

Agent Summary Activity Report (Active)

Tenant	Media Type	Agent Name	Day	% Occupancy	Active Time (Fmt)	Ready Time (Fmt)	Not Ready Time (Fmt)	Busy Time (Fmt)	Wrap Time (Fmt)	Other State Time (Fmt)	% Ready Time	% Not Ready Time	% Busy Time	% Wrap Time	% Other State Time
Environment	Voice	, A6001_sip (A6001_sip)	2011-04-11	57.15%	00:30:05	00:10:11	00:06:19	00:13:35	00:00:00	00:00:00	33.85%	21.00%	45.15%	0.00%	0.00%
		, A6002_sip (A6002_sip)	2011-04-11	58.90%	00:25:45	00:08:14	00:05:43	00:11:48	00:00:00	00:00:00	31.97%	22.20%	45.83%	0.00%	0.00%
		, A6003_sip (A6003_sip)	2011-04-11	55.29%	00:23:01	00:04:43	00:12:28	00:05:50	00:00:00	00:00:00	20.49%	54.16%	25.34%	0.00%	0.00%
		, A6004_sip (A6004_sip)	2011-04-11	51.61%	00:08:49	00:04:16	00:00:00	00:04:33	00:00:00	00:00:00	48.39%	0.00%	51.61%	0.00%	0.00%
		, Agent1 (Agent1)	2011-04-11	99.73%	01:41:03	00:00:16	00:01:10	01:39:37	00:00:00	00:00:00	0.26%	1.15%	98.58%	0.00%	0.00%
		, Agent2 (Agent2)	2011-04-11	70.15%	00:01:50	00:00:20	00:00:43	00:00:47	00:00:00	00:00:00	18.18%	39.09%	42.73%	0.00%	0.00%
		, Agent3 (Agent3)	2011-04-11	0.00%	01:36:41	01:34:59	00:01:42	00:00:00	00:00:00	00:00:00	98.24%	1.76%	0.00%	0.00%	0.00%