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Cisco events

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**Call      Clear**

**State change: NOT\_READY - NOT\_RDY** Mon Feb 05 2018 11:06:54 GMT-0600 (Central Standard Time)

Mon Feb 05 2018 11:06:54 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> 2018-02-05T17:06:54.513Z</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 19753869: State Dropped, Type Outbound, From 215194, To 14696014194** Mon Feb 05 2018 11:06:54 GMT-0600 (Central Standard Time)

Mon Feb 05 2018 11:06:54 GMT-0600 (Central Standard Time)

```
<Update> <data> <dialogs> <Dialog> <associatedDialogUri> </associatedDialogUri>
<fromAddress> 215194</fromAddress> <id> 19753869</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-
05T17:06:46.929Z</startTime> <state> DROPPED</state> <stateCause> </stateCause>
<stateChangeTime> 2018-02-05T17:06:54.512Z</stateChangeTime> </Participant>
```

```
</participants> <state> INITIATED</state> <toAddress> 14696014194</toAddress>  
<uri> /finesse/api/Dialog/19753869</uri> </Dialog> </dialogs> </data> <event>  
DELETE</event> <requestId> </requestId>  
<source> /finesse/api/User/215194/Dialogs</source> </Update>
```

**Call 19753869: State Calling, Type Outbound, From 215194, To 14696014194** Mon Feb 05  
2018 11:06:49 GMT-0600 (Central Standard Time)  
Mon Feb 05 2018 11:06:49 GMT-0600 (Central Standard Time)

```
<Update> <data> <dialog> <associatedDialogUri> </associatedDialogUri> <fromAddress>  
215194</fromAddress> <id> 19753869</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-  
05T17:06:46.929Z</startTime> <state> INITIATED</state> <stateCause> </stateCause>  
<stateChangeTime> 2018-02-05T17:06:46.934Z</stateChangeTime> </Participant>  
</participants> <state> INITIATED</state> <toAddress> 14696014194</toAddress>  
<uri> /finesse/api/Dialog/19753869</uri> </dialog> </data> <event> PUT</event>  
<requestId> </requestId> <source> /finesse/api/Dialog/19753869</source> </Update>
```

**Call 19753869: State Calling, Type Outbound, From 215194, To 14696014194** Mon Feb 05  
2018 11:06:47 GMT-0600 (Central Standard Time)  
Mon Feb 05 2018 11:06:47 GMT-0600 (Central Standard Time)

```
<Update> <data> <dialog> <associatedDialogUri> </associatedDialogUri> <fromAddress>  
215194</fromAddress> <id> 19753869</id> <mediaProperties> <DNIS> </DNIS>  
<callType> AGENT_INSIDE</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-
05T17:06:46.929Z</startTime> <state> INITIATED</state> <stateCause> </stateCause>
<stateChangeTime> 2018-02-05T17:06:46.934Z</stateChangeTime> </Participant>
</participants> <state> INITIATED</state> <toAddress> 14696014194</toAddress>
<uri> /finesse/api/Dialog/19753869</uri> </dialog> </data> <event> PUT</event>
<requestId> </requestId> <source> /finesse/api/Dialog/19753869</source> </Update>

```

**Call 19753869: State Initiating, Type Outbound, From 215194, To 14696014194** Mon Feb 05 2018 11:06:47 GMT-0600 (Central Standard Time)  
 Mon Feb 05 2018 11:06:47 GMT-0600 (Central Standard Time)

```

<Update> <data> <dialog> <associatedDialogUri> </associatedDialogUri> <fromAddress>
215194</fromAddress> <id> 19753869</id> <mediaProperties> <DNIS> </DNIS>
<callType> AGENT_INSIDE</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-
05T17:06:46.929Z</startTime> <state> INITIATING</state> <stateCause> </stateCause>
<stateChangeTime> 2018-02-05T17:06:46.929Z</stateChangeTime> </Participant>
</participants> <state> INITIATING</state> <toAddress> 14696014194</toAddress>
<uri> /finesse/api/Dialog/19753869</uri> </dialog> </data> <event> PUT</event>
<requestId> </requestId> <source> /finesse/api/Dialog/19753869</source> </Update>

```

**Call 19753869: State Initiating, Type Outbound, From 215194, To** Mon Feb 05 2018 11:06:47 GMT-0600 (Central Standard Time)  
 Mon Feb 05 2018 11:06:47 GMT-0600 (Central Standard Time)

```
<Update> <data> <dialogs> <Dialog> <associatedDialogUri> </associatedDialogUri>
<fromAddress> 215194</fromAddress> <id> 19753869</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-
05T17:06:46.929Z</startTime> <state> INITIATING</state> <stateCause> </stateCause>
<stateChangeTime> 2018-02-05T17:06:46.929Z</stateChangeTime> </Participant>
</participants> <state> INITIATING</state> <toAddress> </toAddress>
<uri> /finesse/api/Dialog/19753869</uri> </Dialog> </dialogs> </data> <event>
POST</event> <requestId> </requestId>
<source> /finesse/api/User/215194/Dialogs</source> </Update>
```

**State change: TALKING - null** Mon Feb 05 2018 11:06:46 GMT-0600 (Central Standard Time)  
Mon Feb 05 2018 11:06:46 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> 2018-02-05T17:06:46.928Z</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** Mon Feb 05 2018 11:06:46 GMT-0600 (Central Standard Time)  
Mon Feb 05 2018 11:06:46 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> 2018-02-05T17:06:46.326Z</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>
```

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### 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**

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iBERIA BANK