

## Agent Availability Detail

Date Time Range: 8/29/2015 10:00:00 AM - 8/29/2015 11:59:59 AM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: [REDACTED]

	Flags				
	Logged In	Ac'd Logged In	Non Ac'd Logged In	DND	ACW
<b>Agent Summary:</b>	01:57:23	:12:09	:00:00	01:45:14	:11:10

8/29/2015	State	Duration	Flags				
			Logged In	Ac'd Logged In	Non Ac'd Logged In	DND	ACW
			01:57:23	:12:09	:00:00	01:45:14	:11:10
10:02:48AM	Follow Up	:00:10	◆			◆	◆
10:02:58AM	on a customer satisfaction call	:01:00	◆			◆	
10:03:58AM	Follow Up	:00:10	◆			◆	◆
10:04:08AM	Available	:00:23	◆	◆			
10:04:31AM	on a customer satisfaction call	:02:00	◆			◆	
10:06:31AM	Follow Up	:00:10	◆			◆	◆
10:06:41AM	Available	:00:00	◆	◆			
10:06:41AM	on a customer satisfaction call	:00:30	◆			◆	
10:07:11AM	Follow Up	:00:10	◆			◆	◆
10:07:21AM	Available	:01:03	◆	◆			
10:08:24AM	on a customer satisfaction call	:00:17	◆			◆	
10:08:41AM	Follow Up	:00:10	◆			◆	◆
10:08:51AM	Available	:01:03	◆	◆			
10:09:54AM	on a customer satisfaction call	:00:17	◆			◆	
10:10:11AM	Follow Up	:00:10	◆			◆	◆
10:10:21AM	Available	:00:10	◆	◆			
10:10:31AM	on a customer satisfaction call	:02:00	◆			◆	
10:12:31AM	Follow Up	:00:10	◆			◆	◆
10:12:41AM	Available	:00:13	◆	◆			
10:12:54AM	on a customer satisfaction call	:00:17	◆			◆	
10:13:11AM	Follow Up	:00:10	◆			◆	◆
10:13:21AM	Available	:00:33	◆	◆			

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Date Time Range: 8/29/2015 10:00:00 AM - 8/29/2015 11:59:59 AM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: [REDACTED]

			Flags				
			Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
Agent Summary:			01:57:23	:12:09	:00:00	01:45:14	:11:10
10:13:54AM	on a customer satisfaction call	:00:17	◆			◆	
10:14:11AM	Follow Up	:00:10	◆			◆	◆
10:14:21AM	Available	:00:10	◆	◆			
10:14:31AM	on a customer satisfaction call	:02:00	◆			◆	
10:16:31AM	Follow Up	:00:10	◆			◆	◆
10:16:41AM	Available	:00:01	◆	◆			
10:16:42AM	on a customer satisfaction call	:01:09	◆			◆	
10:17:51AM	Follow Up	:00:10	◆			◆	◆
10:18:01AM	Available	:00:01	◆	◆			
10:18:02AM	on a customer satisfaction call	:01:09	◆			◆	
10:19:11AM	Follow Up	:00:10	◆			◆	◆
10:19:21AM	Available	:00:38	◆	◆			
10:19:59AM	on a customer satisfaction call	:03:03	◆			◆	
10:23:02AM	Follow Up	:00:10	◆			◆	◆
10:23:12AM	on a customer satisfaction call	:00:47	◆			◆	
10:23:59AM	Follow Up	:00:10	◆			◆	◆
10:24:09AM	Available	:00:00	◆	◆			
10:24:09AM	on a customer satisfaction call	:02:42	◆			◆	
10:26:51AM	Follow Up	:00:10	◆			◆	◆
10:27:01AM	on a customer satisfaction call	:00:55	◆			◆	
10:27:56AM	Follow Up	:00:10	◆			◆	◆
10:28:06AM	Available	:00:18	◆	◆			
10:28:24AM	on a customer satisfaction call	:00:17	◆			◆	
10:28:41AM	Follow Up	:00:10	◆			◆	◆
10:28:51AM	Available	:00:20	◆	◆			