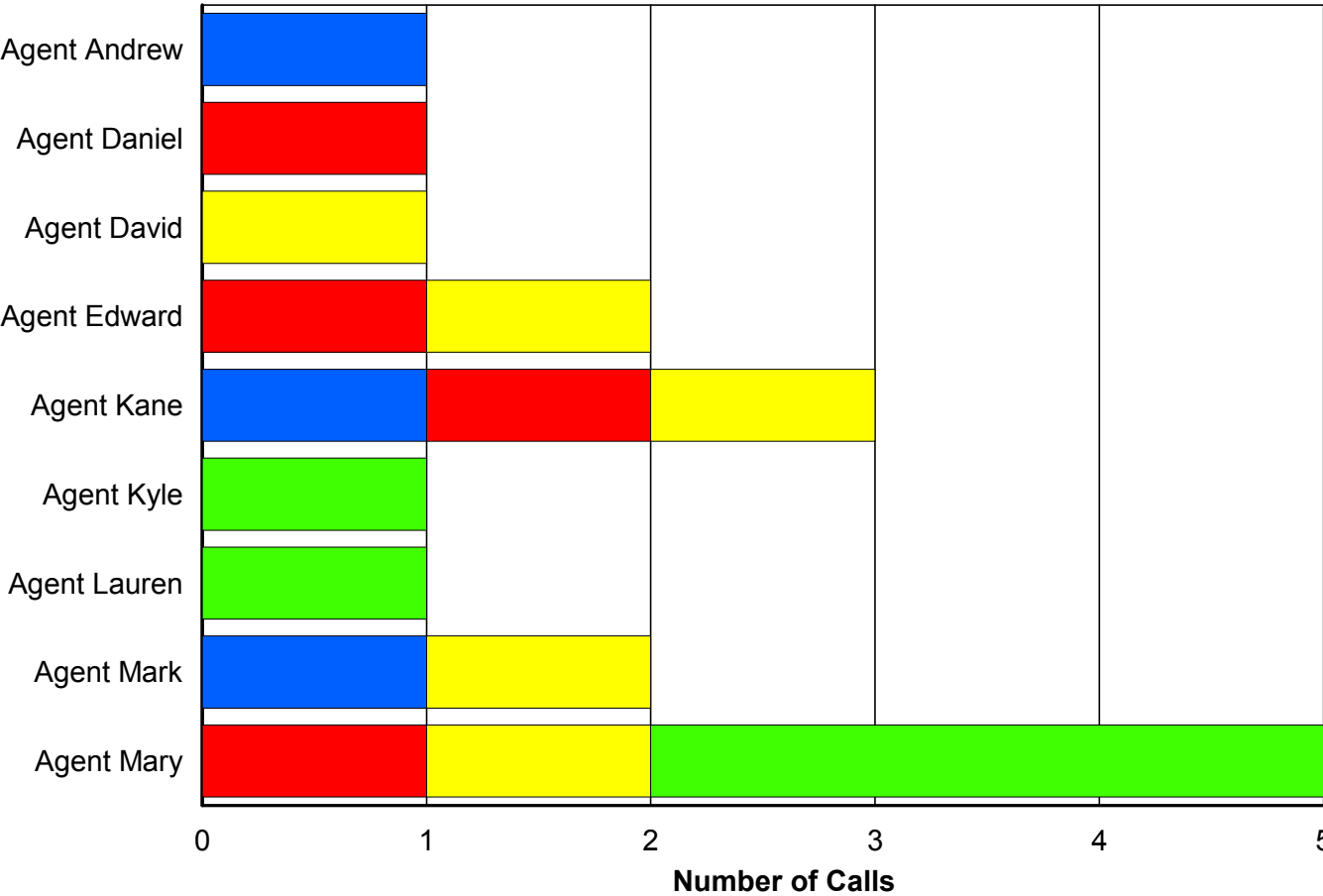
Start Date Selected   -   End Date Selected

Agent Wrap-Up Data Detail Report

Agent Name	Exten- sion	NodeID- SessionID- SeqNum	Call Start Time / Call End Time	Call ANI	Called Number	Call Routed CSQ (Skills)	Talk Time	Hold Time	Work Time	Wrap-Up Data
Agent Andrew	947678	1-96000005614-0	3/29/2006 7:05:06AM 3/29/2006 7:06:09AM	00424750625	50530	ASG_Main (ASG_Main)	0:01:01	0:00:00	0:00:20	
Agent Daniel	947717	1-96000005577-0	3/29/2006 7:04:26AM 3/29/2006 7:06:19AM	00749274326	50504	StoreSys (Str_Sys)	0:01:42	0:00:00	0:01:00	Account Inquiry
Agent David	948509	1-96000005621-0	3/29/2006 7:05:08AM 3/29/2006 7:08:26AM	00409233915	50555	IT_HelpDesk (IT_Hdesk)	0:02:12	0:00:55	0:00:45	New Customer
Agent Edward	947683	1-96000005572-0	3/29/2006 7:01:28AM 3/29/2006 7:04:44AM	00397691557	50530	ASG_Main (ASG_Main)	0:02:45	0:00:24	0:00:20	Account Inquiry
Agent Edward	947683	1-96000005599-0	3/29/2006 7:05:04AM 3/29/2006 7:05:54AM	00249846375	50530	ASG_Main (ASG_Main)	0:00:47	0:00:00	0:00:20	New Customer
Agent Kane	947682	1-96000005586-0	3/29/2006 7:02:48AM 3/29/2006 7:03:16AM	00297440441	50530	ASG_Main (ASG_Main)	0:00:23	0:00:00	0:00:20	Account Inquiry
Agent Kane	947682	1-96000005588-0	3/29/2006 7:03:37AM 3/29/2006 7:05:14AM	00242831688	50530	ASG_Main (ASG_Main)	0:01:21	0:00:00	0:00:02	New Customer
Agent Kane	947682	1-96000005615-0	3/29/2006 7:05:18AM 3/29/2006 7:05:54AM	00394674033	50530	ASG_Main (ASG_Main)	0:00:35	0:00:00	0:00:20	
Agent Kyle	947701	1-96000005575-0	3/29/2006 7:01:44AM 3/29/2006 7:03:27AM	00889834208	50530	ASG_Main (ASG_Main)	0:01:30	0:00:00	0:00:20	VIP Customer
Agent Lauren	947694	1-96000005582-0	3/29/2006 7:02:25AM 3/29/2006 7:17:56AM	00	50530	ASG_Main (ASG_Main)	0:10:10	0:05:05	0:00:20	VIP Customer
Agent Mark	948434	1-96000005601-0	3/29/2006 7:02:54AM 3/29/2006 7:04:04AM	00262411799	50555	IT_HelpDesk (IT_Hdesk)	0:01:04	0:00:00	0:00:45	
Agent Mark	948434	1-96000005608-0	3/29/2006 7:04:49AM 3/29/2006 7:23:19AM	00243651222	50555	IT_HelpDesk (IT_Hdesk)	0:15:39	0:02:48	0:00:43	New Customer

All times are server time.

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Agent Wrap-Up Data Detail Report

Start Date Selected   -   End Date Selected

Agent Name	Exten-sion	NodeID-SessionID-SeqNum	Call Start Time Call End Time	Call ANI	Called Number	Call Routed CSQ (Skills)	Talk Time	Hold Time	Work Time	Wrap-Up Data
Agent Mary	940084	1-96000005567-0	3/29/2006 7:00:22AM 3/29/2006 7:01:13AM	00296368722	50000	SW_Warehouse (SK_Swbd_h)	0:00:44	0:00:00	0:00:00	New Customer
Agent Mary	940084	1-96000005592-0	3/29/2006 7:02:25AM 3/29/2006 7:02:28AM	00427249243	50000		0:00:00	0:00:00	0:00:00	Account Inquiry
Agent Mary	940084	1-96000005596-0	3/29/2006 7:02:34AM 3/29/2006 7:03:10AM	00	50000	SW_Warehouse (SK_Swbd_h)	0:00:26	0:00:03	0:00:00	VIP Customer
Agent Mary	940084	1-96000005597-0	3/29/2006 7:03:10AM 3/29/2006 7:03:13AM	00	50000	SW_Warehouse (SK_Swbd_h)	0:00:01	0:00:00	0:00:01	VIP Customer
Agent Mary	940084	1-96000005619-0	3/29/2006 7:04:50AM 3/29/2006 7:05:03AM	00	58000	SW_BigW (SK_Swbd_BigW)	0:00:09	0:00:00	0:00:00	VIP Customer

All times are server time.

Report generated: 2/24/2009   4:58:41PM