1.

. , , " ", "", "" .

:

1. "";
2. " "
3. " "
4. ""

The image's data is missing.

1. ""

1.1. ""

.

1.2. " "

.

:

- - , . " ";
- - , .

1.3. " "

, .

:

- - ;
- - ;
- - ;
- - .

:

- (*waiting*) - ;
- (*offering*) - , ;
- (*bridged*) - ;
- (*processing*) - ;
- / Wrap up (*wrap_time*) - . " *" " " ;
- (*missed*) - . . " *" " " .
- (*pause*) - ;
- (*break_out*) - . , , " " " " , ;
- (*online*) - Online;
- (*offline*) - Offline.

1.4. ""

, .

:

- - ;
- - (inbound) (outbound)
- - ;
- - , ;
- -
- - . .