Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>

GENESYS

Site ID: 1

Agent:

		Flags			
Logged In	**Acd Logged In**	**Non Acd Logged In**	**DND**	**ACW**
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00
State:	Gone Home			Flags: (DND)	Duration:	24:00:00

Agent Status Totals: 24:00:00

Agent:

		Flags			
Logged In	**Acd Logged In**	**Non Acd Logged In**	**DND**	**ACW**
24:00:26	05:15:31	:00:00	18:44:55	02:34:06

8/29/2015	First Activity:	12:00:00AM	Last Activity:	11:59:53PM	Total Activity Time:	23:59:53
State:	Available			Flags: (ACD)	Duration:	05:15:31
	Follow Up			(DND) (ACW)		02:34:06
	on a customer satisfaction call			(ACD) (DND)		16:10:49

Agent Status Totals: 24:00:26

Agent:

		Flags			
Logged In	**Acd Logged In**	**Non Acd Logged In**	**DND**	**ACW**
23:59:22	03:18:28	:00:00	20:40:54	01:25:02

8/29/2015	First Activity:	12:00:38AM	Last Activity:	11:59:31PM	Total Activity Time:	23:58:53
State:	Available			Flags: (ACD)	Duration:	03:18:28
	Follow Up			(DND) (ACW)		01:25:02
	on a customer service interaction			(ACD) (DND)		10:32:52
	on a help desk interaction			(ACD) (DND)		08:43:00

Agent Status Totals: 23:59:22

Agent Availability Summary

Date Time Range:	8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM
Activity Time Range:	<All>
Site ID Range:	<All>
Agents /Workgroups:	<All>

Site ID: 1

Agent: ░░░░░░░

	Flags				
Logged In	**Acd Logged In**	**Non Acd Logged In**	**DND**	**ACW**
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home			Flags:	(DND)	Duration:	24:00:00

Agent Status Totals: 24:00:00

Agent: ░░░░░░░

	Flags				
Logged In	**Acd Logged In**	**Non Acd Logged In**	**DND**	**ACW**
23:58:50	:00:00	:00:00	23:58:50	01:43:32

8/29/2015	First Activity:	12:01:10AM	Last Activity:	11:59:25PM	Total Activity Time:	23:58:15	
State:	Follow Up			Flags:	(DND) (ACW)	Duration:	01:43:32
	on a customer satisfaction call				(ACD) (DND)		22:15:18

Agent Status Totals: 23:58:50

Agent: ░░░░░░░

	Flags				
Logged In	**Acd Logged In**	**Non Acd Logged In**	**DND**	**ACW**
23:59:01	06:25:42	:00:00	17:33:19	:24:22

8/29/2015	First Activity:	12:01:40AM	Last Activity:	11:54:36PM	Total Activity Time:	23:52:56	
State:	At Lunch			Flags:	(DND)	Duration:	01:45:00
	Available				(ACD)		06:25:42
	Follow Up				(DND) (ACW)		:24:22
	on a break				(DND)		05:00:00
	on a customer service interaction				(ACD) (DND)		10:23:57