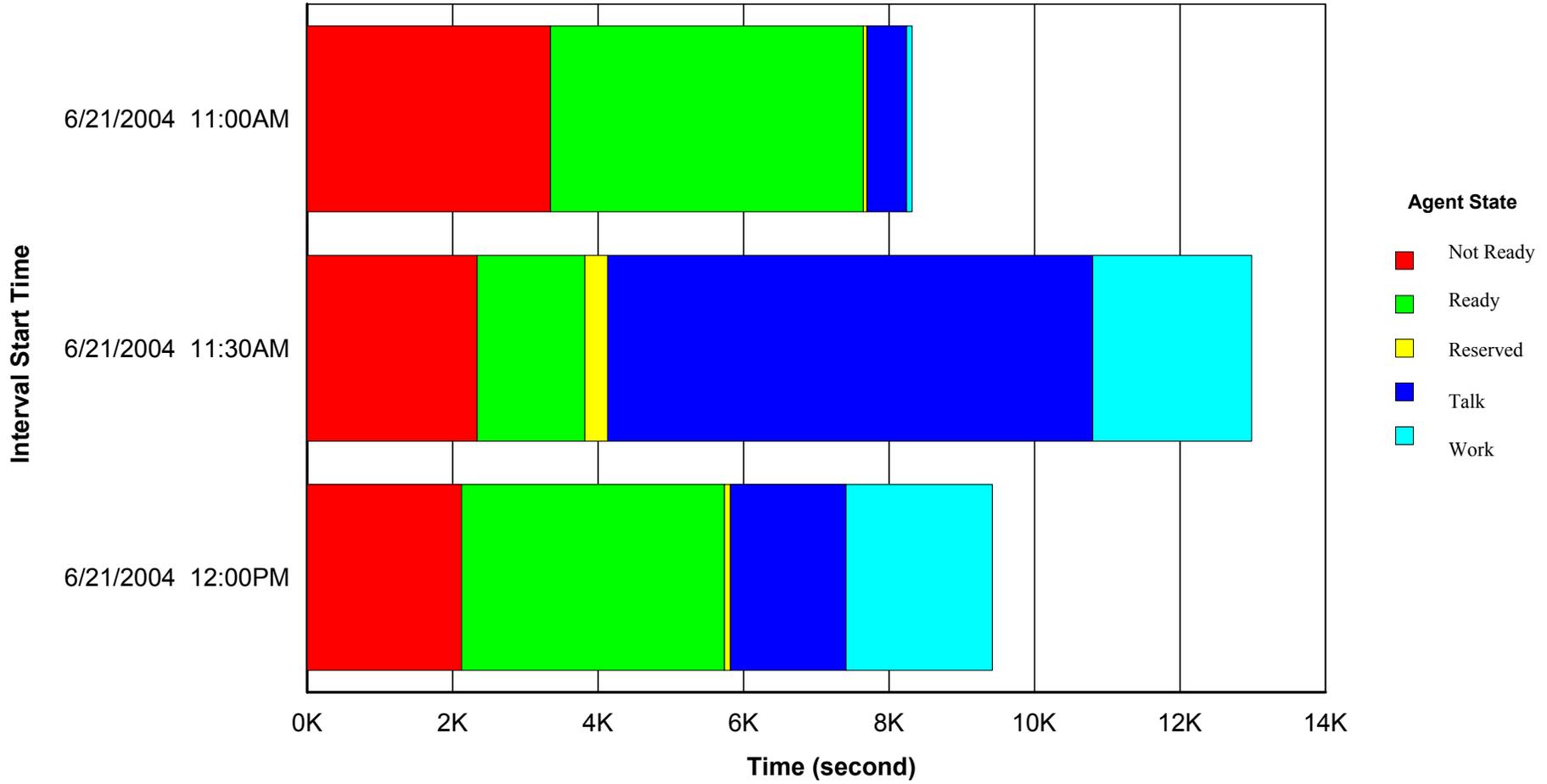


Time Spent in Agent State by Interval

Start Date Selected - End Date Selected



Agent State Summary Report (by Interval)

Start Date Selected - End Date Selected

Interval = 30 min

<u>Interval Start Time</u>	<u>Interval End Time</u>	<u>Agent Name</u>	<u>Extension</u>	<u>Total Logged-in Time</u>	<u>Not Ready Time</u>	<u>Not Ready %</u>	<u>Ready Time</u>	<u>Ready %</u>	<u>Reserved Time</u>	<u>Reserved %</u>	<u>Talk Time</u>	<u>Talk %</u>	<u>Work Time</u>	<u>Work %</u>
6/21/2004 11:00:00AM	6/21/2004 11:30:00AM	Agent1 Agent1	2062	0:09:32	0:05:20	55.9%	0:00:58	10.1%	0:00:15	2.6%	0:02:43	28.5%	0:00:16	2.8%
6/21/2004 11:00:00AM	6/21/2004 11:30:00AM	Agent2 Agent2	2894	0:30:00	0:00:00	0.0%	0:28:41	95.6%	0:00:04	0.2%	0:01:15	4.2%	0:00:00	0.0%
6/21/2004 11:00:00AM	6/21/2004 11:30:00AM	Agent3 Agent3	2005	0:02:40	0:00:58	36.3%	0:00:29	18.1%	0:00:05	3.1%	0:01:08	42.5%	0:00:00	0.0%
6/21/2004 11:00:00AM	6/21/2004 11:30:00AM	Agent4 Agent4	2124	0:06:23	0:00:13	3.4%	0:02:26	38.1%	0:00:11	2.9%	0:02:37	41.0%	0:00:56	14.6%
6/21/2004 11:00:00AM	6/21/2004 11:30:00AM	Agent5 Agent5	2004	0:30:00	0:16:07	53.7%	0:13:53	46.3%	0:00:00	0.0%	0:00:00	0.0%	0:00:00	0.0%
6/21/2004 11:00:00AM	6/21/2004 11:30:00AM	Agent6 Agent6	2015	0:30:00	0:04:49	16.1%	0:25:00	83.3%	0:00:06	0.3%	0:00:02	0.1%	0:00:03	0.2%
6/21/2004 11:00:00AM	6/21/2004 11:30:00AM	Agent7 Agent7	2008	0:00:00	0:00:00	0.0%	0:00:00	0.0%	0:00:00	0.0%	0:00:00	0.0%	0:00:00	0.0%
6/21/2004 11:00:00AM	6/21/2004 11:30:00AM	Agent8 Agent8	2014	0:30:00	0:28:15	94.2%	0:00:16	0.9%	0:00:09	0.5%	0:01:20	4.4%	0:00:00	0.0%
Summary:				02:18:35	0:55:42	40.2%	01:11:43	51.7%	0:00:50	0.6%	0:09:05	6.6%	0:01:15	0.9%
6/21/2004 11:30:00AM	6/21/2004 12:00:00PM	Agent1 Agent1	2062	0:07:11	0:00:12	2.8%	0:00:17	3.9%	0:00:16	3.7%	0:06:20	88.2%	0:00:06	1.4%
6/21/2004 11:30:00AM	6/21/2004 12:00:00PM	Agent2 Agent2	2894	0:30:00	0:00:00	0.0%	0:22:09	73.8%	0:00:19	1.1%	0:07:32	25.1%	0:00:00	0.0%
6/21/2004 11:30:00AM	6/21/2004 12:00:00PM	Agent3 Agent3	2005	0:30:00	0:09:33	31.8%	0:00:12	0.7%	0:00:27	1.5%	0:12:15	40.8%	0:07:33	25.2%
6/21/2004 11:30:00AM	6/21/2004 12:00:00PM	Agent4 Agent4	2124	0:30:00	0:04:15	14.2%	0:00:23	1.3%	0:01:02	3.4%	0:18:56	63.1%	0:05:24	18.0%
6/21/2004 11:30:00AM	6/21/2004 12:00:00PM	Agent5 Agent5	2004	0:30:00	0:05:36	18.7%	0:00:17	0.9%	0:00:49	2.7%	0:21:28	71.6%	0:01:50	6.1%

All times are server time.

Report generated: 2/24/2009 4:57:05PM

Agent State Summary Report (by Interval)

Start Date Selected - End Date Selected

Interval = 30 min

<u>Interval Start Time</u>	<u>Interval End Time</u>	<u>Agent Name</u>	<u>Extension</u>	<u>Total Logged-in Time</u>	<u>Not Ready Time</u>	<u>Not Ready %</u>	<u>Ready Time</u>	<u>Ready %</u>	<u>Reserved Time</u>	<u>Reserved %</u>	<u>Talk Time</u>	<u>Talk %</u>	<u>Work Time</u>	<u>Work %</u>
6/21/2004 11:30:00AM	6/21/2004 12:00:00PM	Agent6 Agent6	2015	0:30:00	0:05:01	16.7%	0:00:13	0.7%	0:00:23	1.3%	0:22:58	76.6%	0:01:25	4.7%
6/21/2004 11:30:00AM	6/21/2004 12:00:00PM	Agent7 Agent7	2008	0:29:15	0:10:43	36.6%	0:00:28	1.6%	0:00:24	1.4%	0:08:34	29.3%	0:09:06	31.1%
6/21/2004 11:30:00AM	6/21/2004 12:00:00PM	Agent8 Agent8	2014	0:30:00	0:03:38	12.1%	0:00:40	2.2%	0:01:31	5.1%	0:13:11	43.9%	0:11:00	36.7%
Summary:				03:36:26	0:38:58	18.0%	0:24:39	11.4%	0:05:11	2.4%	01:51:14	51.4%	0:36:24	16.8%
6/21/2004 12:00:00PM	6/21/2004 12:30:00PM	Agent1 Agent1	2062	0:00:00	0:00:00	0.0%	0:00:00	0.0%	0:00:00	0.0%	0:00:00	0.0%	0:00:00	0.0%
6/21/2004 12:00:00PM	6/21/2004 12:30:00PM	Agent2 Agent2	2894	0:18:33	0:00:00	0.0%	0:18:33	100.0%	0:00:00	0.0%	0:00:00	0.0%	0:00:00	0.0%
6/21/2004 12:00:00PM	6/21/2004 12:30:00PM	Agent3 Agent3	2005	0:30:00	0:00:00	0.0%	0:00:00	0.0%	0:00:00	0.0%	0:05:36	18.7%	0:24:24	81.3%
6/21/2004 12:00:00PM	6/21/2004 12:30:00PM	Agent4 Agent4	2124	0:07:13	0:01:04	14.8%	0:00:04	0.9%	0:00:15	3.5%	0:04:53	67.7%	0:00:57	13.2%
6/21/2004 12:00:00PM	6/21/2004 12:30:00PM	Agent5 Agent5	2004	0:30:00	0:25:17	84.3%	0:00:00	0.0%	0:00:21	1.2%	0:04:22	14.6%	0:00:00	0.0%
6/21/2004 12:00:00PM	6/21/2004 12:30:00PM	Agent6 Agent6	2015	0:30:00	0:00:00	0.0%	0:20:09	67.2%	0:00:18	1.0%	0:08:39	28.8%	0:00:54	3.0%
6/21/2004 12:00:00PM	6/21/2004 12:30:00PM	Agent7 Agent7	2008	0:30:00	0:07:47	25.9%	0:21:26	71.4%	0:00:00	0.0%	0:00:47	2.6%	0:00:00	0.0%
6/21/2004 12:00:00PM	6/21/2004 12:30:00PM	Agent8 Agent8	2014	0:11:13	0:01:18	11.6%	0:00:00	0.0%	0:00:25	3.7%	0:02:15	20.1%	0:07:15	64.6%
Summary:				02:36:59	0:35:26	22.6%	01:00:12	38.3%	0:01:19	0.8%	0:26:32	16.9%	0:33:30	21.3%

Agent State Summary Report (by Interval)

Start Date Selected - End Date Selected

Interval = 30 min

<u>Interval Start Time</u>	<u>Agent Name</u>	<u>Extension</u>	<u>Total</u> <u>Logged-in</u> <u>Time</u>	<u>Not Ready</u> <u>Time</u>	<u>Ready</u> <u>Time</u>	<u>Reserved</u> <u>Time</u>	<u>Talk</u> <u>Time</u>	<u>Work</u> <u>Time</u>
<u>Interval End Time</u>								
Grand Total:			08:32:00	02:10:06	02:36:34	0:07:20	02:26:51	01:11:09
				<u>25.4%</u>	<u>31.0%</u>	<u>1.4%</u>	<u>28.7%</u>	<u>13.9%</u>