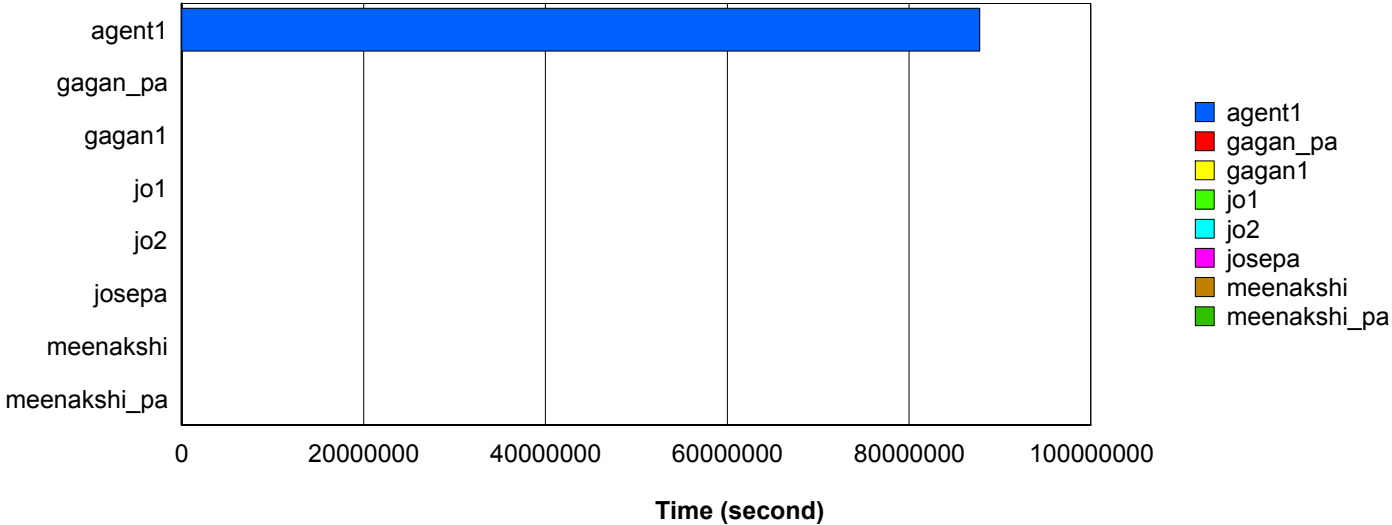


Total Logged-In Time for Each Agent

Start Date Selected - End Date Selected

Agent Name



# Multi-Channel Agent Login Logout Activity Report

Start Date Selected - End Date Selected

32752 = agent cancels reservation for the outbound call.

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

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

\*\*\* **Predefined Reason Codes**

0 = default

32750 = agent's ICD extension changed

32751 = agent skips outbound call.

32764 = CRS failover

32765 = connection down

32766 = CAD closed

32767 = agent re-logged in

<u>Agent Name</u>	<u>Contact</u>	<u>Extension</u>		<u>Login Time*</u>	<u>Logout Time**</u>	<u>Logout Reason Code***</u>	<u>Logged-In Duration</u>
agent1	Voice	1003	<	6/1/2005 11:00:00AM	9/6/2006 12:00:00AM	7	11,077:00:00
	Voice	1003	<	6/1/2005 11:00:00AM	9/6/2006 12:00:00AM	7	11,077:00:00
	Voice	1003		6/5/2006 12:00:00AM	9/6/2006 12:00:00AM	7	2,232:00:00
<b>Total:</b>							24,386:00:00
gagan_pa	Mail			9/5/2006 4:14:15AM	9/5/2006 4:14:15AM	0	0:00:00
<b>Total:</b>							0:00:00
gagan1	Mail			9/5/2006 4:14:40AM	9/5/2006 4:14:40AM	0	0:00:00
<b>Total:</b>							0:00:00
jo1	Mail			9/5/2006 4:17:38AM	9/5/2006 4:17:38AM	0	0:00:00
<b>Total:</b>							0:00:00
jo2	Mail			9/5/2006 4:18:10AM	9/5/2006 4:18:10AM	0	0:00:00
<b>Total:</b>							0:00:00
josepa	Mail			9/5/2006 4:14:50AM	9/5/2006 4:14:50AM	0	0:00:00
<b>Total:</b>							0:00:00
meenakshi	Mail			9/5/2006 4:14:41AM	9/5/2006 4:14:41AM	0	0:00:00
<b>Total:</b>							0:00:00
meenakshi_pa	Mail			9/5/2006 4:14:19AM	9/5/2006 4:14:19AM	0	0:00:00
<b>Total:</b>							0:00:00
<b>Grand Total:</b>							24,386:00:00