

Time	Activity Type	Activity	Duration	Payable	Creator	Notes
11/2/2016 12:49	Start shift					
11/2/2016 12:49	Shift Events	Break	0:02	No	System	
11/2/2016 12:51	ACD Activities	ACW	0:02	Yes	System	
11/2/2016 12:53	System Defined	Records Merge Activity	0:00	Yes	System - Auto merge	AvayaAtlantaACD+110+0
11/2/2016 12:53	ACD Activities	Idle State before Auto-In	0:00	No	System	
11/2/2016 12:53	System Defined	Records Merge Activity	0:01	Yes	System - Auto merge	AvayaAtlantaACD+110+0
11/2/2016 12:54	ACD Activities	ACW	0:01	Yes	System	
11/2/2016 12:55	Assigned Work Activities	On the Phone	0:05	Yes	System	
11/2/2016 13:00	ACD Activities	ACW	0:00	Yes	System	
11/2/2016 13:00	ACD Activities	Available	0:01	Yes	System	
11/2/2016 13:01	ACD Activities	Available	0:00	Yes	System	
11/2/2016 13:01	Assigned Work Activities	On the Phone	0:04	Yes	System	
11/2/2016 13:05	ACD Activities	ACW	0:00	Yes	System	
11/2/2016 13:05	ACD Activities	ACW	0:01	Yes	System	
11/2/2016 13:06	ACD Activities	Available	0:00	Yes	System	
11/2/2016 13:06	Assigned Work Activities	On the Phone	0:18	Yes	System	
11/2/2016 13:24	ACD Activities	ACW	0:00	Yes	System	
11/2/2016 13:24	Shift Events	Break	0:15	No	System	
11/2/2016 13:44	ACD Activities	Idle State before Auto-In	0:00	No	System	
11/2/2016 13:44	ACD Activities	ACW	0:01	Yes	System	

11/2/2016 13:45	ACD Activities	Aux4 But No Call	0:00	Yes	System
11/2/2016 13:45	ACD Activities	Available	0:01	Yes	System
11/2/2016 13:46	ACD Activities	Available	0:01	Yes	System
11/2/2016 13:47	ACD Activities	Available	0:00	Yes	System
11/2/2016 13:47	ACD Activities	Available	0:00	Yes	System
11/2/2016 13:47	ACD Activities	Available	0:00	Yes	System
11/2/2016 13:47	ACD Activities	Available	0:01	Yes	System
11/2/2016 13:48	ACD Activities	Available	0:00	Yes	System
11/2/2016 13:48	ACD Activities	Available	0:01	Yes	System
11/2/2016 13:49	ACD Activities	Available	0:00	Yes	System
11/2/2016 13:49	ACD Activities	Available	0:01	Yes	System
11/2/2016 13:50	ACD Activities	Available	0:00	Yes	System
11/2/2016 13:50	ACD Activities	Available	0:00	Yes	System
11/2/2016 13:50	ACD Activities	Aux4 But No Call	0:01	Yes	System
11/2/2016 13:51	ACD Activities	Available	0:00	Yes	System
11/2/2016 13:51	ACD Activities	Available	0:00	Yes	System
11/2/2016 13:51	ACD Activities	Available	0:01	Yes	System
11/2/2016 13:52	ACD Activities	Available	0:00	Yes	System
11/2/2016 13:52	ACD Activities	Available	0:00	Yes	System
11/2/2016 13:52	ACD Activities	Aux4 But No Call	0:01	Yes	System
11/2/2016 13:53	ACD Activities	Available	0:00	Yes	System
11/2/2016 13:53	ACD Activities	Available	0:01	Yes	System
11/2/2016 13:54	ACD Activities	Available	0:00	Yes	System

<u>11/2/2016 13:54</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 13:54</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 13:55</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 13:55</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 13:55</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 13:56</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 13:56</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 13:57</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 13:57</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 13:58</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 13:58</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 13:59</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 13:59</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:00</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:01</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:02</u>	Assigned Work Activities	On the Phone	0:16	Yes	System
<u>11/2/2016 14:18</u>	Assigned Work Activities	On the Phone	0:00	Yes	System
<u>11/2/2016 14:18</u>	ACD Activities	HOLD	0:01	Yes	System
<u>11/2/2016 14:19</u>	Assigned Work Activities	On the Phone	0:05	Yes	System
<u>11/2/2016 14:24</u>	ACD Activities	Aux4 But No Call	0:03	Yes	System
<u>11/2/2016 14:27</u>	Shift Events	Training	0:00	Yes	System
<u>11/2/2016 14:27</u>	ACD Activities	ACW	0:01	Yes	System

<u>11/2/2016 14:28</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:28</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:29</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:29</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:30</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:30</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:31</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:31</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:31</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:32</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:32</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:33</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:33</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:34</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:34</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:35</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:35</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:36</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:36</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:37</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:37</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:38</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:39</u>	ACD Activities	Available	0:00	Yes	System

<u>11/2/2016 14:39</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:40</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:41</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:41</u>	Assigned Work Activities	On the Phone	0:06	Yes	System
<u>11/2/2016 14:47</u>	Assigned Work Activities	On the Phone	0:00	Yes	System
<u>11/2/2016 14:47</u>	Assigned Work Activities	On the Phone	0:00	Yes	System
<u>11/2/2016 14:47</u>	ACD Activities	Aux4 But No Call	0:01	Yes	System
<u>11/2/2016 14:48</u>	ACD Activities	ACW	0:01	Yes	System
<u>11/2/2016 14:49</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:49</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:50</u>	ACD Activities	Aux4 But No Call	0:00	Yes	System
<u>11/2/2016 14:50</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:50</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:51</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:51</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:52</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:52</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:52</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:53</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:53</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:54</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:54</u>	ACD Activities	Available	0:01	Yes	System

<u>11/2/2016 14:55</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:55</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:55</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:56</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:56</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:57</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:57</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:57</u>	ACD Activities	Aux4 But No Call	0:01	Yes	System
<u>11/2/2016 14:58</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:58</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 14:59</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 14:59</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 15:00</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 15:00</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 15:01</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 15:01</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 15:02</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 15:02</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 15:03</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 15:04</u>	Shift Events	Lunch	0:29	No	System
<u>11/2/2016 15:33</u>	Shift Events	Training	0:30	Yes	System
<u>11/2/2016 16:03</u>	Trainer activities	Training Getting Call	0:03	Yes	System
<u>11/2/2016 16:06</u>	Shift Events	Training	0:12	Yes	System

<u>11/2/2016 16:18</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:19</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:20</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:21</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:21</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:22</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:22</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:23</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:24</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:24</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:25</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:25</u>	ACD Activities	Aux4 But No Call	0:01	Yes	System
<u>11/2/2016 16:26</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:26</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:27</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:27</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:28</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:28</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:29</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:29</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:30</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:31</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:31</u>	ACD Activities	Available	0:01	Yes	System

<u>11/2/2016 16:32</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:32</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:33</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:34</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:34</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:35</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:35</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:36</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:37</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:37</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:38</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:39</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:40</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:40</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:40</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:41</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:42</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:42</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:43</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:44</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:44</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:45</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:46</u>	ACD Activities	Available	0:00	Yes	System

<u>11/2/2016 16:46</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:47</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:47</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:48</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:48</u>	ACD Activities	Aux4 But No Call	0:01	Yes	System
<u>11/2/2016 16:49</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:49</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:50</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:51</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:51</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:52</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:52</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:53</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:54</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:55</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:56</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 16:57</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 16:57</u>	ACD Activities	Aux4 But No Call	0:03	Yes	System
<u>11/2/2016 17:00</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 17:01</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 17:02</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 17:02</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 17:03</u>	ACD Activities	Available	0:00	Yes	System

<u>11/2/2016 17:03</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 17:04</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 17:05</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 17:05</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 17:06</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 17:06</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 17:07</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 17:07</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 17:08</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 17:09</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 17:09</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 17:10</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 17:11</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 17:11</u>	ACD Activities	Aux4 But No Call	0:00	Yes	System
<u>11/2/2016 17:11</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 17:12</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 17:13</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 17:13</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 17:14</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 17:15</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 17:15</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016 17:16</u>	ACD Activities	Available	0:00	Yes	System
<u>11/2/2016 17:16</u>	ACD Activities	Available	0:01	Yes	System

11/2/2016 17:17	ACD Activities	Available	0:01	Yes	System
11/2/2016 17:18	ACD Activities	Available	0:00	Yes	System
11/2/2016 17:18	ACD Activities	Available	0:01	Yes	System
11/2/2016 17:19	ACD Activities	Aux4 But No Call	0:00	Yes	System
11/2/2016 17:19	ACD Activities	Available	0:00	Yes	System
11/2/2016 17:19	ACD Activities	Available	0:01	Yes	System
11/2/2016 17:20	ACD Activities	Available	0:01	Yes	System
11/2/2016 17:21	ACD Activities	Available	0:00	Yes	System
11/2/2016 17:21	ACD Activities	Available	0:01	Yes	System
11/2/2016 17:22	ACD Activities	Available	0:01	Yes	System
11/2/2016 17:23	ACD Activities	Available	0:00	Yes	System
11/2/2016 17:23	ACD Activities	Available	0:01	Yes	System
11/2/2016 17:24	Shift Events	Break	0:03	No	System
11/2/2016 17:27	ACD Activities	Available	0:00	Yes	System
11/2/2016 17:27	ACD Activities	Available	0:02	Yes	System
11/2/2016 17:29	ACD Activities	Available	0:01	Yes	System
11/2/2016 17:30	ACD Activities	Available	0:01	Yes	System
11/2/2016 17:31	ACD Activities	Available	0:00	Yes	System
11/2/2016 17:31	ACD Activities	Available	0:01	Yes	System
11/2/2016 17:32	ACD Activities	Available	0:01	Yes	System
11/2/2016 17:33	ACD Activities	Available	0:01	Yes	System
11/2/2016 17:34	ACD Activities	Available	0:00	Yes	System
11/2/2016 17:34	ACD Activities	Available	0:01	Yes	System

11/2/2016 17:35	ACD Activities	Available	0:01	Yes	System	
11/2/2016 17:36	ACD Activities	Available	0:01	Yes	System	
11/2/2016 17:37	ACD Activities	Available	0:02	Yes	System	
11/2/2016 17:39	ACD Activities	Available	0:01	Yes	System	
11/2/2016 17:40	ACD Activities	Available	0:01	Yes	System	
11/2/2016 17:41	ACD Activities	Available	0:01	Yes	System	
11/2/2016 17:42	ACD Activities	Available	0:01	Yes	System	
11/2/2016 17:43	ACD Activities	Available	0:00	Yes	System	
11/2/2016 17:43	ACD Activities	Available	0:01	Yes	System	
11/2/2016 17:44	ACD Activities	Available	0:01	Yes	System	
11/2/2016 17:45	ACD Activities	Available	0:00	Yes	System	
11/2/2016 17:45	ACD Activities	Aux4 But No Call	0:00	Yes	System	
11/2/2016 17:45	ACD Activities	Available	0:01	Yes	System	
11/2/2016 17:46	System Defined	Records Merge Activity	0:00	Yes	System - Auto merge	AvayaAtlantaACD+110+0
11/2/2016 17:46	ACD Activities	Available	0:01	Yes	System	
11/2/2016 17:47	ACD Activities	Available	0:01	Yes	System	
11/2/2016 17:48	ACD Activities	Available	0:00	Yes	System	
11/2/2016 17:48	ACD Activities	Aux4 But No Call	0:01	Yes	System	
11/2/2016 17:49	ACD Activities	Available	0:00	Yes	System	
11/2/2016 17:49	ACD Activities	Available	0:01	Yes	System	
11/2/2016 17:50	ACD Activities	Available	0:01	Yes	System	
11/2/2016 17:51	ACD Activities	Available	0:01	Yes	System	
11/2/2016	ACD Activities	Available	0:04	Yes	System	

<u>17:52</u>					
<u>11/2/2016</u> <u>17:56</u>	Assigned Work Activities	On the Phone	0:01	Yes	System
<u>11/2/2016</u> <u>17:57</u>	ACD Activities	Aux4 But No Call	0:00	Yes	System
<u>11/2/2016</u> <u>17:57</u>	ACD Activities	Available	0:05	Yes	System
<u>11/2/2016</u> <u>18:02</u>	Assigned Work Activities	On the Phone	0:13	Yes	System
<u>11/2/2016</u> <u>18:15</u>	ACD Activities	HOLD	0:02	Yes	System
<u>11/2/2016</u> <u>18:17</u>	Assigned Work Activities	On the Phone	0:05	Yes	System
<u>11/2/2016</u> <u>18:22</u>	Assigned Work Activities	On the Phone	0:01	Yes	System
<u>11/2/2016</u> <u>18:23</u>	ACD Activities	HOLD	0:00	Yes	System
<u>11/2/2016</u> <u>18:23</u>	Assigned Work Activities	On the Phone	0:00	Yes	System
<u>11/2/2016</u> <u>18:23</u>	Assigned Work Activities	On the Phone	0:01	Yes	System
<u>11/2/2016</u> <u>18:24</u>	ACD Activities	Aux4 But No Call	0:01	Yes	System
<u>11/2/2016</u> <u>18:25</u>	ACD Activities	Available	0:01	Yes	System
<u>11/2/2016</u> <u>18:26</u>	Shift Events	Break	0:09	No	System
<u>11/2/2016</u> <u>18:35</u>	ACD Activities	Available	0:02	Yes	System
<u>11/2/2016</u> <u>18:37</u>	ACD Activities	Available	0:09	Yes	System
<u>11/2/2016</u> <u>18:46</u>	Assigned Work Activities	On the Phone	0:12	Yes	System
<u>11/2/2016</u> <u>18:58</u>	Assigned Work Activities	On the Phone	0:00	Yes	System
<u>11/2/2016</u> <u>18:58</u>	Assigned Work Activities	On the Phone	0:01	Yes	System
<u>11/2/2016</u> <u>18:59</u>	Assigned Work Activities	On the Phone	0:00	Yes	System

11/2/2016 18:59	Assigned Work Activities	On the Phone	0:02	Yes	System
11/2/2016 19:01	Assigned Work Activities	On the Phone	0:00	Yes	System
11/2/2016 19:01	ACD Activities	HOLD	0:00	Yes	System
11/2/2016 19:01	Assigned Work Activities	On the Phone	0:01	Yes	System
11/2/2016 19:02	ACD Activities	Aux4 But No Call	0:00	Yes	System
11/2/2016 19:02	ACD Activities	Available	0:03	Yes	System
11/2/2016 19:05	ACD Activities	Available	0:03	Yes	System
11/2/2016 19:08	ACD Activities	Available	0:05	Yes	System
11/2/2016 19:13	ACD Activities	Available	0:04	Yes	System
11/2/2016 19:17	ACD Activities	Available	0:07	Yes	System
11/2/2016 19:24	Assigned Work Activities	On the Phone	0:06	Yes	System
11/2/2016 19:30	ACD Activities	ACW	0:00	Yes	System
11/2/2016 19:30	ACD Activities	Available	0:02	Yes	System
11/2/2016 19:32	ACD Activities	Available	0:03	Yes	System
11/2/2016 19:35	ACD Activities	Available	0:03	Yes	System
11/2/2016 19:38	ACD Activities	Available	0:08	Yes	System
11/2/2016 19:46	Shift Events	Ringin	0:01	No	System
11/2/2016 19:47	Assigned Work Activities	On the Phone	0:05	Yes	System
11/2/2016 19:52	ACD Activities	ACW	0:00	Yes	System
11/2/2016 19:52	ACD Activities	Available	0:02	Yes	System
11/2/2016 19:54	ACD Activities	Available	0:02	Yes	System
11/2/2016	ACD Activities	Available	0:01	Yes	System

<u>19:56</u>						
<u>11/2/2016</u> <u>19:57</u>	ACD Activities	Aux4 But No Call	0:01	Yes	System	
<u>11/2/2016</u> <u>19:58</u>	ACD Activities	Available	0:01	Yes	System	
<u>11/2/2016</u> <u>19:59</u>	ACD Activities	Available	0:01	Yes	System	_____