

Tracker Interaction Segment Detail by IC User

Sorted By: IC USER and Date Time



IC User Range and Discrete:	<All>	First Name Range and Discrete:	<All>
Date Range and Discrete:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM	Last Name Range and Discrete:	<All>
Type Range and Discrete:	<All>	Location Name Range and Discrete:	<All>
Display Name Range and Discrete:	<All>	Organization Name Range and Discrete:	<All>
IAddress Range and Discrete:	<All>	Incident ID Range and Discrete:	<All>
Duration Range and Discrete:	<All>	Conference ID Range and Discrete:	<All>
Direction Range and Discrete:	<All>	Segment Type Range and Discrete:	<All>
Workgroup Range and Discrete:	<All>	Interaction ID Key Range and Discrete:	<All>
Account Code Range and Discrete:	<All>	Site ID Range and Discrete:	<All>
How Ended Range and Discrete:	<All>	Station Range and Discrete:	<All>
City Range and Discrete:	<All>	Wrap-up Code Range and Discrete:	<All>
State Range and Discrete:	<All>		
Postal Code Range and Discrete:	<All>		
Country Range and Discrete :	<All>		

IC USER Unknown
Date Time 10/20/2015 10:32:02 AM

Type	Segment Duration	Direction	Conference ID	Account Code	Workgroup	Site ID	Segment Type	Interaction ID Key
Call	:12:00	Inbound	1001210523	-	Insurance Agents	1	Conference	100121052460151020

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IC USER Unknown

Date Time 10/20/2015 10:32:02 AM

Participants : Name	Date /Time	Duration	Role	iAddress	Ended By	Station
[REDACTED]	10/20/2015 10:32:02 AM	:12:00	Initiator	/4033	Not Ended	SimPC1
--	10/20/2015 10:32:02 AM	:12:00	Respondent	[REDACTED]	24	-

Date Time 10/21/2015 1:35:26 PM

Type	Segment Duration	Direction	Conference ID	Account Code	Workgroup	Site ID	Segment Type	Interaction ID Key
Call	:05:49	Inbound	1001273386	-	Marketing	1	Conference	100127338760151021
Participants : Name		Date /Time	Duration	Role	iAddress		Ended By	Station
[REDACTED]		10/21/2015 1:35:26 PM	:05:49	Initiator	/4987		Local Disconnect	[REDACTED]
--		10/21/2015 1:35:26 PM	:05:49	Respondent	[REDACTED]		Remote Disconnect	-

Date Time 10/21/2015 2:52:59 PM

Type	Segment Duration	Direction	Conference ID	Account Code	Workgroup	Site ID	Segment Type	Interaction ID Key
Call	:00:11	Outbound	0	-	-	1	Interact	100127683260151021
Participants :								
Name		Date /Time	Duration	Role	iAddress		Ended By	Station
- -		10/21/2015 2:52:59 PM	:00:11	Initiator			Remote Disconnect	-
		10/21/2015 2:52:59 PM	:00:11	Respondent			Remote Disconnect	-

Date Time 10/21/2015 2:55:46 PM

Type	Segment Duration	Direction	Conference ID	Account Code	Workgroup	Site ID	Segment Type	Interaction ID Key
Call	:00:42	Inbound	1001276943	-	Marketing	1	Conference	100127694460151021

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IC USER: Unknown
Date Time: 10/21/2015 2:55:46 PM

Participants : Name	Date /Time	Duration	Role	iAddress	Ended By	Station
	10/21/2015 2:55:46 PM	:00:42	Initiator	/8359	Local Disconnect	BradFOffice
--	10/21/2015 2:55:46 PM	:00:42	Respondent		Remote Disconnect	-

Date Time: 10/21/2015 5:28:08 PM

Type	Segment Duration	Direction	Conference ID	Account Code	Workgroup	Site ID	Segment Type	Interaction ID Key
Call	:01:00	Inbound	1001283735	-	Marketing	1	Conference	100128373660151021
Participants :								
Name	Date /Time		Duration	Role	iAddress	Ended By		Station
	10/21/2015 5:28:08 PM		:01:00	Initiator	/8359	Local Disconnect		BradFOffice
--	10/21/2015 5:28:08 PM		:01:00	Respondent		Remote Disconnect		-

Date Time: 10/22/2015 9:22:38 AM

Type	Segment Duration	Direction	Conference ID	Account Code	Workgroup	Site ID	Segment Type	Interaction ID Key
Call	:00:17	Inbound	1001323793	-	Marketing	1	Conference	100132379460151022
Participants :								
Name		Date /Time	Duration	Role	iAddress		Ended By	Station
Vance01		10/22/2015 9:22:38 AM	:00:17	Initiator	/1137		Local Disconnect	Vance01
--		10/22/2015 9:22:38 AM	:00:17	Respondent			Local Disconnect	-

Date Time: 10/22/2015 10:35:47 AM

Type	Segment Duration	Direction	Conference ID	Account Code	Workgroup	Site ID	Segment Type	Interaction ID Key
Call	:00:00	Outbound	0	-	-	1	Interact	100132704460151022