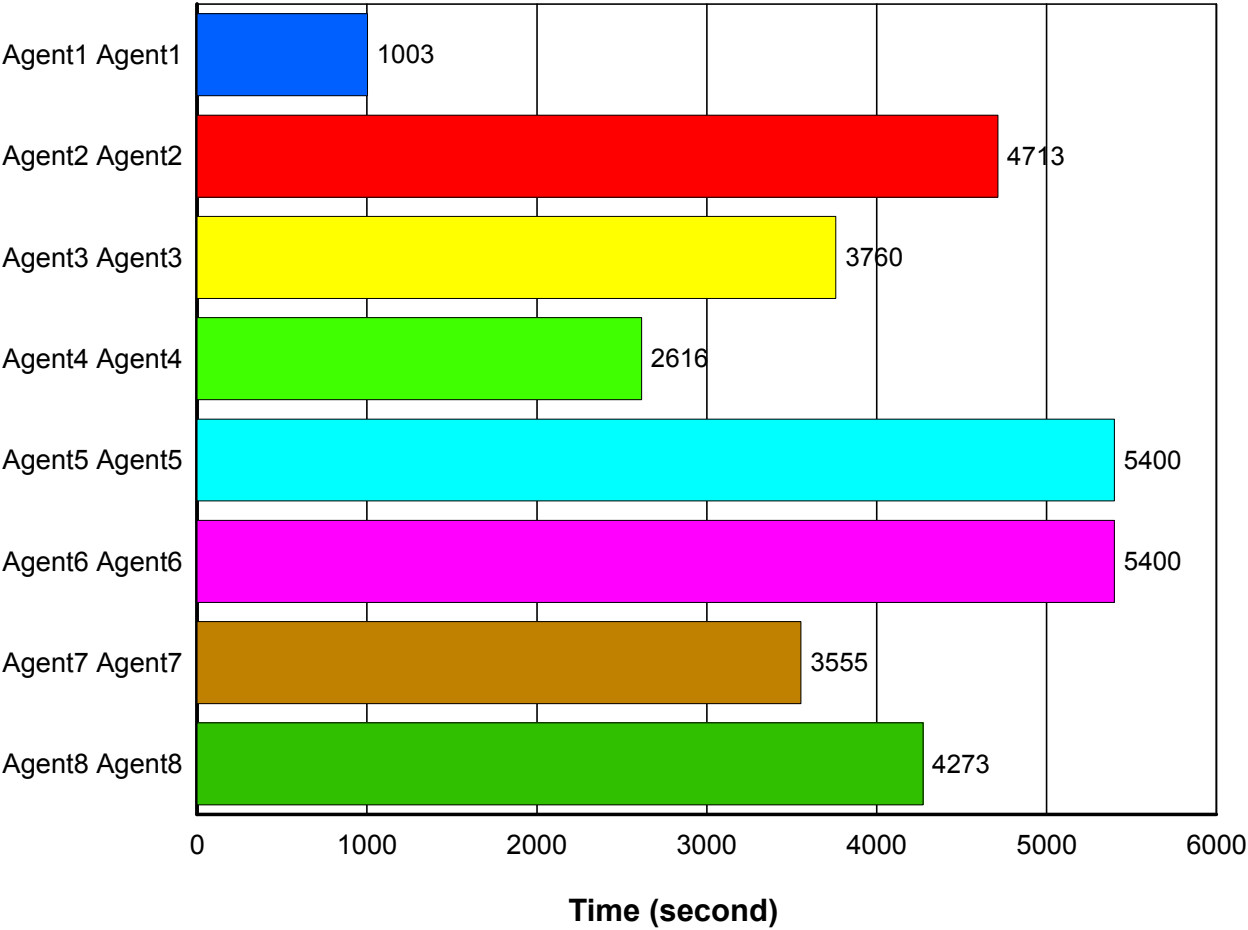


Total Logged-In Time for Each Agent

Start Date Selected - End Date Selected

Agent Name



Agent Login Logout Activity Report

Start Date Selected - End Date Selected

*** Predefined Reason Codes

* A preceding "<" sign indicates agent logged in before that time.

** A preceding ">" sign indicates agent logged out after that time.

0 = default

32750 = agent's ICD extension changed

32751 = agent skips outbound call.

32752 = agent cancels reservation for the outbound call.

32764 = CRS failover

32765 = connection down

32766 = CAD closed

32767 = agent re-logged in

<u>Agent Name</u>	<u>Extension</u>	<u>Login Time*</u>	<u>Logout Time**</u>	<u>Logout Reason Code***</u>	<u>Logged-In Duration</u>
Agent1 Agent1	2062	6/21/2004 11:20:29AM	6/21/2004 11:37:11AM	2	0:16:43
Total:					0:16:43
Agent2 Agent2	2894	< 6/21/2004 11:00:00AM	6/21/2004 12:18:34PM	1	01:18:33
Total:					01:18:33
Agent3 Agent3	2005	6/21/2004 11:27:21AM	> 6/21/2004 12:30:00PM		01:02:40
Total:					01:02:40
Agent4 Agent4	2124	6/21/2004 11:23:38AM	6/21/2004 12:07:13PM	1	0:43:36
Total:					0:43:36
Agent5 Agent5	2004	< 6/21/2004 11:00:00AM	> 6/21/2004 12:30:00PM		01:30:00
Total:					01:30:00
Agent6 Agent6	2015	< 6/21/2004 11:00:00AM	> 6/21/2004 12:30:00PM		01:30:00
Total:					01:30:00
Agent7 Agent7	2008	6/21/2004 11:30:45AM	> 6/21/2004 12:30:00PM		0:59:15
Total:					0:59:15
Agent8 Agent8	2014	< 6/21/2004 11:00:00AM	6/21/2004 12:11:13PM	1	01:11:13
Total:					01:11:13
Grand Total:					08:32:00