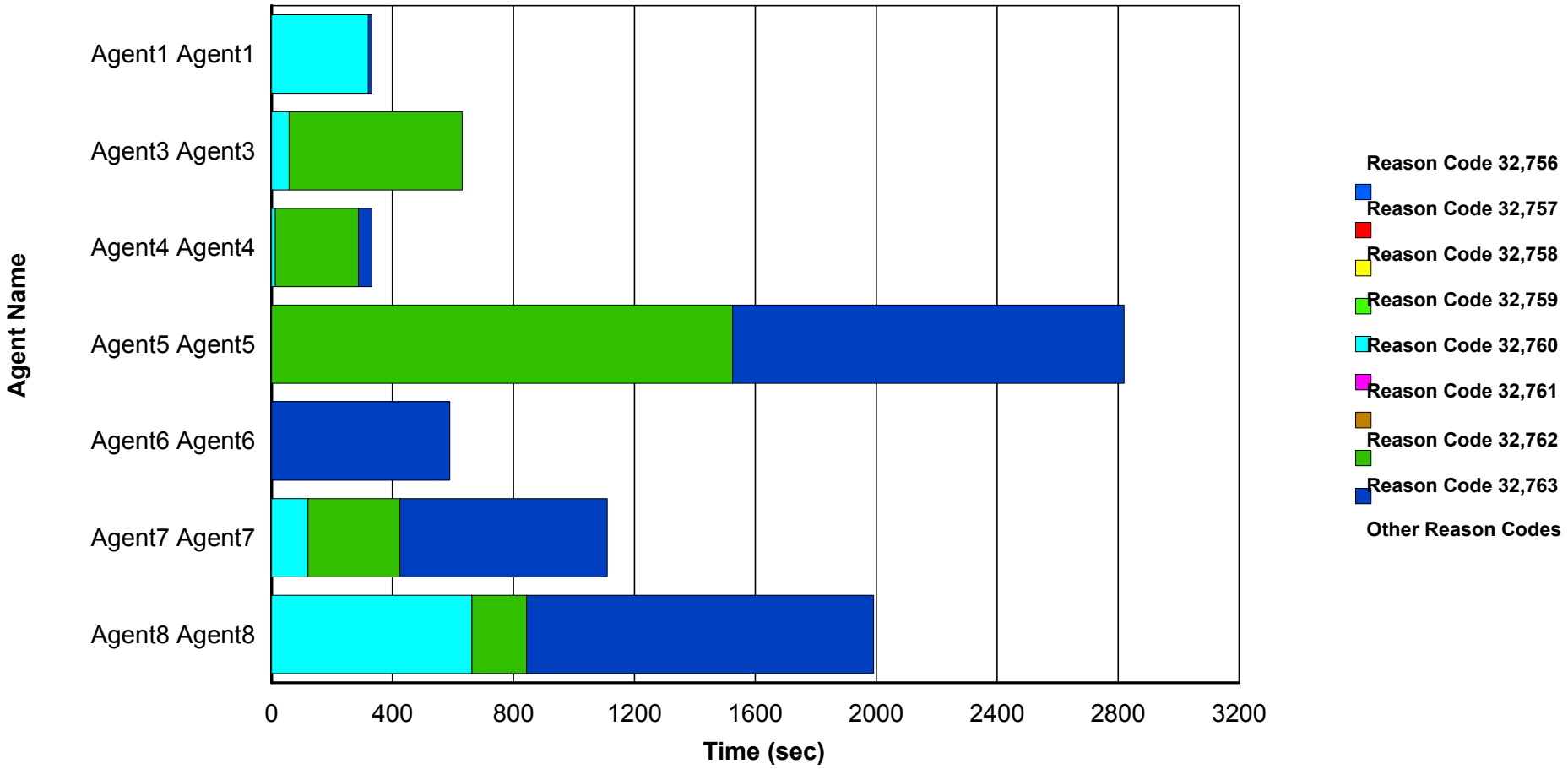
Total Not Ready Time by Agent and Reason Code

Start Date Selected - End Date Selected



Agent Not Ready Reason Code Summary Report

Start Date Selected - End Date Selected Interval = 30 min

*** Predefined Reason Codes**

0 = default
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
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32760 = agent logged in
32761 = agent received non-ACD call
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32763 = agent let a call go RNA

Agent Name	Extension	Interval Start Time Interval End Time	Total Logged-in	Total Not Ready	Time in RC 32,756*	Time in RC 32,757*	Time in RC 32,758*	Time in RC 32,759*	Time in RC 32,760*	Time in RC 32,761*	Time in RC 32,762*	Time in RC 32,763*	Time in Other RCs
Agent1 Agent1	2062	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	0:09:32	0:05:20	0:00:00	0:00:00	0:00:00	0:00:00	0:05:20	0:00:00	0:00:00	0:00:00	0:00:00
Agent1 Agent1	2062	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	0:07:11	0:00:12	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:12
Agent1 Agent1	2062	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Summary:			**0:16:43**	**0:05:32**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:05:20**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:12**
Agent3 Agent3	2005	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	0:02:40	0:00:58	0:00:00	0:00:00	0:00:00	0:00:00	0:00:58	0:00:00	0:00:00	0:00:00	0:00:00
Agent3 Agent3	2005	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	0:30:00	0:09:33	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:09:33	0:00:00
Agent3 Agent3	2005	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Summary:			**0:32:40**	**0:10:31**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:58**	**0:00:00**	**0:00:00**	**0:09:33**	**0:00:00**
Agent4 Agent4	2124	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	0:06:23	0:00:13	0:00:00	0:00:00	0:00:00	0:00:00	0:00:13	0:00:00	0:00:00	0:00:00	0:00:00
Agent4 Agent4	2124	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	0:30:00	0:04:15	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:03:30	0:00:45
Agent4 Agent4	2124	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	0:07:13	0:01:04	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:01:04	0:00:00
Summary:			**0:43:36**	**0:05:32**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:13**	**0:00:00**	**0:00:00**	**0:04:34**	**0:00:45**

All times are server time.

Report generated: 2/24/2009 4:42:58PM

Agent Not Ready Reason Code Summary Report

Start Date Selected - End Date Selected Interval = 30 min

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0 = default
33 = supervisor moved agent to Not Ready
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32753 = line restricted
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Agent5 Agent5	2004	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	0:30:00	0:16:07	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:16:07
Agent5 Agent5	2004	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	0:30:00	0:05:36	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:08	0:05:28
Agent5 Agent5	2004	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	0:30:00	0:25:17	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:25:17	0:00:00
Summary:			**01:30:00**	**0:47:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:25:25**	**0:21:35**
Agent6 Agent6	2015	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	0:30:00	0:04:49	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:04:49
Agent6 Agent6	2015	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	0:30:00	0:05:01	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:05:01
Agent6 Agent6	2015	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Summary:			**01:00:00**	**0:09:50**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:09:50**
Agent7 Agent7	2008	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Agent7 Agent7	2008	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	0:29:15	0:10:43	0:00:00	0:00:00	0:00:00	0:00:00	0:02:01	0:00:00	0:00:00	0:05:04	0:03:38
Agent7 Agent7	2008	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	0:30:00	0:07:47	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:07:47
Summary:			**0:59:15**	**0:18:30**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:02:01**	**0:00:00**	**0:00:00**	**0:05:04**	**0:11:25**

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Agent Not Ready Reason Code Summary Report

Start Date Selected - End Date Selected

Interval = 30 min

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Agent8 Agent8	2014	6/21/2004 11:00:00AM 6/21/2004 11:30:00AM	0:30:00	0:28:15	0:00:00	0:00:00	0:00:00	0:00:00	0:11:03	0:00:00	0:00:00	0:00:00	0:17:12
Agent8 Agent8	2014	6/21/2004 11:30:00AM 6/21/2004 12:00:00PM	0:30:00	0:03:38	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:01:43	0:01:55
Agent8 Agent8	2014	6/21/2004 12:00:00PM 6/21/2004 12:30:00PM	0:11:13	0:01:18	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:01:18	0:00:00
Summary:			**01:11:13**	**0:33:11**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:11:03**	**0:00:00**	**0:00:00**	**0:03:01**	**0:19:07**
Grand Total:			**06:13:27**	**02:10:06**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:19:35**	**0:00:00**	**0:00:00**	**0:47:37**	**01:02:54**

All times are server time.

Report generated: 2/24/2009 4:42:58PM