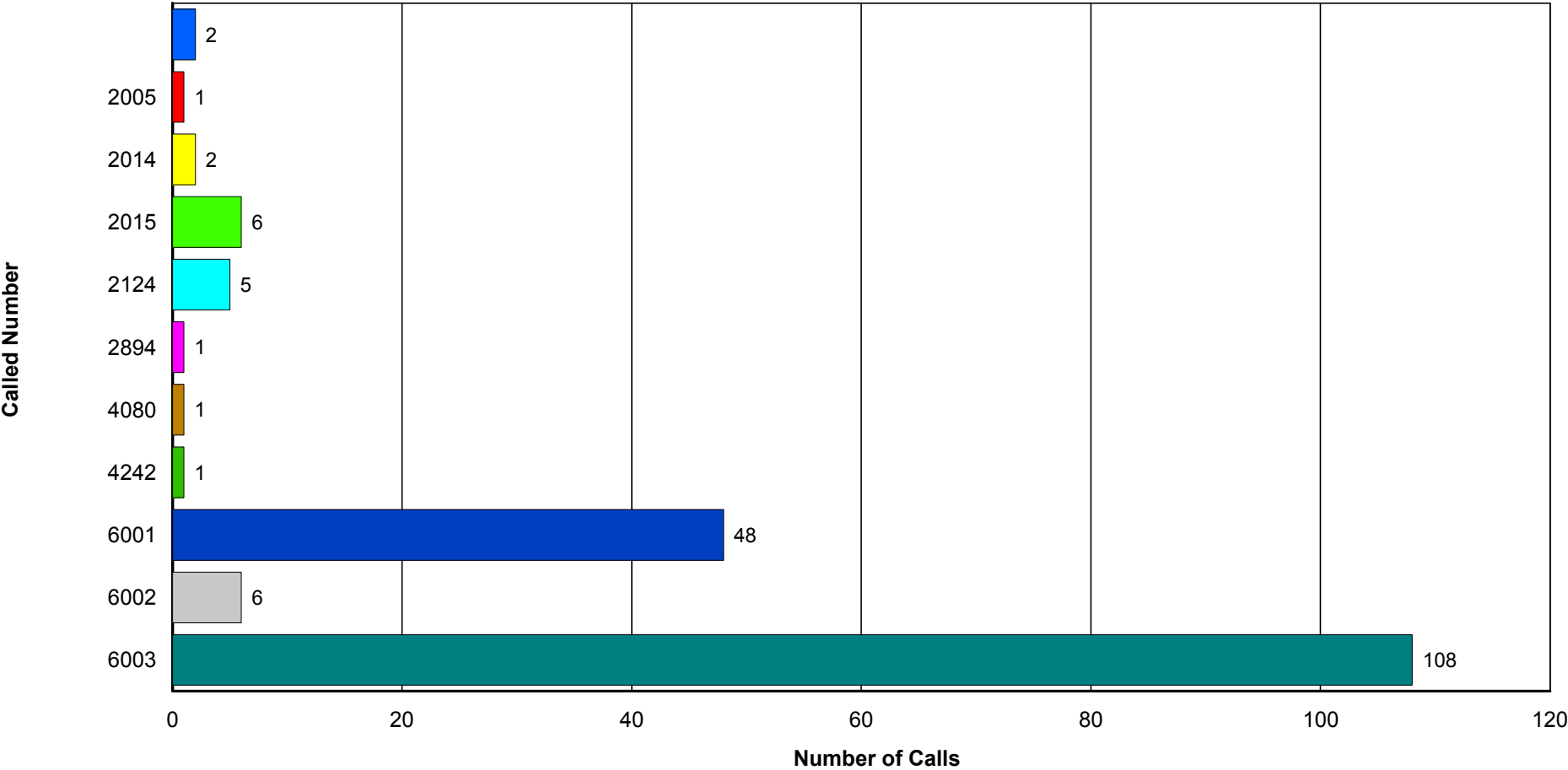


Total Calls by Called Number

Start Date Selected - End Date Selected



+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000001-0	6/21/2004 11:01:04AM 6/21/2004 11:01:15AM	2	Unknown	5121	6001 (AA)					0:00:00	
1-178000000001-1	6/21/2004 11:01:15AM 6/21/2004 11:01:34AM	2	Unknown	5177	6003 (MusicianICD)	gSkills*	0:00:05	Agent6 Agent6	0:00:04	0:00:02	0:00:03
1-178000000003-0	6/21/2004 11:25:06AM 6/21/2004 11:25:38AM	2	Unknown	5103	6001 (AA)					0:00:00	
1-178000000003-1	6/21/2004 11:25:37AM 6/21/2004 11:27:28AM	2	Unknown	5199	6003 (MusicianICD)	anybody*	0:00:55	Agent1 Agent1	0:00:01	0:00:37	0:00:00
1-178000000004-0	6/21/2004 11:25:23AM 6/21/2004 11:25:35AM	2	Unknown	5145	6001 (AA)					0:00:00	
1-178000000004-1	6/21/2004 11:25:35AM 6/21/2004 11:26:47AM	2	Unknown	5191	6003 (MusicianICD)	anybody*	0:00:05	Agent1 Agent1	0:00:03	0:00:50	0:00:00
1-178000000005-0	6/21/2004 11:25:35AM 6/21/2004 11:27:09AM	2	2039	5105	6003 (MusicianICD)	gSkills*	0:00:06	Agent4 Agent4	0:00:04	0:01:05	0:00:51
1-178000000005-1	6/21/2004 11:27:09AM 6/21/2004 11:28:43AM	2	2039	5116	6003 (MusicianICD)	bSkills*	0:00:49	Agent4 Agent4	0:00:03	0:00:36	0:00:04
1-178000000007-0	6/21/2004 11:25:51AM 6/21/2004 11:26:20AM	2	Unknown	5111	6001 (AA)					0:00:00	

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-1780000000007-1	6/21/2004 11:26:20AM 6/21/2004 11:28:08AM	2	Unknown	5185	6003 (MusicianICD)	gSkills*	0:00:58	Agent1 Agent1	0:00:04	0:00:28	0:00:15
1-1780000000007-2	6/21/2004 11:28:08AM 6/21/2004 11:29:59AM	2	Unknown	5126	6003 (MusicianICD)	bSkills*	0:00:09	Agent8 Agent8	0:00:08	0:01:15	0:00:00
1-1780000000007-3	6/21/2004 11:29:59AM 6/21/2004 11:31:03AM	2	Unknown	5101	6003 (MusicianICD)	anybody*	0:00:07	Agent1 Agent1	0:00:06	0:00:37	0:00:00
1-1780000000010-0	6/21/2004 11:26:57AM 6/21/2004 11:27:09AM	2	2124	5116	6003 (MusicianICD)					0:00:12	
1-1780000000013-0	6/21/2004 11:28:02AM 6/21/2004 11:28:08AM	2	2062	5126	6003 (MusicianICD)					0:00:06	
1-1780000000014-0	6/21/2004 11:28:11AM 6/21/2004 11:28:40AM	2	Unknown	5171	6001 (AA)					0:00:00	
1-1780000000014-1	6/21/2004 11:28:40AM 6/21/2004 11:30:47AM	2	Unknown	5167	6002 (ICD)	BXB*	0:00:03	Agent2 Agent2	0:00:03	0:02:01	0:00:00
1-1780000000015-0	6/21/2004 11:28:17AM 6/21/2004 11:29:42AM	2	2003	5139	6003 (MusicianICD)	anybody*	0:00:05	Agent3 Agent3	0:00:04	0:00:37	0:00:00
1-1780000000015-1	6/21/2004 11:29:42AM 6/21/2004 11:33:24AM	2	2003	2124	2124			Agent4 Agent4	0:00:00	0:03:40	0:00:53

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000019-0	6/21/2004 11:28:54AM 6/21/2004 11:29:54AM	2	2039	5155	6003 (MusicianICD)	dSkills*	0:00:07	Agent1 Agent1	0:00:05	0:00:35	0:00:00
1-178000000019-1	6/21/2004 11:29:54AM 6/21/2004 11:47:54AM	2	2039	5156	6003 (MusicianICD)	anybody*	0:00:06	Agent3 Agent3	0:00:04	0:00:47	0:00:00
1-178000000019-1	6/21/2004 11:29:54AM 6/21/2004 11:47:54AM	2	2039	5156	6003 (MusicianICD)	gSkills*	0:00:07	Agent3 Agent3	0:00:00	0:04:34	0:00:00
1-178000000019-1	6/21/2004 11:29:54AM 6/21/2004 11:47:54AM	2	2039	5156	6003 (MusicianICD)	gSkills*	0:00:07	Agent1 Agent1	0:00:06	0:05:39	0:00:06
1-178000000021-0	6/21/2004 11:29:12AM 6/21/2004 11:29:42AM	2	2005	2124	2124					0:00:30	
1-178000000022-0	6/21/2004 11:29:35AM 6/21/2004 11:29:39AM	2	2014	5128	6001 (AA)					0:00:04	
1-178000000023-0	6/21/2004 11:29:48AM 6/21/2004 11:29:54AM	2	2062	5156	6003 (MusicianICD)					0:00:06	
1-178000000024-0	6/21/2004 11:29:52AM 6/21/2004 11:30:06AM	2	Unknown	5184	6001 (AA)					0:00:00	
1-178000000024-1	6/21/2004 11:30:06AM 6/21/2004 11:31:53AM	2	Unknown	5186	6003 (MusicianICD)	bSkills*	0:00:30	Agent8 Agent8	0:00:05	0:00:56	0:00:00

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000024- 2	6/21/2004 11:31:53AM 6/21/2004 11:35:20AM	2	Unknown	5102	6003 (MusicianICD)	gSkills*	0:02:20	Agent8 Agent8	0:00:05	0:00:24	0:00:25
1-178000000024- 3	6/21/2004 11:35:20AM 6/21/2004 11:39:40AM	2	Unknown	5165	6003 (MusicianICD)	anybody*	0:02:15	Agent7 Agent7	0:00:03	0:01:51	0:00:00
1-178000000026- 0	6/21/2004 11:30:07AM 6/21/2004 11:30:27AM	2	Unknown	5110	6001 (AA)					0:00:00	
1-178000000026- 1	6/21/2004 11:30:27AM 6/21/2004 11:47:54AM	2	Unknown	5143	6003 (MusicianICD)	gSkills*	0:00:26	Agent3 Agent3	0:00:08	0:00:35	0:00:34
1-178000000029- 0	6/21/2004 11:30:50AM 6/21/2004 11:30:52AM	2	2005	5198	6003 (MusicianICD)					0:00:02	
1-178000000031- 0	6/21/2004 11:31:05AM 6/21/2004 11:31:28AM	2	Unknown	5112	6001 (AA)					0:00:00	
1-178000000031- 1	6/21/2004 11:31:28AM 6/21/2004 11:34:11AM	2	Unknown	5180	6003 (MusicianICD)	anybody, gSkills*	0:01:21	Agent8 Agent8	0:00:03	0:01:00	0:00:17
1-178000000031- 2	6/21/2004 11:34:11AM 6/21/2004 11:34:52AM	1	Unknown	5134	6003 (MusicianICD)	bSkills	0:00:10			0:00:00	
1-178000000033- 0	6/21/2004 11:31:16AM 6/21/2004 11:34:01AM	2	2908	5106	6003 (MusicianICD)	gSkills*	0:01:23	Agent7 Agent7	0:00:01	0:01:08	0:03:38

All times are server time.

Report generated:

2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-1780000000033-1	6/21/2004 11:33:59AM 6/21/2004 11:34:01AM	2	2008	5123	6003 (MusicianICD)	bSkills*	0:02:25	Agent4 Agent4	0:00:01	0:01:47	0:00:24
1-1780000000033-1	6/21/2004 11:33:59AM 6/21/2004 11:34:01AM	2	2008	5123	6003 (MusicianICD)	dSkills*	0:03:51	Agent4 Agent4	0:00:04	0:01:27	0:00:00
1-1780000000033-2	6/21/2004 11:43:56AM 6/21/2004 11:58:00AM	2	2908	2014	2014			Agent8 Agent8	0:00:00	0:00:49	0:00:00
1-1780000000034-0	6/21/2004 11:31:31AM 6/21/2004 11:31:35AM	1	2017	5142	6002 (ICD)	BXB	0:00:02	Agent2 Agent2	0:00:02	02:57:11	0:00:00
1-1780000000036-0	6/21/2004 11:31:38AM 6/21/2004 11:36:15AM	2	2017	5178	6003 (MusicianICD)	gSkills*	0:02:33	Agent4 Agent4	0:00:02	0:01:46	0:00:18
1-1780000000036-1	6/21/2004 11:36:15AM 6/21/2004 11:43:57AM	2	2017	5193	6003 (MusicianICD)	bSkills*	0:01:26	Agent6 Agent6	0:00:01	0:06:00	0:00:00
1-1780000000036-2	6/21/2004 11:43:57AM 6/21/2004 11:44:16AM	2	2017	5164	6001 (AA)					0:00:00	
1-1780000000036-3	6/21/2004 11:44:16AM 6/21/2004 11:52:19AM	2	2017	5124	6003 (MusicianICD)	dSkills*	0:04:30	Agent3 Agent3	0:00:09	0:00:00	0:00:00
1-1780000000036-3	6/21/2004 11:44:16AM 6/21/2004 11:52:19AM	2	2017	5124	6003 (MusicianICD)	dSkills*	0:04:30	Agent4 Agent4	0:00:02	0:03:02	0:01:39

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000036-4	6/21/2004 11:52:19AM 6/21/2004 12:18:10PM	2	2017	5111	6003 (MusicianICD)	gSkills*	0:05:27	Agent3 Agent3	0:00:03	0:07:40	01:14:13
1-178000000037-0	6/21/2004 11:31:44AM 6/21/2004 11:32:42AM	2	2136	5158	6001 (AA)					0:00:00	
1-178000000037-1	6/21/2004 11:32:42AM 6/21/2004 11:33:13AM	2	2136	5100	6001 (AA)					0:00:00	
1-178000000037-2	6/21/2004 11:33:13AM 6/21/2004 11:36:49AM	2	2136	5162	6003 (MusicianICD)	bSkills*	0:02:51	Agent5 Agent5	0:00:02	0:00:33	0:00:00
1-178000000038-0	6/21/2004 11:31:46AM 6/21/2004 11:32:01AM	2	Unknown	5192	6001 (AA)					0:00:00	
1-178000000039-0	6/21/2004 11:31:50AM 6/21/2004 11:31:51AM	2	2124	2015	2015					0:00:02	
1-178000000040-0	6/21/2004 11:31:50AM 6/21/2004 11:31:53AM	2	2014	5102	6003 (MusicianICD)					0:00:02	
1-178000000041-0	6/21/2004 11:32:15AM 6/21/2004 11:32:33AM	2	Unknown	5118	6001 (AA)					0:00:00	
1-178000000041-1	6/21/2004 11:32:32AM 6/21/2004 11:32:48AM	2	Unknown	5135	6001 (AA)					0:00:00	

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000041- 2	6/21/2004 11:32:48AM 6/21/2004 11:36:13AM	2	Unknown	5159	6003 (MusicianICD)	dSkills*	0:02:31	Agent8 Agent8	0:00:04	0:00:35	0:00:00
1-178000000041- 3	6/21/2004 11:36:13AM 6/21/2004 11:39:56AM	2	Unknown	5114	6003 (MusicianICD)	bSkills*	0:02:29	Agent4 Agent4	0:00:02	0:00:54	0:01:08
1-178000000042- 0	6/21/2004 11:32:16AM 6/21/2004 11:32:18AM	2	2062	2005	2005					0:00:02	
1-178000000043- 0	6/21/2004 11:32:23AM 6/21/2004 11:36:11AM	2	2019	5113	6003 (MusicianICD)	dSkills*	0:02:53	Agent5 Agent5	0:00:01	0:00:33	0:00:00
1-178000000046- 0	6/21/2004 11:33:13AM 6/21/2004 11:33:25AM	2	Unknown	5107	6001 (AA)					0:00:00	
1-178000000046- 1	6/21/2004 11:33:25AM 6/21/2004 11:37:02AM	2	Unknown	5160	6003 (MusicianICD)	dSkills*	0:02:39	Agent8 Agent8	0:00:05	0:00:37	0:01:16
1-178000000046- 2	6/21/2004 11:37:02AM 6/21/2004 11:55:11AM	2	Unknown	5190	6003 (MusicianICD)	dSkills*, anybody	0:03:20	Agent8 Agent8	0:00:04	0:02:39	0:00:33
1-178000000046- 2	6/21/2004 11:37:02AM 6/21/2004 11:55:11AM	2	Unknown	5190	6003 (MusicianICD)	anybody*	0:03:49	Agent5 Agent5	0:00:01	0:07:49	0:00:00
1-178000000048- 0	6/21/2004 11:34:09AM 6/21/2004 11:34:11AM	2	2014	5134	6003 (MusicianICD)					0:00:02	

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000049-0	6/21/2004 11:34:12AM 6/21/2004 11:37:36AM	2	2021	5129	6002 (ICD)	BXB*	0:00:03	Agent6 Agent6	0:00:00	0:02:57	0:00:00
1-178000000049-0	6/21/2004 11:34:12AM 6/21/2004 11:37:36AM	2	2021	5129	6002 (ICD)	BXB*	0:00:03	Agent2 Agent2	0:00:02	0:03:17	0:00:00
1-178000000051-0	6/21/2004 11:34:18AM 6/21/2004 11:34:47AM	2	Unknown	5175	6001 (AA)					0:00:00	
1-178000000051-1	6/21/2004 11:34:47AM 6/21/2004 11:40:25AM	2	Unknown	5122	6003 (MusicianICD)	dSkills*	0:01:48	Agent5 Agent5	0:00:01	0:03:32	0:00:00
1-178000000054-0	6/21/2004 11:34:36AM 6/21/2004 11:34:39AM	2	2894	2015	2015					0:00:02	
1-178000000055-0	6/21/2004 11:34:41AM 6/21/2004 11:36:01AM	1	2034	5152	6003 (MusicianICD)	gSkills	0:01:11			0:00:00	
1-178000000056-0	6/21/2004 11:34:54AM 6/21/2004 11:34:56AM	2	2014	5130	6001 (AA)					0:00:02	
1-178000000057-0	6/21/2004 11:35:00AM 6/21/2004 11:37:59AM	2	2035	5161	6002 (ICD)	BXB*	0:02:36	Agent2 Agent2	0:00:01	0:00:21	0:00:00
1-178000000060-0	6/21/2004 11:35:35AM 6/21/2004 11:36:12AM	2	2006	5183	6001 (AA)					0:00:00	

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000060-1	6/21/2004 11:36:12AM 6/21/2004 11:39:13AM	2	2006	5179	6003 (MusicianICD)	gSkills*	0:01:52	Agent8 Agent8	0:00:02	0:00:48	0:00:17
1-178000000060-2	6/21/2004 11:39:11AM 6/21/2004 11:39:13AM	2	2014	5137	6003 (MusicianICD)	bSkills	0:00:21			0:00:02	
1-178000000061-0	6/21/2004 11:36:05AM 6/21/2004 11:36:11AM	2	2004	4242	4242					0:00:07	
1-178000000062-0	6/21/2004 11:36:07AM 6/21/2004 11:36:39AM	2	Unknown	5117	6001 (AA)					0:00:00	
1-178000000062-1	6/21/2004 11:36:39AM 6/21/2004 11:58:00AM	2	Unknown	5146	6003 (MusicianICD)	gSkills*	0:02:44	Agent7 Agent7	0:00:02	0:00:36	0:00:00
1-178000000062-2	6/21/2004 11:40:25AM 6/21/2004 11:58:00AM	2	Unknown	5150	6003 (MusicianICD)	gSkills*	0:03:25	Agent6 Agent6	0:01:59	0:01:57	0:00:00
1-178000000063-0	6/21/2004 11:36:08AM 6/21/2004 11:36:15AM	2	2124	5193	6003 (MusicianICD)					0:00:07	
1-178000000064-0	6/21/2004 11:36:10AM 6/21/2004 11:36:13AM	2	2014	5114	6003 (MusicianICD)					0:00:02	
1-178000000067-0	6/21/2004 11:36:28AM 6/21/2004 11:53:41AM	2	2034	5136	6003 (MusicianICD)	gSkills*	0:03:00	Agent8 Agent8	0:00:03	0:00:36	0:00:12

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000067-0	6/21/2004 11:36:28AM 6/21/2004 11:53:41AM	2	2034	5136	6003 (MusicianICD)	bSkills*	0:05:02	Agent4 Agent4	0:00:10	0:00:00	0:00:00
1-178000000067-0	6/21/2004 11:36:28AM 6/21/2004 11:53:41AM	2	2034	5136	6003 (MusicianICD)	bSkills*	0:05:02	Agent4 Agent4	0:00:03	0:00:55	0:00:11
1-178000000067-0	6/21/2004 11:36:28AM 6/21/2004 11:53:41AM	2	2034	5136	6003 (MusicianICD)	dSkills*	0:06:10	Agent6 Agent6	0:00:02	0:01:03	0:00:00
1-178000000070-0	6/21/2004 11:36:56AM 6/21/2004 11:40:46AM	2	2136	5181	6003 (MusicianICD)	dSkills*	0:03:21	Agent5 Agent5	0:00:02	0:00:16	0:00:00
1-178000000071-0	6/21/2004 11:37:00AM 6/21/2004 11:37:02AM	2	2014	5190	6003 (MusicianICD)					0:00:02	
1-178000000072-0	6/21/2004 11:37:03AM 6/21/2004 11:38:01AM	2	Unknown	5132	6001 (AA)					0:00:00	
1-178000000072-1	6/21/2004 11:38:01AM 6/21/2004 11:38:35AM	2	Unknown	5151	6001 (AA)					0:00:00	
1-178000000072-2	6/21/2004 11:38:35AM 6/21/2004 11:58:00AM	2	Unknown	5195	6003 (MusicianICD)	bSkills*	0:03:41	Agent5 Agent5	0:01:13	0:01:11	0:00:00
1-178000000076-0	6/21/2004 11:38:01AM 6/21/2004 11:42:36AM	2	2044	5154	6003 (MusicianICD)	bSkills*	0:02:44	Agent5 Agent5	0:00:05	0:01:42	0:00:05

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000077- 0	6/21/2004 11:38:09AM 6/21/2004 11:42:00AM	2	2039	5125	6003 (MusicianICD)	bSkills*	0:02:44	Agent4 Agent4	0:00:03	0:00:40	0:00:15
1-178000000077- 1	6/21/2004 11:42:00AM 6/21/2004 11:45:35AM	2	2039	5188	6003 (MusicianICD)	dSkills*	0:01:56	Agent5 Agent5	0:00:06	0:01:28	0:01:43
1-178000000078- 0	6/21/2004 11:38:16AM 6/21/2004 11:38:22AM	2	2124	5174	6003 (MusicianICD)					0:00:06	
1-178000000082- 0	6/21/2004 11:39:15AM 6/21/2004 11:48:05AM	2	2883	5109	6003 (MusicianICD)	bSkills*	0:04:28	Agent3 Agent3	0:00:02	0:02:44	0:00:00
1-178000000082- 1	6/21/2004 11:48:05AM 6/21/2004 11:48:34AM	2	2883	2124	2124			Agent4 Agent4	0:00:00	0:00:28	0:00:30
1-178000000085- 0	6/21/2004 11:39:50AM 6/21/2004 11:40:59AM	1	2006	5104	6003 (MusicianICD)	bSkills	0:00:56			0:00:00	
1-178000000086- 0	6/21/2004 11:40:00AM 6/21/2004 11:40:32AM	1	Unknown	5163	6001 (AA)					0:00:00	
1-178000000087- 0	6/21/2004 11:40:10AM 6/21/2004 11:40:13AM	2	2014	5170	6003 (MusicianICD)					0:00:02	
1-178000000088- 0	6/21/2004 11:40:15AM 6/21/2004 11:40:16AM	2	2014							0:00:02	

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000089-0	6/21/2004 11:40:21AM 6/21/2004 11:40:25AM	2	2008	5150	6003 (MusicianICD)					0:00:04	
1-178000000092-0	6/21/2004 11:40:35AM 6/21/2004 11:41:11AM	2	Unknown	5127	6001 (AA)					0:00:00	
1-178000000092-1	6/21/2004 11:41:11AM 6/21/2004 11:47:08AM	2	Unknown	5189	6003 (MusicianICD)	gSkills*	0:05:08	Agent8 Agent8	0:00:03	0:00:27	0:00:26
1-178000000092-2	6/21/2004 11:47:08AM 6/21/2004 12:08:05PM	2	Unknown	5119	6003 (MusicianICD)	bSkills*	0:06:21	Agent6 Agent6	0:00:02	0:01:22	0:00:30
1-178000000094-0	6/21/2004 11:40:53AM 6/21/2004 12:08:05PM	2	2136	5168	6003 (MusicianICD)	gSkills*	0:04:53	Agent7 Agent7	0:00:03	0:00:43	0:00:00
1-178000000094-1	6/21/2004 11:46:41AM 6/21/2004 11:54:22AM	2	2136	5149	6003 (MusicianICD)	dSkills*	0:06:50	Agent7 Agent7	0:00:04	0:00:44	0:00:00
1-178000000096-0	6/21/2004 11:41:51AM 6/21/2004 11:42:00AM	2	2124	5188	6003 (MusicianICD)					0:00:10	
1-178000000097-0	6/21/2004 11:42:01AM 6/21/2004 11:42:13AM	2	Unknown	5157	6001 (AA)					0:00:00	
1-178000000097-1	6/21/2004 11:42:13AM 6/21/2004 11:48:36AM	2	Unknown	5131	6003 (MusicianICD)	gSkills*	0:05:00	Agent6 Agent6	0:00:04	0:01:07	0:00:50

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000099-0	6/21/2004 11:42:27AM 6/21/2004 11:42:52AM	2	Unknown	5140	6001 (AA)					0:00:00	
1-178000000099-1	6/21/2004 11:42:52AM 6/21/2004 11:48:41AM	2	Unknown	5176	6003 (MusicianICD)	gSkills*	0:04:23	Agent8 Agent8	0:00:05	0:00:56	0:00:33
1-178000000099-2	6/21/2004 11:48:41AM 6/21/2004 11:57:55AM	2	Unknown	5138	6003 (MusicianICD)	anybody*	0:06:27	Agent7 Agent7	0:00:04	0:02:24	0:00:00
1-178000000100-0	6/21/2004 11:42:33AM 6/21/2004 11:43:10AM	2	2035	5166	6002 (ICD)	BXB*	0:00:02	Agent2 Agent2	0:00:02	0:00:33	0:00:00
1-178000000103-0	6/21/2004 11:43:13AM 6/21/2004 11:43:15AM	2	2014	5153	6003 (MusicianICD)					0:00:03	
1-178000000104-0	6/21/2004 11:43:13AM 6/21/2004 11:43:36AM	2	2044	5147	6001 (AA)					0:00:00	
1-178000000105-0	6/21/2004 11:43:45AM 6/21/2004 11:44:03AM	2	2044	5169	6001 (AA)					0:00:00	
1-178000000106-0	6/21/2004 11:43:49AM 6/21/2004 11:43:56AM	2	2124	2014	2014					0:00:07	
1-178000000108-0	6/21/2004 11:43:55AM 6/21/2004 11:43:57AM	2	2015	5164	6001 (AA)					0:00:03	

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000112-0	6/21/2004 11:44:09AM 6/21/2004 11:45:17AM	1	2044	5148	6001 (AA)					0:00:00	
1-178000000113-0	6/21/2004 11:44:52AM 6/21/2004 11:45:31AM	1	2908	5197	6003 (MusicianICD)	bSkills	0:00:04			0:00:00	
1-178000000114-0	6/21/2004 11:45:08AM 6/21/2004 11:45:28AM	2	Unknown	5133	6001 (AA)					0:00:00	
1-178000000114-1	6/21/2004 11:45:28AM 6/21/2004 11:52:33AM	2	Unknown	5141	6003 (MusicianICD)	dSkills*	0:03:43	Agent6 Agent6	0:00:01	0:02:47	0:00:00
1-178000000114-1	6/21/2004 11:45:28AM 6/21/2004 11:52:33AM	2	Unknown	5141	6003 (MusicianICD)	dSkills*	0:03:43	Agent2 Agent2	0:00:00	0:01:46	0:00:00
1-178000000116-0	6/21/2004 11:45:24AM 6/21/2004 11:49:53AM	2	2021	5194	6003 (MusicianICD)	dSkills*	0:03:41	Agent8 Agent8	0:00:03	0:00:32	0:03:10
1-178000000116-0	6/21/2004 11:45:24AM 6/21/2004 11:49:53AM	2	2021	5194	6003 (MusicianICD)	dSkills*	0:03:41	Agent7 Agent7	0:00:09	0:00:00	0:00:00
1-178000000116-1	6/21/2004 11:49:53AM 6/21/2004 11:56:41AM	2	2021	5177	6003 (MusicianICD)	bSkills*	0:05:47	Agent8 Agent8	0:00:09	0:00:43	0:00:17
1-178000000117-0	6/21/2004 11:45:27AM 6/21/2004 11:46:00AM	2	2044	5144	6001 (AA)					0:00:00	

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000118-0	6/21/2004 11:45:38AM 6/21/2004 11:46:16AM	2	2035	5115	6002 (ICD)	BXB*	0:00:03	Agent2 Agent2	0:00:03	0:00:19	0:00:00
1-178000000118-1	6/21/2004 11:46:16AM 6/21/2004 11:47:22AM	2	2035	2015	2015			Agent6 Agent6	0:00:00	0:01:06	0:00:00
1-178000000121-0	6/21/2004 11:46:03AM 6/21/2004 11:46:16AM	2	2894	2015	2015					0:00:14	
1-178000000122-0	6/21/2004 11:46:15AM 6/21/2004 11:46:23AM	2	2124	5196	6003 (MusicianICD)					0:00:07	
1-178000000123-0	6/21/2004 11:46:27AM 6/21/2004 11:54:02AM	2	2044	5182	6003 (MusicianICD)	dSkills*	0:06:33	Agent8 Agent8	0:00:03	0:00:30	0:00:55
1-178000000123-1	6/21/2004 11:53:47AM 6/21/2004 11:54:02AM	2	2044	5126	6001 (AA)					0:00:00	
1-178000000125-0	6/21/2004 11:46:37AM 6/21/2004 11:46:41AM	2	2008	5149	6003 (MusicianICD)					0:00:05	
1-178000000126-0	6/21/2004 11:46:38AM 6/21/2004 11:48:05AM	2	2005	2124	2124					0:01:27	
1-178000000127-0	6/21/2004 11:47:05AM 6/21/2004 11:47:08AM	2	2014	5119	6003 (MusicianICD)					0:00:03	

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000128-0	6/21/2004 11:47:09AM 6/21/2004 11:47:24AM	2	Unknown	5172	6001 (AA)					0:00:00	
1-178000000128-1	6/21/2004 11:47:24AM 6/21/2004 11:55:24AM	2	Unknown	5108	6003 (MusicianICD)	gSkills*	0:07:08	Agent8 Agent8	0:00:04	0:00:32	0:00:22
1-178000000128-2	6/21/2004 11:55:24AM 6/21/2004 12:04:32PM	2	Unknown	5143	6003 (MusicianICD)	bSkills*	0:06:40	Agent5 Agent5	0:00:03	0:02:12	0:00:00
1-178000000129-0	6/21/2004 11:47:12AM 6/21/2004 11:47:14AM	2	2004							0:00:02	
1-178000000132-0	6/21/2004 11:47:26AM 6/21/2004 12:18:10PM	2	2035	5120	6003 (MusicianICD)	bSkills*	0:06:52	Agent7 Agent7	0:00:03	0:00:51	0:00:00
1-178000000132-1	6/21/2004 11:55:24AM 6/21/2004 12:04:05PM	2	2035	5110	6003 (MusicianICD)	gSkills*	0:06:52	Agent4 Agent4	0:00:01	0:01:44	0:00:24
1-178000000134-0	6/21/2004 11:47:49AM 6/21/2004 12:05:09PM	2	2039	5173	6003 (MusicianICD)	anybody*	0:06:41	Agent4 Agent4	0:00:01	0:01:05	0:00:05
1-178000000134-0	6/21/2004 11:47:49AM 6/21/2004 12:05:09PM	2	2039	5173	6003 (MusicianICD)	gSkills*	0:08:32	Agent6 Agent6	0:00:02	0:00:46	0:00:03
1-178000000137-0	6/21/2004 11:48:37AM 6/21/2004 11:55:40AM	2	2883	5187	6003 (MusicianICD)	dSkills*	0:06:30	Agent5 Agent5	0:00:01	0:00:23	0:00:00

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000137- 1	6/21/2004 11:55:40AM 6/21/2004 11:57:08AM	2	2883	2015	2015			Agent6 Agent6	0:00:00	0:01:28	0:00:00
1-178000000138- 0	6/21/2004 11:48:39AM 6/21/2004 11:48:41AM	2	2014	5138	6003 (MusicianICD)					0:00:02	
1-178000000140- 0	6/21/2004 11:49:09AM 6/21/2004 11:57:25AM	2	2006	5121	6003 (MusicianICD)	bSkills*	0:06:17	Agent5 Agent5	0:00:04	0:01:39	0:00:00
1-178000000143- 0	6/21/2004 11:49:52AM 6/21/2004 11:49:53AM	2	2014	5177	6003 (MusicianICD)					0:00:02	
1-178000000144- 0	6/21/2004 11:50:05AM 6/21/2004 11:50:22AM	2	Unknown	5103	6001 (AA)					0:00:00	
1-178000000145- 0	6/21/2004 11:50:31AM 6/21/2004 11:50:46AM	2	2015	2894	2894					0:00:15	
1-178000000146- 0	6/21/2004 11:50:40AM 6/21/2004 11:50:58AM	2	Unknown	5145	6001 (AA)					0:00:00	
1-178000000146- 1	6/21/2004 11:50:58AM 6/21/2004 11:57:05AM	2	Unknown	5105	6003 (MusicianICD)	bSkills*	0:04:58	Agent4 Agent4	0:00:02	0:00:48	0:00:00
1-178000000146- 2	6/21/2004 11:57:05AM 6/21/2004 12:06:10PM	2	Unknown	5142	6003 (MusicianICD)	dSkills*	0:08:04	Agent6 Agent6	0:00:01	0:00:53	0:00:00

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000146- 2	6/21/2004 11:57:05AM 6/21/2004 12:06:10PM	2	Unknown	5142	6003 (MusicianICD)	dSkills*	0:08:04	Agent4 Agent4	0:00:10	0:00:00	0:00:00
1-178000000147- 0	6/21/2004 11:51:33AM 6/21/2004 11:57:43AM	2	2040	5191	6003 (MusicianICD)	anybody*	0:05:26	Agent8 Agent8	0:00:09	0:00:30	0:00:22
1-178000000147- 1	6/21/2004 11:57:43AM 6/21/2004 11:58:37AM	1	2040	5158	6001 (AA)					0:00:00	
1-178000000148- 0	6/21/2004 11:52:04AM 6/21/2004 11:58:46AM	2	2903	5199	6003 (MusicianICD)	bSkills*, anybody	0:05:14	Agent5 Agent5	0:00:01	0:01:18	0:00:00
1-178000000148- 0	6/21/2004 11:52:04AM 6/21/2004 11:58:46AM	2	2903	5199	6003 (MusicianICD)	bSkills*, anybody	0:05:14	Agent4 Agent4	0:00:10	0:00:00	0:00:00
1-178000000149- 0	6/21/2004 11:52:11AM 6/21/2004 11:52:19AM	2	2124	5111	6003 (MusicianICD)					0:00:07	
1-178000000153- 0	6/21/2004 11:53:33AM 6/21/2004 11:53:46AM	2	Unknown	5185	6001 (AA)					0:00:00	
1-178000000154- 0	6/21/2004 11:53:44AM 6/21/2004 12:00:29PM	2	2034	5116	6003 (MusicianICD)	anybody*	0:05:20	Agent8 Agent8	0:00:10	0:00:00	0:00:00
1-178000000154- 0	6/21/2004 11:53:44AM 6/21/2004 12:00:29PM	2	2034	5116	6003 (MusicianICD)	anybody*	0:05:20	Agent5 Agent5	0:00:09	0:00:00	0:00:00

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000154-0	6/21/2004 11:53:44AM 6/21/2004 12:00:29PM	2	2034	5116	6003 (MusicianICD)	anybody*	0:05:20	Agent5 Agent5	0:00:02	0:01:19	0:00:00
1-178000000156-0	6/21/2004 11:53:45AM 6/21/2004 11:53:47AM	2	2014	5126	6001 (AA)					0:00:02	
1-178000000157-0	6/21/2004 11:54:08AM 6/21/2004 11:54:33AM	1	Unknown	5171	6001 (AA)					0:00:00	
1-178000000158-0	6/21/2004 11:54:11AM 6/21/2004 12:02:13PM	2	2908	5139	6003 (MusicianICD)	dSkills*	0:04:27	Agent6 Agent6	0:00:01	0:03:03	0:00:00
1-178000000158-0	6/21/2004 11:54:11AM 6/21/2004 12:02:13PM	2	2908	5139	6003 (MusicianICD)	dSkills*	0:04:27	Agent4 Agent4	0:00:00	0:02:21	0:00:04
1-178000000160-0	6/21/2004 11:54:26AM 6/21/2004 11:54:28AM	1	2136	5167	6001 (AA)					0:00:00	
1-178000000161-0	6/21/2004 11:54:31AM 6/21/2004 11:54:45AM	2	2136	5155	6001 (AA)					0:00:00	
1-178000000161-1	6/21/2004 11:54:45AM 6/21/2004 12:01:37PM	2	2136	5156	6003 (MusicianICD)	bSkills*	0:05:48	Agent8 Agent8	0:00:03	0:00:39	0:00:43
1-178000000161-2	6/21/2004 12:01:37PM 6/21/2004 12:08:42PM	2	2136	5113	6003 (MusicianICD)	dSkills*	0:06:11	Agent7 Agent7	0:00:04	0:00:47	0:00:00

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000162-0	6/21/2004 11:54:41AM 6/21/2004 12:02:14PM	2	2044	5128	6003 (MusicianICD)	anybody*	0:05:40	Agent5 Agent5	0:00:01	0:01:33	0:00:00
1-178000000165-0	6/21/2004 11:54:53AM 6/21/2004 11:55:07AM	2	Unknown	5184	6001 (AA)					0:00:00	
1-178000000165-1	6/21/2004 11:55:07AM 6/21/2004 12:03:26PM	2	Unknown	5101	6003 (MusicianICD)	gSkills*	0:06:54	Agent6 Agent6	0:00:02	0:01:09	0:00:51
1-178000000167-0	6/21/2004 11:55:15AM 6/21/2004 11:55:25AM	2	Unknown	5186	6001 (AA)					0:00:00	
1-178000000167-1	6/21/2004 11:55:25AM 6/21/2004 12:28:16PM	2	Unknown	5198	6003 (MusicianICD)	anybody, gSkills*	0:07:35	Agent8 Agent8	0:00:10	0:00:00	0:00:00
1-178000000167-1	6/21/2004 11:55:25AM 6/21/2004 12:28:16PM	2	Unknown	5198	6003 (MusicianICD)	anybody, gSkills*	0:07:35	Agent8 Agent8	0:00:04	0:01:28	0:06:31
1-178000000167-2	6/21/2004 12:04:42PM 6/21/2004 12:08:10PM	1	Unknown	5107	6003 (MusicianICD)	anybody	0:03:11			0:00:00	
1-178000000168-0	6/21/2004 11:55:20AM 6/21/2004 11:55:24AM	2	2008	5110	6003 (MusicianICD)					0:00:03	
1-178000000169-0	6/21/2004 11:55:22AM 6/21/2004 11:55:24AM	2	2014	5143	6003 (MusicianICD)					0:00:02	

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000171-0	6/21/2004 11:55:36AM 6/21/2004 11:55:43AM	2	2124	5112	6003 (MusicianICD)					0:00:07	
1-178000000172-0	6/21/2004 11:55:38AM 6/21/2004 11:55:40AM	2	2004	2015	2015					0:00:02	
1-178000000175-0	6/21/2004 11:56:00AM 6/21/2004 11:56:14AM	2	Unknown	5106	6001 (AA)					0:00:00	
1-178000000175-1	6/21/2004 11:56:14AM 6/21/2004 12:02:05PM	1	Unknown	5180	6003 (MusicianICD)	dSkills, anybody	0:05:37			0:00:00	
1-178000000177-0	6/21/2004 11:56:59AM 6/21/2004 11:57:05AM	2	2124	5142	6003 (MusicianICD)					0:00:06	
1-178000000180-0	6/21/2004 11:57:09AM 6/21/2004 12:07:37PM	2	2883	5178	6003 (MusicianICD)	gSkills	0:00:46			0:00:00	
1-178000000180-0	6/21/2004 11:57:09AM 6/21/2004 12:07:37PM	2	2883	5178	6003 (MusicianICD)	gSkills*	0:08:35	Agent4 Agent4	0:00:01	0:00:47	0:00:27
1-178000000182-0	6/21/2004 11:57:41AM 6/21/2004 11:57:43AM	2	2014	5158	6001 (AA)					0:00:02	
1-178000000185-0	6/21/2004 11:58:41AM 6/21/2004 12:07:30PM	2	2040	5192	6003 (MusicianICD)	bSkills*	0:07:23	Agent6 Agent6	0:00:01	0:01:17	0:00:00

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
4=aborted, 5 to 98 = rejected, 99=cleared
* CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000185- 0	6/21/2004 11:58:41AM 6/21/2004 12:07:30PM	2	2040	5192	6003 (MusicianICD)	bSkills*	0:07:23	Agent5 Agent5	0:00:09	0:00:00	0:00:00
1-178000000187- 0	6/21/2004 11:58:48AM 6/21/2004 12:07:25PM	1	2903	5102	6003 (MusicianICD)	dSkills	0:08:27			0:00:00	
1-178000000190- 0	6/21/2004 11:59:35AM 6/21/2004 11:59:51AM	2	2015	2124	2124					0:00:17	
1-178000000192- 0	6/21/2004 12:00:32PM 6/21/2004 12:09:56PM	2	2034	5118	6003 (MusicianICD)	anybody*	0:06:50	Agent6 Agent6	0:00:02	0:02:21	0:00:00
1-178000000194- 0	6/21/2004 12:01:32PM 6/21/2004 12:01:37PM	2	2014	5113	6003 (MusicianICD)					0:00:04	
1-178000000195- 0	6/21/2004 12:01:37PM 6/21/2004 12:02:04PM	2	Unknown	5135	6001 (AA)					0:00:00	
1-178000000195- 1	6/21/2004 12:02:04PM 6/21/2004 12:08:20PM	1	Unknown	5100	6003 (MusicianICD)	anybody	0:05:41			0:00:00	
1-178000000196- 0	6/21/2004 12:02:07PM 6/21/2004 12:02:14PM	2	2004	4080	4080					0:00:07	
1-178000000197- 0	6/21/2004 12:02:08PM 6/21/2004 12:02:18PM	2	Unknown	5159	6001 (AA)					0:00:00	

All times are server time.

Report generated: 2/24/2009 5:07:05PM

+ Contact Disposition 1=abandoned, 2=handled,
 4=aborted, 5 to 98 = rejected, 99=cleared
 * CSQ that handled the call is marked with an asterisk.

Detailed Call, CSQ, Agent Report

Start Date Selected - End Date Selected

<u>Node ID - Session ID - Sequence No.</u>	<u>Call Start Time Call End Time</u>	<u>Contact Disp+</u>	<u>Originator DN (Calling Number)</u>	<u>Destination DN</u>	<u>Called Number (App. Name)</u>	<u>CSQ Names*</u>	<u>Queue Time</u>	<u>Agent Name</u>	<u>Ring Time</u>	<u>Talk Time</u>	<u>Work Time</u>
1-178000000197- 1	6/21/2004 12:02:18PM 6/21/2004 12:07:32PM	1	Unknown	5162	6003 (MusicianICD)	dSkills	0:05:00			0:00:00	
1-178000000206- 0	6/21/2004 12:04:40PM 6/21/2004 12:04:42PM	2	2014	5107	6003 (MusicianICD)					0:00:02	
1-178000000210- 0	6/21/2004 12:06:27PM 6/21/2004 12:06:35PM	2	2124	5160	6003 (MusicianICD)					0:00:09	