

Agent State Details Report

Tenant	Media Type	Agent Name	Start Timestamp	State	Reason Timestamp	Reason Code	Duration (Fmt)	Reason Time (Fmt)	Active
Environment	Voice	, A6001_sip (A6001_sip)	4/11/2011 12:30:34 PM	Ready			00:00:20	00:00:00	
			4/11/2011 12:30:54 PM	Busy			00:03:35	00:00:00	
			4/11/2011 12:34:29 PM	Ready			00:06:09	00:00:00	
			4/11/2011 12:40:44 PM	Ready			00:00:11	00:00:00	
			4/11/2011 12:40:55 PM	Busy			00:03:45	00:00:00	
			4/11/2011 12:44:40 PM	Ready			00:00:09	00:00:00	
			4/11/2011 12:48:30 PM	Ready			00:00:10	00:00:00	
			4/11/2011 12:48:40 PM	Busy			00:03:01	00:00:00	
			4/11/2011 12:51:41 PM	Ready			00:00:07	00:00:00	
			4/11/2011 1:03:16 PM	Ready			00:00:06	00:00:00	
			4/11/2011 1:03:22 PM	Busy			00:01:02	00:00:00	
			4/11/2011 1:04:24 PM	Ready			00:01:34	00:00:00	
			4/11/2011 1:05:58 PM	Busy			00:01:16	00:00:00	
			4/11/2011 1:07:14 PM	Ready			00:01:16	00:00:00	
			4/11/2011 1:08:30 PM	Busy			00:00:56	00:00:00	
			4/11/2011 1:09:26 PM	Ready			00:00:09	00:00:00	
			4/11/2011 1:09:35 PM	NotReady			00:06:19	00:00:00	
		, A6002_sip (A6002_sip)	4/11/2011 12:31:08 PM	Ready			00:00:00	00:00:00	
			4/11/2011 12:31:08 PM	Busy			00:03:21	00:00:00	
			4/11/2011 12:34:29 PM	Ready			00:03:33	00:00:00	
			4/11/2011 12:41:01 PM	Ready			00:00:00	00:00:00	
			4/11/2011 12:41:01 PM	Busy			00:03:39	00:00:00	
			4/11/2011 12:44:40 PM	Ready			00:00:07	00:00:00	
			4/11/2011 12:48:44 PM	Ready			00:00:01	00:00:00	
			4/11/2011 12:48:45 PM	Busy			00:00:43	00:00:00	
			4/11/2011 12:49:28 PM	Ready			00:00:51	00:00:00	
			4/11/2011 12:50:19 PM	NotReady			00:00:10	00:00:00	
			4/11/2011 12:50:29 PM	Ready			00:00:00	00:00:00	

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Tenant	Media Type	Agent Name	Start Timestamp	State	Reason Timestamp	Reason Code	Duration (Fmt)	Reason Time (Fmt)	Active
Environment	Voice	, A6002_sip (A6002_sip)	4/11/2011 12:50:29 PM	Busy			00:00:48	00:00:00	
			4/11/2011 12:51:17 PM	Ready			00:00:29	00:00:00	
			4/11/2011 1:03:28 PM	Ready			00:00:00	00:00:00	
				Busy			00:00:56	00:00:00	
			4/11/2011 1:04:24 PM	Ready			00:00:06	00:00:00	
			4/11/2011 1:04:30 PM	NotReady			00:01:32	00:00:00	
			4/11/2011 1:06:02 PM	Ready			00:00:00	00:00:00	
				Busy			00:00:51	00:00:00	
			4/11/2011 1:06:53 PM	Ready			00:01:30	00:00:00	
			4/11/2011 1:08:44 PM	Ready			00:00:00	00:00:00	
				Busy			00:00:42	00:00:00	
			4/11/2011 1:09:26 PM	Ready			00:00:07	00:00:00	
			4/11/2011 1:09:33 PM	NotReady			00:01:41	00:00:00	
			4/11/2011 1:11:14 PM	Ready			00:00:00	00:00:00	
				Busy			00:00:14	00:00:00	
			4/11/2011 1:11:28 PM	Ready			00:00:21	00:00:00	
			4/11/2011 1:11:49 PM	NotReady			00:01:59	00:00:00	
			4/11/2011 1:13:48 PM	Ready			00:00:01	00:00:00	
			4/11/2011 1:13:49 PM	Busy			00:00:24	00:00:00	
			4/11/2011 1:14:13 PM	Ready			00:00:55	00:00:00	
			4/11/2011 1:15:08 PM	NotReady			00:00:21	00:00:00	
			4/11/2011 1:15:29 PM	Ready			00:00:00	00:00:00	
				Busy			00:00:10	00:00:00	
			4/11/2011 1:15:39 PM	Ready			00:00:13	00:00:00	
		, A6003_sip (A6003_sip)	4/11/2011 12:31:38 PM	Ready			00:00:00	00:00:00	
				Busy			00:02:49	00:00:00	
			4/11/2011 12:34:27 PM	Ready			00:03:37	00:00:00	
			4/11/2011 12:41:40 PM	Ready			00:00:00	00:00:00	

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Tenant	Media Type	Agent Name	Start Timestamp	State	Reason Timestamp	Reason Code	Duration (Fmt)	Reason Time (Fmt)	Active
Environment	Voice	, A6003_sip (A6003_sip)	4/11/2011 12:41:40 PM	Busy			00:00:13	00:00:00	
			4/11/2011 12:41:53 PM	Ready			00:00:10	00:00:00	
			4/11/2011 12:42:03 PM	NotReady			00:01:47	00:00:00	
			4/11/2011 12:43:50 PM	Ready			00:00:00	00:00:00	
				Busy			00:00:38	00:00:00	
			4/11/2011 12:44:28 PM	Ready			00:00:17	00:00:00	
			4/11/2011 12:49:19 PM	Ready			00:00:00	00:00:00	
				Busy			00:01:19	00:00:00	
			4/11/2011 12:50:38 PM	Ready			00:00:12	00:00:00	
			4/11/2011 1:03:51 PM	Ready			00:00:00	00:00:00	
				Busy			00:00:31	00:00:00	
			4/11/2011 1:04:22 PM	Ready			00:00:06	00:00:00	
			4/11/2011 1:04:28 PM	NotReady			00:04:49	00:00:00	
			4/11/2011 1:09:17 PM	Ready			00:00:00	00:00:00	
				Busy			00:00:04	00:00:00	
			4/11/2011 1:09:21 PM	Ready			00:00:10	00:00:00	
			4/11/2011 1:09:31 PM	NotReady			00:02:02	00:00:00	
			4/11/2011 1:11:33 PM	Ready			00:00:00	00:00:00	
				Busy			00:00:12	00:00:00	
			4/11/2011 1:11:45 PM	Ready			00:00:07	00:00:00	
			4/11/2011 1:11:52 PM	NotReady			00:03:50	00:00:00	
			4/11/2011 1:15:42 PM	Ready			00:00:01	00:00:00	
			4/11/2011 1:15:43 PM	Busy			00:00:04	00:00:00	
			4/11/2011 1:15:47 PM	Ready			00:00:03	00:00:00	
		, A6004_sip (A6004_sip)	4/11/2011 12:32:09 PM	Ready			00:00:00	00:00:00	
				Busy			00:01:58	00:00:00	
			4/11/2011 12:34:07 PM	Ready			00:03:59	00:00:00	
			4/11/2011 12:42:28 PM	Ready			00:00:01	00:00:00	

Agent State Details Report

Tenant	Media Type	Agent Name	Start Timestamp	State	Reason Timestamp	Reason Code	Duration (Fmt)	Reason Time (Fmt)	Active
Environment	Voice	, A6004_sip (A6004_sip)	4/11/2011 12:42:29 PM	Busy			00:02:02	00:00:00	
			4/11/2011 12:44:31 PM	Ready			00:00:13	00:00:00	
			4/11/2011 12:51:08 PM	Ready			00:00:00	00:00:00	
				Busy			00:00:33	00:00:00	
			4/11/2011 12:51:41 PM	Ready			00:00:03	00:00:00	
		, Agent1 (Agent1)	4/11/2011 12:01:47 PM	NotReady			00:00:02	00:00:00	
			4/11/2011 12:01:49 PM	Ready	4/11/2011 12:01:49 PM	RC_soft_3=81	00:00:10	00:00:10	
			4/11/2011 12:01:59 PM	NotReady	4/11/2011 12:01:59 PM	RC_soft_3=81	00:00:13	00:00:13	
			4/11/2011 12:02:12 PM	Ready	4/11/2011 12:02:12 PM	RC_soft_3=81	00:00:00	00:00:00	
				Busy			00:03:05	00:00:00	
			4/11/2011 12:11:07 PM	NotReady			00:00:19	00:00:00	
			4/11/2011 12:11:29 PM	NotReady			00:00:23	00:00:00	
			4/11/2011 12:11:52 PM	Ready	4/11/2011 12:11:52 PM	RC_soft_3=81	00:00:01	00:00:01	
			4/11/2011 12:11:53 PM	Busy			01:36:32	00:00:00	
			4/11/2011 1:48:25 PM	NotReady			00:00:13	00:00:00	
			4/11/2011 1:48:38 PM	Ready			00:00:05	00:00:00	
		, Agent2 (Agent2)	4/11/2011 12:03:21 PM	NotReady			00:00:21	00:00:00	
			4/11/2011 12:03:42 PM	Ready	4/11/2011 12:03:42 PM	RC_soft_3=81	00:00:01	00:00:01	
			4/11/2011 12:03:43 PM	Busy			00:00:29	00:00:00	
			4/11/2011 12:04:12 PM	Ready	4/11/2011 12:04:12 PM	RC_soft_3=81	00:00:05	00:00:05	
			4/11/2011 12:04:17 PM	NotReady			00:00:00	00:00:00	
			4/11/2011 12:12:10 PM	NotReady			00:00:13	00:00:00	
			4/11/2011 12:12:23 PM	Ready	4/11/2011 12:12:23 PM	RC_soft_3=81	00:00:00	00:00:00	
				Busy			00:00:18	00:00:00	
			4/11/2011 12:12:41 PM	Ready	4/11/2011 12:12:41 PM	RC_soft_3=81	00:00:08	00:00:08	
			4/11/2011 1:48:30 PM	NotReady			00:00:09	00:00:00	
			4/11/2011 1:48:39 PM	Ready			00:00:06	00:00:00	
		, Agent3 (Agent3)	4/11/2011 12:05:05 PM	NotReady			00:00:57	00:00:00	

Agent State Details Report

Tenant	Media Type	Agent Name	Start Timestamp	State	Reason Timestamp	Reason Code	Duration (Fmt)	Reason Time (Fmt)	Active
Environment	Voice	, Agent3 (Agent3)	4/11/2011 12:06:02 PM	Ready			00:00:00	00:00:00	
			4/11/2011 12:13:03 PM	NotReady			00:00:39	00:00:00	
			4/11/2011 12:13:42 PM	Ready			01:34:53	00:00:00	
			4/11/2011 1:48:35 PM	NotReady			00:00:06	00:00:00	
			4/11/2011 1:48:41 PM	Ready			00:00:06	00:00:00	