

1.

```
1. , , " ", "" , "" .  
:  
1. "" ,  
2. " "  
3. " "  
4. ""
```

The image's data is missing.

1. ""

1.1. ""

.

1.2. " "

```
1. , , " ", "" , "" .  
:  
• - , , " "  
• - , , " "
```

1.3. " "

```
1. , , " ", "" , "" .  
:  
• - , , " "  
• - , , " "  
• - , , " "  
• - , , " "  
:  
▪ (waiting) - , ;  
▪ (offering) - , ;  
▪ (bridged) - , ;  
▪ (processing) - , ;  
▪ / Wrap up (wrap_time) - , " * " " " ;  
▪ (missed) - , " * " " " ;  
▪ (pause) - , ;  
▪ (break_out) - , , " " " " , ;  
▪ (online) - Online;  
▪ (offline) - Offline.
```

1.4. ""

```
1. , , " ", "" , "" .  
:  
• - , ;  
• - (inbound) (outbound)  
• - , ;  
• - , ;  
• - , ;  
• - , ;
```