
Cisco events

Call Clear**State change: NOT_READY - NOT_RDY** Fri Feb 23 2018 10:44:51 GMT-0600 (Central Standard Time)

Fri Feb 23 2018 10:44:51 GMT-0600 (Central Standard Time)

```
<Update> <data> <user> <dialogs> /finesse/api/User/215194/Dialogs</dialogs>
<extension> 215194</extension> <firstName> Coin</firstName> <lastName>
App</lastName> <loginId> 215194</loginId> <loginName> coinapp</loginName>
<mediaType> 1</mediaType> <pendingState> </pendingState> <reasonCode>
<category> NOT_READY</category> <code> 66</code> <forAll> true</forAll> <id> 45</id>
<label> NOT_RDY</label> <uri> /finesse/api/ReasonCode/45</uri> </reasonCode>
<reasonCodeId> 45</reasonCodeId> <roles> <role> Agent</role> </roles> <settings>
<wrapUpOnIncoming> REQUIRED</wrapUpOnIncoming> </settings> <state>
NOT_READY</state> <stateChangeTime> 2018-02-23T16:44:51.240Z</stateChangeTime>
<teamId> 5007</teamId> <teamName> IBE_SAD</teamName>
<uri> /finesse/api/User/215194</uri> </user> </data> <event> PUT</event> <requestId>
</requestId> <source> /finesse/api/User/215194</source> </Update>
```

Call 56092828: State Dropped, Type Outbound, From 215194, To 14696014194 Fri Feb 23 2018 10:44:51 GMT-0600 (Central Standard Time)

Fri Feb 23 2018 10:44:51 GMT-0600 (Central Standard Time)

```
<Update> <data> <dialogs> <Dialog> <associatedDialogUri> </associatedDialogUri>
<fromAddress> 215194</fromAddress> <id> 56092828</id> <mediaProperties> <DNIS>
</DNIS> <callType> OUT</callType> <dialNumber> 14696014194</dialNumber>
<outboundClassification> </outboundClassification> <callVariables> <CallVariable>
<name> callVariable1</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable2</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable3</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable4</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable5</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable6</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable7</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable8</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable9</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable10</name> <value> </value> </CallVariable> </callVariables>
</mediaProperties> <mediaType> Voice</mediaType> <participants> <Participant>
<actions> </actions> <mediaAddress> 215194</mediaAddress> <mediaAddressType>
AGENT_DEVICE</mediaAddressType> <startTime> 2018-02-
23T16:43:41.993Z</startTime> <state> DROPPED</state> <stateCause> </stateCause>
<stateChangeTime> 2018-02-23T16:44:51.239Z</stateChangeTime> </Participant>
```

```
</participants> <state> DROPPED</state> <toAddress> 14696014194</toAddress>
<uri> /finesse/api/Dialog/56092828</uri> </Dialog> </dialogs> </data> <event>
DELETE</event> <requestId> </requestId>
<source> /finesse/api/User/215194/Dialogs</source> </Update>
```

State change: WORK - null Fri Feb 23 2018 10:44:22 GMT-0600 (Central Standard Time)
 Fri Feb 23 2018 10:44:22 GMT-0600 (Central Standard Time)

```
<Update> <data> <user> <dialogs> /finesse/api/User/215194/Dialogs</dialogs>
<extension> 215194</extension> <firstName> Coin</firstName> <lastName>
App</lastName> <loginId> 215194</loginId> <loginName> coinapp</loginName>
<mediaType> 1</mediaType> <pendingState> </pendingState> <roles> <role>
Agent</role> </roles> <settings> <wrapUpOnIncoming>
REQUIRED</wrapUpOnIncoming> </settings> <state> WORK</state> <stateChangeTime>
2018-02-23T16:44:21.298Z</stateChangeTime> <teamId> 5007</teamId> <teamName>
IBE_SAD</teamName> <uri> /finesse/api/User/215194</uri> </user> </data> <event>
PUT</event> <requestId> </requestId> <source> /finesse/api/User/215194</source>
< /Update>
```

Call 56092828: State Wrapping_up, Type Outbound, From 215194, To 14696014194 Fri Feb
 23 2018 10:44:22 GMT-0600 (Central Standard Time)
 Fri Feb 23 2018 10:44:22 GMT-0600 (Central Standard Time)

```
<Update> <data> <dialog> <associatedDialogUri> </associatedDialogUri> <fromAddress>
215194</fromAddress> <id> 56092828</id> <mediaProperties> <DNIS> </DNIS>
<callType> OUT</callType> <dialedNumber> 14696014194</dialedNumber>
<outboundClassification> </outboundClassification> <callvariables> <CallVariable>
<name> callVariable1</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable2</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable3</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable4</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable5</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable6</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable7</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable8</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable9</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable10</name> <value> </value> </CallVariable> </callvariables>
</mediaProperties> <mediaType> Voice</mediaType> <participants> <Participant>
<actions> <action> UPDATE_CALL_DATA</action> </actions> <mediaAddress>
215194</mediaAddress> <mediaAddressType> AGENT_DEVICE</mediaAddressType>
<startTime> 2018-02-23T16:43:41.993Z</startTime> <state> WRAP_UP</state>
<stateCause> </stateCause> <stateChangeTime> 2018-02-
23T16:44:21.297Z</stateChangeTime> </Participant> <Participant> <actions> </actions>
<mediaAddress> 14696014194</mediaAddress> <mediaAddressType>
</mediaAddressType> <startTime> 2018-02-23T16:43:41.993Z</startTime> <state>
DROPPED</state> <stateCause> </stateCause> <stateChangeTime> 2018-02-
```

```

23T16:44:21.298Z</stateChangeTime> </Participant> </participants> <state>
ACTIVE</state> <toAddress> 14696014194</toAddress>
<uri> /finesse/api/Dialog/56092828</uri> </dialog> </data> <event> PUT</event>
<requestId> </requestId> <source> /finesse/api/Dialog/56092828</source> </Update>

```

Call 56092828: State Wrapping_up, Type Outbound, From 215194, To 14696014194 Fri Feb 23 2018 10:44:21 GMT-0600 (Central Standard Time)
 Fri Feb 23 2018 10:44:21 GMT-0600 (Central Standard Time)

```

<Update> <data> <dialog> <associatedDialogUri> </associatedDialogUri> <fromAddress>
215194</fromAddress> <id> 56092828</id> <mediaProperties> <DNIS> </DNIS>
<callType> OUT</callType> <dialNumber> 14696014194</dialNumber>
<outboundClassification> </outboundClassification> <callvariables> <CallVariable>
<name> callVariable1</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable2</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable3</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable4</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable5</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable6</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable7</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable8</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable9</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable10</name> <value> </value> </CallVariable> </callvariables>
</mediaProperties> <mediaType> Voice</mediaType> <participants> <Participant>
<actions> <action> TRANSFER_SST</action> <action> CONSULT_CALL</action> <action>
HOLD</action> <action> UPDATE_CALL_DATA</action> <action> SEND_DTMF</action>
<action> DROP</action> </actions> <mediaAddress> 14696014194</mediaAddress>
<mediaAddressType> </mediaAddressType> <startTime> 2018-02-
23T16:43:41.993Z</startTime> <state> ACTIVE</state> <stateCause> </stateCause>
<stateChangeTime> 2018-02-23T16:43:41.993Z</stateChangeTime> </Participant>
<Participant> <actions> <action> UPDATE_CALL_DATA</action> </actions>
<mediaAddress> 215194</mediaAddress> <mediaAddressType>
AGENT_DEVICE</mediaAddressType> <startTime> 2018-02-
23T16:43:41.993Z</startTime> <state> WRAP_UP</state> <stateCause> </stateCause>
<stateChangeTime> 2018-02-23T16:44:21.297Z</stateChangeTime> </Participant>
</participants> <state> ACTIVE</state> <toAddress> 14696014194</toAddress>
<uri> /finesse/api/Dialog/56092828</uri> </dialog> </data> <event> PUT</event>
<requestId> </requestId> <source> /finesse/api/Dialog/56092828</source> </Update>

```

Call 56092828: State Speaking, Type Outbound, From 215194, To 14696014194 Fri Feb 23 2018 10:43:42 GMT-0600 (Central Standard Time)
 Fri Feb 23 2018 10:43:42 GMT-0600 (Central Standard Time)

```

<Update> <data> <dialog> <associatedDialogUri> </associatedDialogUri> <fromAddress>
215194</fromAddress> <id> 56092828</id> <mediaProperties> <DNIS> </DNIS>
<callType> OUT</callType> <dialNumber> 14696014194</dialNumber>

```

```

<outboundClassification> </outboundClassification> <callvariables> <CallVariable>
<name> callVariable1</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable2</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable3</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable4</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable5</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable6</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable7</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable8</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable9</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable10</name> <value> </value> </CallVariable> </callvariables>
</mediaProperties> <mediaType> Voice</mediaType> <participants> <Participant>
<actions> <action> TRANSFER_SST</action> <action> CONSULT_CALL</action> <action>
HOLD</action> <action> UPDATE_CALL_DATA</action> <action> SEND_DTMF</action>
<action> DROP</action> </actions> <mediaAddress> 14696014194</mediaAddress>
<mediaAddressType> </mediaAddressType> <startTime> 2018-02-
23T16:43:41.993Z</startTime> <state> ACTIVE</state> <stateCause> </stateCause>
<stateChangeTime> 2018-02-23T16:43:41.993Z</stateChangeTime> </Participant>
<Participant> <actions> <action> TRANSFER_SST</action> <action>
CONSULT_CALL</action> <action> HOLD</action> <action>
UPDATE_CALL_DATA</action> <action> SEND_DTMF</action> <action> DROP</action>
</actions> <mediaAddress> 215194</mediaAddress> <mediaAddressType>
AGENT_DEVICE</mediaAddressType> <startTime> 2018-02-
23T16:43:41.993Z</startTime> <state> ACTIVE</state> <stateCause> </stateCause>
<stateChangeTime> 2018-02-23T16:43:41.993Z</stateChangeTime> </Participant>
</participants> <state> ACTIVE</state> <toAddress> 14696014194</toAddress>
<uri> /finesse/api/Dialog/56092828</uri> </dialog> </data> <event> PUT</event>
<requestId> </requestId> <source> /finesse/api/Dialog/56092828</source> </Update>

```

Call 56092828: State Calling, Type Outbound, From 215194, To 14696014194 Fri Feb 23 2018
10:43:34 GMT-0600 (Central Standard Time)
Fri Feb 23 2018 10:43:34 GMT-0600 (Central Standard Time)

```

<Update> <data> <dialog> <associatedDialogUri> </associatedDialogUri> <fromAddress>
215194</fromAddress> <id> 56092828</id> <mediaProperties> <DNIS> </DNIS>
<callType> OUT</callType> <dialNumber> 14696014194</dialNumber>
<outboundClassification> </outboundClassification> <callvariables> <CallVariable>
<name> callVariable1</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable2</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable3</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable4</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable5</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable6</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable7</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable8</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable9</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable10</name> <value> </value> </CallVariable> </callvariables>

```

```

</mediaProperties> <mediaType> Voice</mediaType> <participants> <Participant>
<actions> <action> UPDATE_CALL_DATA</action> <action> DROP</action> </actions>
<mediaAddress> 215194</mediaAddress> <mediaAddressType>
AGENT_DEVICE</mediaAddressType> <startTime> 2018-02-
23T16:43:31.652Z</startTime> <state> INITIATED</state> <stateCause> </stateCause>
<stateChangeTime> 2018-02-23T16:43:31.655Z</stateChangeTime> </Participant>
</participants> <state> INITIATED</state> <toAddress> 14696014194</toAddress>
<uri> /finesse/api/Dialog/56092828</uri> </dialog> </data> <event> PUT</event>
<requestId> </requestId> <source> /finesse/api/Dialog/56092828</source> </Update>

```

Call 56092828: State Calling, Type Outbound, From 215194, To 14696014194 Fri Feb 23 2018
 10:43:32 GMT-0600 (Central Standard Time)
 Fri Feb 23 2018 10:43:32 GMT-0600 (Central Standard Time)

```

<Update> <data> <dialog> <associatedDialogUri> </associatedDialogUri> <fromAddress>
215194</fromAddress> <id> 56092828</id> <mediaProperties> <DNIS> </DNIS>
<callType> AGENT_INSIDE</callType> <dialedNumber> 14696014194</dialedNumber>
<outboundClassification> </outboundClassification> <callvariables> <CallVariable>
<name> callVariable1</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable2</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable3</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable4</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable5</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable6</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable7</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable8</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable9</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable10</name> <value> </value> </CallVariable> </callvariables>
</mediaProperties> <mediaType> Voice</mediaType> <participants> <Participant>
<actions> <action> UPDATE_CALL_DATA</action> <action> DROP</action> </actions>
<mediaAddress> 215194</mediaAddress> <mediaAddressType>
AGENT_DEVICE</mediaAddressType> <startTime> 2018-02-
23T16:43:31.652Z</startTime> <state> INITIATED</state> <stateCause> </stateCause>
<stateChangeTime> 2018-02-23T16:43:31.655Z</stateChangeTime> </Participant>
</participants> <state> INITIATED</state> <toAddress> 14696014194</toAddress>
<uri> /finesse/api/Dialog/56092828</uri> </dialog> </data> <event> PUT</event>
<requestId> </requestId> <source> /finesse/api/Dialog/56092828</source> </Update>

```

Call 56092828: State Initiating, Type Outbound, From 215194, To 14696014194 Fri Feb 23
 2018 10:43:32 GMT-0600 (Central Standard Time)
 Fri Feb 23 2018 10:43:32 GMT-0600 (Central Standard Time)

```

<Update> <data> <dialog> <associatedDialogUri> </associatedDialogUri> <fromAddress>
215194</fromAddress> <id> 56092828</id> <mediaProperties> <DNIS> </DNIS>
<callType> AGENT_INSIDE</callType> <dialedNumber> 14696014194</dialedNumber>
<outboundClassification> </outboundClassification> <callvariables> <CallVariable>

```

```

<name> callVariable1</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable2</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable3</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable4</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable5</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable6</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable7</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable8</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable9</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable10</name> <value> </value> </CallVariable> </callvariables>
</mediaProperties> <mediaType> Voice</mediaType> <participants> <Participant>
<actions> <action> UPDATE_CALL_DATA</action> <action> DROP</action> </actions>
<mediaAddress> 215194</mediaAddress> <mediaAddressType>
AGENT_DEVICE</mediaAddressType> <startTime> 2018-02-
23T16:43:31.652Z</startTime> <state> INITIATING</state> <stateCause> </stateCause>
<stateChangeTime> 2018-02-23T16:43:31.652Z</stateChangeTime> </Participant>
</participants> <state> INITIATING</state> <toAddress> 14696014194</toAddress>
<uri> /finesse/api/Dialog/56092828</uri> </dialog> </data> <event> PUT</event>
<requestId> </requestId> <source> /finesse/api/Dialog/56092828</source> </Update>

```

Call 56092828: State Initiating, Type Outbound, From 215194, To Fri Feb 23 2018 10:43:32
GMT-0600 (Central Standard Time)

Fri Feb 23 2018 10:43:32 GMT-0600 (Central Standard Time)

```

<Update> <data> <dialogs> <Dialog> <associatedDialogUri> </associatedDialogUri>
<fromAddress> 215194</fromAddress> <id> 56092828</id> <mediaProperties> <DNIS>
</DNIS> <callType> AGENT_INSIDE</callType> <dialNumber> </dialNumber>
<outboundClassification> </outboundClassification> <callvariables> <CallVariable>
<name> callVariable1</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable2</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable3</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable4</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable5</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable6</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable7</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable8</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable9</name> <value> </value> </CallVariable> <CallVariable> <name>
callVariable10</name> <value> </value> </CallVariable> </callvariables>
</mediaProperties> <mediaType> Voice</mediaType> <participants> <Participant>
<actions> <action> UPDATE_CALL_DATA</action> <action> DROP</action> </actions>
<mediaAddress> 215194</mediaAddress> <mediaAddressType>
AGENT_DEVICE</mediaAddressType> <startTime> 2018-02-
23T16:43:31.652Z</startTime> <state> INITIATING</state> <stateCause> </stateCause>
<stateChangeTime> 2018-02-23T16:43:31.652Z</stateChangeTime> </Participant>
</participants> <state> INITIATING</state> <toAddress> </toAddress>
<uri> /finesse/api/Dialog/56092828</uri> </Dialog> </dialogs> </data> <event>

```

```
POST</event> <requestId> </requestId>
<source> /finesse/api/User/215194/Dialogs</source> </Update>
```

State change: TALKING - null Fri Feb 23 2018 10:43:31 GMT-0600 (Central Standard Time)
 Fri Feb 23 2018 10:43:31 GMT-0600 (Central Standard Time)

```
<Update> <data> <user> <dialogs> /finesse/api/User/215194/Dialogs</dialogs>
<extension> 215194</extension> <firstName> Coin</firstName> <lastName>
App</lastName> <loginId> 215194</loginId> <loginName> coinapp</loginName>
<mediaType> 1</mediaType> <pendingState> </pendingState> <roles> <role>
Agent</role> </roles> <settings> <wrapUpOnIncoming>
REQUIRED</wrapUpOnIncoming> </settings> <state> TALKING</state>
<stateChangeTime> 2018-02-23T16:43:31.650Z</stateChangeTime> <teamId>
5007</teamId> <teamName> IBE_SAD</teamName>
<uri> /finesse/api/User/215194</uri> </user> </data> <event> PUT</event> <requestId>
</requestId> <source> /finesse/api/User/215194</source> </Update>
```

State change: NOT_READY - NOT_RDY Fri Feb 23 2018 10:43:31 GMT-0600 (Central Standard Time)
 Fri Feb 23 2018 10:43:31 GMT-0600 (Central Standard Time)

```
<Update> <data> <user> <dialogs> /finesse/api/User/215194/Dialogs</dialogs>
<extension> 215194</extension> <firstName> Coin</firstName> <lastName>
App</lastName> <loginId> 215194</loginId> <loginName> coinapp</loginName>
<mediaType> 1</mediaType> <pendingState> </pendingState> <reasonCode>
<category> NOT_READY</category> <code> 66</code> <forAll> true</forAll> <id> 45</id>
<label> NOT_RDY</label> <uri> /finesse/api/ReasonCode/45</uri> </reasonCode>
<reasonCodeId> 45</reasonCodeId> <roles> <role> Agent</role> </roles> <settings>
<wrapUpOnIncoming> REQUIRED</wrapUpOnIncoming> </settings> <state>
NOT_READY</state> <stateChangeTime> 2018-02-23T16:43:31.125Z</stateChangeTime>
<teamId> 5007</teamId> <teamName> IBE_SAD</teamName>
<uri> /finesse/api/User/215194</uri> </user> </data> <event> PUT</event> <requestId>
</requestId> <source> /finesse/api/User/215194</source> </Update>
```

Max calls

Seconds: 0
 Total calls: (NaN per second)
 Success: (NaN per second)
 Failed: (NaN per second)

Start **Stop**

Bulk calls

agents:

ticks:

Ticks: 0

Started calls:

Success:

Failed:

Pending: 0

Start **Stop**

iBERIA BANK