

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	3	0	1/14/2011 12:30:45 PM	1/14/2011 12:30:48 PM	1/14/2011 12:30:45 PM	1/14/2011 12:30:48 PM		NotReady	00:00:03	3	Reason Code: NO REASON
		5	0	1/14/2011 12:36:51 PM	1/14/2011 12:47:36 PM	1/14/2011 12:36:51 PM	1/14/2011 12:37:17 PM		NotReady	00:10:45	26	Reason Code: NO REASON
						1/14/2011 12:37:17 PM	1/14/2011 12:37:18 PM		Ready	00:10:45	1	Reason Code: RC_soft=89
						1/14/2011 12:37:18 PM	1/14/2011 12:37:21 PM	Inbound	INBOUND Receiver Alert	00:10:45	3	Ixn ID: 1
							1/14/2011 12:37:36 PM		Busy	00:10:45	18	Reason Code: NO REASON
						1/14/2011 12:37:21 PM	1/14/2011 12:37:25 PM	Inbound	INBOUND Receiver Connect	00:10:45	4	Ixn ID: 1
						1/14/2011 12:37:25 PM	1/14/2011 12:37:28 PM	Inbound	INBOUND Receiver Hold	00:10:45	3	Ixn ID: 1
						1/14/2011 12:37:28 PM	1/14/2011 12:37:32 PM	Inbound	INBOUND Receiver Connect	00:10:45	4	Ixn ID: 1
						1/14/2011 12:37:32 PM	1/14/2011 12:37:34 PM	Inbound	INBOUND Receiver Hold	00:10:45	2	Ixn ID: 1
						1/14/2011 12:37:34 PM	1/14/2011 12:37:36 PM	Inbound	INBOUND Receiver Connect	00:10:45	2	Ixn ID: 1
						1/14/2011 12:37:36 PM	1/14/2011 12:37:41 PM		Ready	00:10:45	5	Reason Code: RC_soft=89
						1/14/2011 12:37:41 PM	1/14/2011 12:39:24 PM		NotReady	00:10:45	103	Reason Code: RC_soft=89
						1/14/2011 12:39:24 PM	1/14/2011 12:39:24 PM		Ready	00:10:45	0	Reason Code: RC_soft=89
							1/14/2011 12:39:28 PM	Inbound	INBOUND Receiver Alert	00:10:45	4	Ixn ID: 3
						1/14/2011 12:39:28 PM	1/14/2011 12:39:36 PM		Busy	00:10:45	4	Reason Code: NO REASON
									Ready	00:10:45	8	Reason Code: RC_soft=89
						1/14/2011 12:39:36 PM	1/14/2011 12:40:21 PM	Inbound	INBOUND Receiver Wrap	00:10:45	45	Ixn ID: 3
						1/14/2011 12:40:21 PM	1/14/2011 12:47:35 PM		AfterCallWork	00:10:45	45	Reason Code: RC_soft=89
									NotReady	00:10:45	434	Reason Code: RC_soft=89
						1/14/2011 12:47:35 PM	1/14/2011 12:47:36 PM		Ready	00:10:45	1	Reason Code: RC_soft=89
						1/14/2011 12:47:36 PM	1/14/2011 12:47:36 PM		Busy	00:10:45	0	Reason Code: NO REASON
							1/14/2011 1:14:36 PM	Inbound	INBOUND Receiver Alert	00:10:45	1,620	Ixn ID: 13
		7	0	1/14/2011 12:52:27 PM	1/14/2011 1:14:18 PM	1/14/2011 12:52:27 PM	1/14/2011 12:53:35 PM		NotReady	00:21:51	68	Reason Code: NO REASON
						1/14/2011 12:53:35 PM	1/14/2011 12:53:36 PM		Ready	00:21:51	1	Reason Code: RC_soft=89
						1/14/2011 12:53:36 PM	1/14/2011 12:53:45 PM	Inbound	INBOUND Receiver Alert	00:21:51	9	Ixn ID: 7
						1/14/2011 12:53:45 PM	1/14/2011 12:56:09 PM		Busy	00:21:51	9	Reason Code: NO REASON
									Ready	00:21:51	144	Reason Code: RC_soft=89
						1/14/2011 12:56:09 PM	1/14/2011 12:56:53 PM	Inbound	INBOUND Receiver Wrap	00:21:51	44	Ixn ID: 7

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	7	0	1/14/2011 12:52:27 PM	1/14/2011 1:14:18 PM	1/14/2011 12:56:09 PM	1/14/2011 12:56:53 PM		AfterCallWork	00:21:51	44	Reason Code: RC_soft=89
						1/14/2011 12:56:53 PM	1/14/2011 12:57:55 PM		NotReady	00:21:51	62	Reason Code: RC_soft=89
						1/14/2011 12:57:55 PM	1/14/2011 12:57:56 PM		Ready	00:21:51	1	Reason Code: RC_soft=89
						1/14/2011 12:57:56 PM	1/14/2011 12:58:02 PM	Inbound	INBOUND Receiver Alert	00:21:51	6	lxn ID: 9
									Busy	00:21:51	6	Reason Code: NO REASON
						1/14/2011 12:58:02 PM	1/14/2011 12:58:18 PM		Ready	00:21:51	16	Reason Code: RC_soft=89
						1/14/2011 12:58:18 PM	1/14/2011 12:58:52 PM		NotReady	00:21:51	34	Reason Code: RC_soft=89
						1/14/2011 12:58:52 PM	1/14/2011 12:58:52 PM		Ready	00:21:51	0	Reason Code: RC_soft=89
							1/14/2011 12:58:57 PM	Inbound	INBOUND Receiver Alert	00:21:51	5	lxn ID: 11
									Busy	00:21:51	5	Reason Code: NO REASON
						1/14/2011 12:58:57 PM	1/14/2011 12:59:50 PM		Ready	00:21:51	53	Reason Code: RC_soft=89
						1/14/2011 12:59:50 PM	1/14/2011 1:14:06 PM		NotReady	00:21:51	856	Reason Code: RC_soft=89
						1/14/2011 1:14:06 PM	1/14/2011 1:14:18 PM		Ready	00:21:51	12	Reason Code: RC_soft=89
		9	0	1/14/2011 1:14:28 PM	1/14/2011 3:34:25 PM	1/14/2011 1:14:28 PM	1/14/2011 1:14:29 PM		NotReady	02:19:57	1	Reason Code: NO REASON
						1/14/2011 1:14:29 PM	1/14/2011 1:15:07 PM		Ready	02:19:57	38	Reason Code: RC_soft=89
						1/14/2011 1:15:07 PM	1/14/2011 1:16:12 PM		NotReady	02:19:57	65	Reason Code: RC_soft=89
						1/14/2011 1:16:12 PM	1/14/2011 1:16:12 PM		Ready	02:19:57	0	Reason Code: RC_soft=89
							1/14/2011 1:16:17 PM	Inbound	INBOUND Receiver Alert	02:19:57	5	lxn ID: 15
						1/14/2011 1:16:17 PM	1/14/2011 1:17:18 PM		Busy	02:19:57	66	Reason Code: NO REASON
							1/14/2011 1:16:44 PM	Inbound	INBOUND Receiver Connect	02:19:57	27	lxn ID: 15
						1/14/2011 1:16:44 PM	1/14/2011 1:16:56 PM	Inbound	CONSULT Initiator Initiate	02:19:57	12	lxn ID: 15
							1/14/2011 1:17:17 PM	Inbound	INBOUND Receiver Hold	02:19:57	33	lxn ID: 15
						1/14/2011 1:16:56 PM	1/14/2011 1:17:15 PM	Inbound	CONSULT Initiator Connect	02:19:57	19	lxn ID: 15
						1/14/2011 1:17:17 PM	1/14/2011 1:17:18 PM	Inbound	INBOUND Receiver Connect	02:19:57	1	lxn ID: 15
						1/14/2011 1:17:18 PM	1/14/2011 1:17:59 PM		Ready	02:19:57	41	Reason Code: RC_soft=89
						1/14/2011 1:17:59 PM	1/14/2011 1:18:24 PM		NotReady	02:19:57	25	Reason Code: RC_soft=89
						1/14/2011 1:18:24 PM	1/14/2011 1:18:25 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 1:18:25 PM	1/14/2011 1:18:29 PM	Inbound	INBOUND Receiver Alert	02:19:57	4	lxn ID: 17

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	9	0	1/14/2011 1:14:28 PM	1/14/2011 3:34:25 PM	1/14/2011 1:18:25 PM	1/14/2011 1:18:53 PM		Busy	02:19:57	28	Reason Code: NO REASON
						1/14/2011 1:18:29 PM	1/14/2011 1:18:37 PM	Inbound	INBOUND Receiver Connect	02:19:57	8	lxn ID: 17
						1/14/2011 1:18:37 PM	1/14/2011 1:18:48 PM	Inbound	CONSULT Initiator Initiate	02:19:57	11	lxn ID: 17
							1/14/2011 1:18:51 PM	Inbound	INBOUND Receiver Hold	02:19:57	14	lxn ID: 17
						1/14/2011 1:18:51 PM	1/14/2011 1:18:53 PM	Inbound	INBOUND Receiver Connect	02:19:57	2	lxn ID: 17
						1/14/2011 1:18:53 PM	1/14/2011 1:19:28 PM		Ready	02:19:57	35	Reason Code: RC_soft=89
						1/14/2011 1:19:28 PM	1/14/2011 1:20:51 PM		NotReady	02:19:57	83	Reason Code: RC_soft=89
						1/14/2011 1:20:51 PM	1/14/2011 1:20:52 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 1:20:52 PM	1/14/2011 1:20:54 PM	Inbound	INBOUND Receiver Alert	02:19:57	2	lxn ID: 19
							1/14/2011 1:21:38 PM		Busy	02:19:57	46	Reason Code: NO REASON
						1/14/2011 1:20:54 PM	1/14/2011 1:20:58 PM	Inbound	INBOUND Receiver Connect	02:19:57	4	lxn ID: 19
						1/14/2011 1:20:58 PM	1/14/2011 1:21:28 PM	Inbound	CONSULT Initiator Initiate	02:19:57	30	lxn ID: 19
							1/14/2011 1:21:36 PM	Inbound	INBOUND Receiver Hold	02:19:57	38	lxn ID: 19
						1/14/2011 1:21:36 PM	1/14/2011 1:21:38 PM	Inbound	INBOUND Receiver Connect	02:19:57	2	lxn ID: 19
						1/14/2011 1:21:38 PM	1/14/2011 1:22:17 PM		Ready	02:19:57	39	Reason Code: RC_soft=89
						1/14/2011 1:22:17 PM	1/14/2011 1:22:49 PM		NotReady	02:19:57	32	Reason Code: RC_soft=89
						1/14/2011 1:22:49 PM	1/14/2011 1:22:50 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 1:22:50 PM	1/14/2011 1:22:53 PM	Inbound	INBOUND Receiver Alert	02:19:57	3	lxn ID: 21
							1/14/2011 1:24:12 PM		Busy	02:19:57	82	Reason Code: NO REASON
						1/14/2011 1:22:53 PM	1/14/2011 1:23:04 PM	Inbound	INBOUND Receiver Connect	02:19:57	11	lxn ID: 21
						1/14/2011 1:23:04 PM	1/14/2011 1:23:31 PM	Inbound	CONSULT Initiator Initiate	02:19:57	27	lxn ID: 21
							1/14/2011 1:24:03 PM	Inbound	INBOUND Receiver Hold	02:19:57	59	lxn ID: 21
						1/14/2011 1:23:31 PM	1/14/2011 1:23:59 PM	Inbound	CONSULT Initiator Connect	02:19:57	28	lxn ID: 21

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	9	0	1/14/2011 1:14:28 PM	1/14/2011 3:34:25 PM	1/14/2011 1:24:03 PM	1/14/2011 1:24:12 PM	Inbound	INBOUND Receiver Connect	02:19:57	9	lxn ID: 21
						1/14/2011 1:24:12 PM	1/14/2011 1:24:19 PM		Ready	02:19:57	7	Reason Code: RC_soft=89
						1/14/2011 1:24:19 PM	1/14/2011 1:24:54 PM		NotReady	02:19:57	35	Reason Code: RC_soft=89
						1/14/2011 1:24:54 PM	1/14/2011 1:24:55 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 1:24:55 PM	1/14/2011 1:24:59 PM	Inbound	INBOUND Receiver Alert	02:19:57	4	lxn ID: 23
							1/14/2011 1:25:34 PM		Busy	02:19:57	39	Reason Code: NO REASON
						1/14/2011 1:24:59 PM	1/14/2011 1:25:05 PM	Inbound	INBOUND Receiver Connect	02:19:57	6	lxn ID: 23
						1/14/2011 1:25:05 PM	1/14/2011 1:25:30 PM	Inbound	CONSULT Initiator Initiate	02:19:57	25	lxn ID: 23
							1/14/2011 1:25:32 PM	Inbound	INBOUND Receiver Hold	02:19:57	27	lxn ID: 23
						1/14/2011 1:25:32 PM	1/14/2011 1:25:34 PM	Inbound	INBOUND Receiver Connect	02:19:57	2	lxn ID: 23
						1/14/2011 1:25:34 PM	1/14/2011 1:25:45 PM		Ready	02:19:57	11	Reason Code: RC_soft=89
						1/14/2011 1:25:45 PM	1/14/2011 1:26:25 PM		NotReady	02:19:57	40	Reason Code: RC_soft=89
						1/14/2011 1:26:25 PM	1/14/2011 1:26:26 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 1:26:26 PM	1/14/2011 1:26:33 PM	Inbound	INBOUND Receiver Alert	02:19:57	7	lxn ID: 25
							1/14/2011 1:26:51 PM		Busy	02:19:57	25	Reason Code: NO REASON
						1/14/2011 1:26:33 PM	1/14/2011 1:26:42 PM	Inbound	INBOUND Receiver Connect	02:19:57	9	lxn ID: 25
						1/14/2011 1:26:42 PM	1/14/2011 1:26:51 PM	Inbound	CONSULT Initiator Initiate	02:19:57	9	lxn ID: 25
									INBOUND Receiver Hold	02:19:57	9	lxn ID: 25
						1/14/2011 1:26:51 PM	1/14/2011 1:26:57 PM		Ready	02:19:57	6	Reason Code: RC_soft=89
						1/14/2011 1:26:57 PM	1/14/2011 1:27:43 PM		NotReady	02:19:57	46	Reason Code: RC_soft=89
						1/14/2011 1:27:43 PM	1/14/2011 1:27:43 PM		Ready	02:19:57	0	Reason Code: RC_soft=89
							1/14/2011 1:27:48 PM	Inbound	INBOUND Receiver Alert	02:19:57	5	lxn ID: 27
							1/14/2011 1:28:11 PM		Busy	02:19:57	28	Reason Code: NO REASON
						1/14/2011 1:27:48 PM	1/14/2011 1:27:55 PM	Inbound	INBOUND Receiver Connect	02:19:57	7	lxn ID: 27

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	9	0	1/14/2011 1:14:28 PM	1/14/2011 3:34:25 PM	1/14/2011 1:27:55 PM	1/14/2011 1:28:11 PM	Inbound	CONSULT Initiator Initiate	02:19:57	16	lxn ID: 27
									INBOUND Receiver Hold	02:19:57	16	lxn ID: 27
						1/14/2011 1:28:11 PM	1/14/2011 1:28:20 PM		Ready	02:19:57	9	Reason Code: RC_soft=89
						1/14/2011 1:28:20 PM	1/14/2011 1:29:08 PM		NotReady	02:19:57	48	Reason Code: RC_soft=89
						1/14/2011 1:29:08 PM	1/14/2011 1:29:09 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 1:29:09 PM	1/14/2011 1:29:12 PM	Inbound	INBOUND Receiver Alert	02:19:57	3	lxn ID: 29
							1/14/2011 1:29:39 PM		Busy	02:19:57	30	Reason Code: NO REASON
						1/14/2011 1:29:12 PM	1/14/2011 1:29:15 PM	Inbound	INBOUND Receiver Connect	02:19:57	3	lxn ID: 29
						1/14/2011 1:29:15 PM	1/14/2011 1:29:24 PM	Inbound	CONSULT Initiator Initiate	02:19:57	9	lxn ID: 29
							1/14/2011 1:29:38 PM	Inbound	INBOUND Receiver Hold	02:19:57	23	lxn ID: 29
						1/14/2011 1:29:24 PM	1/14/2011 1:29:39 PM	Inbound	CONSULT Initiator Connect	02:19:57	15	lxn ID: 29
						1/14/2011 1:29:39 PM	1/14/2011 1:31:01 PM		Ready	02:19:57	82	Reason Code: RC_soft=89
						1/14/2011 1:31:01 PM	1/14/2011 1:36:57 PM		NotReady	02:19:57	356	Reason Code: RC_soft=89
						1/14/2011 1:36:57 PM	1/14/2011 1:36:58 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 1:36:58 PM	1/14/2011 1:37:02 PM	Inbound	INBOUND Receiver Alert	02:19:57	4	lxn ID: 31
							1/14/2011 1:37:27 PM		Busy	02:19:57	29	Reason Code: NO REASON
						1/14/2011 1:37:02 PM	1/14/2011 1:37:14 PM	Inbound	INBOUND Receiver Connect	02:19:57	12	lxn ID: 31
						1/14/2011 1:37:14 PM	1/14/2011 1:37:22 PM	Inbound	CONSULT Initiator Initiate	02:19:57	8	lxn ID: 31
							1/14/2011 1:37:27 PM	Inbound	INBOUND Receiver Hold	02:19:57	13	lxn ID: 31
						1/14/2011 1:37:22 PM	1/14/2011 1:37:27 PM	Inbound	CONSULT Initiator Connect	02:19:57	5	lxn ID: 31
						1/14/2011 1:37:27 PM	1/14/2011 1:37:56 PM		Ready	02:19:57	29	Reason Code: RC_soft=89
						1/14/2011 1:37:56 PM	1/14/2011 1:38:32 PM		NotReady	02:19:57	36	Reason Code: RC_soft=89
						1/14/2011 1:38:32 PM	1/14/2011 1:38:33 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 1:38:33 PM	1/14/2011 1:38:35 PM	Inbound	INBOUND Receiver Alert	02:19:57	2	lxn ID: 33

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	9	0	1/14/2011 1:14:28 PM	1/14/2011 3:34:25 PM	1/14/2011 1:38:33 PM	1/14/2011 1:39:12 PM		Busy	02:19:57	39	Reason Code: NO REASON
						1/14/2011 1:38:35 PM	1/14/2011 1:38:43 PM	Inbound	INBOUND Receiver Connect	02:19:57	8	lxn ID: 33
						1/14/2011 1:38:43 PM	1/14/2011 1:38:55 PM	Inbound	CONSULT Initiator Initiate	02:19:57	12	lxn ID: 33
							1/14/2011 1:39:03 PM	Inbound	INBOUND Receiver Hold	02:19:57	20	lxn ID: 33
						1/14/2011 1:38:55 PM	1/14/2011 1:39:03 PM	Inbound	CONSULT Initiator Connect	02:19:57	8	lxn ID: 33
						1/14/2011 1:39:03 PM	1/14/2011 1:39:12 PM	Inbound	INBOUND Receiver Connect	02:19:57	9	lxn ID: 33
						1/14/2011 1:39:12 PM	1/14/2011 1:39:58 PM		Ready	02:19:57	46	Reason Code: RC_soft=89
						1/14/2011 1:39:58 PM	1/14/2011 1:44:03 PM		NotReady	02:19:57	245	Reason Code: RC_soft=89
						1/14/2011 1:44:03 PM	1/14/2011 1:44:04 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 1:44:04 PM	1/14/2011 1:44:07 PM	Inbound	INBOUND Receiver Alert	02:19:57	3	lxn ID: 35
							1/14/2011 1:44:14 PM		Busy	02:19:57	10	Reason Code: NO REASON
						1/14/2011 1:44:07 PM	1/14/2011 1:44:14 PM	Inbound	INBOUND Receiver Connect	02:19:57	7	lxn ID: 35
						1/14/2011 1:44:14 PM	1/14/2011 1:44:14 PM	Inbound	CONSULT Initiator Initiate	02:19:57	0	lxn ID: 35
									INBOUND Receiver Hold	02:19:57	0	lxn ID: 35
									Ready	02:19:57	113	Reason Code: RC_soft=89
						1/14/2011 1:46:07 PM	1/14/2011 1:46:41 PM		NotReady	02:19:57	34	Reason Code: RC_soft=89
						1/14/2011 1:46:41 PM	1/14/2011 1:46:41 PM		Ready	02:19:57	0	Reason Code: RC_soft=89
							1/14/2011 1:46:44 PM	Inbound	INBOUND Receiver Alert	02:19:57	3	lxn ID: 37
							1/14/2011 1:46:48 PM		Busy	02:19:57	7	Reason Code: NO REASON
						1/14/2011 1:46:44 PM	1/14/2011 1:46:48 PM	Inbound	INBOUND Receiver Connect	02:19:57	4	lxn ID: 37
						1/14/2011 1:46:48 PM	1/14/2011 1:46:48 PM	Inbound	CONSULT Initiator Initiate	02:19:57	0	lxn ID: 37
									INBOUND Receiver Hold	02:19:57	0	lxn ID: 37
							1/14/2011 1:47:02 PM		Ready	02:19:57	14	Reason Code: RC_soft=89
						1/14/2011 1:47:02 PM	1/14/2011 1:48:32 PM		NotReady	02:19:57	90	Reason Code: RC_soft=89

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	9	0	1/14/2011 1:14:28 PM	1/14/2011 3:34:25 PM		1/14/2011 1:48:32 PM		Ready	02:19:57	0	Reason Code: RC_soft=89
						1/14/2011 1:48:32 PM	1/14/2011 1:48:35 PM	Inbound	INBOUND Receiver Alert	02:19:57	3	lxn ID: 39
							1/14/2011 1:48:38 PM		Busy	02:19:57	6	Reason Code: NO REASON
						1/14/2011 1:48:35 PM	1/14/2011 1:48:38 PM	Inbound	INBOUND Receiver Connect	02:19:57	3	lxn ID: 39
						1/14/2011 1:48:38 PM	1/14/2011 1:48:38 PM	Inbound	CONSULT Initiator Initiate	02:19:57	0	lxn ID: 39
									INBOUND Receiver Hold	02:19:57	0	lxn ID: 39
							1/14/2011 1:48:59 PM		Ready	02:19:57	21	Reason Code: RC_soft=89
						1/14/2011 1:48:59 PM	1/14/2011 1:51:07 PM		NotReady	02:19:57	128	Reason Code: RC_soft=89
						1/14/2011 1:51:07 PM	1/14/2011 1:51:08 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 1:51:08 PM	1/14/2011 1:51:12 PM	Inbound	INBOUND Receiver Alert	02:19:57	4	lxn ID: 41
							1/14/2011 1:52:09 PM		Busy	02:19:57	61	Reason Code: NO REASON
						1/14/2011 1:51:12 PM	1/14/2011 1:51:18 PM	Inbound	INBOUND Receiver Connect	02:19:57	6	lxn ID: 41
						1/14/2011 1:51:18 PM	1/14/2011 1:51:26 PM	Inbound	CONSULT Initiator Initiate	02:19:57	8	lxn ID: 41
							1/14/2011 1:52:08 PM	Inbound	INBOUND Receiver Hold	02:19:57	50	lxn ID: 41
						1/14/2011 1:51:26 PM	1/14/2011 1:52:07 PM	Inbound	CONSULT Initiator Connect	02:19:57	41	lxn ID: 41
						1/14/2011 1:52:08 PM	1/14/2011 1:52:09 PM	Inbound	INBOUND Receiver Connect	02:19:57	1	lxn ID: 41
						1/14/2011 1:52:09 PM	1/14/2011 1:52:42 PM		Ready	02:19:57	33	Reason Code: RC_soft=89
						1/14/2011 1:52:42 PM	1/14/2011 1:53:48 PM		NotReady	02:19:57	66	Reason Code: RC_soft=89
							1/14/2011 1:53:48 PM		Ready	02:19:57	0	Reason Code: RC_soft=89
						1/14/2011 1:53:48 PM	1/14/2011 1:53:51 PM	Inbound	INBOUND Receiver Alert	02:19:57	3	lxn ID: 43
							1/14/2011 1:55:05 PM		Busy	02:19:57	77	Reason Code: NO REASON
						1/14/2011 1:53:51 PM	1/14/2011 1:53:57 PM	Inbound	INBOUND Receiver Connect	02:19:57	6	lxn ID: 43
						1/14/2011 1:53:57 PM	1/14/2011 1:54:16 PM	Inbound	CONSULT Initiator Initiate	02:19:57	19	lxn ID: 43

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	9	0	1/14/2011 1:14:28 PM	1/14/2011 3:34:25 PM	1/14/2011 1:53:57 PM	1/14/2011 1:55:04 PM	Inbound	INBOUND Receiver Hold	02:19:57	67	lxn ID: 43
						1/14/2011 1:54:16 PM	1/14/2011 1:55:02 PM	Inbound	CONSULT Initiator Connect	02:19:57	46	lxn ID: 43
						1/14/2011 1:55:04 PM	1/14/2011 1:55:05 PM	Inbound	INBOUND Receiver Connect	02:19:57	1	lxn ID: 43
						1/14/2011 1:55:05 PM	1/14/2011 1:55:14 PM		Ready	02:19:57	9	Reason Code: RC_soft=89
						1/14/2011 1:55:14 PM	1/14/2011 1:55:56 PM		NotReady	02:19:57	42	Reason Code: RC_soft=89
						1/14/2011 1:55:56 PM	1/14/2011 1:55:57 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 1:55:57 PM	1/14/2011 1:55:59 PM	Inbound	INBOUND Receiver Alert	02:19:57	2	lxn ID: 45
							1/14/2011 1:56:48 PM		Busy	02:19:57	51	Reason Code: NO REASON
						1/14/2011 1:55:59 PM	1/14/2011 1:56:05 PM	Inbound	INBOUND Receiver Connect	02:19:57	6	lxn ID: 45
						1/14/2011 1:56:05 PM	1/14/2011 1:56:14 PM	Inbound	CONSULT Initiator Initiate	02:19:57	9	lxn ID: 45
							1/14/2011 1:56:47 PM	Inbound	INBOUND Receiver Hold	02:19:57	42	lxn ID: 45
						1/14/2011 1:56:14 PM	1/14/2011 1:56:44 PM	Inbound	CONSULT Initiator Connect	02:19:57	30	lxn ID: 45
						1/14/2011 1:56:47 PM	1/14/2011 1:56:48 PM	Inbound	INBOUND Receiver Connect	02:19:57	1	lxn ID: 45
						1/14/2011 1:56:48 PM	1/14/2011 1:56:55 PM		Ready	02:19:57	7	Reason Code: RC_soft=89
						1/14/2011 1:56:55 PM	1/14/2011 1:57:25 PM		NotReady	02:19:57	30	Reason Code: RC_soft=89
						1/14/2011 1:57:25 PM	1/14/2011 1:57:26 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 1:57:26 PM	1/14/2011 1:57:29 PM	Inbound	INBOUND Receiver Alert	02:19:57	3	lxn ID: 47
							1/14/2011 1:57:58 PM		Busy	02:19:57	32	Reason Code: NO REASON
						1/14/2011 1:57:29 PM	1/14/2011 1:57:34 PM	Inbound	INBOUND Receiver Connect	02:19:57	5	lxn ID: 47
						1/14/2011 1:57:34 PM	1/14/2011 1:57:42 PM	Inbound	CONSULT Initiator Initiate	02:19:57	8	lxn ID: 47
							1/14/2011 1:57:57 PM	Inbound	INBOUND Receiver Hold	02:19:57	23	lxn ID: 47
						1/14/2011 1:57:42 PM	1/14/2011 1:57:56 PM	Inbound	CONSULT Initiator Connect	02:19:57	14	lxn ID: 47

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	9	0	1/14/2011 1:14:28 PM	1/14/2011 3:34:25 PM	1/14/2011 1:57:57 PM	1/14/2011 1:57:58 PM	Inbound	INBOUND Receiver Connect	02:19:57	1	lxn ID: 47
						1/14/2011 1:57:58 PM	1/14/2011 1:58:06 PM		Ready	02:19:57	8	Reason Code: RC_soft=89
						1/14/2011 1:58:06 PM	1/14/2011 1:58:39 PM		NotReady	02:19:57	33	Reason Code: RC_soft=89
						1/14/2011 1:58:39 PM	1/14/2011 1:58:40 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 1:58:40 PM	1/14/2011 1:58:42 PM	Inbound	INBOUND Receiver Alert	02:19:57	2	lxn ID: 49
							1/14/2011 1:59:46 PM		Busy	02:19:57	66	Reason Code: NO REASON
						1/14/2011 1:58:42 PM	1/14/2011 1:58:48 PM	Inbound	INBOUND Receiver Connect	02:19:57	6	lxn ID: 49
						1/14/2011 1:58:48 PM	1/14/2011 1:59:03 PM	Inbound	CONSULT Initiator Initiate	02:19:57	15	lxn ID: 49
							1/14/2011 1:59:45 PM	Inbound	INBOUND Receiver Hold	02:19:57	57	lxn ID: 49
						1/14/2011 1:59:03 PM	1/14/2011 1:59:41 PM	Inbound	CONSULT Initiator Connect	02:19:57	38	lxn ID: 49
						1/14/2011 1:59:45 PM	1/14/2011 1:59:46 PM	Inbound	INBOUND Receiver Connect	02:19:57	1	lxn ID: 49
						1/14/2011 1:59:46 PM	1/14/2011 1:59:53 PM		Ready	02:19:57	7	Reason Code: RC_soft=89
						1/14/2011 1:59:53 PM	1/14/2011 2:11:24 PM		NotReady	02:19:57	691	Reason Code: RC_soft=89
						1/14/2011 2:11:24 PM	1/14/2011 2:11:25 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 2:11:25 PM	1/14/2011 2:11:27 PM	Inbound	INBOUND Receiver Alert	02:19:57	2	lxn ID: 51
							1/14/2011 2:11:47 PM		Busy	02:19:57	22	Reason Code: NO REASON
						1/14/2011 2:11:27 PM	1/14/2011 2:11:43 PM	Inbound	INBOUND Receiver Connect	02:19:57	16	lxn ID: 51
						1/14/2011 2:11:43 PM	1/14/2011 2:11:47 PM	Inbound	CONSULT Initiator Initiate	02:19:57	4	lxn ID: 51
									INBOUND Receiver Hold	02:19:57	4	lxn ID: 51
						1/14/2011 2:11:47 PM	1/14/2011 2:12:11 PM		Ready	02:19:57	24	Reason Code: RC_soft=89
						1/14/2011 2:12:11 PM	1/14/2011 2:13:10 PM		NotReady	02:19:57	59	Reason Code: RC_soft=89
						1/14/2011 2:13:10 PM	1/14/2011 2:13:11 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 2:13:11 PM	1/14/2011 2:13:14 PM	Inbound	INBOUND Receiver Alert	02:19:57	3	lxn ID: 53
							1/14/2011 2:13:41 PM		Busy	02:19:57	30	Reason Code: NO REASON

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	9	0	1/14/2011 1:14:28 PM	1/14/2011 3:34:25 PM	1/14/2011 2:13:14 PM	1/14/2011 2:13:22 PM	Inbound	INBOUND Receiver Connect	02:19:57	8	lxn ID: 53
						1/14/2011 2:13:22 PM	1/14/2011 2:13:26 PM	Inbound	CONSULT Initiator Initiate	02:19:57	4	lxn ID: 53
									INBOUND Receiver Hold	02:19:57	4	lxn ID: 53
						1/14/2011 2:13:26 PM	1/14/2011 2:13:41 PM	Inbound	INBOUND Receiver Connect	02:19:57	15	lxn ID: 53
						1/14/2011 2:13:41 PM	1/14/2011 2:13:54 PM		Ready	02:19:57	13	Reason Code: RC_soft=89
						1/14/2011 2:13:54 PM	1/14/2011 2:15:20 PM		NotReady	02:19:57	86	Reason Code: RC_soft=89
						1/14/2011 2:15:20 PM	1/14/2011 2:15:21 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 2:15:21 PM	1/14/2011 2:15:24 PM	Inbound	INBOUND Receiver Alert	02:19:57	3	lxn ID: 55
							1/14/2011 2:15:50 PM		Busy	02:19:57	29	Reason Code: NO REASON
						1/14/2011 2:15:24 PM	1/14/2011 2:15:29 PM	Inbound	INBOUND Receiver Connect	02:19:57	5	lxn ID: 55
						1/14/2011 2:15:29 PM	1/14/2011 2:15:34 PM	Inbound	CONSULT Initiator Initiate	02:19:57	5	lxn ID: 55
									INBOUND Receiver Hold	02:19:57	5	lxn ID: 55
						1/14/2011 2:15:34 PM	1/14/2011 2:15:50 PM	Inbound	INBOUND Receiver Connect	02:19:57	16	lxn ID: 55
						1/14/2011 2:15:50 PM	1/14/2011 2:16:12 PM		Ready	02:19:57	22	Reason Code: RC_soft=89
						1/14/2011 2:16:12 PM	1/14/2011 2:17:00 PM		NotReady	02:19:57	48	Reason Code: RC_soft=89
						1/14/2011 2:17:00 PM	1/14/2011 2:17:01 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 2:17:01 PM	1/14/2011 2:17:03 PM	Inbound	INBOUND Receiver Alert	02:19:57	2	lxn ID: 57
							1/14/2011 2:18:58 PM		Busy	02:19:57	117	Reason Code: NO REASON
						1/14/2011 2:17:03 PM	1/14/2011 2:17:10 PM	Inbound	INBOUND Receiver Connect	02:19:57	7	lxn ID: 57
						1/14/2011 2:17:10 PM	1/14/2011 2:17:15 PM	Inbound	CONSULT Initiator Initiate	02:19:57	5	lxn ID: 57
									INBOUND Receiver Hold	02:19:57	5	lxn ID: 57
						1/14/2011 2:17:15 PM	1/14/2011 2:18:58 PM	Inbound	INBOUND Receiver Connect	02:19:57	103	lxn ID: 57
						1/14/2011 2:18:58 PM	1/14/2011 2:19:02 PM		Ready	02:19:57	4	Reason Code: RC_soft=89

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	9	0	1/14/2011 1:14:28 PM	1/14/2011 3:34:25 PM	1/14/2011 2:19:02 PM	1/14/2011 2:19:54 PM		NotReady	02:19:57	52	Reason Code: RC_soft=89
						1/14/2011 2:19:54 PM	1/14/2011 2:19:55 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 2:19:55 PM	1/14/2011 2:19:58 PM	Inbound	INBOUND Receiver Alert	02:19:57	3	lxn ID: 59
							1/14/2011 2:21:19 PM		Busy	02:19:57	84	Reason Code: NO REASON
						1/14/2011 2:19:58 PM	1/14/2011 2:20:02 PM	Inbound	INBOUND Receiver Connect	02:19:57	4	lxn ID: 59
						1/14/2011 2:20:02 PM	1/14/2011 2:20:14 PM	Inbound	CONSULT Initiator Initiate	02:19:57	12	lxn ID: 59
							1/14/2011 2:21:18 PM	Inbound	INBOUND Receiver Hold	02:19:57	76	lxn ID: 59
						1/14/2011 2:20:14 PM	1/14/2011 2:21:16 PM	Inbound	CONSULT Initiator Connect	02:19:57	62	lxn ID: 59
						1/14/2011 2:21:18 PM	1/14/2011 2:21:19 PM	Inbound	INBOUND Receiver Connect	02:19:57	1	lxn ID: 59
						1/14/2011 2:21:19 PM	1/14/2011 2:21:26 PM		Ready	02:19:57	7	Reason Code: RC_soft=89
						1/14/2011 2:21:26 PM	1/14/2011 2:21:53 PM		NotReady	02:19:57	27	Reason Code: RC_soft=89
							1/14/2011 2:21:53 PM		Ready	02:19:57	0	Reason Code: RC_soft=89
						1/14/2011 2:21:53 PM	1/14/2011 2:21:56 PM	Inbound	INBOUND Receiver Alert	02:19:57	3	lxn ID: 61
							1/14/2011 2:22:56 PM		Busy	02:19:57	63	Reason Code: NO REASON
						1/14/2011 2:21:56 PM	1/14/2011 2:22:03 PM	Inbound	INBOUND Receiver Connect	02:19:57	7	lxn ID: 61
						1/14/2011 2:22:03 PM	1/14/2011 2:22:11 PM	Inbound	CONSULT Initiator Initiate	02:19:57	8	lxn ID: 61
							1/14/2011 2:22:55 PM	Inbound	INBOUND Receiver Hold	02:19:57	52	lxn ID: 61
						1/14/2011 2:22:11 PM	1/14/2011 2:22:53 PM	Inbound	CONSULT Initiator Connect	02:19:57	42	lxn ID: 61
						1/14/2011 2:22:55 PM	1/14/2011 2:22:56 PM	Inbound	INBOUND Receiver Connect	02:19:57	1	lxn ID: 61
						1/14/2011 2:22:56 PM	1/14/2011 2:23:05 PM		Ready	02:19:57	9	Reason Code: RC_soft=89
						1/14/2011 2:23:05 PM	1/14/2011 2:24:06 PM		NotReady	02:19:57	61	Reason Code: RC_soft=89
							1/14/2011 2:24:06 PM		Ready	02:19:57	0	Reason Code: RC_soft=89
						1/14/2011 2:24:06 PM	1/14/2011 2:24:09 PM	Inbound	INBOUND Receiver Alert	02:19:57	3	lxn ID: 63
							1/14/2011 2:25:17 PM		Busy	02:19:57	71	Reason Code: NO REASON

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	9	0	1/14/2011 1:14:28 PM	1/14/2011 3:34:25 PM	1/14/2011 2:24:09 PM	1/14/2011 2:24:19 PM	Inbound	INBOUND Receiver Connect	02:19:57	10	lxn ID: 63
						1/14/2011 2:24:19 PM	1/14/2011 2:24:28 PM	Inbound	CONSULT Initiator Initiate	02:19:57	9	lxn ID: 63
							1/14/2011 2:24:33 PM	Inbound	INBOUND Receiver Hold	02:19:57	14	lxn ID: 63
						1/14/2011 2:24:28 PM	1/14/2011 2:24:33 PM	Inbound	CONSULT Initiator Connect	02:19:57	5	lxn ID: 63
						1/14/2011 2:24:33 PM	1/14/2011 2:25:17 PM	Inbound	INBOUND Receiver Connect	02:19:57	44	lxn ID: 63
						1/14/2011 2:25:17 PM	1/14/2011 2:25:24 PM		Ready	02:19:57	7	Reason Code: RC_soft=89
						1/14/2011 2:25:24 PM	1/14/2011 2:25:56 PM		NotReady	02:19:57	32	Reason Code: RC_soft=89
						1/14/2011 2:25:56 PM	1/14/2011 2:25:57 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 2:25:57 PM	1/14/2011 2:26:02 PM	Inbound	INBOUND Receiver Alert	02:19:57	5	lxn ID: 65
							1/14/2011 2:26:52 PM		Busy	02:19:57	55	Reason Code: NO REASON
						1/14/2011 2:26:02 PM	1/14/2011 2:26:11 PM	Inbound	INBOUND Receiver Connect	02:19:57	9	lxn ID: 65
						1/14/2011 2:26:11 PM	1/14/2011 2:26:24 PM	Inbound	CONSULT Initiator Initiate	02:19:57	13	lxn ID: 65
							1/14/2011 2:26:29 PM	Inbound	INBOUND Receiver Hold	02:19:57	18	lxn ID: 65
						1/14/2011 2:26:24 PM	1/14/2011 2:26:29 PM	Inbound	CONSULT Initiator Connect	02:19:57	5	lxn ID: 65
						1/14/2011 2:26:29 PM	1/14/2011 2:26:52 PM	Inbound	INBOUND Receiver Connect	02:19:57	23	lxn ID: 65
						1/14/2011 2:26:52 PM	1/14/2011 2:27:00 PM		Ready	02:19:57	8	Reason Code: RC_soft=89
						1/14/2011 2:27:00 PM	1/14/2011 2:27:47 PM		NotReady	02:19:57	47	Reason Code: RC_soft=89
						1/14/2011 2:27:47 PM	1/14/2011 2:27:48 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 2:27:48 PM	1/14/2011 2:27:59 PM	Inbound	INBOUND Receiver Alert	02:19:57	11	lxn ID: 67
							1/14/2011 2:29:13 PM		Busy	02:19:57	85	Reason Code: NO REASON
						1/14/2011 2:27:59 PM	1/14/2011 2:28:06 PM	Inbound	INBOUND Receiver Connect	02:19:57	7	lxn ID: 67
						1/14/2011 2:28:06 PM	1/14/2011 2:28:18 PM	Inbound	CONSULT Initiator Initiate	02:19:57	12	lxn ID: 67

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	9	0	1/14/2011 1:14:28 PM	1/14/2011 3:34:25 PM	1/14/2011 2:28:06 PM	1/14/2011 2:28:22 PM	Inbound	INBOUND Receiver Hold	02:19:57	16	lxn ID: 67
						1/14/2011 2:28:18 PM	1/14/2011 2:28:22 PM	Inbound	CONSULT Initiator Connect	02:19:57	4	lxn ID: 67
						1/14/2011 2:28:22 PM	1/14/2011 2:29:13 PM	Inbound	INBOUND Receiver Connect	02:19:57	51	lxn ID: 67
						1/14/2011 2:29:13 PM	1/14/2011 2:29:19 PM		Ready	02:19:57	6	Reason Code: RC_soft=89
						1/14/2011 2:29:19 PM	1/14/2011 3:07:11 PM		NotReady	02:19:57	2,272	Reason Code: RC_soft=89
						1/14/2011 3:07:11 PM	1/14/2011 3:07:12 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 3:07:12 PM	1/14/2011 3:07:16 PM	Inbound	INBOUND Receiver Alert	02:19:57	4	lxn ID: 69
							1/14/2011 3:07:51 PM		Busy	02:19:57	39	Reason Code: NO REASON
						1/14/2011 3:07:16 PM	1/14/2011 3:07:31 PM	Inbound	INBOUND Receiver Connect	02:19:57	15	lxn ID: 69
						1/14/2011 3:07:31 PM	1/14/2011 3:07:45 PM	Inbound	CONSULT Initiator Initiate	02:19:57	14	lxn ID: 69
							1/14/2011 3:07:50 PM	Inbound	INBOUND Receiver Hold	02:19:57	19	lxn ID: 69
						1/14/2011 3:07:45 PM	1/14/2011 3:07:47 PM	Inbound	CONSULT Initiator Connect	02:19:57	2	lxn ID: 69
						1/14/2011 3:07:50 PM	1/14/2011 3:07:51 PM	Inbound	INBOUND Receiver Connect	02:19:57	1	lxn ID: 69
						1/14/2011 3:07:51 PM	1/14/2011 3:08:18 PM		Ready	02:19:57	27	Reason Code: RC_soft=89
						1/14/2011 3:08:18 PM	1/14/2011 3:08:47 PM		NotReady	02:19:57	29	Reason Code: RC_soft=89
						1/14/2011 3:08:47 PM	1/14/2011 3:08:48 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 3:08:48 PM	1/14/2011 3:08:53 PM	Inbound	INBOUND Receiver Alert	02:19:57	5	lxn ID: 71
							1/14/2011 3:09:49 PM		Busy	02:19:57	61	Reason Code: NO REASON
						1/14/2011 3:08:53 PM	1/14/2011 3:08:59 PM	Inbound	INBOUND Receiver Connect	02:19:57	6	lxn ID: 71
						1/14/2011 3:08:59 PM	1/14/2011 3:09:09 PM	Inbound	CONSULT Initiator Initiate	02:19:57	10	lxn ID: 71
							1/14/2011 3:09:49 PM	Inbound	INBOUND Receiver Hold	02:19:57	50	lxn ID: 71
						1/14/2011 3:09:09 PM	1/14/2011 3:09:49 PM	Inbound	CONSULT Initiator Connect	02:19:57	40	lxn ID: 71
						1/14/2011 3:09:49 PM	1/14/2011 3:10:31 PM		Ready	02:19:57	42	Reason Code: RC_soft=89

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	9	0	1/14/2011 1:14:28 PM	1/14/2011 3:34:25 PM	1/14/2011 3:10:31 PM	1/14/2011 3:11:58 PM		NotReady	02:19:57	87	Reason Code: RC_soft=89
						1/14/2011 3:11:58 PM	1/14/2011 3:11:59 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 3:11:59 PM	1/14/2011 3:12:01 PM	Inbound	INBOUND Receiver Alert	02:19:57	2	lxn ID: 73
							1/14/2011 3:12:06 PM		Busy	02:19:57	7	Reason Code: NO REASON
						1/14/2011 3:12:01 PM	1/14/2011 3:12:06 PM	Inbound	INBOUND Receiver Connect	02:19:57	5	lxn ID: 73
						1/14/2011 3:12:06 PM	1/14/2011 3:12:06 PM	Inbound	CONSULT Initiator Initiate	02:19:57	0	lxn ID: 73
									INBOUND Receiver Hold	02:19:57	0	lxn ID: 73
							1/14/2011 3:13:33 PM		Ready	02:19:57	87	Reason Code: RC_soft=89
						1/14/2011 3:13:33 PM	1/14/2011 3:14:11 PM		NotReady	02:19:57	38	Reason Code: RC_soft=89
						1/14/2011 3:14:11 PM	1/14/2011 3:14:12 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 3:14:12 PM	1/14/2011 3:14:18 PM	Inbound	INBOUND Receiver Alert	02:19:57	6	lxn ID: 75
							1/14/2011 3:14:40 PM		Busy	02:19:57	28	Reason Code: NO REASON
						1/14/2011 3:14:18 PM	1/14/2011 3:14:27 PM	Inbound	INBOUND Receiver Connect	02:19:57	9	lxn ID: 75
						1/14/2011 3:14:27 PM	1/14/2011 3:14:37 PM	Inbound	CONSULT Initiator Initiate	02:19:57	10	lxn ID: 75
							1/14/2011 3:14:38 PM	Inbound	INBOUND Receiver Hold	02:19:57	11	lxn ID: 75
						1/14/2011 3:14:38 PM	1/14/2011 3:14:40 PM	Inbound	INBOUND Receiver Connect	02:19:57	2	lxn ID: 75
						1/14/2011 3:14:40 PM	1/14/2011 3:17:50 PM		Ready	02:19:57	190	Reason Code: RC_soft=89
						1/14/2011 3:17:50 PM	1/14/2011 3:18:00 PM		NotReady	02:19:57	10	Reason Code: RC_soft=89
						1/14/2011 3:18:00 PM	1/14/2011 3:18:01 PM		Ready	02:19:57	1	Reason Code: RC_soft=89
						1/14/2011 3:18:01 PM	1/14/2011 3:18:03 PM	Inbound	INBOUND Receiver Alert	02:19:57	2	lxn ID: 77
							1/14/2011 3:19:04 PM		Busy	02:19:57	63	Reason Code: NO REASON
						1/14/2011 3:18:03 PM	1/14/2011 3:18:14 PM	Inbound	INBOUND Receiver Connect	02:19:57	11	lxn ID: 77
						1/14/2011 3:18:14 PM	1/14/2011 3:18:44 PM	Inbound	CONSULT Initiator Initiate	02:19:57	30	lxn ID: 77
							1/14/2011 3:19:03 PM	Inbound	INBOUND Receiver Hold	02:19:57	49	lxn ID: 77

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	9	0	1/14/2011 1:14:28 PM	1/14/2011 3:34:25 PM	1/14/2011 3:19:03 PM	1/14/2011 3:19:04 PM	Inbound	INBOUND Receiver Connect	02:19:57	1	Ixn ID: 77
						1/14/2011 3:19:04 PM	1/14/2011 3:19:12 PM		Ready	02:19:57	8	Reason Code: RC_soft=89
						1/14/2011 3:19:12 PM	1/14/2011 3:34:25 PM		NotReady	02:19:57	913	Reason Code: RC_soft=89
		19	0	1/24/2011 10:10:26 AM	1/24/2011 2:19:00 PM	1/24/2011 10:10:26 AM	1/24/2011 10:10:26 AM		Unknown	04:08:34	0	Reason Code: RC_soft_2=71
							1/24/2011 10:11:54 AM		NotReady	04:08:34	88	Reason Code: NO REASON
						1/24/2011 10:11:54 AM	1/24/2011 10:11:55 AM		Ready	04:08:34	1	Reason Code: RC_soft_2=71
						1/24/2011 10:11:55 AM	1/24/2011 10:12:00 AM	Inbound	INBOUND Receiver Alert	04:08:34	5	Ixn ID: 201
							1/24/2011 10:12:11 AM		Busy	04:08:34	16	Reason Code: NO REASON
						1/24/2011 10:12:00 AM	1/24/2011 10:12:04 AM	Inbound	INBOUND Receiver Connect	04:08:34	4	Ixn ID: 201
						1/24/2011 10:12:04 AM	1/24/2011 10:12:05 AM	Inbound	INBOUND Receiver Hold	04:08:34	1	Ixn ID: 201
						1/24/2011 10:12:05 AM	1/24/2011 10:12:07 AM	Inbound	INBOUND Receiver Connect	04:08:34	2	Ixn ID: 201
						1/24/2011 10:12:07 AM	1/24/2011 10:12:08 AM	Inbound	INBOUND Receiver Hold	04:08:34	1	Ixn ID: 201
						1/24/2011 10:12:08 AM	1/24/2011 10:12:11 AM	Inbound	INBOUND Receiver Connect	04:08:34	3	Ixn ID: 201
						1/24/2011 10:12:11 AM	1/24/2011 10:12:18 AM		Ready	04:08:34	7	Reason Code: RC_soft_2=71
						1/24/2011 10:12:18 AM	1/24/2011 10:12:24 AM	Inbound	INBOUND Receiver Wrap	04:08:34	6	Ixn ID: 201
									AfterCallWork	04:08:34	6	Reason Code: RC_soft_2=71
						1/24/2011 10:12:24 AM	1/24/2011 10:12:27 AM		Ready	04:08:34	3	Reason Code: RC_soft_2=71
						1/24/2011 10:12:27 AM	1/24/2011 10:14:56 AM		NotReady	04:08:34	149	Reason Code: RC_soft_2=71
						1/24/2011 10:14:56 AM	1/24/2011 10:14:56 AM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
							1/24/2011 10:15:02 AM	Inbound	INBOUND Receiver Alert	04:08:34	6	Ixn ID: 203
									Busy	04:08:34	6	Reason Code: NO REASON
						1/24/2011 10:15:02 AM	1/24/2011 10:15:13 AM		Ready	04:08:34	11	Reason Code: RC_soft_2=71
						1/24/2011 10:15:13 AM	1/24/2011 10:15:23 AM	Inbound	INBOUND Receiver Wrap	04:08:34	10	Ixn ID: 203
									AfterCallWork	04:08:34	10	Reason Code: RC_soft_2=71
						1/24/2011 10:15:23 AM	1/24/2011 10:18:47 AM		NotReady	04:08:34	204	Reason Code: RC_soft_2=71
						1/24/2011 10:18:47 AM	1/24/2011 10:18:48 AM		Ready	04:08:34	1	Reason Code: RC_soft_2=71
						1/24/2011 10:18:48 AM	1/24/2011 10:18:56 AM	Inbound	INBOUND Receiver Alert	04:08:34	8	Ixn ID: 207

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	19	0	1/24/2011 10:10:26 AM	1/24/2011 2:19:00 PM	1/24/2011 10:18:48 AM	1/24/2011 10:18:56 AM		Busy	04:08:34	8	Reason Code: NO REASON
						1/24/2011 10:18:56 AM	1/24/2011 10:19:44 AM		Ready	04:08:34	48	Reason Code: RC_soft_2=71
						1/24/2011 10:19:44 AM	1/24/2011 10:19:49 AM	Inbound	INBOUND Receiver Wrap	04:08:34	5	Ixn ID: 207
						1/24/2011 10:19:49 AM	1/24/2011 10:20:38 AM		AfterCallWork	04:08:34	5	Reason Code: RC_soft_2=71
						1/24/2011 10:20:38 AM	1/24/2011 10:20:38 AM		NotReady	04:08:34	49	Reason Code: RC_soft_2=71
						1/24/2011 10:20:38 AM	1/24/2011 10:20:46 AM	Inbound	Ready	04:08:34	0	Reason Code: RC_soft_2=71
								Inbound	INBOUND Receiver Alert	04:08:34	8	Ixn ID: 209
									Busy	04:08:34	8	Reason Code: NO REASON
						1/24/2011 10:20:46 AM	1/24/2011 10:21:16 AM		Ready	04:08:34	30	Reason Code: RC_soft_2=71
						1/24/2011 10:21:16 AM	1/24/2011 10:22:14 AM		NotReady	04:08:34	58	Reason Code: RC_soft_2=71
						1/24/2011 10:22:14 AM	1/24/2011 10:22:14 AM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
						1/24/2011 10:22:14 AM	1/24/2011 10:22:19 AM	Inbound	INBOUND Receiver Alert	04:08:34	5	Ixn ID: 211
									Busy	04:08:34	5	Reason Code: NO REASON
						1/24/2011 10:22:19 AM	1/24/2011 10:24:44 AM		Ready	04:08:34	145	Reason Code: RC_soft_2=71
						1/24/2011 10:24:44 AM	1/24/2011 10:39:52 AM		NotReady	04:08:34	908	Reason Code: RC_soft_2=71
						1/24/2011 10:39:52 AM	1/24/2011 10:39:56 AM		Ready	04:08:34	4	Reason Code: RC_soft_2=71
						1/24/2011 10:39:56 AM	1/24/2011 10:40:32 AM		NotReady	04:08:34	36	Reason Code: RC_soft_2=71
							1/24/2011 10:40:32 AM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
						1/24/2011 10:40:32 AM	1/24/2011 10:40:36 AM	Inbound	INBOUND Receiver Alert	04:08:34	4	Ixn ID: 215
							1/24/2011 10:40:42 AM		Busy	04:08:34	10	Reason Code: NO REASON
						1/24/2011 10:40:36 AM	1/24/2011 10:40:37 AM	Inbound	INBOUND Receiver Connect	04:08:34	1	Ixn ID: 215
						1/24/2011 10:40:37 AM	1/24/2011 10:40:38 AM	Inbound	INBOUND Receiver Hold	04:08:34	1	Ixn ID: 215
						1/24/2011 10:40:38 AM	1/24/2011 10:40:39 AM	Inbound	INBOUND Receiver Connect	04:08:34	1	Ixn ID: 215
						1/24/2011 10:40:39 AM	1/24/2011 10:40:40 AM	Inbound	INBOUND Receiver Hold	04:08:34	1	Ixn ID: 215
						1/24/2011 10:40:40 AM	1/24/2011 10:40:42 AM	Inbound	INBOUND Receiver Connect	04:08:34	2	Ixn ID: 215
						1/24/2011 10:40:42 AM	1/24/2011 10:40:49 AM		Ready	04:08:34	7	Reason Code: RC_soft_2=71
						1/24/2011 10:40:49 AM	1/24/2011 10:40:55 AM	Inbound	INBOUND Receiver Wrap	04:08:34	6	Ixn ID: 215
									AfterCallWork	04:08:34	6	Reason Code: RC_soft_2=71

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	19	0	1/24/2011 10:10:26 AM	1/24/2011 2:19:00 PM	1/24/2011 10:40:55 AM	1/24/2011 10:41:44 AM		NotReady	04:08:34	49	Reason Code: RC_soft_2=71
							1/24/2011 10:41:44 AM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
						1/24/2011 10:41:44 AM	1/24/2011 10:41:48 AM	Inbound	INBOUND Receiver Alert	04:08:34	4	Ixn ID: 217
									Busy	04:08:34	4	Reason Code: NO REASON
						1/24/2011 10:41:48 AM	1/24/2011 10:41:55 AM		Ready	04:08:34	7	Reason Code: RC_soft_2=71
						1/24/2011 10:41:55 AM	1/24/2011 10:42:01 AM	Inbound	INBOUND Receiver Wrap	04:08:34	6	Ixn ID: 217
									AfterCallWork	04:08:34	6	Reason Code: RC_soft_2=71
						1/24/2011 10:42:01 AM	1/24/2011 10:43:47 AM		NotReady	04:08:34	106	Reason Code: RC_soft_2=71
							1/24/2011 10:43:47 AM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
						1/24/2011 10:43:47 AM	1/24/2011 10:43:51 AM	Inbound	INBOUND Receiver Alert	04:08:34	4	Ixn ID: 221
									Busy	04:08:34	4	Reason Code: NO REASON
						1/24/2011 10:43:51 AM	1/24/2011 10:44:31 AM		Ready	04:08:34	40	Reason Code: RC_soft_2=71
						1/24/2011 10:44:31 AM	1/24/2011 10:45:19 AM		NotReady	04:08:34	48	Reason Code: RC_soft_2=71
						1/24/2011 10:45:19 AM	1/24/2011 10:45:20 AM		Ready	04:08:34	1	Reason Code: RC_soft_2=71
						1/24/2011 10:45:20 AM	1/24/2011 10:45:27 AM	Inbound	INBOUND Receiver Alert	04:08:34	7	Ixn ID: 223
									Busy	04:08:34	7	Reason Code: NO REASON
						1/24/2011 10:45:27 AM	1/24/2011 10:45:54 AM		Ready	04:08:34	27	Reason Code: RC_soft_2=71
						1/24/2011 10:45:54 AM	1/24/2011 10:48:42 AM		NotReady	04:08:34	168	Reason Code: RC_soft_2=71
							1/24/2011 10:48:42 AM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
						1/24/2011 10:48:42 AM	1/24/2011 10:48:46 AM	Inbound	INBOUND Receiver Alert	04:08:34	4	Ixn ID: 225
									Busy	04:08:34	4	Reason Code: NO REASON
						1/24/2011 10:48:46 AM	1/24/2011 10:49:26 AM		Ready	04:08:34	40	Reason Code: RC_soft_2=71
						1/24/2011 10:49:26 AM	1/24/2011 11:50:34 AM		NotReady	04:08:34	3,668	Reason Code: RC_soft_2=71
							1/24/2011 11:50:34 AM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
						1/24/2011 11:50:34 AM	1/24/2011 11:50:37 AM	Inbound	INBOUND Receiver Alert	04:08:34	3	Ixn ID: 229
							1/24/2011 11:51:18 AM		Busy	04:08:34	44	Reason Code: NO REASON
						1/24/2011 11:50:37 AM	1/24/2011 11:50:41 AM	Inbound	INBOUND Receiver Connect	04:08:34	4	Ixn ID: 229
						1/24/2011 11:50:41 AM	1/24/2011 11:51:06 AM	Inbound	CONSULT Initiator Initiate	04:08:34	25	Ixn ID: 229
							1/24/2011 11:51:17 AM	Inbound	INBOUND Receiver Hold	04:08:34	36	Ixn ID: 229

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	19	0	1/24/2011 10:10:26 AM	1/24/2011 2:19:00 PM	1/24/2011 11:51:06 AM	1/24/2011 11:51:16 AM	Inbound	CONSULT Initiator Connect	04:08:34	10	Ixn ID: 229
						1/24/2011 11:51:17 AM	1/24/2011 11:51:18 AM	Inbound	INBOUND Receiver Connect	04:08:34	1	Ixn ID: 229
						1/24/2011 11:51:18 AM	1/24/2011 11:51:34 AM		Ready	04:08:34	16	Reason Code: RC_soft_2=71
						1/24/2011 11:51:34 AM	1/24/2011 11:52:16 AM		NotReady	04:08:34	42	Reason Code: RC_soft_2=71
						1/24/2011 11:52:16 AM	1/24/2011 11:52:17 AM		Ready	04:08:34	1	Reason Code: RC_soft_2=71
						1/24/2011 11:52:17 AM	1/24/2011 11:52:20 AM	Inbound	INBOUND Receiver Alert	04:08:34	3	Ixn ID: 231
							1/24/2011 11:52:52 AM		Busy	04:08:34	35	Reason Code: NO REASON
						1/24/2011 11:52:20 AM	1/24/2011 11:52:25 AM	Inbound	INBOUND Receiver Connect	04:08:34	5	Ixn ID: 231
						1/24/2011 11:52:25 AM	1/24/2011 11:52:50 AM	Inbound	CONSULT Initiator Initiate	04:08:34	25	Ixn ID: 231
							1/24/2011 11:52:51 AM	Inbound	INBOUND Receiver Hold	04:08:34	26	Ixn ID: 231
						1/24/2011 11:52:51 AM	1/24/2011 11:52:52 AM	Inbound	INBOUND Receiver Connect	04:08:34	1	Ixn ID: 231
						1/24/2011 11:52:52 AM	1/24/2011 11:53:06 AM		Ready	04:08:34	14	Reason Code: RC_soft_2=71
						1/24/2011 11:53:06 AM	1/24/2011 11:53:56 AM		NotReady	04:08:34	50	Reason Code: RC_soft_2=71
						1/24/2011 11:53:56 AM	1/24/2011 11:53:57 AM		Ready	04:08:34	1	Reason Code: RC_soft_2=71
						1/24/2011 11:53:57 AM	1/24/2011 11:54:02 AM	Inbound	INBOUND Receiver Alert	04:08:34	5	Ixn ID: 233
							1/24/2011 11:54:35 AM		Busy	04:08:34	38	Reason Code: NO REASON
						1/24/2011 11:54:02 AM	1/24/2011 11:54:07 AM	Inbound	INBOUND Receiver Connect	04:08:34	5	Ixn ID: 233
						1/24/2011 11:54:07 AM	1/24/2011 11:54:31 AM	Inbound	CONSULT Initiator Initiate	04:08:34	24	Ixn ID: 233
							1/24/2011 11:54:33 AM	Inbound	INBOUND Receiver Hold	04:08:34	26	Ixn ID: 233
						1/24/2011 11:54:33 AM	1/24/2011 11:54:35 AM	Inbound	INBOUND Receiver Connect	04:08:34	2	Ixn ID: 233
						1/24/2011 11:54:35 AM	1/24/2011 11:54:38 AM		Ready	04:08:34	3	Reason Code: RC_soft_2=71
						1/24/2011 11:54:38 AM	1/24/2011 11:55:41 AM		NotReady	04:08:34	63	Reason Code: RC_soft_2=71
						1/24/2011 11:55:41 AM	1/24/2011 11:55:41 AM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
							1/24/2011 11:55:45 AM	Inbound	INBOUND Receiver Alert	04:08:34	4	Ixn ID: 235

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	19	0	1/24/2011 10:10:26 AM	1/24/2011 2:19:00 PM	1/24/2011 11:55:41 AM	1/24/2011 11:59:16 AM		Busy	04:08:34	215	Reason Code: NO REASON
						1/24/2011 11:55:45 AM	1/24/2011 11:55:54 AM	Inbound	INBOUND Receiver Connect	04:08:34	9	Ixn ID: 235
						1/24/2011 11:55:54 AM	1/24/2011 11:59:14 AM	Inbound	CONSULT Initiator Initiate	04:08:34	200	Ixn ID: 235
							1/24/2011 11:59:15 AM	Inbound	INBOUND Receiver Hold	04:08:34	201	Ixn ID: 235
						1/24/2011 11:59:15 AM	1/24/2011 11:59:16 AM	Inbound	INBOUND Receiver Connect	04:08:34	1	Ixn ID: 235
						1/24/2011 11:59:16 AM	1/24/2011 11:59:21 AM		Ready	04:08:34	5	Reason Code: RC_soft_2=71
						1/24/2011 11:59:21 AM	1/24/2011 12:04:56 PM		NotReady	04:08:34	335	Reason Code: RC_soft_2=71
						1/24/2011 12:04:56 PM	1/24/2011 12:04:56 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
							1/24/2011 12:05:01 PM	Inbound	INBOUND Receiver Alert	04:08:34	5	Ixn ID: 237
						1/24/2011 12:05:01 PM	1/24/2011 12:06:15 PM		Busy	04:08:34	79	Reason Code: NO REASON
							1/24/2011 12:05:05 PM	Inbound	INBOUND Receiver Connect	04:08:34	4	Ixn ID: 237
						1/24/2011 12:05:05 PM	1/24/2011 12:06:15 PM	Inbound	INBOUND Receiver Hold	04:08:34	70	Ixn ID: 237
						1/24/2011 12:05:06 PM	1/24/2011 12:06:03 PM	Inbound	CONSULT Initiator Initiate	04:08:34	57	Ixn ID: 237
						1/24/2011 12:06:03 PM	1/24/2011 12:06:14 PM	Inbound	CONSULT Initiator Connect	04:08:34	11	Ixn ID: 237
						1/24/2011 12:06:15 PM	1/24/2011 12:06:15 PM	Inbound	INBOUND Receiver Connect	04:08:34	0	Ixn ID: 237
							1/24/2011 12:06:23 PM		Ready	04:08:34	8	Reason Code: RC_soft_2=71
						1/24/2011 12:06:23 PM	1/24/2011 12:07:21 PM		NotReady	04:08:34	58	Reason Code: RC_soft_2=71
						1/24/2011 12:07:21 PM	1/24/2011 12:07:21 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
							1/24/2011 12:07:24 PM	Inbound	INBOUND Receiver Alert	04:08:34	3	Ixn ID: 239
						1/24/2011 12:07:24 PM	1/24/2011 12:08:34 PM		Busy	04:08:34	73	Reason Code: NO REASON
							1/24/2011 12:07:29 PM	Inbound	INBOUND Receiver Connect	04:08:34	5	Ixn ID: 239
						1/24/2011 12:07:29 PM	1/24/2011 12:08:32 PM	Inbound	CONSULT Initiator Initiate	04:08:34	63	Ixn ID: 239
							1/24/2011 12:08:33 PM	Inbound	INBOUND Receiver Hold	04:08:34	64	Ixn ID: 239

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	19	0	1/24/2011 10:10:26 AM	1/24/2011 2:19:00 PM	1/24/2011 12:08:33 PM	1/24/2011 12:08:34 PM	Inbound	INBOUND Receiver Connect	04:08:34	1	Ixn ID: 239
						1/24/2011 12:08:34 PM	1/24/2011 12:08:42 PM		Ready	04:08:34	8	Reason Code: RC_soft_2=71
						1/24/2011 12:08:42 PM	1/24/2011 12:10:31 PM		NotReady	04:08:34	109	Reason Code: RC_soft_2=71
						1/24/2011 12:10:31 PM	1/24/2011 12:10:32 PM		Ready	04:08:34	1	Reason Code: RC_soft_2=71
						1/24/2011 12:10:32 PM	1/24/2011 12:10:35 PM	Inbound	INBOUND Receiver Alert	04:08:34	3	Ixn ID: 241
							1/24/2011 12:11:44 PM		Busy	04:08:34	72	Reason Code: NO REASON
						1/24/2011 12:10:35 PM	1/24/2011 12:10:42 PM	Inbound	INBOUND Receiver Connect	04:08:34	7	Ixn ID: 241
						1/24/2011 12:10:42 PM	1/24/2011 12:11:14 PM	Inbound	CONSULT Initiator Initiate	04:08:34	32	Ixn ID: 241
									INBOUND Receiver Hold	04:08:34	32	Ixn ID: 241
						1/24/2011 12:11:14 PM	1/24/2011 12:11:19 PM	Inbound	INBOUND Receiver Connect	04:08:34	5	Ixn ID: 241
							1/24/2011 12:11:44 PM	Inbound	CONSULT Initiator Hold	04:08:34	30	Ixn ID: 241
						1/24/2011 12:11:44 PM	1/24/2011 12:12:30 PM		Ready	04:08:34	46	Reason Code: RC_soft_2=71
						1/24/2011 12:12:30 PM	1/24/2011 12:13:00 PM		NotReady	04:08:34	30	Reason Code: RC_soft_2=71
							1/24/2011 12:13:00 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
						1/24/2011 12:13:00 PM	1/24/2011 12:13:03 PM	Inbound	INBOUND Receiver Alert	04:08:34	3	Ixn ID: 243
							1/24/2011 12:14:07 PM		Busy	04:08:34	67	Reason Code: NO REASON
						1/24/2011 12:13:03 PM	1/24/2011 12:13:06 PM	Inbound	INBOUND Receiver Connect	04:08:34	3	Ixn ID: 243
						1/24/2011 12:13:06 PM	1/24/2011 12:13:44 PM	Inbound	CONSULT Initiator Initiate	04:08:34	38	Ixn ID: 243
									INBOUND Receiver Hold	04:08:34	38	Ixn ID: 243
						1/24/2011 12:13:44 PM	1/24/2011 12:13:50 PM	Inbound	INBOUND Receiver Connect	04:08:34	6	Ixn ID: 243
							1/24/2011 12:14:07 PM	Inbound	CONSULT Initiator Hold	04:08:34	23	Ixn ID: 243
						1/24/2011 12:14:07 PM	1/24/2011 12:14:50 PM		Ready	04:08:34	43	Reason Code: RC_soft_2=71
						1/24/2011 12:14:50 PM	1/24/2011 12:15:17 PM		NotReady	04:08:34	27	Reason Code: RC_soft_2=71
						1/24/2011 12:15:17 PM	1/24/2011 12:15:18 PM		Ready	04:08:34	1	Reason Code: RC_soft_2=71

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	19	0	1/24/2011 10:10:26 AM	1/24/2011 2:19:00 PM	1/24/2011 12:15:18 PM	1/24/2011 12:15:21 PM	Inbound	INBOUND Receiver Alert	04:08:34	3	Ixn ID: 245
							1/24/2011 12:16:44 PM		Busy	04:08:34	86	Reason Code: NO REASON
						1/24/2011 12:15:21 PM	1/24/2011 12:15:24 PM	Inbound	INBOUND Receiver Connect	04:08:34	3	Ixn ID: 245
						1/24/2011 12:15:24 PM	1/24/2011 12:15:49 PM	Inbound	CONSULT Initiator Initiate	04:08:34	25	Ixn ID: 245
							1/24/2011 12:15:54 PM	Inbound	INBOUND Receiver Hold	04:08:34	30	Ixn ID: 245
						1/24/2011 12:15:49 PM	1/24/2011 12:15:54 PM	Inbound	CONSULT Initiator Connect	04:08:34	5	Ixn ID: 245
						1/24/2011 12:15:54 PM	1/24/2011 12:15:59 PM	Inbound	INBOUND Receiver Connect	04:08:34	5	Ixn ID: 245
							1/24/2011 12:16:44 PM	Inbound	CONSULT Initiator Hold	04:08:34	50	Ixn ID: 245
						1/24/2011 12:16:44 PM	1/24/2011 12:16:57 PM		Ready	04:08:34	13	Reason Code: RC_soft_2=71
						1/24/2011 12:16:57 PM	1/24/2011 12:18:40 PM		NotReady	04:08:34	103	Reason Code: RC_soft_2=71
						1/24/2011 12:18:40 PM	1/24/2011 12:18:40 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
							1/24/2011 12:18:40 PM	Inbound	INBOUND Receiver Alert	04:08:34	3	Ixn ID: 247
							1/24/2011 12:19:14 PM		Busy	04:08:34	34	Reason Code: NO REASON
						1/24/2011 12:18:43 PM	1/24/2011 12:18:47 PM	Inbound	INBOUND Receiver Connect	04:08:34	4	Ixn ID: 247
						1/24/2011 12:18:47 PM	1/24/2011 12:19:09 PM	Inbound	CONSULT Initiator Initiate	04:08:34	22	Ixn ID: 247
							1/24/2011 12:19:13 PM	Inbound	INBOUND Receiver Hold	04:08:34	26	Ixn ID: 247
						1/24/2011 12:19:09 PM	1/24/2011 12:19:12 PM	Inbound	CONSULT Initiator Connect	04:08:34	3	Ixn ID: 247
						1/24/2011 12:19:13 PM	1/24/2011 12:19:14 PM	Inbound	INBOUND Receiver Connect	04:08:34	1	Ixn ID: 247
						1/24/2011 12:19:14 PM	1/24/2011 12:19:20 PM		Ready	04:08:34	6	Reason Code: RC_soft_2=71
						1/24/2011 12:19:20 PM	1/24/2011 12:19:52 PM		NotReady	04:08:34	32	Reason Code: RC_soft_2=71
						1/24/2011 12:19:52 PM	1/24/2011 12:19:52 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
							1/24/2011 12:19:56 PM	Inbound	INBOUND Receiver Alert	04:08:34	4	Ixn ID: 249
							1/24/2011 12:20:22 PM		Busy	04:08:34	30	Reason Code: NO REASON

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	19	0	1/24/2011 10:10:26 AM	1/24/2011 2:19:00 PM	1/24/2011 12:19:56 PM	1/24/2011 12:19:58 PM	Inbound	INBOUND Receiver Connect	04:08:34	2	Ixn ID: 249
						1/24/2011 12:19:58 PM	1/24/2011 12:20:20 PM	Inbound	CONSULT Initiator Initiate	04:08:34	22	Ixn ID: 249
							1/24/2011 12:20:21 PM	Inbound	INBOUND Receiver Hold	04:08:34	23	Ixn ID: 249
						1/24/2011 12:20:21 PM	1/24/2011 12:20:22 PM	Inbound	INBOUND Receiver Connect	04:08:34	1	Ixn ID: 249
						1/24/2011 12:20:22 PM	1/24/2011 12:20:27 PM		Ready	04:08:34	5	Reason Code: RC_soft_2=71
						1/24/2011 12:20:27 PM	1/24/2011 12:21:07 PM		NotReady	04:08:34	40	Reason Code: RC_soft_2=71
						1/24/2011 12:21:07 PM	1/24/2011 12:21:08 PM		Ready	04:08:34	1	Reason Code: RC_soft_2=71
						1/24/2011 12:21:08 PM	1/24/2011 12:21:12 PM	Inbound	INBOUND Receiver Alert	04:08:34	4	Ixn ID: 251
							1/24/2011 12:21:37 PM		Busy	04:08:34	29	Reason Code: NO REASON
						1/24/2011 12:21:12 PM	1/24/2011 12:21:15 PM	Inbound	INBOUND Receiver Connect	04:08:34	3	Ixn ID: 251
						1/24/2011 12:21:15 PM	1/24/2011 12:21:34 PM	Inbound	CONSULT Initiator Initiate	04:08:34	19	Ixn ID: 251
							1/24/2011 12:21:36 PM	Inbound	INBOUND Receiver Hold	04:08:34	21	Ixn ID: 251
						1/24/2011 12:21:36 PM	1/24/2011 12:21:37 PM	Inbound	INBOUND Receiver Connect	04:08:34	1	Ixn ID: 251
						1/24/2011 12:21:37 PM	1/24/2011 12:21:42 PM		Ready	04:08:34	5	Reason Code: RC_soft_2=71
						1/24/2011 12:21:42 PM	1/24/2011 12:22:27 PM		NotReady	04:08:34	45	Reason Code: RC_soft_2=71
						1/24/2011 12:22:27 PM	1/24/2011 12:22:28 PM		Ready	04:08:34	1	Reason Code: RC_soft_2=71
						1/24/2011 12:22:28 PM	1/24/2011 12:22:32 PM	Inbound	INBOUND Receiver Alert	04:08:34	4	Ixn ID: 253
							1/24/2011 12:27:16 PM		Busy	04:08:34	288	Reason Code: NO REASON
						1/24/2011 12:22:32 PM	1/24/2011 12:22:37 PM	Inbound	INBOUND Receiver Connect	04:08:34	5	Ixn ID: 253
						1/24/2011 12:22:37 PM	1/24/2011 12:26:53 PM	Inbound	CONSULT Initiator Initiate	04:08:34	256	Ixn ID: 253
							1/24/2011 12:27:14 PM	Inbound	INBOUND Receiver Hold	04:08:34	277	Ixn ID: 253
						1/24/2011 12:27:14 PM	1/24/2011 12:27:16 PM	Inbound	INBOUND Receiver Connect	04:08:34	2	Ixn ID: 253
						1/24/2011 12:27:16 PM	1/24/2011 12:27:26 PM		Ready	04:08:34	10	Reason Code: RC_soft_2=71

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	19	0	1/24/2011 10:10:26 AM	1/24/2011 2:19:00 PM	1/24/2011 12:27:26 PM	1/24/2011 12:38:35 PM		NotReady	04:08:34	669	Reason Code: RC_soft_2=71
						1/24/2011 12:38:35 PM	1/24/2011 12:38:41 PM		Ready	04:08:34	6	Reason Code: RC_soft_2=71
						1/24/2011 12:38:41 PM	1/24/2011 12:40:02 PM		NotReady	04:08:34	81	Reason Code: RC_soft_2=71
						1/24/2011 12:40:02 PM	1/24/2011 12:40:03 PM		Ready	04:08:34	1	Reason Code: RC_soft_2=71
						1/24/2011 12:40:03 PM	1/24/2011 12:40:06 PM	Inbound	INBOUND Receiver Alert	04:08:34	3	Ixn ID: 257
							1/24/2011 12:40:36 PM		Busy	04:08:34	33	Reason Code: NO REASON
						1/24/2011 12:40:06 PM	1/24/2011 12:40:09 PM	Inbound	INBOUND Receiver Connect	04:08:34	3	Ixn ID: 257
						1/24/2011 12:40:09 PM	1/24/2011 12:40:31 PM	Inbound	CONSULT Initiator Initiate	04:08:34	22	Ixn ID: 257
							1/24/2011 12:40:36 PM	Inbound	INBOUND Receiver Hold	04:08:34	27	Ixn ID: 257
						1/24/2011 12:40:31 PM	1/24/2011 12:40:36 PM	Inbound	CONSULT Initiator Connect	04:08:34	5	Ixn ID: 257
						1/24/2011 12:40:36 PM	1/24/2011 12:41:06 PM		Ready	04:08:34	30	Reason Code: RC_soft_2=71
						1/24/2011 12:41:06 PM	1/24/2011 12:41:39 PM		NotReady	04:08:34	33	Reason Code: RC_soft_2=71
						1/24/2011 12:41:39 PM	1/24/2011 12:41:40 PM		Ready	04:08:34	1	Reason Code: RC_soft_2=71
						1/24/2011 12:41:40 PM	1/24/2011 12:41:43 PM	Inbound	INBOUND Receiver Alert	04:08:34	3	Ixn ID: 259
							1/24/2011 12:42:23 PM		Busy	04:08:34	43	Reason Code: NO REASON
						1/24/2011 12:41:43 PM	1/24/2011 12:41:50 PM	Inbound	INBOUND Receiver Connect	04:08:34	7	Ixn ID: 259
						1/24/2011 12:41:50 PM	1/24/2011 12:42:12 PM	Inbound	CONSULT Initiator Initiate	04:08:34	22	Ixn ID: 259
							1/24/2011 12:42:15 PM	Inbound	INBOUND Receiver Hold	04:08:34	25	Ixn ID: 259
						1/24/2011 12:42:12 PM	1/24/2011 12:42:15 PM	Inbound	CONSULT Initiator Connect	04:08:34	3	Ixn ID: 259
						1/24/2011 12:42:15 PM	1/24/2011 12:42:23 PM	Inbound	INBOUND Receiver Connect	04:08:34	8	Ixn ID: 259
						1/24/2011 12:42:23 PM	1/24/2011 12:42:44 PM		Ready	04:08:34	21	Reason Code: RC_soft_2=71
						1/24/2011 12:42:44 PM	1/24/2011 12:43:14 PM		NotReady	04:08:34	30	Reason Code: RC_soft_2=71
							1/24/2011 12:43:14 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
						1/24/2011 12:43:14 PM	1/24/2011 12:43:18 PM	Inbound	INBOUND Receiver Alert	04:08:34	4	Ixn ID: 261
							1/24/2011 12:43:25 PM		Busy	04:08:34	11	Reason Code: NO REASON

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	19	0	1/24/2011 10:10:26 AM	1/24/2011 2:19:00 PM	1/24/2011 12:43:18 PM	1/24/2011 12:43:24 PM	Inbound	INBOUND Receiver Connect	04:08:34	6	Ixn ID: 261
						1/24/2011 12:43:24 PM	1/24/2011 12:43:25 PM	Inbound	INBOUND Receiver Hold	04:08:34	1	Ixn ID: 261
						1/24/2011 12:43:25 PM	1/24/2011 12:43:25 PM	Inbound	CONSULT Initiator Initiate	04:08:34	0	Ixn ID: 261
							1/24/2011 12:43:57 PM		Ready	04:08:34	32	Reason Code: RC_soft_2=71
						1/24/2011 12:43:57 PM	1/24/2011 12:44:27 PM		NotReady	04:08:34	30	Reason Code: RC_soft_2=71
						1/24/2011 12:44:27 PM	1/24/2011 12:44:28 PM		Ready	04:08:34	1	Reason Code: RC_soft_2=71
						1/24/2011 12:44:28 PM	1/24/2011 12:44:31 PM	Inbound	INBOUND Receiver Alert	04:08:34	3	Ixn ID: 263
							1/24/2011 12:44:35 PM		Busy	04:08:34	7	Reason Code: NO REASON
						1/24/2011 12:44:31 PM	1/24/2011 12:44:34 PM	Inbound	INBOUND Receiver Connect	04:08:34	3	Ixn ID: 263
						1/24/2011 12:44:34 PM	1/24/2011 12:44:35 PM	Inbound	CONSULT Initiator Initiate	04:08:34	1	Ixn ID: 263
									INBOUND Receiver Hold	04:08:34	1	Ixn ID: 263
						1/24/2011 12:44:35 PM	1/24/2011 12:45:14 PM		Ready	04:08:34	39	Reason Code: RC_soft_2=71
						1/24/2011 12:45:14 PM	1/24/2011 12:46:56 PM		NotReady	04:08:34	102	Reason Code: RC_soft_2=71
							1/24/2011 12:46:56 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
						1/24/2011 12:46:56 PM	1/24/2011 12:47:00 PM	Inbound	INBOUND Receiver Alert	04:08:34	4	Ixn ID: 265
							1/24/2011 12:47:17 PM		Busy	04:08:34	21	Reason Code: NO REASON
						1/24/2011 12:47:00 PM	1/24/2011 12:47:16 PM	Inbound	INBOUND Receiver Connect	04:08:34	16	Ixn ID: 265
						1/24/2011 12:47:16 PM	1/24/2011 12:47:17 PM	Inbound	CONSULT Initiator Initiate	04:08:34	1	Ixn ID: 265
									INBOUND Receiver Hold	04:08:34	1	Ixn ID: 265
						1/24/2011 12:47:17 PM	1/24/2011 12:48:06 PM		Ready	04:08:34	49	Reason Code: RC_soft_2=71
						1/24/2011 12:48:06 PM	1/24/2011 12:48:29 PM		NotReady	04:08:34	23	Reason Code: RC_soft_2=71
						1/24/2011 12:48:29 PM	1/24/2011 12:48:30 PM		Ready	04:08:34	1	Reason Code: RC_soft_2=71
						1/24/2011 12:48:30 PM	1/24/2011 12:48:34 PM	Inbound	INBOUND Receiver Alert	04:08:34	4	Ixn ID: 267
							1/24/2011 12:48:47 PM		Busy	04:08:34	17	Reason Code: NO REASON

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	19	0	1/24/2011 10:10:26 AM	1/24/2011 2:19:00 PM	1/24/2011 12:48:34 PM	1/24/2011 12:48:46 PM	Inbound	INBOUND Receiver Connect	04:08:34	12	Ixn ID: 267
						1/24/2011 12:48:46 PM	1/24/2011 12:48:47 PM	Inbound	CONSULT Initiator Initiate	04:08:34	1	Ixn ID: 267
									INBOUND Receiver Hold	04:08:34	1	Ixn ID: 267
						1/24/2011 12:48:47 PM	1/24/2011 12:52:37 PM		Ready	04:08:34	230	Reason Code: RC_soft_2=71
						1/24/2011 12:52:37 PM	1/24/2011 1:01:46 PM		NotReady	04:08:34	549	Reason Code: RC_soft_2=71
						1/24/2011 1:01:46 PM	1/24/2011 1:01:47 PM		Ready	04:08:34	1	Reason Code: RC_soft_2=71
						1/24/2011 1:01:47 PM	1/24/2011 1:01:51 PM	Inbound	INBOUND Receiver Alert	04:08:34	4	Ixn ID: 269
							1/24/2011 1:01:55 PM		Busy	04:08:34	8	Reason Code: NO REASON
						1/24/2011 1:01:51 PM	1/24/2011 1:01:55 PM	Inbound	INBOUND Receiver Connect	04:08:34	4	Ixn ID: 269
						1/24/2011 1:01:55 PM	1/24/2011 1:01:55 PM	Inbound	CONSULT Initiator Initiate	04:08:34	0	Ixn ID: 269
									INBOUND Receiver Hold	04:08:34	0	Ixn ID: 269
							1/24/2011 1:02:31 PM		Ready	04:08:34	36	Reason Code: RC_soft_2=71
						1/24/2011 1:02:31 PM	1/24/2011 1:03:05 PM		NotReady	04:08:34	34	Reason Code: RC_soft_2=71
							1/24/2011 1:03:05 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
						1/24/2011 1:03:05 PM	1/24/2011 1:03:08 PM	Inbound	INBOUND Receiver Alert	04:08:34	3	Ixn ID: 271
							1/24/2011 1:03:11 PM		Busy	04:08:34	6	Reason Code: NO REASON
						1/24/2011 1:03:08 PM	1/24/2011 1:03:11 PM	Inbound	INBOUND Receiver Connect	04:08:34	3	Ixn ID: 271
						1/24/2011 1:03:11 PM	1/24/2011 1:03:11 PM	Inbound	CONSULT Initiator Initiate	04:08:34	0	Ixn ID: 271
									INBOUND Receiver Hold	04:08:34	0	Ixn ID: 271
							1/24/2011 1:03:40 PM		Ready	04:08:34	29	Reason Code: RC_soft_2=71
						1/24/2011 1:03:40 PM	1/24/2011 1:04:02 PM		NotReady	04:08:34	22	Reason Code: RC_soft_2=71
						1/24/2011 1:04:02 PM	1/24/2011 1:04:03 PM		Ready	04:08:34	1	Reason Code: RC_soft_2=71
						1/24/2011 1:04:03 PM	1/24/2011 1:04:06 PM	Inbound	INBOUND Receiver Alert	04:08:34	3	Ixn ID: 273
							1/24/2011 1:04:09 PM		Busy	04:08:34	6	Reason Code: NO REASON

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	19	0	1/24/2011 10:10:26 AM	1/24/2011 2:19:00 PM	1/24/2011 1:04:06 PM	1/24/2011 1:04:09 PM	Inbound	INBOUND Receiver Connect	04:08:34	3	Ixn ID: 273
						1/24/2011 1:04:09 PM	1/24/2011 1:04:09 PM	Inbound	CONSULT Initiator Initiate	04:08:34	0	Ixn ID: 273
									INBOUND Receiver Hold	04:08:34	0	Ixn ID: 273
									Ready	04:08:34	34	Reason Code: RC_soft_2=71
						1/24/2011 1:04:43 PM	1/24/2011 1:05:14 PM		NotReady	04:08:34	31	Reason Code: RC_soft_2=71
						1/24/2011 1:05:14 PM	1/24/2011 1:05:14 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
							1/24/2011 1:05:19 PM	Inbound	INBOUND Receiver Alert	04:08:34	5	Ixn ID: 275
							1/24/2011 1:05:31 PM		Busy	04:08:34	17	Reason Code: NO REASON
						1/24/2011 1:05:19 PM	1/24/2011 1:05:30 PM	Inbound	INBOUND Receiver Connect	04:08:34	11	Ixn ID: 275
						1/24/2011 1:05:30 PM	1/24/2011 1:05:31 PM	Inbound	CONSULT Initiator Initiate	04:08:34	1	Ixn ID: 275
									INBOUND Receiver Hold	04:08:34	1	Ixn ID: 275
						1/24/2011 1:05:31 PM	1/24/2011 1:11:44 PM		Ready	04:08:34	373	Reason Code: RC_soft_2=71
						1/24/2011 1:11:44 PM	1/24/2011 1:11:57 PM		NotReady	04:08:34	13	Reason Code: RC_soft_2=71
							1/24/2011 1:11:57 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
						1/24/2011 1:11:57 PM	1/24/2011 1:12:01 PM	Inbound	INBOUND Receiver Alert	04:08:34	4	Ixn ID: 277
							1/24/2011 1:13:18 PM		Busy	04:08:34	81	Reason Code: NO REASON
						1/24/2011 1:12:01 PM	1/24/2011 1:12:17 PM	Inbound	INBOUND Receiver Connect	04:08:34	16	Ixn ID: 277
						1/24/2011 1:12:17 PM	1/24/2011 1:12:38 PM	Inbound	CONSULT Initiator Initiate	04:08:34	21	Ixn ID: 277
							1/24/2011 1:13:17 PM	Inbound	INBOUND Receiver Hold	04:08:34	60	Ixn ID: 277
						1/24/2011 1:12:38 PM	1/24/2011 1:13:16 PM	Inbound	CONSULT Initiator Connect	04:08:34	38	Ixn ID: 277
						1/24/2011 1:13:17 PM	1/24/2011 1:13:18 PM	Inbound	INBOUND Receiver Connect	04:08:34	1	Ixn ID: 277
						1/24/2011 1:13:18 PM	1/24/2011 1:13:34 PM		Ready	04:08:34	16	Reason Code: RC_soft_2=71
						1/24/2011 1:13:34 PM	1/24/2011 1:14:10 PM		NotReady	04:08:34	36	Reason Code: RC_soft_2=71
						1/24/2011 1:14:10 PM	1/24/2011 1:14:10 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	19	0	1/24/2011 10:10:26 AM	1/24/2011 2:19:00 PM	1/24/2011 1:14:10 PM	1/24/2011 1:14:15 PM	Inbound	INBOUND Receiver Alert	04:08:34	5	Ixn ID: 279
							1/24/2011 1:15:22 PM		Busy	04:08:34	72	Reason Code: NO REASON
						1/24/2011 1:14:15 PM	1/24/2011 1:14:23 PM	Inbound	INBOUND Receiver Connect	04:08:34	8	Ixn ID: 279
						1/24/2011 1:14:23 PM	1/24/2011 1:14:46 PM	Inbound	CONSULT Initiator Initiate	04:08:34	23	Ixn ID: 279
							1/24/2011 1:15:21 PM	Inbound	INBOUND Receiver Hold	04:08:34	58	Ixn ID: 279
						1/24/2011 1:14:46 PM	1/24/2011 1:15:20 PM	Inbound	CONSULT Initiator Connect	04:08:34	34	Ixn ID: 279
						1/24/2011 1:15:21 PM	1/24/2011 1:15:22 PM	Inbound	INBOUND Receiver Connect	04:08:34	1	Ixn ID: 279
						1/24/2011 1:15:22 PM	1/24/2011 1:15:29 PM		Ready	04:08:34	7	Reason Code: RC_soft_2=71
						1/24/2011 1:15:29 PM	1/24/2011 1:16:02 PM		NotReady	04:08:34	33	Reason Code: RC_soft_2=71
						1/24/2011 1:16:02 PM	1/24/2011 1:16:03 PM		Ready	04:08:34	1	Reason Code: RC_soft_2=71
						1/24/2011 1:16:03 PM	1/24/2011 1:16:06 PM	Inbound	INBOUND Receiver Alert	04:08:34	3	Ixn ID: 281
							1/24/2011 1:17:14 PM		Busy	04:08:34	71	Reason Code: NO REASON
						1/24/2011 1:16:06 PM	1/24/2011 1:16:12 PM	Inbound	INBOUND Receiver Connect	04:08:34	6	Ixn ID: 281
						1/24/2011 1:16:12 PM	1/24/2011 1:16:46 PM	Inbound	CONSULT Initiator Initiate	04:08:34	34	Ixn ID: 281
							1/24/2011 1:17:13 PM	Inbound	INBOUND Receiver Hold	04:08:34	61	Ixn ID: 281
						1/24/2011 1:16:46 PM	1/24/2011 1:17:13 PM	Inbound	CONSULT Initiator Connect	04:08:34	27	Ixn ID: 281
						1/24/2011 1:17:13 PM	1/24/2011 1:17:14 PM	Inbound	INBOUND Receiver Connect	04:08:34	1	Ixn ID: 281
						1/24/2011 1:17:14 PM	1/24/2011 1:17:19 PM		Ready	04:08:34	5	Reason Code: RC_soft_2=71
						1/24/2011 1:17:19 PM	1/24/2011 1:17:55 PM		NotReady	04:08:34	36	Reason Code: RC_soft_2=71
						1/24/2011 1:17:55 PM	1/24/2011 1:17:55 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
							1/24/2011 1:17:59 PM	Inbound	INBOUND Receiver Alert	04:08:34	4	Ixn ID: 283
							1/24/2011 1:21:06 PM		Busy	04:08:34	191	Reason Code: NO REASON
						1/24/2011 1:17:59 PM	1/24/2011 1:18:03 PM	Inbound	INBOUND Receiver Connect	04:08:34	4	Ixn ID: 283

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	19	0	1/24/2011 10:10:26 AM	1/24/2011 2:19:00 PM	1/24/2011 1:18:03 PM	1/24/2011 1:18:24 PM	Inbound	CONSULT Initiator Initiate	04:08:34	21	Ixn ID: 283
							1/24/2011 1:21:06 PM	Inbound	INBOUND Receiver Hold	04:08:34	183	Ixn ID: 283
						1/24/2011 1:21:06 PM	1/24/2011 1:21:05 PM	Inbound	CONSULT Initiator Connect	04:08:34	161	Ixn ID: 283
							1/24/2011 1:21:06 PM	Inbound	INBOUND Receiver Connect	04:08:34	0	Ixn ID: 283
						1/24/2011 1:21:11 PM	1/24/2011 1:21:11 PM		Ready	04:08:34	5	Reason Code: RC_soft_2=71
							1/24/2011 1:21:58 PM		NotReady	04:08:34	47	Reason Code: RC_soft_2=71
						1/24/2011 1:21:58 PM	1/24/2011 1:21:58 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
							1/24/2011 1:22:04 PM	Inbound	INBOUND Receiver Alert	04:08:34	6	Ixn ID: 285
						1/24/2011 1:22:04 PM	1/24/2011 1:23:16 PM		Busy	04:08:34	78	Reason Code: NO REASON
							1/24/2011 1:22:13 PM	Inbound	INBOUND Receiver Connect	04:08:34	9	Ixn ID: 285
						1/24/2011 1:22:13 PM	1/24/2011 1:22:40 PM	Inbound	CONSULT Initiator Initiate	04:08:34	27	Ixn ID: 285
							1/24/2011 1:23:15 PM	Inbound	INBOUND Receiver Hold	04:08:34	62	Ixn ID: 285
						1/24/2011 1:22:40 PM	1/24/2011 1:23:14 PM	Inbound	CONSULT Initiator Connect	04:08:34	34	Ixn ID: 285
							1/24/2011 1:23:15 PM	Inbound	INBOUND Receiver Connect	04:08:34	1	Ixn ID: 285
						1/24/2011 1:23:16 PM	1/24/2011 1:23:24 PM		Ready	04:08:34	8	Reason Code: RC_soft_2=71
							1/24/2011 1:23:24 PM		NotReady	04:08:34	57	Reason Code: RC_soft_2=71
						1/24/2011 1:24:21 PM	1/24/2011 1:24:21 PM		Ready	04:08:34	1	Reason Code: RC_soft_2=71
							1/24/2011 1:24:22 PM	Inbound	INBOUND Receiver Alert	04:08:34	2	Ixn ID: 287
						1/24/2011 1:24:22 PM	1/24/2011 1:25:33 PM		Busy	04:08:34	71	Reason Code: NO REASON
							1/24/2011 1:24:24 PM	Inbound	INBOUND Receiver Connect	04:08:34	6	Ixn ID: 287
						1/24/2011 1:24:30 PM	1/24/2011 1:24:52 PM	Inbound	CONSULT Initiator Initiate	04:08:34	22	Ixn ID: 287
							1/24/2011 1:25:32 PM	Inbound	INBOUND Receiver Hold	04:08:34	62	Ixn ID: 287

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	19	0	1/24/2011 10:10:26 AM	1/24/2011 2:19:00 PM	1/24/2011 1:24:52 PM	1/24/2011 1:25:30 PM	Inbound	CONSULT Initiator Connect	04:08:34	38	Ixn ID: 287
						1/24/2011 1:25:32 PM	1/24/2011 1:25:33 PM	Inbound	INBOUND Receiver Connect	04:08:34	1	Ixn ID: 287
						1/24/2011 1:25:33 PM	1/24/2011 1:25:39 PM		Ready	04:08:34	6	Reason Code: RC_soft_2=71
						1/24/2011 1:25:39 PM	1/24/2011 1:26:14 PM		NotReady	04:08:34	35	Reason Code: RC_soft_2=71
						1/24/2011 1:26:14 PM	1/24/2011 1:26:15 PM		Ready	04:08:34	1	Reason Code: RC_soft_2=71
						1/24/2011 1:26:15 PM	1/24/2011 1:26:17 PM	Inbound	INBOUND Receiver Alert	04:08:34	2	Ixn ID: 289
							1/24/2011 1:29:58 PM		Busy	04:08:34	223	Reason Code: NO REASON
						1/24/2011 1:26:17 PM	1/24/2011 1:26:22 PM	Inbound	INBOUND Receiver Connect	04:08:34	5	Ixn ID: 289
						1/24/2011 1:26:22 PM	1/24/2011 1:26:44 PM	Inbound	CONSULT Initiator Initiate	04:08:34	22	Ixn ID: 289
							1/24/2011 1:29:57 PM	Inbound	INBOUND Receiver Hold	04:08:34	215	Ixn ID: 289
						1/24/2011 1:26:44 PM	1/24/2011 1:29:58 PM	Inbound	CONSULT Initiator Connect	04:08:34	194	Ixn ID: 289
						1/24/2011 1:29:58 PM	1/24/2011 1:30:10 PM		Ready	04:08:34	12	Reason Code: RC_soft_2=71
						1/24/2011 1:30:10 PM	1/24/2011 1:34:19 PM		NotReady	04:08:34	249	Reason Code: RC_soft_2=71
						1/24/2011 1:34:19 PM	1/24/2011 1:34:20 PM		Ready	04:08:34	1	Reason Code: RC_soft_2=71
						1/24/2011 1:34:20 PM	1/24/2011 1:34:23 PM	Inbound	INBOUND Receiver Alert	04:08:34	3	Ixn ID: 291
							1/24/2011 1:34:35 PM		Busy	04:08:34	15	Reason Code: NO REASON
						1/24/2011 1:34:23 PM	1/24/2011 1:34:31 PM	Inbound	INBOUND Receiver Connect	04:08:34	8	Ixn ID: 291
						1/24/2011 1:34:31 PM	1/24/2011 1:34:35 PM	Inbound	CONSULT Initiator Initiate	04:08:34	4	Ixn ID: 291
									INBOUND Receiver Hold	04:08:34	4	Ixn ID: 291
						1/24/2011 1:34:35 PM	1/24/2011 1:35:03 PM		Ready	04:08:34	28	Reason Code: RC_soft_2=71
						1/24/2011 1:35:03 PM	1/24/2011 1:36:25 PM		NotReady	04:08:34	82	Reason Code: RC_soft_2=71
						1/24/2011 1:36:25 PM	1/24/2011 1:36:25 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
							1/24/2011 1:36:28 PM	Inbound	INBOUND Receiver Alert	04:08:34	3	Ixn ID: 293
							1/24/2011 1:36:53 PM		Busy	04:08:34	28	Reason Code: NO REASON

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	19	0	1/24/2011 10:10:26 AM	1/24/2011 2:19:00 PM	1/24/2011 1:36:28 PM	1/24/2011 1:36:35 PM	Inbound	INBOUND Receiver Connect	04:08:34	7	Ixn ID: 293
						1/24/2011 1:36:35 PM	1/24/2011 1:36:53 PM	Inbound	CONSULT Initiator Initiate	04:08:34	18	Ixn ID: 293
									INBOUND Receiver Hold	04:08:34	18	Ixn ID: 293
						1/24/2011 1:36:53 PM	1/24/2011 1:38:18 PM		Ready	04:08:34	85	Reason Code: RC_soft_2=71
						1/24/2011 1:38:18 PM	1/24/2011 1:38:28 PM		NotReady	04:08:34	10	Reason Code: RC_soft_2=71
						1/24/2011 1:38:28 PM	1/24/2011 1:38:28 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
							1/24/2011 1:38:32 PM	Inbound	INBOUND Receiver Alert	04:08:34	4	Ixn ID: 295
						1/24/2011 1:38:32 PM	1/24/2011 1:39:08 PM		Busy	04:08:34	40	Reason Code: NO REASON
							1/24/2011 1:38:39 PM	Inbound	INBOUND Receiver Connect	04:08:34	7	Ixn ID: 295
						1/24/2011 1:38:39 PM	1/24/2011 1:38:44 PM	Inbound	CONSULT Initiator Initiate	04:08:34	5	Ixn ID: 295
									INBOUND Receiver Hold	04:08:34	5	Ixn ID: 295
						1/24/2011 1:38:44 PM	1/24/2011 1:39:08 PM	Inbound	INBOUND Receiver Connect	04:08:34	24	Ixn ID: 295
						1/24/2011 1:39:08 PM	1/24/2011 1:39:14 PM		Ready	04:08:34	6	Reason Code: RC_soft_2=71
						1/24/2011 1:39:14 PM	1/24/2011 1:39:44 PM		NotReady	04:08:34	30	Reason Code: RC_soft_2=71
						1/24/2011 1:39:44 PM	1/24/2011 1:39:44 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
							1/24/2011 1:39:48 PM	Inbound	INBOUND Receiver Alert	04:08:34	4	Ixn ID: 297
						1/24/2011 1:39:48 PM	1/24/2011 1:40:27 PM		Busy	04:08:34	43	Reason Code: NO REASON
							1/24/2011 1:39:53 PM	Inbound	INBOUND Receiver Connect	04:08:34	5	Ixn ID: 297
						1/24/2011 1:39:53 PM	1/24/2011 1:40:13 PM	Inbound	CONSULT Initiator Initiate	04:08:34	20	Ixn ID: 297
									INBOUND Receiver Hold	04:08:34	20	Ixn ID: 297
						1/24/2011 1:40:13 PM	1/24/2011 1:40:27 PM	Inbound	INBOUND Receiver Connect	04:08:34	14	Ixn ID: 297
						1/24/2011 1:40:27 PM	1/24/2011 1:40:33 PM		Ready	04:08:34	6	Reason Code: RC_soft_2=71
						1/24/2011 1:40:33 PM	1/24/2011 1:41:49 PM		NotReady	04:08:34	76	Reason Code: RC_soft_2=71
						1/24/2011 1:41:49 PM	1/24/2011 1:41:49 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	19	0	1/24/2011 10:10:26 AM	1/24/2011 2:19:00 PM	1/24/2011 1:41:49 PM	1/24/2011 1:41:52 PM	Inbound	INBOUND Receiver Alert	04:08:34	3	Ixn ID: 299
							1/24/2011 1:42:17 PM		Busy	04:08:34	28	Reason Code: NO REASON
						1/24/2011 1:41:52 PM	1/24/2011 1:41:58 PM	Inbound	INBOUND Receiver Connect	04:08:34	6	Ixn ID: 299
						1/24/2011 1:41:58 PM	1/24/2011 1:42:17 PM	Inbound	CONSULT Initiator Initiate	04:08:34	19	Ixn ID: 299
									INBOUND Receiver Hold	04:08:34	19	Ixn ID: 299
						1/24/2011 1:42:17 PM	1/24/2011 1:42:34 PM		Ready	04:08:34	17	Reason Code: RC_soft_2=71
						1/24/2011 1:42:34 PM	1/24/2011 1:43:16 PM		NotReady	04:08:34	42	Reason Code: RC_soft_2=71
						1/24/2011 1:43:16 PM	1/24/2011 1:43:16 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
							1/24/2011 1:43:19 PM	Inbound	INBOUND Receiver Alert	04:08:34	3	Ixn ID: 301
							1/24/2011 1:43:51 PM		Busy	04:08:34	35	Reason Code: NO REASON
						1/24/2011 1:43:19 PM	1/24/2011 1:43:23 PM	Inbound	INBOUND Receiver Connect	04:08:34	4	Ixn ID: 301
						1/24/2011 1:43:23 PM	1/24/2011 1:43:41 PM	Inbound	CONSULT Initiator Initiate	04:08:34	18	Ixn ID: 301
									INBOUND Receiver Hold	04:08:34	18	Ixn ID: 301
						1/24/2011 1:43:41 PM	1/24/2011 1:43:51 PM	Inbound	INBOUND Receiver Connect	04:08:34	10	Ixn ID: 301
						1/24/2011 1:43:51 PM	1/24/2011 1:43:56 PM		Ready	04:08:34	5	Reason Code: RC_soft_2=71
						1/24/2011 1:43:56 PM	1/24/2011 1:44:31 PM		NotReady	04:08:34	35	Reason Code: RC_soft_2=71
						1/24/2011 1:44:31 PM	1/24/2011 1:44:31 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
							1/24/2011 1:44:34 PM	Inbound	INBOUND Receiver Alert	04:08:34	3	Ixn ID: 303
							1/24/2011 1:44:57 PM		Busy	04:08:34	26	Reason Code: NO REASON
						1/24/2011 1:44:34 PM	1/24/2011 1:44:37 PM	Inbound	INBOUND Receiver Connect	04:08:34	3	Ixn ID: 303
						1/24/2011 1:44:37 PM	1/24/2011 1:44:57 PM	Inbound	CONSULT Initiator Initiate	04:08:34	20	Ixn ID: 303
									INBOUND Receiver Hold	04:08:34	20	Ixn ID: 303
						1/24/2011 1:44:57 PM	1/24/2011 1:45:16 PM		Ready	04:08:34	19	Reason Code: RC_soft_2=71
						1/24/2011 1:45:16 PM	1/24/2011 1:45:43 PM		NotReady	04:08:34	27	Reason Code: RC_soft_2=71

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	19	0	1/24/2011 10:10:26 AM	1/24/2011 2:19:00 PM		1/24/2011 1:45:43 PM		Ready	04:08:34	0	Reason Code: RC_soft_2=71
						1/24/2011 1:45:43 PM	1/24/2011 1:45:47 PM	Inbound	INBOUND Receiver Alert	04:08:34	4	Ixn ID: 305
							1/24/2011 1:46:19 PM		Busy	04:08:34	36	Reason Code: NO REASON
						1/24/2011 1:45:47 PM	1/24/2011 1:45:51 PM	Inbound	INBOUND Receiver Connect	04:08:34	4	Ixn ID: 305
						1/24/2011 1:45:51 PM	1/24/2011 1:46:09 PM	Inbound	CONSULT Initiator Initiate	04:08:34	18	Ixn ID: 305
									INBOUND Receiver Hold	04:08:34	18	Ixn ID: 305
						1/24/2011 1:46:09 PM	1/24/2011 1:46:19 PM	Inbound	INBOUND Receiver Connect	04:08:34	10	Ixn ID: 305
						1/24/2011 1:46:19 PM	1/24/2011 1:46:24 PM		Ready	04:08:34	5	Reason Code: RC_soft_2=71
						1/24/2011 1:46:24 PM	1/24/2011 2:19:00 PM		NotReady	04:08:34	1,956	Reason Code: RC_soft_2=71
		21	0	1/24/2011 2:19:07 PM	1/24/2011 2:26:26 PM	1/24/2011 2:19:07 PM	1/24/2011 2:19:57 PM		NotReady	00:07:19	50	Reason Code: NO REASON
							1/24/2011 2:19:57 PM		Ready	00:07:19	0	Reason Code: RC_soft_2=71
						1/24/2011 2:19:57 PM	1/24/2011 2:20:01 PM	Inbound	INBOUND Receiver Alert	00:07:19	4	Ixn ID: 309
							1/24/2011 2:20:45 PM		Busy	00:07:19	48	Reason Code: NO REASON
						1/24/2011 2:20:01 PM	1/24/2011 2:20:15 PM	Inbound	INBOUND Receiver Connect	00:07:19	14	Ixn ID: 309
						1/24/2011 2:20:15 PM	1/24/2011 2:20:38 PM	Inbound	CONSULT Initiator Initiate	00:07:19	23	Ixn ID: 309
							1/24/2011 2:20:44 PM	Inbound	INBOUND Receiver Hold	00:07:19	29	Ixn ID: 309
						1/24/2011 2:20:38 PM	1/24/2011 2:20:43 PM	Inbound	CONSULT Initiator Connect	00:07:19	5	Ixn ID: 309
						1/24/2011 2:20:44 PM	1/24/2011 2:20:45 PM	Inbound	INBOUND Receiver Connect	00:07:19	1	Ixn ID: 309
						1/24/2011 2:20:45 PM	1/24/2011 2:20:51 PM		Ready	00:07:19	6	Reason Code: RC_soft_2=71
						1/24/2011 2:20:51 PM	1/24/2011 2:21:34 PM		NotReady	00:07:19	43	Reason Code: RC_soft_2=71
							1/24/2011 2:21:34 PM		Ready	00:07:19	0	Reason Code: RC_soft_2=71
						1/24/2011 2:21:34 PM	1/24/2011 2:21:37 PM	Inbound	INBOUND Receiver Alert	00:07:19	3	Ixn ID: 311
							1/24/2011 2:22:12 PM		Busy	00:07:19	38	Reason Code: NO REASON
						1/24/2011 2:21:37 PM	1/24/2011 2:21:43 PM	Inbound	INBOUND Receiver Connect	00:07:19	6	Ixn ID: 311

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	21	0	1/24/2011 2:19:07 PM	1/24/2011 2:26:26 PM	1/24/2011 2:21:43 PM	1/24/2011 2:22:10 PM	Inbound	INBOUND Receiver Hold	00:07:19	27	Ixn ID: 311
						1/24/2011 2:21:44 PM	1/24/2011 2:22:08 PM	Inbound	CONSULT Initiator Initiate	00:07:19	24	Ixn ID: 311
						1/24/2011 2:22:10 PM	1/24/2011 2:22:12 PM	Inbound	INBOUND Receiver Connect	00:07:19	2	Ixn ID: 311
						1/24/2011 2:22:12 PM	1/24/2011 2:22:17 PM		Ready	00:07:19	5	Reason Code: RC_soft_2=71
						1/24/2011 2:22:17 PM	1/24/2011 2:26:26 PM		NotReady	00:07:19	249	Reason Code: RC_soft_2=71
		57	0	4/11/2011 12:01:47 PM	4/11/2011 12:05:17 PM	4/11/2011 12:01:47 PM	4/11/2011 12:01:49 PM		NotReady	00:03:30	2	Reason Code: NO REASON
						4/11/2011 12:01:49 PM	4/11/2011 12:01:59 PM		Ready	00:03:30	10	Reason Code: RC_soft_3=81
						4/11/2011 12:01:59 PM	4/11/2011 12:02:12 PM		NotReady	00:03:30	13	Reason Code: RC_soft_3=81
						4/11/2011 12:02:12 PM	4/11/2011 12:02:12 PM		Ready	00:03:30	0	Reason Code: RC_soft_3=81
						4/11/2011 12:05:17 PM			Busy	00:03:30	185	Reason Code: NO REASON
		59	0	4/11/2011 12:11:07 PM	4/11/2011 12:11:26 PM	4/11/2011 12:11:07 PM	4/11/2011 12:11:26 PM		NotReady	00:00:19	19	Reason Code: NO REASON
		61	0	4/11/2011 12:11:29 PM	4/11/2011 1:48:25 PM	4/11/2011 12:11:29 PM	4/11/2011 12:11:52 PM		NotReady	01:36:56	23	Reason Code: NO REASON
						4/11/2011 12:11:52 PM	4/11/2011 12:11:53 PM		Ready	01:36:56	1	Reason Code: RC_soft_3=81
						4/11/2011 12:11:53 PM	4/11/2011 1:48:25 PM		Busy	01:36:56	5,792	Reason Code: NO REASON
		63	0	4/11/2011 1:48:25 PM	4/11/2011 1:48:43 PM	4/11/2011 1:48:25 PM	4/11/2011 1:48:38 PM		NotReady	00:00:18	13	Reason Code: NO REASON
						4/11/2011 1:48:38 PM	4/11/2011 1:48:43 PM		Ready	00:00:18	5	Reason Code: NO REASON
		97	0	4/13/2011 2:18:47 PM	4/13/2011 2:21:44 PM	4/13/2011 2:18:47 PM	4/13/2011 2:18:47 PM		Unknown	00:02:57	0	Reason Code: NO REASON
							4/13/2011 2:19:02 PM		NotReady	00:02:57	15	Reason Code: NO REASON
						4/13/2011 2:18:57 PM	4/13/2011 2:19:06 PM	Inbound	INBOUND Receiver Alert	00:02:57	9	Ixn ID: 605
						4/13/2011 2:19:02 PM	4/13/2011 2:19:41 PM		Ready	00:02:57	39	Reason Code: NO REASON
						4/13/2011 2:19:06 PM	4/13/2011 2:19:41 PM	Inbound	INBOUND Receiver Connect	00:02:57	35	Ixn ID: 605
						4/13/2011 2:19:41 PM	4/13/2011 2:20:34 PM	Inbound	CONSULT Initiator Initiate	00:02:57	53	Ixn ID: 605
							4/13/2011 2:20:52 PM	Inbound	INBOUND Receiver Hold	00:02:57	71	Ixn ID: 605
									Busy	00:02:57	71	Reason Code: NO REASON
						4/13/2011 2:20:34 PM	4/13/2011 2:20:52 PM	Inbound	CONSULT Initiator Connect	00:02:57	18	Ixn ID: 605
						4/13/2011 2:20:52 PM	4/13/2011 2:21:44 PM		Ready	00:02:57	52	Reason Code: NO REASON
		109	0	4/14/2011 9:26:06 AM	4/14/2011 9:33:27 AM	4/14/2011 9:26:06 AM	4/14/2011 9:26:17 AM		NotReady	00:07:21	11	Reason Code: NO REASON
						4/14/2011 9:26:17 AM	4/14/2011 9:26:17 AM		Ready	00:07:21	0	Reason Code: NO REASON

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	109	0	4/14/2011 9:26:06 AM	4/14/2011 9:33:27 AM	4/14/2011 9:26:17 AM	4/14/2011 9:26:20 AM	Inbound	INBOUND Receiver Alert	00:07:21	3	Ixn ID: 801
						4/14/2011 9:27:28 AM			Busy	00:07:21	71	Reason Code: NO REASON
						4/14/2011 9:26:20 AM	4/14/2011 9:26:44 AM	Inbound	INBOUND Receiver Connect	00:07:21	24	Ixn ID: 801
						4/14/2011 9:26:44 AM	4/14/2011 9:26:56 AM	Inbound	CONSULT Initiator Initiate	00:07:21	12	Ixn ID: 801
							4/14/2011 9:27:03 AM	Inbound	INBOUND Receiver Hold	00:07:21	19	Ixn ID: 801
						4/14/2011 9:26:56 AM	4/14/2011 9:27:03 AM	Inbound	CONSULT Initiator Connect	00:07:21	7	Ixn ID: 801
						4/14/2011 9:27:03 AM	4/14/2011 9:27:14 AM	Inbound	INBOUND Receiver Connect	00:07:21	11	Ixn ID: 801
						4/14/2011 9:27:14 AM	4/14/2011 9:27:16 AM	Inbound	INBOUND Receiver Hold	00:07:21	2	Ixn ID: 801
						4/14/2011 9:27:16 AM	4/14/2011 9:27:17 AM	Inbound	INBOUND Receiver Connect	00:07:21	1	Ixn ID: 801
						4/14/2011 9:27:17 AM	4/14/2011 9:27:19 AM	Inbound	INBOUND Receiver Hold	00:07:21	2	Ixn ID: 801
						4/14/2011 9:27:19 AM	4/14/2011 9:27:20 AM	Inbound	INBOUND Receiver Connect	00:07:21	1	Ixn ID: 801
						4/14/2011 9:27:20 AM	4/14/2011 9:27:21 AM	Inbound	INBOUND Receiver Hold	00:07:21	1	Ixn ID: 801
						4/14/2011 9:27:21 AM	4/14/2011 9:27:28 AM	Inbound	INBOUND Receiver Connect	00:07:21	7	Ixn ID: 801
						4/14/2011 9:27:28 AM	4/14/2011 9:31:13 AM		Ready	00:07:21	225	Reason Code: NO REASON
						4/14/2011 9:31:13 AM	4/14/2011 9:31:24 AM		NotReady	00:07:21	11	Reason Code: NO REASON
							4/14/2011 9:31:24 AM		Ready	00:07:21	0	Reason Code: NO REASON
						4/14/2011 9:31:24 AM	4/14/2011 9:31:28 AM	Inbound	INBOUND Receiver Alert	00:07:21	4	Ixn ID: 803
							4/14/2011 9:33:19 AM		Busy	00:07:21	115	Reason Code: NO REASON
						4/14/2011 9:31:28 AM	4/14/2011 9:31:45 AM	Inbound	INBOUND Receiver Connect	00:07:21	17	Ixn ID: 803
						4/14/2011 9:31:45 AM	4/14/2011 9:31:58 AM	Inbound	CONSULT Initiator Initiate	00:07:21	13	Ixn ID: 803
							4/14/2011 9:32:25 AM	Inbound	INBOUND Receiver Hold	00:07:21	40	Ixn ID: 803

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	109	0	4/14/2011 9:26:06 AM	4/14/2011 9:33:27 AM	4/14/2011 9:31:58 AM	4/14/2011 9:32:23 AM	Inbound	CONSULT Initiator Connect	00:07:21	25	Ixn ID: 803
						4/14/2011 9:32:25 AM	4/14/2011 9:33:04 AM	Inbound	INBOUND Receiver Connect	00:07:21	39	Ixn ID: 803
						4/14/2011 9:33:04 AM	4/14/2011 9:33:16 AM	Inbound	CONSULT Initiator Initiate	00:07:21	12	Ixn ID: 803
							4/14/2011 9:33:17 AM	Inbound	INBOUND Receiver Hold	00:07:21	13	Ixn ID: 803
						4/14/2011 9:33:17 AM	4/14/2011 9:33:19 AM	Inbound	INBOUND Receiver Connect	00:07:21	2	Ixn ID: 803
						4/14/2011 9:33:19 AM	4/14/2011 9:33:27 AM		Ready	00:07:21	8	Reason Code: NO REASON
		111	0	4/14/2011 9:42:50 AM	4/14/2011 9:42:51 AM	4/14/2011 9:42:50 AM	4/14/2011 9:42:51 AM		NotReady	00:00:01	1	Reason Code: NO REASON
		119	0	4/25/2011 1:36:04 PM	4/25/2011 1:38:29 PM	4/25/2011 1:36:04 PM	4/25/2011 1:36:29 PM		NotReady	00:02:25	25	Reason Code: NO REASON
						4/25/2011 1:36:29 PM	4/25/2011 1:36:45 PM		AfterCallWork	00:02:25	16	Reason Code: NO REASON
						4/25/2011 1:36:45 PM	4/25/2011 1:36:46 PM		Ready	00:02:25	1	Reason Code: NO REASON
						4/25/2011 1:36:46 PM	4/25/2011 1:36:49 PM	Inbound	INBOUND Receiver Alert	00:02:25	3	Ixn ID: 1001
							4/25/2011 1:37:07 PM		Busy	00:02:25	21	Reason Code: NO REASON
						4/25/2011 1:36:49 PM	4/25/2011 1:37:07 PM	Inbound	INBOUND Receiver Connect	00:02:25	18	Ixn ID: 1001
						4/25/2011 1:37:07 PM	4/25/2011 1:37:41 PM		Ready	00:02:25	34	Reason Code: NO REASON
						4/25/2011 1:37:41 PM	4/25/2011 1:37:52 PM		NotReady	00:02:25	11	Reason Code: NO REASON
						4/25/2011 1:37:52 PM	4/25/2011 1:37:53 PM		Ready	00:02:25	1	Reason Code: NO REASON
						4/25/2011 1:37:53 PM	4/25/2011 1:37:56 PM	Inbound	INBOUND Receiver Alert	00:02:25	3	Ixn ID: 1003
							4/25/2011 1:37:57 PM		Busy	00:02:25	4	Reason Code: NO REASON
						4/25/2011 1:37:56 PM	4/25/2011 1:37:57 PM	Inbound	INBOUND Receiver Connect	00:02:25	1	Ixn ID: 1003
						4/25/2011 1:37:57 PM	4/25/2011 1:38:29 PM		Ready	00:02:25	32	Reason Code: NO REASON
		121	0	4/25/2011 1:47:06 PM	4/25/2011 1:49:06 PM	4/25/2011 1:47:06 PM	4/25/2011 1:48:33 PM		NotReady	00:02:00	87	Reason Code: NO REASON
						4/25/2011 1:47:44 PM	4/25/2011 1:47:48 PM	Inbound	INBOUND Receiver Alert	00:02:00	4	Ixn ID: 1013
						4/25/2011 1:47:48 PM	4/25/2011 1:47:59 PM	Inbound	INBOUND Receiver Connect	00:02:00	11	Ixn ID: 1013
						4/25/2011 1:47:59 PM	4/25/2011 1:48:03 PM	Inbound	CONSULT Initiator Initiate	00:02:00	4	Ixn ID: 1013

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	121	0	4/25/2011 1:47:06 PM	4/25/2011 1:49:06 PM	4/25/2011 1:47:59 PM	4/25/2011 1:48:10 PM	Inbound	INBOUND Receiver Hold	00:02:00	11	Ixn ID: 1013
						4/25/2011 1:48:03 PM	4/25/2011 1:48:10 PM	Inbound	CONSULT Initiator Connect	00:02:00	7	Ixn ID: 1013
						4/25/2011 1:48:33 PM	4/25/2011 1:49:06 PM		AfterCallWork	00:02:00	33	Reason Code: NO REASON
						4/25/2011 1:48:42 PM	4/25/2011 1:48:46 PM	Inbound	INBOUND Receiver Alert	00:02:00	4	Ixn ID: 1015
						4/25/2011 1:48:46 PM	4/25/2011 1:48:53 PM	Inbound	INBOUND Receiver Connect	00:02:00	7	Ixn ID: 1015
						4/25/2011 1:48:53 PM	4/25/2011 1:48:53 PM	Inbound	CONSULT Initiator Initiate	00:02:00	0	Ixn ID: 1015
									INBOUND Receiver Hold	00:02:00	0	Ixn ID: 1015
		123	0	4/25/2011 1:54:35 PM	4/25/2011 1:54:38 PM	4/25/2011 1:54:35 PM	4/25/2011 1:54:38 PM		NotReady	00:00:03	3	Reason Code: NO REASON
		165	0	11/10/2011 1:37:48 PM	11/10/2011 1:41:25 PM	11/10/2011 1:37:48 PM	11/10/2011 1:37:51 PM		NotReady	00:03:37	3	Reason Code: NO REASON
						11/10/2011 1:37:51 PM	11/10/2011 1:39:02 PM		Ready	00:03:37	71	Reason Code: NO REASON
						11/10/2011 1:39:02 PM	11/10/2011 1:39:09 PM	Internal	INTERNAL Initiator Initiate	00:03:37	7	Ixn ID: 1607
							11/10/2011 1:40:45 PM		Busy	00:03:37	103	Reason Code: NO REASON
						11/10/2011 1:39:09 PM	11/10/2011 1:40:45 PM	Internal	INTERNAL Initiator Connect	00:03:37	96	Ixn ID: 1607
						11/10/2011 1:40:45 PM	11/10/2011 1:41:20 PM		Ready	00:03:37	35	Reason Code: NO REASON
						11/10/2011 1:41:20 PM	11/10/2011 1:41:24 PM	Internal	INTERNAL Initiator Wrap	00:03:37	4	Ixn ID: 1607
									AfterCallWork	00:03:37	4	Reason Code: NO REASON
						11/10/2011 1:41:24 PM	11/10/2011 1:41:25 PM		Ready	00:03:37	1	Reason Code: NO REASON