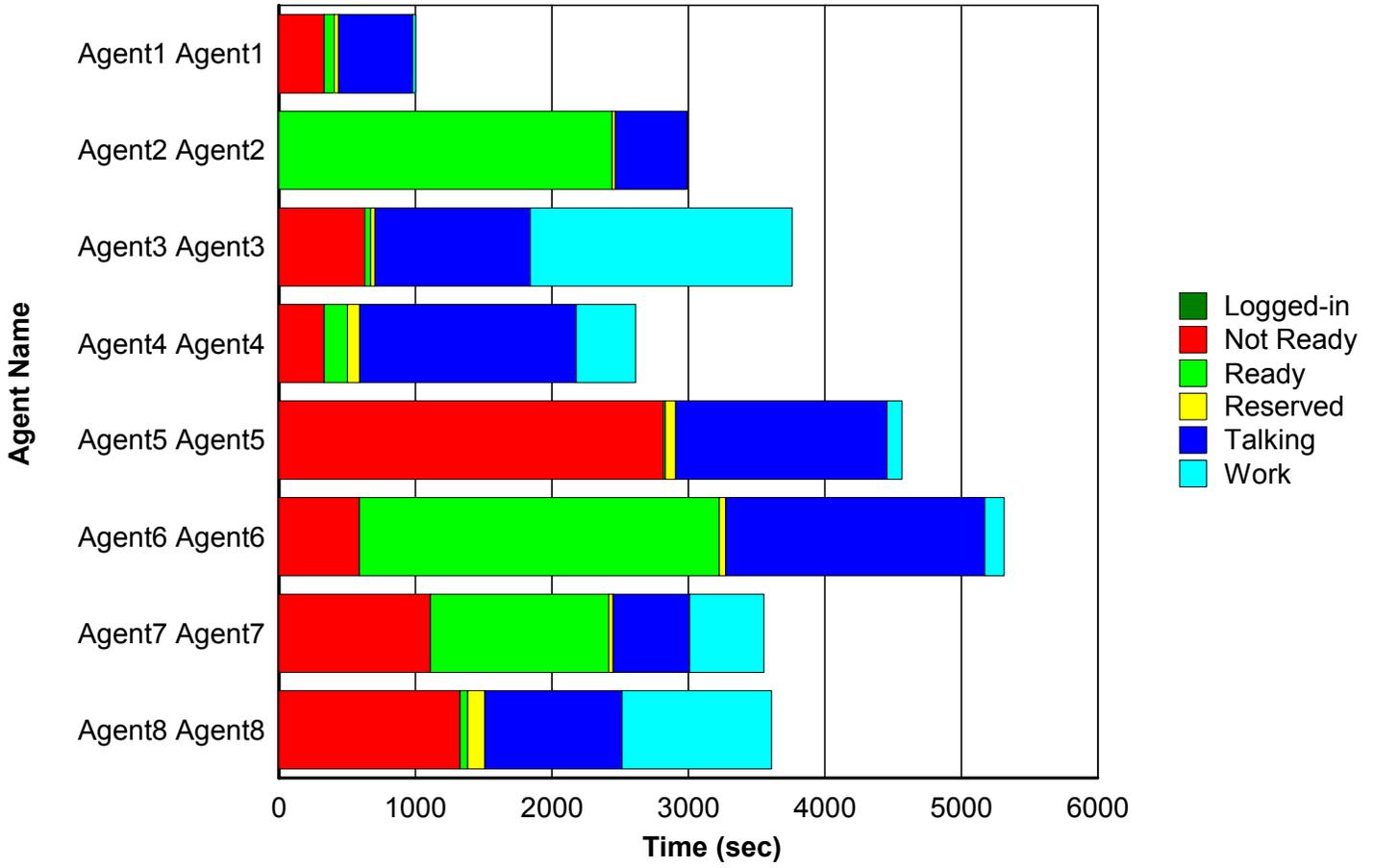


Agent State Duration by Agent

Start Date Selected - End Date Selected



Agent State Detail Report

Start Date Selected - End Date Selected

*** 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

- 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

All times are server time.

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

Agent State Detail Report

Start Date Selected - End Date Selected

*** Predefined Reason Codes**

- 0 = default
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- 32750 = agent's ICD extension changed
- 32751 = agent skips outbound call
- 32752 = agent cancels reservation for the outbound call

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

*** Predefined Reason Codes**

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<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

Start Date Selected - End Date Selected

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<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

Start Date Selected - End Date Selected

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<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

All times are server time.

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

Agent State Detail Report

Start Date Selected - End Date Selected

*** Predefined Reason Codes**

- 0 = default
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- 32750 = agent's ICD extension changed
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<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

Start Date Selected - End Date Selected

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<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.

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Agent State Detail Report

Start Date Selected - End Date Selected

*** 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

- 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.

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Agent State Detail Report

Start Date Selected - End Date Selected

*** 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

- 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

Start Date Selected - End Date Selected

*** Predefined Reason Codes**

- 0 = default
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- 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

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- 32754 = device restricted
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- 32756 = phone back in service
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- 32758 = work state timer expired
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- 32760 = agent logged in

*** Predefined Reason Codes**

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- 32762 = agent went off-hook
- 32763 = agent let a call go RNA
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- 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

Start Date Selected - End Date Selected

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<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