| Agent State Summary | Data Type |
| --- | --- |
| Agent\_ID (pk) |  |
| Date |  |
| Hour |  |
| GROUP\_NAME |  |
| CALLS\_ANSWERED |  |
| INTERNAL\_CALS |  |
| EXTERNAL\_OUTGOING\_CALLS |  |
| RONA |  |
| LOGGED\_ON\_TIME |  |
| AVAILABLE\_TIME |  |
| PER\_AVAIL |  |
| NOT\_READY |  |
| PER\_NOT\_READY |  |
| WORK\_TIME |  |
| PER\_WORK\_TIME |  |
| TALK\_TIME |  |
| PER\_TALK\_TIME |  |
| HANDLED\_CALLS\_TALK\_TIME |  |
| AVG\_TALK\_TIME |  |
| TALK\_TIME\_OUT |  |
| PER\_TALK\_TIME\_OUT |  |
| EXT\_OUT\_CALLS\_TALK\_TIME |  |
| AVG\_TALK\_TIME\_EXTERNAL |  |
| HOLD\_TIME |  |
| PER\_HOLD |  |
| INTERNAL\_CALLS\_TIME |  |
| AVG\_TALK\_TIME\_INTERNAL |  |
| PER\_INTERNAL |  |
| HANDLED\_CALLS\_TIME |  |
| AVG\_HANDLE\_TIME |  |
| BUSY\_OTHER\_TIME |  |

| Agent\_Not\_Ready | Data Type |
| --- | --- |
| Agent\_ID (fk) |  |
| LOG\_ON\_DATE\_TIME |  |
| LOG\_ON\_DURATION |  |
| REASON\_CODE |  |
| DURATION |  |
| LOG\_ON\_DUR\_PER |  |
| TOTAL\_TIME\_NOT\_READU |  |
| NOT\_READY\_PER |  |