

Agent Not Ready Report

Tenant	Media Type	Agent Name	Interaction Type	Hour	Active Time (Fmt)	Not Ready Time (Fmt)	Not Ready In	Not Ready In Time (Fmt)	Not Ready Out	Not Ready Out Time (Fmt)	% Not Ready Time	% Not Ready In Time	% Not Ready Out Time
Environment	Voice	, A6001_sip (A6001_sip)	Inbound	2011-04-11 12	00:17:27	00:00:00		00:00:00		00:00:00	0.00%	0.00%	0.00%
				2011-04-11 13	00:12:38	00:06:19		00:00:00		00:00:00	50.00%	0.00%	0.00%
			Internal	2011-04-11 12	00:17:27	00:00:00	0	00:00:00	0	00:00:00	0.00%	0.00%	0.00%
				2011-04-11 13	00:12:38	00:06:19	0	00:00:00	3	00:01:45	50.00%	0.00%	27.70%
			Outbound	2011-04-11 12	00:17:27	00:00:00		00:00:00		00:00:00	0.00%	0.00%	0.00%
				2011-04-11 13	00:12:38	00:06:19		00:00:00		00:00:00	50.00%	0.00%	0.00%
			Unknown	2011-04-11 12	00:17:27	00:00:00		00:00:00		00:00:00	0.00%	0.00%	0.00%
				2011-04-11 13	00:12:38	00:06:19		00:00:00		00:00:00	50.00%	0.00%	0.00%
		, A6002_sip (A6002_sip)	Inbound	2011-04-11 12	00:13:42	00:00:10		00:00:00		00:00:00	1.22%	0.00%	0.00%
				2011-04-11 13	00:12:03	00:05:33		00:00:00		00:00:00	46.06%	0.00%	0.00%
			Internal	2011-04-11 12	00:13:42	00:00:10	0	00:00:00	0	00:00:00	1.22%	0.00%	0.00%
				2011-04-11 13	00:12:03	00:05:33	0	00:00:00	0	00:00:00	46.06%	0.00%	0.00%
			Outbound	2011-04-11 12	00:13:42	00:00:10		00:00:00		00:00:00	1.22%	0.00%	0.00%
				2011-04-11 13	00:12:03	00:05:33		00:00:00		00:00:00	46.06%	0.00%	0.00%
			Unknown	2011-04-11 12	00:13:42	00:00:10		00:00:00		00:00:00	1.22%	0.00%	0.00%
				2011-04-11 13	00:12:03	00:05:33		00:00:00		00:00:00	46.06%	0.00%	0.00%
		, A6003_sip (A6003_sip)	Inbound	2011-04-11 12	00:11:02	00:01:47		00:00:00		00:00:00	16.16%	0.00%	0.00%
				2011-04-11 13	00:11:59	00:10:41		00:00:00		00:00:00	89.15%	0.00%	0.00%
			Internal	2011-04-11 12	00:11:02	00:01:47	0	00:00:00	0	00:00:00	16.16%	0.00%	0.00%
				2011-04-11 13	00:11:59	00:10:41	0	00:00:00	0	00:00:00	89.15%	0.00%	0.00%
			Outbound	2011-04-11 12	00:11:02	00:01:47		00:00:00		00:00:00	16.16%	0.00%	0.00%
				2011-04-11 13	00:11:59	00:10:41		00:00:00		00:00:00	89.15%	0.00%	0.00%
			Unknown	2011-04-11 12	00:11:02	00:01:47		00:00:00		00:00:00	16.16%	0.00%	0.00%
				2011-04-11 13	00:11:59	00:10:41		00:00:00		00:00:00	89.15%	0.00%	0.00%
		, A6004_sip (A6004_sip)	Inbound	2011-04-11 12	00:08:49	00:00:00		00:00:00		00:00:00	0.00%	0.00%	0.00%
			Internal	2011-04-11 12	00:08:49	00:00:00	0	00:00:00	0	00:00:00	0.00%	0.00%	0.00%

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Environment	Voice	, A6004_sip (A6004_sip)	Outbound	2011-04-11 12	00:08:49	00:00:00		00:00:00		00:00:00	0.00%	0.00%	0.00%
			Unknown	2011-04-11 12	00:08:49	00:00:00		00:00:00		00:00:00	0.00%	0.00%	0.00%
		, Agent1 (Agent1)	Inbound	2011-04-11 12	00:52:20	00:00:57		00:00:00		00:00:00	1.82%	0.00%	0.00%
				2011-04-11 13	00:48:43	00:00:13		00:00:00		00:00:00	0.44%	0.00%	0.00%
			Internal	2011-04-11 12	00:52:20	00:00:57		00:00:00		00:00:00	1.82%	0.00%	0.00%
				2011-04-11 13	00:48:43	00:00:13		00:00:00		00:00:00	0.44%	0.00%	0.00%
			Outbound	2011-04-11 12	00:52:20	00:00:57		00:00:00		00:00:00	1.82%	0.00%	0.00%
				2011-04-11 13	00:48:43	00:00:13		00:00:00		00:00:00	0.44%	0.00%	0.00%
			Unknown	2011-04-11 12	00:52:20	00:00:57		00:00:00		00:00:00	1.82%	0.00%	0.00%
				2011-04-11 13	00:48:43	00:00:13		00:00:00		00:00:00	0.44%	0.00%	0.00%
		, Agent2 (Agent2)	Inbound	2011-04-11 12	00:01:35	00:00:34		00:00:00		00:00:00	35.79%	0.00%	0.00%
				2011-04-11 13	00:00:15	00:00:09		00:00:00		00:00:00	60.00%	0.00%	0.00%
			Internal	2011-04-11 12	00:01:35	00:00:34		00:00:00		00:00:00	35.79%	0.00%	0.00%
				2011-04-11 13	00:00:15	00:00:09		00:00:00		00:00:00	60.00%	0.00%	0.00%
			Outbound	2011-04-11 12	00:01:35	00:00:34		00:00:00		00:00:00	35.79%	0.00%	0.00%
				2011-04-11 13	00:00:15	00:00:09		00:00:00		00:00:00	60.00%	0.00%	0.00%
			Unknown	2011-04-11 12	00:01:35	00:00:34		00:00:00		00:00:00	35.79%	0.00%	0.00%
				2011-04-11 13	00:00:15	00:00:09		00:00:00		00:00:00	60.00%	0.00%	0.00%
		, Agent3 (Agent3)	Inbound	2011-04-11 12	00:47:54	00:01:36		00:00:00		00:00:00	3.34%	0.00%	0.00%
				2011-04-11 13	00:48:47	00:00:06		00:00:00		00:00:00	0.20%	0.00%	0.00%
			Internal	2011-04-11 12	00:47:54	00:01:36		00:00:00		00:00:00	3.34%	0.00%	0.00%
				2011-04-11 13	00:48:47	00:00:06		00:00:00		00:00:00	0.20%	0.00%	0.00%
			Outbound	2011-04-11 12	00:47:54	00:01:36		00:00:00		00:00:00	3.34%	0.00%	0.00%
				2011-04-11 13	00:48:47	00:00:06		00:00:00		00:00:00	0.20%	0.00%	0.00%
			Unknown	2011-04-11 12	00:47:54	00:01:36		00:00:00		00:00:00	3.34%	0.00%	0.00%
				2011-04-11 13	00:48:47	00:00:06		00:00:00		00:00:00	0.20%	0.00%	0.00%