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Cisco events

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## Clear

**State change: READY - null** Wed Dec 20 2017 17:43:24 GMT-0600 (Central Standard Time)  
Wed Dec 20 2017 17:43:24 GMT-0600 (Central Standard Time)

```
<Update> <data> <user> <dialogs> /finesse/api/User/214536/Dialogs</dialogs>
<extension> 215063</extension> <firstName> Leslie</firstName> <lastName>
Latour</lastName> <loginId> 214536</loginId> <loginName> llatour</loginName>
<mediaType> 1</mediaType> <pendingState> </pendingState> <roles> <role>
Agent</role> <role> Supervisor</role> </roles> <settings> <wrapUpOnIncoming>
REQUIRED</wrapUpOnIncoming> </settings> <state> READY</state> <stateChangeTime>
2017-12-20T23:43:24.232Z</stateChangeTime> <teamId> 5007</teamId> <teamName>
IBE_SAD</teamName> <teams> <Team> <id> 5007</id> <name> IBE_SAD</name>
<uri> /finesse/api/Team/5007</uri> </Team> </teams>
<uri> /finesse/api/User/214536</uri> </user> </data> <event> PUT</event> <requestId>
</requestId> <source> /finesse/api/User/214536</source> </Update>
```

**Call 75627724: State Dropped, Type Inbound, From 2257550432, To 8004456531** Wed Dec 20  
2017 17:43:24 GMT-0600 (Central Standard Time)  
Wed Dec 20 2017 17:43:24 GMT-0600 (Central Standard Time)

```
<Update> <data> <dialogs> <Dialog> <associatedDialogUri> </associatedDialogUri>
<fromAddress> 2257550432</fromAddress> <id> 75627724</id> <mediaProperties>
<DNIS> 215063</DNIS> <callType> PREROUTE_ACD_IN</callType> <dialedNumber>
8004456531</dialedNumber> <outboundClassification> </outboundClassification>
<callvariables> <CallVariable> <name> callVariable1</name> <value> </value>
</CallVariable> <CallVariable> <name> callVariable2</name> <value> </value>
</CallVariable> <CallVariable> <name> callVariable3</name> <value> 214164</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>
BCS_VM_OPT1</value> </CallVariable> <CallVariable> <name>
user.microapp.error_code</name> <value> 0</value> </CallVariable> <CallVariable>
<name> user.microapp.media_server</name> <value> http://media</value>
</CallVariable> <CallVariable> <name> user.microapp.input_type</name> <value>
D</value> </CallVariable> <CallVariable> <name>
user.microapp.UseVXMLParams</name> <value> N</value> </CallVariable>
</callvariables> </mediaProperties> <mediaType> Voice</mediaType> <participants>
```

```

<Participant> <actions> </actions> <mediaAddress> 215063</mediaAddress>
<mediaAddressType> AGENT_DEVICE</mediaAddressType> <startTime> 2017-12-
20T23:42:52.365Z</startTime> <state> DROPPED</state> <stateCause> </stateCause>
<stateChangeTime> 2017-12-20T23:43:24.230Z</stateChangeTime> </Participant>
</participants> <state> DROPPED</state> <toAddress> 8004456531</toAddress>
<uri> /finesse/api/Dialog/75627724</uri> </Dialog> </dialogs> </data> <event>
DELETE</event> <requestId> </requestId>
<source> /finesse/api/User/214536/Dialogs</source> </Update>

```

**Call 75627724: State Wrapping up, Type Inbound, From 2257550432, To 8004456531** Wed  
 Dec 20 2017 17:42:54 GMT-0600 (Central Standard Time)  
 Wed Dec 20 2017 17:42:54 GMT-0600 (Central Standard Time)

```

<Update> <data> <dialog> <associatedDialogUri> </associatedDialogUri> <fromAddress>
2257550432</fromAddress> <id> 75627724</id> <mediaProperties> <DNIS>
215063</DNIS> <callType> PREROUTE_ACD_IN</callType> <dialNumber>
8004456531</dialNumber> <outboundClassification> </outboundClassification>
<callvariables> <CallVariable> <name> callVariable1</name> <value> </value>
</CallVariable> <CallVariable> <name> callVariable2</name> <value> </value>
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</CallVariable> <CallVariable> <name> callVariable6</name> <value> </value>
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</CallVariable> <CallVariable> <name> callVariable9</name> <value> </value>
</CallVariable> <CallVariable> <name> callVariable10</name> <value>
BCS_VM_OPT1</value> </CallVariable> <CallVariable> <name>
user.microapp.error_code</name> <value> 0</value> </CallVariable> <CallVariable>
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D</value> </CallVariable> <CallVariable> <name>
user.microapp.UseVXMLParams</name> <value> N</value> </CallVariable>
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<Participant> <actions> <action> UPDATE_CALL_DATA</action> </actions>
<mediaAddress> 215063</mediaAddress> <mediaAddressType>
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20T23:42:52.365Z</startTime> <state> WRAP_UP</state> <stateCause> </stateCause>
<stateChangeTime> 2017-12-20T23:42:54.256Z</stateChangeTime> </Participant>
<Participant> <actions> </actions> <mediaAddress> 2257550432</mediaAddress>
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</participants> <state> ACTIVE</state> <toAddress> 8004456531</toAddress>
<uri> /finesse/api/Dialog/75627724</uri> </dialog> </data> <event> PUT</event>
<requestId> </requestId> <source> /finesse/api/Dialog/75627724</source> </Update>

```

**State change: WORK\_READY - null** Wed Dec 20 2017 17:42:54 GMT-0600 (Central Standard Time)

Wed Dec 20 2017 17:42:54 GMT-0600 (Central Standard Time)

```
<Update> <data> <user> <dialogs> /finesse/api/User/214536/Dialogs</dialogs>
<extension> 215063</extension> <firstName> Leslie</firstName> <lastName>
Latour</lastName> <loginId> 214536</loginId> <loginName> llatour</loginName>
<mediaType> 1</mediaType> <pendingState> </pendingState> <roles> <role>
Agent</role> <role> Supervisor</role> </roles> <settings> <wrapUpOnIncoming>
REQUIRED</wrapUpOnIncoming> </settings> <state> WORK_READY</state>
<stateChangeTime> 2017-12-20T23:42:54.257Z</stateChangeTime> <teamId>
5007</teamId> <teamName> IBE_SAD</teamName> <teams> <Team> <id> 5007</id>
<name> IBE_SAD</name> <uri> /finesse/api/Team/5007</uri> </Team> </teams>
<uri> /finesse/api/User/214536</uri> </user> </data> <event> PUT</event> <requestId>
</requestId> <source> /finesse/api/User/214536</source> </Update>
```

**Call 75627724: State Wrapping\_up, Type Inbound, From 2257550432, To 8004456531** Wed Dec 20 2017 17:42:54 GMT-0600 (Central Standard Time)

Wed Dec 20 2017 17:42:54 GMT-0600 (Central Standard Time)

```
<Update> <data> <dialog> <associatedDialogUri> </associatedDialogUri> <fromAddress>
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215063</DNIS> <callType> PREROUTE_ACD_IN</callType> <dialNumber>
8004456531</dialNumber> <outboundClassification> </outboundClassification>
<callvariables> <CallVariable> <name> callVariable1</name> <value> </value>
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</CallVariable> <CallVariable> <name> callVariable5</name> <value> </value>
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</CallVariable> <CallVariable> <name> callVariable8</name> <value> </value>
</CallVariable> <CallVariable> <name> callVariable9</name> <value> </value>
</CallVariable> <CallVariable> <name> callVariable10</name> <value>
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user.microapp.error_code</name> <value> 0</value> </CallVariable> <CallVariable>
<name> user.microapp.media_server</name> <value> http://media</value>
</CallVariable> <CallVariable> <name> user.microapp.input_type</name> <value>
D</value> </CallVariable> <CallVariable> <name>
user.microapp.UseVXMLParams</name> <value> N</value> </CallVariable>
</callvariables> </mediaProperties> <mediaType> Voice</mediaType> <participants>
<Participant> <actions> <action> UPDATE_CALL_DATA</action> </actions>
<mediaAddress> 215063</mediaAddress> <mediaAddressType>
AGENT_DEVICE</mediaAddressType> <startTime> 2017-12-
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```

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CONSULT_CALL</action> <action> HOLD</action> <action>
UPDATE_CALL_DATA</action> <action> SEND_DTMF</action> <action> DROP</action>
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</mediaAddressType> <startTime> 2017-12-20T23:42:52.365Z</startTime> <state>
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20T23:42:52.365Z</stateChangeTime> </Participant> </participants> <state>
ACTIVE</state> <toAddress> 8004456531</toAddress>
<uri> /finesse/api/Dialog/75627724</uri> </dialog> </data> <event> PUT</event>
<requestId> </requestId> <source> /finesse/api/Dialog/75627724</source> </Update>

```

**Call 75627724: State Speaking, Type Inbound, From 2257550432, To 8004456531** Wed Dec 20  
 2017 17:42:52 GMT-0600 (Central Standard Time)  
 Wed Dec 20 2017 17:42:52 GMT-0600 (Central Standard Time)

```

<Update> <data> <dialog> <associatedDialogUri> </associatedDialogUri> <fromAddress>
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215063</DNIS> <callType> PREROUTE_ACD_IN</callType> <dialNumber>
8004456531</dialNumber> <outboundClassification> </outboundClassification>
<callvariables> <CallVariable> <name> callVariable1</name> <value> </value>
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</CallVariable> <CallVariable> <name> callVariable4</name> <value> </value>
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</CallVariable> <CallVariable> <name> callVariable6</name> <value> </value>
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</CallVariable> <CallVariable> <name> callVariable9</name> <value> </value>
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user.microapp.UseVXMLParams</name> <value> N</value> </CallVariable>
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<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> 215063</mediaAddress> <mediaAddressType>
AGENT_DEVICE</mediaAddressType> <startTime> 2017-12-
20T23:42:52.365Z</startTime> <state> ACTIVE</state> <stateCause> </stateCause>
<stateChangeTime> 2017-12-20T23:42:52.365Z</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> 2257550432</mediaAddress> <mediaAddressType>
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```

```
ACTIVE</state> <stateCause> </stateCause> <stateChangeTime> 2017-12-
20T23:42:52.365Z</stateChangeTime> </Participant> </participants> <state>
ACTIVE</state> <toAddress> 8004456531</toAddress>
<uri> /finesse/api/Dialog/75627724</uri> </dialog> </data> <event> PUT</event>
<requestId> </requestId> <source> /finesse/api/Dialog/75627724</source> </Update>
```

**State change: TALKING - null** Wed Dec 20 2017 17:42:52 GMT-0600 (Central Standard Time)  
Wed Dec 20 2017 17:42:52 GMT-0600 (Central Standard Time)

```
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Latour</lastName> <loginId> 214536</loginId> <loginName> llatour</loginName>
<mediaType> 1</mediaType> <pendingState> </pendingState> <roles> <role>
Agent</role> <role> Supervisor</role> </roles> <settings> <wrapUpOnIncoming>
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<name> IBE_SAD</name> <uri> /finesse/api/Team/5007</uri> </Team> </teams>
<uri> /finesse/api/User/214536</uri> </user> </data> <event> PUT</event> <requestId>
</requestId> <source> /finesse/api/User/214536</source> </Update>
```

**Call 75627724: State Alerting, Type Inbound, From 2257550432, To 8004456531** Wed Dec 20  
2017 17:42:43 GMT-0600 (Central Standard Time)  
Wed Dec 20 2017 17:42:43 GMT-0600 (Central Standard Time)

```
<Update> <data> <dialogs> <Dialog> <associatedDialogUri> </associatedDialogUri>
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<DNIS> 215063</DNIS> <callType> PREROUTE_ACD_IN</callType> <dialedNumber>
8004456531</dialedNumber> <outboundClassification> </outboundClassification>
<callvariables> <CallVariable> <name> callVariable1</name> <value> </value>
</CallVariable> <CallVariable> <name> callVariable2</name> <value> </value>
</CallVariable> <CallVariable> <name> callVariable3</name> <value> 214164</value>
</CallVariable> <CallVariable> <name> callVariable4</name> <value> </value>
</CallVariable> <CallVariable> <name> callVariable5</name> <value> </value>
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</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>
BCS_VM_OPT1</value> </CallVariable> <CallVariable> <name>
user.microapp.error_code</name> <value> 0</value> </CallVariable> <CallVariable>
<name> user.microapp.media_server</name> <value> http://media</value>
</CallVariable> <CallVariable> <name> user.microapp.input_type</name> <value>
D</value> </CallVariable> <CallVariable> <name>
user.microapp.UseVXMLParams</name> <value> N</value> </CallVariable>
</callvariables> </mediaProperties> <mediaType> Voice</mediaType> <participants>
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<stateCause> </stateCause> <stateChangeTime> 2017-12-
20T23:42:43.793Z</stateChangeTime> </Participant> <Participant> <actions> <action>
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2017-12-20T23:42:43.792Z</startTime> <state> INITIATED</state> <stateCause>
</stateCause> <stateChangeTime> 2017-12-20T23:42:43.793Z</stateChangeTime>
</Participant> </participants> <state> ALERTING</state> <toAddress>
8004456531</toAddress> <uri> /finesse/api/Dialog/75627724</uri> </Dialog> </dialogs>
</data> <event> POST</event> <requestId> </requestId>
<source> /finesse/api/User/214536/Dialogs</source> </Update>

```

**State change: RESERVED - null** Wed Dec 20 2017 17:42:43 GMT-0600 (Central Standard Time)  
Wed Dec 20 2017 17:42:43 GMT-0600 (Central Standard Time)

```

<Update> <data> <user> <dialogs> /finesse/api/User/214536/Dialogs</dialogs>
<extension> 215063</extension> <firstName> Leslie</firstName> <lastName>
Latour</lastName> <loginId> 214536</loginId> <loginName> llatour</loginName>
<mediaType> 1</mediaType> <pendingState> </pendingState> <roles> <role>
Agent</role> <role> Supervisor</role> </roles> <settings> <wrapUpOnIncoming>
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<stateChangeTime> 2017-12-20T23:42:43.574Z</stateChangeTime> <teamId>
5007</teamId> <teamName> IBE_SAD</teamName> <teams> <Team> <id> 5007</id>
<name> IBE_SAD</name> <uri> /finesse/api/Team/5007</uri> </Team> </teams>
<uri> /finesse/api/User/214536</uri> </user> </data> <event> PUT</event> <requestId>
</requestId> <source> /finesse/api/User/214536</source> </Update>

```

**State change: READY - null** Wed Dec 20 2017 17:42:43 GMT-0600 (Central Standard Time)  
Wed Dec 20 2017 17:42:43 GMT-0600 (Central Standard Time)

```

<Update> <data> <user> <dialogs> /finesse/api/User/214536/Dialogs</dialogs>
<extension> 215063</extension> <firstName> Leslie</firstName> <lastName>
Latour</lastName> <loginId> 214536</loginId> <loginName> llatour</loginName>
<mediaType> 1</mediaType> <pendingState> </pendingState> <roles> <role>
Agent</role> <role> Supervisor</role> </roles> <settings> <wrapUpOnIncoming>
REQUIRED</wrapUpOnIncoming> </settings> <state> READY</state> <stateChangeTime>
2017-12-20T23:42:42.985Z</stateChangeTime> <teamId> 5007</teamId> <teamName>
IBE_SAD</teamName> <teams> <Team> <id> 5007</id> <name> IBE_SAD</name>
<uri> /finesse/api/Team/5007</uri> </Team> </teams>
<uri> /finesse/api/User/214536</uri> </user> </data> <event> PUT</event> <requestId>
</requestId> <source> /finesse/api/User/214536</source> </Update>

```

## Customer Details and Loan Info



Basic ()

Collection ()

Loan ()

Loss Mitigation ()

Bankruptcy ()

Foreclosure ()

Additional ()

History ()

**Name** :**SIDNEY J BREAU JR****Account number** :**6903019229****Address** :

211 INDIGO DR

::

LAFAYETTE LA 70507

**Language** :

ENG

**Home Phone** :

3373499029

**Business Phone** :**3378371888****Home Cell Phone** :

3373499029

BAK0949

436495722

**Loan Date | Term:**

8/1/2017 | 0

**Days Late:**

13

**Current Balance:**

\$13,671.68

**Principal Due:**

\$122.60

**Rate:**

0.12250000

**Escrow Due:**

\$0.00

**Last Promised Date:**

00/00/0000

**Payment Amt:**

\$122.60

**Other Charges:**

\$0.00

CIF No

Brw SSN

**Payments Due #:****Last Paid:**

11/8/2017

**Current Pay Off:**

\$14,026.17

**Int Due:**

22.60

**Last Worked Date:**

12/08/2017

**Late Charges:**

\$30.00

**Escrow Balance:**

\$0.00

**EA PC Flag:**

## Related info

Related accounts <sup>3</sup> ()Co-borrowers <sup>0</sup> ()

Account Number	Type	Amount	Status	Relation	Product Code	Product Description	
7272115	L	\$36,201.98	Active	Primary	34	CONSUMER REAL ESTATE 360	<a href="#">Go</a>
6900540904	L	\$0.00	Paid-off	Primary	38	CONSUMER LOAN	<a href="#">Go</a>
6903019229	L	\$13,671.68	Active	Primary	PL	PLUSLINE	✓

## New Call Record

## Previous Contacts

Calls <sup>0</sup> ()Notes <sup>18</sup> ()Alerts <sup>0</sup> ()



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No previous call records found.

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**iBERIA** BANK