#### Horario de GAYOSO MURILLO, FANNY VERONICA del 12/06/2018

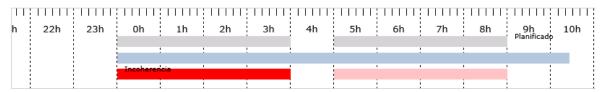
| 11111 |     | ППП | ППП       | 11111 | 111111 |    | ППП | ППП | ППП | 11111 | ППП | 11111      | 11111 |     |     |     |
|-------|-----|-----|-----------|-------|--------|----|-----|-----|-----|-------|-----|------------|-------|-----|-----|-----|
| 21h   | 22h | 23h | 0h        | 1h    | 2h     | 3h | 4h  | 5h  | 6h  | 7h    | 8h  | 9h         | 10h   | 11h | 12h | 13h |
| 1     |     |     |           |       |        |    |     |     |     |       |     | Planificad | P     |     | : : |     |
| i     | 1   |     |           | :     | :      | :  | :   |     |     |       |     | 1          |       |     | i i |     |
| 1     |     |     |           |       | 1      |    |     |     |     | 1     |     |            |       |     | : : |     |
| 1     | : : | :   | Incoheren | icia  |        |    | _   |     | i   |       |     |            |       | :   | : : |     |
| :     | : : | :   |           |       |        |    |     |     |     |       |     |            |       | :   | : : |     |
| !     | !   | !   |           | !     | !      | !  | !   | !   | !   | !     |     | !          |       | !   | : : |     |



## **Build Report**

| Event Date                   | Event Type             | Event Data  |
|------------------------------|------------------------|---|
| 2018 June 13 05:00:12 AM UTC | Disponible             | Skills: AmazonEsCarrierEmail, AmazonEsWmsEmail, AmazonEsReta  |
| 2018 June 13 05:00:13 AM UTC | Incorporando a cliente | Media Type: Email<br>ConversationID: 1002770176056/7987682/1528866012841<br>CustomerMediaLegID: AT01CYLAHEO2J/1528864415473 |

### Horario de PACHECO MAYURI, MARINA ELVIA SOFIA del 12/06/2018





## **Build Report**

| Event Date                   | Event Type             | Event Data   |  |  |  |  |  |  |
|------------------------------|------------------------|--|--|--|--|--|--|--|
| 2018 June 12 05:00:34 AM UTC | Disponible             | Skills: A mazon Es Primary Chat, A mazon Es Wms Chat, A mazon Es Pre Order Chat  |  |  |  |  |  |  |
| 2018 June 12 06:19:34 AM UTC | Incorporando a cliente | Media Type: Chat ConversationID: wNPPFD5MQV-ef6UGQKdUpmyR3axq1smMsi160E8vvtKjDkujJ2F CustomerMediaLegID: uxGjwG3mTvCCUbAxaLMOk6f8ZjTDP6D3NVHW9EvUPeZAs |  |  |  |  |  |  |

#### Horario de RAMIREZ VILCHEZ, NATALY DEL CARMEN del 12/06/2018

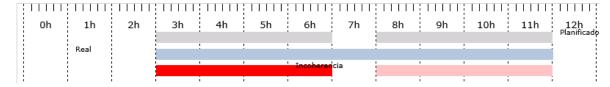
|     |     | 111111 | 111111   | ; 111111 | ; 111111 | ; 111111 | 111111 | 111111 | 111111 | ; 111111; | $\Box\Box\Box\Box$ |             |
|-----|-----|--------|----------|----------|----------|----------|--------|--------|--------|-----------|--------------------|-------------|
| 21h | 22h | 23h    | 0h       | 1h       | 2h       | 3h       | 4h     | 5h     | 6h     | 7h        | 8h                 | 9h          |
|     |     | i      |          |          |          |          |        |        |        | •         |                    | Planificado |
|     | !   | !      | !        | !        | !        | !        | !      | !      | !      | !!!       |                    | !!          |
|     |     | i      |          |          |          |          |        |        |        |           |                    |             |
| !   | !   | !      | incohere | deia     | 1        | 1        |        |        | 1      |           |                    | !           |
|     |     | :      | inconcre | iiciu    |          |          |        |        |        |           |                    | ; ;         |
|     | :   | :      |          | :        |          | :        | 1      |        | i      | : :       |                    | : :         |
|     | i   | i      | i        | i        | i        |          | i      | i      | i      | i :       | ;                  | <u> </u>    |



#### **Build Report**

| Event Date                   | Event Type             | Event Data  |  |  |  |  |  |  |
|------------------------------|------------------------|---|--|--|--|--|--|--|
| 2018 June 12 05:00:27 AM UTC | Disponible             | Skills: A mazon Es Primary Chat, A mazon Es Wms Chat, A mazon Es Pre Order Chat   |  |  |  |  |  |  |
| 2018 June 12 06:06:04 AM UTC | Incorporando a cliente | Media Type: Chat ConversationID: OVGpPesVRd2YXJuOGv3MKKs-uHKY6nmGR-6DMIBkDegaEa4Q57 CustomerMediaLegID: j2qWk70gTuWbq66XISEO5iJmUPnJsEMbDdB79WKa1TH2c3C |  |  |  |  |  |  |

#### Horario de SANTILLAN ARCELLES, GISELLA LISBETT CARMEN del 12/06/2018



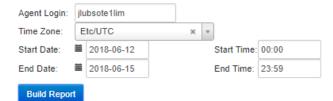


## **Build Report**

| Event Date                   | Event Type             | Event Data  |
|------------------------------|------------------------|---|
| 2018 June 12 08:00:06 AM UTC | Disponible             | Skills: A mazon Es Primary Chat, A mazon Es Wms Chat, A mazon Es Pre Order Chat   |
| 2018 June 12 08:00:34 AM UTC | Incorporando a cliente | Media Type: Chat ConversationID: ISmHoNOjStGikPWBgKUzlbUM1knDg6WBJRN-qe365i8MlzeHytV CustomerMediaLegID: Ju8Kc2E5QmumjnYPsBJ7tU5DvOWPbkNE8WE69-bGHYkl |

# Horario de SOTELO TICONA, JLUBBICA HORTENCIA del 12/06/2018

| ; 111111 | 111111 |    |    |           | ; 11111 |    |    |    |    |    |    |             |
|----------|--------|----|----|-----------|---------|----|----|----|----|----|----|-------------|
| 22h      | 23h    | 0h | 1h | 2h        | 3h      | 4h | 5h | 6h | 7h | 8h | 9h | 10h         |
|          |        |    |    |           |         |    |    |    |    |    |    | Planificado |
|          |        |    |    | !         | !       |    |    |    |    |    |    |             |
|          |        |    |    |           |         |    |    |    |    |    |    |             |
| 1        | :      | ;  |    | Incoherer | icia    |    |    |    |    |    |    | ;           |
| 1        | :      | :  |    |           |         |    |    |    |    |    |    |             |
|          |        |    |    |           |         |    |    |    |    |    |    |             |



| Event Date                   | Event Type        | Event Data   |
|------------------------------|-------------------|--|
| 2018 June 13 06:06:04 AM UTC | Disponible        | Skills: AmazonEsWms, AmazonEsPrimary, AmazonEsPreOrder   |
| 2018 June 13 06:10:01 AM UTC | Conectando agente | Inbound call Media Type: Voice ConversationID: eu-cs-telephony-voice-15005.dub8-061001UTC-20180613-; CustomerMediaLegID: eu-cs-telephony-voice-15005.dub8-060941UTC-SD20 |

## Horario de TANGHERLINI MENDOZA, PAOLO GERARDO del 12/06/2018

|      | 11111<br>22h | <br>23h | : | <br>:       | :    | : | ; ' ' ' ' ' | ; ' ' ' ' | 7h | ';       | 9h | 10h         |
|------|--------------|---------|---|-------------|------|---|-------------|-----------|----|----------|----|-------------|
|      |              |         |   |             |      |   |             |           |    |          |    | Planificado |
|      |              |         |   | '           |      | ' | <u>'</u>    | <u>'</u>  |    | <u>'</u> |    |             |
|      |              |         |   | ' Incoherer | icia |   | i           |           | 1  | 1        |    |             |
| - 13 |              |         |   |             |      |   | 7           |           |    |          | 1  |             |



# Build Report

| Event Date                   | Event Type                  | Event Data   |
|------------------------------|-----------------------------|--|
| 2018 June 12 05:55:53 AM UTC | Cambiando estado de agente: | Offline  |
| 2018 June 12 05:55:53 AM UTC | Ocupado                     | Media Type: Email ConversationID: 1002275600786/20014792/1526969868003 CustomerMediaLegID: ACKBSRIM1AQ2O/1526969865638                                 |
| 2018 June 12 06:00:12 AM UTC | Disponible                  | Skills: A mazon Es Primary Chat, A mazon Es Wms Chat, A mazon Es Pre Order Chat  |
| 2018 June 12 06:04:49 AM UTC | Incorporando a cliente      | Media Type: Chat ConversationID: _Wnjlv0ST1OvLZN9oNMiKFdE9JmWh_YRhx0NHe2jSauAL-6mN CustomerMediaLegID: -fk3XleaSduVDTvo_6nt96bKz9yKaoKvTUM3mv0h3Of2Ept |