Time	Activity Type	Activity	Duration	Payable	Creator	Notes
11/2/2016 10:01	Start shift					
11/2/2016 10:01	Shift Events	Break	0:02	No	System	
11/2/2016 10:03	System Defined	Records Merge Activity	0:00	Yes	System - Auto merge	AvayaMiamiACD+110+0 (Log Off)
11/2/2016 10:03	ACD Activities	Idle State before Auto-In	0:01	No	System	
11/2/2016 10:04	ACD Activities	Available	0:00	Yes	System	
11/2/2016 10:04	ACD Activities	Available	0:01	Yes	System	
11/2/2016 10:05	ACD Activities	Available	0:00	Yes	System	
11/2/2016 10:05	ACD Activities	Available	0:01	Yes	System	
11/2/2016 10:06	ACD Activities	Available	0:00	Yes	System	
11/2/2016 10:06	ACD Activities	Available	0:01	Yes	System	
11/2/2016 10:07	ACD Activities	Available	0:00	Yes	System	
11/2/2016 10:07	ACD Activities	Available	0:01	Yes	System	
11/2/2016 10:08	ACD Activities	Available	0:00	Yes	System	
11/2/2016 10:08	ACD Activities	Available	0:01	Yes	System	
11/2/2016 10:09	ACD Activities	Available	0:01	Yes	System	
11/2/2016 10:10	ACD Activities	Available	0:00	Yes	System	
11/2/2016 10:10	ACD Activities	Available	0:01	Yes	System	
11/2/2016 10:11	ACD Activities	Available	0:01	Yes	System	
11/2/2016 10:12	ACD Activities	Available	0:00	Yes	System	
11/2/2016 10:12	ACD Activities	Available	0:01	Yes	System	
11/2/2016 10:13	ACD Activities	Available	0:00	Yes	System	
11/2/2016	ACD Activities	Available	0:01	Yes	System	

10:13					
11/2/2016 10:14	ACD Activities	Available	0:00	Yes	System
11/2/2016 10:14	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:15	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:16	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:17	ACD Activities	Available	0:00	Yes	System
11/2/2016 10:17	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:18	ACD Activities	Available	0:00	Yes	System
11/2/2016 10:18	ACD Activities	Available	0:00	Yes	System
11/2/2016 10:18	ACD Activities	Aux4 But No Call	0:01	Yes	System
11/2/2016 10:19	ACD Activities	Available	0:00	Yes	System
11/2/2016 10:19	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:20	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:21	ACD Activities	Available	0:00	Yes	System
11/2/2016 10:21	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:22	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:23	ACD Activities	Available	0:00	Yes	System
11/2/2016 10:23	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:24	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:25	ACD Activities	Available	0:00	Yes	System
11/2/2016 10:25	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:26	ACD Activities	Available	0:00	Yes	System
11/2/2016 10:26	ACD Activities	Available	0:01	Yes	System

11/2/2016 10:27	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:28	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:29	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:30	ACD Activities	Available	0:00	Yes	System
11/2/2016 10:30	ACD Activities	Available	0:00	Yes	System
11/2/2016 10:30	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:31	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:32	ACD Activities	Available	0:00	Yes	System
11/2/2016 10:32	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:33	ACD Activities	Aux4 But No Call	0:01	Yes	System
11/2/2016 10:34	ACD Activities	Available	0:00	Yes	System
11/2/2016 10:34	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:35	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:36	ACD Activities	Available	0:00	Yes	System
11/2/2016 10:36	ACD Activities	Aux4 But No Call	0:01	Yes	System
11/2/2016 10:37	ACD Activities	Available	0:00	Yes	System
11/2/2016 10:37	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:38	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:39	ACD Activities	Available	0:00	Yes	System
11/2/2016 10:39	ACD Activities	Available	0:01	Yes	System
11/2/2016 10:40	ACD Activities	Aux4 But No Call	0:01	Yes	System
11/2/2016 10:41	ACD Activities	Available	0:00	Yes	System
11/2/2016 10:41	ACD Activities	Available	0:01	Yes	System

11/2/2016 10:42	ACD Activities	Available	0:01	Yes	System	
11/2/2016 10:43	ACD Activities	Available	0:01	Yes	System	
11/2/2016 10:44	ACD Activities	Available	0:01	Yes	System	
11/2/2016 10:45	ACD Activities	Available	0:01	Yes	System	
11/2/2016 10:46	ACD Activities	Available	0:08	Yes	System	
11/2/2016 10:54	ACD Activities	<mark>Aux4 But No Call</mark>	0:01	Yes	System	
11/2/2016 10:55	ACD Activities	Available	0:00	Yes	System	
11/2/2016 10:55	ACD Activities	Available	0:01	Yes	System	
11/2/2016 10:56	ACD Activities	Available	0:01	Yes	System	
11/2/2016 10:57	ACD Activities	Available	0:00	Yes	System	
11/2/2016 10:57	ACD Activities	Available	0:01	Yes	System	
11/2/2016 10:58	ACD Activities	Available	0:01	Yes	System	
11/2/2016 10:59	ACD Activities	Available	0:01	Yes	System	
11/2/2016 11:00	Shift Events	Break	0:16	No	System	
11/2/2016 11:16	System Defined	Records Merge Activity	0:00	Yes	System - Auto merge	AvayaMiamiACD+110+0 (Log Off)
11/2/2016 11:16	ACD Activities	Idle State before Auto-In	0:00	No	System	
11/2/2016 11:16	ACD Activities	Available	0:07	Yes	System	
11/2/2016 11:23	Assigned Work Activities	On the Phone	0:03	Yes	System	
11/2/2016 11:26	ACD Activities	Aux4 But No Call	0:02	Yes	System	
11/2/2016 11:28	ACD Activities	Available	0:00	Yes	System	
11/2/2016 11:28	ACD Activities	Available	0:01	Yes	System	
11/2/2016 11:29	ACD Activities	Available	0:00	Yes	System	

11/2/2016 11:29	ACD Activities	Available	0:01	Yes	System
11/2/2016 11:30	ACD Activities	Available	0:01	Yes	System
11/2/2016 11:31	ACD Activities	Available	0:00	Yes	System
11/2/2016 11:31	ACD Activities	Available	0:01	Yes	System
11/2/2016 11:32	ACD Activities	Available	0:01	Yes	System
11/2/2016 11:33	ACD Activities	Available	0:01	Yes	System
11/2/2016 11:34	ACD Activities	Available	0:01	Yes	System
11/2/2016 11:35	ACD Activities	Available	0:01	Yes	System
11/2/2016 11:36	ACD Activities	Available	0:01	Yes	System
11/2/2016 11:37	ACD Activities	Available	0:01	Yes	System
11/2/2016 11:38	ACD Activities	Available	0:02	Yes	System
11/2/2016 11:40	ACD Activities	Available	0:01	Yes	System
11/2/2016 11:41	ACD Activities	Available	0:01	Yes	System
11/2/2016 11:42	ACD Activities	Available	0:01	Yes	System
11/2/2016 11:43	ACD Activities	Available	0:01	Yes	System
11/2/2016 11:44	ACD Activities	Available	0:00	Yes	System
11/2/2016 11:44	ACD Activities	Available	0:02	Yes	System
11/2/2016 11:46	ACD Activities	Aux4 But No Call	0:00	Yes	System
11/2/2016 11:46	ACD Activities	Available	0:01	Yes	System
11/2/2016 11:47	ACD Activities	Available	0:02	Yes	System
11/2/2016 11:49	ACD Activities	Available	0:00	Yes	System
11/2/2016 11:49	ACD Activities	Available	0:01	Yes	System
11/2/2016 11:50	ACD Activities	Available	0:02	Yes	System

11/2/2016 11:52	ACD Activities	Available	0:02	Yes	System
11/2/2016 11:54	ACD Activities	Available	0:00	Yes	System
11/2/2016 11:54	ACD Activities	Aux4 But No Call	0:01	Yes	System
11/2/2016 11:55	ACD Activities	Available	0:05	Yes	System
11/2/2016 12:00	Assigned Work Activities	On the Phone	0:14	Yes	System
11/2/2016 12:14	ACD Activities	HOLD	0:01	Yes	System
11/2/2016 12:15	Assigned Work Activities	On the Phone	0:19	Yes	System
11/2/2016 12:34	Assigned Work Activities	On the Phone	0:00	Yes	System
11/2/2016 12:34	Assigned Work Activities	On the Phone	0:01	Yes	System
11/2/2016 12:35	Assigned Work Activities	On the Phone	0:01	Yes	System
11/2/2016 12:36	Assigned Work Activities	On the Phone	0:01	Yes	System
11/2/2016 12:37	ACD Activities	Aux4 But No Call	0:01	Yes	System
11/2/2016 12:38	ACD Activities	Available	0:03	Yes	System
11/2/2016 12:41	ACD Activities	Available	0:04	Yes	System
11/2/2016 12:45	ACD Activities	Available	0:02	Yes	System
11/2/2016 12:47	ACD Activities	Available	0:01	Yes	System
11/2/2016 12:48	ACD Activities	Available	0:01	Yes	System
11/2/2016 12:49	ACD Activities	Available	0:02	Yes	System
11/2/2016 12:51	ACD Activities	Aux4 But No Call	0:00	Yes	System
11/2/2016 12:51	ACD Activities	Available	0:03	Yes	System
11/2/2016 12:54	ACD Activities	Available	0:04	Yes	System

11/2/2016 12:58	Assigned Work Activities	On the Phone	0:13	Yes	System	
11/2/2016 13:11	ACD Activities	ACW	0:00	Yes	System	
11/2/2016 13:11	ACD Activities	Available	0:01	Yes	System	
11/2/2016 13:12	ACD Activities	Available	0:01	Yes	System	
11/2/2016 13:13	ACD Activities	Available	0:01	Yes	System	
11/2/2016 13:14	ACD Activities	Available	0:02	Yes	System	
11/2/2016 13:16	ACD Activities	Available	0:01	Yes	System	
11/2/2016 13:17	ACD Activities	Available	0:03	Yes	System	
11/2/2016 13:20	ACD Activities	Available	0:06	Yes	System	
11/2/2016 13:26	Assigned Work Activities	On the Phone	0:20	Yes	System	
11/2/2016 13:46	Assigned Work Activities	On the Phone	0:00	Yes	System	
11/2/2016 13:46	Assigned Work Activities	On the Phone	0:12	Yes	System	
11/2/2016 13:58	ACD Activities	Available	0:00	Yes	System	
11/2/2016 13:58	ACD Activities	Available	0:01	Yes	System	
11/2/2016 13:59	ACD Activities	Available	0:01	Yes	System	
11/2/2016 14:00	ACD Activities	Available	0:01	Yes	System	
11/2/2016 14:01	ACD Activities	Available	0:01	Yes	System	
11/2/2016 14:02	ACD Activities	Available	0:01	Yes	System	
11/2/2016 14:03	ACD Activities	Available	0:01	Yes	System	
11/2/2016 14:04	ACD Activities	Available	0:01	Yes	System	
11/2/2016 14:05	ACD Activities	Aux4 But No Call	0:00	Yes	System	
11/2/2016 14:05	ACD Activities	Available	0:08	Yes	System	

11/2/2016 14:13	Assigned Work Activities	On the Phone	0:12	Yes	System
11/2/2016 14:25	ACD Activities	Aux4 But No Call	0:00	Yes	System
11/2/2016 14:25	ACD Activities	ACW	0:01	Yes	System
11/2/2016 14:26	ACD Activities	Available	0:01	Yes	System
11/2/2016 14:27	ACD Activities	Idle State before Auto-In	0:01	No	System
11/2/2016 14:28	ACD Activities	Available	0:03	Yes	System
11/2/2016 14:31	ACD Activities	Available	0:03	Yes	System
11/2/2016 14:34	ACD Activities	Available	0:04	Yes	System
11/2/2016 14:38	ACD Activities	Available	0:02	Yes	System
11/2/2016 14:40	ACD Activities	Available	0:02	Yes	System
11/2/2016 14:42	ACD Activities	Available	0:02	Yes	System
11/2/2016 14:44	ACD Activities	Available	0:02	Yes	System
11/2/2016 14:46	ACD Activities	Available	0:02	Yes	System
11/2/2016 14:48	ACD Activities	Available	0:02	Yes	System
11/2/2016 14:50	ACD Activities	Available	0:01	Yes	System
11/2/2016 14:51	ACD Activities	Available	0:01	Yes	System
11/2/2016 14:52	ACD Activities	Available	0:02	Yes	System
11/2/2016 14:54	ACD Activities	Available	0:01	Yes	System
11/2/2016 14:55	ACD Activities	Available	0:01	Yes	System
11/2/2016 14:56	ACD Activities	Available	0:01	Yes	System
11/2/2016 14:57	ACD Activities	Aux4 But No Call	0:01	Yes	System
11/2/2016 14:58	ACD Activities	Available	0:01	Yes	System

Date/Time	Category	Activity	Duration	Adherence	Source	
11/2/2016 14:59	ACD Activities	Available	0:01	Yes	System	
11/2/2016 15:00	System Defined	Records Merge Activity	0:00	Yes	System - Auto merge	AvayaMiamiACD+110+0 (Log Off)
11/2/2016 15:00	Shift Events	Lunch	0:45	No	System	
11/2/2016 15:45	ACD Activities	Available	0:02	Yes	System	
11/2/2016 15:47	ACD Activities	Available	0:02	Yes	System	
11/2/2016 15:49	ACD Activities	Available	0:02	Yes	System	
11/2/2016 15:51	ACD Activities	Available	0:07	Yes	System	
11/2/2016 15:58	Assigned Work Activities	On the Phone	0:13	Yes	System	
11/2/2016 16:11	ACD Activities	ACW	0:01	Yes	System	
11/2/2016 16:12	ACD Activities	Available	0:00	Yes	System	
11/2/2016 16:12	ACD Activities	Available	0:01	Yes	System	
11/2/2016 16:13	ACD Activities	Aux4 But No Call	0:00	Yes	System	
11/2/2016 16:13	ACD Activities	Available	0:00	Yes	System	
11/2/2016 16:13	ACD Activities	Available	0:02	Yes	System	
11/2/2016 16:15	ACD Activities	Aux4 But No Call	0:00	Yes	System	
11/2/2016 16:15	ACD Activities	Available	0:01	Yes	System	
11/2/2016 16:16	ACD Activities	Available	0:02	Yes	System	
11/2/2016 16:18	ACD Activities	Available	0:01	Yes	System	
11/2/2016 16:19	ACD Activities	Available	0:01	Yes	System	
11/2/2016 16:20	ACD Activities	Available	0:01	Yes	System	
11/2/2016 16:21	ACD Activities	Aux4 But No Call	0:00	Yes	System	
11/2/2016 16:21	ACD Activities	Available	0:02	Yes	System	

11/2/2016 16:23	ACD Activities	Available	0:01	Yes	System	
11/2/2016 16:24	ACD Activities	Aux4 But No Call	0:01	Yes	System	
11/2/2016 16:25	ACD Activities	Available	0:03	Yes	System	
11/2/2016 16:28	ACD Activities	Available	0:01	Yes	System	
11/2/2016 16:29	ACD Activities	Available	0:05	Yes	System	
11/2/2016 16:34	ACD Activities	Available	0:01	Yes	System	
11/2/2016 16:35	ACD Activities	Aux4 But No Call	0:00	Yes	System	
11/2/2016 16:35	ACD Activities	Available	0:02	Yes	System	
11/2/2016 16:37	ACD Activities	Available	0:01	Yes	System	
11/2/2016 16:38	ACD Activities	Available	0:03	Yes	System	
11/2/2016 16:41	ACD Activities	Available	0:01	Yes	System	
11/2/2016 16:42	ACD Activities	Available	0:01	Yes	System	
11/2/2016 16:43	ACD Activities	Available	0:02	Yes	System	
11/2/2016 16:45	ACD Activities	Available	0:17	Yes	System	
11/2/2016 17:02	Assigned Work Activities	On the Phone	0:03	Yes	System	
11/2/2016 17:05	ACD Activities	ACW	0:00	Yes	System	
11/2/2016 17:05	ACD Activities	Available	0:01	Yes	System	
11/2/2016 17:06	ACD Activities	Available	0:01	Yes	System	
11/2/2016 17:07	ACD Activities	Available	0:01	Yes	System	
11/2/2016 17:08	ACD Activities	Available	0:02	Yes	System	
11/2/2016 17:10	ACD Activities	Aux4 But No Call	0:00	Yes	System	
11/2/2016 17:10	ACD Activities	Available	0:01	Yes	System	
11/2/2016	ACD Activities	Available	0:02	Yes	System	

17:11					
11/2/2016 17:13	ACD Activities	Available	0:02	Yes	System
11/2/2016 17:15	ACD Activities	Available	0:02	Yes	System
11/2/2016 17:17	ACD Activities	Aux4 But No Call	0:01	Yes	System
11/2/2016 17:18	ACD Activities	Available	0:01	Yes	System
11/2/2016 17:19	ACD Activities	Available	0:02	Yes	System
11/2/2016 17:21	ACD Activities	Available	0:01	Yes	System
11/2/2016 17:22	ACD Activities	Available	0:15	Yes	System
11/2/2016 17:37	Assigned Work Activities	On the Phone	0:15	Yes	System
11/2/2016 17:52	ACD Activities	ACW	0:01	Yes	System
11/2/2016 17:53	ACD Activities	Available	0:01	Yes	System
11/2/2016 17:54	ACD Activities	Available	0:02	Yes	System
11/2/2016 17:56	ACD Activities	Available	0:02	Yes	System
11/2/2016 17:58	ACD Activities	Available	0:02	Yes	System
11/2/2016 18:00	ACD Activities	Available	0:02	Yes	System
11/2/2016 18:02	ACD Activities	Available	0:03	Yes	System
11/2/2016 18:05	ACD Activities	Available	0:15	Yes	System
11/2/2016 18:20	Assigned Work Activities	On the Phone	0:03	Yes	System
11/2/2016 18:23	ACD Activities	Aux4 But No Call	0:01	Yes	System
11/2/2016 18:24	ACD Activities	Available	0:05	Yes	System
11/2/2016 18:29	Shift Events	Break	0:15	No	System
11/2/2016 18:44	ACD Activities	Available	0:12	Yes	System

11/2/2016 18:56	ACD Activities	Aux4 But No Call	0:01	Yes	System
11/2/2016 18:57	ACD Activities	Available	0:14	Yes	System
11/2/2016 19:11	Assigned Work Activities	On the Phone	0:01	Yes	System
11/2/2016 19:12	ACD Activities	ACW	0:00	Yes	System
11/2/2016 19:12	ACD Activities	Aux4 But No Call	0:00	Yes	System
11/2/2016 19:12	ACD Activities	Aux4 Cases - Outbound Call	0:01	No	System
11/2/2016 19:13	ACD Activities	Aux4 But No Call	0:00	Yes	System
11/2/2016 19:13	ACD Activities	Aux4 Cases - Outbound Call	0:01	No	System
11/2/2016 19:14	ACD Activities	Aux4 But No Call	0:02	Yes	System
11/2/2016 19:16	ACD Activities	Available	0:12	Yes	System
11/2/2016 19:28	Assigned Work Activities	On the Phone	0:02	Yes	System
11/2/2016 19:30	ACD Activities	Aux4 But No Call	0:01	Yes	System
11/2/2016 19:31	ACD Activities	Available	0:13	Yes	System
11/2/2016 19:44	ACD Activities	Available	0:06	Yes	System
11/2/2016 19:50	ACD Activities	Available	0:04	Yes	System
11/2/2016 19:54	ACD Activities	Available	0:03	Yes	System
11/2/2016 19:57	ACD Activities	Available	0:05	Yes	System
11/2/2016 20:02	ACD Activities	Available	0:04	Yes	System