

### Agent Not Ready Reason Code Report

Tenant	Media Type	Agent Name	Hour	Reason Code	Active Time (Fmt)	Not Ready Time (Fmt)	% Not Ready Time	Not Ready Reason Count	Not Ready Reason Time (Fmt)	% Not Ready Reason Time
Environment	Voice	, A6001_sip (A6001_sip)	2011-04-11 12	NO REASON	00:17:27	00:00:00	0.00%		00:00:00	0.00%
				RC_soft_2=71	00:17:27	00:00:00	0.00%		00:00:00	0.00%
				RC_soft_3=81	00:17:27	00:00:00	0.00%		00:00:00	0.00%
				RC_soft=89	00:17:27	00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	NO REASON	00:12:38	00:06:19	50.00%		00:00:00	0.00%
				RC_soft_2=71	00:12:38	00:06:19	50.00%		00:00:00	0.00%
				RC_soft_3=81	00:12:38	00:06:19	50.00%		00:00:00	0.00%
				RC_soft=89	00:12:38	00:06:19	50.00%		00:00:00	0.00%
		, A6002_sip (A6002_sip)	2011-04-11 12	NO REASON	00:13:42	00:00:10	1.22%		00:00:00	0.00%
				RC_soft_2=71	00:13:42	00:00:10	1.22%		00:00:00	0.00%
				RC_soft_3=81	00:13:42	00:00:10	1.22%		00:00:00	0.00%
				RC_soft=89	00:13:42	00:00:10	1.22%		00:00:00	0.00%
			2011-04-11 13	NO REASON	00:12:03	00:05:33	46.06%		00:00:00	0.00%
				RC_soft_2=71	00:12:03	00:05:33	46.06%		00:00:00	0.00%
				RC_soft_3=81	00:12:03	00:05:33	46.06%		00:00:00	0.00%
				RC_soft=89	00:12:03	00:05:33	46.06%		00:00:00	0.00%
		, A6003_sip (A6003_sip)	2011-04-11 12	NO REASON	00:11:02	00:01:47	16.16%		00:00:00	0.00%
				RC_soft_2=71	00:11:02	00:01:47	16.16%		00:00:00	0.00%
				RC_soft_3=81	00:11:02	00:01:47	16.16%		00:00:00	0.00%
				RC_soft=89	00:11:02	00:01:47	16.16%		00:00:00	0.00%
2011-04-11 13	NO REASON		00:11:59	00:10:41	89.15%		00:00:00	0.00%		
	RC_soft_2=71		00:11:59	00:10:41	89.15%		00:00:00	0.00%		

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Environment	Voice	, A6003_sip (A6003_sip)	2011-04-11 13	RC_soft_3=81	00:11:59	00:10:41	89.15%		00:00:00	0.00%
				RC_soft=89	00:11:59	00:10:41	89.15%		00:00:00	0.00%
		, A6004_sip (A6004_sip)	2011-04-11 12	NO REASON	00:08:49	00:00:00	0.00%		00:00:00	0.00%
				RC_soft_2=71	00:08:49	00:00:00	0.00%		00:00:00	0.00%
				RC_soft_3=81	00:08:49	00:00:00	0.00%		00:00:00	0.00%
				RC_soft=89	00:08:49	00:00:00	0.00%		00:00:00	0.00%
		, Agent1 (Agent1)	2011-04-11 12	NO REASON	00:52:20	00:00:57	1.82%		00:00:00	0.00%
				RC_soft_2=71	00:52:20	00:00:57	1.82%		00:00:00	0.00%
				RC_soft_3=81	00:52:20	00:00:57	1.82%	1	00:00:13	22.81%
				RC_soft=89	00:52:20	00:00:57	1.82%		00:00:00	0.00%
			2011-04-11 13	NO REASON	00:48:43	00:00:13	0.44%		00:00:00	0.00%
				RC_soft_2=71	00:48:43	00:00:13	0.44%		00:00:00	0.00%
				RC_soft_3=81	00:48:43	00:00:13	0.44%		00:00:00	0.00%
				RC_soft=89	00:48:43	00:00:13	0.44%		00:00:00	0.00%
		, Agent2 (Agent2)	2011-04-11 12	NO REASON	00:01:35	00:00:34	35.79%		00:00:00	0.00%
				RC_soft_2=71	00:01:35	00:00:34	35.79%		00:00:00	0.00%
				RC_soft_3=81	00:01:35	00:00:34	35.79%	0	00:00:00	0.00%
				RC_soft=89	00:01:35	00:00:34	35.79%		00:00:00	0.00%
			2011-04-11 13	NO REASON	00:00:15	00:00:09	60.00%		00:00:00	0.00%
				RC_soft_2=71	00:00:15	00:00:09	60.00%		00:00:00	0.00%
RC_soft_3=81	00:00:15			00:00:09	60.00%		00:00:00	0.00%		
RC_soft=89	00:00:15			00:00:09	60.00%		00:00:00	0.00%		

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Environment	Voice	, Agent3 (Agent3)	2011-04-11 12	NO REASON	00:47:54	00:01:36	3.34%		00:00:00	0.00%
				RC_soft_2=71	00:47:54	00:01:36	3.34%		00:00:00	0.00%
				RC_soft_3=81	00:47:54	00:01:36	3.34%		00:00:00	0.00%
				RC_soft=89	00:47:54	00:01:36	3.34%		00:00:00	0.00%
			2011-04-11 13	NO REASON	00:48:47	00:00:06	0.20%		00:00:00	0.00%
				RC_soft_2=71	00:48:47	00:00:06	0.20%		00:00:00	0.00%
				RC_soft_3=81	00:48:47	00:00:06	0.20%		00:00:00	0.00%
				RC_soft=89	00:48:47	00:00:06	0.20%		00:00:00	0.00%