

Agent Omnichannel Activity Report

Tenant	Agent Name	Day	Omni Active Time (Fmt)	Omni Ready Time (Fmt)	Omni Not Ready Time (Fmt)	Omni Busy Time (Fmt)	Omni Wrap Time (Fmt)	Omni Other State Time (Fmt)	Omni Ready	Omni Not Ready	Omni Busy	Omni Wrap	% Omni Ready Time	% Omni Not Ready Time	% Omni Busy Time	% Omni Wrap Time	% Omni Other State Time
Environment	.A6001_slip (A6001_slip)	2011-04-11	00:30:05	00:10:11	00:06:19	00:13:35	00:00:00	00:00:00	10	1	6	0	33.85%	21.00%	45.15%	0.00%	0.00%
		2011-04-13	00:08:07	00:00:33	00:00:00	00:07:34	00:00:00	00:00:00	4	0	2	0	6.78%	0.00%	93.22%	0.00%	0.00%
		2011-11-10	00:10:22	00:04:12	00:03:15	00:02:55	00:00:00	00:00:00	7	2	3	0	40.51%	31.35%	28.14%	0.00%	0.00%
	.A6002_slip (A6002_slip)	2011-04-11	00:25:45	00:08:14	00:05:43	00:11:48	00:00:00	00:00:00	12	5	10	0	31.97%	22.20%	45.83%	0.00%	0.00%
		2011-04-13	00:07:21	00:00:27	00:00:00	00:06:54	00:00:00	00:00:00	5	0	2	0	6.12%	0.00%	93.88%	0.00%	0.00%
		2011-11-03	00:30:33	00:02:49	00:09:54	00:17:50	00:00:00	00:00:00	6	5	5	0	9.22%	32.41%	58.37%	0.00%	0.00%
		2011-11-08	00:53:32	00:08:07	00:28:25	00:17:00	00:00:00	00:00:00	12	8	8	0	15.16%	53.08%	31.76%	0.00%	0.00%
	.A6003_slip (A6003_slip)	2011-11-10	00:10:09	00:00:46	00:04:45	00:04:38	00:00:00	00:00:00	5	3	3	0	7.55%	46.80%	45.65%	0.00%	0.00%
		2011-04-11	00:23:01	00:04:43	00:12:28	00:05:50	00:00:00	00:00:00	9	4	8	0	20.49%	54.16%	25.34%	0.00%	0.00%
		2011-04-13	00:04:23	00:02:01	00:01:22	00:01:00	00:00:00	00:00:00	4	2	4	0	46.01%	31.18%	22.81%	0.00%	0.00%
		2011-11-03	00:30:05	00:02:45	00:14:06	00:13:14	00:00:00	00:00:00	7	5	5	0	9.14%	46.87%	43.99%	0.00%	0.00%
		2011-11-08	00:53:16	00:04:19	00:30:46	00:18:11	00:00:00	00:00:00	12	8	8	0	8.10%	57.76%	34.14%	0.00%	0.00%
		2011-11-10	00:09:57	00:00:31	00:05:45	00:03:41	00:00:00	00:00:00	4	3	3	0	5.19%	57.79%	37.02%	0.00%	0.00%
	.A6004_slip (A6004_slip)	2011-04-11	00:08:49	00:04:16	00:00:00	00:04:33	00:00:00	00:00:00	4	0	3	0	48.39%	0.00%	51.61%	0.00%	0.00%
		2011-04-13	00:03:10	00:00:46	00:01:35	00:00:49	00:00:00	00:00:00	6	2	4	0	24.21%	50.00%	25.79%	0.00%	0.00%
		2011-11-03	00:29:49	00:04:38	00:20:36	00:04:35	00:00:00	00:00:00	7	5	5	0	15.54%	69.09%	15.37%	0.00%	0.00%
		2011-11-08	00:53:07	00:01:47	00:40:46	00:10:34	00:00:00	00:00:00	11	8	8	0	3.36%	76.75%	19.89%	0.00%	0.00%
	.A6005_slip (A6005_slip)	2011-11-10	00:09:46	00:00:21	00:08:27	00:00:58	00:00:00	00:00:00	3	3	2	0	3.58%	86.52%	9.90%	0.00%	0.00%
		2011-11-03	00:29:37	00:00:13	00:29:03	00:00:21	00:00:00	00:00:00	3	1	1	0	0.73%	98.09%	1.18%	0.00%	0.00%
	.Agent1 (Agent1)	2011-11-08	00:52:53	00:00:06	00:52:30	00:00:17	00:00:00	00:00:00	2	1	1	0	0.19%	99.28%	0.54%	0.00%	0.00%
		2011-01-14	02:52:36	00:21:16	02:04:33	00:25:18	00:01:29	00:00:00	68	42	37	2	12.32%	72.16%	14.66%	0.86%	0.00%
		2011-01-24	04:15:53	00:28:10	03:06:15	00:40:55	00:00:33	00:00:00	72	54	50	5	11.01%	72.79%	15.99%	0.21%	0.00%
		2011-04-11	01:41:03	00:00:16	00:01:10	01:39:37	00:00:00	00:00:00	3	5	2	0	0.26%	1.15%	98.58%	0.00%	0.00%
		2011-04-13	00:02:57	00:01:31	00:00:15	00:01:11	00:00:00	00:00:00	2	1	1	0	51.41%	8.47%	40.11%	0.00%	0.00%
		2011-04-14	00:07:22	00:03:53	00:00:23	00:03:06	00:00:00	00:00:00	2	3	2	0	52.71%	5.20%	42.08%	0.00%	0.00%
		2011-04-25	00:04:28	00:01:08	00:02:06	00:00:25	00:00:49	00:00:00	4	4	2	2	25.37%	47.01%	9.33%	18.28%	0.00%
		2011-11-10	00:03:37	00:01:47	00:00:03	00:01:43	00:00:04	00:00:00	3	1	1	1	49.31%	1.38%	47.47%	1.84%	0.00%
		2011-01-14	02:41:44	00:11:18	02:15:23	00:12:27	00:02:36	00:00:00	53	31	28	7	6.99%	83.71%	7.70%	1.61%	0.00%
		2011-01-24	04:15:37	00:11:11	03:53:27	00:10:21	00:00:38	00:00:00	47	36	32	5	4.38%	91.33%	4.05%	0.25%	0.00%
	.Agent2 (Agent2)	2011-04-11	00:01:50	00:00:20	00:00:43	00:00:47	00:00:00	00:00:00	4	3	2	0	18.18%	39.09%	42.73%	0.00%	0.00%
		2011-04-13	00:02:20	00:01:23	00:00:28	00:00:29	00:00:00	00:00:00	2	1	1	0	59.29%	20.00%	20.71%	0.00%	0.00%
		2011-04-14	00:04:21	00:03:28	00:00:17	00:00:36	00:00:00	00:00:00	1	2	1	0	79.69%	6.51%	13.79%	0.00%	0.00%
		2011-04-25	00:02:49	00:00:00	00:01:31	00:00:00	00:01:18	00:00:00	0	3	0	2	0.00%	53.85%	0.00%	46.15%	0.00%
		2011-11-10	00:03:27	00:00:11	00:01:06	00:02:01	00:00:09	00:00:00	2	1	1	1	5.31%	31.88%	58.45%	4.35%	0.00%
	.Agent3 (Agent3)	2011-01-14	02:12:06	00:02:01	02:07:20	00:02:40	00:00:05	00:00:00	18	11	10	1	1.53%	96.39%	2.02%	0.06%	0.00%
		2011-01-24	02:14:48	00:00:41	02:13:29	00:00:34	00:00:04	00:00:00	7	6	5	1	0.51%	99.02%	0.42%	0.05%	0.00%
		2011-04-11	01:36:41	01:34:59	00:01:42	00:00:00	00:00:00	00:00:00	2	3	0	0	98.24%	1.76%	0.00%	0.00%	0.00%
		2011-04-13	00:01:25	00:00:18	00:00:14	00:00:53	00:00:00	00:00:00	1	1	1	0	21.18%	16.47%	62.35%	0.00%	0.00%
		2011-04-25	00:03:14	00:00:00	00:00:31	00:00:00	00:02:43	00:00:00	0	3	0	2	0.00%	15.98%	0.00%	84.02%	0.00%
	.Agent4 (Agent4)	2011-11-10	00:03:24	00:00:09	00:01:31	00:01:29	00:00:15	00:00:00	2	1	1	1	4.41%	44.61%	43.63%	7.35%	0.00%
2011-04-13		00:00:29	00:00:04	00:00:17	00:00:08	00:00:00	00:00:00	1	1	1	0	13.79%	58.62%	27.59%	0.00%	0.00%	
2011-04-25		00:02:51	00:00:31	00:00:29	00:00:00	00:01:51	00:00:00	3	3	0	3	18.13%	16.96%	0.00%	64.91%	0.00%	