



Agent Activity Detail Report - Colin McGinley

Start Time: 04/20/2017, 12:00 AM
 End Time: 04/21/2017, 12:00 AM
 Time Zone: (GMT-04:00) (US) Eastern Time
 Date Run: 04/21/2017, 09:29 AM
 Agent Name: Colin McGinley
 User Id: cmcginley@eip.local
 Phone: 4843940107 (ext: 0107)

Activity Detail

Agent Name	Activity Time	Activity Type	Activity Detail	Call Type	Callers/Called Number	Number Called	Transfer Number	Transfer Location
McGinley, Colin	04/20/2017, 07:09:50 AM	State	UNAVAILABLE					
McGinley, Colin	04/20/2017, 07:10:22 AM	State	AVAILABLE					
McGinley, Colin	04/20/2017, 07:16:01 AM	Call	Answered	Inbound ACD	2153569964	5202		
McGinley, Colin	04/20/2017, 07:19:53 AM	Call	Call Released	Inbound ACD	2153569964	5202		
McGinley, Colin	04/20/2017, 07:19:53 AM	State	WRAP-UP					
McGinley, Colin	04/20/2017, 07:21:53 AM	State	AVAILABLE					
McGinley, Colin	04/20/2017, 07:33:08 AM	State	UNAVAILABLE					
McGinley, Colin	04/20/2017, 07:40:09 AM	State	AVAILABLE					
McGinley, Colin	04/20/2017, 08:17:55 AM	Call	Answered	Inbound ACD	2153999255	5202		
McGinley, Colin	04/20/2017, 08:27:58 AM	Call	Call Released	Inbound ACD	2153999255	5202		
McGinley, Colin	04/20/2017, 08:27:58 AM	State	WRAP-UP					
McGinley, Colin	04/20/2017, 08:29:58 AM	State	AVAILABLE					



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Agent Name	Activity Time	Activity Type	Activity Detail	Call Type	Callers/Called Number	Number Called	Transfer Number	Transfer Location
McGinley, Colin	04/20/2017, 08:34:57 AM	Call	Answered	Inbound ACD	8473969185	5202		
McGinley, Colin	04/20/2017, 08:35:44 AM	Call	Call Transferred	Inbound ACD	8473969185	5202	5000	Within Enterprise
McGinley, Colin	04/20/2017, 08:35:44 AM	State	WRAP-UP					
McGinley, Colin	04/20/2017, 08:37:25 AM	Call	Placed	Outbound	2154864380			
McGinley, Colin	04/20/2017, 08:37:44 AM	State	AVAILABLE					
McGinley, Colin	04/20/2017, 08:39:01 AM	Call	Call Released	Outbound	2159439911			
McGinley, Colin	04/20/2017, 08:44:58 AM	State	UNAVAILABLE					
McGinley, Colin	04/20/2017, 08:52:04 AM	State	AVAILABLE					
McGinley, Colin	04/20/2017, 09:01:44 AM	Call	Placed	Outbound	2402374641			
McGinley, Colin	04/20/2017, 09:02:44 AM	Call	Call Released	Outbound	2402374641			
McGinley, Colin	04/20/2017, 09:03:04 AM	Call	Placed	Outbound	2402374636			
McGinley, Colin	04/20/2017, 09:06:02 AM	Call	Call Released	Outbound	2402374636			
McGinley, Colin	04/20/2017, 09:11:52 AM	Call	Answered	Inbound ACD	8028570400	5202		
McGinley, Colin	04/20/2017, 09:18:26 AM	Call	Call Released	Inbound ACD	8028570400	5202		
McGinley, Colin	04/20/2017, 09:18:26 AM	State	WRAP-UP					
McGinley, Colin	04/20/2017, 09:20:26 AM	State	AVAILABLE					
McGinley, Colin	04/20/2017, 09:30:37 AM	State	UNAVAILABLE					
McGinley, Colin	04/20/2017, 09:32:57 AM	State	AVAILABLE					
McGinley, Colin	04/20/2017, 09:34:41 AM	Call	Placed	Outbound	6084675223			
McGinley, Colin	04/20/2017, 09:35:42 AM	Call	Call Released	Outbound	6084675223			
McGinley, Colin	04/20/2017, 09:37:49 AM	Call	Placed	Outbound	2158678402			
McGinley, Colin	04/20/2017, 09:40:18 AM	Call	Call Released	Outbound	2158678402			



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Agent Name	Activity Time	Activity Type	Activity Detail	Call Type	Callers/Called Number	Number Called	Transfer Number	Transfer Location
McGinley, Colin	04/20/2017, 09:44:04 AM	Call	Answered	Inbound ACD	3472486857	5202		
McGinley, Colin	04/20/2017, 09:47:45 AM	Call	Placed	Internal	6102321831			
McGinley, Colin	04/20/2017, 09:47:51 AM	Call	Call Released	Internal	6102321831			
McGinley, Colin	04/20/2017, 09:51:30 AM	Call	Call Released	Inbound ACD	3472486857	5202		
McGinley, Colin	04/20/2017, 09:51:30 AM	State	WRAP-UP					
McGinley, Colin	04/20/2017, 09:53:30 AM	State	AVAILABLE					
McGinley, Colin	04/20/2017, 09:54:29 AM	Call	Answered	Inbound ACD	7323855520	5202		
McGinley, Colin	04/20/2017, 10:37:17 AM	Call	Call Released	Inbound ACD	7323855520	5202		
McGinley, Colin	04/20/2017, 10:37:17 AM	State	WRAP-UP					
McGinley, Colin	04/20/2017, 10:39:09 AM	State	UNAVAILABLE Tickets					
McGinley, Colin	04/20/2017, 10:41:27 AM	State	UNAVAILABLE Lunch					
McGinley, Colin	04/20/2017, 11:43:59 AM	State	AVAILABLE					
McGinley, Colin	04/20/2017, 11:46:52 AM	Call	Answered	Inbound ACD	4105710913	5202		
McGinley, Colin	04/20/2017, 11:59:25 AM	Call	Call Released	Inbound ACD	4105710913	5202		
McGinley, Colin	04/20/2017, 11:59:25 AM	State	WRAP-UP					
McGinley, Colin	04/20/2017, 12:01:25 PM	State	AVAILABLE					
McGinley, Colin	04/20/2017, 12:09:14 PM	Call	Placed	Outbound	2154864380			
McGinley, Colin	04/20/2017, 12:14:25 PM	Call	Call Released	Outbound	2159439911			
McGinley, Colin	04/20/2017, 12:17:00 PM	State	UNAVAILABLE Tickets					
McGinley, Colin	04/20/2017, 01:09:05 PM	State	AVAILABLE					
McGinley, Colin	04/20/2017, 01:09:49 PM	Call	Placed	Outbound	6084675223			
McGinley, Colin	04/20/2017, 01:11:03 PM	Call	Call Released	Outbound	6084675223			



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Agent Name	Activity Time	Activity Type	Activity Detail	Call Type	Callers/Called Number	Number Called	Transfer Number	Transfer Location
McGinley, Colin	04/20/2017, 01:11:03 PM	Call	Call Released	Inbound ACD	3035426816	6102300800		
McGinley, Colin	04/20/2017, 01:11:12 PM	Call	Answered	Inbound ACD	3035426816	5202		
McGinley, Colin	04/20/2017, 01:18:33 PM	Call	Call Transferred	Inbound ACD	3035426816	5202	1687	Within Enterprise
McGinley, Colin	04/20/2017, 01:18:33 PM	State	WRAP-UP					
McGinley, Colin	04/20/2017, 01:20:33 PM	State	AVAILABLE					
McGinley, Colin	04/20/2017, 01:20:33 PM	State	AVAILABLE					
McGinley, Colin	04/20/2017, 01:25:16 PM	State	UNAVAILABLE					
McGinley, Colin	04/20/2017, 01:31:31 PM	State	AVAILABLE					
McGinley, Colin	04/20/2017, 01:31:37 PM	Call	Answered	Inbound ACD	7173947156	5202		
McGinley, Colin	04/20/2017, 02:10:51 PM	Call	Call Released	Inbound ACD	7173947156	5202		
McGinley, Colin	04/20/2017, 02:10:51 PM	State	WRAP-UP					
McGinley, Colin	04/20/2017, 02:12:31 PM	Call	Placed	Outbound	2679814920			
McGinley, Colin	04/20/2017, 02:12:51 PM	State	AVAILABLE					
McGinley, Colin	04/20/2017, 02:13:46 PM	Call	Call Released	Outbound	2679814920			
McGinley, Colin	04/20/2017, 02:13:51 PM	State	UNAVAILABLE Lunch					
McGinley, Colin	04/20/2017, 02:13:52 PM	State	UNAVAILABLE Tickets					
McGinley, Colin	04/20/2017, 02:19:59 PM	Call	Placed	Outbound	2154864380			
McGinley, Colin	04/20/2017, 02:20:45 PM	Call	Call Released	Outbound	2159439911			
McGinley, Colin	04/20/2017, 02:21:34 PM	State	AVAILABLE					
McGinley, Colin	04/20/2017, 02:22:40 PM	State	UNAVAILABLE					
McGinley, Colin	04/20/2017, 02:35:34 PM	Call	Placed	Outbound	2679814920			
McGinley, Colin	04/20/2017, 02:51:21 PM	State	AVAILABLE					



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Agent Name	Activity Time	Activity Type	Activity Detail	Call Type	Callers/Called Number	Number Called	Transfer Number	Transfer Location
McGinley, Colin	04/20/2017, 03:11:59 PM	Call	Call Released	Outbound	2679814920			
McGinley, Colin	04/20/2017, 03:13:02 PM	State	UNAVAILABLE					
McGinley, Colin	04/20/2017, 03:15:40 PM	Call	Answered	Internal	2679814920			
McGinley, Colin	04/20/2017, 03:18:37 PM	Call	Call Released	Internal	2679814920			
McGinley, Colin	04/20/2017, 03:21:37 PM	Call	Placed	Outbound	2154864380			
McGinley, Colin	04/20/2017, 03:27:36 PM	Call	Call Released	Outbound	2159439911			
McGinley, Colin	04/20/2017, 03:29:36 PM	State	UNAVAILABLE Tickets					
McGinley, Colin	04/20/2017, 04:03:07 PM	State	SIGN-OUT					
McGinley, Colin	04/20/2017, 07:51:10 PM	Call	Call Transferred	Internal	6102633027		5000	Within Enterprise