

(Supervisor) 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: [REDACTED]

					Flags				
					Logged In	Acid Logged In	Non Acid 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: [REDACTED]

					Flags				
					Logged In	Acid Logged In	Non Acid 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: [REDACTED]

					Flags				
					Logged In	Acid Logged In	Non Acid 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

(Supervisor) 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	Acid Logged In	Non Acid 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	Acid Logged In	Non Acid 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)		Duration:	22:15:18	
Agent Status Totals:								23:58:50	