# NICE Webstation Activity Codes

**Description:** List of Activity Codes.

Refer to the table below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Icon** | **Activity Label** | **Activity Description** | **Five9 Reason Code** |
|  | Absence – Self Service | Absence, self-reported through WebStation |  |
|  | Acknowledgement/Behavioral | ABA time | DEV |
|  | ADHOC Impact Coaching (COH) | Unscheduled coaching session | COH |
|  | ADHOC 1on1 – ADHOC Supervisor 1on1 (COH) | Unplanned one-on-one meeting with a supervisor | COH |
|  | Break | Paid break | BRK |
|  | FHOL – Floating Holiday | Paid time off using Floating Holiday balance |  |
|  | Flex Add | Inbound time as a result of a self-trade flex |  |
|  | Flex Off | Logged off time as a result of a self-trade flex |  |
|  | Impact Coaching | Impact coaching | COH |
|  | INT\_EOR – Early Out Reg Pay | Intradiem schedule update for approved agent early departure |  |
|  | LearningHub TRN | Computer-based Training, reference any activity notes, | TRN |
|  | Lunch | Unpaid lunch, logged out |  |
|  | Make Up Time | Inbound time, available |  |
|  | MedU - Unpaid Medical Break | Break for medical reasons, unpaid | MED |
|  | Meeting | Meeting | MTG |
|  | NCUF – No Call No Show, Floating Holiday (FHOL) | Absent without notice – floating holiday hours paid |  |
|  | NCUP – No Call No Show, PTO | Absent without notice – PTO hours paid |  |
|  | NCUU – No Call No Show, Unpaid | Absent without notice - Unpaid |  |
|  | OTAB (Overtime Not Worked) | Absence during overtime, self-reported through WebStation |  |
|  | Open | Inbound time, available |  |
|  | Outbound | Manual outbound calls | WRK |
|  | Overtime | Inbound overtime, available |  |
|  | Overtime Break | Paid break, utilized when OT block is 4 hours or greater | BRK |
|  | Overtime Cancelled | Self-service overtime cancellation request, approved based on business requirements |  |
|  | PTO | Paid time off using myTime PTO balance |  |
|  | Project | Project time | PRJ |
|  | Project Training | Training, reference any activity notes | TRN |
|  | Supervisor 1 on 1 | Supervisor one on one | COH |
|  | System Issues | System issues | TEC |
|  | Team Meeting | Team Meeting | MTG |
|  | TRADE\_OFF – Schedule Trade Remove Time | Agent to agent trade-off time |  |
|  | Training | Training, reference any activity notes | TRN |
|  | Training 2 | Training, reference any activity notes | TRN |
|  | Training Assist | Training subject matter expert or PAL support | PRJ |
|  | UTO – Unpaid Time Off | Unpaid time off |  |
|  | WFH Outage Paid | Work from home power/internet outage – paid |  |

[Top of the Document](#_top)

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