

Agent Group Membership

REPORT INFO

Report Date: 7/10/2012
 Agent Name: ALL
 Agent Group: ALL

Agent Group	Agent Name	Start Timestamp	End Timestamp
AG1	, A101_sw1 (A101_sw1)	1/14/2011 11:43:39 AM	
AG1	, A102_sw1 (A102_sw1)	1/14/2011 11:43:39 AM	
AG1	Last A601_sw1, First A601_sw1 (A601_sw1)	1/14/2011 11:43:39 AM	
AG123	, User_Tenant (User_Tenant2)	1/14/2011 11:43:39 AM	
Agent Group 1	, Agent1 (Agent1)	1/14/2011 11:43:39 AM	
Agent Group 1	, Agent2 (Agent2)	1/14/2011 11:43:39 AM	
AgentGroup1Ten	601_swTen1, 601_swTen1 (601_swTen1)	1/14/2011 11:43:39 AM	
Agent Group 2	, Agent1 (Agent1)	1/14/2011 11:43:39 AM	
Agent Group 2	, Agent2 (Agent2)	1/14/2011 11:43:39 AM	
Chat distribution for processing	, MMAgent10 (MMAgent10)	1/14/2011 11:43:39 AM	
Chat distribution for processing	, MMAgent1 (MMAgent1)	1/14/2011 11:43:39 AM	
Chat distribution for processing	, MMAgent2 (MMAgent2)	1/14/2011 11:43:39 AM	
Chat distribution for processing	, MMAgent3 (MMAgent3)	1/14/2011 11:43:39 AM	
Chat distribution for processing	, MMAgent4 (MMAgent4)	1/14/2011 11:43:39 AM	
Chat distribution for processing	, MMAgent5 (MMAgent5)	1/14/2011 11:43:39 AM	
Chat distribution for processing	, MMAgent6 (MMAgent6)	1/14/2011 11:43:39 AM	
Chat distribution for processing	, MMAgent7 (MMAgent7)	1/14/2011 11:43:39 AM	
Chat distribution for processing	, MMAgent8 (MMAgent8)	1/14/2011 11:43:39 AM	
Chat distribution for processing	, MMAgent9 (MMAgent9)	1/14/2011 11:43:39 AM	
E-mail distribution for processing	, MMAgent10 (MMAgent10)	1/14/2011 11:43:39 AM	
E-mail distribution for processing	, MMAgent1 (MMAgent1)	1/14/2011 11:43:39 AM	
E-mail distribution for processing	, MMAgent2 (MMAgent2)	1/14/2011 11:43:39 AM	
E-mail distribution for processing	, MMAgent3 (MMAgent3)	1/14/2011 11:43:39 AM	
E-mail distribution for processing	, MMAgent4 (MMAgent4)	1/14/2011 11:43:39 AM	
E-mail distribution for processing	, MMAgent5 (MMAgent5)	1/14/2011 11:43:39 AM	
E-mail distribution for processing	, MMAgent6 (MMAgent6)	1/14/2011 11:43:39 AM	
E-mail distribution for processing	, MMAgent7 (MMAgent7)	1/14/2011 11:43:39 AM	
E-mail distribution for processing	, MMAgent8 (MMAgent8)	1/14/2011 11:43:39 AM	
E-mail distribution for processing	, MMAgent9 (MMAgent9)	1/14/2011 11:43:39 AM	

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Report Description

On the Main Time tab, this report provides a highlevel breakdown of the duration of the different states that an agent can be in (Ready, Not Ready, Busy, and Unknown) as well as percentages of active time spent in each state.

Measure Description

Column Name	Universe Measure Name	Description
Start Timestamp	Group Membership \ Start Timestamp	Enables data to be organized by the moment when agent joined the group.
End Timestamp	Group Membership \ End Timestamp	Enables data to be organized by the moment when agent left the group.