

Agent Summary Activity Email Report

Tenant	Media Type	Agent Name	Day	% Occupancy	Active Time (Fmt)	Ready Time (Fmt)	Not Ready Time (Fmt)	Busy Time (Fmt)	% Ready Time	% Not Ready Time	% Busy Time
Environment	Email	, Agent1 (Agent1)	2011-03-28	0.00%	00:02:24	00:01:53	00:00:31	00:00:00	78.47%	21.53%	0.00%
		, MMAgent1 (MMAgent1)	2010-02-15	65.45%	00:33:05	00:08:58	00:07:08	00:16:59	27.10%	21.56%	51.34%
			2010-02-16	23.96%	00:28:42	00:19:09	00:03:31	00:06:02	66.72%	12.25%	21.02%
			2010-02-19	46.88%	00:03:26	00:01:08	00:01:18	00:01:00	33.01%	37.86%	29.13%
			2010-02-25	42.20%	04:18:13	00:06:07	04:07:38	00:04:28	2.37%	95.90%	1.73%
			2010-02-26	100.00%	08:20:06	00:00:00	08:18:29	00:01:37	0.00%	99.68%	0.32%
			2010-03-01	89.70%	00:12:59	00:01:16	00:00:41	00:11:02	9.76%	5.26%	84.98%
			2011-03-28	19.89%	00:42:03	00:07:19	00:32:55	00:01:49	17.40%	78.28%	4.32%
			2011-03-29	30.43%	02:09:22	00:04:48	02:02:28	00:02:06	3.71%	94.67%	1.62%
			2011-04-04	47.92%	00:45:49	00:23:48	00:00:07	00:21:54	51.95%	0.25%	47.80%
			2011-04-06	32.88%	00:01:21	00:00:49	00:00:08	00:00:24	60.49%	9.88%	29.63%
			2011-06-30	100.00%	00:08:23	00:00:00	00:05:19	00:03:04	0.00%	63.42%	36.58%
		, MMAgent2 (MMAgent2)	2010-02-15	45.57%	00:28:11	00:12:24	00:05:24	00:10:23	44.00%	19.16%	36.84%
			2010-02-16	14.94%	00:16:11	00:10:55	00:03:21	00:01:55	67.46%	20.70%	11.84%
			2010-02-19	35.78%	00:04:35	00:02:20	00:00:57	00:01:18	50.91%	20.73%	28.36%
			2010-02-25	23.65%	04:20:45	00:03:46	04:15:49	00:01:10	1.44%	98.11%	0.45%
			2010-02-26	0.00%	08:26:13	00:00:00	08:26:13	00:00:00	0.00%	100.00%	0.00%
			2010-03-01	82.42%	00:09:59	00:01:39	00:00:36	00:07:44	16.53%	6.01%	77.46%
			2011-03-28	30.47%	00:37:02	00:03:55	00:31:24	00:01:43	10.58%	84.79%	4.64%
			2011-03-29	28.75%	01:48:21	00:03:53	01:42:54	00:01:34	3.58%	94.97%	1.45%
			2011-04-04	0.00%	00:04:00	00:03:03	00:00:57	00:00:00	76.25%	23.75%	0.00%
			2011-04-05	29.41%	00:01:15	00:00:48	00:00:07	00:00:20	64.00%	9.33%	26.67%
			2011-04-06	0.00%	00:02:37	00:00:11	00:02:26	00:00:00	7.01%	92.99%	0.00%
			2011-06-30	95.07%	00:24:55	00:00:37	00:12:25	00:11:53	2.47%	49.83%	47.69%
		, MMAgent3 (MMAgent3)	2010-02-16	9.80%	00:24:28	00:21:20	00:00:49	00:02:19	87.19%	3.34%	9.47%
			2010-02-19	57.80%	00:04:14	00:01:13	00:01:21	00:01:40	28.74%	31.89%	39.37%
			2010-02-25	98.68%	04:18:29	00:02:26	01:14:01	03:02:02	0.94%	28.63%	70.42%
			2010-02-26	100.00%	08:54:37	00:00:00	08:53:06	00:01:31	0.00%	99.72%	0.28%
			2010-03-01	11.41%	00:04:30	00:03:53	00:00:07	00:00:30	86.30%	2.59%	11.11%
			2011-03-28	12.99%	00:50:34	00:17:45	00:30:10	00:02:39	35.10%	59.66%	5.24%
			2011-03-29	9.45%	02:26:04	00:19:10	02:04:54	00:02:00	13.12%	85.51%	1.37%
			2011-04-06	0.00%	00:01:37	00:01:22	00:00:15	00:00:00	84.54%	15.46%	0.00%
			2011-06-30	36.95%	00:17:44	00:06:41	00:07:08	00:03:55	37.69%	40.23%	22.09%
		, MMAgent4 (MMAgent4)	2010-02-16	25.10%	00:19:58	00:13:02	00:02:34	00:04:22	65.28%	12.85%	21.87%
			2010-02-19	0.00%	00:02:34	00:02:28	00:00:06	00:00:00	96.10%	3.90%	0.00%

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Environment	Email	, MMAgent4 (MMAgent4)	2010-02-25	41.43%	04:15:08	00:02:27	04:10:57	00:01:44	0.96%	98.36%	0.68%
			2010-02-26	16.67%	09:03:03	00:01:35	09:01:09	00:00:19	0.29%	99.65%	0.06%
			2010-03-01	100.00%	00:04:23	00:00:00	00:00:33	00:03:50	0.00%	12.55%	87.45%
			2011-03-28	23.82%	00:46:21	00:07:15	00:36:50	00:02:16	15.64%	79.47%	4.89%
			2011-03-29	23.48%	02:01:46	00:03:22	01:57:22	00:01:02	2.76%	96.39%	0.85%
			2011-04-06	0.00%	00:05:24	00:00:00	00:05:24	00:00:00	0.00%	100.00%	0.00%
			2011-06-30	100.00%	00:11:05	00:00:00	00:10:06	00:00:59	0.00%	91.13%	8.87%
		, MMAgent5 (MMAgent5)	2010-02-16	14.25%	00:07:15	00:05:07	00:01:17	00:00:51	70.57%	17.70%	11.72%
			2010-02-19	0.00%	00:02:29	00:02:20	00:00:09	00:00:00	93.96%	6.04%	0.00%
			2010-02-25	0.30%	04:10:50	04:09:38	00:00:27	00:00:45	99.52%	0.18%	0.30%
			2010-02-26	0.00%	08:14:32	08:01:36	00:12:56	00:00:00	97.38%	2.62%	0.00%
			2010-03-01	13.02%	00:03:20	00:02:47	00:00:08	00:00:25	83.50%	4.00%	12.50%
			2011-03-28	23.78%	00:45:56	00:04:26	00:40:07	00:01:23	9.65%	87.34%	3.01%
			2011-03-29	21.92%	02:01:14	00:02:51	01:57:35	00:00:48	2.35%	96.99%	0.66%
			2011-04-04	0.00%	00:04:14	00:03:59	00:00:15	00:00:00	94.09%	5.91%	0.00%
			2011-04-06	0.00%	00:03:12	00:00:00	00:03:12	00:00:00	0.00%	100.00%	0.00%