

GENESYS

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Workforce Management Web for Supervisors Help

Workforce Management 8.5.2

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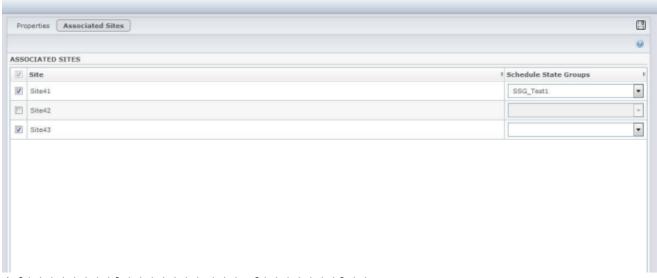


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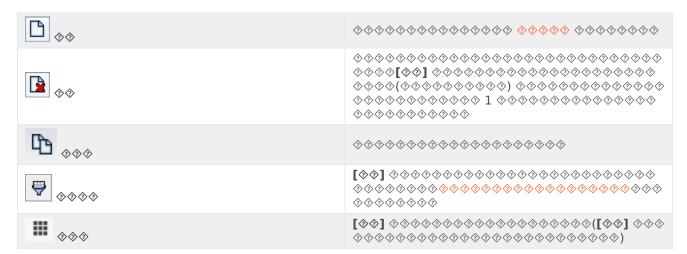


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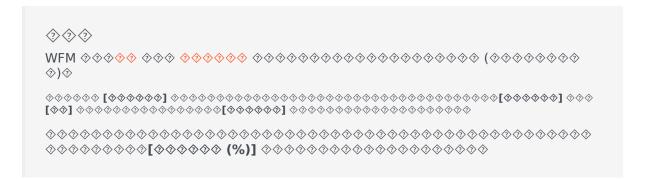
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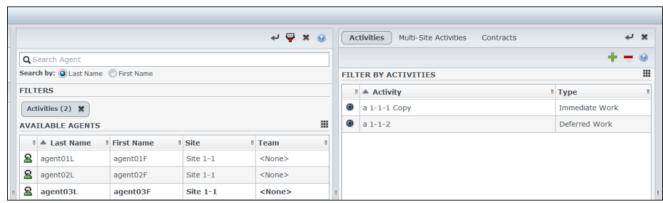
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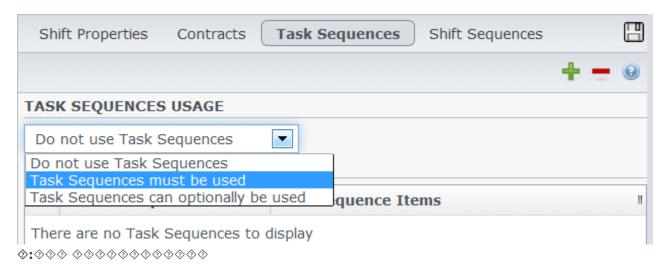
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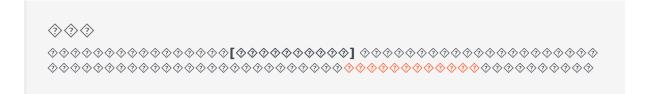
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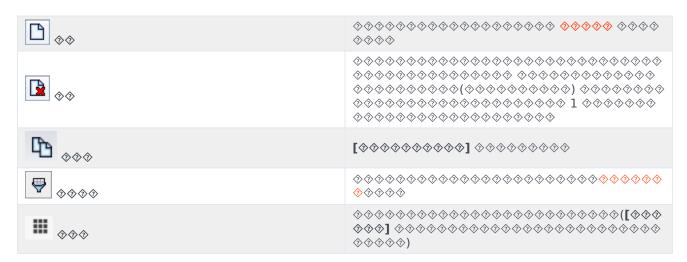
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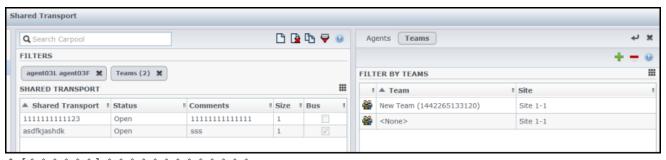


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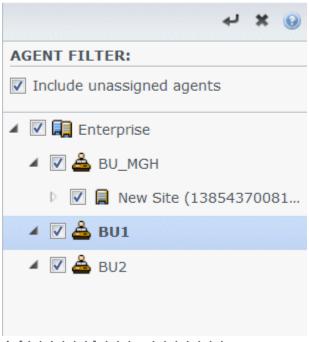


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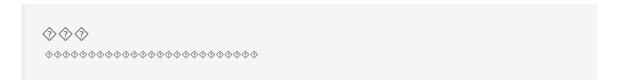
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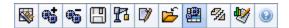


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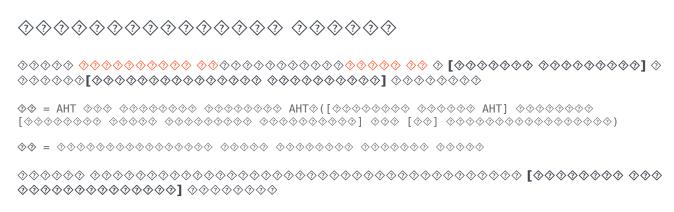
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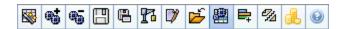






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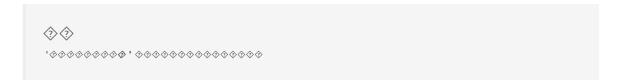




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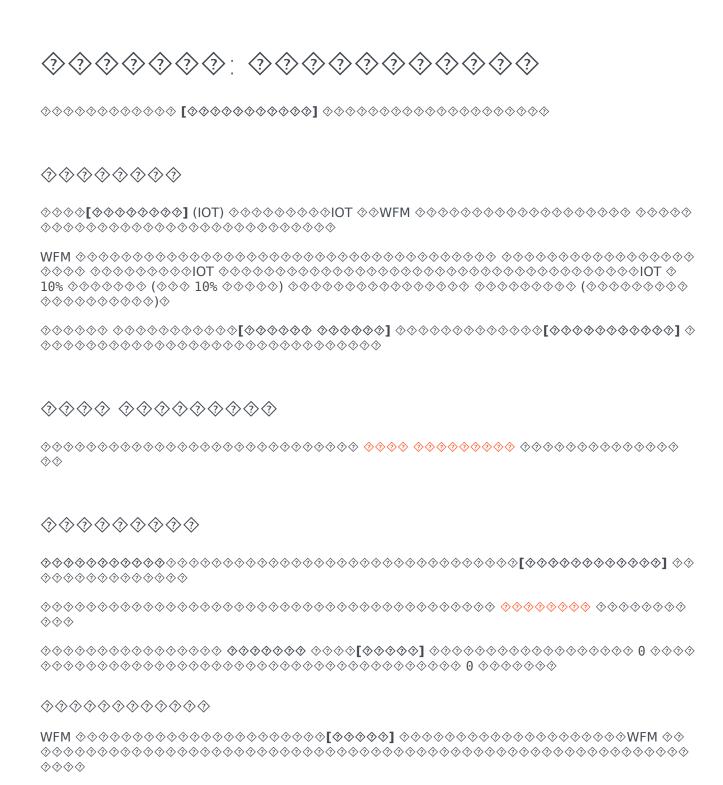


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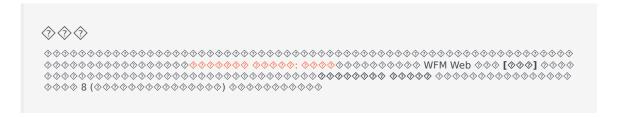
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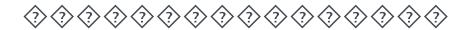
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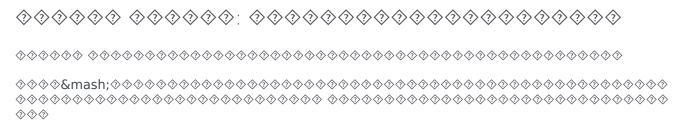
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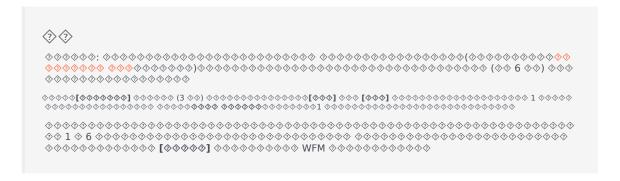
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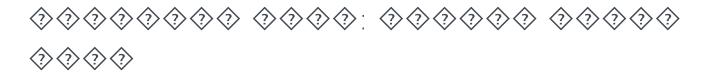
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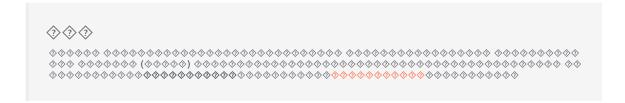


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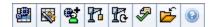


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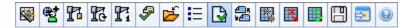
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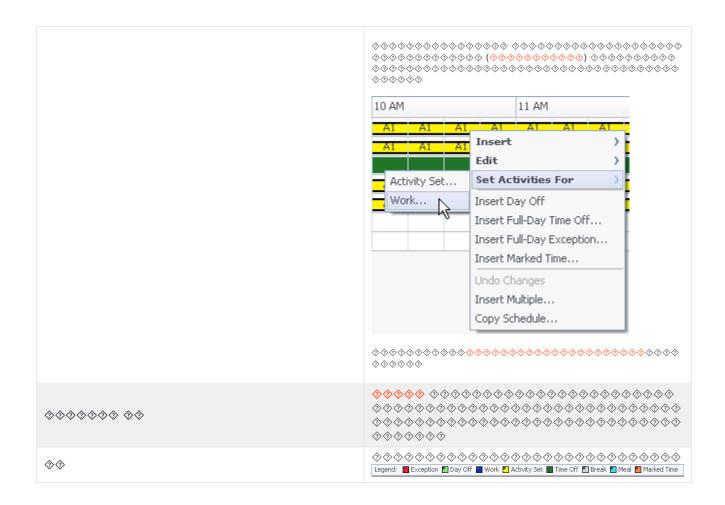


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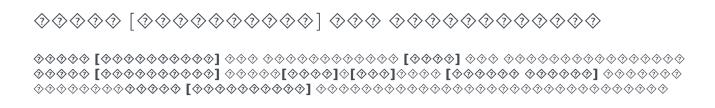
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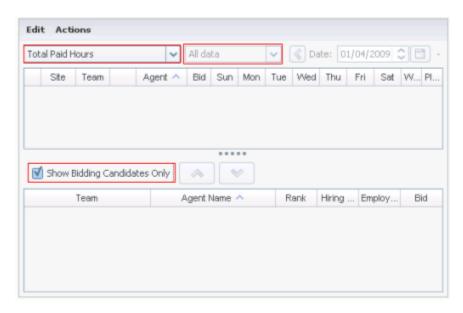
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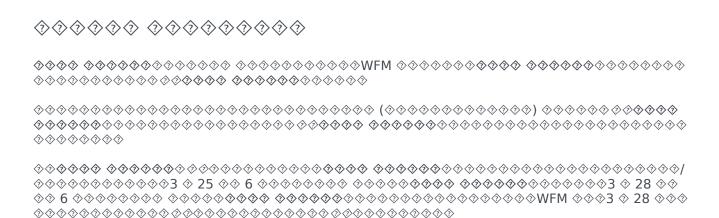
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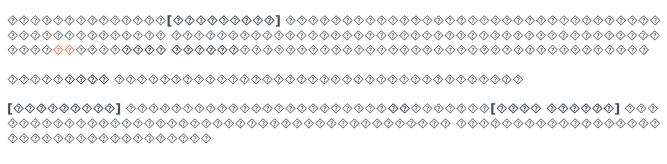
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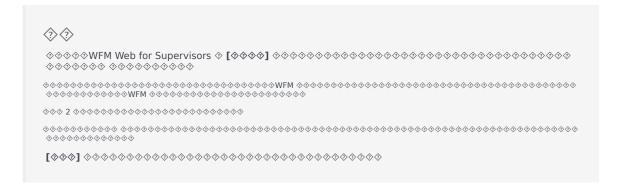
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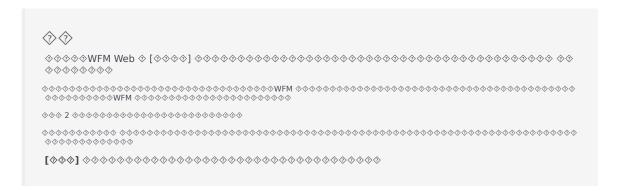
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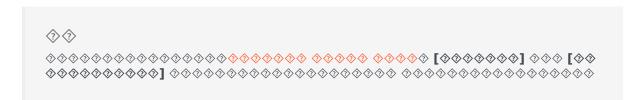
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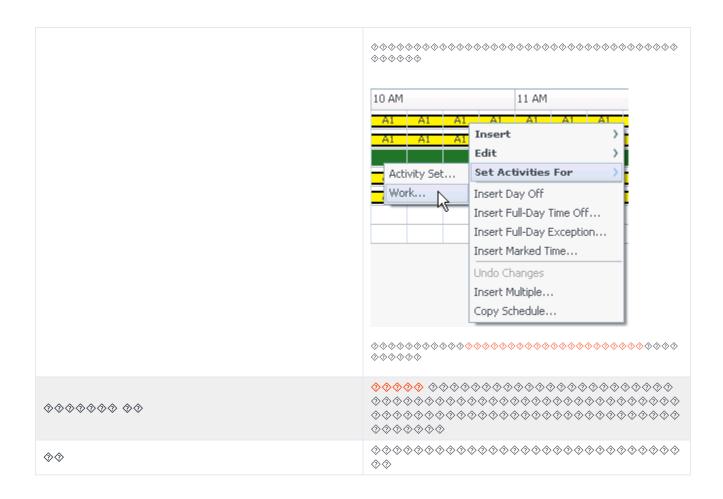
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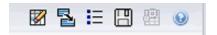


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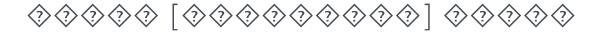
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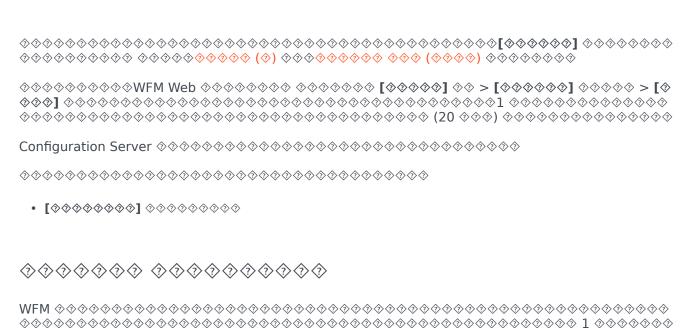
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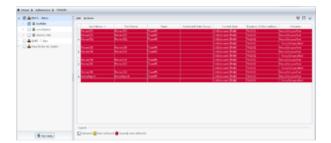
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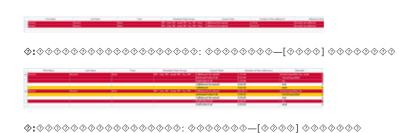


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Agent Adherence Report

Site

Time zone ECT

Team

Agent Lund , Krist

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

4/12/10

Start Time	End Time	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



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Agent States Report

Site

Time zone ECT

Team

Agent Lund , Krist

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

4/12/10

Start Time	End Time	Duration	Agent State	Reas
12:00 AM	8:56 AM	8:56	LoggedOut	
	Vo	oice	LoggedOut	
	Er	mail	LoggedOut	
8:56 AM	9:09 AM	0:13	CallInbound	3,5
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