Agent Wrap Report

Tenant	Agent Name	Interaction Type	Hour	Active Time (Fmt)	Wrap Time (Fmt)	% Wrap Time	Wrap In	Wrap In Time (Fmt)	% Wrap In Time	Wrap Out	Wrap Out Time (Fmt)	% Wrap Out Time
Environment	, A6001_sip (A6001_sip)	Inbound	2011-04-11 12	00:17:27	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:12:38	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		Internal	2011-04-11 12	00:17:27	00:00:00	0.00%	0	00:00:00	0.00%	0	00:00:00	0.00%
			2011-04-11 13	00:12:38	00:00:00	0.00%	0	00:00:00	0.00%	0	00:00:00	0.00%
		Outbound	2011-04-11 12	00:17:27	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:12:38	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		Unknown	2011-04-11 12	00:17:27	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:12:38	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
	, A6002_sip (A6002_sip)	Inbound	2011-04-11 12	00:13:42	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:12:03	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		Internal	2011-04-11 12	00:13:42	00:00:00	0.00%	0	00:00:00	0.00%	0	00:00:00	0.00%
			2011-04-11 13	00:12:03	00:00:00	0.00%	0	00:00:00	0.00%	0	00:00:00	0.00%
		Outbound	2011-04-11 12	00:13:42	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:12:03	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		Unknown	2011-04-11 12	00:13:42	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:12:03	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
	, A6003_sip (A6003_sip)	Inbound	2011-04-11 12	00:11:02	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:11:59	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		Internal	2011-04-11 12	00:11:02	00:00:00	0.00%	0	00:00:00	0.00%	0	00:00:00	0.00%
			2011-04-11 13	00:11:59	00:00:00	0.00%	0	00:00:00	0.00%	0	00:00:00	0.00%
		Outbound	2011-04-11 12	00:11:02	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:11:59	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		Unknown	2011-04-11 12	00:11:02	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:11:59	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
	, A6004_sip (A6004_sip)	Inbound	2011-04-11 12	00:08:49	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		Internal	2011-04-11 12	00:08:49	00:00:00	0.00%	0	00:00:00	0.00%	0	00:00:00	0.00%
		Outbound	2011-04-11 12	00:08:49	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		Unknown	2011-04-11 12	00:08:49	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%

% Active % Wrap Out % Wrap Wrap Wrap In Wrap Wrap Wrap Agent Name Interaction Type Time Time Time Time Out Tenant Hour Wrap In In Out (Fmt) (Fmt) Time (Fmt) (Fmt) Time Time 2011-04-11 12 00:52:20 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% Inbound 2011-04-11 13 00:48:43 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% 2011-04-11 12 00:52:20 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% Internal 2011-04-11 13 00:48:43 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% , Agent1 (Agent1) 2011-04-11 12 00:52:20 00:00:00 00:00:00 0.00% 00:00:00 0.00% 0.00% Outbound 00:00:00 00:00:00 0.00% 0.00% 2011-04-11 13 00:48:43 0.00% 00:00:00 2011-04-11 12 00:52:20 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% Unknown 2011-04-11 13 00:48:43 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% 2011-04-11 12 00:01:35 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% Inbound 2011-04-11 13 00:00:15 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% 2011-04-11 12 00:01:35 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% Internal 2011-04-11 13 00:00:15 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% Environment , Agent2 (Agent2) 2011-04-11 12 00:01:35 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% Outbound 2011-04-11 13 00:00:15 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% 2011-04-11 12 00:01:35 00:00:00 0.00% 00:00:00 0.00% 0.00% 00:00:00 Unknown 2011-04-11 13 00:00:15 00:00:00 00:00:00 0.00% 00:00:00 0.00% 0.00% 2011-04-11 12 00:47:54 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% Inbound 2011-04-11 13 00:48:47 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% 2011-04-11 12 00:47:54 00:00:00 0.00% Internal 2011-04-11 13 00:48:47 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% , Agent3 (Agent3) 2011-04-11 12 00:47:54 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% Outbound 2011-04-11 13 00:48:47 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00% 2011-04-11 12 00:47:54 0.00% 00:00:00 0.00% 00:00:00 Unknown 2011-04-11 13 00:48:47 00:00:00 0.00% 00:00:00 0.00% 00:00:00 0.00%

Agent Wrap Report