

GENESYS

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Workforce Management Web for Supervisors Help





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Agent Adherence Report

Site

Time zone ECT

Agent Lund , Krist

Date Period: 4/1/10 - 4/30/10

4/12/10

Start Time	End Time	Schedule State	Agent State
8:56 AM	9:00 AM	No Activity	AfterCallWork
		Voice	AfterCallWork
		Email	AfterCallWork
9:00 AM	9:09 AM	Telefon	CallInbound
		Voice	CallInbound
		Email	LoggedOut