# Time Spent in Agent State by Agent

Start Date Selected   -   End Date Selected
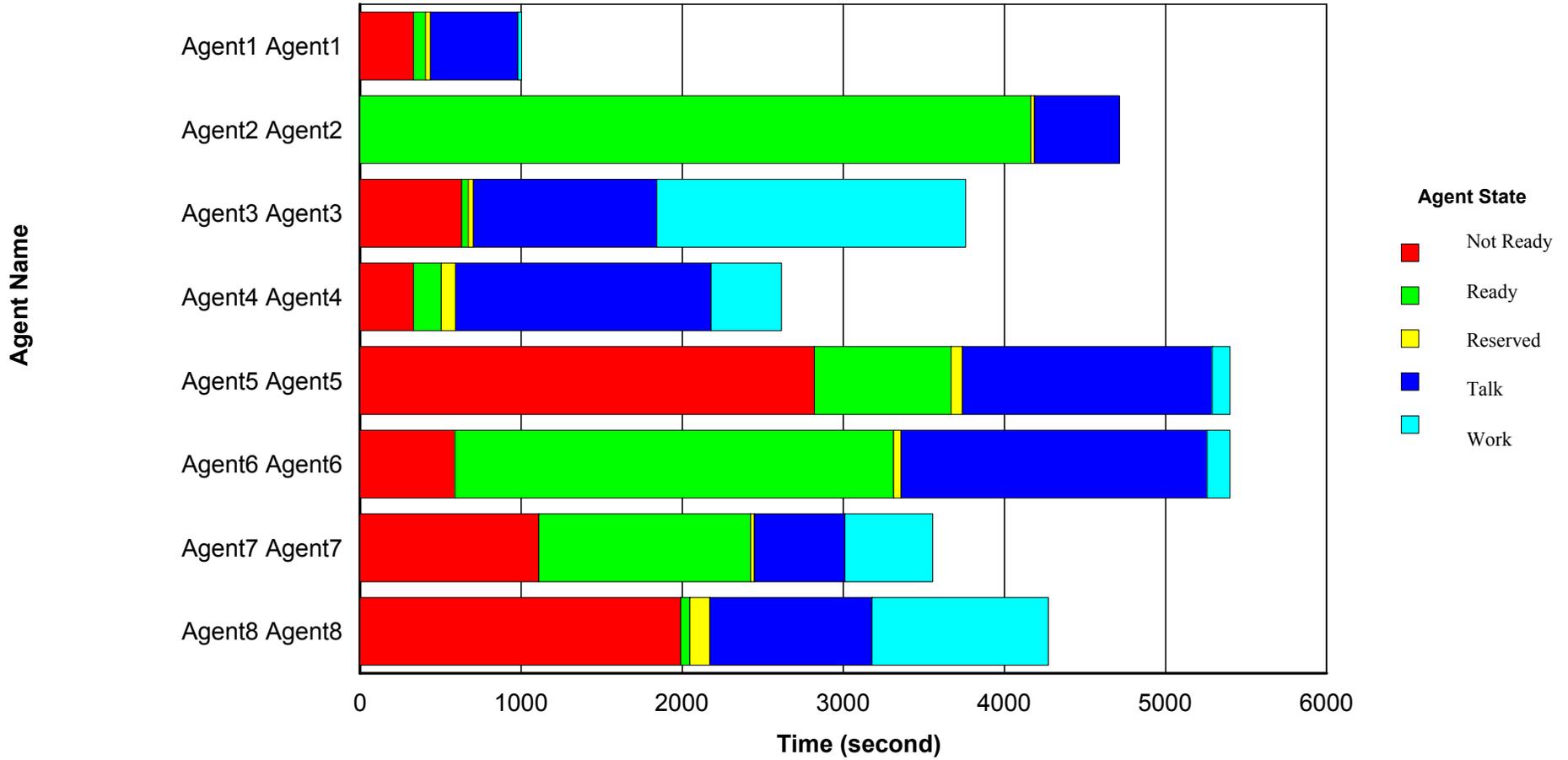


**Agent State**

- ■ Not Ready
- ■ Ready
- ■ Reserved
- ■ Talk
- ■ Work

**Agent Name** (y-axis)

Agents: Agent1 Agent1, Agent2 Agent2, Agent3 Agent3, Agent4 Agent4, Agent5 Agent5, Agent6 Agent6, Agent7 Agent7, Agent8 Agent8

**Time (second)** (x-axis): 0, 1000, 2000, 3000, 4000, 5000, 6000

# Agent State Summary Report (by Agent)

Start Date Selected  -  End Date Selected

Interval = 30 min

| Agent Name | Extension | Interval Start Time / Interval End Time | Total Logged-in Time | Not Ready Time | | Ready Time | | Reserved Time | | Talk Time | | Work Time | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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:        2/24/2009   4:56:25PM

# Agent State Summary Report (by Agent)

Start Date Selected  -  End Date Selected

Interval = 30 min

| Agent Name | Extension | Interval Start Time<br>Interval End Time | Total<br>Logged-in Time | Not Ready Time | | Ready Time | | Reserved Time | | Talk Time | | Work Time | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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<br>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<br>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<br>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<br>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<br>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<br>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<br>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<br>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<br>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<br>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<br>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:          2/24/2009   4:56:25PM

# Agent State Summary Report (by Agent)

Start Date Selected  -  End Date Selected

Interval = 30 min

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

All times are server time.

Report generated:          2/24/2009   4:56:25PM