

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: ALLIE.EUTSEY

| | | Flags | | | | |
|-----------------------|--|-----------|----------------|--------------------|----------|--------|
| | | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW |
| Agent Summary: | | 01:57:23 | :12:09 | :00:00 | 01:45:14 | :11:10 |

| | | | Flags | | | | |
|-----------|-------|----------|-----------|----------------|--------------------|----------|--------|
| | | | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 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 | ◆ | ◆ | | | |

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: ALLIE.EUTSEY

| | | | 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 | ◆ | ◆ | | | |

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: ALLIE.EUTSEY

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|----------------|--------------------|----------|--------|
| | | | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW |
| Agent Summary: | | | 01:57:23 | :12:09 | :00:00 | 01:45:14 | :11:10 |
| 10:29:11AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:31:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:31:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:31:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:32:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:32:21AM | Available | :00:03 | ◆ | ◆ | | | |
| 10:32:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:32:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:32:51AM | Available | :00:20 | ◆ | ◆ | | | |
| 10:33:11AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:35:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:35:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:35:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:36:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:36:21AM | Available | :00:39 | ◆ | ◆ | | | |
| 10:37:00AM | on a customer satisfaction call | :02:52 | ◆ | | | ◆ | |
| 10:39:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:40:02AM | on a customer satisfaction call | :01:50 | ◆ | | | ◆ | |
| 10:41:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:42:02AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:44:02AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:44:12AM | on a customer satisfaction call | :01:39 | ◆ | | | ◆ | |
| 10:45:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:46:01AM | on a customer satisfaction call | :01:58 | ◆ | | | ◆ | |
| 10:47:59AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: ALLIE.EUTSEY

| | | | 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 |
| 10:48:09AM | on a customer satisfaction call | :01:45 | ◆ | | | ◆ | |
| 10:49:54AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:50:04AM | on a customer satisfaction call | :01:51 | ◆ | | | ◆ | |
| 10:51:55AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:52:05AM | on a customer satisfaction call | :01:51 | ◆ | | | ◆ | |
| 10:53:56AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:54:06AM | on a customer satisfaction call | :01:29 | ◆ | | | ◆ | |
| 10:55:35AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:55:45AM | on a customer satisfaction call | :01:57 | ◆ | | | ◆ | |
| 10:57:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:57:52AM | on a customer satisfaction call | :02:12 | ◆ | | | ◆ | |
| 11:00:04AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:00:14AM | on a customer satisfaction call | :01:37 | ◆ | | | ◆ | |
| 11:01:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:02:01AM | on a customer satisfaction call | :01:49 | ◆ | | | ◆ | |
| 11:03:50AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:04:00AM | on a customer satisfaction call | :01:49 | ◆ | | | ◆ | |
| 11:05:49AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:05:59AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:07:59AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:08:09AM | on a customer satisfaction call | :01:39 | ◆ | | | ◆ | |
| 11:09:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:09:58AM | on a customer satisfaction call | :01:57 | ◆ | | | ◆ | |
| 11:11:55AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:12:05AM | on a customer satisfaction call | :01:39 | ◆ | | | ◆ | |

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: ALLIE.EUTSEY

| | | | 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 |
| 11:13:44AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:13:54AM | on a customer satisfaction call | :02:04 | ◆ | | | ◆ | |
| 11:15:58AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:16:08AM | on a customer satisfaction call | :01:37 | ◆ | | | ◆ | |
| 11:17:45AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:17:55AM | on a customer satisfaction call | :01:58 | ◆ | | | ◆ | |
| 11:19:53AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:20:03AM | on a customer satisfaction call | :01:35 | ◆ | | | ◆ | |
| 11:21:38AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:21:48AM | on a customer satisfaction call | :01:50 | ◆ | | | ◆ | |
| 11:23:38AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:23:48AM | on a customer satisfaction call | :02:12 | ◆ | | | ◆ | |
| 11:26:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:26:10AM | on a customer satisfaction call | :01:44 | ◆ | | | ◆ | |
| 11:27:54AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:28:04AM | on a customer satisfaction call | :01:51 | ◆ | | | ◆ | |
| 11:29:55AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:30:05AM | on a customer satisfaction call | :01:55 | ◆ | | | ◆ | |
| 11:32:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:32:10AM | on a customer satisfaction call | :01:43 | ◆ | | | ◆ | |
| 11:33:53AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:34:03AM | on a customer satisfaction call | :01:56 | ◆ | | | ◆ | |
| 11:35:59AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:36:09AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:36:09AM | on a customer satisfaction call | :00:23 | ◆ | | | ◆ | |

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: ALLIE.EUTSEY

| | | | 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 |
| 11:36:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:36:42AM | Available | :00:19 | ◆ | ◆ | | | |
| 11:37:01AM | on a customer satisfaction call | :02:55 | ◆ | | | ◆ | |
| 11:39:56AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:40:06AM | on a customer satisfaction call | :00:52 | ◆ | | | ◆ | |
| 11:40:58AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:41:08AM | Available | :00:04 | ◆ | ◆ | | | |
| 11:41:12AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:43:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:43:22AM | Available | :00:30 | ◆ | ◆ | | | |
| 11:43:52AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:45:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:46:02AM | Available | :00:22 | ◆ | ◆ | | | |
| 11:46:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:46:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:46:51AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:46:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:47:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:47:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:47:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:48:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:48:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:48:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:49:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:49:21AM | Available | :00:33 | ◆ | ◆ | | | |

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: ALLIE.EUTSEY

| | | | 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 |
| 11:49:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:50:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:50:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:50:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:51:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:51:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:51:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:52:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:52:21AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:52:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:52:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:52:51AM | Available | :00:10 | ◆ | ◆ | | | |
| 11:53:01AM | on a customer satisfaction call | :02:48 | ◆ | | | ◆ | |
| 11:55:49AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:55:59AM | on a customer satisfaction call | :00:43 | ◆ | | | ◆ | |
| 11:56:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:56:52AM | Available | :00:20 | ◆ | ◆ | | | |
| 11:57:12AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:59:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:59:22AM | Available | :00:32 | ◆ | ◆ | | | |
| 11:59:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| Agent StatusTotals: | | 01:57:23 | | | | | |

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: AMY.COOPER

| | | Flags | | | | |
|-----------------------|--|-----------|---------------|-------------------|----------|--------|
| | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | 01:55:17 | :01:37 | :00:00 | 01:53:40 | :09:55 |

| | | | Flags | | | | |
|-----------|-------|----------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:55:17 | :01:37 | :00:00 | 01:53:40 | :09:55 |

| | | | | | | | |
|------------|-----------------------------------|--------|---|---|--|---|---|
| 10:06:41AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:07:26AM | Available | :01:32 | ◆ | ◆ | | | |
| 10:08:58AM | on a help desk interaction | :11:36 | ◆ | | | ◆ | |
| 10:20:34AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:21:19AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:21:19AM | on a help desk interaction | :02:50 | ◆ | | | ◆ | |
| 10:24:09AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:24:54AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:24:55AM | on a help desk interaction | :02:57 | ◆ | | | ◆ | |
| 10:27:52AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:28:37AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:28:37AM | on a customer service interaction | :02:23 | ◆ | | | ◆ | |
| 10:31:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:31:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:31:10AM | on a customer service interaction | :02:43 | ◆ | | | ◆ | |
| 10:33:53AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:34:03AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:34:03AM | on a help desk interaction | :05:27 | ◆ | | | ◆ | |
| 10:39:30AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:40:15AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:40:15AM | on a help desk interaction | :03:06 | ◆ | | | ◆ | |
| 10:43:21AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |

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: AMY.COOPER

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:55:17 | :01:37 | :00:00 | 01:53:40 | :09:55 |
| 10:44:06AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:44:07AM | on a help desk interaction | :02:53 | ◆ | | | ◆ | |
| 10:47:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:47:45AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:47:45AM | on a help desk interaction | :02:15 | ◆ | | | ◆ | |
| 10:50:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:50:45AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:50:45AM | on a customer service interaction | :06:15 | ◆ | | | ◆ | |
| 10:57:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:57:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:57:11AM | on a customer service interaction | :01:49 | ◆ | | | ◆ | |
| 10:59:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:59:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:59:10AM | on a customer service interaction | :02:49 | ◆ | | | ◆ | |
| 11:01:59AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:02:09AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:02:09AM | on a help desk interaction | :02:51 | ◆ | | | ◆ | |
| 11:05:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:05:45AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:05:46AM | on a customer service interaction | :02:14 | ◆ | | | ◆ | |
| 11:08:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:08:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:08:11AM | on a customer service interaction | :01:49 | ◆ | | | ◆ | |
| 11:10:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:10:10AM | Available | :00:00 | ◆ | ◆ | | | |

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: AMY.COOPER

| | | | Flags | | | | |
|----------------------------|-----------------------------------|-----------------|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:55:17 | :01:37 | :00:00 | 01:53:40 | :09:55 |
| 11:10:10AM | on a customer service interaction | :05:54 | ◆ | | | ◆ | |
| 11:16:04AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:16:14AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:16:14AM | on a customer service interaction | :03:18 | ◆ | | | ◆ | |
| 11:19:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:19:42AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:19:42AM | on a customer service interaction | :02:19 | ◆ | | | ◆ | |
| 11:22:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:22:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:22:11AM | on a help desk interaction | :11:24 | ◆ | | | ◆ | |
| 11:33:35AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:34:20AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:34:20AM | on a help desk interaction | :14:29 | ◆ | | | ◆ | |
| 11:48:49AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:49:34AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:49:34AM | on a customer service interaction | :12:24 | ◆ | | | ◆ | |
| Agent StatusTotals: | | 01:55:17 | | | | | |

Agent: BOB.KEMNA

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:29 | :00:00 | :00:00 | 01:59:29 | :08:41 |

| | | | Flags | | | | |
|------------------|--------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:59:29 | :00:00 | :00:00 | 01:59:29 | :08:41 |
| 10:00:47AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: BOB.KEMNA

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:29 | :00:00 | :00:00 | 01:59:29 | :08:41 |
| 10:00:57AM | on a customer satisfaction call | :02:23 | ◆ | | | ◆ | |
| 10:03:20AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:03:30AM | on a customer satisfaction call | :02:45 | ◆ | | | ◆ | |
| 10:06:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:06:25AM | on a customer satisfaction call | :02:22 | ◆ | | | ◆ | |
| 10:08:47AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:08:57AM | on a customer satisfaction call | :00:44 | ◆ | | | ◆ | |
| 10:09:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:09:51AM | on a customer satisfaction call | :01:29 | ◆ | | | ◆ | |
| 10:11:20AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:11:30AM | on a customer satisfaction call | :02:23 | ◆ | | | ◆ | |
| 10:13:53AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:14:03AM | on a customer satisfaction call | :02:22 | ◆ | | | ◆ | |
| 10:16:25AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:16:35AM | on a customer satisfaction call | :02:23 | ◆ | | | ◆ | |
| 10:18:58AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:19:08AM | on a customer satisfaction call | :02:23 | ◆ | | | ◆ | |
| 10:21:31AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:21:41AM | on a customer satisfaction call | :02:34 | ◆ | | | ◆ | |
| 10:24:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:24:25AM | on a customer satisfaction call | :02:23 | ◆ | | | ◆ | |
| 10:26:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:26:58AM | on a customer satisfaction call | :02:22 | ◆ | | | ◆ | |
| 10:29:20AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:29:30AM | on a customer satisfaction call | :02:23 | ◆ | | | ◆ | |

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: BOB.KEMNA

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:29 | :00:00 | :00:00 | 01:59:29 | :08:41 |
| 10:31:53AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:32:03AM | on a customer satisfaction call | :02:22 | ◆ | | | ◆ | |
| 10:34:25AM | Follow Up | :00:11 | ◆ | | | ◆ | ◆ |
| 10:34:36AM | on a customer satisfaction call | :02:39 | ◆ | | | ◆ | |
| 10:37:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:37:25AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 10:40:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:40:25AM | on a customer satisfaction call | :02:23 | ◆ | | | ◆ | |
| 10:42:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:42:58AM | on a customer satisfaction call | :02:22 | ◆ | | | ◆ | |
| 10:45:20AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:45:30AM | on a customer satisfaction call | :02:06 | ◆ | | | ◆ | |
| 10:47:36AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:47:46AM | on a customer satisfaction call | :01:22 | ◆ | | | ◆ | |
| 10:49:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:49:18AM | on a customer satisfaction call | :02:23 | ◆ | | | ◆ | |
| 10:51:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:51:51AM | on a customer satisfaction call | :02:24 | ◆ | | | ◆ | |
| 10:54:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:54:25AM | on a customer satisfaction call | :02:11 | ◆ | | | ◆ | |
| 10:56:36AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:56:46AM | on a customer satisfaction call | :02:29 | ◆ | | | ◆ | |
| 10:59:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:59:25AM | on a customer satisfaction call | :01:06 | ◆ | | | ◆ | |
| 11:00:31AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: BOB.KEMNA

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:29 | :00:00 | :00:00 | 01:59:29 | :08:41 |
| 11:00:41AM | on a customer satisfaction call | :01:34 | ◆ | | | ◆ | |
| 11:02:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:02:25AM | on a customer satisfaction call | :02:23 | ◆ | | | ◆ | |
| 11:04:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:04:58AM | on a customer satisfaction call | :02:22 | ◆ | | | ◆ | |
| 11:07:20AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:07:30AM | on a customer satisfaction call | :02:23 | ◆ | | | ◆ | |
| 11:09:53AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:10:03AM | on a customer satisfaction call | :02:23 | ◆ | | | ◆ | |
| 11:12:26AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:12:36AM | on a customer satisfaction call | :01:06 | ◆ | | | ◆ | |
| 11:13:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:13:52AM | on a customer satisfaction call | :01:07 | ◆ | | | ◆ | |
| 11:14:59AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:15:09AM | on a customer satisfaction call | :03:06 | ◆ | | | ◆ | |
| 11:18:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:18:25AM | on a customer satisfaction call | :02:23 | ◆ | | | ◆ | |
| 11:20:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:20:58AM | on a customer satisfaction call | :02:11 | ◆ | | | ◆ | |
| 11:23:09AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:23:19AM | on a customer satisfaction call | :02:22 | ◆ | | | ◆ | |
| 11:25:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:25:51AM | on a customer satisfaction call | :02:25 | ◆ | | | ◆ | |
| 11:28:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:28:26AM | on a customer satisfaction call | :02:11 | ◆ | | | ◆ | |

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: BOB.KEMNA

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:29 | :00:00 | :00:00 | 01:59:29 | :08:41 |
| 11:30:37AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:30:47AM | on a customer satisfaction call | :02:29 | ◆ | | | ◆ | |
| 11:33:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:33:26AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 11:36:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:36:26AM | on a customer satisfaction call | :02:11 | ◆ | | | ◆ | |
| 11:38:37AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:38:47AM | on a customer satisfaction call | :02:29 | ◆ | | | ◆ | |
| 11:41:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:41:26AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 11:44:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:44:26AM | on a customer satisfaction call | :01:13 | ◆ | | | ◆ | |
| 11:45:39AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:45:49AM | on a customer satisfaction call | :01:27 | ◆ | | | ◆ | |
| 11:47:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:47:26AM | on a customer satisfaction call | :01:44 | ◆ | | | ◆ | |
| 11:49:10AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:49:20AM | on a customer satisfaction call | :00:28 | ◆ | | | ◆ | |
| 11:49:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:49:58AM | on a customer satisfaction call | :02:23 | ◆ | | | ◆ | |
| 11:52:21AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:52:31AM | on a customer satisfaction call | :02:23 | ◆ | | | ◆ | |
| 11:54:54AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:55:04AM | on a customer satisfaction call | :02:22 | ◆ | | | ◆ | |
| 11:57:26AM | Follow Up | :00:20 | ◆ | | | ◆ | ◆ |

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: BOB.KEMNA

| | | | Flags | | | | |
|----------------------------|---------------------------------|----------------|--------------------|----------|--------|---|--|
| | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW | | |
| Agent Summary: | 01:59:29 | :00:00 | :00:00 | 01:59:29 | :08:41 | | |
| 11:57:46AM | on a customer satisfaction call | :02:30 | ◆ | | | ◆ | |
| Agent StatusTotals: | 01:59:29 | | | | | | |

Agent: BOB.TOMATOE

| | | | Flags | | | | |
|-----------------------|-----------|----------------|--------------------|----------|--------|--|--|
| | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW | | |
| Agent Summary: | 01:59:59 | :04:26 | :00:00 | 01:55:33 | :00:20 | | |

| | | | Flags | | | | |
|----------------------------|-----------------------------------|-----------------|--------------------|--------|--------|----------|--------|
| | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW | | |
| 8/29/2015 | State | Duration | 01:59:59 | :04:26 | :00:00 | 01:55:33 | :00:20 |
| 10:00:01AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:00:01AM | on a customer service interaction | :07:29 | ◆ | | | ◆ | |
| 10:07:30AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:07:40AM | Available | :02:19 | ◆ | ◆ | | | |
| 10:09:59AM | on a customer service interaction | :02:44 | ◆ | | | ◆ | |
| 10:12:43AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:12:53AM | Available | :02:07 | ◆ | ◆ | | | |
| 10:15:00AM | At Lunch | 01:45:00 | ◆ | | | ◆ | |
| Agent StatusTotals: | 01:59:59 | | | | | | |

Agent: BRIAN.BOUDOURIS

| | | | Flags | | | | |
|-----------------------|-----------|----------------|--------------------|----------|--------|--|--|
| | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW | | |
| Agent Summary: | 02:02:01 | :00:00 | :00:00 | 02:02:01 | :08:30 | | |

| | | | Flags | | | | |
|------------------|--------------|-----------------|--------------------|--------|--------|----------|--------|
| | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW | | |
| 8/29/2015 | State | Duration | 02:02:01 | :00:00 | :00:00 | 02:02:01 | :08:30 |
| 10:00:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: BRIAN.BOULOURIS

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:01 | :00:00 | :00:00 | 02:02:01 | :08:30 |
| 10:00:25AM | on a customer satisfaction call | :01:43 | ◆ | | | ◆ | |
| 10:02:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:02:18AM | on a customer satisfaction call | :02:57 | ◆ | | | ◆ | |
| 10:05:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:05:25AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 10:08:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:08:25AM | on a customer satisfaction call | :01:43 | ◆ | | | ◆ | |
| 10:10:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:10:18AM | on a customer satisfaction call | :02:57 | ◆ | | | ◆ | |
| 10:13:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:13:25AM | on a customer satisfaction call | :01:43 | ◆ | | | ◆ | |
| 10:15:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:15:18AM | on a customer satisfaction call | :02:57 | ◆ | | | ◆ | |
| 10:18:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:18:25AM | on a customer satisfaction call | :01:43 | ◆ | | | ◆ | |
| 10:20:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:20:18AM | on a customer satisfaction call | :02:57 | ◆ | | | ◆ | |
| 10:23:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:23:25AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 10:26:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:26:25AM | on a customer satisfaction call | :01:43 | ◆ | | | ◆ | |
| 10:28:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:28:18AM | on a customer satisfaction call | :02:57 | ◆ | | | ◆ | |
| 10:31:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:31:25AM | on a customer satisfaction call | :01:43 | ◆ | | | ◆ | |

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: BRIAN.BOUDOURIS

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:01 | :00:00 | :00:00 | 02:02:01 | :08:30 |
| 10:33:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:33:18AM | on a customer satisfaction call | :00:23 | ◆ | | | ◆ | |
| 10:33:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:33:51AM | on a customer satisfaction call | :02:24 | ◆ | | | ◆ | |
| 10:36:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:36:25AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 10:39:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:39:25AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 10:42:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:42:25AM | on a customer satisfaction call | :01:43 | ◆ | | | ◆ | |
| 10:44:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:44:18AM | on a customer satisfaction call | :02:14 | ◆ | | | ◆ | |
| 10:46:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:46:42AM | on a customer satisfaction call | :01:26 | ◆ | | | ◆ | |
| 10:48:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:48:18AM | on a customer satisfaction call | :02:57 | ◆ | | | ◆ | |
| 10:51:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:51:25AM | on a customer satisfaction call | :01:43 | ◆ | | | ◆ | |
| 10:53:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:53:18AM | on a customer satisfaction call | :02:57 | ◆ | | | ◆ | |
| 10:56:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:56:25AM | on a customer satisfaction call | :01:43 | ◆ | | | ◆ | |
| 10:58:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:58:18AM | on a customer satisfaction call | :02:57 | ◆ | | | ◆ | |
| 11:01:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: BRIAN.BOULOURIS

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:01 | :00:00 | :00:00 | 02:02:01 | :08:30 |
| 11:01:25AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 11:04:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:04:25AM | on a customer satisfaction call | :01:43 | ◆ | | | ◆ | |
| 11:06:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:06:18AM | on a customer satisfaction call | :02:57 | ◆ | | | ◆ | |
| 11:09:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:09:25AM | on a customer satisfaction call | :01:43 | ◆ | | | ◆ | |
| 11:11:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:11:18AM | on a customer satisfaction call | :01:50 | ◆ | | | ◆ | |
| 11:13:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:13:18AM | on a customer satisfaction call | :02:57 | ◆ | | | ◆ | |
| 11:16:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:16:25AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 11:19:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:19:25AM | on a customer satisfaction call | :02:23 | ◆ | | | ◆ | |
| 11:21:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:21:58AM | on a customer satisfaction call | :00:43 | ◆ | | | ◆ | |
| 11:22:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:22:51AM | on a customer satisfaction call | :02:24 | ◆ | | | ◆ | |
| 11:25:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:25:25AM | on a customer satisfaction call | :01:44 | ◆ | | | ◆ | |
| 11:27:09AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:27:19AM | on a customer satisfaction call | :00:22 | ◆ | | | ◆ | |
| 11:27:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:27:51AM | on a customer satisfaction call | :02:25 | ◆ | | | ◆ | |

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: BRIAN.BOULOURIS

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:01 | :00:00 | :00:00 | 02:02:01 | :08:30 |
| 11:30:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:30:26AM | on a customer satisfaction call | :01:43 | ◆ | | | ◆ | |
| 11:32:09AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:32:19AM | on a customer satisfaction call | :02:57 | ◆ | | | ◆ | |
| 11:35:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:35:26AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 11:38:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:38:26AM | on a customer satisfaction call | :01:43 | ◆ | | | ◆ | |
| 11:40:09AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:40:19AM | on a customer satisfaction call | :02:57 | ◆ | | | ◆ | |
| 11:43:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:43:26AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 11:46:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:46:26AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 11:49:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:49:26AM | on a customer satisfaction call | :01:43 | ◆ | | | ◆ | |
| 11:51:09AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:51:19AM | on a customer satisfaction call | :00:22 | ◆ | | | ◆ | |
| 11:51:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:51:51AM | on a customer satisfaction call | :02:25 | ◆ | | | ◆ | |
| 11:54:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:54:26AM | on a customer satisfaction call | :01:43 | ◆ | | | ◆ | |
| 11:56:09AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:56:19AM | on a customer satisfaction call | :02:57 | ◆ | | | ◆ | |
| 11:59:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: BRIAN.BOUDOURIS

| | | | Flags | | | | |
|----------------------------|---------------------------------|--------|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:01 | :00:00 | :00:00 | 02:02:01 | :08:30 |
| 11:59:26AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| Agent StatusTotals: | | | 02:02:01 | | | | |

Agent: BRUCE.KNAPP

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:03 | :05:05 | :00:00 | 01:52:58 | :08:45 |

| | | | Flags | | | | |
|------------------|-----------------------------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:58:03 | :05:05 | :00:00 | 01:52:58 | :08:45 |
| 10:02:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:02:51AM | Available | :01:08 | ◆ | ◆ | | | |
| 10:03:59AM | on a customer service interaction | :02:58 | ◆ | | | ◆ | |
| 10:06:57AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:07:07AM | Available | :01:52 | ◆ | ◆ | | | |
| 10:08:59AM | on a customer service interaction | :02:51 | ◆ | | | ◆ | |
| 10:11:50AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:12:00AM | Available | :01:58 | ◆ | ◆ | | | |
| 10:13:58AM | on a customer service interaction | :12:46 | ◆ | | | ◆ | |
| 10:26:44AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:26:54AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:26:54AM | on a customer service interaction | :03:00 | ◆ | | | ◆ | |
| 10:29:54AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:30:04AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:30:05AM | on a customer service interaction | :02:32 | ◆ | | | ◆ | |
| 10:32:37AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: BRUCE.KNAPP

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:03 | :05:05 | :00:00 | 01:52:58 | :08:45 |
| 10:32:47AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:32:47AM | on a customer service interaction | :02:03 | ◆ | | | ◆ | |
| 10:34:50AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:35:00AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:35:01AM | on a help desk interaction | :02:54 | ◆ | | | ◆ | |
| 10:37:55AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:38:40AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:38:40AM | on a help desk interaction | :02:20 | ◆ | | | ◆ | |
| 10:41:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:41:45AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:41:45AM | on a help desk interaction | :01:53 | ◆ | | | ◆ | |
| 10:43:38AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:43:48AM | on a help desk interaction | :01:14 | ◆ | | | ◆ | |
| 10:45:02AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:45:47AM | on a help desk interaction | :01:18 | ◆ | | | ◆ | |
| 10:47:05AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:47:15AM | on a help desk interaction | :01:21 | ◆ | | | ◆ | |
| 10:48:36AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:49:21AM | on a help desk interaction | :00:51 | ◆ | | | ◆ | |
| 10:50:12AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:50:57AM | on a customer service interaction | :00:05 | ◆ | | | ◆ | |
| 10:51:02AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:51:12AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:51:12AM | on a customer service interaction | :01:48 | ◆ | | | ◆ | |
| 10:53:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: BRUCE.KNAPP

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:03 | :05:05 | :00:00 | 01:52:58 | :08:45 |
| 10:53:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:53:11AM | on a customer service interaction | :01:49 | ◆ | | | ◆ | |
| 10:55:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:55:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:55:11AM | on a help desk interaction | :02:44 | ◆ | | | ◆ | |
| 10:57:55AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:58:40AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:58:40AM | on a customer service interaction | :02:20 | ◆ | | | ◆ | |
| 11:01:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:01:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:01:10AM | on a customer service interaction | :08:18 | ◆ | | | ◆ | |
| 11:09:28AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:09:38AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:09:39AM | on a customer service interaction | :01:22 | ◆ | | | ◆ | |
| 11:11:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:11:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:11:11AM | on a customer service interaction | :01:50 | ◆ | | | ◆ | |
| 11:13:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:13:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:13:11AM | on a customer service interaction | :12:54 | ◆ | | | ◆ | |
| 11:26:05AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:26:15AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:26:16AM | on a customer service interaction | :02:45 | ◆ | | | ◆ | |
| 11:29:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:29:11AM | Available | :00:00 | ◆ | ◆ | | | |

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: BRUCE.KNAPP

| | | | Flags | | | | |
|----------------------------|-----------------------------------|--------|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:03 | :05:05 | :00:00 | 01:52:58 | :08:45 |
| 11:29:11AM | on a customer service interaction | :10:50 | ◆ | | | ◆ | |
| 11:40:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:40:11AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:40:12AM | on a customer service interaction | :01:49 | ◆ | | | ◆ | |
| 11:42:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:42:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:42:11AM | on a customer service interaction | :14:38 | ◆ | | | ◆ | |
| 11:56:49AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:56:59AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:56:59AM | on a help desk interaction | :03:00 | ◆ | | | ◆ | |
| 11:59:59AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| Agent StatusTotals: | | | 01:58:03 | | | | |

Agent: CHAD.MIMMS

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:53:03 | :01:59 | :00:00 | 01:51:04 | :10:30 |

| | | | Flags | | | | |
|------------------|----------------------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:53:03 | :01:59 | :00:00 | 01:51:04 | :10:30 |
| 10:08:28AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:08:38AM | Available | :01:50 | ◆ | ◆ | | | |
| 10:10:28AM | on a help desk interaction | :05:48 | ◆ | | | ◆ | |
| 10:16:16AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:17:01AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:17:02AM | on a help desk interaction | :02:51 | ◆ | | | ◆ | |

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: CHAD.MIMMS

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:53:03 | :01:59 | :00:00 | 01:51:04 | :10:30 |
| 10:19:53AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:20:38AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:20:38AM | on a customer service interaction | :02:45 | ◆ | | | ◆ | |
| 10:23:23AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:23:33AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:23:33AM | on a help desk interaction | :05:27 | ◆ | | | ◆ | |
| 10:29:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:29:45AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:29:45AM | on a customer service interaction | :01:15 | ◆ | | | ◆ | |
| 10:31:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:31:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:31:10AM | on a help desk interaction | :02:51 | ◆ | | | ◆ | |
| 10:34:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:34:46AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:34:47AM | on a customer service interaction | :02:13 | ◆ | | | ◆ | |
| 10:37:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:37:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:37:10AM | on a help desk interaction | :02:44 | ◆ | | | ◆ | |
| 10:39:54AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:40:39AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:40:39AM | on a help desk interaction | :07:42 | ◆ | | | ◆ | |
| 10:48:21AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:49:06AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:49:06AM | on a help desk interaction | :02:54 | ◆ | | | ◆ | |
| 10:52:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |

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: CHAD.MIMMS

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:53:03 | :01:59 | :00:00 | 01:51:04 | :10:30 |
| 10:52:45AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:52:46AM | on a help desk interaction | :02:14 | ◆ | | | ◆ | |
| 10:55:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:55:45AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:55:45AM | on a customer service interaction | :03:33 | ◆ | | | ◆ | |
| 10:59:18AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:59:28AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:59:29AM | on a help desk interaction | :02:40 | ◆ | | | ◆ | |
| 11:02:09AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:02:54AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:02:54AM | on a customer service interaction | :02:06 | ◆ | | | ◆ | |
| 11:05:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:05:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:05:11AM | on a customer service interaction | :08:21 | ◆ | | | ◆ | |
| 11:13:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:13:42AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:13:43AM | on a customer service interaction | :06:52 | ◆ | | | ◆ | |
| 11:20:35AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:20:45AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:20:45AM | on a help desk interaction | :02:51 | ◆ | | | ◆ | |
| 11:23:36AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:24:21AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:24:22AM | on a help desk interaction | :02:39 | ◆ | | | ◆ | |
| 11:27:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:27:46AM | Available | :00:01 | ◆ | ◆ | | | |

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: CHAD.MIMMS

| | | | Flags | | | | |
|----------------------------|-----------------------------------|--------|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:53:03 | :01:59 | :00:00 | 01:51:04 | :10:30 |
| 11:27:47AM | on a customer service interaction | :10:41 | ◆ | | | ◆ | |
| 11:38:28AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:38:38AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:38:39AM | on a help desk interaction | :14:40 | ◆ | | | ◆ | |
| 11:53:19AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:54:04AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:54:04AM | on a help desk interaction | :07:27 | ◆ | | | ◆ | |
| Agent StatusTotals: | | | 01:53:03 | | | | |

Agent: CHRIS.HERR

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:59 | :06:03 | :00:00 | 01:53:56 | :00:27 |

| | | | Flags | | | | |
|------------------|-----------------------------------|-----------------|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:59:59 | :06:03 | :00:00 | 01:53:56 | :00:27 |
| 10:00:01AM | Available | :00:58 | ◆ | ◆ | | | |
| 10:00:59AM | on a customer service interaction | :02:53 | ◆ | | | ◆ | |
| 10:03:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:04:02AM | Available | :01:57 | ◆ | ◆ | | | |
| 10:05:59AM | on a customer service interaction | :02:42 | ◆ | | | ◆ | |
| 10:08:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:08:51AM | Available | :03:08 | ◆ | ◆ | | | |
| 10:11:59AM | on a customer service interaction | :02:54 | ◆ | | | ◆ | |
| 10:14:53AM | Follow Up | :00:07 | ◆ | | | ◆ | ◆ |
| 10:15:00AM | At Lunch | 01:45:00 | ◆ | | | ◆ | |

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 Status Totals: 01:59:59

Agent: CLINTON.HUNSUCKER

Flags

| | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
|----------------|-----------|---------------|-------------------|----------|--------|
| Agent Summary: | 01:58:41 | :20:39 | :00:00 | 01:38:02 | :12:40 |

Flags

| 8/29/2015 | State | Duration | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
|-----------|-------|----------|-----------|---------------|-------------------|----------|--------|
| | | | 01:58:41 | :20:39 | :00:00 | 01:38:02 | :12:40 |

| | | | | | | | |
|------------|---------------------------------|--------|---|---|--|---|---|
| 10:01:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:02:01AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:02:01AM | on a customer satisfaction call | :01:10 | ◆ | | | ◆ | |
| 10:03:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:03:21AM | Available | :00:38 | ◆ | ◆ | | | |
| 10:03:59AM | on a customer satisfaction call | :03:01 | ◆ | | | ◆ | |
| 10:07:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:07:10AM | on a customer satisfaction call | :00:53 | ◆ | | | ◆ | |
| 10:08:03AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:08:13AM | on a customer satisfaction call | :02:38 | ◆ | | | ◆ | |
| 10:10:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:11:01AM | on a customer satisfaction call | :00:58 | ◆ | | | ◆ | |
| 10:11:59AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:12:09AM | on a customer satisfaction call | :02:25 | ◆ | | | ◆ | |
| 10:14:34AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:14:44AM | on a customer satisfaction call | :01:06 | ◆ | | | ◆ | |
| 10:15:50AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:16:00AM | Available | :00:24 | ◆ | ◆ | | | |
| 10:16:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:16:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:16:51AM | Available | :00:33 | ◆ | ◆ | | | |

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: CLINTON.HUNSUCKER

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:41 | :20:39 | :00:00 | 01:38:02 | :12:40 |
| 10:17:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:17:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:17:51AM | Available | :00:08 | ◆ | ◆ | | | |
| 10:17:59AM | on a customer satisfaction call | :02:43 | ◆ | | | ◆ | |
| 10:20:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:20:52AM | on a customer satisfaction call | :01:02 | ◆ | | | ◆ | |
| 10:21:54AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:22:04AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:22:05AM | on a customer satisfaction call | :00:26 | ◆ | | | ◆ | |
| 10:22:31AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:22:41AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:22:42AM | on a customer satisfaction call | :00:29 | ◆ | | | ◆ | |
| 10:23:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:23:21AM | Available | :00:30 | ◆ | ◆ | | | |
| 10:23:51AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:25:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:26:01AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:26:02AM | on a customer satisfaction call | :01:49 | ◆ | | | ◆ | |
| 10:27:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:28:01AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:28:02AM | on a customer satisfaction call | :00:29 | ◆ | | | ◆ | |
| 10:28:31AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:28:41AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:28:42AM | on a customer satisfaction call | :01:49 | ◆ | | | ◆ | |
| 10:30:31AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: CLINTON.HUNSUCKER

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:41 | :20:39 | :00:00 | 01:38:02 | :12:40 |
| 10:30:41AM | Available | :00:13 | ◆ | ◆ | | | |
| 10:30:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:31:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:31:21AM | Available | :00:03 | ◆ | ◆ | | | |
| 10:31:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:31:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:31:51AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:31:51AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:33:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:34:01AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:34:02AM | on a customer satisfaction call | :02:57 | ◆ | | | ◆ | |
| 10:36:59AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:37:09AM | on a customer satisfaction call | :00:44 | ◆ | | | ◆ | |
| 10:37:53AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:38:03AM | Available | :00:28 | ◆ | ◆ | | | |
| 10:38:31AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:40:31AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:40:41AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:40:42AM | on a customer satisfaction call | :01:09 | ◆ | | | ◆ | |
| 10:41:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:42:01AM | Available | :00:53 | ◆ | ◆ | | | |
| 10:42:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:43:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:43:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:43:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |

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: CLINTON.HUNSUCKER

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:41 | :20:39 | :00:00 | 01:38:02 | :12:40 |
| 10:44:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:44:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:44:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:45:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:45:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:45:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:46:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:46:21AM | Available | :01:03 | ◆ | ◆ | | | |
| 10:47:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:47:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:47:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:48:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:48:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:48:51AM | Available | :00:20 | ◆ | ◆ | | | |
| 10:49:11AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:51:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:51:21AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:51:22AM | on a customer satisfaction call | :01:10 | ◆ | | | ◆ | |
| 10:52:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:52:42AM | Available | :00:30 | ◆ | ◆ | | | |
| 10:53:12AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:55:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:55:22AM | Available | :00:02 | ◆ | ◆ | | | |
| 10:55:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:55:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: CLINTON.HUNSUCKER

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:41 | :20:39 | :00:00 | 01:38:02 | :12:40 |
| 10:55:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:56:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:56:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:56:51AM | Available | :01:00 | ◆ | ◆ | | | |
| 10:57:51AM | on a customer satisfaction call | :02:01 | ◆ | | | ◆ | |
| 10:59:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:00:02AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:00:02AM | on a customer satisfaction call | :01:50 | ◆ | | | ◆ | |
| 11:01:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:02:02AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:02:02AM | on a customer satisfaction call | :00:30 | ◆ | | | ◆ | |
| 11:02:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:02:42AM | Available | :00:12 | ◆ | ◆ | | | |
| 11:02:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:03:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:03:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:03:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:04:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:04:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:04:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:05:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:05:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:05:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:06:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:06:21AM | Available | :01:03 | ◆ | ◆ | | | |

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: CLINTON.HUNSUCKER

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:41 | :20:39 | :00:00 | 01:38:02 | :12:40 |
| 11:07:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:07:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:07:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:08:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:08:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:08:51AM | Available | :00:21 | ◆ | ◆ | | | |
| 11:09:12AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:11:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:11:22AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:11:22AM | on a customer satisfaction call | :01:10 | ◆ | | | ◆ | |
| 11:12:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:12:42AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:12:42AM | on a customer satisfaction call | :01:10 | ◆ | | | ◆ | |
| 11:13:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:14:02AM | Available | :00:52 | ◆ | ◆ | | | |
| 11:14:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:15:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:15:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:15:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:16:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:16:21AM | Available | :00:11 | ◆ | ◆ | | | |
| 11:16:32AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:18:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:18:42AM | Available | :00:30 | ◆ | ◆ | | | |
| 11:19:12AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |

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: CLINTON.HUNSUCKER

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:41 | :20:39 | :00:00 | 01:38:02 | :12:40 |
| 11:21:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:21:22AM | Available | :00:02 | ◆ | ◆ | | | |
| 11:21:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:21:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:21:51AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:21:52AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:23:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:24:02AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:24:02AM | on a customer satisfaction call | :00:30 | ◆ | | | ◆ | |
| 11:24:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:24:42AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:24:42AM | on a customer satisfaction call | :01:50 | ◆ | | | ◆ | |
| 11:26:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:26:42AM | Available | :00:30 | ◆ | ◆ | | | |
| 11:27:12AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:29:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:29:22AM | Available | :00:30 | ◆ | ◆ | | | |
| 11:29:52AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:31:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:32:02AM | Available | :00:52 | ◆ | ◆ | | | |
| 11:32:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:33:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:33:21AM | Available | :01:03 | ◆ | ◆ | | | |
| 11:34:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:34:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: CLINTON.HUNSUCKER

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:41 | :20:39 | :00:00 | 01:38:02 | :12:40 |
| 11:34:51AM | Available | :00:21 | ◆ | ◆ | | | |
| 11:35:12AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:37:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:37:22AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:37:22AM | on a customer satisfaction call | :00:30 | ◆ | | | ◆ | |
| 11:37:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:38:02AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:38:02AM | on a customer satisfaction call | :01:50 | ◆ | | | ◆ | |
| 11:39:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:40:02AM | Available | :00:30 | ◆ | ◆ | | | |
| 11:40:32AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:42:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:42:42AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:42:42AM | on a customer satisfaction call | :01:50 | ◆ | | | ◆ | |
| 11:44:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:44:42AM | Available | :00:12 | ◆ | ◆ | | | |
| 11:44:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:45:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:45:21AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:45:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:45:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:45:51AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:45:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:46:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:46:21AM | Available | :00:11 | ◆ | ◆ | | | |

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: CLINTON.HUNSUCKER

| | | | Flags | | | | |
|----------------------------|---------------------------------|----------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:41 | :20:39 | :00:00 | 01:38:02 | :12:40 |
| 11:46:32AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:48:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:48:42AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:48:42AM | on a customer satisfaction call | :01:50 | ◆ | | | ◆ | |
| 11:50:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:50:42AM | Available | :00:19 | ◆ | ◆ | | | |
| 11:51:01AM | on a customer satisfaction call | :03:06 | ◆ | | | ◆ | |
| 11:54:07AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:54:17AM | on a customer satisfaction call | :00:34 | ◆ | | | ◆ | |
| 11:54:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:55:01AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:55:02AM | on a customer satisfaction call | :01:30 | ◆ | | | ◆ | |
| 11:56:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:56:42AM | Available | :00:12 | ◆ | ◆ | | | |
| 11:56:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:57:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:57:21AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:57:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:57:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:57:51AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:57:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:58:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:58:21AM | Available | :00:11 | ◆ | ◆ | | | |
| 11:58:32AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| Agent StatusTotals: | | 01:58:41 | | | | | |

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: DALE.PIERCE

| | | Flags | | | | |
|-----------------------|--|-----------|---------------|-------------------|----------|--------|
| | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | 01:59:59 | :04:26 | :00:00 | 01:55:33 | :00:20 |

| | | | Flags | | | | |
|-----------|-------|----------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:59:59 | :04:26 | :00:00 | 01:55:33 | :00:20 |

| | | | | | | | |
|------------|-----------------------------------|----------|---|---|--|---|---|
| 10:00:01AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:00:01AM | on a customer service interaction | :02:58 | ◆ | | | ◆ | |
| 10:02:59AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:03:09AM | Available | :02:49 | ◆ | ◆ | | | |
| 10:05:58AM | on a customer service interaction | :07:15 | ◆ | | | ◆ | |
| 10:13:13AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:13:23AM | Available | :01:37 | ◆ | ◆ | | | |
| 10:15:00AM | At Lunch | 01:45:00 | ◆ | | | ◆ | |

Agent StatusTotals: 01:59:59

Agent: DONA.BELLIN

| | | Flags | | | | |
|-----------------------|--|-----------|---------------|-------------------|----------|--------|
| | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | 01:59:53 | :21:37 | :00:00 | 01:38:16 | :13:40 |

| | | | Flags | | | | |
|-----------|-------|----------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:59:53 | :21:37 | :00:00 | 01:38:16 | :13:40 |

| | | | | | | | |
|------------|---------------------------------|--------|---|---|--|---|---|
| 10:00:31AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:00:41AM | Available | :00:13 | ◆ | ◆ | | | |
| 10:00:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:01:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:01:21AM | Available | :00:30 | ◆ | ◆ | | | |
| 10:01:51AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |

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: DONA.BELLIN

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:53 | :21:37 | :00:00 | 01:38:16 | :13:40 |
| 10:03:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:04:01AM | Available | :00:23 | ◆ | ◆ | | | |
| 10:04:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:04:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:04:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:05:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:05:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:05:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:06:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:06:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:06:51AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:06:51AM | on a customer satisfaction call | :01:40 | ◆ | | | ◆ | |
| 10:08:31AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:08:41AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:08:42AM | on a customer satisfaction call | :01:09 | ◆ | | | ◆ | |
| 10:09:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:10:01AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:10:02AM | on a customer satisfaction call | :01:09 | ◆ | | | ◆ | |
| 10:11:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:11:21AM | Available | :00:30 | ◆ | ◆ | | | |
| 10:11:51AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:13:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:14:01AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:14:02AM | on a customer satisfaction call | :01:09 | ◆ | | | ◆ | |
| 10:15:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: DONA.BELLIN

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:53 | :21:37 | :00:00 | 01:38:16 | :13:40 |
| 10:15:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:15:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:16:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:16:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:16:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:17:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:17:21AM | Available | :00:30 | ◆ | ◆ | | | |
| 10:17:51AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:19:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:20:01AM | on a customer satisfaction call | :00:30 | ◆ | | | ◆ | |
| 10:20:31AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:20:41AM | on a customer satisfaction call | :01:00 | ◆ | | | ◆ | |
| 10:21:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:21:51AM | on a customer satisfaction call | :00:43 | ◆ | | | ◆ | |
| 10:22:34AM | Follow Up | :00:20 | ◆ | | | ◆ | ◆ |
| 10:22:54AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:22:54AM | on a customer satisfaction call | :01:37 | ◆ | | | ◆ | |
| 10:24:31AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:24:41AM | Available | :00:13 | ◆ | ◆ | | | |
| 10:24:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:25:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:25:21AM | Available | :00:03 | ◆ | ◆ | | | |
| 10:25:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:25:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:25:51AM | Available | :00:09 | ◆ | ◆ | | | |

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: DONA.BELLIN

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:53 | :21:37 | :00:00 | 01:38:16 | :13:40 |
| 10:26:00AM | on a customer satisfaction call | :02:49 | ◆ | | | ◆ | |
| 10:28:49AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:28:59AM | on a customer satisfaction call | :00:56 | ◆ | | | ◆ | |
| 10:29:55AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:30:05AM | Available | :00:19 | ◆ | ◆ | | | |
| 10:30:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:30:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:30:51AM | Available | :00:20 | ◆ | ◆ | | | |
| 10:31:11AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:33:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:33:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:33:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:34:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:34:21AM | Available | :00:10 | ◆ | ◆ | | | |
| 10:34:31AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:36:31AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:36:41AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:36:42AM | on a customer satisfaction call | :01:49 | ◆ | | | ◆ | |
| 10:38:31AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:38:41AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:38:42AM | on a customer satisfaction call | :00:29 | ◆ | | | ◆ | |
| 10:39:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:39:21AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:39:22AM | on a customer satisfaction call | :01:49 | ◆ | | | ◆ | |
| 10:41:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: DONA.BELLIN

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:53 | :21:37 | :00:00 | 01:38:16 | :13:40 |
| 10:41:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:41:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:42:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:42:21AM | Available | :01:03 | ◆ | ◆ | | | |
| 10:43:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:43:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:43:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:44:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:44:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:44:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:45:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:45:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:45:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:46:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:46:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:46:51AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:46:51AM | on a customer satisfaction call | :01:41 | ◆ | | | ◆ | |
| 10:48:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:48:42AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:48:42AM | on a customer satisfaction call | :00:30 | ◆ | | | ◆ | |
| 10:49:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:49:22AM | Available | :00:02 | ◆ | ◆ | | | |
| 10:49:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:49:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:49:51AM | Available | :00:00 | ◆ | ◆ | | | |

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: DONA.BELLIN

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:53 | :21:37 | :00:00 | 01:38:16 | :13:40 |
| 10:49:51AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:51:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:52:01AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:52:02AM | on a customer satisfaction call | :01:50 | ◆ | | | ◆ | |
| 10:53:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:54:02AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:54:02AM | on a customer satisfaction call | :00:30 | ◆ | | | ◆ | |
| 10:54:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:54:42AM | Available | :00:12 | ◆ | ◆ | | | |
| 10:54:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:55:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:55:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:55:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:56:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:56:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:56:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:57:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:57:21AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:57:21AM | on a customer satisfaction call | :01:51 | ◆ | | | ◆ | |
| 10:59:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:59:22AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:59:22AM | on a customer satisfaction call | :01:10 | ◆ | | | ◆ | |
| 11:00:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:00:42AM | Available | :00:29 | ◆ | ◆ | | | |
| 11:01:11AM | on a customer satisfaction call | :02:01 | ◆ | | | ◆ | |

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: DONA.BELLIN

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:53 | :21:37 | :00:00 | 01:38:16 | :13:40 |
| 11:03:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:03:22AM | Available | :01:02 | ◆ | ◆ | | | |
| 11:04:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:04:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:04:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:05:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:05:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:05:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:06:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:06:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:06:51AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:06:51AM | on a customer satisfaction call | :01:41 | ◆ | | | ◆ | |
| 11:08:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:08:42AM | Available | :00:12 | ◆ | ◆ | | | |
| 11:08:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:09:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:09:21AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:09:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:09:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:09:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:10:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:10:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:10:51AM | Available | :00:21 | ◆ | ◆ | | | |
| 11:11:12AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:13:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: DONA.BELLIN

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:53 | :21:37 | :00:00 | 01:38:16 | :13:40 |
| 11:13:22AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:13:22AM | on a customer satisfaction call | :01:50 | ◆ | | | ◆ | |
| 11:15:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:15:22AM | Available | :00:30 | ◆ | ◆ | | | |
| 11:15:52AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:17:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:18:02AM | Available | :00:22 | ◆ | ◆ | | | |
| 11:18:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:18:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:18:51AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:18:52AM | on a customer satisfaction call | :01:40 | ◆ | | | ◆ | |
| 11:20:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:20:42AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:20:42AM | on a customer satisfaction call | :01:10 | ◆ | | | ◆ | |
| 11:21:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:22:02AM | Available | :00:52 | ◆ | ◆ | | | |
| 11:22:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:23:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:23:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:23:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:24:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:24:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:24:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:25:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:25:21AM | Available | :00:01 | ◆ | ◆ | | | |

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: DONA.BELLIN

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:53 | :21:37 | :00:00 | 01:38:16 | :13:40 |
| 11:25:22AM | on a customer satisfaction call | :01:50 | ◆ | | | ◆ | |
| 11:27:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:27:22AM | Available | :00:30 | ◆ | ◆ | | | |
| 11:27:52AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:29:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:30:02AM | on a customer satisfaction call | :02:30 | ◆ | | | ◆ | |
| 11:32:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:32:42AM | on a customer satisfaction call | :00:33 | ◆ | | | ◆ | |
| 11:33:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:33:25AM | on a customer satisfaction call | :00:27 | ◆ | | | ◆ | |
| 11:33:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:34:02AM | Available | :00:59 | ◆ | ◆ | | | |
| 11:35:01AM | on a customer satisfaction call | :03:04 | ◆ | | | ◆ | |
| 11:38:05AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:38:15AM | on a customer satisfaction call | :00:33 | ◆ | | | ◆ | |
| 11:38:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:38:58AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:39:01AM | on a customer satisfaction call | :02:49 | ◆ | | | ◆ | |
| 11:41:50AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:42:00AM | on a customer satisfaction call | :00:53 | ◆ | | | ◆ | |
| 11:42:53AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:43:03AM | Available | :00:09 | ◆ | ◆ | | | |
| 11:43:12AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:45:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:45:22AM | Available | :00:30 | ◆ | ◆ | | | |

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: DONA.BELLIN

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:53 | :21:37 | :00:00 | 01:38:16 | :13:40 |
| 11:45:52AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:47:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:48:02AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:48:02AM | on a customer satisfaction call | :01:50 | ◆ | | | ◆ | |
| 11:49:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:50:02AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:50:02AM | on a customer satisfaction call | :01:10 | ◆ | | | ◆ | |
| 11:51:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:51:22AM | Available | :00:30 | ◆ | ◆ | | | |
| 11:51:52AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:53:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:54:02AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:54:02AM | on a customer satisfaction call | :01:10 | ◆ | | | ◆ | |
| 11:55:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:55:22AM | Available | :00:32 | ◆ | ◆ | | | |
| 11:55:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:56:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:56:21AM | Available | :00:11 | ◆ | ◆ | | | |
| 11:56:32AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:58:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:58:42AM | Available | :00:12 | ◆ | ◆ | | | |
| 11:58:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:59:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:59:21AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:59:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |

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: DONA.BELLIN

| | | | Flags | | | | |
|----------------------------|-----------|--------|-----------------|----------------|--------------------|-----------------|---------------|
| | | | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW |
| Agent Summary: | | | 01:59:53 | :21:37 | :00:00 | 01:38:16 | :13:40 |
| 11:59:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:59:51AM | Available | :00:33 | ◆ | ◆ | | | |
| Agent StatusTotals: | | | 01:59:53 | | | | |

Agent: DOUG.MYGRANT

| | | | Flags | | | | |
|----------------------------|----------------------------|----------|-----------------|----------------|--------------------|-----------------|---------------|
| | | | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW |
| Agent Summary: | | | 01:59:59 | :01:25 | :00:00 | 01:58:34 | :00:45 |
| 8/29/2015 | State | Duration | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW |
| | | | 01:59:59 | :01:25 | :00:00 | 01:58:34 | :00:45 |
| 10:00:01AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:00:02AM | on a help desk interaction | :02:47 | ◆ | | | ◆ | |
| 10:02:49AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:03:34AM | Available | :01:24 | ◆ | ◆ | | | |
| 10:04:58AM | on a help desk interaction | :10:03 | ◆ | | | ◆ | |
| 10:15:01AM | At Lunch | 01:44:59 | ◆ | | | ◆ | |
| Agent StatusTotals: | | | 01:59:59 | | | | |

Agent: DOUG.NOLL

| | | | Flags | | | | |
|-----------------------|----------------------------|----------|-----------------|----------------|--------------------|-----------------|---------------|
| | | | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW |
| Agent Summary: | | | 01:59:18 | :03:49 | :00:00 | 01:55:29 | :11:26 |
| 8/29/2015 | State | Duration | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW |
| | | | 01:59:18 | :03:49 | :00:00 | 01:55:29 | :11:26 |
| 10:00:44AM | Available | :01:30 | ◆ | ◆ | | | |
| 10:02:14AM | on a help desk interaction | :02:14 | ◆ | | | ◆ | |

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: DOUG.NOLL

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:18 | :03:49 | :00:00 | 01:55:29 | :11:26 |
| 10:04:28AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:05:13AM | Available | :01:45 | ◆ | ◆ | | | |
| 10:06:58AM | on a help desk interaction | :07:53 | ◆ | | | ◆ | |
| 10:14:51AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:15:36AM | Available | :00:22 | ◆ | ◆ | | | |
| 10:15:58AM | on a help desk interaction | :07:33 | ◆ | | | ◆ | |
| 10:23:31AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:24:16AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:24:16AM | on a customer service interaction | :06:21 | ◆ | | | ◆ | |
| 10:30:37AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:30:47AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:30:48AM | on a help desk interaction | :02:53 | ◆ | | | ◆ | |
| 10:33:41AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:34:26AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:34:26AM | on a customer service interaction | :01:34 | ◆ | | | ◆ | |
| 10:36:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:36:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:36:10AM | on a customer service interaction | :08:01 | ◆ | | | ◆ | |
| 10:44:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:44:21AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:44:21AM | on a help desk interaction | :02:53 | ◆ | | | ◆ | |
| 10:47:14AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:47:59AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:48:00AM | on a customer service interaction | :02:00 | ◆ | | | ◆ | |
| 10:50:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: DOUG.NOLL

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:18 | :03:49 | :00:00 | 01:55:29 | :11:26 |
| 10:50:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:50:11AM | on a customer service interaction | :08:00 | ◆ | | | ◆ | |
| 10:58:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:58:21AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:58:22AM | on a help desk interaction | :02:38 | ◆ | | | ◆ | |
| 11:01:00AM | Follow Up | :00:46 | ◆ | | | ◆ | ◆ |
| 11:01:46AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:01:46AM | on a help desk interaction | :05:37 | ◆ | | | ◆ | |
| 11:07:23AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:08:08AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:08:09AM | on a customer service interaction | :06:29 | ◆ | | | ◆ | |
| 11:14:38AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:14:48AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:14:48AM | on a help desk interaction | :02:55 | ◆ | | | ◆ | |
| 11:17:43AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:18:28AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:18:29AM | on a customer service interaction | :02:31 | ◆ | | | ◆ | |
| 11:21:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:21:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:21:11AM | on a customer service interaction | :07:37 | ◆ | | | ◆ | |
| 11:28:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:28:58AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:28:58AM | on a help desk interaction | :02:59 | ◆ | | | ◆ | |
| 11:31:57AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:32:42AM | Available | :00:01 | ◆ | ◆ | | | |

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: DOUG.NOLL

| | | | Flags | | | | |
|---------------------|-----------------------------------|----------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:18 | :03:49 | :00:00 | 01:55:29 | :11:26 |
| 11:32:43AM | on a help desk interaction | :02:17 | ◆ | | | ◆ | |
| 11:35:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:35:45AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:35:46AM | on a help desk interaction | :02:55 | ◆ | | | ◆ | |
| 11:38:41AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:39:26AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:39:27AM | on a help desk interaction | :02:34 | ◆ | | | ◆ | |
| 11:42:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:42:46AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:42:46AM | on a customer service interaction | :02:15 | ◆ | | | ◆ | |
| 11:45:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:45:11AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:45:12AM | on a help desk interaction | :02:49 | ◆ | | | ◆ | |
| 11:48:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:48:46AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:48:47AM | on a customer service interaction | :07:35 | ◆ | | | ◆ | |
| 11:56:22AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:56:32AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:56:32AM | on a help desk interaction | :03:30 | ◆ | | | ◆ | |
| Agent StatusTotals: | | 01:59:18 | | | | | |

Agent: ELLIS.MCBRIDE

| | | | Flags | | | | |
|----------------|--|--|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:05:39 | :05:31 | 01:59:49 | :00:19 | :00:19 |

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: ELLIS.MCBRIDE

| | Flags | | | | |
|----------------|-----------|---------------|-------------------|--------|--------|
| | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | 02:05:39 | :05:31 | 01:59:49 | :00:19 | :00:19 |

| 8/29/2015 | State | Duration | Flags | | | | |
|-----------|-------|----------|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| | | | 02:05:39 | :05:31 | 01:59:49 | :00:19 | :00:19 |

| | | | | | | | |
|------------|---------------|--------|---|---|---|---|---|
| 10:02:21AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:02:22AM | Available | :00:03 | ◆ | ◆ | | | |
| 10:02:25AM | campaign call | :03:13 | ◆ | | ◆ | | |
| 10:05:38AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:05:39AM | Available | :00:03 | ◆ | ◆ | | | |
| 10:05:42AM | campaign call | :03:39 | ◆ | | ◆ | | |
| 10:09:21AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:09:22AM | Available | :00:29 | ◆ | ◆ | | | |
| 10:09:51AM | campaign call | :04:48 | ◆ | | ◆ | | |
| 10:14:39AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:14:40AM | Available | :00:28 | ◆ | ◆ | | | |
| 10:15:08AM | campaign call | :08:16 | ◆ | | ◆ | | |
| 10:23:24AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:23:25AM | Available | :00:40 | ◆ | ◆ | | | |
| 10:24:05AM | campaign call | :07:48 | ◆ | | ◆ | | |
| 10:31:53AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:31:54AM | Available | :00:03 | ◆ | ◆ | | | |
| 10:31:57AM | campaign call | :09:45 | ◆ | | ◆ | | |
| 10:41:42AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 10:41:44AM | Available | :00:32 | ◆ | ◆ | | | |
| 10:42:16AM | campaign call | :08:08 | ◆ | | ◆ | | |
| 10:50:24AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |

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: ELLIS.MCBRIDE

| | | | Flags | | | | |
|----------------|---------------|--------|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:05:39 | :05:31 | 01:59:49 | :00:19 | :00:19 |
| 10:50:26AM | Available | :00:06 | ◆ | ◆ | | | |
| 10:50:32AM | campaign call | :05:10 | ◆ | | ◆ | | |
| 10:55:42AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:55:43AM | Available | :00:25 | ◆ | ◆ | | | |
| 10:56:08AM | campaign call | :08:13 | ◆ | | ◆ | | |
| 11:04:21AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:04:22AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:04:25AM | campaign call | :09:25 | ◆ | | ◆ | | |
| 11:13:50AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:13:51AM | Available | :00:14 | ◆ | ◆ | | | |
| 11:14:05AM | campaign call | :09:33 | ◆ | | ◆ | | |
| 11:23:38AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:23:39AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:23:42AM | campaign call | :04:33 | ◆ | | ◆ | | |
| 11:28:15AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:28:16AM | Available | :00:29 | ◆ | ◆ | | | |
| 11:28:45AM | campaign call | :07:47 | ◆ | | ◆ | | |
| 11:36:32AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:36:33AM | Available | :00:42 | ◆ | ◆ | | | |
| 11:37:15AM | campaign call | :04:57 | ◆ | | ◆ | | |
| 11:42:12AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:42:13AM | Available | :00:22 | ◆ | ◆ | | | |
| 11:42:35AM | campaign call | :06:59 | ◆ | | ◆ | | |
| 11:49:34AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:49:35AM | Available | :00:24 | ◆ | ◆ | | | |

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: ELLIS.MCBRIDE

| | | | Flags | | | | |
|----------------------------|---------------|--------|-----------------|---------------|-------------------|---------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:05:39 | :05:31 | 01:59:49 | :00:19 | :00:19 |
| 11:49:59AM | campaign call | :09:07 | ◆ | | ◆ | | |
| 11:59:06AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:59:07AM | Available | :00:25 | ◆ | ◆ | | | |
| 11:59:32AM | campaign call | :08:28 | ◆ | | ◆ | | |
| Agent StatusTotals: | | | 02:05:39 | | | | |

Agent: ERIC.LONGNECKER

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:32 | :00:00 | :00:00 | 02:00:32 | :08:40 |

| | | | Flags | | | | |
|------------------|---------------------------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | | | | | |
| | | | 02:00:32 | :00:00 | :00:00 | 02:00:32 | :08:40 |
| 10:00:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:00:21AM | on a customer satisfaction call | :02:44 | ◆ | | | ◆ | |
| 10:03:05AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:03:15AM | on a customer satisfaction call | :00:26 | ◆ | | | ◆ | |
| 10:03:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:03:51AM | on a customer satisfaction call | :02:23 | ◆ | | | ◆ | |
| 10:06:14AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:06:24AM | on a customer satisfaction call | :00:18 | ◆ | | | ◆ | |
| 10:06:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:06:52AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 10:09:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:09:52AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 10:12:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: ERIC.LONGNECKER

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:32 | :00:00 | :00:00 | 02:00:32 | :08:40 |
| 10:12:52AM | on a customer satisfaction call | :00:57 | ◆ | | | ◆ | |
| 10:13:49AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:13:59AM | on a customer satisfaction call | :01:43 | ◆ | | | ◆ | |
| 10:15:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:15:52AM | on a customer satisfaction call | :02:44 | ◆ | | | ◆ | |
| 10:18:36AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:18:46AM | on a customer satisfaction call | :02:56 | ◆ | | | ◆ | |
| 10:21:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:21:52AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 10:24:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:24:52AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 10:27:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:27:52AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 10:30:42AM | Follow Up | :00:20 | ◆ | | | ◆ | ◆ |
| 10:31:02AM | on a customer satisfaction call | :02:44 | ◆ | | | ◆ | |
| 10:33:46AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:33:56AM | on a customer satisfaction call | :02:27 | ◆ | | | ◆ | |
| 10:36:23AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:36:33AM | on a customer satisfaction call | :00:03 | ◆ | | | ◆ | |
| 10:36:36AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:36:46AM | on a customer satisfaction call | :02:56 | ◆ | | | ◆ | |
| 10:39:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:39:52AM | on a customer satisfaction call | :02:44 | ◆ | | | ◆ | |
| 10:42:36AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:42:46AM | on a customer satisfaction call | :02:56 | ◆ | | | ◆ | |

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: ERIC.LONGNECKER

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:32 | :00:00 | :00:00 | 02:00:32 | :08:40 |
| 10:45:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:45:52AM | on a customer satisfaction call | :01:40 | ◆ | | | ◆ | |
| 10:47:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:47:42AM | on a customer satisfaction call | :01:00 | ◆ | | | ◆ | |
| 10:48:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:48:52AM | on a customer satisfaction call | :02:44 | ◆ | | | ◆ | |
| 10:51:36AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:51:46AM | on a customer satisfaction call | :02:43 | ◆ | | | ◆ | |
| 10:54:29AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:54:39AM | on a customer satisfaction call | :00:03 | ◆ | | | ◆ | |
| 10:54:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:54:52AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 10:57:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:57:52AM | on a customer satisfaction call | :02:44 | ◆ | | | ◆ | |
| 11:00:36AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:00:46AM | on a customer satisfaction call | :02:56 | ◆ | | | ◆ | |
| 11:03:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:03:52AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 11:06:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:06:52AM | on a customer satisfaction call | :02:44 | ◆ | | | ◆ | |
| 11:09:36AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:09:46AM | on a customer satisfaction call | :00:25 | ◆ | | | ◆ | |
| 11:10:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:10:21AM | on a customer satisfaction call | :03:21 | ◆ | | | ◆ | |
| 11:13:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: ERIC.LONGNECKER

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:32 | :00:00 | :00:00 | 02:00:32 | :08:40 |
| 11:13:52AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 11:16:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:16:52AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 11:19:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:19:52AM | on a customer satisfaction call | :02:51 | ◆ | | | ◆ | |
| 11:22:43AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:22:53AM | on a customer satisfaction call | :00:38 | ◆ | | | ◆ | |
| 11:23:31AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:23:41AM | on a customer satisfaction call | :01:55 | ◆ | | | ◆ | |
| 11:25:36AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:25:46AM | on a customer satisfaction call | :00:25 | ◆ | | | ◆ | |
| 11:26:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:26:21AM | on a customer satisfaction call | :02:44 | ◆ | | | ◆ | |
| 11:29:05AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:29:15AM | on a customer satisfaction call | :00:56 | ◆ | | | ◆ | |
| 11:30:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:30:21AM | on a customer satisfaction call | :02:44 | ◆ | | | ◆ | |
| 11:33:05AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:33:15AM | on a customer satisfaction call | :00:56 | ◆ | | | ◆ | |
| 11:34:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:34:21AM | on a customer satisfaction call | :02:44 | ◆ | | | ◆ | |
| 11:37:05AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:37:15AM | on a customer satisfaction call | :00:56 | ◆ | | | ◆ | |
| 11:38:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:38:21AM | on a customer satisfaction call | :02:44 | ◆ | | | ◆ | |

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: ERIC.LONGNECKER

| | | | Flags | | | | |
|----------------------------|---------------------------------|--------|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:32 | :00:00 | :00:00 | 02:00:32 | :08:40 |
| 11:41:05AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:41:15AM | on a customer satisfaction call | :01:22 | ◆ | | | ◆ | |
| 11:42:37AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:42:47AM | on a customer satisfaction call | :02:56 | ◆ | | | ◆ | |
| 11:45:43AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:45:53AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 11:48:43AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:48:53AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| 11:51:43AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:51:53AM | on a customer satisfaction call | :02:44 | ◆ | | | ◆ | |
| 11:54:37AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:54:47AM | on a customer satisfaction call | :02:56 | ◆ | | | ◆ | |
| 11:57:43AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:57:53AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |
| Agent StatusTotals: | | | 02:00:32 | | | | |

Agent: GUY.RISK

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:16 | :41:12 | :00:00 | 01:18:04 | :15:40 |

| | | | Flags | | | | |
|------------------|---------------------------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:59:16 | :41:12 | :00:00 | 01:18:04 | :15:40 |
| 10:00:53AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:01:03AM | on a customer satisfaction call | :00:49 | ◆ | | | ◆ | |
| 10:01:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: GUY.RISK

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:16 | :41:12 | :00:00 | 01:18:04 | :15:40 |
| 10:02:02AM | Available | :00:22 | ◆ | ◆ | | | |
| 10:02:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:02:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:02:51AM | Available | :00:03 | ◆ | ◆ | | | |
| 10:02:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:03:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:03:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:03:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:04:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:04:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:04:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:05:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:05:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:05:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:06:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:06:21AM | Available | :01:03 | ◆ | ◆ | | | |
| 10:07:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:07:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:07:51AM | Available | :01:03 | ◆ | ◆ | | | |
| 10:08:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:09:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:09:21AM | Available | :00:38 | ◆ | ◆ | | | |
| 10:09:59AM | on a customer satisfaction call | :02:49 | ◆ | | | ◆ | |
| 10:12:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:12:58AM | on a customer satisfaction call | :00:49 | ◆ | | | ◆ | |

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: GUY.RISK

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:16 | :41:12 | :00:00 | 01:18:04 | :15:40 |
| 10:13:47AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:13:57AM | Available | :00:27 | ◆ | ◆ | | | |
| 10:14:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:14:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:14:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:15:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:15:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:15:51AM | Available | :00:08 | ◆ | ◆ | | | |
| 10:15:59AM | on a customer satisfaction call | :02:56 | ◆ | | | ◆ | |
| 10:18:55AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:19:05AM | on a customer satisfaction call | :00:40 | ◆ | | | ◆ | |
| 10:19:45AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:19:55AM | Available | :00:29 | ◆ | ◆ | | | |
| 10:20:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:20:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:20:51AM | Available | :01:03 | ◆ | ◆ | | | |
| 10:21:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:22:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:22:21AM | Available | :00:50 | ◆ | ◆ | | | |
| 10:23:11AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:25:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:25:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:25:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:26:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:26:21AM | Available | :00:33 | ◆ | ◆ | | | |

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: GUY.RISK

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:16 | :41:12 | :00:00 | 01:18:04 | :15:40 |
| 10:26:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:27:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:27:21AM | Available | :00:30 | ◆ | ◆ | | | |
| 10:27:51AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:29:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:30:01AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:30:02AM | on a customer satisfaction call | :02:55 | ◆ | | | ◆ | |
| 10:32:57AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:33:07AM | on a customer satisfaction call | :00:49 | ◆ | | | ◆ | |
| 10:33:56AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:34:06AM | Available | :00:18 | ◆ | ◆ | | | |
| 10:34:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:34:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:34:51AM | Available | :00:03 | ◆ | ◆ | | | |
| 10:34:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:35:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:35:21AM | Available | :00:03 | ◆ | ◆ | | | |
| 10:35:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:35:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:35:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:36:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:36:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:36:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:37:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:37:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: GUY.RISK

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:16 | :41:12 | :00:00 | 01:18:04 | :15:40 |
| 10:37:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:38:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:38:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:38:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:39:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:39:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:39:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:40:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:40:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:40:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:41:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:41:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:41:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:42:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:42:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:42:51AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:42:51AM | on a customer satisfaction call | :01:41 | ◆ | | | ◆ | |
| 10:44:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:44:42AM | Available | :00:29 | ◆ | ◆ | | | |
| 10:45:11AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:47:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:47:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:47:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:48:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:48:21AM | Available | :00:33 | ◆ | ◆ | | | |

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: GUY.RISK

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:16 | :41:12 | :00:00 | 01:18:04 | :15:40 |
| 10:48:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:49:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:49:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:49:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:50:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:50:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:50:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:51:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:51:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:51:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:52:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:52:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:52:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:53:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:53:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:53:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:54:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:54:21AM | Available | :00:10 | ◆ | ◆ | | | |
| 10:54:31AM | on a customer satisfaction call | :02:01 | ◆ | | | ◆ | |
| 10:56:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:56:42AM | Available | :00:42 | ◆ | ◆ | | | |
| 10:57:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:57:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:57:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:58:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |

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: GUY.RISK

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:16 | :41:12 | :00:00 | 01:18:04 | :15:40 |
| 10:58:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:58:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:59:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:59:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:59:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:00:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:00:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:00:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:01:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:01:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:01:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:02:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:02:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:02:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:03:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:03:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:03:51AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:03:51AM | on a customer satisfaction call | :02:01 | ◆ | | | ◆ | |
| 11:05:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:06:02AM | Available | :00:52 | ◆ | ◆ | | | |
| 11:06:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:07:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:07:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:07:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:08:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: GUY.RISK

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:16 | :41:12 | :00:00 | 01:18:04 | :15:40 |
| 11:08:21AM | Available | :00:11 | ◆ | ◆ | | | |
| 11:08:32AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:10:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:10:42AM | Available | :00:42 | ◆ | ◆ | | | |
| 11:11:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:11:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:11:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:12:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:12:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:12:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:13:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:13:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:13:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:14:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:14:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:14:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:15:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:15:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:15:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:16:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:16:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:16:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:17:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:17:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:17:51AM | Available | :00:03 | ◆ | ◆ | | | |

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: GUY.RISK

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:16 | :41:12 | :00:00 | 01:18:04 | :15:40 |
| 11:17:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:18:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:18:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:18:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:19:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:19:21AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:19:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:19:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:19:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:20:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:20:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:20:51AM | Available | :00:21 | ◆ | ◆ | | | |
| 11:21:12AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:23:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:23:22AM | Available | :00:30 | ◆ | ◆ | | | |
| 11:23:52AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:25:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:26:02AM | Available | :00:52 | ◆ | ◆ | | | |
| 11:26:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:27:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:27:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:27:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:28:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:28:21AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:28:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |

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: GUY.RISK

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:16 | :41:12 | :00:00 | 01:18:04 | :15:40 |
| 11:28:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:28:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:29:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:29:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:29:51AM | Available | :01:03 | ◆ | ◆ | | | |
| 11:30:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:31:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:31:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:31:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:32:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:32:21AM | Available | :00:51 | ◆ | ◆ | | | |
| 11:33:12AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:35:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:35:22AM | Available | :00:02 | ◆ | ◆ | | | |
| 11:35:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:35:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:35:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:36:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:36:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:36:51AM | Available | :00:21 | ◆ | ◆ | | | |
| 11:37:12AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:39:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:39:22AM | Available | :00:32 | ◆ | ◆ | | | |
| 11:39:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:40:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: GUY.RISK

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:16 | :41:12 | :00:00 | 01:18:04 | :15:40 |
| 11:40:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:40:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:41:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:41:21AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:41:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:41:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:41:51AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:41:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:42:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:42:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:42:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:43:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:43:21AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:43:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:43:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:43:51AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:43:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:44:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:44:21AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:44:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:44:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:44:51AM | Available | :00:10 | ◆ | ◆ | | | |
| 11:45:01AM | on a customer satisfaction call | :03:00 | ◆ | | | ◆ | |
| 11:48:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:48:11AM | on a customer satisfaction call | :00:49 | ◆ | | | ◆ | |

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: GUY.RISK

| | | | Flags | | | | |
|----------------------------|---------------------------------|----------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:16 | :41:12 | :00:00 | 01:18:04 | :15:40 |
| 11:49:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:49:10AM | Available | :00:14 | ◆ | ◆ | | | |
| 11:49:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:49:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:49:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:50:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:50:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:50:51AM | Available | :00:21 | ◆ | ◆ | | | |
| 11:51:12AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:53:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:53:22AM | Available | :01:02 | ◆ | ◆ | | | |
| 11:54:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:54:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:54:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:55:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:55:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:55:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:56:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:56:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:56:51AM | Available | :00:10 | ◆ | ◆ | | | |
| 11:57:01AM | on a customer satisfaction call | :02:58 | ◆ | | | ◆ | |
| 11:59:59AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| Agent StatusTotals: | | 01:59:16 | | | | | |

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: HARRIET.TERRY

| | | Flags | | | | |
|-----------------------|--|-----------|---------------|-------------------|--------|--------|
| | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | 02:00:01 | 01:58:21 | :00:00 | :01:40 | :01:40 |

| | | | Flags | | | | |
|-----------|-------|----------|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 02:00:01 | 01:58:21 | :00:00 | :01:40 | :01:40 |

| | | | | | | | |
|------------|--------------------------|--------|---|---|--|---|---|
| 10:00:22AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:00:32AM | Available | :07:21 | ◆ | ◆ | | | |
| 10:07:53AM | on a support interaction | :04:29 | ◆ | ◆ | | | |
| 10:12:22AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:12:32AM | Available | :07:21 | ◆ | ◆ | | | |
| 10:19:53AM | on a support interaction | :04:29 | ◆ | ◆ | | | |
| 10:24:22AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:24:32AM | Available | :07:21 | ◆ | ◆ | | | |
| 10:31:53AM | on a support interaction | :04:30 | ◆ | ◆ | | | |
| 10:36:23AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:36:33AM | Available | :07:20 | ◆ | ◆ | | | |
| 10:43:53AM | on a support interaction | :04:30 | ◆ | ◆ | | | |
| 10:48:23AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:48:33AM | Available | :07:20 | ◆ | ◆ | | | |
| 10:55:53AM | on a support interaction | :04:30 | ◆ | ◆ | | | |
| 11:00:23AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:00:33AM | Available | :07:20 | ◆ | ◆ | | | |
| 11:07:53AM | on a support interaction | :04:30 | ◆ | ◆ | | | |
| 11:12:23AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:12:33AM | Available | :07:20 | ◆ | ◆ | | | |
| 11:19:53AM | on a support interaction | :04:30 | ◆ | ◆ | | | |
| 11:24:23AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: HARRIET.TERRY

| | | | Flags | | | | |
|----------------------------|--------------------------|--------|-----------------|-----------------|--------------------|---------------|---------------|
| | | | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW |
| Agent Summary: | | | 02:00:01 | 01:58:21 | :00:00 | :01:40 | :01:40 |
| 11:24:33AM | Available | :07:21 | ◆ | ◆ | | | |
| 11:31:54AM | on a support interaction | :04:29 | ◆ | ◆ | | | |
| 11:36:23AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:36:33AM | Available | :07:21 | ◆ | ◆ | | | |
| 11:43:54AM | on a support interaction | :04:29 | ◆ | ◆ | | | |
| 11:48:23AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:48:33AM | Available | :07:21 | ◆ | ◆ | | | |
| 11:55:54AM | on a support interaction | :04:29 | ◆ | ◆ | | | |
| Agent StatusTotals: | | | 02:00:01 | | | | |

Agent: HELMUT.GROHNERT

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|----------------|--------------------|-----------------|---------------|
| | | | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW |
| Agent Summary: | | | 02:03:56 | :02:55 | :00:00 | 02:01:01 | :09:30 |

| | | | Flags | | | | |
|------------------|-----------------------------------|-----------------|-----------|----------------|--------------------|----------|--------|
| | | | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 02:03:56 | :02:55 | :00:00 | 02:01:01 | :09:30 |
| 10:01:29AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:02:14AM | on a customer service interaction | :00:11 | ◆ | | | ◆ | |
| 10:02:25AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:02:35AM | Available | :00:24 | ◆ | ◆ | | | |
| 10:02:59AM | on a help desk interaction | :02:49 | ◆ | | | ◆ | |
| 10:05:48AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:06:33AM | Available | :02:25 | ◆ | ◆ | | | |
| 10:08:58AM | on a customer service interaction | :14:50 | ◆ | | | ◆ | |
| 10:23:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: HELMUT.GROHNERT

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:03:56 | :02:55 | :00:00 | 02:01:01 | :09:30 |
| 10:23:58AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:23:58AM | on a customer service interaction | :02:52 | ◆ | | | ◆ | |
| 10:26:50AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:27:00AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:27:00AM | on a help desk interaction | :08:41 | ◆ | | | ◆ | |
| 10:35:41AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:36:26AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:36:26AM | on a help desk interaction | :07:38 | ◆ | | | ◆ | |
| 10:44:04AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:44:49AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:44:49AM | on a customer service interaction | :08:43 | ◆ | | | ◆ | |
| 10:53:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:53:42AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:53:42AM | on a customer service interaction | :02:18 | ◆ | | | ◆ | |
| 10:56:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:56:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:56:10AM | on a customer service interaction | :01:50 | ◆ | | | ◆ | |
| 10:58:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:58:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:58:11AM | on a customer service interaction | :01:49 | ◆ | | | ◆ | |
| 11:00:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:00:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:00:11AM | on a customer service interaction | :02:42 | ◆ | | | ◆ | |
| 11:02:53AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:03:03AM | Available | :00:00 | ◆ | ◆ | | | |

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: HELMUT.GROHNERT

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:03:56 | :02:55 | :00:00 | 02:01:01 | :09:30 |
| 11:03:03AM | on a help desk interaction | :02:57 | ◆ | | | ◆ | |
| 11:06:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:06:45AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:06:46AM | on a help desk interaction | :02:14 | ◆ | | | ◆ | |
| 11:09:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:09:45AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:09:46AM | on a help desk interaction | :02:14 | ◆ | | | ◆ | |
| 11:12:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:12:45AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:12:46AM | on a help desk interaction | :03:03 | ◆ | | | ◆ | |
| 11:15:49AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:16:34AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:16:34AM | on a customer service interaction | :12:21 | ◆ | | | ◆ | |
| 11:28:55AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:29:05AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:29:05AM | on a customer service interaction | :06:16 | ◆ | | | ◆ | |
| 11:35:21AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:35:31AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:35:31AM | on a help desk interaction | :02:30 | ◆ | | | ◆ | |
| 11:38:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:38:46AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:38:46AM | on a customer service interaction | :02:15 | ◆ | | | ◆ | |
| 11:41:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:41:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:41:11AM | on a help desk interaction | :02:50 | ◆ | | | ◆ | |

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: HELMUT.GROHNERT

| | | | Flags | | | | |
|----------------------------|-----------------------------------|--------|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:03:56 | :02:55 | :00:00 | 02:01:01 | :09:30 |
| 11:44:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:44:46AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:44:47AM | on a customer service interaction | :12:32 | ◆ | | | ◆ | |
| 11:57:19AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:57:29AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:57:29AM | on a customer service interaction | :07:56 | ◆ | | | ◆ | |
| Agent StatusTotals: | | | 02:03:56 | | | | |

Agent: HENRIETTA.HALL

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|---------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:15 | :06:37 | 01:55:09 | :00:29 | :00:29 |

| | | | Flags | | | | |
|------------------|---------------|-----------------|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 02:02:15 | :06:37 | 01:55:09 | :00:29 | :00:29 |
| 10:00:01AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:00:02AM | Available | :00:13 | ◆ | ◆ | | | |
| 10:00:15AM | campaign call | :08:48 | ◆ | | ◆ | | |
| 10:09:03AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 10:09:05AM | Available | :00:13 | ◆ | ◆ | | | |
| 10:09:18AM | campaign call | :09:38 | ◆ | | ◆ | | |
| 10:18:56AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:18:57AM | Available | :00:25 | ◆ | ◆ | | | |
| 10:19:22AM | campaign call | :02:22 | ◆ | | ◆ | | |
| 10:21:44AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:21:45AM | Available | :00:20 | ◆ | ◆ | | | |

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: HENRIETTA.HALL

| | | | Flags | | | | |
|----------------|---------------|--------|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:15 | :06:37 | 01:55:09 | :00:29 | :00:29 |
| 10:22:05AM | campaign call | :06:22 | ◆ | | ◆ | | |
| 10:28:27AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:28:28AM | Available | :00:27 | ◆ | ◆ | | | |
| 10:28:55AM | campaign call | :07:50 | ◆ | | ◆ | | |
| 10:36:45AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:36:46AM | Available | :00:40 | ◆ | ◆ | | | |
| 10:37:26AM | campaign call | :02:24 | ◆ | | ◆ | | |
| 10:39:50AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:39:51AM | Available | :00:07 | ◆ | ◆ | | | |
| 10:39:58AM | campaign call | :01:38 | ◆ | | ◆ | | |
| 10:41:36AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 10:41:38AM | Available | :00:09 | ◆ | ◆ | | | |
| 10:41:47AM | campaign call | :09:18 | ◆ | | ◆ | | |
| 10:51:05AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:51:06AM | Available | :00:21 | ◆ | ◆ | | | |
| 10:51:27AM | campaign call | :03:31 | ◆ | | ◆ | | |
| 10:54:58AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:54:59AM | Available | :00:03 | ◆ | ◆ | | | |
| 10:55:02AM | campaign call | :07:32 | ◆ | | ◆ | | |
| 11:02:34AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 11:02:36AM | Available | :00:13 | ◆ | ◆ | | | |
| 11:02:49AM | campaign call | :07:02 | ◆ | | ◆ | | |
| 11:09:51AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:09:52AM | Available | :00:14 | ◆ | ◆ | | | |
| 11:10:06AM | campaign call | :03:08 | ◆ | | ◆ | | |

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: HENRIETTA.HALL

| | | | Flags | | | | |
|----------------|---------------|--------|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:15 | :06:37 | 01:55:09 | :00:29 | :00:29 |
| 11:13:14AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:13:15AM | Available | :00:34 | ◆ | ◆ | | | |
| 11:13:49AM | campaign call | :09:48 | ◆ | | ◆ | | |
| 11:23:37AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:23:38AM | Available | :00:13 | ◆ | ◆ | | | |
| 11:23:51AM | campaign call | :01:04 | ◆ | | ◆ | | |
| 11:24:55AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:24:56AM | Available | :00:13 | ◆ | ◆ | | | |
| 11:25:09AM | campaign call | :01:35 | ◆ | | ◆ | | |
| 11:26:44AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 11:26:46AM | Available | :00:13 | ◆ | ◆ | | | |
| 11:26:59AM | campaign call | :07:40 | ◆ | | ◆ | | |
| 11:34:39AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:34:40AM | Available | :00:15 | ◆ | ◆ | | | |
| 11:34:55AM | campaign call | :02:45 | ◆ | | ◆ | | |
| 11:37:40AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:37:41AM | Available | :00:38 | ◆ | ◆ | | | |
| 11:38:19AM | campaign call | :01:11 | ◆ | | ◆ | | |
| 11:39:30AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 11:39:32AM | Available | :00:23 | ◆ | ◆ | | | |
| 11:39:55AM | campaign call | :09:58 | ◆ | | ◆ | | |
| 11:49:53AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 11:49:55AM | Available | :00:15 | ◆ | ◆ | | | |
| 11:50:10AM | campaign call | :05:44 | ◆ | | ◆ | | |
| 11:55:54AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |

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: HENRIETTA.HALL

| | | | Flags | | | | |
|----------------------------|---------------|--------|-----------------|---------------|-------------------|---------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:15 | :06:37 | 01:55:09 | :00:29 | :00:29 |
| 11:55:55AM | Available | :00:13 | ◆ | ◆ | | | |
| 11:56:08AM | campaign call | :02:43 | ◆ | | ◆ | | |
| 11:58:51AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 11:58:53AM | Available | :00:15 | ◆ | ◆ | | | |
| 11:59:08AM | campaign call | :03:08 | ◆ | | ◆ | | |
| Agent StatusTotals: | | | 02:02:15 | | | | |

Agent: HILLARY.KEHRER

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:59 | :04:43 | :00:00 | 01:55:16 | :01:40 |

| | | | Flags | | | | |
|----------------------------|-----------------------------------|-----------------|-----------------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:59:59 | :04:43 | :00:00 | 01:55:16 | :01:40 |
| 10:00:01AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:00:02AM | on a help desk interaction | :02:57 | ◆ | | | ◆ | |
| 10:02:59AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:03:44AM | Available | :01:15 | ◆ | ◆ | | | |
| 10:04:59AM | on a help desk interaction | :02:57 | ◆ | | | ◆ | |
| 10:07:56AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:08:41AM | Available | :02:18 | ◆ | ◆ | | | |
| 10:10:59AM | on a customer service interaction | :02:42 | ◆ | | | ◆ | |
| 10:13:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:13:51AM | Available | :01:09 | ◆ | ◆ | | | |
| 10:15:00AM | At Lunch | 01:45:00 | ◆ | | | ◆ | |
| Agent StatusTotals: | | | 01:59:59 | | | | |

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: JAMIE.MANG

| | | Flags | | | | |
|-----------------------|--|-----------|---------------|-------------------|----------|--------|
| | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | 01:57:37 | :04:25 | :00:00 | 01:53:12 | :10:35 |

| | | | Flags | | | | |
|-----------|-------|----------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:57:37 | :04:25 | :00:00 | 01:53:12 | :10:35 |

| | | | | | | | |
|------------|-----------------------------------|--------|---|---|--|---|---|
| 10:04:24AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:04:34AM | Available | :01:25 | ◆ | ◆ | | | |
| 10:05:59AM | on a help desk interaction | :02:38 | ◆ | | | ◆ | |
| 10:08:37AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:09:22AM | Available | :02:37 | ◆ | ◆ | | | |
| 10:11:59AM | on a help desk interaction | :03:10 | ◆ | | | ◆ | |
| 10:15:09AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:15:54AM | Available | :00:05 | ◆ | ◆ | | | |
| 10:15:59AM | on a help desk interaction | :02:46 | ◆ | | | ◆ | |
| 10:18:45AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:19:30AM | Available | :00:13 | ◆ | ◆ | | | |
| 10:19:43AM | on a help desk interaction | :03:19 | ◆ | | | ◆ | |
| 10:23:02AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:23:12AM | on a help desk interaction | :00:24 | ◆ | | | ◆ | |
| 10:23:36AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:24:21AM | on a help desk interaction | :00:48 | ◆ | | | ◆ | |
| 10:25:09AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:25:19AM | on a help desk interaction | :01:50 | ◆ | | | ◆ | |
| 10:27:09AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:27:54AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:27:54AM | on a customer service interaction | :08:38 | ◆ | | | ◆ | |
| 10:36:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: JAMIE.MANG

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:57:37 | :04:25 | :00:00 | 01:53:12 | :10:35 |
| 10:36:42AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:36:42AM | on a customer service interaction | :02:18 | ◆ | | | ◆ | |
| 10:39:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:39:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:39:10AM | on a customer service interaction | :01:50 | ◆ | | | ◆ | |
| 10:41:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:41:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:41:10AM | on a customer service interaction | :12:51 | ◆ | | | ◆ | |
| 10:54:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:54:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:54:11AM | on a help desk interaction | :02:46 | ◆ | | | ◆ | |
| 10:56:57AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:57:42AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:57:42AM | on a customer service interaction | :13:39 | ◆ | | | ◆ | |
| 11:11:21AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:11:31AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:11:32AM | on a help desk interaction | :02:29 | ◆ | | | ◆ | |
| 11:14:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:14:46AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:14:46AM | on a customer service interaction | :02:14 | ◆ | | | ◆ | |
| 11:17:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:17:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:17:11AM | on a customer service interaction | :01:49 | ◆ | | | ◆ | |
| 11:19:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:19:10AM | Available | :00:00 | ◆ | ◆ | | | |

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: JAMIE.MANG

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:57:37 | :04:25 | :00:00 | 01:53:12 | :10:35 |
| 11:19:10AM | on a help desk interaction | :14:39 | ◆ | | | ◆ | |
| 11:33:49AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:34:34AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:34:34AM | on a help desk interaction | :05:30 | ◆ | | | ◆ | |
| 11:40:04AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:40:49AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:40:50AM | on a customer service interaction | :02:11 | ◆ | | | ◆ | |
| 11:43:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:43:11AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:43:12AM | on a customer service interaction | :03:37 | ◆ | | | ◆ | |
| 11:46:49AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:46:59AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:46:59AM | on a help desk interaction | :03:01 | ◆ | | | ◆ | |
| 11:50:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:50:45AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:50:45AM | on a customer service interaction | :02:16 | ◆ | | | ◆ | |
| 11:53:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:53:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:53:11AM | on a help desk interaction | :02:48 | ◆ | | | ◆ | |
| 11:55:59AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:56:44AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:56:44AM | on a customer service interaction | :02:17 | ◆ | | | ◆ | |
| 11:59:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:59:11AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:59:12AM | on a help desk interaction | :02:49 | ◆ | | | ◆ | |

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 Status Totals: 01:57:37

Agent: JASON.BENDER

| | | Flags | | | | |
|-----------------------|--|-----------|---------------|-------------------|----------|--------|
| | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | 02:00:01 | :03:34 | :00:00 | 01:56:27 | :12:50 |

| | | | Flags | | | | |
|-----------|-------|----------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 02:00:01 | :03:34 | :00:00 | 01:56:27 | :12:50 |

| | | | | | | | |
|------------|-----------------------------------|--------|---|---|--|---|---|
| 10:01:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:01:45AM | Available | :01:13 | ◆ | ◆ | | | |
| 10:02:58AM | on a help desk interaction | :07:16 | ◆ | | | ◆ | |
| 10:10:14AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:10:59AM | Available | :01:59 | ◆ | ◆ | | | |
| 10:12:58AM | on a customer service interaction | :07:36 | ◆ | | | ◆ | |
| 10:20:34AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:20:44AM | Available | :00:14 | ◆ | ◆ | | | |
| 10:20:58AM | on a help desk interaction | :08:26 | ◆ | | | ◆ | |
| 10:29:24AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:30:09AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:30:09AM | on a help desk interaction | :02:45 | ◆ | | | ◆ | |
| 10:32:54AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:33:39AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:33:39AM | on a help desk interaction | :07:04 | ◆ | | | ◆ | |
| 10:40:43AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:41:28AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:41:28AM | on a help desk interaction | :01:18 | ◆ | | | ◆ | |
| 10:42:46AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:43:31AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:43:32AM | on a help desk interaction | :07:49 | ◆ | | | ◆ | |

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: JASON.BENDER

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:01 | :03:34 | :00:00 | 01:56:27 | :12:50 |
| 10:51:21AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:52:06AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:52:06AM | on a help desk interaction | :09:46 | ◆ | | | ◆ | |
| 11:01:52AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:02:37AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:02:37AM | on a help desk interaction | :12:22 | ◆ | | | ◆ | |
| 11:14:59AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:15:44AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:15:44AM | on a help desk interaction | :02:43 | ◆ | | | ◆ | |
| 11:18:27AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:19:12AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:19:13AM | on a help desk interaction | :02:47 | ◆ | | | ◆ | |
| 11:22:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:22:45AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:22:46AM | on a customer service interaction | :02:15 | ◆ | | | ◆ | |
| 11:25:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:25:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:25:11AM | on a help desk interaction | :06:50 | ◆ | | | ◆ | |
| 11:32:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:32:46AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:32:46AM | on a customer service interaction | :02:15 | ◆ | | | ◆ | |
| 11:35:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:35:11AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:35:12AM | on a customer service interaction | :01:49 | ◆ | | | ◆ | |
| 11:37:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: JASON.BENDER

| | | | Flags | | | | |
|----------------------------|-----------------------------------|----------|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:01 | :03:34 | :00:00 | 01:56:27 | :12:50 |
| 11:37:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:37:11AM | on a help desk interaction | :02:08 | ◆ | | | ◆ | |
| 11:39:19AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:39:29AM | on a help desk interaction | :00:51 | ◆ | | | ◆ | |
| 11:40:20AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:41:05AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:41:06AM | on a help desk interaction | :10:55 | ◆ | | | ◆ | |
| 11:52:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:52:46AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:52:47AM | on a help desk interaction | :02:14 | ◆ | | | ◆ | |
| 11:55:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:55:46AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:55:47AM | on a help desk interaction | :02:14 | ◆ | | | ◆ | |
| 11:58:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:58:46AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:58:47AM | on a customer service interaction | :02:14 | ◆ | | | ◆ | |
| Agent StatusTotals: | | 02:00:01 | | | | | |

Agent: JAVIER.BIRDSALL

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:02 | :11:55 | :00:00 | 01:50:07 | :11:32 |

| | | | Flags | | | | |
|------------------|--------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 02:02:02 | :11:55 | :00:00 | 01:50:07 | :11:32 |
| 10:00:05AM | Available | :00:19 | ◆ | ◆ | | | |

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: JAVIER.BIRDSALL

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:02 | :11:55 | :00:00 | 01:50:07 | :11:32 |
| 10:00:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:00:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:00:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:01:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:01:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:01:51AM | Available | :00:08 | ◆ | ◆ | | | |
| 10:01:59AM | on a customer satisfaction call | :02:52 | ◆ | | | ◆ | |
| 10:04:51AM | Follow Up | :00:11 | ◆ | | | ◆ | ◆ |
| 10:05:02AM | on a customer satisfaction call | :00:57 | ◆ | | | ◆ | |
| 10:05:59AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:06:09AM | on a customer satisfaction call | :02:35 | ◆ | | | ◆ | |
| 10:08:44AM | Follow Up | :00:11 | ◆ | | | ◆ | ◆ |
| 10:08:55AM | on a customer satisfaction call | :00:55 | ◆ | | | ◆ | |
| 10:09:50AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:10:00AM | Available | :00:24 | ◆ | ◆ | | | |
| 10:10:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:10:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:10:51AM | Available | :00:03 | ◆ | ◆ | | | |
| 10:10:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:11:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:11:21AM | Available | :00:03 | ◆ | ◆ | | | |
| 10:11:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:11:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:11:51AM | Available | :00:03 | ◆ | ◆ | | | |
| 10:11:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |

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: JAVIER.BIRDSALL

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:02 | :11:55 | :00:00 | 01:50:07 | :11:32 |
| 10:12:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:12:21AM | Available | :00:10 | ◆ | ◆ | | | |
| 10:12:31AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:14:31AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:14:41AM | Available | :00:13 | ◆ | ◆ | | | |
| 10:14:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:15:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:15:21AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:15:21AM | on a customer satisfaction call | :01:50 | ◆ | | | ◆ | |
| 10:17:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:17:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:17:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:18:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:18:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:18:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:19:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:19:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:19:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:20:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:20:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:20:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:21:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:21:21AM | Available | :00:38 | ◆ | ◆ | | | |
| 10:21:59AM | on a customer satisfaction call | :02:41 | ◆ | | | ◆ | |
| 10:24:40AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: JAVIER.BIRDSALL

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:02 | :11:55 | :00:00 | 01:50:07 | :11:32 |
| 10:24:50AM | on a customer satisfaction call | :01:02 | ◆ | | | ◆ | |
| 10:25:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:26:02AM | Available | :00:22 | ◆ | ◆ | | | |
| 10:26:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:26:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:26:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:27:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:27:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:27:51AM | Available | :00:09 | ◆ | ◆ | | | |
| 10:28:00AM | on a customer satisfaction call | :03:00 | ◆ | | | ◆ | |
| 10:31:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:31:10AM | on a customer satisfaction call | :00:49 | ◆ | | | ◆ | |
| 10:31:59AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:32:09AM | on a customer satisfaction call | :02:41 | ◆ | | | ◆ | |
| 10:34:50AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:35:00AM | on a customer satisfaction call | :01:12 | ◆ | | | ◆ | |
| 10:36:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:36:22AM | on a customer satisfaction call | :02:40 | ◆ | | | ◆ | |
| 10:39:02AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:39:12AM | on a customer satisfaction call | :01:32 | ◆ | | | ◆ | |
| 10:40:44AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:40:54AM | on a customer satisfaction call | :02:02 | ◆ | | | ◆ | |
| 10:42:56AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:43:06AM | on a customer satisfaction call | :01:42 | ◆ | | | ◆ | |
| 10:44:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: JAVIER.BIRDSALL

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:02 | :11:55 | :00:00 | 01:50:07 | :11:32 |
| 10:44:58AM | on a customer satisfaction call | :01:49 | ◆ | | | ◆ | |
| 10:46:47AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:46:57AM | on a customer satisfaction call | :01:52 | ◆ | | | ◆ | |
| 10:48:49AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:48:59AM | on a customer satisfaction call | :01:58 | ◆ | | | ◆ | |
| 10:50:57AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:51:07AM | on a customer satisfaction call | :01:33 | ◆ | | | ◆ | |
| 10:52:40AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:52:50AM | on a customer satisfaction call | :01:47 | ◆ | | | ◆ | |
| 10:54:37AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:54:47AM | on a customer satisfaction call | :02:04 | ◆ | | | ◆ | |
| 10:56:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:57:01AM | on a customer satisfaction call | :02:05 | ◆ | | | ◆ | |
| 10:59:06AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:59:16AM | on a customer satisfaction call | :01:46 | ◆ | | | ◆ | |
| 11:01:02AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:01:12AM | on a customer satisfaction call | :01:36 | ◆ | | | ◆ | |
| 11:02:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:02:58AM | on a customer satisfaction call | :01:51 | ◆ | | | ◆ | |
| 11:04:49AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:04:59AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:06:59AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:07:09AM | on a customer satisfaction call | :01:40 | ◆ | | | ◆ | |
| 11:08:49AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:08:59AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |

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: JAVIER.BIRDSALL

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:02 | :11:55 | :00:00 | 01:50:07 | :11:32 |
| 11:10:59AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:11:09AM | on a customer satisfaction call | :01:39 | ◆ | | | ◆ | |
| 11:12:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:12:58AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:14:58AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:15:08AM | on a customer satisfaction call | :01:55 | ◆ | | | ◆ | |
| 11:17:03AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:17:13AM | on a customer satisfaction call | :01:41 | ◆ | | | ◆ | |
| 11:18:54AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:19:04AM | on a customer satisfaction call | :01:51 | ◆ | | | ◆ | |
| 11:20:55AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:21:05AM | on a customer satisfaction call | :01:42 | ◆ | | | ◆ | |
| 11:22:47AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:22:57AM | on a customer satisfaction call | :01:55 | ◆ | | | ◆ | |
| 11:24:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:25:02AM | on a customer satisfaction call | :02:05 | ◆ | | | ◆ | |
| 11:27:07AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:27:17AM | on a customer satisfaction call | :01:35 | ◆ | | | ◆ | |
| 11:28:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:29:02AM | on a customer satisfaction call | :01:48 | ◆ | | | ◆ | |
| 11:30:50AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:31:00AM | on a customer satisfaction call | :01:54 | ◆ | | | ◆ | |
| 11:32:54AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:33:04AM | on a customer satisfaction call | :01:52 | ◆ | | | ◆ | |
| 11:34:56AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: JAVIER.BIRDSALL

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:02 | :11:55 | :00:00 | 01:50:07 | :11:32 |
| 11:35:06AM | on a customer satisfaction call | :01:49 | ◆ | | | ◆ | |
| 11:36:55AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:37:05AM | Available | :00:19 | ◆ | ◆ | | | |
| 11:37:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:37:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:37:51AM | Available | :01:03 | ◆ | ◆ | | | |
| 11:38:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:39:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:39:21AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:39:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:39:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:39:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:40:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:40:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:40:51AM | Available | :00:10 | ◆ | ◆ | | | |
| 11:41:01AM | on a customer satisfaction call | :02:59 | ◆ | | | ◆ | |
| 11:44:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:44:10AM | on a customer satisfaction call | :00:39 | ◆ | | | ◆ | |
| 11:44:49AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:44:59AM | Available | :00:13 | ◆ | ◆ | | | |
| 11:45:12AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:47:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:47:22AM | Available | :01:02 | ◆ | ◆ | | | |
| 11:48:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:48:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: JAVIER.BIRDSALL

| | | | Flags | | | | |
|---------------------|---------------------------------|----------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:02 | :11:55 | :00:00 | 01:50:07 | :11:32 |
| 11:48:51AM | Available | :00:10 | ◆ | ◆ | | | |
| 11:49:01AM | on a customer satisfaction call | :02:55 | ◆ | | | ◆ | |
| 11:51:56AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:52:06AM | on a customer satisfaction call | :00:42 | ◆ | | | ◆ | |
| 11:52:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:52:58AM | Available | :00:26 | ◆ | ◆ | | | |
| 11:53:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:53:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:53:51AM | Available | :01:03 | ◆ | ◆ | | | |
| 11:54:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:55:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:55:21AM | Available | :00:31 | ◆ | ◆ | | | |
| 11:55:52AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:57:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:58:02AM | Available | :00:22 | ◆ | ◆ | | | |
| 11:58:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:58:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:58:51AM | Available | :00:10 | ◆ | ◆ | | | |
| 11:59:01AM | on a customer satisfaction call | :03:06 | ◆ | | | ◆ | |
| Agent StatusTotals: | | 02:02:02 | | | | | |

Agent: JENIFER.CARPENTER

| | | | Flags | | | | |
|----------------|--|--|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:59 | :04:37 | :00:00 | 01:55:22 | :02:15 |

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: JENIFER.CARPENTER

| | | Flags | | | | |
|-----------------------|--|-----------|---------------|-------------------|----------|--------|
| | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | 01:59:59 | :04:37 | :00:00 | 01:55:22 | :02:15 |

| | | | Flags | | | | |
|------------|----------------------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:59:59 | :04:37 | :00:00 | 01:55:22 | :02:15 |
| 10:00:01AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:00:01AM | on a help desk interaction | :02:40 | ◆ | | | ◆ | |
| 10:02:41AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:03:26AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:03:59AM | on a help desk interaction | :02:39 | ◆ | | | ◆ | |
| 10:06:38AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:07:23AM | Available | :02:36 | ◆ | ◆ | | | |
| 10:09:59AM | on a help desk interaction | :02:48 | ◆ | | | ◆ | |
| 10:12:47AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:13:32AM | Available | :01:28 | ◆ | ◆ | | | |
| 10:15:00AM | At Lunch | 01:45:00 | ◆ | | | ◆ | |

Agent StatusTotals: 01:59:59

Agent: JENNIFER.RIOS

| | | Flags | | | | |
|-----------------------|--|-----------|---------------|-------------------|----------|--------|
| | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | 02:02:31 | :01:52 | :00:00 | 02:00:39 | :10:15 |

| | | | Flags | | | | |
|------------|----------------------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 02:02:31 | :01:52 | :00:00 | 02:00:39 | :10:15 |
| 10:04:13AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:04:58AM | Available | :01:30 | ◆ | ◆ | | | |
| 10:06:28AM | on a help desk interaction | :10:58 | ◆ | | | ◆ | |

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: JENNIFER.RIOS

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:31 | :01:52 | :00:00 | 02:00:39 | :10:15 |
| 10:17:26AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:18:11AM | Available | :00:17 | ◆ | ◆ | | | |
| 10:18:28AM | on a customer service interaction | :14:50 | ◆ | | | ◆ | |
| 10:33:18AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:33:28AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:33:28AM | on a help desk interaction | :02:51 | ◆ | | | ◆ | |
| 10:36:19AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:37:04AM | on a customer service interaction | :00:01 | ◆ | | | ◆ | |
| 10:37:05AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:37:15AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:37:16AM | on a help desk interaction | :02:50 | ◆ | | | ◆ | |
| 10:40:06AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:40:16AM | on a help desk interaction | :00:21 | ◆ | | | ◆ | |
| 10:40:37AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:41:22AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:41:22AM | on a customer service interaction | :07:53 | ◆ | | | ◆ | |
| 10:49:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:49:25AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:49:25AM | on a help desk interaction | :03:04 | ◆ | | | ◆ | |
| 10:52:29AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:53:14AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:53:15AM | on a help desk interaction | :02:45 | ◆ | | | ◆ | |
| 10:56:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:56:45AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:56:46AM | on a help desk interaction | :02:14 | ◆ | | | ◆ | |

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: JENNIFER.RIOS

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:31 | :01:52 | :00:00 | 02:00:39 | :10:15 |
| 10:59:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:59:45AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:59:45AM | on a customer service interaction | :05:49 | ◆ | | | ◆ | |
| 11:05:34AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:05:44AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:05:44AM | on a help desk interaction | :02:16 | ◆ | | | ◆ | |
| 11:08:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:08:45AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:08:46AM | on a help desk interaction | :02:38 | ◆ | | | ◆ | |
| 11:11:24AM | Follow Up | :00:55 | ◆ | | | ◆ | ◆ |
| 11:12:19AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:12:19AM | on a customer service interaction | :03:12 | ◆ | | | ◆ | |
| 11:15:31AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:15:41AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:15:42AM | on a help desk interaction | :02:26 | ◆ | | | ◆ | |
| 11:18:08AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:18:53AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:18:53AM | on a customer service interaction | :06:52 | ◆ | | | ◆ | |
| 11:25:45AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:25:55AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:25:55AM | on a customer service interaction | :02:06 | ◆ | | | ◆ | |
| 11:28:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:28:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:28:11AM | on a customer service interaction | :07:24 | ◆ | | | ◆ | |
| 11:35:35AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: JENNIFER.RIOS

| | | | Flags | | | | |
|----------------------------|-----------------------------------|--------|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:31 | :01:52 | :00:00 | 02:00:39 | :10:15 |
| 11:35:45AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:35:45AM | on a customer service interaction | :02:16 | ◆ | | | ◆ | |
| 11:38:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:38:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:38:11AM | on a help desk interaction | :12:14 | ◆ | | | ◆ | |
| 11:50:25AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:51:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:51:10AM | on a customer service interaction | :08:15 | ◆ | | | ◆ | |
| 11:59:25AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:59:35AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:59:35AM | on a customer service interaction | :07:09 | ◆ | | | ◆ | |
| Agent StatusTotals: | | | 02:02:31 | | | | |

Agent: JEREMY.CARTER

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:59 | :03:01 | :00:00 | 01:56:58 | :02:15 |

| | | | Flags | | | | |
|------------------|----------------------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:59:59 | :03:01 | :00:00 | 01:56:58 | :02:15 |
| 10:00:01AM | Available | :00:58 | ◆ | ◆ | | | |
| 10:00:59AM | on a help desk interaction | :03:08 | ◆ | | | ◆ | |
| 10:04:07AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:04:52AM | Available | :01:11 | ◆ | ◆ | | | |
| 10:06:03AM | on a help desk interaction | :03:45 | ◆ | | | ◆ | |
| 10:09:48AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |

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: JEREMY.CARTER

| | | | Flags | | | | |
|----------------------------|----------------------------|----------|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:59 | :03:01 | :00:00 | 01:56:58 | :02:15 |
| 10:10:33AM | on a help desk interaction | :02:50 | ◆ | | | ◆ | |
| 10:13:23AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:14:08AM | Available | :00:52 | ◆ | ◆ | | | |
| 10:15:00AM | At Lunch | 01:45:00 | ◆ | | | ◆ | |
| Agent StatusTotals: | | | 01:59:59 | | | | |

Agent: JO.HOWELL

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:54 | :05:31 | :00:00 | 01:57:23 | :06:40 |

| | | | Flags | | | | |
|------------------|-----------------------------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 02:02:54 | :05:31 | :00:00 | 01:57:23 | :06:40 |
| 10:00:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:00:10AM | Available | :01:49 | ◆ | ◆ | | | |
| 10:01:59AM | on a help desk interaction | :03:12 | ◆ | | | ◆ | |
| 10:05:11AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:05:56AM | Available | :02:03 | ◆ | ◆ | | | |
| 10:07:59AM | on a help desk interaction | :02:42 | ◆ | | | ◆ | |
| 10:10:41AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:11:26AM | Available | :01:33 | ◆ | ◆ | | | |
| 10:12:59AM | on a help desk interaction | :02:48 | ◆ | | | ◆ | |
| 10:15:47AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:16:32AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:16:32AM | on a customer service interaction | :13:53 | ◆ | | | ◆ | |
| 10:30:25AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: JO.HOWELL

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:54 | :05:31 | :00:00 | 01:57:23 | :06:40 |
| 10:30:35AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:30:35AM | on a customer service interaction | :02:25 | ◆ | | | ◆ | |
| 10:33:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:33:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:33:10AM | on a customer service interaction | :12:18 | ◆ | | | ◆ | |
| 10:45:28AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:45:38AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:45:39AM | on a customer service interaction | :02:21 | ◆ | | | ◆ | |
| 10:48:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:48:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:48:11AM | on a help desk interaction | :02:36 | ◆ | | | ◆ | |
| 10:50:47AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:51:32AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:51:32AM | on a customer service interaction | :09:28 | ◆ | | | ◆ | |
| 11:01:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:01:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:01:10AM | on a customer service interaction | :14:08 | ◆ | | | ◆ | |
| 11:15:18AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:15:28AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:15:29AM | on a customer service interaction | :02:32 | ◆ | | | ◆ | |
| 11:18:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:18:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:18:11AM | on a help desk interaction | :02:50 | ◆ | | | ◆ | |
| 11:21:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:21:46AM | Available | :00:00 | ◆ | ◆ | | | |

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: JO.HOWELL

| | | | Flags | | | | |
|----------------------------|-----------------------------------|-----------------|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:02:54 | :05:31 | :00:00 | 01:57:23 | :06:40 |
| 11:21:46AM | on a help desk interaction | :02:59 | ◆ | | | ◆ | |
| 11:24:45AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:25:30AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:25:30AM | on a customer service interaction | :01:30 | ◆ | | | ◆ | |
| 11:27:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:27:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:27:11AM | on a customer service interaction | :05:53 | ◆ | | | ◆ | |
| 11:33:04AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:33:14AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:33:15AM | on a customer service interaction | :02:46 | ◆ | | | ◆ | |
| 11:36:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:36:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:36:11AM | on a customer service interaction | :10:50 | ◆ | | | ◆ | |
| 11:47:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:47:11AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:47:12AM | on a customer service interaction | :12:37 | ◆ | | | ◆ | |
| 11:59:49AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:59:59AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:59:59AM | on a help desk interaction | :02:55 | ◆ | | | ◆ | |
| Agent StatusTotals: | | 02:02:54 | | | | | |

Agent: JOHN.CARR

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:59 | :04:44 | :00:00 | 01:55:15 | :00:20 |

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: JOHN.CARR

| | | Flags | | | | |
|-----------------------|--|-----------|---------------|-------------------|----------|--------|
| | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | 01:59:59 | :04:44 | :00:00 | 01:55:15 | :00:20 |

| | | | Flags | | | | |
|-----------|-------|----------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:59:59 | :04:44 | :00:00 | 01:55:15 | :00:20 |

| | | | | | | | |
|------------|-----------------------------------|----------|---|---|--|---|---|
| 10:00:01AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:00:01AM | on a customer service interaction | :02:42 | ◆ | | | ◆ | |
| 10:02:43AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:02:53AM | Available | :02:06 | ◆ | ◆ | | | |
| 10:04:59AM | on a customer service interaction | :02:41 | ◆ | | | ◆ | |
| 10:07:40AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:07:50AM | Available | :02:38 | ◆ | ◆ | | | |
| 10:10:28AM | on a customer service interaction | :04:32 | ◆ | | | ◆ | |
| 10:15:00AM | At Lunch | 01:45:00 | ◆ | | | ◆ | |

Agent StatusTotals: 01:59:59

Agent: JULIE.SMITH

| | | Flags | | | | |
|-----------------------|--|-----------|---------------|-------------------|----------|--------|
| | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | 01:59:59 | :02:48 | :00:00 | 01:57:11 | :00:10 |

| | | | Flags | | | | |
|-----------|-------|----------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:59:59 | :02:48 | :00:00 | 01:57:11 | :00:10 |

| | | | | | | | |
|------------|-----------------------------------|--------|---|---|--|---|---|
| 10:00:01AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:00:01AM | on a customer service interaction | :02:59 | ◆ | | | ◆ | |
| 10:03:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:03:10AM | Available | :02:48 | ◆ | ◆ | | | |
| 10:05:58AM | on a customer service interaction | :09:02 | ◆ | | | ◆ | |

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: JULIE.SMITH

| | | | Flags | | | | |
|----------------------------|----------|----------|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:59 | :02:48 | :00:00 | 01:57:11 | :00:10 |
| 10:15:00AM | At Lunch | 01:45:00 | ◆ | | | ◆ | |
| Agent StatusTotals: | | | 01:59:59 | | | | |

Agent: KARL.STONEKING

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:59 | :05:27 | :00:00 | 01:54:32 | :00:40 |

| | | | Flags | | | | |
|----------------------------|-----------------------------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:59:59 | :05:27 | :00:00 | 01:54:32 | :00:40 |
| 10:00:01AM | Available | :01:58 | ◆ | ◆ | | | |
| 10:01:59AM | on a customer service interaction | :02:44 | ◆ | | | ◆ | |
| 10:04:43AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:04:53AM | Available | :01:10 | ◆ | ◆ | | | |
| 10:06:03AM | on a customer service interaction | :02:37 | ◆ | | | ◆ | |
| 10:08:40AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:08:50AM | on a customer service interaction | :01:17 | ◆ | | | ◆ | |
| 10:10:07AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:10:17AM | Available | :01:58 | ◆ | ◆ | | | |
| 10:12:15AM | on a customer service interaction | :02:14 | ◆ | | | ◆ | |
| 10:14:29AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:14:39AM | Available | :00:21 | ◆ | ◆ | | | |
| 10:15:00AM | At Lunch | 01:45:00 | ◆ | | | ◆ | |
| Agent StatusTotals: | | | 01:59:59 | | | | |

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: LESLEY.MARTIN

| | | Flags | | | | |
|-----------------------|--|-----------|---------------|-------------------|----------|--------|
| | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | 02:01:08 | :00:00 | :00:00 | 02:01:08 | :07:30 |

| | | | Flags | | | | |
|-----------|-------|----------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 02:01:08 | :00:00 | :00:00 | 02:01:08 | :07:30 |

| | | | | | | | |
|------------|---------------------------------|--------|---|--|--|---|---|
| 10:00:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:00:26AM | on a customer satisfaction call | :01:25 | ◆ | | | ◆ | |
| 10:01:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:02:01AM | on a customer satisfaction call | :02:15 | ◆ | | | ◆ | |
| 10:04:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:04:26AM | on a customer satisfaction call | :02:41 | ◆ | | | ◆ | |
| 10:07:07AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:07:17AM | on a customer satisfaction call | :03:59 | ◆ | | | ◆ | |
| 10:11:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:11:26AM | on a customer satisfaction call | :03:50 | ◆ | | | ◆ | |
| 10:15:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:15:26AM | on a customer satisfaction call | :03:50 | ◆ | | | ◆ | |
| 10:19:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:19:26AM | on a customer satisfaction call | :03:50 | ◆ | | | ◆ | |
| 10:23:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:23:26AM | on a customer satisfaction call | :02:41 | ◆ | | | ◆ | |
| 10:26:07AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:26:17AM | on a customer satisfaction call | :03:59 | ◆ | | | ◆ | |
| 10:30:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:30:26AM | on a customer satisfaction call | :03:11 | ◆ | | | ◆ | |
| 10:33:37AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:33:47AM | on a customer satisfaction call | :00:29 | ◆ | | | ◆ | |

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: LESLEY.MARTIN

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:01:08 | :00:00 | :00:00 | 02:01:08 | :07:30 |
| 10:34:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:34:26AM | on a customer satisfaction call | :03:50 | ◆ | | | ◆ | |
| 10:38:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:38:26AM | on a customer satisfaction call | :00:37 | ◆ | | | ◆ | |
| 10:39:03AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:39:13AM | on a customer satisfaction call | :00:54 | ◆ | | | ◆ | |
| 10:40:07AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:40:17AM | on a customer satisfaction call | :03:59 | ◆ | | | ◆ | |
| 10:44:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:44:26AM | on a customer satisfaction call | :03:50 | ◆ | | | ◆ | |
| 10:48:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:48:26AM | on a customer satisfaction call | :01:37 | ◆ | | | ◆ | |
| 10:50:03AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:50:13AM | on a customer satisfaction call | :02:03 | ◆ | | | ◆ | |
| 10:52:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:52:26AM | on a customer satisfaction call | :03:50 | ◆ | | | ◆ | |
| 10:56:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:56:26AM | on a customer satisfaction call | :00:36 | ◆ | | | ◆ | |
| 10:57:02AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:57:12AM | on a customer satisfaction call | :03:04 | ◆ | | | ◆ | |
| 11:00:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:00:26AM | on a customer satisfaction call | :02:41 | ◆ | | | ◆ | |
| 11:03:07AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:03:17AM | on a customer satisfaction call | :00:25 | ◆ | | | ◆ | |
| 11:03:42AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: LESLEY.MARTIN

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:01:08 | :00:00 | :00:00 | 02:01:08 | :07:30 |
| 11:03:52AM | on a customer satisfaction call | :03:25 | ◆ | | | ◆ | |
| 11:07:17AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:07:27AM | on a customer satisfaction call | :01:41 | ◆ | | | ◆ | |
| 11:09:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:09:18AM | on a customer satisfaction call | :01:58 | ◆ | | | ◆ | |
| 11:11:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:11:26AM | on a customer satisfaction call | :03:50 | ◆ | | | ◆ | |
| 11:15:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:15:26AM | on a customer satisfaction call | :02:42 | ◆ | | | ◆ | |
| 11:18:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:18:18AM | on a customer satisfaction call | :03:58 | ◆ | | | ◆ | |
| 11:22:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:22:26AM | on a customer satisfaction call | :03:50 | ◆ | | | ◆ | |
| 11:26:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:26:26AM | on a customer satisfaction call | :03:04 | ◆ | | | ◆ | |
| 11:29:30AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:29:40AM | on a customer satisfaction call | :00:37 | ◆ | | | ◆ | |
| 11:30:17AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:30:27AM | on a customer satisfaction call | :03:50 | ◆ | | | ◆ | |
| 11:34:17AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:34:27AM | on a customer satisfaction call | :00:28 | ◆ | | | ◆ | |
| 11:34:55AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:35:05AM | on a customer satisfaction call | :02:03 | ◆ | | | ◆ | |
| 11:37:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:37:18AM | on a customer satisfaction call | :03:59 | ◆ | | | ◆ | |

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: LESLEY.MARTIN

| | | | Flags | | | | |
|---------------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:01:08 | :00:00 | :00:00 | 02:01:08 | :07:30 |
| 11:41:17AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:41:27AM | on a customer satisfaction call | :02:05 | ◆ | | | ◆ | |
| 11:43:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:43:42AM | on a customer satisfaction call | :01:35 | ◆ | | | ◆ | |
| 11:45:17AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:45:27AM | on a customer satisfaction call | :01:41 | ◆ | | | ◆ | |
| 11:47:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:47:18AM | on a customer satisfaction call | :00:23 | ◆ | | | ◆ | |
| 11:47:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:47:51AM | on a customer satisfaction call | :03:26 | ◆ | | | ◆ | |
| 11:51:17AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:51:27AM | on a customer satisfaction call | :02:24 | ◆ | | | ◆ | |
| 11:53:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:54:01AM | on a customer satisfaction call | :01:16 | ◆ | | | ◆ | |
| 11:55:17AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:55:27AM | on a customer satisfaction call | :03:50 | ◆ | | | ◆ | |
| 11:59:17AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:59:27AM | on a customer satisfaction call | :01:57 | ◆ | | | ◆ | |
| Agent StatusTotals: | | | 02:01:08 | | | | |

Agent: MATT.GUSTITUS

| | | | Flags | | | | |
|----------------|--|--|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:01:01 | :00:00 | :00:00 | 02:01:01 | :06:50 |

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: MATT.GUSTITUS

| | | Flags | | | | |
|-----------------------|--|-----------|----------------|--------------------|----------|--------|
| | | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW |
| Agent Summary: | | 02:01:01 | :00:00 | :00:00 | 02:01:01 | :06:50 |

| | | | Flags | | | | |
|-----------|-------|----------|-----------|----------------|--------------------|----------|--------|
| | | | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 02:01:01 | :00:00 | :00:00 | 02:01:01 | :06:50 |

| | | | | | | | |
|------------|---------------------------------|--------|---|--|--|---|---|
| 10:02:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:02:26AM | on a customer satisfaction call | :03:10 | ◆ | | | ◆ | |
| 10:05:36AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:05:46AM | on a customer satisfaction call | :03:21 | ◆ | | | ◆ | |
| 10:09:07AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:09:17AM | on a customer satisfaction call | :02:42 | ◆ | | | ◆ | |
| 10:11:59AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:12:09AM | on a customer satisfaction call | :01:07 | ◆ | | | ◆ | |
| 10:13:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:13:26AM | on a customer satisfaction call | :03:50 | ◆ | | | ◆ | |
| 10:17:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:17:26AM | on a customer satisfaction call | :01:32 | ◆ | | | ◆ | |
| 10:18:58AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:19:08AM | on a customer satisfaction call | :02:08 | ◆ | | | ◆ | |
| 10:21:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:21:26AM | on a customer satisfaction call | :02:10 | ◆ | | | ◆ | |
| 10:23:36AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:23:46AM | on a customer satisfaction call | :03:30 | ◆ | | | ◆ | |
| 10:27:16AM | Follow Up | :00:20 | ◆ | | | ◆ | ◆ |
| 10:27:36AM | on a customer satisfaction call | :03:40 | ◆ | | | ◆ | |
| 10:31:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:31:26AM | on a customer satisfaction call | :03:50 | ◆ | | | ◆ | |

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: MATT.GUSTITUS

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:01:01 | :00:00 | :00:00 | 02:01:01 | :06:50 |
| 10:35:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:35:26AM | on a customer satisfaction call | :03:10 | ◆ | | | ◆ | |
| 10:38:36AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:38:46AM | on a customer satisfaction call | :03:30 | ◆ | | | ◆ | |
| 10:42:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:42:26AM | on a customer satisfaction call | :02:17 | ◆ | | | ◆ | |
| 10:44:43AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:44:53AM | on a customer satisfaction call | :01:23 | ◆ | | | ◆ | |
| 10:46:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:46:26AM | on a customer satisfaction call | :03:50 | ◆ | | | ◆ | |
| 10:50:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:50:26AM | on a customer satisfaction call | :03:50 | ◆ | | | ◆ | |
| 10:54:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:54:26AM | on a customer satisfaction call | :03:50 | ◆ | | | ◆ | |
| 10:58:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:58:26AM | on a customer satisfaction call | :03:10 | ◆ | | | ◆ | |
| 11:01:36AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:01:46AM | on a customer satisfaction call | :03:21 | ◆ | | | ◆ | |
| 11:05:07AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:05:17AM | on a customer satisfaction call | :03:59 | ◆ | | | ◆ | |
| 11:09:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:09:26AM | on a customer satisfaction call | :01:28 | ◆ | | | ◆ | |
| 11:10:54AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:11:04AM | on a customer satisfaction call | :02:12 | ◆ | | | ◆ | |
| 11:13:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: MATT.GUSTITUS

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:01:01 | :00:00 | :00:00 | 02:01:01 | :06:50 |
| 11:13:26AM | on a customer satisfaction call | :03:11 | ◆ | | | ◆ | |
| 11:16:37AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:16:47AM | on a customer satisfaction call | :01:00 | ◆ | | | ◆ | |
| 11:17:47AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:17:57AM | on a customer satisfaction call | :02:11 | ◆ | | | ◆ | |
| 11:20:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:20:18AM | on a customer satisfaction call | :03:58 | ◆ | | | ◆ | |
| 11:24:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:24:26AM | on a customer satisfaction call | :02:42 | ◆ | | | ◆ | |
| 11:27:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:27:18AM | on a customer satisfaction call | :00:58 | ◆ | | | ◆ | |
| 11:28:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:28:26AM | on a customer satisfaction call | :03:51 | ◆ | | | ◆ | |
| 11:32:17AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:32:27AM | on a customer satisfaction call | :02:10 | ◆ | | | ◆ | |
| 11:34:37AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:34:47AM | on a customer satisfaction call | :03:30 | ◆ | | | ◆ | |
| 11:38:17AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:38:27AM | on a customer satisfaction call | :02:16 | ◆ | | | ◆ | |
| 11:40:43AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:40:53AM | on a customer satisfaction call | :01:24 | ◆ | | | ◆ | |
| 11:42:17AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:42:27AM | on a customer satisfaction call | :03:10 | ◆ | | | ◆ | |
| 11:45:37AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:45:47AM | on a customer satisfaction call | :03:30 | ◆ | | | ◆ | |

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: MATT.GUSTITUS

| | | | Flags | | | | |
|-----------------------|---------------------------------|--------|-----------------|----------------|--------------------|-----------------|---------------|
| | | | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW |
| Agent Summary: | | | 02:01:01 | :00:00 | :00:00 | 02:01:01 | :06:50 |
| 11:49:17AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:49:27AM | on a customer satisfaction call | :03:50 | ◆ | | | ◆ | |
| 11:53:17AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:53:27AM | on a customer satisfaction call | :03:50 | ◆ | | | ◆ | |
| 11:57:17AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:57:27AM | on a customer satisfaction call | :02:10 | ◆ | | | ◆ | |
| 11:59:37AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:59:47AM | on a customer satisfaction call | :03:30 | ◆ | | | ◆ | |

Agent StatusTotals: 02:01:01

Agent: MELISSA.PATTERSON

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|----------------|--------------------|-----------------|---------------|
| | | | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW |
| Agent Summary: | | | 02:08:12 | :01:25 | :00:00 | 02:06:47 | :16:35 |

| | | | Flags | | | | |
|------------------|-----------------------------------|-----------------|-----------|----------------|--------------------|----------|--------|
| | | | Logged In | Acid Logged In | Non Acid Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 02:08:12 | :01:25 | :00:00 | 02:06:47 | :16:35 |
| 10:01:59AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:02:09AM | Available | :00:49 | ◆ | ◆ | | | |
| 10:02:58AM | on a help desk interaction | :12:50 | ◆ | | | ◆ | |
| 10:15:48AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:16:33AM | Available | :00:26 | ◆ | ◆ | | | |
| 10:16:59AM | on a customer service interaction | :02:58 | ◆ | | | ◆ | |
| 10:19:57AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:20:07AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:20:08AM | on a help desk interaction | :02:51 | ◆ | | | ◆ | |

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: MELISSA.PATTERSON

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:08:12 | :01:25 | :00:00 | 02:06:47 | :16:35 |
| 10:22:59AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:23:44AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:23:44AM | on a help desk interaction | :02:49 | ◆ | | | ◆ | |
| 10:26:33AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:27:18AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:27:19AM | on a help desk interaction | :02:11 | ◆ | | | ◆ | |
| 10:29:30AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:29:40AM | on a help desk interaction | :00:42 | ◆ | | | ◆ | |
| 10:30:22AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:31:07AM | on a help desk interaction | :00:09 | ◆ | | | ◆ | |
| 10:31:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:31:26AM | on a help desk interaction | :01:00 | ◆ | | | ◆ | |
| 10:32:26AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:33:11AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:33:12AM | on a help desk interaction | :02:41 | ◆ | | | ◆ | |
| 10:35:53AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:36:38AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:36:38AM | on a help desk interaction | :02:22 | ◆ | | | ◆ | |
| 10:39:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:39:45AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:39:45AM | on a customer service interaction | :02:40 | ◆ | | | ◆ | |
| 10:42:25AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:42:35AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:42:36AM | on a help desk interaction | :02:24 | ◆ | | | ◆ | |
| 10:45:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |

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: MELISSA.PATTERSON

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:08:12 | :01:25 | :00:00 | 02:06:47 | :16:35 |
| 10:45:45AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:45:45AM | on a help desk interaction | :03:02 | ◆ | | | ◆ | |
| 10:48:47AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:49:32AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:49:33AM | on a help desk interaction | :10:01 | ◆ | | | ◆ | |
| 10:59:34AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:00:19AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:00:19AM | on a help desk interaction | :02:53 | ◆ | | | ◆ | |
| 11:03:12AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:03:57AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:03:58AM | on a customer service interaction | :02:02 | ◆ | | | ◆ | |
| 11:06:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:06:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:06:11AM | on a help desk interaction | :03:21 | ◆ | | | ◆ | |
| 11:09:32AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:10:17AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:10:17AM | on a customer service interaction | :07:18 | ◆ | | | ◆ | |
| 11:17:35AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:17:45AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:17:45AM | on a help desk interaction | :02:15 | ◆ | | | ◆ | |
| 11:20:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:20:45AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:20:46AM | on a customer service interaction | :02:54 | ◆ | | | ◆ | |
| 11:23:40AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:23:50AM | Available | :00:00 | ◆ | ◆ | | | |

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: MELISSA.PATTERSON

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:08:12 | :01:25 | :00:00 | 02:06:47 | :16:35 |
| 11:23:50AM | on a customer service interaction | :02:11 | ◆ | | | ◆ | |
| 11:26:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:26:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:26:11AM | on a help desk interaction | :02:49 | ◆ | | | ◆ | |
| 11:29:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:29:45AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:29:46AM | on a help desk interaction | :03:12 | ◆ | | | ◆ | |
| 11:32:58AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:33:08AM | on a help desk interaction | :00:17 | ◆ | | | ◆ | |
| 11:33:25AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:34:10AM | on a help desk interaction | :01:12 | ◆ | | | ◆ | |
| 11:35:22AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:36:07AM | on a customer service interaction | :00:33 | ◆ | | | ◆ | |
| 11:36:40AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:36:50AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:36:50AM | on a customer service interaction | :02:11 | ◆ | | | ◆ | |
| 11:39:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:39:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:39:11AM | on a customer service interaction | :07:03 | ◆ | | | ◆ | |
| 11:46:14AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:46:24AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:46:24AM | on a help desk interaction | :02:38 | ◆ | | | ◆ | |
| 11:49:02AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:49:47AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:49:47AM | on a help desk interaction | :02:15 | ◆ | | | ◆ | |

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: MELISSA.PATTERSON

| | | | Flags | | | | |
|----------------------------|-----------------------------------|--------|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:08:12 | :01:25 | :00:00 | 02:06:47 | :16:35 |
| 11:52:02AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:52:47AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:52:47AM | on a customer service interaction | :02:14 | ◆ | | | ◆ | |
| 11:55:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:55:11AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:55:12AM | on a help desk interaction | :01:50 | ◆ | | | ◆ | |
| 11:57:02AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:57:47AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:57:47AM | on a help desk interaction | :12:24 | ◆ | | | ◆ | |
| Agent StatusTotals: | | | 02:08:12 | | | | |

Agent: MIKE.WAGAMON

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:10 | :04:56 | :00:00 | 01:54:14 | :09:35 |

| | | | Flags | | | | |
|------------------|-----------------------------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:59:10 | :04:56 | :00:00 | 01:54:14 | :09:35 |
| 10:00:59AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:01:09AM | Available | :01:07 | ◆ | ◆ | | | |
| 10:02:16AM | on a customer service interaction | :03:08 | ◆ | | | ◆ | |
| 10:05:24AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:05:34AM | Available | :01:25 | ◆ | ◆ | | | |
| 10:06:59AM | on a customer service interaction | :02:49 | ◆ | | | ◆ | |
| 10:09:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:09:58AM | Available | :02:17 | ◆ | ◆ | | | |

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: MIKE.WAGAMON

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:10 | :04:56 | :00:00 | 01:54:14 | :09:35 |
| 10:12:15AM | on a help desk interaction | :03:55 | ◆ | | | ◆ | |
| 10:16:10AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:16:55AM | on a help desk interaction | :00:49 | ◆ | | | ◆ | |
| 10:17:44AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:17:54AM | on a help desk interaction | :00:31 | ◆ | | | ◆ | |
| 10:18:25AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:19:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:19:10AM | on a help desk interaction | :02:54 | ◆ | | | ◆ | |
| 10:22:04AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:22:49AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:22:50AM | on a customer service interaction | :02:50 | ◆ | | | ◆ | |
| 10:25:40AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:25:50AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:25:50AM | on a customer service interaction | :03:04 | ◆ | | | ◆ | |
| 10:28:54AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:29:04AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:29:05AM | on a help desk interaction | :02:55 | ◆ | | | ◆ | |
| 10:32:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:32:45AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:32:45AM | on a customer service interaction | :06:42 | ◆ | | | ◆ | |
| 10:39:27AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:39:37AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:39:38AM | on a customer service interaction | :02:22 | ◆ | | | ◆ | |
| 10:42:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:42:10AM | Available | :00:00 | ◆ | ◆ | | | |

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: MIKE.WAGAMON

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:10 | :04:56 | :00:00 | 01:54:14 | :09:35 |
| 10:42:10AM | on a customer service interaction | :01:50 | ◆ | | | ◆ | |
| 10:44:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:44:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:44:10AM | on a customer service interaction | :02:50 | ◆ | | | ◆ | |
| 10:47:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:47:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:47:10AM | on a customer service interaction | :11:34 | ◆ | | | ◆ | |
| 10:58:44AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:58:54AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:58:54AM | on a help desk interaction | :03:04 | ◆ | | | ◆ | |
| 11:01:58AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:02:43AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:02:43AM | on a customer service interaction | :07:00 | ◆ | | | ◆ | |
| 11:09:43AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:09:53AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:09:54AM | on a customer service interaction | :02:06 | ◆ | | | ◆ | |
| 11:12:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:12:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:12:11AM | on a help desk interaction | :09:36 | ◆ | | | ◆ | |
| 11:21:47AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:22:32AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:22:33AM | on a help desk interaction | :02:27 | ◆ | | | ◆ | |
| 11:25:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:25:45AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:25:46AM | on a help desk interaction | :02:15 | ◆ | | | ◆ | |

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: MIKE.WAGAMON

| | | | Flags | | | | |
|---------------------|-----------------------------------|----------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:10 | :04:56 | :00:00 | 01:54:14 | :09:35 |
| 11:28:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:28:46AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:28:46AM | on a customer service interaction | :08:30 | ◆ | | | ◆ | |
| 11:37:16AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:37:26AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:37:26AM | on a help desk interaction | :02:35 | ◆ | | | ◆ | |
| 11:40:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:40:46AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:40:46AM | on a customer service interaction | :07:15 | ◆ | | | ◆ | |
| 11:48:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:48:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:48:11AM | on a customer service interaction | :02:50 | ◆ | | | ◆ | |
| 11:51:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:51:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:51:11AM | on a customer service interaction | :08:48 | ◆ | | | ◆ | |
| 11:59:59AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| Agent StatusTotals: | | 01:59:10 | | | | | |

Agent: PAUL.BURMIESTER

| | | | Flags | | | | |
|----------------|--|--|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:56:31 | :04:52 | :00:00 | 01:51:39 | :11:15 |

| | | | Flags | | | | |
|------------|-----------|----------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:56:31 | :04:52 | :00:00 | 01:51:39 | :11:15 |
| 10:05:30AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |

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: PAUL.BURMIESTER

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:56:31 | :04:52 | :00:00 | 01:51:39 | :11:15 |
| 10:06:15AM | Available | :02:43 | ◆ | ◆ | | | |
| 10:08:58AM | on a help desk interaction | :02:39 | ◆ | | | ◆ | |
| 10:11:37AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:12:22AM | Available | :01:37 | ◆ | ◆ | | | |
| 10:13:59AM | on a help desk interaction | :02:53 | ◆ | | | ◆ | |
| 10:16:52AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:17:37AM | Available | :00:22 | ◆ | ◆ | | | |
| 10:17:59AM | on a customer service interaction | :02:47 | ◆ | | | ◆ | |
| 10:20:46AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:20:56AM | Available | :00:02 | ◆ | ◆ | | | |
| 10:20:58AM | on a help desk interaction | :14:50 | ◆ | | | ◆ | |
| 10:35:48AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:36:33AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:36:33AM | on a help desk interaction | :06:24 | ◆ | | | ◆ | |
| 10:42:57AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:43:42AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:43:43AM | on a customer service interaction | :02:17 | ◆ | | | ◆ | |
| 10:46:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:46:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:46:11AM | on a customer service interaction | :05:36 | ◆ | | | ◆ | |
| 10:51:47AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:51:57AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:51:57AM | on a help desk interaction | :12:17 | ◆ | | | ◆ | |
| 11:04:14AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:04:59AM | Available | :00:00 | ◆ | ◆ | | | |

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: PAUL.BURMIESTER

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:56:31 | :04:52 | :00:00 | 01:51:39 | :11:15 |
| 11:04:59AM | on a customer service interaction | :07:35 | ◆ | | | ◆ | |
| 11:12:34AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:12:44AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:12:45AM | on a customer service interaction | :02:16 | ◆ | | | ◆ | |
| 11:15:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:15:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:15:11AM | on a customer service interaction | :12:33 | ◆ | | | ◆ | |
| 11:27:44AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:27:54AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:27:55AM | on a help desk interaction | :02:54 | ◆ | | | ◆ | |
| 11:30:49AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:31:34AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:31:34AM | on a help desk interaction | :02:27 | ◆ | | | ◆ | |
| 11:34:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:34:46AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:34:46AM | on a help desk interaction | :02:15 | ◆ | | | ◆ | |
| 11:37:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:37:46AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:37:46AM | on a help desk interaction | :02:35 | ◆ | | | ◆ | |
| 11:40:21AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:41:06AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:41:07AM | on a help desk interaction | :01:54 | ◆ | | | ◆ | |
| 11:43:01AM | Follow Up | :00:55 | ◆ | | | ◆ | ◆ |
| 11:43:56AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:43:56AM | on a help desk interaction | :02:05 | ◆ | | | ◆ | |

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: PAUL.BURMIESTER

| | | | Flags | | | | |
|----------------------------|-----------------------------------|--------|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:56:31 | :04:52 | :00:00 | 01:51:39 | :11:15 |
| 11:46:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:46:46AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:46:47AM | on a customer service interaction | :02:15 | ◆ | | | ◆ | |
| 11:49:02AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:49:12AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:49:12AM | on a customer service interaction | :07:03 | ◆ | | | ◆ | |
| 11:56:15AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:56:25AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:56:26AM | on a help desk interaction | :02:35 | ◆ | | | ◆ | |
| 11:59:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:59:46AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:59:47AM | on a customer service interaction | :02:14 | ◆ | | | ◆ | |
| Agent StatusTotals: | | | 01:56:31 | | | | |

Agent: PENELOPE.PYNE

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:01 | :36:00 | :00:00 | 01:24:01 | :14:20 |

| | | | Flags | | | | |
|------------------|---------------------------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | | | | | |
| | | | 02:00:01 | :36:00 | :00:00 | 01:24:01 | :14:20 |
| 10:01:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:01:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:01:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:02:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:02:21AM | Available | :00:10 | ◆ | ◆ | | | |

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: PENELOPE.PYNE

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:01 | :36:00 | :00:00 | 01:24:01 | :14:20 |
| 10:02:31AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:04:31AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:04:41AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:04:41AM | on a customer satisfaction call | :01:10 | ◆ | | | ◆ | |
| 10:05:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:06:01AM | Available | :00:53 | ◆ | ◆ | | | |
| 10:06:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:07:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:07:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:07:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:08:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:08:21AM | Available | :01:03 | ◆ | ◆ | | | |
| 10:09:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:09:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:09:51AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:09:51AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:11:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:12:01AM | Available | :00:23 | ◆ | ◆ | | | |
| 10:12:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:12:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:12:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:13:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:13:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:13:51AM | Available | :00:08 | ◆ | ◆ | | | |
| 10:13:59AM | on a customer satisfaction call | :02:51 | ◆ | | | ◆ | |

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: PENELOPE.PYNE

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:01 | :36:00 | :00:00 | 01:24:01 | :14:20 |
| 10:16:50AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:17:00AM | on a customer satisfaction call | :00:48 | ◆ | | | ◆ | |
| 10:17:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:17:58AM | Available | :00:26 | ◆ | ◆ | | | |
| 10:18:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:18:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:18:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:19:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:19:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:19:51AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:19:51AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:21:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:22:01AM | Available | :00:53 | ◆ | ◆ | | | |
| 10:22:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:23:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:23:21AM | Available | :00:03 | ◆ | ◆ | | | |
| 10:23:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:23:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:23:51AM | Available | :00:03 | ◆ | ◆ | | | |
| 10:23:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:24:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:24:21AM | Available | :00:03 | ◆ | ◆ | | | |
| 10:24:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:24:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:24:51AM | Available | :00:20 | ◆ | ◆ | | | |

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: PENELOPE.PYNE

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:01 | :36:00 | :00:00 | 01:24:01 | :14:20 |
| 10:25:11AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:27:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:27:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:27:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:28:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:28:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:28:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:29:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:29:21AM | Available | :00:03 | ◆ | ◆ | | | |
| 10:29:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:29:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:29:51AM | Available | :00:03 | ◆ | ◆ | | | |
| 10:29:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:30:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:30:21AM | Available | :00:10 | ◆ | ◆ | | | |
| 10:30:31AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:32:31AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:32:41AM | Available | :00:13 | ◆ | ◆ | | | |
| 10:32:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:33:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:33:21AM | Available | :00:30 | ◆ | ◆ | | | |
| 10:33:51AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:35:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:36:01AM | Available | :00:53 | ◆ | ◆ | | | |
| 10:36:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |

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: PENELOPE.PYNE

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:01 | :36:00 | :00:00 | 01:24:01 | :14:20 |
| 10:37:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:37:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:37:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:38:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:38:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:38:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:39:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:39:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:39:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:40:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:40:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:40:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:41:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:41:21AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:41:21AM | on a customer satisfaction call | :01:51 | ◆ | | | ◆ | |
| 10:43:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:43:22AM | Available | :00:29 | ◆ | ◆ | | | |
| 10:43:51AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:45:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:46:01AM | Available | :00:53 | ◆ | ◆ | | | |
| 10:46:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:47:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:47:21AM | Available | :00:30 | ◆ | ◆ | | | |
| 10:47:51AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 10:49:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: PENELOPE.PYNE

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:01 | :36:00 | :00:00 | 01:24:01 | :14:20 |
| 10:50:01AM | Available | :00:23 | ◆ | ◆ | | | |
| 10:50:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:50:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:50:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:51:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:51:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:51:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:52:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:52:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:52:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:53:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:53:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:53:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:54:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:54:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:54:51AM | Available | :00:20 | ◆ | ◆ | | | |
| 10:55:11AM | on a customer satisfaction call | :02:01 | ◆ | | | ◆ | |
| 10:57:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:57:22AM | Available | :00:32 | ◆ | ◆ | | | |
| 10:57:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:58:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:58:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 10:58:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 10:59:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:59:21AM | Available | :00:33 | ◆ | ◆ | | | |

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: PENELOPE.PYNE

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:01 | :36:00 | :00:00 | 01:24:01 | :14:20 |
| 10:59:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:00:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:00:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:00:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:01:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:01:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:01:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:02:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:02:21AM | Available | :00:10 | ◆ | ◆ | | | |
| 11:02:31AM | on a customer satisfaction call | :02:01 | ◆ | | | ◆ | |
| 11:04:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:04:42AM | Available | :00:29 | ◆ | ◆ | | | |
| 11:05:11AM | on a customer satisfaction call | :02:01 | ◆ | | | ◆ | |
| 11:07:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:07:22AM | Available | :00:30 | ◆ | ◆ | | | |
| 11:07:52AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:09:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:10:02AM | Available | :00:52 | ◆ | ◆ | | | |
| 11:10:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:11:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:11:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:11:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:12:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:12:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:12:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |

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: PENELOPE.PYNE

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:01 | :36:00 | :00:00 | 01:24:01 | :14:20 |
| 11:13:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:13:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:13:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:14:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:14:21AM | Available | :00:11 | ◆ | ◆ | | | |
| 11:14:32AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| 11:16:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:16:42AM | Available | :00:12 | ◆ | ◆ | | | |
| 11:16:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:17:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:17:21AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:17:21AM | on a customer satisfaction call | :01:51 | ◆ | | | ◆ | |
| 11:19:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:19:22AM | Available | :00:32 | ◆ | ◆ | | | |
| 11:19:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:20:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:20:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:20:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:21:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:21:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:21:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:22:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:22:21AM | Available | :01:03 | ◆ | ◆ | | | |
| 11:23:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:23:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: PENELOPE.PYNE

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:01 | :36:00 | :00:00 | 01:24:01 | :14:20 |
| 11:23:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:24:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:24:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:24:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:25:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:25:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:25:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:26:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:26:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:26:51AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:26:52AM | on a customer satisfaction call | :01:40 | ◆ | | | ◆ | |
| 11:28:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:28:42AM | Available | :00:12 | ◆ | ◆ | | | |
| 11:28:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:29:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:29:21AM | Available | :01:03 | ◆ | ◆ | | | |
| 11:30:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:30:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:30:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:31:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:31:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:31:51AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:32:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:32:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:32:51AM | Available | :00:33 | ◆ | ◆ | | | |

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: PENELOPE.PYNE

| | | | Flags | | | | |
|----------------|---------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:01 | :36:00 | :00:00 | 01:24:01 | :14:20 |
| 11:33:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:33:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:33:51AM | Available | :01:03 | ◆ | ◆ | | | |
| 11:34:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:35:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:35:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:35:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:36:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:36:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:36:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:37:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:37:21AM | Available | :01:03 | ◆ | ◆ | | | |
| 11:38:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:38:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:38:51AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:38:52AM | on a customer satisfaction call | :01:40 | ◆ | | | ◆ | |
| 11:40:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:40:42AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:40:42AM | on a customer satisfaction call | :01:10 | ◆ | | | ◆ | |
| 11:41:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:42:02AM | Available | :00:22 | ◆ | ◆ | | | |
| 11:42:24AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:42:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:42:51AM | Available | :00:10 | ◆ | ◆ | | | |
| 11:43:01AM | on a customer satisfaction call | :02:50 | ◆ | | | ◆ | |

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: PENELOPE.PYNE

| | | | Flags | | | | |
|----------------------------|---------------------------------|----------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:01 | :36:00 | :00:00 | 01:24:01 | :14:20 |
| 11:45:51AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:46:01AM | on a customer satisfaction call | :01:07 | ◆ | | | ◆ | |
| 11:47:08AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:47:18AM | on a customer satisfaction call | :02:28 | ◆ | | | ◆ | |
| 11:49:46AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:49:56AM | on a customer satisfaction call | :00:50 | ◆ | | | ◆ | |
| 11:50:46AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:50:56AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:50:56AM | on a customer satisfaction call | :01:36 | ◆ | | | ◆ | |
| 11:52:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:52:42AM | Available | :00:12 | ◆ | ◆ | | | |
| 11:52:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:53:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:53:21AM | Available | :00:33 | ◆ | ◆ | | | |
| 11:53:54AM | on a customer satisfaction call | :00:17 | ◆ | | | ◆ | |
| 11:54:11AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:54:21AM | Available | :00:40 | ◆ | ◆ | | | |
| 11:55:01AM | on a customer satisfaction call | :02:38 | ◆ | | | ◆ | |
| 11:57:39AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:57:49AM | on a customer satisfaction call | :00:59 | ◆ | | | ◆ | |
| 11:58:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:58:58AM | Available | :00:14 | ◆ | ◆ | | | |
| 11:59:12AM | on a customer satisfaction call | :02:00 | ◆ | | | ◆ | |
| Agent StatusTotals: | | 02:00:01 | | | | | |

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: RACHEL.CONNER

| | | Flags | | | | |
|-----------------------|--|-----------|---------------|-------------------|--------|--------|
| | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | 02:00:01 | 01:58:21 | :00:00 | :01:40 | :01:40 |

| | | | Flags | | | | |
|-----------|-------|----------|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 02:00:01 | 01:58:21 | :00:00 | :01:40 | :01:40 |

| | | | | | | | |
|------------|--------------------------|--------|---|---|--|---|---|
| 10:01:53AM | on a support interaction | :04:29 | ◆ | ◆ | | | |
| 10:06:22AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:06:32AM | Available | :07:21 | ◆ | ◆ | | | |
| 10:13:53AM | on a support interaction | :04:29 | ◆ | ◆ | | | |
| 10:18:22AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:18:32AM | Available | :07:21 | ◆ | ◆ | | | |
| 10:25:53AM | on a support interaction | :04:30 | ◆ | ◆ | | | |
| 10:30:23AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:30:33AM | Available | :07:20 | ◆ | ◆ | | | |
| 10:37:53AM | on a support interaction | :04:30 | ◆ | ◆ | | | |
| 10:42:23AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:42:33AM | Available | :07:20 | ◆ | ◆ | | | |
| 10:49:53AM | on a support interaction | :04:30 | ◆ | ◆ | | | |
| 10:54:23AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:54:33AM | Available | :07:20 | ◆ | ◆ | | | |
| 11:01:53AM | on a support interaction | :04:30 | ◆ | ◆ | | | |
| 11:06:23AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:06:33AM | Available | :07:20 | ◆ | ◆ | | | |
| 11:13:53AM | on a support interaction | :04:30 | ◆ | ◆ | | | |
| 11:18:23AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:18:33AM | Available | :07:21 | ◆ | ◆ | | | |
| 11:25:54AM | on a support interaction | :04:29 | ◆ | ◆ | | | |

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: RACHEL.CONNER

| | | | Flags | | | | |
|----------------------------|--------------------------|--------|-----------------|-----------------|-------------------|---------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:01 | 01:58:21 | :00:00 | :01:40 | :01:40 |
| 11:30:23AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:30:33AM | Available | :07:21 | ◆ | ◆ | | | |
| 11:37:54AM | on a support interaction | :04:29 | ◆ | ◆ | | | |
| 11:42:23AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:42:33AM | Available | :07:21 | ◆ | ◆ | | | |
| 11:49:54AM | on a support interaction | :04:29 | ◆ | ◆ | | | |
| 11:54:23AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:54:33AM | Available | :07:21 | ◆ | ◆ | | | |
| Agent StatusTotals: | | | 02:00:01 | | | | |

Agent: ROBIN.WEST

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:55 | :02:46 | :00:00 | 01:58:09 | :13:05 |

| | | | Flags | | | | |
|------------------|----------------------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 02:00:55 | :02:46 | :00:00 | 01:58:09 | :13:05 |
| 10:08:30AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:09:15AM | Available | :01:44 | ◆ | ◆ | | | |
| 10:10:59AM | on a help desk interaction | :02:49 | ◆ | | | ◆ | |
| 10:13:48AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:14:33AM | Available | :00:55 | ◆ | ◆ | | | |
| 10:15:28AM | on a help desk interaction | :07:49 | ◆ | | | ◆ | |
| 10:23:17AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:24:02AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:24:02AM | on a help desk interaction | :07:28 | ◆ | | | ◆ | |

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: ROBIN.WEST

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:55 | :02:46 | :00:00 | 01:58:09 | :13:05 |
| 10:31:30AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:32:15AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:32:15AM | on a customer service interaction | :07:15 | ◆ | | | ◆ | |
| 10:39:30AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:39:40AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:39:41AM | on a help desk interaction | :03:06 | ◆ | | | ◆ | |
| 10:42:47AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:43:32AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:43:32AM | on a help desk interaction | :02:28 | ◆ | | | ◆ | |
| 10:46:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:46:45AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:46:45AM | on a customer service interaction | :02:13 | ◆ | | | ◆ | |
| 10:48:58AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:49:08AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:49:08AM | on a customer service interaction | :02:52 | ◆ | | | ◆ | |
| 10:52:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:52:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:52:10AM | on a customer service interaction | :09:46 | ◆ | | | ◆ | |
| 11:01:56AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:02:06AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:02:07AM | on a customer service interaction | :01:53 | ◆ | | | ◆ | |
| 11:04:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:04:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:04:11AM | on a help desk interaction | :02:38 | ◆ | | | ◆ | |
| 11:06:49AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |

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: ROBIN.WEST

| | | Flags | | | | |
|----------------|-----------------------------------|-----------|---------------|-------------------|----------|--------|
| | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | 02:00:55 | :02:46 | :00:00 | 01:58:09 | :13:05 |
| 11:07:34AM | Available | :00:00 | ◆ | ◆ | | |
| 11:07:34AM | on a help desk interaction | :02:26 | ◆ | | ◆ | |
| 11:10:00AM | Follow Up | :00:45 | ◆ | | ◆ | ◆ |
| 11:10:45AM | Available | :00:01 | ◆ | ◆ | | |
| 11:10:46AM | on a help desk interaction | :02:14 | ◆ | | ◆ | |
| 11:13:00AM | Follow Up | :00:45 | ◆ | | ◆ | ◆ |
| 11:13:45AM | Available | :00:01 | ◆ | ◆ | | |
| 11:13:46AM | on a customer service interaction | :02:14 | ◆ | | ◆ | |
| 11:16:00AM | Follow Up | :00:10 | ◆ | | ◆ | ◆ |
| 11:16:10AM | Available | :00:00 | ◆ | ◆ | | |
| 11:16:10AM | on a help desk interaction | :11:25 | ◆ | | ◆ | |
| 11:27:35AM | Follow Up | :00:45 | ◆ | | ◆ | ◆ |
| 11:28:20AM | Available | :00:00 | ◆ | ◆ | | |
| 11:28:20AM | on a help desk interaction | :08:39 | ◆ | | ◆ | |
| 11:36:59AM | Follow Up | :00:45 | ◆ | | ◆ | ◆ |
| 11:37:44AM | Available | :00:00 | ◆ | ◆ | | |
| 11:37:44AM | on a customer service interaction | :02:17 | ◆ | | ◆ | |
| 11:40:01AM | Follow Up | :00:10 | ◆ | | ◆ | ◆ |
| 11:40:11AM | Available | :00:01 | ◆ | ◆ | | |
| 11:40:12AM | on a help desk interaction | :02:49 | ◆ | | ◆ | |
| 11:43:01AM | Follow Up | :00:45 | ◆ | | ◆ | ◆ |
| 11:43:46AM | Available | :00:01 | ◆ | ◆ | | |
| 11:43:47AM | on a help desk interaction | :03:29 | ◆ | | ◆ | |
| 11:47:16AM | Follow Up | :00:10 | ◆ | | ◆ | ◆ |
| 11:47:26AM | on a help desk interaction | :00:16 | ◆ | | ◆ | |

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: ROBIN.WEST

| | | | Flags | | | | |
|----------------------------|-----------------------------------|--------|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:55 | :02:46 | :00:00 | 01:58:09 | :13:05 |
| 11:47:42AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:48:27AM | on a help desk interaction | :02:05 | ◆ | | | ◆ | |
| 11:50:32AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:50:42AM | on a help desk interaction | :00:26 | ◆ | | | ◆ | |
| 11:51:08AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:51:53AM | on a help desk interaction | :02:04 | ◆ | | | ◆ | |
| 11:53:57AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:54:07AM | on a help desk interaction | :00:20 | ◆ | | | ◆ | |
| 11:54:27AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:55:12AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:55:12AM | on a customer service interaction | :01:49 | ◆ | | | ◆ | |
| 11:57:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:57:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:57:11AM | on a help desk interaction | :12:14 | ◆ | | | ◆ | |
| Agent StatusTotals: | | | 02:00:55 | | | | |

Agent: ROLANDO.LAWRENCE

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|---------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:01:32 | :06:06 | 01:54:59 | :00:27 | :00:27 |

| | | | Flags | | | | |
|------------------|---------------|-----------------|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 02:01:32 | :06:06 | 01:54:59 | :00:27 | :00:27 |
| 10:00:11AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:00:12AM | Available | :00:06 | ◆ | ◆ | | | |
| 10:00:18AM | campaign call | :07:26 | ◆ | | ◆ | | |

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: ROLANDO.LAWRENCE

| | | | Flags | | | | |
|----------------|---------------|--------|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:01:32 | :06:06 | 01:54:59 | :00:27 | :00:27 |
| 10:07:44AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:07:45AM | Available | :00:13 | ◆ | ◆ | | | |
| 10:07:58AM | campaign call | :08:47 | ◆ | | ◆ | | |
| 10:16:45AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:16:46AM | Available | :00:15 | ◆ | ◆ | | | |
| 10:17:01AM | campaign call | :06:58 | ◆ | | ◆ | | |
| 10:23:59AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:24:00AM | Available | :00:37 | ◆ | ◆ | | | |
| 10:24:37AM | campaign call | :04:59 | ◆ | | ◆ | | |
| 10:29:36AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 10:29:38AM | Available | :00:32 | ◆ | ◆ | | | |
| 10:30:10AM | campaign call | :02:58 | ◆ | | ◆ | | |
| 10:33:08AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:33:09AM | Available | :00:15 | ◆ | ◆ | | | |
| 10:33:24AM | campaign call | :08:11 | ◆ | | ◆ | | |
| 10:41:35AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:41:36AM | Available | :00:09 | ◆ | ◆ | | | |
| 10:41:45AM | campaign call | :07:26 | ◆ | | ◆ | | |
| 10:49:11AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 10:49:13AM | Available | :00:14 | ◆ | ◆ | | | |
| 10:49:27AM | campaign call | :02:15 | ◆ | | ◆ | | |
| 10:51:42AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:51:43AM | Available | :00:14 | ◆ | ◆ | | | |
| 10:51:57AM | campaign call | :01:06 | ◆ | | ◆ | | |
| 10:53:03AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |

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: ROLANDO.LAWRENCE

| | | | Flags | | | | |
|----------------|---------------|--------|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:01:32 | :06:06 | 01:54:59 | :00:27 | :00:27 |
| 10:53:04AM | Available | :00:18 | ◆ | ◆ | | | |
| 10:53:22AM | campaign call | :06:34 | ◆ | | ◆ | | |
| 10:59:56AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:59:57AM | Available | :00:15 | ◆ | ◆ | | | |
| 11:00:12AM | campaign call | :08:37 | ◆ | | ◆ | | |
| 11:08:49AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 11:08:51AM | Available | :00:37 | ◆ | ◆ | | | |
| 11:09:28AM | campaign call | :04:21 | ◆ | | ◆ | | |
| 11:13:49AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 11:13:51AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:13:54AM | campaign call | :02:00 | ◆ | | ◆ | | |
| 11:15:54AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:15:55AM | Available | :00:14 | ◆ | ◆ | | | |
| 11:16:09AM | campaign call | :08:02 | ◆ | | ◆ | | |
| 11:24:11AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:24:12AM | Available | :00:13 | ◆ | ◆ | | | |
| 11:24:25AM | campaign call | :03:42 | ◆ | | ◆ | | |
| 11:28:07AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:28:08AM | Available | :00:07 | ◆ | ◆ | | | |
| 11:28:15AM | campaign call | :02:32 | ◆ | | ◆ | | |
| 11:30:47AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:30:48AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:30:51AM | campaign call | :04:21 | ◆ | | ◆ | | |
| 11:35:12AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:35:13AM | Available | :00:14 | ◆ | ◆ | | | |

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: ROLANDO.LAWRENCE

| | | | Flags | | | | |
|---------------------|---------------|--------|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:01:32 | :06:06 | 01:54:59 | :00:27 | :00:27 |
| 11:35:27AM | campaign call | :07:36 | ◆ | | ◆ | | |
| 11:43:03AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:43:04AM | Available | :00:48 | ◆ | ◆ | | | |
| 11:43:52AM | campaign call | :02:49 | ◆ | | ◆ | | |
| 11:46:41AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:46:42AM | Available | :00:19 | ◆ | ◆ | | | |
| 11:47:01AM | campaign call | :06:20 | ◆ | | ◆ | | |
| 11:53:21AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:53:22AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:53:25AM | campaign call | :02:59 | ◆ | | ◆ | | |
| 11:56:24AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 11:56:26AM | Available | :00:17 | ◆ | ◆ | | | |
| 11:56:43AM | campaign call | :05:00 | ◆ | | ◆ | | |
| Agent StatusTotals: | | | 02:01:32 | | | | |

Agent: RUDY.HUNTER

| | | | Flags | | | | |
|----------------|--|--|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:52 | :06:50 | 01:53:42 | :00:20 | :00:20 |

| | | | Flags | | | | |
|------------|---------------|----------|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 02:00:52 | :06:50 | 01:53:42 | :00:20 | :00:20 |
| 10:05:28AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:05:29AM | Available | :00:05 | ◆ | ◆ | | | |
| 10:05:34AM | campaign call | :06:14 | ◆ | | ◆ | | |
| 10:11:48AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |

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: RUDY.HUNTER

| | | Flags | | | | |
|----------------|---------------|-----------|---------------|-------------------|--------|--------|
| | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | 02:00:52 | :06:50 | 01:53:42 | :00:20 | :00:20 |
| 10:11:49AM | Available | :00:13 | ◆ | ◆ | | |
| 10:12:02AM | campaign call | :05:02 | ◆ | ◆ | | |
| 10:17:04AM | Follow Up | :00:01 | ◆ | | ◆ | ◆ |
| 10:17:05AM | Available | :00:13 | ◆ | ◆ | | |
| 10:17:18AM | campaign call | :04:06 | ◆ | ◆ | | |
| 10:21:24AM | Follow Up | :00:01 | ◆ | | ◆ | ◆ |
| 10:21:25AM | Available | :00:04 | ◆ | ◆ | | |
| 10:21:29AM | campaign call | :05:33 | ◆ | ◆ | | |
| 10:27:02AM | Follow Up | :00:01 | ◆ | | ◆ | ◆ |
| 10:27:03AM | Available | :00:57 | ◆ | ◆ | | |
| 10:28:00AM | campaign call | :02:12 | ◆ | ◆ | | |
| 10:30:12AM | Follow Up | :00:01 | ◆ | | ◆ | ◆ |
| 10:30:13AM | Available | :00:10 | ◆ | ◆ | | |
| 10:30:23AM | campaign call | :04:05 | ◆ | ◆ | | |
| 10:34:28AM | Follow Up | :00:01 | ◆ | | ◆ | ◆ |
| 10:34:29AM | Available | :00:32 | ◆ | ◆ | | |
| 10:35:01AM | campaign call | :04:53 | ◆ | ◆ | | |
| 10:39:54AM | Follow Up | :00:01 | ◆ | | ◆ | ◆ |
| 10:39:55AM | Available | :00:22 | ◆ | ◆ | | |
| 10:40:17AM | campaign call | :01:24 | ◆ | ◆ | | |
| 10:41:41AM | Follow Up | :00:01 | ◆ | | ◆ | ◆ |
| 10:41:42AM | Available | :00:08 | ◆ | ◆ | | |
| 10:41:50AM | campaign call | :08:04 | ◆ | ◆ | | |
| 10:49:54AM | Follow Up | :00:01 | ◆ | | ◆ | ◆ |
| 10:49:55AM | Available | :00:08 | ◆ | ◆ | | |

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: RUDY.HUNTER

| | | | Flags | | | | |
|----------------|---------------|--------|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:52 | :06:50 | 01:53:42 | :00:20 | :00:20 |
| 10:50:03AM | campaign call | :08:32 | ◆ | | ◆ | | |
| 10:58:35AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 10:58:37AM | Available | :00:35 | ◆ | ◆ | | | |
| 10:59:12AM | campaign call | :03:25 | ◆ | | ◆ | | |
| 11:02:37AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:02:38AM | Available | :00:45 | ◆ | ◆ | | | |
| 11:03:23AM | campaign call | :09:39 | ◆ | | ◆ | | |
| 11:13:02AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:13:03AM | Available | :00:25 | ◆ | ◆ | | | |
| 11:13:28AM | campaign call | :08:14 | ◆ | | ◆ | | |
| 11:21:42AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:21:43AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:21:46AM | campaign call | :06:25 | ◆ | | ◆ | | |
| 11:28:11AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:28:12AM | Available | :00:18 | ◆ | ◆ | | | |
| 11:28:30AM | campaign call | :07:20 | ◆ | | ◆ | | |
| 11:35:50AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:35:51AM | Available | :00:35 | ◆ | ◆ | | | |
| 11:36:26AM | campaign call | :04:23 | ◆ | | ◆ | | |
| 11:40:49AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:40:50AM | Available | :00:37 | ◆ | ◆ | | | |
| 11:41:27AM | campaign call | :08:45 | ◆ | | ◆ | | |
| 11:50:12AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:50:13AM | Available | :00:13 | ◆ | ◆ | | | |
| 11:50:26AM | campaign call | :07:14 | ◆ | | ◆ | | |

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: RUDY.HUNTER

| | | | Flags | | | | |
|----------------------------|---------------|--------|-----------------|---------------|-------------------|---------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:52 | :06:50 | 01:53:42 | :00:20 | :00:20 |
| 11:57:40AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:57:41AM | Available | :00:27 | ◆ | ◆ | | | |
| 11:58:08AM | campaign call | :08:12 | ◆ | | ◆ | | |
| Agent StatusTotals: | | | 02:00:52 | | | | |

Agent: SARA.NEWMAN

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|---------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:16 | :06:21 | 01:51:30 | :00:25 | :00:25 |

| | | | Flags | | | | |
|------------------|---------------|-----------------|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:58:16 | :06:21 | 01:51:30 | :00:25 | :00:25 |
| 10:04:17AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:04:18AM | Available | :00:50 | ◆ | ◆ | | | |
| 10:05:08AM | campaign call | :03:39 | ◆ | | ◆ | | |
| 10:08:47AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:08:48AM | Available | :00:15 | ◆ | ◆ | | | |
| 10:09:03AM | campaign call | :08:47 | ◆ | | ◆ | | |
| 10:17:50AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 10:17:52AM | Available | :00:07 | ◆ | ◆ | | | |
| 10:17:59AM | campaign call | :01:08 | ◆ | | ◆ | | |
| 10:19:07AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:19:08AM | Available | :00:15 | ◆ | ◆ | | | |
| 10:19:23AM | campaign call | :07:19 | ◆ | | ◆ | | |
| 10:26:42AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 10:26:44AM | Available | :00:13 | ◆ | ◆ | | | |

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: SARA.NEWMAN

| | | | Flags | | | | |
|----------------|---------------|--------|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:16 | :06:21 | 01:51:30 | :00:25 | :00:25 |
| 10:26:57AM | campaign call | :02:36 | ◆ | | ◆ | | |
| 10:29:33AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:29:34AM | Available | :00:18 | ◆ | ◆ | | | |
| 10:29:52AM | campaign call | :01:06 | ◆ | | ◆ | | |
| 10:30:58AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:30:59AM | Available | :00:04 | ◆ | ◆ | | | |
| 10:31:03AM | campaign call | :04:14 | ◆ | | ◆ | | |
| 10:35:17AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 10:35:19AM | Available | :00:47 | ◆ | ◆ | | | |
| 10:36:06AM | campaign call | :05:35 | ◆ | | ◆ | | |
| 10:41:41AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:41:42AM | Available | :00:14 | ◆ | ◆ | | | |
| 10:41:56AM | campaign call | :04:08 | ◆ | | ◆ | | |
| 10:46:04AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:46:05AM | Available | :00:13 | ◆ | ◆ | | | |
| 10:46:18AM | campaign call | :09:23 | ◆ | | ◆ | | |
| 10:55:41AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 10:55:43AM | Available | :00:35 | ◆ | ◆ | | | |
| 10:56:18AM | campaign call | :04:15 | ◆ | | ◆ | | |
| 11:00:33AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:00:34AM | Available | :00:52 | ◆ | ◆ | | | |
| 11:01:26AM | campaign call | :06:26 | ◆ | | ◆ | | |
| 11:07:52AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:07:53AM | Available | :00:15 | ◆ | ◆ | | | |
| 11:08:08AM | campaign call | :08:48 | ◆ | | ◆ | | |

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: SARA.NEWMAN

| | | | Flags | | | | |
|----------------------------|---------------|--------|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:16 | :06:21 | 01:51:30 | :00:25 | :00:25 |
| 11:16:56AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:16:57AM | Available | :00:14 | ◆ | ◆ | | | |
| 11:17:11AM | campaign call | :06:20 | ◆ | | ◆ | | |
| 11:23:31AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:23:32AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:23:35AM | campaign call | :08:24 | ◆ | | ◆ | | |
| 11:31:59AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:32:00AM | Available | :00:13 | ◆ | ◆ | | | |
| 11:32:13AM | campaign call | :05:27 | ◆ | | ◆ | | |
| 11:37:40AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:37:41AM | Available | :00:14 | ◆ | ◆ | | | |
| 11:37:55AM | campaign call | :06:54 | ◆ | | ◆ | | |
| 11:44:49AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:44:50AM | Available | :00:25 | ◆ | ◆ | | | |
| 11:45:15AM | campaign call | :07:19 | ◆ | | ◆ | | |
| 11:52:34AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 11:52:36AM | Available | :00:04 | ◆ | ◆ | | | |
| 11:52:40AM | campaign call | :04:55 | ◆ | | ◆ | | |
| 11:57:35AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:57:36AM | Available | :00:10 | ◆ | ◆ | | | |
| 11:57:46AM | campaign call | :04:47 | ◆ | | ◆ | | |
| Agent StatusTotals: | | | 01:58:16 | | | | |

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: SCOTT.STALLINGS

| | | Flags | | | | |
|-----------------------|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | 01:58:01 | :04:54 | :00:00 | 01:53:07 | :07:05 |

| | | | Flags | | | | |
|------------------|--------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:58:01 | :04:54 | :00:00 | 01:53:07 | :07:05 |

| | | | | | | | |
|------------|-----------------------------------|--------|---|---|--|---|---|
| 10:02:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:02:11AM | Available | :00:48 | ◆ | ◆ | | | |
| 10:02:59AM | on a customer service interaction | :02:45 | ◆ | | | ◆ | |
| 10:05:44AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:05:54AM | Available | :01:34 | ◆ | ◆ | | | |
| 10:07:28AM | on a customer service interaction | :04:44 | ◆ | | | ◆ | |
| 10:12:12AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:12:22AM | Available | :01:37 | ◆ | ◆ | | | |
| 10:13:59AM | on a customer service interaction | :02:58 | ◆ | | | ◆ | |
| 10:16:57AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:17:07AM | Available | :00:51 | ◆ | ◆ | | | |
| 10:17:58AM | on a help desk interaction | :04:27 | ◆ | | | ◆ | |
| 10:22:25AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:23:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:23:10AM | on a help desk interaction | :08:31 | ◆ | | | ◆ | |
| 10:31:41AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:32:26AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:32:26AM | on a customer service interaction | :02:34 | ◆ | | | ◆ | |
| 10:35:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:35:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:35:10AM | on a customer service interaction | :02:50 | ◆ | | | ◆ | |
| 10:38:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |

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: SCOTT.STALLINGS

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:01 | :04:54 | :00:00 | 01:53:07 | :07:05 |
| 10:38:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:38:10AM | on a customer service interaction | :01:50 | ◆ | | | ◆ | |
| 10:40:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:40:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:40:10AM | on a customer service interaction | :11:03 | ◆ | | | ◆ | |
| 10:51:13AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:51:23AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:51:24AM | on a customer service interaction | :02:36 | ◆ | | | ◆ | |
| 10:54:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:54:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:54:10AM | on a help desk interaction | :14:38 | ◆ | | | ◆ | |
| 11:08:48AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:09:33AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:09:34AM | on a help desk interaction | :13:51 | ◆ | | | ◆ | |
| 11:23:25AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:24:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:24:11AM | on a help desk interaction | :11:20 | ◆ | | | ◆ | |
| 11:35:31AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:36:16AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:36:16AM | on a customer service interaction | :14:33 | ◆ | | | ◆ | |
| 11:50:49AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:50:59AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:50:59AM | on a help desk interaction | :02:59 | ◆ | | | ◆ | |
| 11:53:58AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:54:43AM | Available | :00:01 | ◆ | ◆ | | | |

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: SCOTT.STALLINGS

| | | | Flags | | | | |
|----------------------------|-----------------------------------|--------|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:01 | :04:54 | :00:00 | 01:53:07 | :07:05 |
| 11:54:44AM | on a help desk interaction | :02:16 | ◆ | | | ◆ | |
| 11:57:00AM | Follow Up | :00:55 | ◆ | | | ◆ | ◆ |
| 11:57:55AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:57:55AM | on a customer service interaction | :02:07 | ◆ | | | ◆ | |
| Agent StatusTotals: | | | 01:58:01 | | | | |

Agent: SCOTT.WILSON

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:55:50 | :03:44 | :00:00 | 01:52:06 | :09:10 |

| | | | Flags | | | | |
|------------------|-----------------------------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:55:50 | :03:44 | :00:00 | 01:52:06 | :09:10 |
| 10:05:58AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:06:08AM | Available | :01:51 | ◆ | ◆ | | | |
| 10:07:59AM | on a customer service interaction | :03:04 | ◆ | | | ◆ | |
| 10:11:03AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:11:13AM | Available | :01:46 | ◆ | ◆ | | | |
| 10:12:59AM | on a customer service interaction | :02:58 | ◆ | | | ◆ | |
| 10:15:57AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:16:07AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:16:08AM | on a customer service interaction | :02:48 | ◆ | | | ◆ | |
| 10:18:56AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:19:06AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:19:06AM | on a help desk interaction | :06:51 | ◆ | | | ◆ | |
| 10:25:57AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |

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: SCOTT.WILSON

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:55:50 | :03:44 | :00:00 | 01:52:06 | :09:10 |
| 10:26:42AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:26:43AM | on a customer service interaction | :12:44 | ◆ | | | ◆ | |
| 10:39:27AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:39:37AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:39:37AM | on a help desk interaction | :02:23 | ◆ | | | ◆ | |
| 10:42:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:42:45AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:42:45AM | on a customer service interaction | :02:15 | ◆ | | | ◆ | |
| 10:45:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:45:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:45:10AM | on a customer service interaction | :05:37 | ◆ | | | ◆ | |
| 10:50:47AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:50:57AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:50:57AM | on a help desk interaction | :01:57 | ◆ | | | ◆ | |
| 10:52:54AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:53:39AM | on a customer service interaction | :00:46 | ◆ | | | ◆ | |
| 10:54:25AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:54:35AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:54:35AM | on a customer service interaction | :02:25 | ◆ | | | ◆ | |
| 10:57:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:57:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:57:11AM | on a help desk interaction | :02:46 | ◆ | | | ◆ | |
| 10:59:57AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:00:42AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:00:42AM | on a customer service interaction | :13:43 | ◆ | | | ◆ | |

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: SCOTT.WILSON

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:55:50 | :03:44 | :00:00 | 01:52:06 | :09:10 |
| 11:14:25AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:14:35AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:14:36AM | on a help desk interaction | :02:24 | ◆ | | | ◆ | |
| 11:17:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:17:45AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:17:46AM | on a customer service interaction | :02:15 | ◆ | | | ◆ | |
| 11:20:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:20:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:20:11AM | on a help desk interaction | :02:50 | ◆ | | | ◆ | |
| 11:23:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:23:46AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:23:46AM | on a help desk interaction | :02:10 | ◆ | | | ◆ | |
| 11:25:56AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:26:06AM | on a help desk interaction | :00:32 | ◆ | | | ◆ | |
| 11:26:38AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:27:23AM | on a help desk interaction | :01:07 | ◆ | | | ◆ | |
| 11:28:30AM | Follow Up | :00:55 | ◆ | | | ◆ | ◆ |
| 11:29:25AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:29:26AM | on a customer service interaction | :02:35 | ◆ | | | ◆ | |
| 11:32:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:32:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:32:11AM | on a customer service interaction | :01:50 | ◆ | | | ◆ | |
| 11:34:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:34:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:34:11AM | on a customer service interaction | :07:37 | ◆ | | | ◆ | |

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: SCOTT.WILSON

| | | | Flags | | | | |
|----------------------------|-----------------------------------|--------|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:55:50 | :03:44 | :00:00 | 01:52:06 | :09:10 |
| 11:41:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:41:58AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:41:58AM | on a customer service interaction | :02:03 | ◆ | | | ◆ | |
| 11:44:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:44:11AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:44:12AM | on a customer service interaction | :01:50 | ◆ | | | ◆ | |
| 11:46:02AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:46:12AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:46:12AM | on a customer service interaction | :04:14 | ◆ | | | ◆ | |
| 11:50:26AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:50:36AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:50:36AM | on a help desk interaction | :11:12 | ◆ | | | ◆ | |
| Agent StatusTotals: | | | 01:55:50 | | | | |

Agent: SHARON.FLETCHER

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|---------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:57:22 | :04:19 | 01:52:38 | :00:25 | :00:25 |

| | | | Flags | | | | |
|------------------|---------------|-----------------|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:57:22 | :04:19 | 01:52:38 | :00:25 | :00:25 |
| 10:03:20AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:03:21AM | Available | :00:17 | ◆ | ◆ | | | |
| 10:03:38AM | campaign call | :09:59 | ◆ | | ◆ | | |
| 10:13:37AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:13:38AM | Available | :00:03 | ◆ | ◆ | | | |

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: SHARON.FLETCHER

| | | | Flags | | | | |
|----------------|---------------|--------|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:57:22 | :04:19 | 01:52:38 | :00:25 | :00:25 |
| 10:13:41AM | campaign call | :01:11 | ◆ | | ◆ | | |
| 10:14:52AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:14:53AM | Available | :00:23 | ◆ | ◆ | | | |
| 10:15:16AM | campaign call | :05:59 | ◆ | | ◆ | | |
| 10:21:15AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:21:16AM | Available | :00:12 | ◆ | ◆ | | | |
| 10:21:28AM | campaign call | :09:31 | ◆ | | ◆ | | |
| 10:30:59AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:31:00AM | Available | :00:13 | ◆ | ◆ | | | |
| 10:31:13AM | campaign call | :03:13 | ◆ | | ◆ | | |
| 10:34:26AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 10:34:28AM | Available | :00:04 | ◆ | ◆ | | | |
| 10:34:32AM | campaign call | :03:32 | ◆ | | ◆ | | |
| 10:38:04AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:38:05AM | Available | :00:15 | ◆ | ◆ | | | |
| 10:38:20AM | campaign call | :06:51 | ◆ | | ◆ | | |
| 10:45:11AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 10:45:13AM | Available | :00:03 | ◆ | ◆ | | | |
| 10:45:16AM | campaign call | :03:12 | ◆ | | ◆ | | |
| 10:48:28AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:48:29AM | Available | :00:13 | ◆ | ◆ | | | |
| 10:48:42AM | campaign call | :09:22 | ◆ | | ◆ | | |
| 10:58:04AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 10:58:05AM | Available | :00:17 | ◆ | ◆ | | | |
| 10:58:22AM | campaign call | :02:08 | ◆ | | ◆ | | |

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: SHARON.FLETCHER

| | | | Flags | | | | |
|----------------|---------------|--------|-----------|---------------|-------------------|--------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:57:22 | :04:19 | 01:52:38 | :00:25 | :00:25 |
| 11:00:30AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 11:00:32AM | Available | :00:15 | ◆ | ◆ | | | |
| 11:00:47AM | campaign call | :07:45 | ◆ | | ◆ | | |
| 11:08:32AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 11:08:34AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:08:37AM | campaign call | :07:07 | ◆ | | ◆ | | |
| 11:15:44AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:15:45AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:15:48AM | campaign call | :06:35 | ◆ | | ◆ | | |
| 11:22:23AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:22:24AM | Available | :00:15 | ◆ | ◆ | | | |
| 11:22:39AM | campaign call | :03:16 | ◆ | | ◆ | | |
| 11:25:55AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:25:56AM | Available | :00:03 | ◆ | ◆ | | | |
| 11:25:59AM | campaign call | :07:01 | ◆ | | ◆ | | |
| 11:33:00AM | Follow Up | :00:02 | ◆ | | | ◆ | ◆ |
| 11:33:02AM | Available | :00:42 | ◆ | ◆ | | | |
| 11:33:44AM | campaign call | :04:31 | ◆ | | ◆ | | |
| 11:38:15AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:38:16AM | Available | :00:19 | ◆ | ◆ | | | |
| 11:38:35AM | campaign call | :06:38 | ◆ | | ◆ | | |
| 11:45:13AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:45:14AM | Available | :00:14 | ◆ | ◆ | | | |
| 11:45:28AM | campaign call | :08:12 | ◆ | | ◆ | | |
| 11:53:40AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |

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: SHARON.FLETCHER

| | | | Flags | | | | |
|----------------------------|---------------|--------|-----------------|---------------|-------------------|---------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:57:22 | :04:19 | 01:52:38 | :00:25 | :00:25 |
| 11:53:41AM | Available | :00:15 | ◆ | ◆ | | | |
| 11:53:56AM | campaign call | :01:34 | ◆ | | ◆ | | |
| 11:55:30AM | Follow Up | :00:01 | ◆ | | | ◆ | ◆ |
| 11:55:31AM | Available | :00:10 | ◆ | ◆ | | | |
| 11:55:41AM | campaign call | :05:01 | ◆ | | ◆ | | |
| Agent StatusTotals: | | | 01:57:22 | | | | |

Agent: TOM.DAVIS

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:28 | :03:13 | :00:00 | 01:55:15 | :09:05 |

| | | | Flags | | | | |
|------------------|-----------------------------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:58:28 | :03:13 | :00:00 | 01:55:15 | :09:05 |
| 10:05:30AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:05:40AM | Available | :01:19 | ◆ | ◆ | | | |
| 10:06:59AM | on a help desk interaction | :02:56 | ◆ | | | ◆ | |
| 10:09:55AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:10:40AM | Available | :01:48 | ◆ | ◆ | | | |
| 10:12:28AM | on a customer service interaction | :14:50 | ◆ | | | ◆ | |
| 10:27:18AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:27:28AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:27:28AM | on a help desk interaction | :02:51 | ◆ | | | ◆ | |
| 10:30:19AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:31:04AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:31:05AM | on a customer service interaction | :14:43 | ◆ | | | ◆ | |

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: TOM.DAVIS

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:28 | :03:13 | :00:00 | 01:55:15 | :09:05 |
| 10:45:48AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:45:58AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:45:58AM | on a customer service interaction | :02:54 | ◆ | | | ◆ | |
| 10:48:52AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:49:02AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:49:03AM | on a customer service interaction | :01:57 | ◆ | | | ◆ | |
| 10:51:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:51:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:51:10AM | on a help desk interaction | :14:38 | ◆ | | | ◆ | |
| 11:05:48AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:06:33AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:06:34AM | on a help desk interaction | :01:44 | ◆ | | | ◆ | |
| 11:08:18AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:09:03AM | on a customer service interaction | :01:26 | ◆ | | | ◆ | |
| 11:10:29AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:10:39AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:10:39AM | on a customer service interaction | :01:41 | ◆ | | | ◆ | |
| 11:12:20AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:12:30AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:12:31AM | on a help desk interaction | :03:05 | ◆ | | | ◆ | |
| 11:15:36AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:16:21AM | on a customer service interaction | :00:05 | ◆ | | | ◆ | |
| 11:16:26AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:16:36AM | on a help desk interaction | :02:01 | ◆ | | | ◆ | |
| 11:18:37AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |

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: TOM.DAVIS

| | | | Flags | | | | |
|----------------------------|-----------------------------------|----------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:58:28 | :03:13 | :00:00 | 01:55:15 | :09:05 |
| 11:19:22AM | on a customer service interaction | :00:43 | ◆ | | | ◆ | |
| 11:20:05AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:20:15AM | on a help desk interaction | :01:19 | ◆ | | | ◆ | |
| 11:21:34AM | Follow Up | :00:55 | ◆ | | | ◆ | ◆ |
| 11:22:29AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:22:29AM | on a customer service interaction | :04:48 | ◆ | | | ◆ | |
| 11:27:17AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:27:27AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:27:28AM | on a customer service interaction | :02:33 | ◆ | | | ◆ | |
| 11:30:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:30:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:30:11AM | on a customer service interaction | :12:18 | ◆ | | | ◆ | |
| 11:42:29AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:42:39AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:42:39AM | on a help desk interaction | :02:22 | ◆ | | | ◆ | |
| 11:45:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:45:46AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:45:46AM | on a customer service interaction | :02:15 | ◆ | | | ◆ | |
| 11:48:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:48:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:48:11AM | on a help desk interaction | :02:50 | ◆ | | | ◆ | |
| 11:51:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:51:46AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:51:47AM | on a customer service interaction | :12:11 | ◆ | | | ◆ | |
| Agent StatusTotals: | | 01:58:28 | | | | | |

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: TONY.KELCH

| | | Flags | | | | |
|-----------------------|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | 02:00:40 | :03:38 | :00:00 | 01:57:02 | :09:30 |

| | | | Flags | | | | |
|------------------|--------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 02:00:40 | :03:38 | :00:00 | 01:57:02 | :09:30 |

| | | | | | | | |
|------------|-----------------------------------|--------|---|---|--|---|---|
| 10:02:47AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:03:32AM | Available | :00:56 | ◆ | ◆ | | | |
| 10:04:28AM | on a help desk interaction | :04:07 | ◆ | | | ◆ | |
| 10:08:35AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:09:20AM | Available | :02:38 | ◆ | ◆ | | | |
| 10:11:58AM | on a help desk interaction | :06:39 | ◆ | | | ◆ | |
| 10:18:37AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:19:22AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:19:22AM | on a customer service interaction | :02:45 | ◆ | | | ◆ | |
| 10:22:07AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:22:17AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:22:18AM | on a help desk interaction | :02:49 | ◆ | | | ◆ | |
| 10:25:07AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:25:52AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:25:53AM | on a help desk interaction | :02:44 | ◆ | | | ◆ | |
| 10:28:37AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:29:22AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:29:22AM | on a customer service interaction | :02:38 | ◆ | | | ◆ | |
| 10:32:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:32:10AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:32:10AM | on a help desk interaction | :14:38 | ◆ | | | ◆ | |
| 10:46:48AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |

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: TONY.KELCH

| | | | Flags | | | | |
|----------------------------|-----------------------------------|----------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 02:00:40 | :03:38 | :00:00 | 01:57:02 | :09:30 |
| 10:47:33AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:47:33AM | on a help desk interaction | :14:15 | ◆ | | | ◆ | |
| 11:01:48AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:02:33AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:02:33AM | on a help desk interaction | :08:38 | ◆ | | | ◆ | |
| 11:11:11AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:11:56AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:11:57AM | on a help desk interaction | :02:54 | ◆ | | | ◆ | |
| 11:14:51AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:15:36AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:15:36AM | on a customer service interaction | :13:53 | ◆ | | | ◆ | |
| 11:29:29AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:29:39AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:29:40AM | on a help desk interaction | :07:04 | ◆ | | | ◆ | |
| 11:36:44AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:37:29AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:37:29AM | on a help desk interaction | :12:29 | ◆ | | | ◆ | |
| 11:49:58AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:50:43AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:50:43AM | on a help desk interaction | :02:18 | ◆ | | | ◆ | |
| 11:53:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:53:46AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:53:46AM | on a help desk interaction | :09:41 | ◆ | | | ◆ | |
| Agent StatusTotals: | | 02:00:40 | | | | | |

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: TONYA.SIMPSON

| | | Flags | | | | |
|-----------------------|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | 01:53:56 | :04:53 | :00:00 | 01:49:03 | :12:35 |

| | | | Flags | | | | |
|------------------|--------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:53:56 | :04:53 | :00:00 | 01:49:03 | :12:35 |

| | | | | | | | |
|------------|----------------------------|--------|---|---|--|---|---|
| 10:06:54AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:07:04AM | Available | :01:55 | ◆ | ◆ | | | |
| 10:08:59AM | on a help desk interaction | :02:57 | ◆ | | | ◆ | |
| 10:11:56AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:12:41AM | Available | :02:18 | ◆ | ◆ | | | |
| 10:14:59AM | on a help desk interaction | :02:44 | ◆ | | | ◆ | |
| 10:17:43AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:18:28AM | Available | :00:30 | ◆ | ◆ | | | |
| 10:18:58AM | on a help desk interaction | :14:50 | ◆ | | | ◆ | |
| 10:33:48AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:34:33AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:34:33AM | on a help desk interaction | :02:27 | ◆ | | | ◆ | |
| 10:37:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:37:45AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:37:45AM | on a help desk interaction | :02:15 | ◆ | | | ◆ | |
| 10:40:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:40:45AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:40:46AM | on a help desk interaction | :01:47 | ◆ | | | ◆ | |
| 10:42:33AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:43:18AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:43:19AM | on a help desk interaction | :07:11 | ◆ | | | ◆ | |
| 10:50:30AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |

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: TONYA.SIMPSON

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:53:56 | :04:53 | :00:00 | 01:49:03 | :12:35 |
| 10:51:15AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:51:15AM | on a help desk interaction | :02:45 | ◆ | | | ◆ | |
| 10:54:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:54:45AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:54:46AM | on a help desk interaction | :02:45 | ◆ | | | ◆ | |
| 10:57:31AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:57:41AM | on a help desk interaction | :00:40 | ◆ | | | ◆ | |
| 10:58:21AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:59:06AM | on a help desk interaction | :01:04 | ◆ | | | ◆ | |
| 11:00:10AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:00:20AM | on a help desk interaction | :00:57 | ◆ | | | ◆ | |
| 11:01:17AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:02:02AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:02:02AM | on a customer service interaction | :02:01 | ◆ | | | ◆ | |
| 11:04:03AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:04:13AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:04:14AM | on a customer service interaction | :02:46 | ◆ | | | ◆ | |
| 11:07:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:07:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:07:11AM | on a customer service interaction | :01:49 | ◆ | | | ◆ | |
| 11:09:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:09:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:09:11AM | on a help desk interaction | :01:49 | ◆ | | | ◆ | |
| 11:11:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:11:45AM | Available | :00:01 | ◆ | ◆ | | | |

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: TONYA.SIMPSON

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:53:56 | :04:53 | :00:00 | 01:49:03 | :12:35 |
| 11:11:46AM | on a customer service interaction | :02:14 | ◆ | | | ◆ | |
| 11:14:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:14:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:14:11AM | on a help desk interaction | :06:10 | ◆ | | | ◆ | |
| 11:20:21AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:21:06AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:21:06AM | on a customer service interaction | :07:08 | ◆ | | | ◆ | |
| 11:28:14AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:28:24AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:28:24AM | on a customer service interaction | :02:37 | ◆ | | | ◆ | |
| 11:31:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:31:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:31:11AM | on a customer service interaction | :01:50 | ◆ | | | ◆ | |
| 11:33:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:33:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:33:11AM | on a help desk interaction | :02:50 | ◆ | | | ◆ | |
| 11:36:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:36:46AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:36:46AM | on a customer service interaction | :08:13 | ◆ | | | ◆ | |
| 11:44:59AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:45:09AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:45:09AM | on a customer service interaction | :01:52 | ◆ | | | ◆ | |
| 11:47:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:47:11AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:47:12AM | on a customer service interaction | :02:45 | ◆ | | | ◆ | |

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: TONYA.SIMPSON

| | | | Flags | | | | |
|----------------------------|-----------------------------------|--------|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:53:56 | :04:53 | :00:00 | 01:49:03 | :12:35 |
| 11:49:57AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:50:07AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:50:07AM | on a customer service interaction | :01:55 | ◆ | | | ◆ | |
| 11:52:02AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:52:12AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:52:12AM | on a customer service interaction | :01:49 | ◆ | | | ◆ | |
| 11:54:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:54:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:54:11AM | on a customer service interaction | :01:50 | ◆ | | | ◆ | |
| 11:56:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:56:11AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:56:12AM | on a customer service interaction | :01:49 | ◆ | | | ◆ | |
| 11:58:01AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:58:11AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:58:11AM | on a help desk interaction | :02:39 | ◆ | | | ◆ | |
| Agent StatusTotals: | | | 01:53:56 | | | | |

Agent: ZACH.JOHNSON

| | | | Flags | | | | |
|-----------------------|--|--|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:24 | :03:10 | :00:00 | 01:56:14 | :08:35 |

| | | | Flags | | | | |
|------------------|--------------|-----------------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| 8/29/2015 | State | Duration | 01:59:24 | :03:10 | :00:00 | 01:56:14 | :08:35 |
| 10:02:00AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:02:45AM | Available | :00:43 | ◆ | ◆ | | | |

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: ZACH.JOHNSON

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:24 | :03:10 | :00:00 | 01:56:14 | :08:35 |
| 10:03:28AM | on a customer service interaction | :09:00 | ◆ | | | ◆ | |
| 10:12:28AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:12:38AM | Available | :02:21 | ◆ | ◆ | | | |
| 10:14:59AM | on a customer service interaction | :02:57 | ◆ | | | ◆ | |
| 10:17:56AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:18:06AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:18:07AM | on a help desk interaction | :02:55 | ◆ | | | ◆ | |
| 10:21:02AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 10:21:47AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:21:47AM | on a customer service interaction | :02:54 | ◆ | | | ◆ | |
| 10:24:41AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:24:51AM | Available | :00:01 | ◆ | ◆ | | | |
| 10:24:52AM | on a customer service interaction | :06:42 | ◆ | | | ◆ | |
| 10:31:34AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:31:44AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:31:44AM | on a customer service interaction | :12:09 | ◆ | | | ◆ | |
| 10:43:53AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:44:03AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:44:03AM | on a customer service interaction | :10:55 | ◆ | | | ◆ | |
| 10:54:58AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 10:55:08AM | Available | :00:00 | ◆ | ◆ | | | |
| 10:55:08AM | on a customer service interaction | :07:06 | ◆ | | | ◆ | |
| 11:02:14AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:02:24AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:02:25AM | on a help desk interaction | :01:41 | ◆ | | | ◆ | |

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: ZACH.JOHNSON

| | | | Flags | | | | |
|----------------|-----------------------------------|--------|-----------|---------------|-------------------|----------|--------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:24 | :03:10 | :00:00 | 01:56:14 | :08:35 |
| 11:04:06AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:04:16AM | on a help desk interaction | :01:22 | ◆ | | | ◆ | |
| 11:05:38AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:06:23AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:06:23AM | on a help desk interaction | :13:32 | ◆ | | | ◆ | |
| 11:19:55AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:20:40AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:20:41AM | on a customer service interaction | :02:19 | ◆ | | | ◆ | |
| 11:23:00AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:23:10AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:23:11AM | on a help desk interaction | :02:50 | ◆ | | | ◆ | |
| 11:26:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:26:46AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:26:46AM | on a help desk interaction | :02:54 | ◆ | | | ◆ | |
| 11:29:40AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:30:25AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:30:25AM | on a help desk interaction | :02:36 | ◆ | | | ◆ | |
| 11:33:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:33:46AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:33:46AM | on a customer service interaction | :06:45 | ◆ | | | ◆ | |
| 11:40:31AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:40:41AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:40:41AM | on a help desk interaction | :03:21 | ◆ | | | ◆ | |
| 11:44:02AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:44:47AM | Available | :00:00 | ◆ | ◆ | | | |

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: ZACH.JOHNSON

| | | | Flags | | | | |
|----------------------------|-----------------------------------|--------|-----------------|---------------|-------------------|-----------------|---------------|
| | | | Logged In | Acd Logged In | Non Acd Logged In | DND | ACW |
| Agent Summary: | | | 01:59:24 | :03:10 | :00:00 | 01:56:14 | :08:35 |
| 11:44:47AM | on a help desk interaction | :02:14 | ◆ | | | ◆ | |
| 11:47:01AM | Follow Up | :00:45 | ◆ | | | ◆ | ◆ |
| 11:47:46AM | Available | :00:00 | ◆ | ◆ | | | |
| 11:47:46AM | on a customer service interaction | :10:42 | ◆ | | | ◆ | |
| 11:58:28AM | Follow Up | :00:10 | ◆ | | | ◆ | ◆ |
| 11:58:38AM | Available | :00:01 | ◆ | ◆ | | | |
| 11:58:39AM | on a help desk interaction | :02:45 | ◆ | | | ◆ | |
| Agent StatusTotals: | | | 01:59:24 | | | | |

| | Duration | Flags | | | |
|-------------------------------|----------|---------------|-------------------|----------|----------|
| | | Acd Logged In | Non Acd Logged In | DND | ACW |
| Grand Total for Agents | 95:51:02 | 08:45:56 | 11:27:47 | 75:37:19 | 05:31:06 |