

# MARS UCCX Web-Based Reports

## 1. AGENT CALLS BY DATE REPORT

MARS UCCX Reports
Welcome, Admin

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**Agent-Based Report**

- Agent Calls By Date
- Agent Calls By Time
- Agent Calls By Queue
- Agent Activity
- Agent Summary
- Consolidated Agent Activity
- Agent Unavailability

Call-Based Report

Queue-Based Report

System Parameters

Change Password

Agent Calls By Date
(01-12-2015 00:00:01 - 15-01-2016 23:59:59) [Edit Search](#)

Agent Name	Calls Inbound						Calls Outbound								
	No. Of Calls			Talk Time			Wrapup Time			No. Of Calls			Talk Time		
	Total	ACD	Other	Total	Average	Longest	Total	Average	Longest	Total	Answd	Aband	Total	Average	Longest
Agent	39	31	8	00:20:03	00:00:38	00:04:20	00:02:04	00:00:04		1	0	1	00:00:00	00:00:00	00:00:00
Chaurasia	49	27	22	00:03:51	00:00:08	00:00:55	00:01:03	00:00:02		37	4	33	00:00:27	00:00:06	00:00:16
Kumar	151	122	29	01:36:56	00:00:47	00:42:14	00:01:14	00:00:00		11	0	11	00:00:00	00:00:00	00:00:00
M Rahul	229	199	30	02:13:32	00:00:40	00:40:42	00:02:12	00:00:00		20	0	20	00:00:00	00:00:00	00:00:00
Pranjol Saikia	25	18	7	00:04:05	00:00:13	00:01:51	00:00:05	00:00:00		0	0	0	00:00:00	00:00:00	00:00:00
Sukhadeo Prasad	48	43	5	00:10:30	00:00:14	00:01:48	00:00:04	00:00:00		0	0	0	00:00:00	00:00:00	00:00:00
khanna	11	5	6	00:04:30	00:00:54	00:02:26	00:00:08	00:00:01		0	0	0	00:00:00	00:00:00	00:00:00

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## 2. AGENT CALLS BY TIME REPORT

MARS UCCX Reports Welcome, Admin

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Agent Calls By Time (01-12-2015 00:00:01 - 15-01-2016 23:59:59) Agent : sunil Q Edit Search

Time Interval	Calls Inbound						Calls Outbound								
	No. Of Calls			Talk Time			Wrapup Time			No. Of Calls			Talk Time		
	Total	ACD	Other	Total	Average	Longest	Total	Average	Longest	Total	Answd	Aband	Total	Average	Longest
10:00-10:59	28	22	6	00:05:28	00:00:14	00:02:16	00:00:09	00:00:00		10	0	10	00:00:00	00:00:00	00:00:00
12:00-12:59	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		0	0	0	00:00:00	00:00:00	00:00:00
08:00-08:59	7	6	1	00:08:10	00:01:21	00:07:42	00:00:00	00:00:00		0	0	0	00:00:00	00:00:00	00:00:00
05:00-05:59	34	28	6	00:06:37	00:00:14	00:00:50	00:00:17	00:00:00		0	0	0	00:00:00	00:00:00	00:00:00
11:00-11:59	18	10	8	00:12:53	00:01:17	00:07:54	00:00:04	00:00:00		1	0	1	00:00:00	00:00:00	00:00:00
06:00-06:59	30	29	1	00:13:04	00:00:27	00:09:46	00:00:30	00:00:01		0	0	0	00:00:00	00:00:00	00:00:00
04:00-04:59	16	12	4	00:01:07	00:00:05	00:00:27	00:00:12	00:00:01		0	0	0	00:00:00	00:00:00	00:00:00
07:00-07:59	8	5	3	00:00:41	00:00:08	00:00:28	00:00:00	00:00:00		0	0	0	00:00:00	00:00:00	00:00:00
09:00-09:59	7	7	0	00:48:46	00:06:58	00:42:14	00:00:02	00:00:00		0	0	0	00:00:00	00:00:00	00:00:00

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### 3. AGENT ACTIVITY REPORT

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Agent Activity
Selected Date 02-12-2015
Selected Agent : sunil

Time	Event	Reason	
2015-12-02 05:41:56			0
2015-12-02 05:41:56			32760
2015-12-02 05:50:13			32766
2015-12-02 06:01:34			0
2015-12-02 06:01:34			32760
2015-12-02 06:22:27			0
2015-12-02 06:29:49			0
2015-12-02 06:32:13			32766
2015-12-02 08:58:17			0
2015-12-02 08:58:17			32760
2015-12-02 08:58:29			32766
2015-12-02 09:07:56			0

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## 4. AGENT CALLS BY QUEUE REPORT

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Agent Calls By Queue (01-12-2015 00:00:01 - 15-01-2016 23:59:59) Edit Search

Agent Name	Queue	Calls			
		No.	Total Talk	Avg Talk	Longest Talk
Chaurasia	CSQ 1	5	00:01:13	00:00:14	00:00:55
Kumar	CSQ 1	49	00:49:14	00:01:00	00:42:14
Kumar	CSQ 1	33	00:44:25	00:01:20	00:09:46
Kumar	CSQ 1	1	00:01:03	00:01:03	00:01:03
M Rahul	CSQ 1	7	00:01:52	00:00:16	00:01:23
M Rahul	CSQ 1	2	00:00:13	00:00:06	00:00:11
M Rahul	CSQ 1	1	00:02:05	00:02:05	00:02:05
M Rahul	CSQ 1	26	00:33:58	00:01:18	00:11:21
M Rahul	CSQ 1	2	00:01:14	00:00:37	00:00:56
M Rahul	CSQ 1	7	00:10:01	00:01:25	00:03:22
M Rahul	CSQ 1	4	00:04:11	00:01:02	00:01:32

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## 5. AGENT SUMMARY DETAIL REPORT

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Agent Summary (01-12-2015 00:00:01 - 15-01-2016 23:59:59) Agent : umesh Edit Search

Agents	Calls Inbound							Calls Outbound	
	No. Of Calls			Talk Time			Wrapup Time	No. Of Calls	
	Total	Availability	Unavailability	Total Login Time	Average	Longest	Average	Total	Total
Chaurasia	49	12:19:45	18:45:48	31:05:33	00:00:08	00:00:55	00:00:02	37	00:00:27

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## 6. CONSOLIDATED AGENT ACTIVITY REPORT

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Consolidated Agent Activity (01-12-2015 00:00:01 - 15-01-2016 23:59:59) Edit Search

Agents	Agent Availability			Calls Inbound					Calls Outbound			
	Availability	Unavailability	Total Login Time	Talk Time			Wrapup Time	Talk Time				
				Total Calls In	Total	Average		Longest	Average	Total Calls Out	Total	Average
Agent	15:30:59	12:55:35	28:26:34	39	00:20:03	00:00:38	00:04:20	00:00:04	1	00:00:00	00:00:00	00
Chaurasia	12:19:45	18:45:48	31:05:33	49	00:03:51	00:00:08	00:00:55	00:00:02	37	00:00:27	00:00:06	00
Kumar	25:45:32	38:18:33	64:04:05	151	01:36:56	00:00:47	00:42:14	00:00:00	11	00:00:00	00:00:00	00
M Rahul	74:16:03	101:44:20	176:00:23	229	02:13:32	00:00:40	00:40:42	00:00:00	20	00:00:00	00:00:00	00
Pranjol Saikia	03:00:18	05:48:47	08:49:05	25	00:04:05	00:00:13	00:01:51	00:00:00	0	00:00:00	00:00:00	00
Sukhadeo Prasad	09:40:17	04:09:13	13:49:30	48	00:10:30	00:00:14	00:01:48	00:00:00	0	00:00:00	00:00:00	00
khanna	02:09:03	06:06:51	08:15:54	11	00:04:30	00:00:54	00:02:26	00:00:01	0	00:00:00	00:00:00	00

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## 7. AGENT UNAVAILABILITY REPORT


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Agent-Based Report (01-12-2015 00:00:01 - 15-01-2016 23:59:59) Edit Search

Agent Name	Agent Login ID	Agent Extension	Login Time	Logout Time	Break Type	Total Logon Time	Total Not Ready
Agent	ami	3003	2015-12-22 06:43:46.126	2015-12-22 12:06:32.531	255	05:22:46	00:00:00
Agent	ami	3003	2015-12-23 04:10:43.946	2015-12-23 12:09:00.514	255	07:58:17	00:00:00
Agent	ami	3003	2015-12-28 10:08:37.176	2015-12-28 12:11:44.972	255	02:03:07	00:00:00
Agent	ami	3003	2016-01-04 06:26:16.628	2016-01-04 12:37:35.758	255	06:11:19	00:00:00
Agent	ami	3003	2016-01-05 04:51:14.849	2016-01-05 11:42:19.31	255	06:51:05	00:00:00
Chaurasia	umesh	3007	2015-12-07 08:10:55.953	2015-12-07 11:04:34.048	255	02:53:39	05:24:32
Chaurasia	umesh	3007	2015-12-08 05:46:18.815	2015-12-08 10:50:35.947	32766	05:04:17	05:24:32
Chaurasia	umesh	3007	2015-12-16 06:30:08.02	2015-12-16 09:15:06.405	255	02:44:58	05:24:32
Chaurasia	umesh	3007	2015-12-16 10:20:28.708	2015-12-16 11:29:36.609	255	01:09:08	05:24:32
Chaurasia	umesh	3007	2015-12-17 04:53:46.389	2015-12-17 04:54:46.712	255	00:01:00	05:24:32
Chaurasia	umesh	3007	2015-12-17 06:27:51.19	2015-12-17 07:59:54.505	255	01:32:03	05:24:32
Chaurasia	umesh	3007	2015-12-21 05:30:44.515	2015-12-21 06:43:23.664	255	01:12:39	05:24:32

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## 8. OUTBOUND CALLS BY AGENT

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Outbound Calls By Agent
(01-12-2015 00:00:01 - 15-01-2016 23:59:59) Agent : sunil Edit Search

Start Time	End Time	Talk Time	CLI	DDI	Call Status
2015-12-21 10:58:10.720	2015-12-21 10:58:33.579	00:00:00	3011		4
2015-12-21 10:58:33.734	2015-12-21 10:58:38.314	00:00:00	3011		4
2015-12-21 10:58:38.735	2015-12-21 10:58:42.565	00:00:00	3011		4
2015-12-21 10:58:42.733	2015-12-21 10:58:47.416	00:00:00	3011		4
2015-12-21 10:58:49.760	2015-12-21 10:58:53.567	00:00:00	3011		4
2015-12-21 10:58:53.746	2015-12-21 10:59:01.253	00:00:00	3011		4
2015-12-21 10:59:17.751	2015-12-21 10:59:25.541	00:00:00	3011		4
2015-12-21 10:59:25.760	2015-12-21 10:59:35.935	00:00:00	3011		4

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## 9. INCOMMING CALLS BY TIME REPORT

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Incoming Calls By Time (01-12-2015 00:00:01 - 15-01-2016 23:59:59) Edit Search

Time	Calls					%			Average			%					Longest	
	Total	Answd	Aband	Overflow	Break Hours	Answd	Aband	Overflow	Answd		Aband	Answer Time Profile					Aband Wait	Answd Wait
									Wait	Talk	Wait	10	20	30	40	40+		
03:00-03:59	4	3	1	0	00:00:00	75.00	25.00	0.00	00:00:04	04:33:54	00:00:06	100.00	0.00	0.00	0.00	0.00	00:00:06	00:00:09
04:00-04:59	30	13	17	0	00:00:00	43.33	56.67	0.00	00:00:05	04:33:54	00:00:20	92.31	7.69	0.00	0.00	0.00	00:01:17	00:00:12
05:00-05:59	153	77	68	8	00:23:29	50.33	44.44	5.23	00:00:02	04:33:54	00:00:10	98.70	0.00	1.30	0.00	0.00	00:02:20	00:00:23
06:00-06:59	142	101	41	0	00:18:14	71.13	28.87	0.00	00:00:01	04:33:54	00:00:08	98.02	1.98	0.00	0.00	0.00	00:01:03	00:00:12
07:00-07:59	80	54	17	9	00:01:33	67.50	21.25	11.25	00:00:01	04:13:36	00:00:09	88.89	1.85	1.85	0.00	0.00	00:00:48	00:00:22
08:00-08:59	56	36	20	0	00:07:05	64.29	35.71	0.00	00:00:01	04:33:54	00:00:13	97.22	2.78	0.00	0.00	0.00	00:01:17	00:00:12
09:00-09:59	89	46	43	0	00:08:51	51.69	48.31	0.00	00:00:01	04:33:54	00:00:08	100.00	0.00	0.00	0.00	0.00	00:00:41	00:00:09
10:00-10:59	151	62	86	3	00:49:40	41.06	56.95	1.99	00:00:01	04:33:54	00:00:03	98.39	1.61	0.00	0.00	0.00	00:01:17	00:00:12
11:00-11:59	127	51	68	8	00:15:50	40.16	53.54	6.30	00:00:02	04:23:09	00:00:09	94.12	1.96	0.00	0.00	0.00	00:01:18	00:00:12
12:00-12:59	29	8	21	0	00:06:35	27.59	72.41	0.00	00:00:02	04:33:54	00:00:23	100.00	0.00	0.00	0.00	0.00	00:01:17	00:00:10

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## 10. INCOMING CALLS BY QUEUE REPORT

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- Agent-Based Report
- Call-Based Report
- Queue-Based Report
- Incoming Calls By Queue
- Queue Activity By Time
- System Parameters
- Change Password

Incoming Calls By Queue
(01-12-2015 00:00:01 - 15-01-2016 23:59:59)
Edit Search

Queue	Calls				%			Average			Aband	Answer Time Profile					Aband W
	Total	Answd	Aband	Overflow	Answd	Aband	Overflow	Wait	Talk	Wrapup		Wait	10	20	30	40	
CSQ 1	406	209	197	0	51.48	48.52	0.00	00:00:05	00:00:38	00:00:00	00:00:09	98.09	1.44	0.48	0.00	0.00	00:01:17
CSQ Gujrati	60	28	32	0	46.67	53.33	0.00	00:00:04	00:00:07	00:00:00	00:00:06	100.00	0.00	0.00	0.00	0.00	00:01:17
CSQ Hindi	108	54	54	0	50.00	50.00	0.00	00:00:03	00:00:30	00:00:03	00:00:04	100.00	0.00	0.00	0.00	0.00	00:00:34
CSQ Tamil	28	13	5	9	46.43	17.86	32.14	00:00:04	00:00:05	00:00:00	00:00:11	100.00	0.00	0.00	0.00	0.00	00:00:28
CSQ_English	84	41	43	0	48.81	51.19	0.00	00:00:07	00:00:12	00:00:01	00:00:11	100.00	0.00	0.00	0.00	0.00	00:01:18

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# 11. ABANDONED CALLS REPORT

MARS UCCX Reports
Welcome, Admin

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Agent-Based Report

**Call-Based Report**

- Total Number Of Calls
- Incoming Calls By Time
- Abandon Calls**
- Abandon Calls By Day
- Abandon Calls By Time
- OutBound Calls By Agent

Queue-Based Report

System Parameters

Change Password

PARSEC  
MARS  
APPLICATION SUITE

**Abandon Calls** (01-12-2015 00:00:01 - 15-01-2016 23:59:59) [Edit Search](#)

Time	Queue	CLI	DDI	Ring Duration
2015-12-01 08:37:34.897	CSQ 1	3008	4005	00:00:00
2015-12-01 08:38:16.007	CSQ 1	3005	4006	00:00:00
2015-12-01 08:46:22.548	CSQ 1	3005	4007	00:00:06
2015-12-01 08:53:20.793	CSQ 1	3008	4005	00:00:10
2015-12-01 08:53:20.793	CSQ 1	3008	4005	00:00:05
2015-12-01 11:17:27.603	CSQ 1	3005	4005	00:00:10
2015-12-01 11:18:33.164	CSQ 1	3005	4007	00:00:00
2015-12-01 11:19:02.782	CSQ 1	3005	4008	00:00:00
2015-12-02 05:16:17.951	CSQ 1	3005	4006	00:00:02
2015-12-02 05:16:17.951	CSQ 1	3005	4006	00:01:24
2015-12-02 11:12:34.381	CSQ 1	3005	4008	00:00:10
2015-12-07 07:10:02.011	CSQ 1	3017	4006	00:00:05

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## 12. ABANDONED CALLS BY DAY REPORT

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Agent-Based Report

**Call-Based Report**

- Total Number Of Calls
- Incoming Calls By Time
- Abandon Calls
- Abandon Calls By Day**
- Abandon Calls By Time
- OutBound Calls By Agent

Queue-Based Report

System Parameters

Change Password

**PARSEC MARS APPLICATION SUITE**

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**Abandon Calls By Day** (01-12-2015 00:00:01 - 15-01-2016 23:59:59) Edit Search

Date	Calls				%			Average Aband Time	Abandon Time Profile							Longest Aband Wait
	Total	Answd	Aband	Overflow	Answd	Aband	Overflow		10	20	30	40	50	60	1 min+	
2015-12-01	55	28	27	0	50.91	49.09	0.00	00:00:10	0.00	0.00	32.73	10.91	3.64	1.82	0.00	00:00:32
2015-12-02	19	11	8	0	57.89	42.11	0.00	00:00:24	0.00	0.00	26.32	10.53	0.00	0.00	0.00	00:02:20
2015-12-03	16	12	4	0	75.00	25.00	0.00	00:00:05	0.00	0.00	25.00	0.00	0.00	0.00	0.00	00:00:07
2015-12-04	23	20	3	0	86.96	13.04	0.00	00:00:57	0.00	0.00	0.00	4.35	0.00	0.00	0.00	00:01:17
2015-12-07	80	68	12	0	85.00	15.00	0.00	00:00:04	0.00	0.00	13.75	1.25	0.00	0.00	0.00	00:00:13
2015-12-08	87	69	18	0	79.31	20.69	0.00	00:00:08	0.00	0.00	17.24	2.30	0.00	0.00	0.00	00:01:03
2015-12-10	6	2	4	0	33.33	66.67	0.00	00:00:46	0.00	0.00	0.00	33.33	0.00	0.00	0.00	00:01:17
2015-12-11	20	2	18	0	10.00	90.00	0.00	00:00:00	0.00	0.00	90.00	0.00	0.00	0.00	0.00	00:00:01
2015-12-14	43	8	35	0	18.60	81.40	0.00	00:00:07	0.00	0.00	69.77	4.65	0.00	0.00	0.00	00:01:17
2015-12-15	16	1	15	0	6.25	93.75	0.00	00:00:09	0.00	0.00	62.50	25.00	0.00	0.00	0.00	00:01:17
2015-12-16	92	21	71	0	22.83	77.17	0.00	00:00:02	0.00	0.00	68.48	7.61	1.09	0.00	0.00	00:00:25

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### 13. ABANDONED CALLS BY TIME REPORT

MARS UCCX Reports
Welcome Admin

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Abandon Calls By Time
(01-12-2015 00:00:01 - 15-01-2016 23:59:59) [Edit Search](#)

Time	Calls				%			Average Aband Time	Abandon Time Profile							Longest Aband Wait	
	Total	Answd	Aband	Overflow	Answd	Aband	Overflow		10	20	30	40	50	60	1 min+		
03:00-03:59	4	3	1	0	75.00	25.00	0.00	00:00:06	0.00	0.00	25.00	0.00	0.00	0.00	0.00	0.00	00:00:06
04:00-04:59	30	13	17	0	43.33	56.67	0.00	00:00:20	0.00	0.00	16.67	23.33	6.67	0.00	3.33	00:01:17	
05:00-05:59	153	77	68	8	50.33	44.44	5.23	00:00:10	0.00	0.00	30.07	9.15	1.96	2.61	0.00	00:02:20	
06:00-06:59	142	101	41	0	71.13	28.87	0.00	00:00:08	0.00	0.00	21.13	6.34	0.70	0.00	0.00	00:01:03	
07:00-07:59	80	54	17	9	67.50	21.25	11.25	00:00:09	0.00	0.00	16.25	2.50	0.00	0.00	2.50	00:00:48	
08:00-08:59	56	36	20	0	64.29	35.71	0.00	00:00:13	0.00	0.00	23.21	7.14	1.79	1.79	0.00	00:01:17	
09:00-09:59	89	46	43	0	51.69	48.31	0.00	00:00:08	0.00	0.00	33.71	7.87	4.49	1.12	1.12	00:00:41	
10:00-10:59	151	62	86	3	41.06	56.95	1.99	00:00:03	0.00	0.00	48.34	7.28	0.66	0.00	0.00	00:01:17	
11:00-11:59	127	51	68	8	40.16	53.54	6.30	00:00:09	0.00	0.00	40.94	7.09	1.57	0.79	0.00	00:01:18	
12:00-12:59	29	8	21	0	27.59	72.41	0.00	00:00:23	0.00	0.00	41.38	13.79	0.00	0.00	0.00	00:01:17	

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## 14. QUEUE ACTIVITY BY TIME REPORT

MARS UCCX Reports
Welcome, Admin

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- Agent-Based Report
- Call-Based Report
- Queue-Based Report
- Incoming Calls By Queue
- Queue Activity By Time
- System Parameters
- Change Password



Queue Activity By Time (01-12-2015 00:00:01 - 15-01-2016 23:59:59)
Edit Search

Queue	Start Time	End Time	Talk Time	CLI	DDI	Destination	Outcome
CSQ 1*	2016-01-05 06:01:51	2016-01-05 06:01:53	00:00:01	2009	4007	ForCUIC	2
CSQ 1*	2016-01-05 06:02:16	2016-01-05 06:02:19	00:00:01	2009	4008	ForCUIC	2
CSQ Tamil*	2016-01-05 06:02:22	2016-01-05 06:02:37	00:00:12	2009	4035	OFlow	2
CSQ Tamil*	2016-01-05 06:02:42	2016-01-05 06:03:13	00:00:29	2009	4034	OFlow	2
CSQ Tamil*	2016-01-05 06:03:22	2016-01-05 06:03:26	00:00:03	2009	4035	OFlow	2
CSQ Tamil*	2016-01-05 06:03:28	2016-01-05 06:03:30	00:00:01	2009	4034	OFlow	2
CSQ 1*	2016-01-05 06:03:58	2016-01-05 06:04:03	00:00:03	2009	4005	ForCUIC	2
CSQ 1*	2016-01-05 06:04:04	2016-01-05 06:04:07	00:00:01	2009	4006	ForCUIC	2
CSQ 1	2016-01-05 06:04:08	2016-01-05 06:04:09	00:00:00	2009	4007	ForCUIC	1
CSQ 1	2016-01-05 06:04:09	2016-01-05 06:04:10	00:00:00	2009	4008	ForCUIC	4
CSQ 1	2016-01-05 06:04:11	2016-01-05 06:04:12	00:00:00	2009	4005	ForCUIC	4
CSO 1	2016-01-05 06:04:13	2016-01-05 06:04:14	00:00:00	2009	4006	ForCUIC	4

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## 15. TOTAL NUMBER OF CALLS REPORT

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Total Number Of Calls (01-12-2015 00:00:01 - 15-01-2016 23:59:59) Edit Search

Date	Calls					% Calls			Average			% Answer Time Profile					Longest	
	Total	Answd	Aband	Overflow	Break Hours	Answd	Aband	Overflow	Wait	Talk	Wait	10	20	30	40	40+	Aband Wait	Answd Wait
	2015-12-01	55	28	27	0	3	50.91	49.09	0.00	00:00:02	04:33:54	00:00:10	96.43	3.57	0.00	0.00	0.00	00:00:32
2015-12-02	19	11	8	0	4	57.89	42.11	0.00	00:00:01	04:33:54	00:00:24	100.00	0.00	0.00	0.00	0.00	00:02:20	00:00:02
2015-12-03	16	12	4	0	5	75.00	25.00	0.00	00:00:01	04:33:54	00:00:05	100.00	0.00	0.00	0.00	0.00	00:00:07	00:00:03
2015-12-04	23	20	3	0	0	86.96	13.04	0.00	00:00:03	04:33:54	00:00:57	90.00	10.00	0.00	0.00	0.00	00:01:17	00:00:12
2015-12-07	80	68	12	0	1	85.00	15.00	0.00	00:00:01	04:33:54	00:00:04	97.06	1.47	1.47	0.00	0.00	00:00:13	00:00:22
2015-12-08	87	69	18	0	0	79.31	20.69	0.00	00:00:01	04:33:54	00:00:08	97.10	2.90	0.00	0.00	0.00	00:01:03	00:00:12
2015-12-10	6	2	4	0	6	33.33	66.67	0.00	00:00:01	04:33:54	00:00:46	100.00	0.00	0.00	0.00	0.00	00:01:17	00:00:02
2015-12-11	20	2	18	0	4	10.00	90.00	0.00	00:00:01	04:33:54	00:00:00	100.00	0.00	0.00	0.00	0.00	00:00:01	00:00:02
2015-12-14	43	8	35	0	4	18.60	81.40	0.00	00:00:01	04:33:54	00:00:07	100.00	0.00	0.00	0.00	0.00	00:01:17	00:00:01
2015-12-15	16	1	15	0	7	6.25	93.75	0.00	00:00:01	04:33:54	00:00:09	100.00	0.00	0.00	0.00	0.00	00:01:17	00:00:01
2015-12-16	92	21	71	0	3	22.83	77.17	0.00	00:00:01	04:33:54	00:00:02	100.00	0.00	0.00	0.00	0.00	00:00:25	00:00:01

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Supporting Hardware & Software:		
1.	UCCX Supported	Ver 9.x,10.x
3.	Application Server Details	Intel Xeon Quad Core 2.3 + RAM : 8 GB+,HDD : 70 GB+ Windows Server 2008 R2 64 Bit /Windows Server 2012 R2 64 Bit VMware supported
4.	Remarks	The web based application installed in the application server will integrate with the Cisco UCCX server. <i>Cisco CUIC is not required for this application module.</i>