

Agent Availability with Activation

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	:00:00	01:45:14	:11:10

			Flags				
			Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
8/29/2015	State	Duration		01:57:23	: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	◆	◆			
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	◆	◆			

Agent Availability with Activation

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

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	◆	◆	
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	◆		◆

Agent Availability with Activation

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

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	◆	◆	◆
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	◆	◆	
11:13:44AM	Follow Up	:00:10	◆	◆	◆
11:13:54AM	on a customer satisfaction call	:02:04	◆	◆	
11:15:58AM	Follow Up	:00:10	◆	◆	◆

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Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

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	◆	◆	
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	◆	◆	

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

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

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	◆	◆		
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 Totals: 01:57:23

Agent Availability with Activation

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	:00:00	01:53:40	:09:55

			Flags				
			Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
8/29/2015				01:55:17	:00:00	01:53:40	:09:55

8/29/2015	State	Duration					
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	◆			◆	◆
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	◆			◆	◆

Agent Availability with Activation

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

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	◆	◆		
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 Availability with Activation

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 Totals: 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	01:59:29	:08:41

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
8/29/2015	State		01:59:29	:00:00	01:59:29	:08:41

8/29/2015	State	Duration	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
10:00:47AM	Follow Up	:00:10	◆			◆	◆
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 with Activation

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

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	◆	◆	◆
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	◆	◆	

Agent Availability with Activation

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

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	◆	◆	
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	◆	◆	

Agent Availability with Activation

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

11:54:54AM	Follow Up	:00:10	◆		◆	◆
11:55:04AM	on a customer satisfaction call	:02:22	◆		◆	
11:57:26AM	Follow Up	:00:20	◆		◆	◆
11:57:46AM	on a customer satisfaction call	:02:30	◆		◆	
Agent Totals:		01:59:29				

Agent: BOB.TOMATOE

			Flags				
			Logged In	Acid Logged In	Non Acid Logged In	DND	ACW
Agent Summary:				:14:59	:00:00	01:55:33	:00:20

			Flags				
			Logged In	Acid Logged In	Non Acid Logged In	DND	ACW
8/29/2015	State	Duration		:14:59	: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 Totals:		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	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	02:02:01	:08:30
10:00:15AM	Follow Up	:00:10	◆			◆	◆
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	◆			◆	

Agent Availability with Activation

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

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	◆	◆	
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	◆	◆	

Agent Availability with Activation

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

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	◆	◆	◆
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 with Activation

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

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	◆	◆	◆
11:59:26AM	on a customer satisfaction call	:02:50	◆	◆	

Agent Totals: 02:02:01

Agent: BRUCE.KNAPP

Flags

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

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
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8/29/2015	State	Duration	01:58:03	:00:00	01:52:58	:08:45
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Agent Availability with Activation

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

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	◆		◆	◆
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	◆		◆	◆

Agent Availability with Activation

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

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	◆		◆
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	◆	◆	
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	◆	◆	

Agent Availability with Activation

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

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 Totals: 01:58:03

Agent: CHAD.MIMMS

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
Agent Summary:			01:53:03	: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	: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	◆			◆	
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	◆			◆	

Agent Availability with Activation

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

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	◆		◆	◆
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	◆	◆		
11:27:47AM	on a customer service interaction	:10:41	◆		◆	

Agent Availability with Activation

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

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 Totals: 01:53:03

Agent: CHRIS.HERR

			Flags				
			Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
Agent Summary:				:14:59	:00:00	01:53:56	:00:27

			Flags				
			Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
8/29/2015	State	Duration		:14:59	: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 Totals: 01:59:59

Agent: CLINTON.HUNSUCKER

			Flags				
			Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
Agent Summary:				01:58:41	:00:00	01:38:02	:12:40

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

Agent Availability with Activation

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

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	◆	◆		
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	◆		◆	

Agent Availability with Activation

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

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	◆		◆	◆
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	◆		◆	
10:44:11AM	Follow Up	:00:10	◆		◆	◆

Agent Availability with Activation

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

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	◆		◆	◆
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	◆		◆	◆

Agent Availability with Activation

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

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	◆	◆		
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	◆		◆	◆

Agent Availability with Activation

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

11:18:42AM	Available	:00:30	◆	◆		
11:19:12AM	on a customer satisfaction call	:02:00	◆		◆	
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	◆		◆	◆
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	◆		◆	◆

Agent Availability with Activation

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

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	◆	◆		
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	◆	◆		

Agent Availability with Activation

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

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 Totals:		01:58:41				

Agent: DALE.PIERCE

			Flags				
	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW		
Agent Summary:		:14:59	:00:00	01:55:33	:00:20		

			Flags				
	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW		
8/29/2015		:14:59	: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 Totals:		01:59:59					

Agent: DONA.BELLIN

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

			Flags				
	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW		
8/29/2015		01:59:53	: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	◆		◆	◆	

Agent Availability with Activation

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

10:01:21AM	Available	:00:30	◆	◆		
10:01:51AM	on a customer satisfaction call	:02:00	◆		◆	
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	◆		◆	◆
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	◆		◆	◆

Agent Availability with Activation

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

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	◆	◆		
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	◆	◆		

Agent Availability with Activation

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

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	◆		◆
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	◆	◆	
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	◆	◆	

Agent Availability with Activation

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

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	◆		◆
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	◆	◆	

Agent Availability with Activation

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

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	◆		◆	◆
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	◆	◆		
11:25:22AM	on a customer satisfaction call	:01:50	◆		◆	
11:27:12AM	Follow Up	:00:10	◆		◆	◆
11:27:22AM	Available	:00:30	◆	◆		

Agent Availability with Activation

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

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	◆	◆		
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	◆		◆	◆

Agent Availability with Activation

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

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	◆		◆	
11:59:41AM	Follow Up	:00:10	◆		◆	◆
11:59:51AM	Available	:00:33	◆	◆		

Agent Totals: 01:59:53

Agent: DOUG.MYGRANT

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
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Agent Summary: :15:00 :00:00 01:58:34 :00:45

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
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8/29/2015	State	Duration				
			:15:00	: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 Totals: 01:59:59

Agent: DOUG.NOLL

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
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Agent Summary: 01:59:18 :00:00 01:55:29 :11:26

Agent Availability with Activation

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

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

Agent Availability with Activation

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

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	◆	◆		
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	◆		◆	

Agent Availability with Activation

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

11:56:22AM	Follow Up	:00:10	◆		◆	◆
11:56:32AM	Available	:00:00	◆	◆		
11:56:32AM	on a help desk interaction	:03:30	◆		◆	

Agent Totals: 01:59:18

Agent: ELLIS.MCBRIDE

Flags

	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
Agent Summary:		:05:50	01:59:49	:00:19	:00:19

Flags

8/29/2015	State	Duration	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				:05:50	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	◆			◆	◆
10:50:26AM	Available	:00:06	◆	◆			

Agent Availability with Activation

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

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	◆	◆			
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 Totals: 02:05:39

Agent: ERIC.LONGNECKER

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

Agent Availability with Activation

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

8/29/2015	State	Duration	Flags				
			Logged In	Acid Logged In	Non Acid Logged In	DND	ACW
				02:00:32	: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	◆			◆	◆
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	◆			◆	

Agent Availability with Activation

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

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	◆	◆	
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	◆	◆	◆
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	◆	◆	

Agent Availability with Activation

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

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	◆	◆	
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 Totals: 02:00:32

Agent Availability with Activation

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	:00:00	01:18:04	:15:40

			Flags				
			Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
8/29/2015				01:59:16	:00:00	01:18:04	:15:40

8/29/2015	State	Duration					
10:00:53AM	Follow Up	:00:10	◆			◆	◆
10:01:03AM	on a customer satisfaction call	:00:49	◆			◆	
10:01:52AM	Follow Up	:00:10	◆			◆	◆
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 with Activation

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

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	◆	◆		
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	◆	◆		

Agent Availability with Activation

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

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	◆		◆	◆
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	◆	◆		

Agent Availability with Activation

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

10:47:54AM	on a customer satisfaction call	:00:17	◆		◆
10:48:11AM	Follow Up	:00:10	◆		◆
10:48:21AM	Available	:00:33	◆	◆	
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	◆		◆
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	◆	◆	

Agent Availability with Activation

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

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	◆		◆	◆
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	◆	◆		

Agent Availability with Activation

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

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	◆	◆	
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	◆		◆
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	◆	◆	

Agent Availability with Activation

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

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	◆		◆
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	◆	◆	

Agent Availability with Activation

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

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	◆		◆	
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 Totals: 01:59:16

Agent Availability with Activation

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	:00:00	:01:40	:01:40

			Flags				
			Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
8/29/2015				02:00:01	:00:00	:01:40	:01:40

8/29/2015	State	Duration					
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	◆			◆	◆
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	◆			◆	◆

Agent Availability with Activation

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

11:48:33AM	Available	:07:21	◆	◆
11:55:54AM	on a support interaction	:04:29	◆	◆

Agent Totals: 02:00:01

Agent: HELMUT.GROHNERT

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
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Agent Summary: 02:03:56 :00:00 02:01:01 :09:30

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
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8/29/2015	State	Duration	02:03:56	:00:00	02:01:01	:09:30
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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	◆		◆	◆
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	◆		◆	◆

Agent Availability with Activation

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

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	◆	◆		
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	◆		◆	
11:44:01AM	Follow Up	:00:45	◆		◆	◆

Agent Availability with Activation

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

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 Totals: 02:03:56

Agent: HENRIETTA.HALL

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
Agent Summary:			:07:06	01:55:09	:00:29	:00:29

			Flags				
			Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
8/29/2015	State	Duration		:07:06	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	◆	◆			
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	◆		◆		

Agent Availability with Activation

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

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	◆			◆	
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	◆			◆	

Agent Availability with Activation

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

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	◆			◆	◆
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 Totals: 02:02:15

Agent: HILLARY.KEHRER

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
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Agent Summary: :14:59 :00:00 01:55:16 :01:40

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
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8/29/2015	State	Duration					
				:14:59	: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 Totals: 01:59:59

Agent: JAMIE.MANG

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
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Agent Summary: 01:57:37 :00:00 01:53:12 :10:35

Agent Availability with Activation

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

8/29/2015	State	Duration	Flags				
			Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				01:57:37	: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	◆			◆	◆
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	◆	◆			

Agent Availability with Activation

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

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	◆	◆	
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	◆	◆	

Agent Availability with Activation

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

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 Totals:		01:57:37				

Agent: JASON.BENDER

		Flags				
		Logged In	Ac'd Logged In	Non Ac'd Logged In	DND	ACW
Agent Summary:			02:00:01	:00:00	01:56:27	:12:50

		Flags				
		Logged In	Ac'd Logged In	Non Ac'd Logged In	DND	ACW
8/29/2015	State		02:00:01	: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	◆		◆	
10:51:21AM	Follow Up	:00:45	◆		◆	◆

Agent Availability with Activation

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

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	◆		◆	◆
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	◆	◆		

Agent Availability with Activation

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

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 Totals: 02:00:01

Agent: JAVIER.BIRDSALL

		Flags				
		Logged In	Ac'd Logged In	Non Ac'd Logged In	DND	ACW
Agent Summary:			02:02:02	:00:00	01:50:07	:11:32

			Flags				
			Logged In	Ac'd Logged In	Non Ac'd Logged In	DND	ACW
8/29/2015	State	Duration		02:02:02	:00:00	01:50:07	:11:32
10:00:05AM	Available	:00:19	◆	◆			
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	◆	◆			

Agent Availability with Activation

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

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	◆		◆	
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	◆		◆	◆
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	◆		◆	

Agent Availability with Activation

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

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	◆		◆	◆
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	◆		◆	◆

Agent Availability with Activation

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

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	◆	◆	
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	◆	◆	◆
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	◆	◆	

Agent Availability with Activation

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

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	◆		◆	◆
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	◆	◆		

Agent Availability with Activation

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

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 Totals:		02:02:02				

Agent: JENIFER.CARPENTER

			Flags				
	Logged In	Acid Logged In	Non Acid Logged In	DND	ACW		
Agent Summary:		:14:59	:00:00	01:55:22	:02:15		

			Flags				
	Logged In	Acid Logged In	Non Acid Logged In	DND	ACW		
8/29/2015	State	Duration	:14:59	: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 Totals:		01:59:59					

Agent: JENNIFER.RIOS

			Flags				
	Logged In	Acid Logged In	Non Acid Logged In	DND	ACW		
Agent Summary:		02:02:31	:00:00	02:00:39	:10:15		

			Flags				
	Logged In	Acid Logged In	Non Acid Logged In	DND	ACW		
8/29/2015	State	Duration		02:02:31	:00:00	02:00:39	:10:15
10:04:13AM	Follow Up	:00:45	◆		◆	◆	

Agent Availability with Activation

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

10:04:58AM	Available	:01:30	◆	◆		
10:06:28AM	on a help desk interaction	:10:58	◆		◆	
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	◆		◆	
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	◆		◆	

Agent Availability with Activation

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

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	◆		◆	◆
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 Totals: 02:02:31

Agent: JEREMY.CARTER

Flags

	Logged In	Ac'd Logged In	Non Ac'd Logged In	DND	ACW
Agent Summary:		:14:59	:00:00	01:56:58	:02:15

Agent Availability with Activation

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

8/29/2015	State	Duration	Flags				
			Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				:14:59	: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	◆			◆	◆
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 Totals:		01:59:59					

Agent: JO.HOWELL

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

8/29/2015	State	Duration	Flags				
			Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				02:02:54	: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	◆			◆	

Agent Availability with Activation

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

10:30:25AM	Follow Up	:00:10	◆		◆	◆
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	◆	◆		
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	◆		◆	

Agent Availability with Activation

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

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 Totals: 02:02:54

Agent: JOHN.CARR

			Flags				
			Logged In	Ac'd Logged In	Non Ac'd Logged In	DND	ACW
Agent Summary:				:14:59	:00:00	01:55:15	:00:20

			Flags				
			Logged In	Ac'd Logged In	Non Ac'd Logged In	DND	ACW
8/29/2015	State	Duration		:14:59	: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 Totals: 01:59:59

Agent: JULIE.SMITH

			Flags				
			Logged In	Ac'd Logged In	Non Ac'd Logged In	DND	ACW
Agent Summary:				:14:59	:00:00	01:57:11	:00:10

Agent Availability with Activation

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

8/29/2015	State	Duration	Flags				
			Logged In	Acid Logged In	Non Acid Logged In	DND	ACW
				:14:59	: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	◆			◆	
10:15:00AM	At Lunch	01:45:00	◆			◆	
Agent Totals:		01:59:59					

Agent: KARL.STONEKING

			Flags				
			Logged In	Acid Logged In	Non Acid Logged In	DND	ACW
Agent Summary:				:14:59	:00:00	01:54:32	:00:40

8/29/2015	State	Duration	Flags				
			Logged In	Acid Logged In	Non Acid Logged In	DND	ACW
				:14:59	: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 Totals:		01:59:59					

Agent Availability with Activation

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
	02:01:08	:00:00	02:01:08	:07:30

Agent Summary:

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
	02:01:08	:00:00	02:01:08	:07:30

8/29/2015	State	Duration				
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	◆		◆	
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	◆		◆	

Agent Availability with Activation

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

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	◆	◆	◆
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	◆	◆	

Agent Availability with Activation

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

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	◆	◆	
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 Totals: 02:01:08

Agent: MATT.GUSTITUS

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
	02:01:01	:00:00	02:01:01	:06:50

Agent Summary:

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
	02:01:01	:00:00	02:01:01	:06:50

8/29/2015	State	Duration	Acd Logged In	Non Acd Logged In	DND	ACW
			02:01:01	:00:00	02:01:01	:06:50

Agent Availability with Activation

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

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	◆	◆	
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	◆	◆	

Agent Availability with Activation

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

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	◆	◆	◆
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 with Activation

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

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 Totals: 02:01:01

Agent: MELISSA.PATTERSON

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
Agent Summary:			02:08:12	:00:00	02:06:47	:16:35

			Flags				
			Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
8/29/2015	State	Duration		02:08:12	: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	◆		◆	
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	◆		◆	◆

Agent Availability with Activation

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

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	◆		◆	◆
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	◆		◆	

Agent Availability with Activation

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

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	◆	◆		
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	◆		◆	
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	◆		◆	

Agent Availability with Activation

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

11:57:02AM	Follow Up	:00:45	◆		◆	◆
11:57:47AM	Available	:00:00	◆	◆		
11:57:47AM	on a help desk interaction	:12:24	◆		◆	

Agent Totals: 02:08:12

Agent: MIKE.WAGAMON

Flags

	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
Agent Summary:		01:59:10	:00:00	01:54:14	:09:35

Flags

8/29/2015	State	Duration	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				01:59:10	: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	◆	◆			
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	◆			◆	◆

Agent Availability with Activation

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

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	◆	◆		
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	◆		◆	
11:28:01AM	Follow Up	:00:45	◆		◆	◆

Agent Availability with Activation

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

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 Totals: 01:59:10

Agent: PAUL.BURMIESTER

Flags

	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
Agent Summary:		01:56:31	:00:00	01:51:39	:11:15

Flags

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

Agent Availability with Activation

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

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	◆	◆	
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	◆	◆	

Agent Availability with Activation

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

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	◆		◆	
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 Totals: 01:56:31

Agent: PENELOPE.PYNE

Flags

	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
Agent Summary:		02:00:01	:00:00	01:24:01	:14:20

Flags

8/29/2015	State	Duration	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				02:00:01	: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	◆	◆			
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	◆			◆	◆

Agent Availability with Activation

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

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	◆		◆	
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	◆	◆		

Agent Availability with Activation

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

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	◆	◆	
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	◆		◆
10:37:11AM	Follow Up	:00:10	◆		◆
10:37:21AM	Available	:00:33	◆	◆	

Agent Availability with Activation

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

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	◆		◆
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	◆	◆	

Agent Availability with Activation

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

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	◆	◆		
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	◆	◆		

Agent Availability with Activation

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

11:12:54AM	on a customer satisfaction call	:00:17	◆		◆
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	◆		◆
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	◆	◆	

Agent Availability with Activation

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

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	◆	◆	
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	◆	◆	

Agent Availability with Activation

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

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	◆		◆	
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 Totals: 02:00:01

Agent: RACHEL.CONNER

Flags

	Logged In	Acid Logged In	Non Acid Logged In	DND	ACW
Agent Summary:		02:00:01	:00:00	:01:40	:01:40

Agent Availability with Activation

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

8/29/2015	State	Duration	Flags				
			Logged In	Acid Logged In	Non Acid Logged In	DND	ACW
				02:00:01	: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	◆	◆			
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 Totals:		02:00:01					

Agent Availability with Activation

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	:00:00	01:58:09	:13:05

			Flags				
			Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
8/29/2015				02:00:55	:00:00	01:58:09	:13:05

8/29/2015	State	Duration					
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	◆			◆	
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	◆			◆	◆

Agent Availability with Activation

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

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	◆		◆	◆
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	◆		◆	
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	◆		◆	◆

Agent Availability with Activation

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

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 Totals: 02:00:55

Agent: ROLANDO.LAWRENCE

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
Agent Summary:			:06:33	01:54:59	:00:27	:00:27

			Flags				
			Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
8/29/2015	State	Duration		:06:33	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	◆		◆		
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	◆	◆			

Agent Availability with Activation

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

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	◆			◆	◆
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 with Activation

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

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 Totals: 02:01:32

Agent: RUDY.HUNTER

Flags

	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
Agent Summary:		:07:10	01:53:42	:00:20	:00:20

Flags

8/29/2015	State	Duration	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				:07:10	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	◆			◆	◆
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	◆			◆	◆

Agent Availability with Activation

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

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	◆	◆				
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	◆				◆	◆

Agent Availability with Activation

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

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	◆		◆		
11:57:40AM	Follow Up	:00:01	◆			◆	◆
11:57:41AM	Available	:00:27	◆	◆			
11:58:08AM	campaign call	:08:12	◆		◆		

Agent Totals: 02:00:52

Agent: SARA.NEWMAN

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
Agent Summary:			:06:46	01:51:30	:00:25	:00:25

			Flags				
			Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
8/29/2015	State	Duration		:06:46	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	◆	◆			
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	◆		◆		

Agent Availability with Activation

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

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	◆		◆		
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	◆		◆		

Agent Availability with Activation

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

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 Totals: 01:58:16

Agent: SCOTT.STALLINGS

Flags

	Logged In	Acid Logged In	Non Acid Logged In	DND	ACW
Agent Summary:		01:58:01	:00:00	01:53:07	:07:05

Flags

8/29/2015	State	Duration	Logged In	Acid Logged In	Non Acid Logged In	DND	ACW
				01:58:01	: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	◆	◆			

Agent Availability with Activation

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

10:35:10AM	on a customer service interaction	:02:50	◆		◆
10:38:00AM	Follow Up	:00:10	◆		◆
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	◆	◆	
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 Totals: 01:58:01

Agent Availability with Activation

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	Acid Logged In	Non Acid Logged In	DND	ACW
Agent Summary:			01:55:50	:00:00	01:52:06	:09:10

			Flags				
			Logged In	Acid Logged In	Non Acid Logged In	DND	ACW
8/29/2015				01:55:50	:00:00	01:52:06	:09:10

8/29/2015	State	Duration					
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	◆			◆	◆
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	◆			◆	◆

Agent Availability with Activation

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

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	◆		◆
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	◆		◆
11:41:48AM	Follow Up	:00:10	◆		◆

Agent Availability with Activation

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

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 Totals: 01:55:50

Agent: SHARON.FLETCHER

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
Agent Summary:			:04:44	01:52:38	:00:25	:00:25

			Flags				
			Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
8/29/2015	State	Duration		:04:44	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	◆	◆			
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	◆		◆		

Agent Availability with Activation

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

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	◆		◆	
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	◆		◆	

Agent Availability with Activation

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

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	◆			◆	◆
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 Totals: 01:57:22

Agent: TOM.DAVIS

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

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
8/29/2015	State		01:58:28	: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	◆		◆		
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	◆	◆			

Agent Availability with Activation

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

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	◆		◆ ◆
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	◆		◆ ◆

Agent Availability with Activation

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

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 Totals: 01:58:28

Agent: TONY.KELCH

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
Agent Summary:			02:00:40	: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	: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	◆		◆		

Agent Availability with Activation

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

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	◆		◆	◆
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 Totals: 02:00:40

Agent: TONYA.SIMPSON

Flags

	Logged In	Ac'd Logged In	Non Ac'd Logged In	DND	ACW
Agent Summary:		01:53:56	:00:00	01:49:03	:12:35

Agent Availability with Activation

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

8/29/2015	State	Duration	Flags				
			Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				01:53:56	: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	◆			◆	◆
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	◆			◆	◆

Agent Availability with Activation

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

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	◆	◆	
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	◆	◆	

Agent Availability with Activation

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

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	◆		◆	
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 Totals: 01:53:56

Agent: ZACH.JOHNSON

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

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
8/29/2015	State		01:59:24	:00:00	01:56:14	:08:35

10:02:00AM	Follow Up	:00:45	◆		◆	◆
10:02:45AM	Available	:00:43	◆	◆		
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	◆		◆	◆

Agent Availability with Activation

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

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	◆		◆	
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	◆	◆		

Agent Availability with Activation

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

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	◆	◆		
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 Totals: 01:59:24

Totals All Agents	Duration	Flags			
		Ac'd Logged In	Non Ac'd Logged In	DND	ACW
	95:51:02	66:53:16	11:27:47	75:37:19	05:31:06

<u>Date Time</u>	<u>Agent</u>	<u>WorkGroup</u>	<u>Activated</u>	<u>Has Queue ?</u>	<u>By Whom ?</u>
Site ID :					