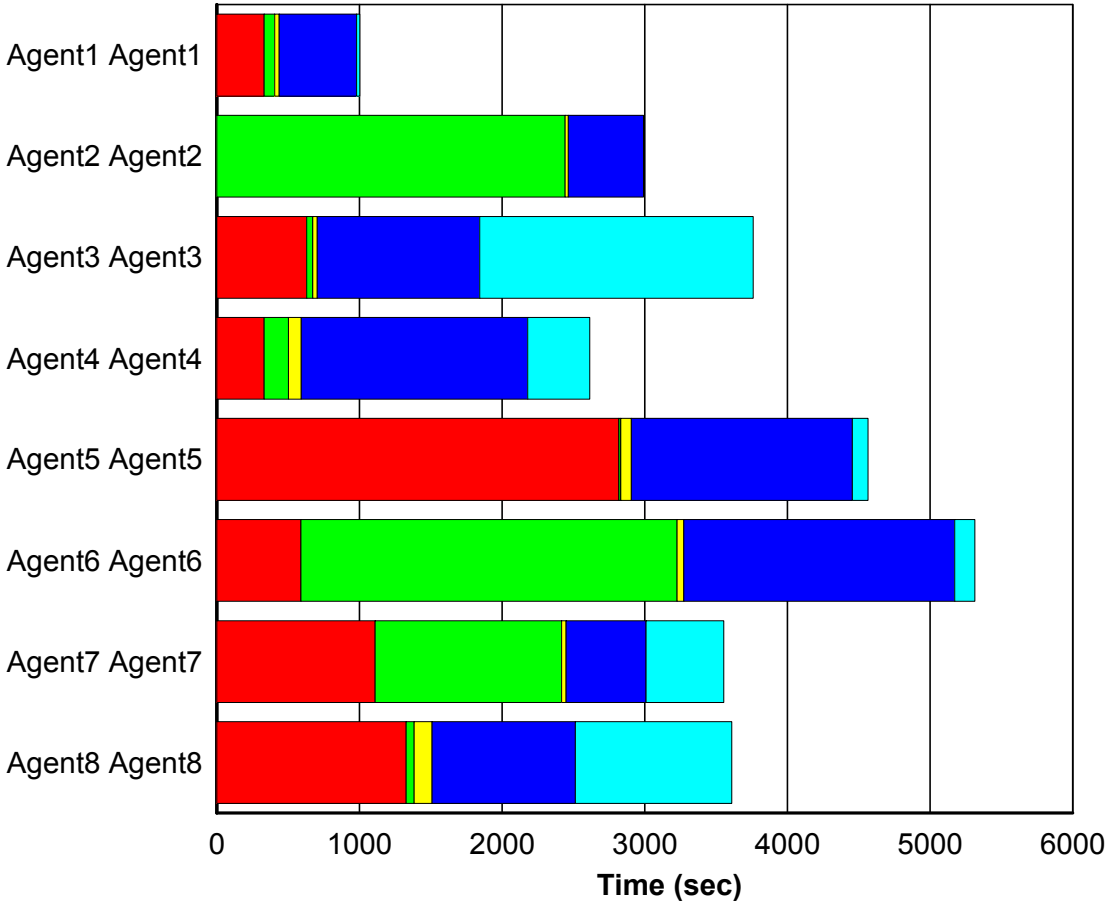


# Agent State Duration by Agent

Start Date Selected - End Date Selected

Agent Name



# Agent State Detail Report

## \* Predefined Reason Codes

0 = default  
 22 = supervisor moved Agent to Logout  
 33 = supervisor moved agent to Not Ready  
 32750 = agent's ICD extension  
           changed  
 32751 = agent skips outbound call  
 32752 = agent cancels reservation for  
           the outbound call

Start Date Selected - End Date Selected

32753 = line restricted  
 32754 = device restricted  
 32755 = call ended  
 32756 = phone back in service  
 32757 = CM failover  
 32758 = work state timer expired  
 32759 = phone out of service  
 32760 = agent logged in

## \* Predefined Reason Codes

32761 = agent received non-ACD call  
 32762 = agent went off-hook  
 32763 = agent let a call go RNA  
 32764 = CRS failover  
 32765 = connection down  
 32766 = CAD closed  
 32767 = agent re-logged in

| <u>Agent Name</u> | <u>Extension</u> | <u>State Transition Time</u> | <u>Agent State</u> | <u>Reason Code*</u> | <u>Duration</u> |
|-------------------|------------------|------------------------------|--------------------|---------------------|-----------------|
| Agent1 Agent1     | 2062             | 6/21/2004 11:20:29AM         | Logged-in          | 0                   | 0:00:00         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:20:29AM         | Not Ready          | 32760               | 0:05:20         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:25:49AM         | Ready              | 0                   | 0:00:04         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:25:52AM         | Reserved           | 0                   | 0:00:05         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:25:57AM         | Talking            | 0                   | 0:00:50         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:26:47AM         | Ready              | 0                   | 0:00:00         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:26:47AM         | Reserved           | 0                   | 0:00:03         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:26:50AM         | Talking            | 0                   | 0:00:37         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:27:28AM         | Reserved           | 0                   | 0:00:00         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:27:28AM         | Ready              | 0                   | 0:00:06         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:27:34AM         | Talking            | 0                   | 0:00:35         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:28:08AM         | Work               | 0                   | 0:00:16         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:28:24AM         | Ready              | 0                   | 0:00:42         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:29:06AM         | Reserved           | 0                   | 0:00:07         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:29:13AM         | Talking            | 0                   | 0:00:41         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:29:54AM         | Ready              | 0                   | 0:00:23         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:30:18AM         | Reserved           | 0                   | 0:00:08         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:30:25AM         | Talking            | 0                   | 0:00:38         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:31:03AM         | Ready              | 0                   | 0:00:00         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:31:04AM         | Reserved           | 0                   | 0:00:08         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:31:12AM         | Talking            | 0                   | 0:05:42         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:36:53AM         | Work               | 0                   | 0:00:06         |
| Agent1 Agent1     | 2062             | 6/21/2004 11:37:00AM         | Not Ready          | 1                   | 0:00:12         |
| Agent2 Agent2     | 2894             | 6/21/2004 11:28:42AM         | Reserved           | 0                   | 0:00:04         |
| Agent2 Agent2     | 2894             | 6/21/2004 11:28:46AM         | Talking            | 0                   | 0:02:02         |
| Agent2 Agent2     | 2894             | 6/21/2004 11:30:47AM         | Ready              | 0                   | 0:00:45         |
| Agent2 Agent2     | 2894             | 6/21/2004 11:31:33AM         | Reserved           | 0                   | 0:00:08         |
| Agent2 Agent2     | 2894             | 6/21/2004 11:31:40AM         | Ready              | 0                   | 0:02:33         |
| Agent2 Agent2     | 2894             | 6/21/2004 11:34:13AM         | Reserved           | 0                   | 0:00:03         |
| Agent2 Agent2     | 2894             | 6/21/2004 11:34:16AM         | Talking            | 0                   | 0:03:19         |
| Agent2 Agent2     | 2894             | 6/21/2004 11:37:36AM         | Reserved           | 0                   | 0:00:00         |
| Agent2 Agent2     | 2894             | 6/21/2004 11:37:36AM         | Ready              | 0                   | 0:00:02         |
| Agent2 Agent2     | 2894             | 6/21/2004 11:37:38AM         | Talking            | 0                   | 0:00:21         |
| Agent2 Agent2     | 2894             | 6/21/2004 11:37:59AM         | Ready              | 0                   | 0:04:36         |
| Agent2 Agent2     | 2894             | 6/21/2004 11:42:35AM         | Reserved           | 0                   | 0:00:03         |
| Agent2 Agent2     | 2894             | 6/21/2004 11:42:37AM         | Talking            | 0                   | 0:00:33         |
| Agent2 Agent2     | 2894             | 6/21/2004 11:43:10AM         | Ready              | 0                   | 0:02:29         |
| Agent2 Agent2     | 2894             | 6/21/2004 11:45:39AM         | Reserved           | 0                   | 0:00:03         |

# Agent State Detail Report

## \* Predefined Reason Codes

0 = default  
 22 = supervisor moved Agent to Logout  
 33 = supervisor moved agent to Not Ready  
 32750 = agent's ICD extension  
         changed  
 32751 = agent skips outbound call  
 32752 = agent cancels reservation for  
         the outbound call

Start Date Selected - End Date Selected

32753 = line restricted  
 32754 = device restricted  
 32755 = call ended  
 32756 = phone back in service  
 32757 = CM failover  
 32758 = work state timer expired  
 32759 = phone out of service  
 32760 = agent logged in

## \* Predefined Reason Codes

32761 = agent received non-ACD call  
 32762 = agent went off-hook  
 32763 = agent let a call go RNA  
 32764 = CRS failover  
 32765 = connection down  
 32766 = CAD closed  
 32767 = agent re-logged in

| <u>Agent Name</u> | <u>Extension</u> | <u>State Transition Time</u> | <u>Agent State</u> | <u>Reason Code*</u> | <u>Duration</u> |
|-------------------|------------------|------------------------------|--------------------|---------------------|-----------------|
| Agent2 Agent2     | 2894             | 6/21/2004 11:45:43AM         | Talking            | 0                   | 0:00:34         |
| Agent2 Agent2     | 2894             | 6/21/2004 11:46:16AM         | Ready              | 0                   | 0:04:16         |
| Agent2 Agent2     | 2894             | 6/21/2004 11:50:32AM         | Reserved           | 0                   | 0:00:02         |
| Agent2 Agent2     | 2894             | 6/21/2004 11:50:35AM         | Talking            | 0                   | 0:01:58         |
| Agent2 Agent2     | 2894             | 6/21/2004 11:52:32AM         | Ready              | 0                   | 0:26:01         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:27:21AM         | Logged-in          | 0                   | 0:00:00         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:27:21AM         | Not Ready          | 32760               | 0:00:58         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:28:19AM         | Ready              | 0                   | 0:00:10         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:28:29AM         | Reserved           | 0                   | 0:00:05         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:28:34AM         | Talking            | 0                   | 0:01:08         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:29:42AM         | Ready              | 0                   | 0:00:19         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:30:00AM         | Reserved           | 0                   | 0:00:06         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:30:06AM         | Talking            | 0                   | 0:00:50         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:30:57AM         | Ready              | 0                   | 0:00:00         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:30:57AM         | Reserved           | 0                   | 0:00:11         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:31:08AM         | Talking            | 0                   | 0:00:35         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:31:43AM         | Work               | 0                   | 0:00:35         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:32:17AM         | Reserved           | 0                   | 0:00:00         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:32:17AM         | Talking            | 0                   | 0:04:35         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:36:53AM         | Work               | 0                   | 0:06:58         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:43:50AM         | Ready              | 0                   | 0:00:00         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:43:50AM         | Reserved           | 0                   | 0:00:04         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:43:55AM         | Talking            | 0                   | 0:04:11         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:48:05AM         | Reserved           | 0                   | 0:00:00         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:48:05AM         | Ready              | 0                   | 0:00:12         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:48:18AM         | Not Ready          | 32763               | 0:09:33         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:57:50AM         | Ready              | 0                   | 0:00:00         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:57:50AM         | Reserved           | 0                   | 0:00:06         |
| Agent3 Agent3     | 2005             | 6/21/2004 11:57:56AM         | Talking            | 0                   | 0:07:40         |
| Agent3 Agent3     | 2005             | 6/21/2004 12:05:37PM         | Work               | 0                   | 0:24:24         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:23:38AM         | Logged-in          | 0                   | 0:00:00         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:23:38AM         | Not Ready          | 32760               | 0:00:13         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:23:51AM         | Ready              | 0                   | 0:01:55         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:25:46AM         | Reserved           | 0                   | 0:00:07         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:25:52AM         | Talking            | 0                   | 0:01:17         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:27:09AM         | Work               | 0                   | 0:00:51         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:28:01AM         | Reserved           | 0                   | 0:00:00         |

# Agent State Detail Report

## \* Predefined Reason Codes

0 = default  
 22 = supervisor moved Agent to Logout  
 33 = supervisor moved agent to Not Ready  
 32750 = agent's ICD extension  
         changed  
 32751 = agent skips outbound call  
 32752 = agent cancels reservation for  
         the outbound call

Start Date Selected - End Date Selected

32753 = line restricted  
 32754 = device restricted  
 32755 = call ended  
 32756 = phone back in service  
 32757 = CM failover  
 32758 = work state timer expired  
 32759 = phone out of service  
 32760 = agent logged in

## \* Predefined Reason Codes

32761 = agent received non-ACD call  
 32762 = agent went off-hook  
 32763 = agent let a call go RNA  
 32764 = CRS failover  
 32765 = connection down  
 32766 = CAD closed  
 32767 = agent re-logged in

| <u>Agent Name</u> | <u>Extension</u> | <u>State Transition Time</u> | <u>Agent State</u> | <u>Reason Code*</u> | <u>Duration</u> |
|-------------------|------------------|------------------------------|--------------------|---------------------|-----------------|
| Agent4 Agent4     | 2124             | 6/21/2004 11:28:01AM         | Ready              | 0                   | 0:00:06         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:28:06AM         | Talking            | 0                   | 0:00:36         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:28:43AM         | Work               | 0                   | 0:00:05         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:28:47AM         | Ready              | 0                   | 0:00:25         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:29:13AM         | Reserved           | 0                   | 0:00:04         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:29:16AM         | Talking            | 0                   | 0:04:07         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:33:24AM         | Work               | 0                   | 0:00:53         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:34:17AM         | Ready              | 0                   | 0:00:00         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:34:17AM         | Reserved           | 0                   | 0:00:06         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:34:22AM         | Talking            | 0                   | 0:01:53         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:36:16AM         | Work               | 0                   | 0:00:18         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:36:34AM         | Reserved           | 0                   | 0:00:00         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:36:34AM         | Ready              | 0                   | 0:00:04         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:36:38AM         | Talking            | 0                   | 0:01:55         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:38:32AM         | Work               | 0                   | 0:00:24         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:38:57AM         | Ready              | 0                   | 0:00:00         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:38:57AM         | Reserved           | 0                   | 0:00:05         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:39:02AM         | Talking            | 0                   | 0:00:55         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:39:56AM         | Work               | 0                   | 0:01:08         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:41:04AM         | Ready              | 0                   | 0:00:00         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:41:04AM         | Reserved           | 0                   | 0:00:06         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:41:10AM         | Talking            | 0                   | 0:00:50         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:42:00AM         | Work               | 0                   | 0:00:15         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:42:16AM         | Ready              | 0                   | 0:00:00         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:42:16AM         | Reserved           | 0                   | 0:00:06         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:42:21AM         | Talking            | 0                   | 0:01:35         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:43:56AM         | Ready              | 0                   | 0:00:00         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:43:56AM         | Reserved           | 0                   | 0:00:11         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:44:08AM         | Not Ready          | 32763               | 0:01:11         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:45:18AM         | Ready              | 0                   | 0:00:00         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:45:18AM         | Reserved           | 0                   | 0:00:06         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:45:24AM         | Talking            | 0                   | 0:01:04         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:46:28AM         | Work               | 0                   | 0:00:11         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:46:40AM         | Reserved           | 0                   | 0:00:13         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:46:52AM         | Talking            | 0                   | 0:01:42         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:48:34AM         | Work               | 0                   | 0:00:30         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:49:05AM         | Ready              | 0                   | 0:00:00         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:49:05AM         | Reserved           | 0                   | 0:00:04         |

# Agent State Detail Report

## \* Predefined Reason Codes

0 = default  
 22 = supervisor moved Agent to Logout  
 33 = supervisor moved agent to Not Ready  
 32750 = agent's ICD extension  
           changed  
 32751 = agent skips outbound call  
 32752 = agent cancels reservation for  
           the outbound call

Start Date Selected - End Date Selected

32753 = line restricted  
 32754 = device restricted  
 32755 = call ended  
 32756 = phone back in service  
 32757 = CM failover  
 32758 = work state timer expired  
 32759 = phone out of service  
 32760 = agent logged in

## \* Predefined Reason Codes

32761 = agent received non-ACD call  
 32762 = agent went off-hook  
 32763 = agent let a call go RNA  
 32764 = CRS failover  
 32765 = connection down  
 32766 = CAD closed  
 32767 = agent re-logged in

| <u>Agent Name</u> | <u>Extension</u> | <u>State Transition Time</u> | <u>Agent State</u> | <u>Reason Code*</u> | <u>Duration</u> |
|-------------------|------------------|------------------------------|--------------------|---------------------|-----------------|
| Agent4 Agent4     | 2124             | 6/21/2004 11:49:08AM         | Talking            | 0                   | 0:03:10         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:52:19AM         | Work               | 0                   | 0:01:40         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:53:59AM         | Not Ready          | 2                   | 0:00:45         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:54:43AM         | Ready              | 0                   | 0:00:00         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:54:43AM         | Reserved           | 0                   | 0:00:04         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:54:47AM         | Talking            | 0                   | 0:01:12         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:55:59AM         | Work               | 0                   | 0:00:05         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:56:05AM         | Reserved           | 0                   | 0:00:00         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:56:05AM         | Ready              | 0                   | 0:00:05         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:56:10AM         | Talking            | 0                   | 0:00:56         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:57:05AM         | Reserved           | 0                   | 0:00:00         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:57:05AM         | Ready              | 0                   | 0:00:12         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:57:18AM         | Not Ready          | 32763               | 0:02:19         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:59:36AM         | Reserved           | 0                   | 0:00:03         |
| Agent4 Agent4     | 2124             | 6/21/2004 11:59:39AM         | Talking            | 0                   | 0:02:33         |
| Agent4 Agent4     | 2124             | 6/21/2004 12:02:13PM         | Work               | 0                   | 0:00:05         |
| Agent4 Agent4     | 2124             | 6/21/2004 12:02:17PM         | Ready              | 0                   | 0:00:00         |
| Agent4 Agent4     | 2124             | 6/21/2004 12:02:17PM         | Reserved           | 0                   | 0:00:03         |
| Agent4 Agent4     | 2124             | 6/21/2004 12:02:21PM         | Talking            | 0                   | 0:01:45         |
| Agent4 Agent4     | 2124             | 6/21/2004 12:04:05PM         | Work               | 0                   | 0:00:24         |
| Agent4 Agent4     | 2124             | 6/21/2004 12:04:30PM         | Ready              | 0                   | 0:00:00         |
| Agent4 Agent4     | 2124             | 6/21/2004 12:04:30PM         | Reserved           | 0                   | 0:00:12         |
| Agent4 Agent4     | 2124             | 6/21/2004 12:04:41PM         | Not Ready          | 32763               | 0:01:04         |
| Agent4 Agent4     | 2124             | 6/21/2004 12:05:45PM         | Reserved           | 0                   | 0:00:00         |
| Agent4 Agent4     | 2124             | 6/21/2004 12:05:45PM         | Ready              | 0                   | 0:00:04         |
| Agent4 Agent4     | 2124             | 6/21/2004 12:05:49PM         | Talking            | 0                   | 0:00:56         |
| Agent4 Agent4     | 2124             | 6/21/2004 12:06:46PM         | Work               | 0                   | 0:00:28         |
|                   |                  |                              |                    |                     |                 |
| Agent5 Agent5     | 2004             | 6/21/2004 11:13:54AM         | Not Ready          | 2                   | 0:21:35         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:35:28AM         | Ready              | 0                   | 0:00:00         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:35:28AM         | Reserved           | 0                   | 0:00:03         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:35:31AM         | Talking            | 0                   | 0:00:40         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:36:11AM         | Ready              | 0                   | 0:00:00         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:36:11AM         | Reserved           | 0                   | 0:00:04         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:36:16AM         | Talking            | 0                   | 0:00:34         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:36:49AM         | Ready              | 0                   | 0:00:00         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:36:49AM         | Reserved           | 0                   | 0:00:03         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:36:53AM         | Talking            | 0                   | 0:03:32         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:40:25AM         | Ready              | 0                   | 0:00:00         |

# Agent State Detail Report

## \* Predefined Reason Codes

0 = default  
 22 = supervisor moved Agent to Logout  
 33 = supervisor moved agent to Not Ready  
 32750 = agent's ICD extension  
         changed  
 32751 = agent skips outbound call  
 32752 = agent cancels reservation for  
         the outbound call

Start Date Selected - End Date Selected

32753 = line restricted  
 32754 = device restricted  
 32755 = call ended  
 32756 = phone back in service  
 32757 = CM failover  
 32758 = work state timer expired  
 32759 = phone out of service  
 32760 = agent logged in

## \* Predefined Reason Codes

32761 = agent received non-ACD call  
 32762 = agent went off-hook  
 32763 = agent let a call go RNA  
 32764 = CRS failover  
 32765 = connection down  
 32766 = CAD closed  
 32767 = agent re-logged in

| <u>Agent Name</u> | <u>Extension</u> | <u>State Transition Time</u> | <u>Agent State</u> | <u>Reason Code*</u> | <u>Duration</u> |
|-------------------|------------------|------------------------------|--------------------|---------------------|-----------------|
| Agent5 Agent5     | 2004             | 6/21/2004 11:40:25AM         | Reserved           | 0                   | 0:00:05         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:40:30AM         | Talking            | 0                   | 0:00:17         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:40:46AM         | Reserved           | 0                   | 0:00:00         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:40:46AM         | Ready              | 0                   | 0:00:07         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:40:54AM         | Talking            | 0                   | 0:01:43         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:42:36AM         | Work               | 0                   | 0:00:06         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:42:42AM         | Ready              | 0                   | 0:00:00         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:42:42AM         | Reserved           | 0                   | 0:00:03         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:42:46AM         | Talking            | 0                   | 0:01:12         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:43:57AM         | Ready              | 0                   | 0:00:00         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:43:57AM         | Reserved           | 0                   | 0:00:09         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:44:06AM         | Talking            | 0                   | 0:01:28         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:45:35AM         | Work               | 0                   | 0:01:44         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:47:19AM         | Ready              | 0                   | 0:00:00         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:47:19AM         | Reserved           | 0                   | 0:00:03         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:47:22AM         | Talking            | 0                   | 0:07:49         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:55:11AM         | Ready              | 0                   | 0:00:00         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:55:11AM         | Reserved           | 0                   | 0:00:04         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:55:15AM         | Talking            | 0                   | 0:00:25         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:55:40AM         | Ready              | 0                   | 0:00:00         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:55:40AM         | Reserved           | 0                   | 0:00:07         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:55:46AM         | Talking            | 0                   | 0:01:39         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:57:25AM         | Reserved           | 0                   | 0:00:00         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:57:25AM         | Ready              | 0                   | 0:00:02         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:57:27AM         | Talking            | 0                   | 0:01:18         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:58:46AM         | Ready              | 0                   | 0:00:00         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:58:46AM         | Reserved           | 0                   | 0:00:12         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:58:58AM         | Not Ready          | 32763               | 0:00:08         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:59:06AM         | Reserved           | 0                   | 0:00:00         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:59:06AM         | Ready              | 0                   | 0:00:04         |
| Agent5 Agent5     | 2004             | 6/21/2004 11:59:10AM         | Talking            | 0                   | 0:01:20         |
| Agent5 Agent5     | 2004             | 6/21/2004 12:00:29PM         | Ready              | 0                   | 0:00:00         |
| Agent5 Agent5     | 2004             | 6/21/2004 12:00:29PM         | Reserved           | 0                   | 0:00:03         |
| Agent5 Agent5     | 2004             | 6/21/2004 12:00:33PM         | Talking            | 0                   | 0:01:41         |
| Agent5 Agent5     | 2004             | 6/21/2004 12:02:14PM         | Ready              | 0                   | 0:00:00         |
| Agent5 Agent5     | 2004             | 6/21/2004 12:02:14PM         | Reserved           | 0                   | 0:00:07         |
| Agent5 Agent5     | 2004             | 6/21/2004 12:02:20PM         | Talking            | 0                   | 0:02:12         |
| Agent5 Agent5     | 2004             | 6/21/2004 12:04:32PM         | Ready              | 0                   | 0:00:00         |

# Agent State Detail Report

## \* Predefined Reason Codes

0 = default  
 22 = supervisor moved Agent to Logout  
 33 = supervisor moved agent to Not Ready  
 32750 = agent's ICD extension  
         changed  
 32751 = agent skips outbound call  
 32752 = agent cancels reservation for  
         the outbound call

Start Date Selected - End Date Selected

32753 = line restricted  
 32754 = device restricted  
 32755 = call ended  
 32756 = phone back in service  
 32757 = CM failover  
 32758 = work state timer expired  
 32759 = phone out of service  
 32760 = agent logged in

## \* Predefined Reason Codes

32761 = agent received non-ACD call  
 32762 = agent went off-hook  
 32763 = agent let a call go RNA  
 32764 = CRS failover  
 32765 = connection down  
 32766 = CAD closed  
 32767 = agent re-logged in

| <u>Agent Name</u> | <u>Extension</u> | <u>State Transition Time</u> | <u>Agent State</u> | <u>Reason Code*</u> | <u>Duration</u> |
|-------------------|------------------|------------------------------|--------------------|---------------------|-----------------|
| Agent5 Agent5     | 2004             | 6/21/2004 12:04:32PM         | Reserved           | 0                   | 0:00:11         |
| Agent5 Agent5     | 2004             | 6/21/2004 12:04:44PM         | Not Ready          | 32763               | 0:25:17         |
|                   |                  |                              |                    |                     |                 |
| Agent6 Agent6     | 2015             | 6/21/2004 11:01:25AM         | Reserved           | 0                   | 0:00:06         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:01:31AM         | Talking            | 0                   | 0:00:02         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:01:34AM         | Work               | 0                   | 0:00:03         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:01:37AM         | Ready              | 0                   | 0:00:09         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:01:46AM         | Not Ready          | 2                   | 0:00:02         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:01:47AM         | Ready              | 0                   | 0:23:26         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:25:14AM         | Not Ready          | 33                  | 0:06:37         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:31:51AM         | Reserved           | 0                   | 0:00:01         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:31:51AM         | Talking            | 0                   | 0:01:31         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:33:22AM         | Not Ready          | 0                   | 0:01:15         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:34:38AM         | Reserved           | 0                   | 0:00:00         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:34:38AM         | Talking            | 0                   | 0:02:58         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:37:36AM         | Not Ready          | 0                   | 0:00:15         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:37:51AM         | Ready              | 0                   | 0:00:00         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:37:51AM         | Reserved           | 0                   | 0:00:04         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:37:55AM         | Talking            | 0                   | 0:06:03         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:43:58AM         | Reserved           | 0                   | 0:00:00         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:43:58AM         | Ready              | 0                   | 0:00:05         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:44:03AM         | Talking            | 0                   | 0:01:57         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:46:00AM         | Work               | 0                   | 0:00:04         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:46:04AM         | Reserved           | 0                   | 0:00:02         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:46:06AM         | Talking            | 0                   | 0:01:17         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:47:22AM         | Ready              | 0                   | 0:00:00         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:47:22AM         | Reserved           | 0                   | 0:00:07         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:47:29AM         | Talking            | 0                   | 0:01:07         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:48:36AM         | Work               | 0                   | 0:00:50         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:49:26AM         | Reserved           | 0                   | 0:00:00         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:49:26AM         | Ready              | 0                   | 0:00:03         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:49:30AM         | Talking            | 0                   | 0:03:04         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:52:33AM         | Reserved           | 0                   | 0:00:00         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:52:33AM         | Ready              | 0                   | 0:00:05         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:52:39AM         | Talking            | 0                   | 0:01:03         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:53:41AM         | Ready              | 0                   | 0:00:00         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:53:41AM         | Reserved           | 0                   | 0:00:06         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:53:47AM         | Talking            | 0                   | 0:01:21         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:55:09AM         | Work               | 0                   | 0:00:31         |

All times are server time.

Report generated: 2/24/2009 4:43:28PM

# Agent State Detail Report

## \* Predefined Reason Codes

0 = default  
 22 = supervisor moved Agent to Logout  
 33 = supervisor moved agent to Not Ready  
 32750 = agent's ICD extension  
         changed  
 32751 = agent skips outbound call  
 32752 = agent cancels reservation for  
         the outbound call

Start Date Selected - End Date Selected

32753 = line restricted  
 32754 = device restricted  
 32755 = call ended  
 32756 = phone back in service  
 32757 = CM failover  
 32758 = work state timer expired  
 32759 = phone out of service  
 32760 = agent logged in

## \* Predefined Reason Codes

32761 = agent received non-ACD call  
 32762 = agent went off-hook  
 32763 = agent let a call go RNA  
 32764 = CRS failover  
 32765 = connection down  
 32766 = CAD closed  
 32767 = agent re-logged in

| <u>Agent Name</u> | <u>Extension</u> | <u>State Transition Time</u> | <u>Agent State</u> | <u>Reason Code*</u> | <u>Duration</u> |
|-------------------|------------------|------------------------------|--------------------|---------------------|-----------------|
| Agent6 Agent6     | 2015             | 6/21/2004 11:55:39AM         | Reserved           | 0                   | 0:00:00         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:55:39AM         | Talking            | 0                   | 0:01:28         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:57:08AM         | Not Ready          | 0                   | 0:01:41         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:58:49AM         | Ready              | 0                   | 0:00:00         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:58:49AM         | Reserved           | 0                   | 0:00:03         |
| Agent6 Agent6     | 2015             | 6/21/2004 11:58:52AM         | Talking            | 0                   | 0:03:21         |
| Agent6 Agent6     | 2015             | 6/21/2004 12:02:13PM         | Reserved           | 0                   | 0:00:00         |
| Agent6 Agent6     | 2015             | 6/21/2004 12:02:13PM         | Ready              | 0                   | 0:00:05         |
| Agent6 Agent6     | 2015             | 6/21/2004 12:02:17PM         | Talking            | 0                   | 0:01:09         |
| Agent6 Agent6     | 2015             | 6/21/2004 12:03:26PM         | Work               | 0                   | 0:00:51         |
| Agent6 Agent6     | 2015             | 6/21/2004 12:04:17PM         | Ready              | 0                   | 0:00:00         |
| Agent6 Agent6     | 2015             | 6/21/2004 12:04:17PM         | Reserved           | 0                   | 0:00:05         |
| Agent6 Agent6     | 2015             | 6/21/2004 12:04:23PM         | Talking            | 0                   | 0:00:46         |
| Agent6 Agent6     | 2015             | 6/21/2004 12:05:09PM         | Work               | 0                   | 0:00:03         |
| Agent6 Agent6     | 2015             | 6/21/2004 12:05:12PM         | Ready              | 0                   | 0:00:00         |
| Agent6 Agent6     | 2015             | 6/21/2004 12:05:12PM         | Reserved           | 0                   | 0:00:05         |
| Agent6 Agent6     | 2015             | 6/21/2004 12:05:16PM         | Talking            | 0                   | 0:00:53         |
| Agent6 Agent6     | 2015             | 6/21/2004 12:06:10PM         | Ready              | 0                   | 0:00:00         |
| Agent6 Agent6     | 2015             | 6/21/2004 12:06:10PM         | Reserved           | 0                   | 0:00:03         |
| Agent6 Agent6     | 2015             | 6/21/2004 12:06:13PM         | Talking            | 0                   | 0:01:18         |
| Agent6 Agent6     | 2015             | 6/21/2004 12:07:30PM         | Ready              | 0                   | 0:00:00         |
| Agent6 Agent6     | 2015             | 6/21/2004 12:07:30PM         | Reserved           | 0                   | 0:00:05         |
| Agent6 Agent6     | 2015             | 6/21/2004 12:07:35PM         | Talking            | 0                   | 0:02:21         |
| Agent6 Agent6     | 2015             | 6/21/2004 12:09:56PM         | Ready              | 0                   | 0:20:04         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:30:45AM         | Logged-in          | 0                   | 0:00:00         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:30:45AM         | Not Ready          | 32760               | 0:02:01         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:32:46AM         | Reserved           | 0                   | 0:00:00         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:32:46AM         | Ready              | 0                   | 0:00:04         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:32:50AM         | Talking            | 0                   | 0:01:11         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:34:01AM         | Work               | 0                   | 0:03:38         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:37:39AM         | Not Ready          | 2                   | 0:00:04         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:37:43AM         | Ready              | 0                   | 0:00:00         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:37:43AM         | Reserved           | 0                   | 0:00:05         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:37:48AM         | Talking            | 0                   | 0:01:51         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:39:40AM         | Ready              | 0                   | 0:00:00         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:39:40AM         | Reserved           | 0                   | 0:00:06         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:39:45AM         | Talking            | 0                   | 0:00:39         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:40:25AM         | Work               | 0                   | 0:05:23         |

All times are server time.

Report generated: 2/24/2009 4:43:28PM



# Agent State Detail Report

## \* Predefined Reason Codes

0 = default  
 22 = supervisor moved Agent to Logout  
 33 = supervisor moved agent to Not Ready  
 32750 = agent's ICD extension  
         changed  
 32751 = agent skips outbound call  
 32752 = agent cancels reservation for  
         the outbound call

Start Date Selected - End Date Selected

32753 = line restricted  
 32754 = device restricted  
 32755 = call ended  
 32756 = phone back in service  
 32757 = CM failover  
 32758 = work state timer expired  
 32759 = phone out of service  
 32760 = agent logged in

## \* Predefined Reason Codes

32761 = agent received non-ACD call  
 32762 = agent went off-hook  
 32763 = agent let a call go RNA  
 32764 = CRS failover  
 32765 = connection down  
 32766 = CAD closed  
 32767 = agent re-logged in

| <u>Agent Name</u> | <u>Extension</u> | <u>State Transition Time</u> | <u>Agent State</u> | <u>Reason Code*</u> | <u>Duration</u> |
|-------------------|------------------|------------------------------|--------------------|---------------------|-----------------|
| Agent7 Agent7     | 2008             | 6/21/2004 11:45:48AM         | Reserved           | 0                   | 0:00:00         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:45:48AM         | Ready              | 0                   | 0:00:06         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:45:53AM         | Talking            | 0                   | 0:00:48         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:46:41AM         | Work               | 0                   | 0:00:05         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:46:46AM         | Not Ready          | 3                   | 0:01:28         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:48:14AM         | Reserved           | 0                   | 0:00:00         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:48:14AM         | Ready              | 0                   | 0:00:12         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:48:26AM         | Not Ready          | 32763               | 0:05:04         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:53:31AM         | Ready              | 0                   | 0:00:00         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:53:31AM         | Reserved           | 0                   | 0:00:07         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:53:37AM         | Talking            | 0                   | 0:00:45         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:54:22AM         | Ready              | 0                   | 0:00:00         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:54:22AM         | Reserved           | 0                   | 0:00:06         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:54:28AM         | Talking            | 0                   | 0:00:56         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:55:24AM         | Ready              | 0                   | 0:00:00         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:55:24AM         | Reserved           | 0                   | 0:00:06         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:55:31AM         | Talking            | 0                   | 0:02:24         |
| Agent7 Agent7     | 2008             | 6/21/2004 11:57:55AM         | Not Ready          | 1                   | 0:09:53         |
| Agent7 Agent7     | 2008             | 6/21/2004 12:07:48PM         | Reserved           | 0                   | 0:00:00         |
| Agent7 Agent7     | 2008             | 6/21/2004 12:07:48PM         | Ready              | 0                   | 0:00:07         |
| Agent7 Agent7     | 2008             | 6/21/2004 12:07:54PM         | Talking            | 0                   | 0:00:47         |
| Agent7 Agent7     | 2008             | 6/21/2004 12:08:42PM         | Ready              | 0                   | 0:21:19         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:11:04AM         | Ready              | 0                   | 0:00:04         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:11:08AM         | Not Ready          | 33                  | 0:16:58         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:28:05AM         | Ready              | 0                   | 0:00:12         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:28:17AM         | Reserved           | 0                   | 0:00:09         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:28:27AM         | Talking            | 0                   | 0:01:20         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:29:47AM         | Not Ready          | 3                   | 0:00:59         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:30:46AM         | Ready              | 0                   | 0:00:00         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:30:46AM         | Reserved           | 0                   | 0:00:09         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:30:54AM         | Talking            | 0                   | 0:00:58         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:31:53AM         | Not Ready          | 3                   | 0:01:10         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:33:02AM         | Reserved           | 0                   | 0:00:00         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:33:02AM         | Ready              | 0                   | 0:00:06         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:33:08AM         | Talking            | 0                   | 0:01:02         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:34:11AM         | Work               | 0                   | 0:00:18         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:34:28AM         | Ready              | 0                   | 0:00:00         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:34:28AM         | Reserved           | 0                   | 0:00:07         |

All times are server time.

Report generated: 2/24/2009 4:43:28PM

# Agent State Detail Report

## \* Predefined Reason Codes

0 = default  
 22 = supervisor moved Agent to Logout  
 33 = supervisor moved agent to Not Ready  
 32750 = agent's ICD extension  
         changed  
 32751 = agent skips outbound call  
 32752 = agent cancels reservation for  
         the outbound call

Start Date Selected - End Date Selected

32753 = line restricted  
 32754 = device restricted  
 32755 = call ended  
 32756 = phone back in service  
 32757 = CM failover  
 32758 = work state timer expired  
 32759 = phone out of service  
 32760 = agent logged in

## \* Predefined Reason Codes

32761 = agent received non-ACD call  
 32762 = agent went off-hook  
 32763 = agent let a call go RNA  
 32764 = CRS failover  
 32765 = connection down  
 32766 = CAD closed  
 32767 = agent re-logged in

| <u>Agent Name</u> | <u>Extension</u> | <u>State Transition Time</u> | <u>Agent State</u> | <u>Reason Code*</u> | <u>Duration</u> |
|-------------------|------------------|------------------------------|--------------------|---------------------|-----------------|
| Agent8 Agent8     | 2014             | 6/21/2004 11:34:36AM         | Talking            | 0                   | 0:00:27         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:35:02AM         | Work               | 0                   | 0:00:26         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:35:28AM         | Reserved           | 0                   | 0:00:00         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:35:28AM         | Ready              | 0                   | 0:00:07         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:35:36AM         | Talking            | 0                   | 0:00:37         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:36:13AM         | Ready              | 0                   | 0:00:00         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:36:13AM         | Reserved           | 0                   | 0:00:09         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:36:22AM         | Talking            | 0                   | 0:00:40         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:37:02AM         | Work               | 0                   | 0:01:17         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:38:18AM         | Ready              | 0                   | 0:00:00         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:38:18AM         | Reserved           | 0                   | 0:00:04         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:38:23AM         | Talking            | 0                   | 0:00:51         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:39:13AM         | Work               | 0                   | 0:00:17         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:39:31AM         | Ready              | 0                   | 0:00:00         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:39:31AM         | Reserved           | 0                   | 0:00:05         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:39:36AM         | Talking            | 0                   | 0:00:39         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:40:15AM         | Work               | 0                   | 0:00:13         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:40:27AM         | Ready              | 0                   | 0:00:00         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:40:27AM         | Reserved           | 0                   | 0:00:06         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:40:34AM         | Talking            | 0                   | 0:02:43         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:43:17AM         | Work               | 0                   | 0:00:34         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:43:50AM         | Reserved           | 0                   | 0:00:04         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:43:54AM         | Talking            | 0                   | 0:00:51         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:44:46AM         | Work               | 0                   | 0:01:47         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:46:32AM         | Reserved           | 0                   | 0:00:00         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:46:32AM         | Ready              | 0                   | 0:00:05         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:46:38AM         | Talking            | 0                   | 0:00:30         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:47:08AM         | Work               | 0                   | 0:00:27         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:47:35AM         | Reserved           | 0                   | 0:00:00         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:47:35AM         | Ready              | 0                   | 0:00:08         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:47:42AM         | Talking            | 0                   | 0:00:58         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:48:41AM         | Work               | 0                   | 0:00:33         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:49:14AM         | Ready              | 0                   | 0:00:00         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:49:14AM         | Reserved           | 0                   | 0:00:06         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:49:19AM         | Talking            | 0                   | 0:00:34         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:49:53AM         | Work               | 0                   | 0:03:10         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:53:04AM         | Ready              | 0                   | 0:00:00         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:53:04AM         | Reserved           | 0                   | 0:00:11         |

# Agent State Detail Report

## \* Predefined Reason Codes

0 = default  
 22 = supervisor moved Agent to Logout  
 33 = supervisor moved agent to Not Ready  
 32750 = agent's ICD extension  
         changed  
 32751 = agent skips outbound call  
 32752 = agent cancels reservation for  
         the outbound call

Start Date Selected - End Date Selected

32753 = line restricted  
 32754 = device restricted  
 32755 = call ended  
 32756 = phone back in service  
 32757 = CM failover  
 32758 = work state timer expired  
 32759 = phone out of service  
 32760 = agent logged in

## \* Predefined Reason Codes

32761 = agent received non-ACD call  
 32762 = agent went off-hook  
 32763 = agent let a call go RNA  
 32764 = CRS failover  
 32765 = connection down  
 32766 = CAD closed  
 32767 = agent re-logged in

| <u>Agent Name</u> | <u>Extension</u> | <u>State Transition Time</u> | <u>Agent State</u> | <u>Reason Code*</u> | <u>Duration</u> |
|-------------------|------------------|------------------------------|--------------------|---------------------|-----------------|
| Agent8 Agent8     | 2014             | 6/21/2004 11:53:15AM         | Talking            | 0                   | 0:00:32         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:53:47AM         | Work               | 0                   | 0:00:55         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:54:42AM         | Reserved           | 0                   | 0:00:00         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:54:42AM         | Ready              | 0                   | 0:00:07         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:54:49AM         | Talking            | 0                   | 0:00:35         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:55:24AM         | Work               | 0                   | 0:00:23         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:55:46AM         | Ready              | 0                   | 0:00:00         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:55:46AM         | Reserved           | 0                   | 0:00:11         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:55:57AM         | Talking            | 0                   | 0:00:43         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:56:41AM         | Work               | 0                   | 0:00:18         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:56:58AM         | Ready              | 0                   | 0:00:00         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:56:58AM         | Reserved           | 0                   | 0:00:13         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:57:11AM         | Talking            | 0                   | 0:00:31         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:57:43AM         | Work               | 0                   | 0:00:22         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:58:05AM         | Ready              | 0                   | 0:00:00         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:58:05AM         | Reserved           | 0                   | 0:00:13         |
| Agent8 Agent8     | 2014             | 6/21/2004 11:58:17AM         | Not Ready          | 32763               | 0:02:30         |
| Agent8 Agent8     | 2014             | 6/21/2004 12:00:48PM         | Ready              | 0                   | 0:00:00         |
| Agent8 Agent8     | 2014             | 6/21/2004 12:00:48PM         | Reserved           | 0                   | 0:00:05         |
| Agent8 Agent8     | 2014             | 6/21/2004 12:00:53PM         | Talking            | 0                   | 0:00:44         |
| Agent8 Agent8     | 2014             | 6/21/2004 12:01:37PM         | Work               | 0                   | 0:00:44         |
| Agent8 Agent8     | 2014             | 6/21/2004 12:02:21PM         | Ready              | 0                   | 0:00:00         |
| Agent8 Agent8     | 2014             | 6/21/2004 12:02:21PM         | Reserved           | 0                   | 0:00:13         |
| Agent8 Agent8     | 2014             | 6/21/2004 12:02:33PM         | Not Ready          | 32763               | 0:00:31         |
| Agent8 Agent8     | 2014             | 6/21/2004 12:03:04PM         | Reserved           | 0                   | 0:00:00         |
| Agent8 Agent8     | 2014             | 6/21/2004 12:03:04PM         | Ready              | 0                   | 0:00:07         |
| Agent8 Agent8     | 2014             | 6/21/2004 12:03:12PM         | Talking            | 0                   | 0:01:31         |
| Agent8 Agent8     | 2014             | 6/21/2004 12:04:42PM         | Work               | 0                   | 0:06:31         |