Voice Summary

State: Ended

Caller:

Name	Start Time	Duration	Queue
	8/30/2023, 4:37:37 PM	6 minutes, 35 seconds	VoiceIn

Participations:

Name	Start Time	Duration	Queue	Ended Reason
spare 55	8/30/2023, 4:37:37 PM	6 minutes, 35 seconds	VoiceIn	Ended By Agent

Variables:

Agent Name - spare 55 (Start Time: 8/30/2023, 4:37:37 PM)

Call start:	4:37:35 PM	**Call Type:**	ACD_IN
Call start (Current agent):	4:37:37 PM	**Participants:**	44
Call Duration:	06:35	**Originated by:**	44
Application:	1000	**Received by:**	spare 55
Queue:	VoiceIn	**Wrap-Up Reason:**	Bandar Seri Begawan

Notes:

No Data

Trace:

8/30/2023, 4:37:33 PM	(00:00)	Call registered
8/30/2023, 4:37:33 PM	(00:02)	Arrived at application 1000
8/30/2023, 4:37:35 PM	(00:00)	Call queued to VoiceIn
8/30/2023, 4:37:35 PM	(00:02)	Call arrived at spare 55
8/30/2023, 4:37:37 PM	(06:24)	Call answered by spare 55
8/30/2023, 4:44:01 PM		Call ended