

GENESYS

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Workforce Management Web for Supervisors Help

Workforce Management 8.5.2

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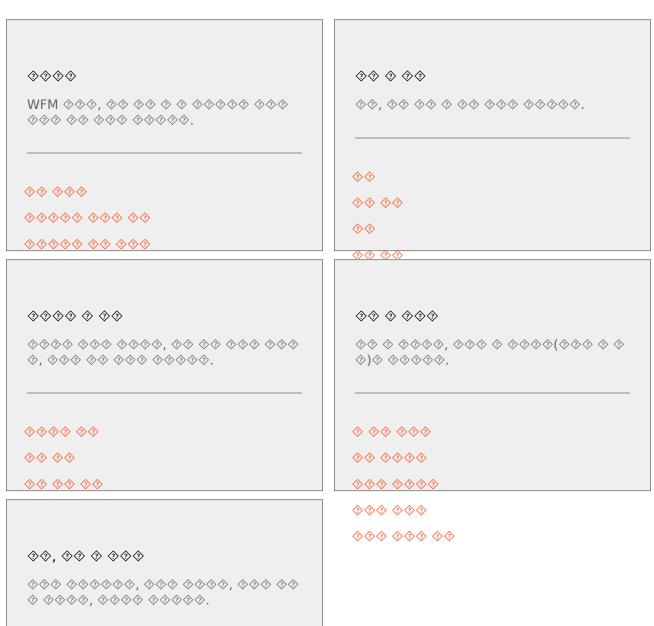
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- 5. \$\displays \displays \d
- 6. ����: ��������������, **+1**, **+2** �� **+3** ����������.

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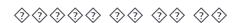




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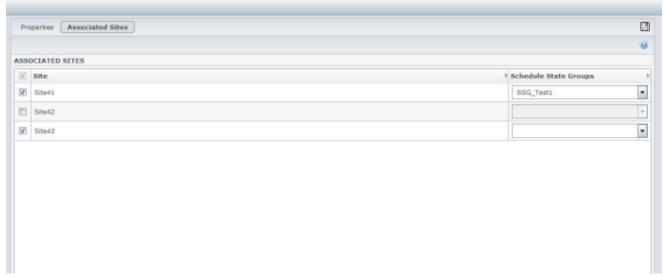




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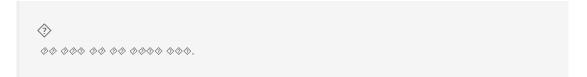
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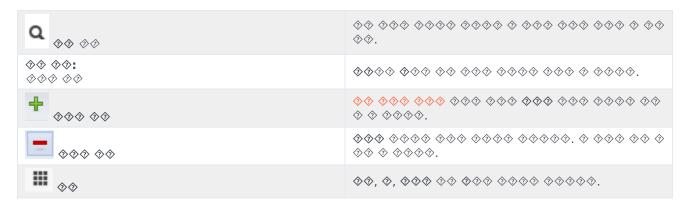


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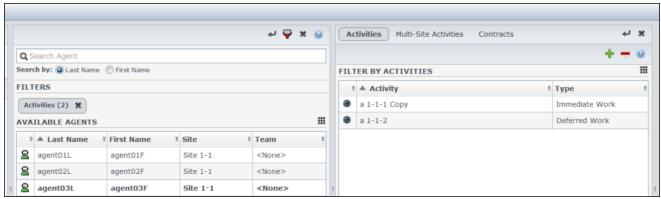
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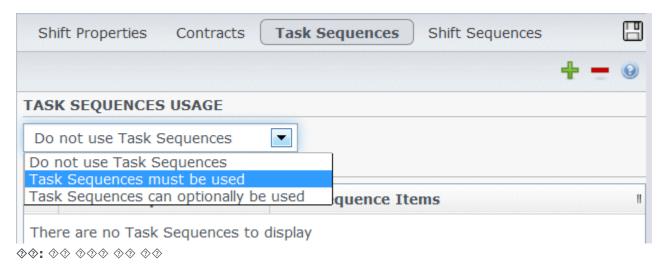
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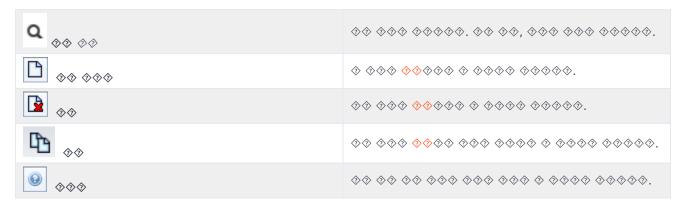
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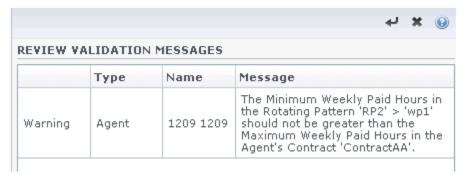
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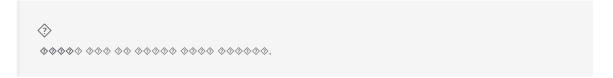






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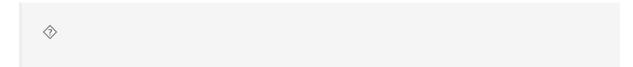


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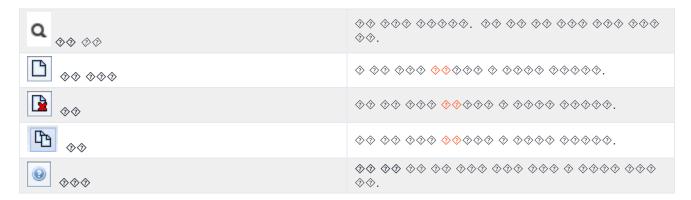
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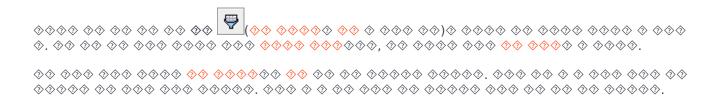


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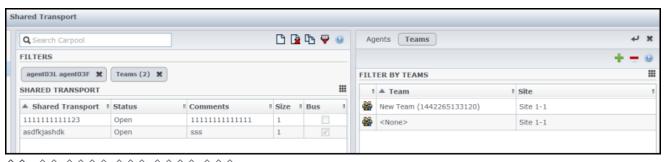
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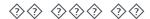
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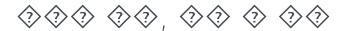
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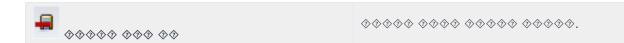
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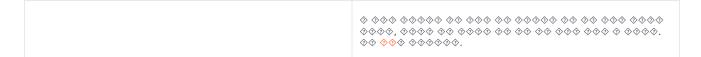


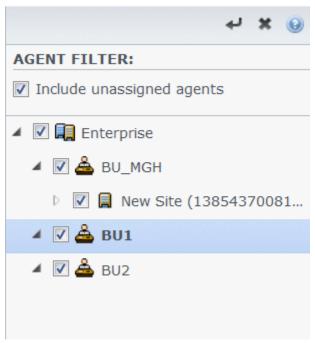


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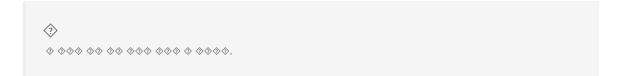






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♦♦♦ ♦♦	ServiceFactor1(�� WFMServiceFactor1), AverTimeBeforeAnswering ServiceFactor1, AverTimeBeforeAnswering, TotalNumberCallsDistrib (�� WFMTotalNumberCallsDistrib)	\$\phi\$, \$\phi \phi \phi\$ \$\phi\$ \$\phi\$<
$\diamond \diamond \diamond \diamond \diamond$	TotalNumberCallsHandled (♦♦ WFMTotalNumberCallsHandled), TotalHandleTime (♦♦ WFMTotalHandleTime)	$\diamond \diamond $
♦♦♦	EmailsWaitingInQueue (�� WFMEmailsWaitingInQueue)	\$\phi\$, \$\phi \phi \phi \phi\$, \$\phi\$, \$\phi\$, \$\phi\$, \$\phi \phi\$ \$\phi\$, \$\phi \phi \phi\$, \$\phi\$, \$\phi\$, \$\phi\$, \$\phi\$ \$\phi\$, \$\phi \phi\$, \$\phi\$, \$\phi\$, \$\phi\$, \$\phi\$, \$\phi\$ \$\phi\$, \$\phi \phi\$, \$\phi\$, \$\phi\$, \$\phi\$, \$\phi\$, \$\phi\$ \$\phi\$, \$\phi \phi\$, \$\phi\$, \$\phi\$, \$\phi\$, \$\phi\$, \$\phi\$

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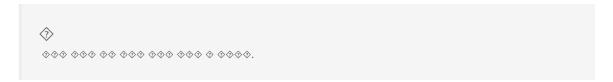
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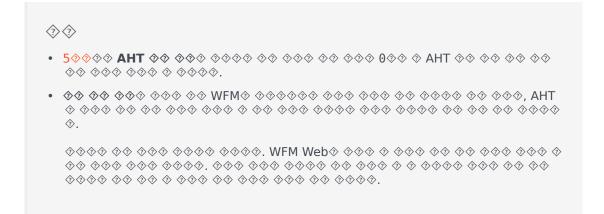




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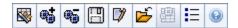
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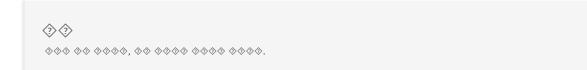
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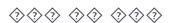
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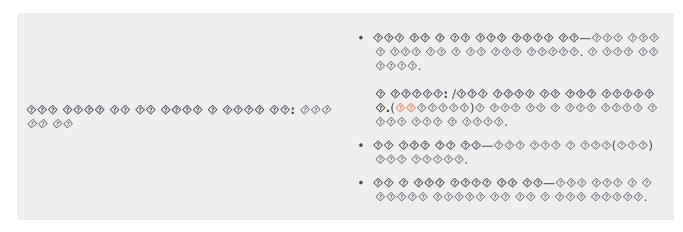
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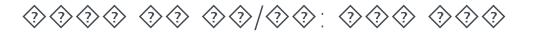
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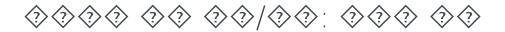
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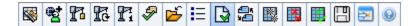
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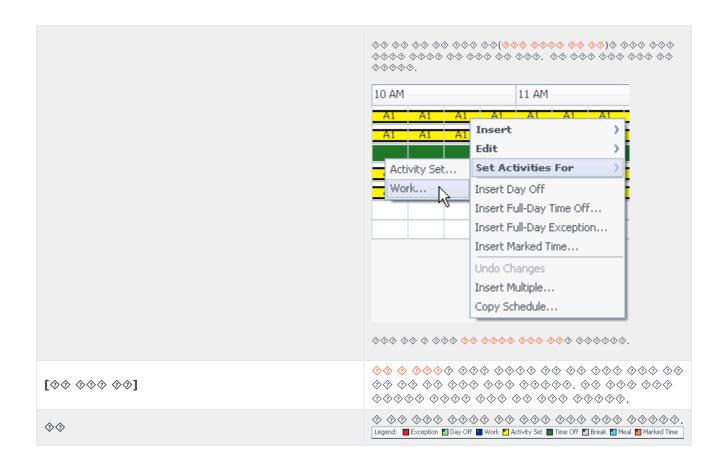
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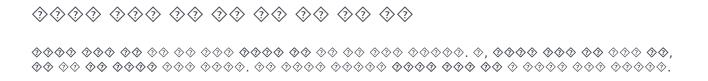
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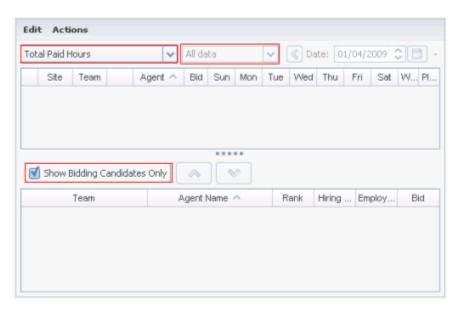
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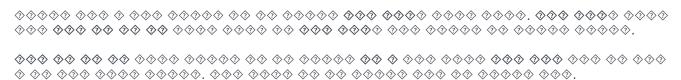


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- 2. <a href="https://doi.org/10.1038/nc



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Workforce Management Web for Supervisors Help



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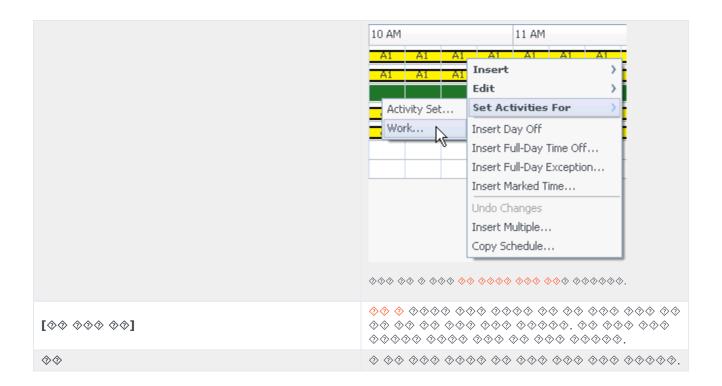
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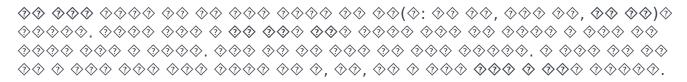
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♦♦[4]	{A} ⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⟨B}⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄
♦♦[8]	$ \{A\} \diamondsuit \diamondsuit$

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♦♦[11]	 ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$
♦♦[14]	{A} ⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄
♦♦[16]	 ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$
♦♦[22]	$ \begin{array}{l} \{A\} \diamondsuit \{B\} \diamondsuit \\ 100,000 \diamondsuit \diamondsuit \diamondsuit \diamondsuit . \diamondsuit 100,000 \diamondsuit \\ \diamondsuit \diamondsuit \diamondsuit \diamondsuit \diamondsuit . \\ \\ $
♦♦[28]	{B} \$\phi \ {A} \ \phi \phi \phi \phi \phi \phi \phi \p
♦♦[29]	{A} ◊◊◊◊ ◊ {B} ◊◊◊◊◊ ◊◊◊◊◊ ◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊
♦♦[30]	{A} ⋄◊⋄⋄ ⟨B} ⋄◊⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄
♦♦[31]	{B} ⋄◊⋄◊⋄◊◊ ⟨A} ⋄◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊. ◊◊◊◊◊◊◊◊◊◊◊◊◊
♦♦[34]	♦♦ ♦♦ ♦♦ ♦♦ {A}♦(♦) {B} ♦♦♦♦ ♦♦ ♦♦ ♦♦ ♦ ♦♦♦ ♦♦♦ ♦♦ ♦♦ ♦♦ ♦♦ ♦♦♦ ♦♦♦ ♦♦

♦♦[40]	{A} ⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄
♦♦[43]	{A} - {B} ⋄◊⋄⋄⋄⋄⟨C} ⋄◊⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄
♦♦[44]	\$\display\$ \$\displ
♦♦[46]	{B} \ \phi \ \cap ({C} \ \phi \phi \phi \phi) \ {A} \ \phi \phi \phi \phi \phi \phi \phi \p
♦♦[49]	{A}♦ {B} ♦♦♦♦ ♦♦♦ ♦♦♦♦ ♦♦♦ ♦♦♦ ♦♦♦ ♦♦♦ ♦♦♦♦♦ ♦♦♦♦♦ ♦♦♦♦ ♦♦♦♦ ♦♦♦
♦♦[53]	{A} ⋄⋄⋄ ⋄⋄⋄⋄ ⟨B}⋄⋄ ⋄⋄ ⋄⋄ ⋄⋄ ⋄⋄ ⋄⋄ ⋄⋄ ⋄⋄ ⋄⋄ ⋄⋄ ⋄⋄ ⋄⋄ ⋄⋄
♦♦[54]	{A}{B} ⋄◊⋄ {C} ⋄◊⋄◊⋄◊⋄◊⋄◊⋄◊⋄◊⋄◊⋄◊⋄◊⋄◊⋄◊◊◊◊◊◊◊◊◊◊◊◊◊◊
♦♦[55]	{A} ◊◊◊ {B} ◊◊◊◊◊ ◊◊ ◊◊◊◊. ◊◊◊◊◊ ◊◊ ◊ ◊ ◊◊◊◊.
♦♦[56]	$ \{A\} \diamondsuit \diamondsuit \{B\} \diamondsuit \diamondsuit$
♦♦[57]	{C} ◊◊◊◊◊ [{A},{B}] ◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊
♦♦[61]	
♦♦[63]	\$\phi \phi \phi \phi \phi \phi \phi \phi
♦♦[64]	{C} ♦ ♦ ♦ ♦ ♦ {D} ♦ ♦ ♦ ♦ ♦ {B} ♦ ♦ ♦ ♦ ♦ ♦ {A} ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦
♦♦[65]	$ \{B\} \diamondsuit \diamondsuit \{A\} \diamondsuit \diamondsuit$
♦♦[66]	{B}◊◊ {A} ◊◊◊◊ ◊◊ ◊◊◊◊◊ ◊◊ ◊◊ ◊◊ ◊◊ ◊◊ ◊◊ ◊◊ ◊◊◊◊
♦♦[67]	$\{A\}\ \diamondsuit$

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♦♦[68]	{B}◊◊ {A} ◊◊◊◊ ◊◊ ◊◊◊ ◊◊◊ ◊◊◊ ◊◊◊◊ ◊ ◊◊ ◊◊◊ ◊◊◊◊.
♦♦[69]	♦♦ ♦♦♦♦ ♦♦ ♦♦♦♦ ♦♦♦♦♦♦♦ {A} ♦♦♦♦ ♦♦ < ××× ♦♦ ♦ ♦♦ •
♦♦[70]	{B}◊◊ {A} ◊◊◊◊ ◊◊◊◊◊ ◊◊◊ <xxx>◊ ◊◊ ◊◊◊◊ ◊◊◊◊ ◊◊◊◊ . ◊◊◊ <xxx>◊ ◊◊◊ ◊◊ ◊◊◊◊◊ ◊◊◊◊◊.</xxx></xxx>
♦♦[71]	♦♦ ♦♦ {B}♦♦ ♦♦ ♦♦ ♦♦ <xxx> {D}♦ ♦♦ {A} ♦♦♦ ♦♦ ♦♦♦ ♦♦♦ ♦♦♦ ♦ ♦♦♦ . ♦♦♦ <xxx>♦ ♦♦ ♦ ♦♦ ♦♦♦♦♦ ♦ ♦♦♦♦.</xxx></xxx>
♦♦[77]	{C}◊◊ {A} ◊◊◊◊ ◊◊ {B} ◊◊◊ ◊◊ ◊◊◊ ◊◊◊ ◊ ◊◊◊◊◊.
♦♦[78]	{C}◊◊ <xxx> {B}◊◊◊ {A}◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊</xxx>
♦♦[79]	{B}◊◊◊◊◊⟨C}◊◊◊◊◊⟨E}◊◊◊◊⟨ <xxx> {D}◊◊◊◊⟨A}◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊ ◊<xxx>◊◊◊◊◊◊◊◊◊◊◊◊◊</xxx></xxx>
♦♦[81]	♦♦♦ ♦♦ {B} - {C} ♦♦♦{A} ♦♦♦♦ ♦♦ ♦♦ ♦♦ ♦♦♦ ♦♦♦♦ ♦♦♦ ♦♦♦
♦♦[82]	{A} ◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊
♦♦[90]	{B} ⋄⋄⋄⋄⋄⋄ {A} ⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄.
♦♦[91]	$ \{C\} \diamondsuit \ \{B\} \ \diamondsuit \diamondsuit \diamondsuit \diamondsuit \diamondsuit \diamondsuit \diamondsuit \{A\} \ \diamondsuit $
♦♦[92]	{C} - {D} ◊◊◊◊◊ {B} ◊◊◊◊◊◊◊ {A} ◊◊◊◊◊◊◊◊◊
♦♦[93]	\$\phi \phi \phi \phi \phi \phi \phi \phi
♦♦[94]	{A} ���������������. ��������������������
♦♦[95]	\$\phi \phi \phi \phi \phi \{A} \phi \phi \phi \phi \phi \phi \phi \phi
♦♦[96]	{A} ◊◊◊ ◊◊◊◊ ◊◊◊◊◊. ◊◊◊ ◊◊◊◊ ◊ ◊◊◊ ◊◊ ◊◊◊ ◊
♦♦[97]	♦♦ ♦♦♦ {A} ♦♦♦ ♦♦♦ ♦ ♦♦♦♦.
♦♦[98]	{A} ⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄.
♦♦[99]	{B}♦♦♦♦♦♦♦ {A}♦♦♦♦♦♦♦♦♦♦♦♦♦ ♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦ ♦♦♦♦
♦♦[100]	$ \{B\} \diamondsuit \diamondsuit \{A\} \diamondsuit \diamondsuit$
♦♦[101]	{B} - {C} ◊◊◊◊◊◊◊{A} ◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊

♦♦[102]	{B} - {C} �� {A} ��� ��������. �� ��� �����������������
♦♦[103]	{B} � �� ��� {A} ��� ��� ���. ��� ���� ��������. ���
♦♦[104]	$ \{B\} \diamondsuit \{A\} \diamondsuit \diamondsuit$
♦♦[105]	{B} \$\phi \phi \phi \phi \phi \phi \phi \phi
♦♦[106]	{B} \phi {A} \phi \phi \phi \phi \phi \phi \phi \phi
♦♦[107]	$\{B\}$ \diamondsuit
♦♦[108]	{A} ◊◊◊ {B}◊ ◊◊◊ ◊ ◊◊◊◊.
♦♦[109]	{B} - {C} ◊◊ ◊◊ ◊◊◊ {A} ◊◊◊ ◊◊◊ ◊◊◊.
♦♦[110]	{B} - {C} ◊◊ {A} ◊◊◊ ◊◊◊ ◊◊◊◊.
♦♦[111]	♦♦ ♦♦♦ {A} ♦♦♦ {B}/{C} ♦♦♦♦♦ ♦♦♦ ♦♦ ♦♦.
♦♦[112]	{A} ◊◊◊ {B}/{C} ◊◊◊◊◊ ◊◊◊ ◊◊◊◊.
♦♦[1000]	
♦♦[1001]	{A}��'{B}'��������������������������������
♦♦[1002]	♦♦♦ ♦♦ ♦♦♦ ♦♦♦ ♦♦ ♦♦♦ ♦♦♦♦ ♦♦♦♦. ♦♦ ♦♦ {A}♦♦ ♦♦♦♦♦.
♦♦[1003]	'{A}' �� ���� ��� �� '{B}' �� ��� ��� ��� ��� ���� ��� ��� ��� ��
♦♦[1004]	'{A}' ����� �� �� ��� Null ��� ���� ��.
♦♦[1005]	$ \begin{tabular}{ll} $`\{A\}' & \diamondsuit & $
♦♦[1006]	$\diamondsuit \diamondsuit \diamondsuit \diamondsuit \ '\{A\}' \ \diamondsuit \diamondsuit \diamondsuit \diamondsuit \ ID = \{B\} \diamondsuit (\diamondsuit) \ \diamondsuit \diamondsuit \ \diamondsuit \diamondsuit \diamondsuit \diamondsuit \diamondsuit.$
♦♦[1007]	'{A}' ���� ��� ��� ��� ��� ��� ��� ���
♦♦[1008]	♦♦ ID={A}♦(♦) '{A}' ♦♦♦♦ ♦♦♦♦♦, '{B}' ♦ ♦♦♦♦ ♦♦♦♦
♦♦[1009]	'{A}' $\diamondsuit \diamondsuit \diamondsuit \diamondsuit \diamondsuit$ WFM Server $\diamondsuit \diamondsuit \Leftrightarrow$ ID {B} \diamondsuit (\diamondsuit) $\diamondsuit \diamondsuit \diamondsuit \diamondsuit \diamondsuit$.
♦♦[1010]	
♦♦[1012]	\$\dagger* \dagger* \dagger* \{A}' \dagger* \dagg
♦♦[1013]	♦ ♦ ♦ ♦ ♦ '{A}' ID={B} ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦

♦♦[1014]	\$\displays \displays \displays \dinfty \displays \displays \displays \displays \displays \displays \dinfty \displays \displays \
♦♦[1015]	♦♦ ♦♦♦♦ '{A}'♦ ♦♦ ♦♦♦ ♦♦ ♦♦♦ ♦♦♦ ♦♦ ♦♦. ♦♦ ♦♦♦♦ ♦♦ ♦♦ {B}♦♦ {C}♦♦♦ ♦♦ ♦♦♦♦.
♦♦[1016]	
♦♦[1017]	♦♦ ♦♦ ♦♦♦♦ ♦♦♦♦ ♦♦♦♦ '{A}' ♦♦♦♦♦ ♦ ♦♦♦♦♦.
AA[1019]	♦♦ ♦♦♦ ♦♦ '{A}' ♦♦♦ ♦♦♦ ♦♦ ♦♦♦ ♦♦♦♦ ♦♦♦ ♦ ♦♦♦♦.
♦♦[1018]	\$\phi \phi \phi \phi \phi \phi \phi \phi
♦♦[1019]	'{A}' ���� ���� ����. �� ���� �� �� �� ��������
♦♦[1019]	\$\phi \phi \phi \phi \phi \phi \phi \phi
♦♦[1020]	\$\display\$
V V[2020]	\$\phi\$
0.07-00-7	'{A}' ��� �����. � ��� ��� ��� ��
♦♦[1021]	\$\phi \phi \phi \phi \phi \phi \phi \phi
	♦♦♦ ♦♦♦♦ ♦♦♦♦ ♦♦ '{A}' ♦♦♦♦ ♦♦♦♦♦.
♦♦[1022]	♦♦♦♦♦ ♦♦♦ ♦♦♦ ♦♦♦ ♦ ♦♦♦♦. ♦♦♦♦♦ ♦ ♦♦♦ <mark>♦♦</mark> 1021 ♦♦ ♦♦♦♦♦.
	'{A}' ���� ���� �������.
♦♦[1023]	0
♦♦[1024]	{C} - {C}◊◊ '{C}' ◊◊◊◊ ◊◊ ◊◊ ◊◊ ◊◊ ◊◊ {A}:{B} - {A}:{B}◊ ◊ ◊◊ ◊◊◊ ◊◊ ◊◊◊◊.
♦♦[1025]	\$\displaystyle \displaystyle \displa
♦♦[1026]	♦♦♦ ♦♦ '{A}' ♦♦♦♦♦ ♦♦♦♦♦♦. ♦♦♦ ♦♦♦ ♦ ♦♦♦♦ ♦♦♦♦ ♦♦♦ ♦
♦♦[1027]	♦♦♦ ♦♦ ♦♦♦ '{A}' ♦♦♦♦♦ ♦♦♦♦♦.
♦♦[1028]	'{A}'

♦♦[1029]	
♦♦[1030]	\$\dagger\$ \$\dagger\$
♦♦[1031]	$\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit^{\dagger}(A)^{\dagger} \diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit.$
♦♦[1032]	'{A}' �� �� ���� ����.
♦♦[1033]	♦♦♦♦ ♦ ♦♦ ♦♦ ♦♦♦♦ ♦♦ '{B}' ♦♦♦♦♦ '{A}' ♦♦♦ ♦♦♦ ♦♦♦♦.
♦♦[1034]	'{B}'\$'\{A}'\\$\\$\\$\\$\\$\\$\\$\\$\\$\\$\\$\\$\\$\\$\\$\\$\\$\\$\\$
♦♦[1035]	'{B}'\$'{A}'\$\$\$\$\$.
♦♦[1036]	'{A}' �� �� ��� ��� ��� ��� ����. �



♦♦[4]	$\Diamond\Diamond\Diamond\Diamond\Diamond\Diamond\Diamond\Diamond\Diamond\Diamond\Diamond\Diamond\Diamond\Diamond\Diamond\Diamond\Diamond$.
♦♦[6]	♦♦♦ ♦♦ ♦♦ ♦♦ {A}♦ ♦/♦♦ ♦♦ {B}♦♦ ♦♦ ♦♦♦♦♦.
♦♦[8]	0
♦♦[9]	{A} ⋄⋄⋄ ⋄⋄ ⋄⋄/⋄⋄ ⋄⋄ ⋄⋄⋄ ⋄⋄ ⋄⋄ ⋄⋄ ⋄⋄ ⋄⋄ ⋄⋄ ⋄
♦♦[10]	$\{A\}\ \diamondsuit\diamondsuit\diamondsuit\ \diamondsuit\diamondsuit\ \diamondsuit\diamondsuit\ \diamondsuit\diamondsuit\diamondsuit\ \diamondsuit\diamondsuit\diamondsuit\ \diamondsuit\diamondsuit\ \diamondsuit\diamondsuit\diamondsuit\ \diamondsuit$
♦♦[11]	$\{A\} \diamondsuit$
♦♦[12]	$\Diamond \Diamond \Diamond \Diamond \Diamond \Diamond \Diamond \Diamond \{A\} \Diamond (\Diamond) \Diamond .$
♦♦[13]	{A}♦♦ {B} ♦♦♦ ♦♦♦♦ ♦♦♦♦.
♦♦[15]	$\{A\} \diamondsuit \diamondsuit \ \{B\} \ \diamondsuit $
♦♦[16]	{B} ⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄०० {A} ⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄०.
♦♦[21]	$\Diamond \Diamond \Diamond \Diamond \Diamond \Diamond \{A\} \Diamond (\Diamond) \Diamond \Diamond$
♦♦[28]	♦♦♦ ♦♦♦♦ ♦♦♦: {A}
♦♦[29]	♦♦♦ ♦♦ ♦♦♦: {A}
♦♦[32]	♦♦ {A}♦ ♦♦ ♦♦♦ ♦♦♦ ♦♦♦ ♦♦♦ ♦♦♦. {B} ♦

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♦♦[34]	♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ . {A} ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ • . {B} ♦ (♦) ♦ ♦ ♦ ♦ ♦ ♦ ♦ .
♦♦[36]	{B}◊◊ {A} ◊◊◊◊ ◊◊◊◊◊ ◊◊◊ ◊ ◊◊◊◊. ◊◊ ◊◊◊ ◊◊ ◊◊◊ ◊◊
♦♦[38]	{C} ⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄०⋅⟨A} ⋄⋄⋄⋄⋄⟨B}⋄ (⋄) ⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄०.
♦♦[40]	$ \{B\} \diamondsuit \diamondsuit \{A\} \diamondsuit \diamondsuit$
♦♦[43]	
♦♦[45]	{C} ⋄◊⋄◊⋄◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊.◊◊◊◊ {A} < ⋄◊◊◊◊ {B}.
♦♦[46]	$ \{B\} \diamondsuit \diamondsuit \{A\} \diamondsuit \diamondsuit$
♦♦[47]	$\{A\} \diamondsuit \diamondsuit \diamondsuit \{B\} \diamondsuit \diamondsuit$
♦♦[50]	{A} ⋄◊⋄◊⋄◊⋄◊⋄◊◊◊◊◊◊◊◊◊◊◊⟨B} ⋄◊⋄⟨C} ⋄◊⋄◊◊◊◊◊◊.
♦♦[51]	{B}��� {A} ���� ��������������������������
♦♦[52]	♦♦♦ ♦♦ ♦♦♦: {A}
♦♦[53]	♦♦♦ ♦♦ ♦♦♦: {A}
♦♦[54]	♦♦♦ ♦♦ ♦♦♦ ♦♦♦: {A}
♦♦[55]	{A} ⋄◊⋄⋄⋄⋄⟨B} ⋄◊⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄⋄
♦♦[56]	♦♦♦ ♦♦ ♦♦♦({A}). ♦♦ ♦♦ ♦♦♦ ♦♦♦♦ ♦♦♦ ♦♦ ♦♦♦ ♦♦♦♦ ♦♦♦.
♦♦[58]	$\Diamond \Diamond \Diamond \Diamond \Diamond \Diamond \Diamond \Diamond \Diamond \Diamond (\{A\}). \Diamond \Diamond / \Diamond \Diamond.$
♦♦[59]	$\Diamond \Diamond $
♦♦[60]	$\Diamond \Diamond $
♦♦[62]	{A} ◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊
♦♦[63]	
♦♦[64]	♦♦♦ ♦♦ ♦♦♦ ♦♦♦ ♦♦♦♦♦♦♦ {B} ♦♦ {A}♦ (♦) ♦♦♦♦♦♦.
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♦♦[66]	\$\$ \$\$\$ \$\$\$
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♦♦[1001]	

♦♦[1002]	$\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit \{A\}\diamondsuit\diamondsuit\diamondsuit\diamondsuit. \ 1\diamondsuit \ \diamondsuit\diamondsuit\diamondsuit \ \diamondsuit\diamondsuit\diamondsuit\diamondsuit$
♦♦[1003]	♦♦♦ ♦♦♦ ♦♦♦ {A}♦♦♦♦. ♦♦♦ ♦♦♦ 6♦♦♦ ♦ ♦ ♦♦♦♦.
♦♦[1004]	♦♦♦ ♦♦♦ ♦♦♦ {A}♦♦♦♦. ♦♦♦ ♦♦♦♦ ♦♦♦ ♦ ♦♦ ♦♦♦♦♦ ♦♦♦.
♦♦[1005]	
♦♦[1006]	WFM Server $\diamondsuit \diamondsuit \diamondsuit$
♦♦[1007]	
♦♦[1008]	${}^{\shortmid}\{B\}{}^{\backprime}\diamondsuit.$
♦♦[1009]	$ \begin{tabular}{l} $`\{B\}' & \diamondsuit & $
♦♦[1011]	
♦♦[1012]	$ \diamondsuit \diamondsuit \diamondsuit \diamondsuit \diamondsuit \diamondsuit ID = \{A\} \diamondsuit (\diamondsuit) \diamondsuit \diamondsuit \diamondsuit \diamondsuit ' \{B\} ' \diamondsuit \diamondsuit$
♦♦[1013]	$ \diamondsuit \diamondsuit \diamondsuit \diamondsuit \diamondsuit \diamondsuit ID = \{A\} \diamondsuit (\diamondsuit) \diamondsuit \diamondsuit \diamondsuit \diamondsuit ' \{B\} ' \diamondsuit \diamondsuit$
♦♦[1014]	
♦♦[1015]	
♦♦[1016]	\$\phi \phi \phi \phi \phi \phi \phi \phi
♦♦[1017]	♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ \$ {A} ♦ (♦) '{B}' ♦ ♦ ♦ ♦ ♦ [-1, 6] ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ • • • • • • • • •
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♦♦[1020]	$ \diamondsuit \Box D = \{C\} \diamondsuit \diamondsuit \ \{A\} \diamondsuit (\diamondsuit) $ $ `\{B\}' \diamondsuit . $
♦♦[1021]	\$\phi \phi \phi \phi \phi \phi \phi \phi
♦♦[1022]	\$\phi \phi \phi \phi \phi \phi \phi \phi
♦♦[1023]	\$\phi \phi \phi \phi \phi \phi \phi \phi
♦♦[1024]	\$\phi \phi \phi \phi \phi \phi \phi \phi
♦♦[1025]	${}^{I}\{A\}{}^{I} \diamondsuit $
♦♦[1035]	\$\displaystyle 0 \$\displaystyle 0<
♦♦[1036]	'{A}' \$\$\$ \$\$\$ \$\$\$ \$\$\$\$.
♦♦[1037]	$\Diamond \Diamond $
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♦♦[1039]	\$\diamondext{\times} \diamondext{\times} \dimondext{\times} \dimondext{\times} \diamondext{\times} \diamondext{\times} \dim
♦♦[1040]	
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♦♦[1066]	♦♦ ♦♦.
♦♦[1068]	WFM Builder $\diamondsuit \diamondsuit \diamondsuit$
♦♦[1069]	WFM Server ♦♦♦♦♦♦♦♦ ♦♦: {A}.
♦♦[1070]	WFM Server ♦♦♦♦♦♦♦.
♦♦[1071]	Configuration Server $\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit$: {A}.
♦♦[1072]	Builder $\diamondsuit\diamondsuit\diamondsuit$ WFM Server \diamondsuit
♦♦[1073]	$\diamondsuit \diamondsuit \diamondsuit \diamondsuit \diamondsuit \diamondsuit \diamondsuit \diamondsuit \diamondsuit \diamondsuit WFM Server \diamondsuit .$
♦♦[1074]	WFM Server '{A}' ♦♦♦ ♦♦♦♦ ♦♦♦♦.
♦♦[1075]	$\diamondsuit\diamondsuit\diamondsuit\diamondsuit\Box ID = \{A\}\diamondsuit(\diamondsuit)\ \diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit\diamondsuit.$



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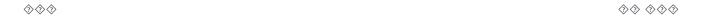
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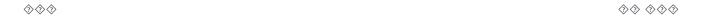
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Agent Adherence Report

Site

Time zone ECT

Team

Agent Lund , Krist

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

4/12/10

Start Time	End Time	Schedu	ile State	Agent State
8:56 AM	9:00 AM	No Activ	vity	AfterCallWork
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9:00 AM	9:09 AM	Telefon		CallInbound
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Agent States Report

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Time zone ECT

Agent Lund , Krist

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4/12/10

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