

Horario de MOYANO MERINO, JESUS ANTONIO del 30/05/2018

21h	22h	23h	0h	1h	2h	3h	4h	5h	6h	7h	8h	9h	10h	11h	12h	13h
												Planificado				
			Incoherencia													

Planificado			Real Centralita			Incoherencias automáticas		
Hora Inicio	Hora Fin	Tipología	Hora Inicio	Hora Fin	Tipología	Hora Inicio	Hora Fin	Tipología
30/05/2018 00:00:00	30/05/2018 04:00:00	TRABAJA						
30/05/2018 05:00:00	30/05/2018 09:00:00	TRABAJA						

Agent Trace Builder

Agent Login:

Time Zone:

Start Date: Start Time:

End Date: End Time:

Build Report

Event Date	Event Type	Event Data
2018 May 30 06:58:10 AM CEST	Cambiando estado de agente:	Offline
2018 May 30 06:58:10 AM CEST	Ocupado	Media Type: Email ConversationID: 1002241316646/21197092/1526813472744 CustomerMediaLegID: A3TQ4PF03WK7WB/1526813471105
2018 May 30 06:59:14 AM CEST	Disponible	Skills: AmazonEsPrimary, AmazonEsPreOrder
2018 May 30 07:10:57 AM CEST	Conectando agente	Inbound call Media Type: Voice ConversationID: eu-cs-telephony-voice-15015.dub8-051057UTC-20180530-5290ec4e-a585-432e-a729-5ff733da39de CustomerMediaLegID: eu-cs-telephony-voice-15015.dub8-051031UTC-20180530-35bd7d97-d3a5-45b9-95e2-2d8119d1baf1
2018 May 30 07:11:06 AM CEST	Llamada conectada	Media Type: Voice ConversationID: eu-cs-telephony-voice-15015.dub8-051057UTC-20180530-5290ec4e-a585-432e-a729-5ff733da39de CustomerMediaLegID: eu-cs-telephony-voice-15015.dub8-051031UTC-20180530-35bd7d97-d3a5-45b9-95e2-2d8119d1baf1
2018 May 30 07:11:10 AM CEST	Ocupado	Media Type: Voice ConversationID: eu-cs-telephony-voice-15015.dub8-051057UTC-20180530-5290ec4e-a585-432e-a729-5ff733da39de CustomerMediaLegID: eu-cs-telephony-voice-15015.dub8-051031UTC-20180530-35bd7d97-d3a5-45b9-95e2-2d8119d1baf1
2018 May 30 07:15:47 AM CEST	Wrap Up	Media Type: Voice ConversationID: eu-cs-telephony-voice-15015.dub8-051057UTC-20180530-5290ec4e-a585-432e-a729-5ff733da39de CustomerMediaLegID: eu-cs-telephony-voice-15015.dub8-051031UTC-20180530-35bd7d97-d3a5-45b9-95e2-2d8119d1baf1
2018 May 30 07:15:47 AM CEST	Customer Hung Up	CustomerMediaLegID: eu-cs-telephony-voice-15015.dub8-051031UTC-20180530-35bd7d97-d3a5-45b9-95e2-2d8119d1baf1
2018 May 30 07:45:20 AM CEST	Conectando agente	Inbound call Media Type: Voice ConversationID: eu-cs-telephony-voice-15026.dub8-054520UTC-20180530-b6d4dae9-4180-45bd-9097-b8341580d784 CustomerMediaLegID: eu-cs-telephony-voice-15026.dub8-054459UTC-BW054459914300518737643941@194.202.158.218
2018 May 30 07:45:24 AM CEST	Llamada conectada	Media Type: Voice ConversationID: eu-cs-telephony-voice-15026.dub8-054520UTC-20180530-b6d4dae9-4180-45bd-9097-b8341580d784 CustomerMediaLegID: eu-cs-telephony-voice-15026.dub8-054459UTC-BW054459914300518737643941@194.202.158.218

Horario de SALAZAR VARGAS, MARIA MILAGROS del 30/05/2018

22h	23h	0h	1h	2h	3h	4h	5h	6h	7h	8h	9h	10h	11h	12h	13h	14h
												Planificado				
			Incoherencia													

Planificado			Real Centralita			Incoherencias automáticas		
Hora Inicio	Hora Fin	Tipología	Hora Inicio	Hora Fin	Tipología	Hora Inicio	Hora Fin	Tipología
30/05/2018 01:00:00	30/05/2018 05:00:00	TRABAJA						
30/05/2018 06:00:00	30/05/2018 10:00:00	TRABAJA						

Agent Trace Builder

Agent Login:

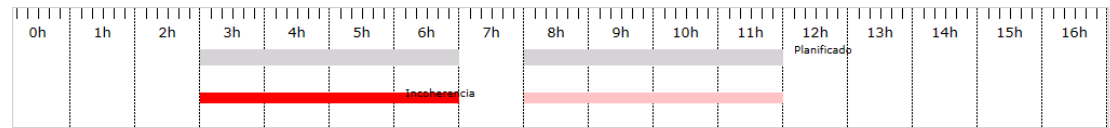
Time Zone:

Start Date: Start Time:

End Date: End Time:

Event Date	Event Type	Event Data
2018 May 30 06:01:00 AM UTC	Disponible	Skills: AmazonEsCarrierEmail, AmazonEsRetailEmail, AmazonEsPreOrderEmail, AmazonEsC...
2018 May 30 06:03:02 AM UTC	Incorporando a cliente	Media Type: Email ConversationID: 1002456740006/21197252/1527660182287 CustomerMediaLegID: A10Si6L0DF2JBD/1527659281526
2018 May 30 06:03:10 AM UTC	Call Resumed	CustomerMediaLegID: A10Si6L0DF2JBD/1527659281526
2018 May 30 06:03:10 AM UTC	Llamada conectada	Media Type: Email ConversationID: 1002456740006/21197252/1527660182287 CustomerMediaLegID: A10Si6L0DF2JBD/1527659281526
2018 May 30 06:03:10 AM UTC	Ocupado	Media Type: Email ConversationID: 1002456740006/21197252/1527660182287 CustomerMediaLegID: A10Si6L0DF2JBD/1527659281526
2018 May 30 06:08:35 AM UTC	Disponible	Skills: AmazonEsPreOrderEmail, AmazonEsCarrierEmail, AmazonEsRetailEmail, AmazonEsC...
2018 May 30 06:08:35 AM UTC	Customer Hung Up	CustomerMediaLegID: A10Si6L0DF2JBD/1527659281526
2018 May 30 06:11:35 AM UTC	Incorporando a cliente	Media Type: Email ConversationID: 1002456895516/21197252/1527660695609 CustomerMediaLegID: A1X9F735QHAR6G/1527659795423
2018 May 30 06:11:45 AM UTC	Llamada conectada	Media Type: Email ConversationID: 1002456895516/21197252/1527660695609 CustomerMediaLegID: A1X9F735QHAR6G/1527659795423
2018 May 30 06:11:46 AM UTC	Call Resumed	CustomerMediaLegID: A1X9F735QHAR6G/1527659795423
2018 May 30 06:11:46 AM UTC	Ocupado	Media Type: Email ConversationID: 1002456895516/21197252/1527660695609 CustomerMediaLegID: A1X9F735QHAR6G/1527659795423
2018 May 30 06:18:09 AM UTC	Conectando agente	Outbound call

Horario de SAN MIGUEL MARQUEZ, DAVID ROGER del 30/05/2018



Planificado			Real Centralita			Incoherencias automáticas		
Hora Inicio	Hora Fin	Tipología	Hora Inicio	Hora Fin	Tipología	Hora Inicio	Hora Fin	Tipología
30/05/2018 03:00:00	30/05/2018 07:00:00	TRABAJO						
30/05/2018 08:00:00	30/05/2018 12:00:00	TRABAJO						

Agent Trace Builder

Agent Login:

Time Zone:

Etc/UTC

Start Date:

2018-05-30

Start Time:

00:00

End Date:

2018-05-30

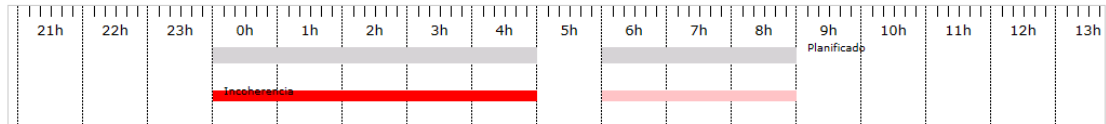
End Time:

23:59

Build Report

Event Date	Event Type	Event Data
2018 May 30 07:59:40 AM UTC	Disponible	Skills: AmazonEsPrimary, AmazonEsPreOrder
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2018 May 30 08:00:45 AM UTC	Llamada conectada	Media Type: Voice ConversationID: eu-cs-telephony-voice-15026.dub8-080043UTC-20180530-909b3a09-c2ef-41c4-877e-c552319ed7fe CustomerMediaLegID: eu-cs-telephony-voice-15026.dub8-080022UTC-BW080022601300518-1010652156@194.202.158.218
2018 May 30 08:00:49 AM UTC	Ocupado	Media Type: Voice ConversationID: eu-cs-telephony-voice-15026.dub8-080043UTC-20180530-909b3a09-c2ef-41c4-877e-c552319ed7fe CustomerMediaLegID: eu-cs-telephony-voice-15026.dub8-080022UTC-BW080022601300518-1010652156@194.202.158.218
2018 May 30 08:17:26 AM UTC	Wrap Up	Media Type: Voice ConversationID: eu-cs-telephony-voice-15026.dub8-080043UTC-20180530-909b3a09-c2ef-41c4-877e-c552319ed7fe CustomerMediaLegID: eu-cs-telephony-voice-15026.dub8-080022UTC-BW080022601300518-1010652156@194.202.158.218
2018 May 30 08:17:26 AM UTC	El agente colgó	CustomerMediaLegID: eu-cs-telephony-voice-15026.dub8-080022UTC-BW080022601300518-1010652156@194.202.158.218
2018 May 30 08:19:15 AM UTC	Conectando agente	Inbound call Media Type: Voice ConversationID: eu-cs-telephony-voice-onebox-14049.dub4-081915UTC-20180530-acab8cb8-5583-4e13-9348-f0073af1714c CustomerMediaLegID: eu-cs-telephony-voice-onebox-14049.dub4-081900UTC-20180530-15c1ddeb-c95f-47c6-aeeb-32cbfda3ab4d
2018 May 30 08:19:21 AM UTC	Llamada conectada	Media Type: Voice ConversationID: eu-cs-telephony-voice-onebox-14049.dub4-081915UTC-20180530-acab8cb8-5583-4e13-9348-f0073af1714c CustomerMediaLegID: eu-cs-telephony-voice-onebox-14049.dub4-081900UTC-20180530-15c1ddeb-c95f-47c6-aeeb-32cbfda3ab4d
2018 May 30 08:19:25 AM UTC	Ocupado	Media Type: Voice ConversationID: eu-cs-telephony-voice-onebox-14049.dub4-081915UTC-20180530-acab8cb8-5583-4e13-9348-f0073af1714c CustomerMediaLegID: eu-cs-telephony-voice-onebox-14049.dub4-081900UTC-20180530-15c1ddeb-c95f-47c6-aeeb-32cbfda3ab4d
2018 May 30 08:23:10 AM UTC	Wrap Up	Media Type: Voice

Horario de FLORENCIA BARBOZA, JUNIOR ENRIQUE del 31/05/2018



+Detalle

Planificado			Real Centralita			Incoherencias automáticas		
Hora Inicio	Hora Fin	Tipología	Hora Inicio	Hora Fin	Tipología	Hora Inicio	Hora Fin	Tipología
31/05/2018 00:00:00	31/05/2018 05:00:00	TRABAJA						
31/05/2018 06:00:00	31/05/2018 09:00:00	TRABAJA						

Agent Trace Builder

Agent Login:

Time Zone:

Etc/UTC

Start Date:

2018-05-31

Start Time:

00:00

End Date:

2018-05-31

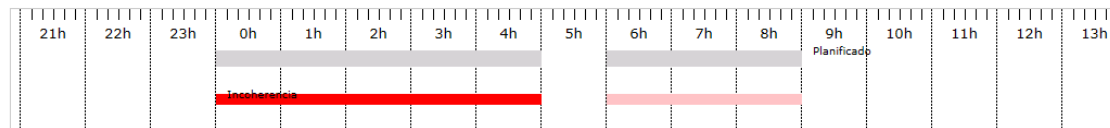
End Time:

23:59

Build Report

Event Date	Event Type	Event Data
2018 May 31 05:01:06 AM UTC	Disponible	Skills: AmazonEsPrimary, AmazonEsPreOrder
2018 May 31 05:03:10 AM UTC	Incorporando a cliente	Inbound call Media Type: Voice ConversationID: eu-cs-telephony-voice-12024.dub2-050310UTC-20180531-27b31cd7-e316-4735-846f-cf71679fc947 CustomerMediaLegID: eu-cs-telephony-voice-12024.dub2-050249UTC-SDemi2f01-9845d2a8596163c09377f7ab4dae2607-v3000i1
2018 May 31 05:03:10 AM UTC	Conectando agente	Inbound call Media Type: Voice ConversationID: eu-cs-telephony-voice-12024.dub2-050310UTC-20180531-27b31cd7-e316-4735-846f-cf71679fc947 CustomerMediaLegID: eu-cs-telephony-voice-12024.dub2-050249UTC-SDemi2f01-9845d2a8596163c09377f7ab4dae2607-v3000i1
2018 May 31 05:03:18 AM UTC	Llamada conectada	Media Type: Voice ConversationID: eu-cs-telephony-voice-12024.dub2-050310UTC-20180531-27b31cd7-e316-4735-846f-cf71679fc947 CustomerMediaLegID: eu-cs-telephony-voice-12024.dub2-050249UTC-SDemi2f01-9845d2a8596163c09377f7ab4dae2607-v3000i1
2018 May 31 05:03:22 AM UTC	Ocupado	Media Type: Voice ConversationID: eu-cs-telephony-voice-12024.dub2-050310UTC-20180531-27b31cd7-e316-4735-846f-cf71679fc947 CustomerMediaLegID: eu-cs-telephony-voice-12024.dub2-050249UTC-SDemi2f01-9845d2a8596163c09377f7ab4dae2607-v3000i1
2018 May 31 05:15:21 AM UTC	Wrap Up	Media Type: Voice ConversationID: eu-cs-telephony-voice-12024.dub2-050310UTC-20180531-27b31cd7-e316-4735-846f-cf71679fc947 CustomerMediaLegID: eu-cs-telephony-voice-12024.dub2-050249UTC-SDemi2f01-9845d2a8596163c09377f7ab4dae2607-v3000i1
2018 May 31 05:15:21 AM UTC	Customer Hung Up	CustomerMediaLegID: eu-cs-telephony-voice-12024.dub2-050249UTC-SDemi2f01-9845d2a8596163c09377f7ab4dae2607-v3000i1
2018 May 31 05:34:26 AM UTC	Conectando agente	Inbound call Media Type: Voice ConversationID: eu-cs-telephony-voice-onebox-14049.dub4-053426UTC-20180531-905d120e-fa55-44cf-8d28-b57460bd214d CustomerMediaLegID: eu-cs-telephony-voice-onebox-14049.dub4-053406UTC-BW053406353310518-306138097@194.202.158.218
2018 May 31 05:34:31 AM UTC	Llamada conectada	Media Type: Voice ConversationID: eu-cs-telephony-voice-onebox-14049.dub4-053426UTC-20180531-905d120e-fa55-44cf-8d28-b57460bd214d CustomerMediaLegID: eu-cs-telephony-voice-onebox-14049.dub4-053406UTC-BW053406353310518-306138097@194.202.158.218

Horario de FUENTES SALGUEDO, CARMEN GEOVANA del 31/05/2018



Planificado			Real Centralita			Incoherencias automáticas		
Hora Inicio	Hora Fin	Tipología	Hora Inicio	Hora Fin	Tipología	Hora Inicio	Hora Fin	Tipología
31/05/2018 00:00:00	31/05/2018 05:00:00	TRABAJA						
31/05/2018 06:00:00	31/05/2018 09:00:00	TRABAJA						

Agent Trace Builder

Agent Login:

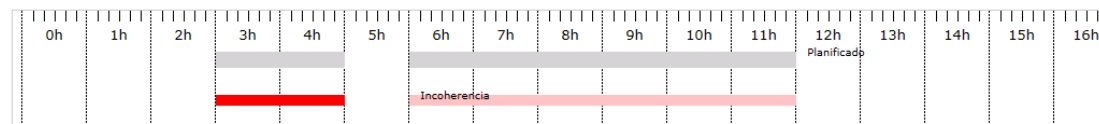
Time Zone:

Start Date: Start Time:

End Date: End Time:

Event Date	Event Type	Event Data
2018 May 31 05:00:13 AM UTC	Disponible	Skills: AmazonEsCarrierEmail, AmazonEsRetailEmail, AmazonEsPreOrderEmail, AmazonEsC...
2018 May 31 05:01:24 AM UTC	Incorporando a cliente	Media Type: Email ConversationID: 1002481046966/21197122/1527742884284 CustomerMediaLegID: A1ME9RH5FPW0VU/1527742881094
2018 May 31 05:01:28 AM UTC	Call Resumed	CustomerMediaLegID: A1ME9RH5FPW0VU/1527742881094
2018 May 31 05:01:28 AM UTC	Llamada conectada	Media Type: Email ConversationID: 1002481046966/21197122/1527742884284 CustomerMediaLegID: A1ME9RH5FPW0VU/1527742881094
2018 May 31 05:01:28 AM UTC	Ocupado	Media Type: Email ConversationID: 1002481046966/21197122/1527742884284 CustomerMediaLegID: A1ME9RH5FPW0VU/1527742881094
2018 May 31 05:01:51 AM UTC	Disponible	Skills: AmazonEsPreOrderEmail, AmazonEsCarrierEmail, AmazonEsRetailEmail, AmazonEsC...
2018 May 31 05:01:51 AM UTC	Customer Hung Up	CustomerMediaLegID: A1ME9RH5FPW0VU/1527742881094
2018 May 31 05:03:58 AM UTC	Incorporando a cliente	Media Type: Email ConversationID: 1002479786466/21197122/1527743037843 CustomerMediaLegID: A2XRS7IX3XJQ7D/1527735837574
2018 May 31 05:04:01 AM UTC	Call Resumed	CustomerMediaLegID: A2XRS7IX3XJQ7D/1527735837574
2018 May 31 05:04:01 AM UTC	Llamada conectada	Media Type: Email ConversationID: 1002479786466/21197122/1527743037843 CustomerMediaLegID: A2XRS7IX3XJQ7D/1527735837574
2018 May 31 05:04:01 AM UTC	Ocupado	Media Type: Email ConversationID: 1002479786466/21197122/1527743037843 CustomerMediaLegID: A2XRS7IX3XJQ7D/1527735837574
2018 May 31 05:13:13 AM UTC	Contact Transferred	CustomerMediaLegID: A2XRS7IX3XJQ7D/1527735837574

Horario de LOU KU, RUBEN LUIS del 31/05/2018



Planificado			Real Centralita			Incoherencias automáticas		
Hora Inicio	Hora Fin	Tipología	Hora Inicio	Hora Fin	Tipología	Hora Inicio	Hora Fin	Tipología
31/05/2018 03:00:00	31/05/2018 05:00:00	TRABAJA						
31/05/2018 06:00:00	31/05/2018 12:00:00	TRABAJA						

Agent Trace Builder

Agent Login:

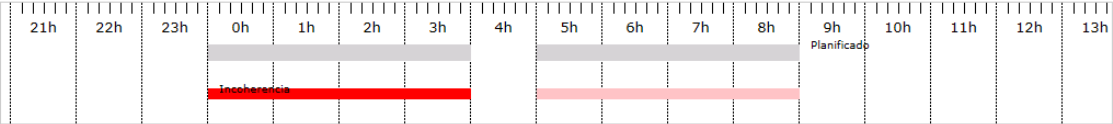
Time Zone:

Start Date: Start Time:

End Date: End Time:

Event Date	Event Type	Event Data
2018 May 31 07:59:31 AM UTC	Disponible	Skills: AmazonEsPreOrderEmail, AmazonEsCarrierEmail, AmazonEsRetailEmail, AmazonEsC...
2018 May 31 07:59:33 AM UTC	Incorporando a cliente	Media Type: Email ConversationID: 1002484640136/21189842/1527753573122 CustomerMediaLegID: A1GXN7QBVZEXST/1527753321132
2018 May 31 07:59:39 AM UTC	Llamada conectada	Media Type: Email ConversationID: 1002484640136/21189842/1527753573122 CustomerMediaLegID: A1GXN7QBVZEXST/1527753321132
2018 May 31 07:59:41 AM UTC	Call Resumed	CustomerMediaLegID: A1GXN7QBVZEXST/1527753321132
2018 May 31 07:59:41 AM UTC	Ocupado	Media Type: Email ConversationID: 1002484640136/21189842/1527753573122 CustomerMediaLegID: A1GXN7QBVZEXST/1527753321132
2018 May 31 08:03:00 AM UTC	Conectando agente	Outbound call Media Type: Voice ConversationID: eu-cs-telephony-voice-14031.dub4-080300UTC-20180531-e26e2a02-b724-415a-b696-4eab194f8692
2018 May 31 08:03:02 AM UTC	Cliente llamante	Outbound call Media Type: Voice ConversationID: eu-cs-telephony-voice-14031.dub4-080300UTC-20180531-e26e2a02-b724-415a-b696-4eab194f8692 CustomerMediaLegID: eu-cs-telephony-voice-14031.dub4-080300UTC-20180531-29f8b7e8-42c1-4b90-8dd3-0a42f8ee3e72
2018 May 31 08:03:30 AM UTC	Call Resumed	CustomerMediaLegID: eu-cs-telephony-voice-14031.dub4-080300UTC-20180531-29f8b7e8-42c1-4b90-8dd3-0a42f8ee3e72
2018 May 31 08:03:30 AM UTC	Ocupado	Media Type: Voice ConversationID: eu-cs-telephony-voice-14031.dub4-080300UTC-20180531-e26e2a02-b724-415a-b696-4eab194f8692 CustomerMediaLegID: eu-cs-telephony-voice-14031.dub4-080300UTC-20180531-29f8b7e8-42c1-4b90-8dd3-0a42f8ee3e72
2018 May 31 08:08:57 AM UTC	Wrap Up	Media Type: Voice ConversationID: eu-cs-telephony-voice-14031.dub4-080300UTC-20180531-e26e2a02-b724-415a-b696-4eab194f8692 CustomerMediaLegID: eu-cs-telephony-voice-14031.dub4-080300UTC-20180531-29f8b7e8-42c1-4b90-8dd3-0a42f8ee3e72

Horario de MOYANO MERINO, JESUS ANTONIO del 31/05/2018



Planificado			Real Centralita			Incoherencias automáticas		
Hora Inicio	Hora Fin	Tipología	Hora Inicio	Hora Fin	Tipología	Hora Inicio	Hora Fin	Tipología
31/05/2018 00:00:00	31/05/2018 04:00:00	TRABAJO						
31/05/2018 05:00:00	31/05/2018 09:00:00	TRABAJO						

Agent Trace Builder

Agent Login:

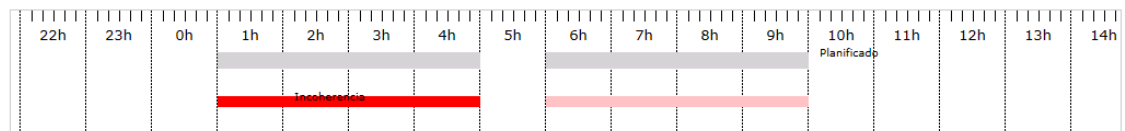
Time Zone:

Start Date: Start Time:

End Date: End Time:

Event Date	Event Type	Event Data
2018 May 31 04:59:02 AM UTC	Cambiando estado de agente:	Offline
2018 May 31 04:59:02 AM UTC	Ocupado	Media Type: Email ConversationID: 1002241316646/21197092/1526813472744 CustomerMediaLegID: A3TQ4PF03WK7WB/1526813471105
2018 May 31 04:59:08 AM UTC	En descanso	
2018 May 31 04:59:09 AM UTC	Disponible	Skills: AmazonEsPrimary, AmazonEsPreOrder
2018 May 31 05:00:05 AM UTC	Conectando agente	Inbound call Media Type: Voice ConversationID: eu-cs-telephony-voice-14030.dub4-050005UTC-20180531-86eab78d-14b3-4610-a5e7-26333ced236a CustomerMediaLegID: eu-cs-telephony-voice-14030.dub4-045844UTC-BW045844484310518646386406@194.202.158.218
2018 May 31 05:00:14 AM UTC	Llamada conectada	Media Type: Voice ConversationID: eu-cs-telephony-voice-14030.dub4-050005UTC-20180531-86eab78d-14b3-4610-a5e7-26333ced236a CustomerMediaLegID: eu-cs-telephony-voice-14030.dub4-045844UTC-BW045844484310518646386406@194.202.158.218
2018 May 31 05:00:18 AM UTC	Ocupado	Media Type: Voice ConversationID: eu-cs-telephony-voice-14030.dub4-050005UTC-20180531-86eab78d-14b3-4610-a5e7-26333ced236a CustomerMediaLegID: eu-cs-telephony-voice-14030.dub4-045844UTC-BW045844484310518646386406@194.202.158.218
2018 May 31 05:07:41 AM UTC	Wrap Up	Media Type: Voice ConversationID: eu-cs-telephony-voice-14030.dub4-050005UTC-20180531-86eab78d-14b3-4610-a5e7-26333ced236a CustomerMediaLegID: eu-cs-telephony-voice-14030.dub4-045844UTC-BW045844484310518646386406@194.202.158.218
2018 May 31 05:07:41 AM UTC	Customer Hung Up	CustomerMediaLegID: eu-cs-telephony-voice-14030.dub4-045844UTC-BW045844484310518646386406@194.202.158.218
2018 May 31 05:24:59 AM UTC	Conectando agente	Inbound call Media Type: Voice ConversationID: eu-cs-telephony-voice-15026.dub8-052459UTC-20180531-a97d9384-2068-499d-b79a-60330d41d429 CustomerMediaLegID: eu-cs-telephony-voice-15026.dub8-052443UTC-20180531-033a70e3-9ee5-4309-a38b-291034bd2fb

Horario de SALAZAR VARGAS, MARIA MILAGROS del 31/05/2018



Planificado			Real Centralita			Incoherencias automáticas		
Hora Inicio	Hora Fin	Tipología	Hora Inicio	Hora Fin	Tipología	Hora Inicio	Hora Fin	Tipología
31/05/2018 01:00:00	31/05/2018 05:00:00	TRABAJA						
31/05/2018 06:00:00	31/05/2018 10:00:00	TRABAJA						

Agent Trace Builder

Agent Login:

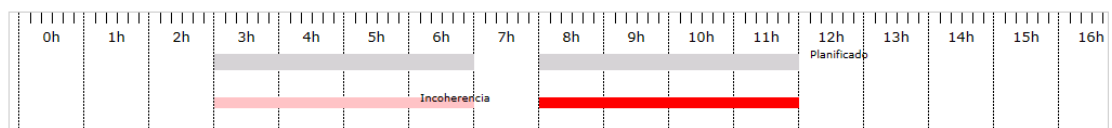
Time Zone:

Start Date: Start Time:

End Date: End Time:

Event Date	Event Type	Event Data
2018 May 31 06:00:52 AM UTC	Disponible	Skills: AmazonEsCarrierEmail, AmazonEsRetailEmail, AmazonEsPreOrderEmail, AmazonEsC...
2018 May 31 06:01:04 AM UTC	Incorporando a cliente	Media Type: Email ConversationID: 1002481997086/21197252/1527746463908 CustomerMediaLegID: A21QMIEFALOLJG/1527746461742
2018 May 31 06:01:16 AM UTC	Call Resumed	CustomerMediaLegID: A21QMIEFALOLJG/1527746461742
2018 May 31 06:01:16 AM UTC	Llamada conectada	Media Type: Email ConversationID: 1002481997086/21197252/1527746463908 CustomerMediaLegID: A21QMIEFALOLJG/1527746461742
2018 May 31 06:01:16 AM UTC	Ocupado	Media Type: Email ConversationID: 1002481997086/21197252/1527746463908 CustomerMediaLegID: A21QMIEFALOLJG/1527746461742
2018 May 31 06:12:32 AM UTC	Conectando agente	Inbound call Media Type: Voice ConversationID: eu-cs-telephony-voice-15005.dub8-061232UTC-20180531-541943ab-07ed-42f3-8b73-f777426dfb21 CustomerMediaLegID: eu-cs-telephony-voice-15005.dub8-061212UTC-1493336121_89014340@162.97.5.197
2018 May 31 06:12:43 AM UTC	Llamada conectada	Media Type: Voice ConversationID: eu-cs-telephony-voice-15005.dub8-061232UTC-20180531-541943ab-07ed-42f3-8b73-f777426dfb21 CustomerMediaLegID: eu-cs-telephony-voice-15005.dub8-061212UTC-1493336121_89014340@162.97.5.197
2018 May 31 06:12:47 AM UTC	Ocupado	Media Type: Voice ConversationID: eu-cs-telephony-voice-15005.dub8-061232UTC-20180531-541943ab-07ed-42f3-8b73-f777426dfb21 CustomerMediaLegID: eu-cs-telephony-voice-15005.dub8-061212UTC-1493336121_89014340@162.97.5.197
2018 May 31 06:18:51 AM UTC	Wrap Up	Media Type: Email ConversationID: 1002481997086/21197252/1527746463908 CustomerMediaLegID: A21QMIEFALOLJG/1527746461742
2018 May 31 06:18:51 AM UTC	Customer Hung Up	CustomerMediaLegID: A21QMIEFALOLJG/1527746461742

Horario de SAN MIGUEL MARQUEZ, DAVID ROGER del 31/05/2018



Planificado			Real Centralita			Incoherencias automáticas		
Hora Inicio	Hora Fin	Tipología	Hora Inicio	Hora Fin	Tipología	Hora Inicio	Hora Fin	Tipología
31/05/2018 03:00:00	31/05/2018 07:00:00	TRABAJA						
31/05/2018 08:00:00	31/05/2018 12:00:00	TRABAJA						

Agent Trace Builder

Agent Login:

Time Zone:

Etc/UTC

Start Date:

2018-05-31

Start Time:

00:00

End Date:

2018-05-31

End Time:

23:59

Build Report

Event Date	Event Type	Event Data
2018 May 31 08:02:29 AM UTC	Disponible	Skills: AmazonEsPrimary, AmazonEsPreOrder
2018 May 31 08:07:16 AM UTC	Incorporando a cliente	Inbound call Media Type: Voice ConversationID: eu-cs-telephony-voice-14031.dub4-080716UTC-20180531-56541096-5d13-4ac4-8a98-3f62138ed2a8 CustomerMediaLegID: eu-cs-telephony-voice-14031.dub4-080658UTC-20180531-c209476a-6f62-4d55-ab63-ed3147da8cb3
2018 May 31 08:07:16 AM UTC	Conectando agente	Inbound call Media Type: Voice ConversationID: eu-cs-telephony-voice-14031.dub4-080716UTC-20180531-56541096-5d13-4ac4-8a98-3f62138ed2a8 CustomerMediaLegID: eu-cs-telephony-voice-14031.dub4-080658UTC-20180531-c209476a-6f62-4d55-ab63-ed3147da8cb3
2018 May 31 08:07:24 AM UTC	Llamada conectada	Media Type: Voice ConversationID: eu-cs-telephony-voice-14031.dub4-080716UTC-20180531-56541096-5d13-4ac4-8a98-3f62138ed2a8 CustomerMediaLegID: eu-cs-telephony-voice-14031.dub4-080658UTC-20180531-c209476a-6f62-4d55-ab63-ed3147da8cb3
2018 May 31 08:07:28 AM UTC	Ocupado	Media Type: Voice ConversationID: eu-cs-telephony-voice-14031.dub4-080716UTC-20180531-56541096-5d13-4ac4-8a98-3f62138ed2a8 CustomerMediaLegID: eu-cs-telephony-voice-14031.dub4-080658UTC-20180531-c209476a-6f62-4d55-ab63-ed3147da8cb3
2018 May 31 08:23:12 AM UTC	Call Put On Hold	CustomerMediaLegID: eu-cs-telephony-voice-14031.dub4-080658UTC-20180531-c209476a-6f62-4d55-ab63-ed3147da8cb3
2018 May 31 08:23:14 AM UTC	Call Resumed	CustomerMediaLegID: eu-cs-telephony-voice-14031.dub4-080658UTC-20180531-c209476a-6f62-4d55-ab63-ed3147da8cb3
2018 May 31 08:23:21 AM UTC	Call Put On Hold	CustomerMediaLegID: eu-cs-telephony-voice-14031.dub4-080658UTC-20180531-c209476a-6f62-4d55-ab63-ed3147da8cb3
2018 May 31 08:23:22 AM UTC	Wrap Up	Media Type: Voice ConversationID: eu-cs-telephony-voice-14031.dub4-080716UTC-20180531-56541096-5d13-4ac4-8a98-3f62138ed2a8 CustomerMediaLegID: eu-cs-telephony-voice-14031.dub4-080658UTC-20180531-c209476a-6f62-4d55-ab63-ed3147da8cb3
2018 May 31 08:23:22 AM UTC	Customer Hung Up	CustomerMediaLegID: eu-cs-telephony-voice-14031.dub4-080658UTC-20180531-c209476a-6f62-4d55-ab63-ed3147da8cb3
2018 May 31 08:25:28 AM UTC	Conectando agente	Inbound call Media Type: Voice