

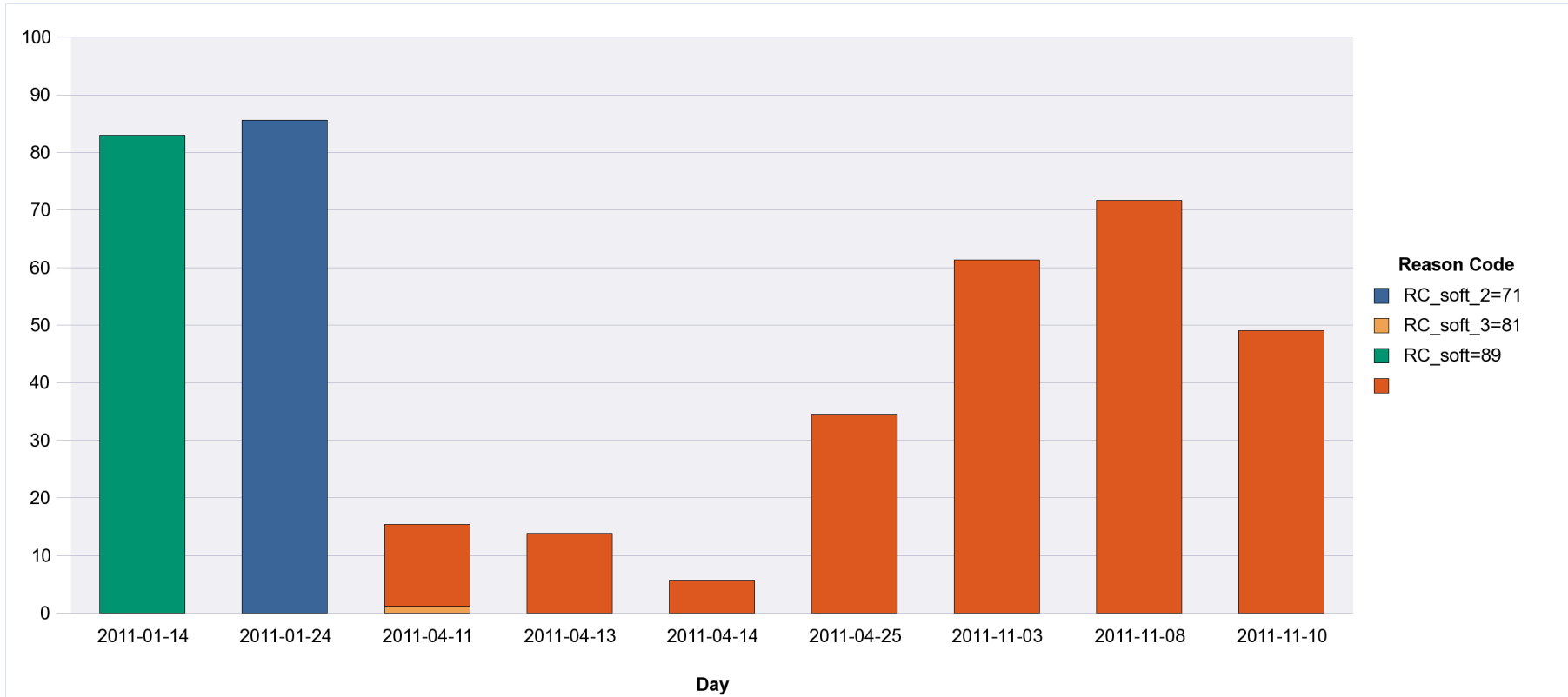
Agent Not Ready Reason Code Report

REPORT INFO

Report Date(s): 1/1/2011 to 12/31/2011
Agent Group: ALL
Agent: ALL
Media Type: ALL

Media Type: Voice

% Not Ready Time over Time



Agent Not Ready Reason Code Report

Media Type: Voice

Agent Name	Day	Reason Code	Active Time	% Not Ready Time
, Agent1 (Agent1)	2011-01-14	RC_soft=89	02:52:36	72.16%
, Agent2 (Agent2)	2011-01-14	RC_soft=89	02:41:44	83.71%
, Agent3 (Agent3)	2011-01-14	RC_soft=89	02:12:06	96.39%
, Agent1 (Agent1)	2011-01-24	RC_soft_2=71	04:15:53	72.79%
, Agent2 (Agent2)	2011-01-24	RC_soft_2=71	04:15:37	91.33%
, Agent3 (Agent3)	2011-01-24	RC_soft_2=71	02:14:48	99.02%
, A6001_sip (A6001_sip)	2011-04-11		00:30:05	21.00%
, A6002_sip (A6002_sip)	2011-04-11		00:25:45	22.20%
, A6003_sip (A6003_sip)	2011-04-11		00:23:01	54.16%
, A6004_sip (A6004_sip)	2011-04-11		00:08:49	0.00%
, Agent1 (Agent1)	2011-04-11	RC_soft_3=81	01:41:03	1.15%
, Agent3 (Agent3)	2011-04-11		01:36:41	1.76%
, A6001_sip (A6001_sip)	2011-04-13		00:08:07	0.00%
, A6002_sip (A6002_sip)	2011-04-13		00:07:21	0.00%
, A6003_sip (A6003_sip)	2011-04-13		00:04:23	31.18%
, A6004_sip (A6004_sip)	2011-04-13		00:03:10	50.00%
, Agent1 (Agent1)	2011-04-13		00:02:57	8.47%
, Agent2 (Agent2)	2011-04-13		00:02:20	20.00%
, Agent3 (Agent3)	2011-04-13		00:01:25	16.47%
, Agent4 (Agent4)	2011-04-13		00:00:29	58.62%
, Agent1 (Agent1)	2011-04-14		00:07:22	5.20%
, Agent2 (Agent2)	2011-04-14		00:04:21	6.51%

Agent Not Ready Reason Code Report

Report Description

The Main tab of this report provides counts, durations, and percentages for each NotReady reason code during the range of hours that you specify within a particular day. The Summary tab, in four charts, ranks:

The top five reasons (reason codes) that are used by agents cumulatively for entering the NotReady state.

The top five longest durations that are associated with the reasons that agents placed their devices in the NotReady state.

The top and bottom five agents who had the greatest and least percentage of their active time attributed to the NotReady state.

Each tab uses one or more queries to retrieve results. The reason codes that are provided by this report are not necessarily tied to specific interactions.

Measure Description

Column Name	Universe Measure Name	Description
Reason Code	State and Reason \ Reason Code	This dimension enables data within the reporting interval to be organized by the reason that the agent selected.
Active Time	Summarized State \ Active Time	The total amount of time, in seconds, attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel. In the scenario in which an agent logs into multiple switches, DNSs, and/or queues, this measure starts the moment at which the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends at the moment at which the agent is no longer logged in to any switch/DN/queue (if logout falls within the interval).
% Not Ready Time	Summarized State \ % Not Ready Time	The percentage of time within the interval that this agent's state was NotReady to the total duration within the interval of the agent's active session on a particular media channel.
Reason Code	State and Reason \ Reason Code	This dimension enables data within the reporting interval to be organized by the reason that the agent selected.
Active Time	Summarized State \ Active Time	The total amount of time, in seconds, attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel. In the scenario in which an agent logs into multiple switches, DNSs, and/or queues, this measure starts the moment at which the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends at the moment at which the agent is no longer logged in to any switch/DN/queue (if logout falls within the interval).
% Not Ready Time	Summarized State \ % Not Ready Time	The percentage of time within the interval that this agent's state was NotReady to the total duration within the interval of the agent's active session on a particular media channel.