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%

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	, Agent1 (Agent1)	Inbound	2011-04-11 12	00:52:20	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:48:43	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		Internal	2011-04-11 12	00:52:20	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:48:43	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		Outbound	2011-04-11 12	00:52:20	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:48:43	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		Unknown	2011-04-11 12	00:52:20	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:48:43	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
	, Agent2 (Agent2)	Inbound	2011-04-11 12	00:01:35	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:00:15	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		Internal	2011-04-11 12	00:01:35	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:00:15	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		Outbound	2011-04-11 12	00:01:35	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:00:15	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		Unknown	2011-04-11 12	00:01:35	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:00:15	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
	, Agent3 (Agent3)	Inbound	2011-04-11 12	00:47:54	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:48:47	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		Internal	2011-04-11 12	00:47:54	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:48:47	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		Outbound	2011-04-11 12	00:47:54	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:48:47	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		Unknown	2011-04-11 12	00:47:54	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	00:48:47	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%