

# Avaya Experience Platform <sup>TM</sup> Release Notes Drop 45 Release Date 15<sup>th</sup> June 2023



#### © 2019 Avaya Inc. All Rights Reserved.

#### Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

#### Documentation disclaimer

"Documentation" means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

#### Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

"Hosted Service" means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

#### Hosted Service

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, <u>HTTP://SUPPORT.AVAYA.COM/LICENSEINFO</u> UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACC

#### Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

#### Third Party Components

"Third Party Components" mean certain software programs or portions thereof included in the Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the software ("Third Party Terms"). The Third Party Terms that apply is available in the products, Documentation or on Avaya's website at: <u>http://support.avaya.com/Copyright</u> or such successor site as designated by Avaya. Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE H.264 CODEC OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE <u>HTTP:///WWW.MPEGLA.COM</u>.

#### **Compliance with Laws**

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.



#### **Preventing Toll Fraud**

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

#### Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <u>http://support.avaya.com</u>, or such successor site as designated by Avaya.

#### Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of <a href="https://support.avaya.com/security">https://support.avaya.com/security</a>

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (https://support.avaya.com/css/P8/documents/100161515).

#### Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

#### **Downloading Documentation**

For the most current versions of Documentation, see the Avaya Support website: <u>http://support.avaya.com</u>, or such successor site as designated by Avaya.

#### **Contact Avaya Support**

See the Avaya Support website: http://support.avaya.com for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <a href="http://support.avaya.com">http://support.avaya.com</a> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.



## Contents

1.0 Avaya Experience Platform <sup>™</sup> Customer Documentation	4
2.0 New Features	5
2.1. Immediate Callback Customer First	5
2.1.1. Solution Overview	5
2.1.2. Configuration	6
2.1.3. Considerations	15
2.2. Consult to external in Workspaces for CRM	16
2.3. Consult to external using Corporate Contacts Widget ( CCW )	20
2.4. Admin Portal Visibility of Success/Failure of UC requests for Administered Data	21
2.5. Analytics	22
2.5.1. Callback - Customer First (Realtime Reporting)	23
2.5.2. Callback - Customer First (Historical Reporting)	24
3.0 Known Considerations	28
3.1. Browser Support	28
3.2. Known Issues	28

# **1.0** Avaya Experience Platform<sup>TM</sup> Customer Documentation

The Avaya Documentation Center contains the documentation required to get customers setup and using Avaya Experience Platform<sup>TM</sup>.

For distribution, here is a single link to the Avaya Experience Platform<sup>™</sup> landing page which contains links to all guides and videos.

https://documentation.avaya.com/bundle?rpp=10&labelkey=Avaya\_OneCloud\_CCaaS

Please also see the latest Documentation Updates

https://documentation.avaya.com/bundle/ChangeHistory/page/Documentation\_Updates.html



# 2.0 New Features

# 2.1. Immediate Callback Customer First

## 2.1.1. Solution Overview

Immediate Callback Customer First is a feature that provides the customer with an option to request a callback when waiting time is high.

After callback is created, customer can hang up and wait to receive a callback in a time close to the estimated wait time captured when the request was created.

Callback calls returned to customer are routed to agents with high priority to reduce new waiting time.

#### **Description:**

- Offer callback before queuing the call.
- Based on expected wait time (EWT).
- Check hours of operation: based on timetable associated to queue.
- Configurable EWT thresholds, retries, and time between retries per tenant.
- Verify that at least first try can be done today.
- Callback calls are routing with high priority (3) after the customer is contacted.
- Pending callbacks retries will be terminated at the end of the day.
- Analytics: Real Time and Historical reports

Callback life cycle is divided in two phases: offer and delivery

#### 2.1.1.1. Offer Callback:

Present the customer the option to request a callback instead of waiting for an agent in queue.

- 1. A new inbound call is received.
- 2. A new voice inbound workflow is instantiated in Orchestration.

3. The initial StartAutomation task will launch a Self-Service flow as usual to collect customer identity and intent, and to map intent with queue and service attributes. If customer requests to connect to an agent a second StartAutomation initiates a Callback Offer Self Service flow.

4. Callback offer Self Service flow retrieves call information and verify settings. If the contact center is within business hours, and the EWT is within configured thresholds the customer will have the option to wait for an agent or request callback.
5. If customer accepts to request a callback, on a successful creation, the request is scheduled to be launched in EWT seconds since callback creation time.



6. StartAutomation ends with no agent required and the workflow disconnects the customer from the call.

7. If customer opts to wait for an agent startAutomation ends with agent required and continue with connectAgent as usual.

8. An agent answers the call.

#### 2.1.1.2. Callback Delivery:

When it is time call the customer and present a confirmation menu to accept and wait for an agent or cancel

- 1. Callback Backend service retrieves next callback to be delivered
- 2. Callback initiates a request to initiate outbound call to customer.
- 3. Request to create a new conversation and add customer as participant, callback remains as a participant as monitor
- 4. Customer answers the call
- 5. In case of call failure (busy, no answer, etc) callback validates retry configuration and reschedule or terminates.
- 6. When customer answers the call, callback delivery workflow is engaged.
- 7. The automation flow initiates and present a menu to the customer to accept or reject the callback:

1. If accepted, StartAutomation ends with Connect with agent (callback request is DELIVERED).

- 2. If customer rejects the offer, StartAutomation ends with NO agent required.
- And notifies CBA that callback was canceled (callback request is TERMINATED).If customer does not provide any input StartAutomation ends with No agent

required (callback request continues to be PENDING).

4. If customer drops, StartAutomation ends with No agent required. And notifies CBA that callback attempt failed (request continues to be PENDING).

8. Workflow continues with ConnectAgent task to search for an agent with high priority (3).

9. Agent answers the call and is connected to the customer. Callback delivery is completed.

## 2.1.2. Configuration

#### 2.1.2.1. Callback Offer Workflow configuration:

• Add a new Start Automation task to an existing inbound workflow as illustrated in the workflow below:





• Configure the properties of the task :

.

- Select the default provided self-service flow OneCloud Callback Offer Self Service
- Select the appropriate Orchestration cache variable for each of the Input Variables:
  - CallingNumber: select cache.startEvent.callingNumber
  - CalledNumber: select cache.startEvent.dialledNumber
  - queues: select cache.serviceAttributes,queues
  - attributeList: select cache.serviceAttributes.attributeList



Start Automation	v5.0	Cancel	Save
Label			
StartAutomation2			
Add short description			
Collect identity and in	tent		
Properties			~
Self service flow OneCloud Callback O	ffer Self Service		
Language :	en-us		~
Input Variable Define the variable value CallingNumber stri	to be passed to the Self Service flow when its	invocated/sta	rted.
cache.startEv	ent.callingNumber ×		+
CalledNumber strin	ıg		
cache.startEv	ent.dialledNumber ×		+
queues object-array			
cache.service/	Attributes.queues ×		+
attributeList string-	array		
cache.service/	Attributes.attributeList ×		+
Error Handler			<

#### OneCloud Callback Offer Self Service

This self service flow is provided out of the box, two new self service tasks are included to create callback offer flow:



#### • Offer Callback? Task

This task is used to determine whether callback could be offered or not based on the following logic:

- 1. Get the EWT of a queue given a queueId, service attributes array, channel and priority by invoking the synchronous Query Metrics API, and store value in EWT variable
- Check whether (timestamp + EWT, accountid, timetableid) is within business hour by invoking the within timetable Business Hours API operation (more information in <u>TimeTableConfiguration</u>)
- 3. If EWT is within the configured thresholds and point 2 is within business hours task will exit **Yes**, otherwise will exit **No**.



#### • Create Callback Task

This new task should contain the following parameters:

- contactNumber: received as Input variable from Orchestration (CallingNumber) or entered by customer in Enter Phone Number prompt.
- deliveryStrategy: will always be CUSTOMER\_FIRST
- **deliveryType:** will always be IMMEDIATE)
- **expectedWaitTime:** variable where the EWT is allocated (retrieved by Offer Callback? task)
- **ani:** received as Input variable from Orchestration (**CallingNumber**)
- dnis: received as Input variable from Orchestration (CalledNumber). This number is used as caller ID in the outbound call to the customer





• Provided self service flow is:



• Variables Used in Self service flow:

Name	Read Only	Scope	Туре	Default Value	Action
EWT			Number		
CallingNumber		Input	String		
CalledNumber		Input	String		
ContactNumber			String		
queues	$\checkmark$	Input	Array		/ 0
attributeList	$\checkmark$	Input	Array		/ 🗉
agentMatching	~	Private	Object		/ 8

**Note**: the *queues* and *attributeList* variables are read-only and of scope Input. These variables are now automatically present in all new self-service flows.



#### • Operation Task:

There are two operation task included in the flow, those are used to define the value to be used as a contact number in the callback creation task:

• Use Calling Number as Contact Number:

		General Annu Control C
ber ault ANI her	Operations	Configuration
	Vointee" Type" From" Assign ContactNumber • E Variable • CallingNumber • S	
	error defaut	

• Use customer entered number in Enter Phone Number menu:

Variables	Caliback	General     Arme *     Operations
Callback Number default ANI Other	Operations	Configuration
	Assign ContactNumber • input • Enter Phone Number • 0	
Enter Phone N default	defaut	

#### 2.1.2.2. Callback Delivery Workflow

A new read-only default Orchestration workflow called **OneCloud Callback Delivery Customer First** is introduced to facilitate the delivery of the callback to the caller. It includes a Start Automation task labelled CallbackConfirmation to request confirmation of the callback from the caller using the default self-service flow **OneCloud Confirm Callback Self Service**. There is no configuration needed for the callback delivery phase. Below is a description of the provided flows:

• Orchestration OneCloud Callback Delivery Customer First:



Configuration			AgentConnected  Customer is connected to the best agent	
-	No CallbackConfirm		Agent disconnected Customer transferred	
$\mathbf{E}$	Collect Identity and Intent	ConnectAgent	Redirected to external	
StartTask	Connect with agent	,	Consultation initiated	
	No agent needed	Agent dequeue timeout		
	Error Path 1 🤌	Agent available Waiting for agent (2)	BusinessStrategy Set up the conditions for	
		Error Path 1	changing agent req	EndTask
			Give Treatment spywait transmort und the opent is avail. Error Path 1	
			Second a contract      Customer disconnect	
	ErrorHandler	F ErrorHandling	★ Q. DisconnectOnEr	
		Play error handling application	Disconnects the customer from the engagement	
	ErrorHandler	Fig ErrorHandling	BisconnectOnEr Disconnects the customer	

As the workflow is a read-only default workflow it already has a routing rule configured to instantiate the workflow based on data present in the ENGAGEMENT\_PREROUTED event.



Filtering on the *feature* field of the event using the value **CallbackCustomerFirst** ensures the callback workflow is triggered during the callback delivery phase after customer answers a call.

The queue and attributes data present in the event is the same as those present in the offer phase. The priority value in the event has been set to 3.

The CallbackID is present as a key-value pair in the *engagementParameters* field on the event. The Start Task has been configured to extract the value so that it can be passed to the self-service flow as an input variable.



tart Automation v5.0 Cano	save	S	tart Task vi.1	Cancel	Save
ibel		L	bel		
CallbackConfirmation			StartTask		
dd short description		A	dd short description		
Collect identity and intent			Collect engagement parameters and start workflow	execution	
Properties	~		Properties		,
Self service flow		1	Event Family:		
OneCloud Confirm Callback Self Service	_		OneCloud		~
Language :en-us	~		Event Type:		
Input Variables Define the variable values to be passed to the Self Service flow when its invocat	ed/started.		ENGAGEMENT_PREROUTED		~
CallbackId string			Event Version:		
cache.startEvent.engagementParameters.CallBackID ×	+		1.0		~
queues object-array		·	Default filters :		
queues objectantay	+		feature		~
			CallbackCustomerFirst		1
attributeList string-array	+		Add Filter		
Error Handler	<		Customize engagement parameters:		
			Open Editor		

#### OneCloud Confirm Callback Self Service

This self service flow is used to tell the customer that this is a callback call and ask if he wants to accept and be transferred to an agent or cancel the call. In case of no response callback will be retried.

One additional task was included to communicate callback the outcome of the menu.

The task should include the following variables:

- Callback Id: Received as input variable from Orchestration.
- Notification Type: Can be set up to one of these 3 values: Failed, Canceled or Delivered. This value is obtained from Accept Callback? menu as shown in diagram below.

· · · · · · · · · · · · · · · · · · ·	General
( 🏠 Confirm Callback	Name * Confirm Callback
default	Caliback Id * CalibackId ~
	Notification Type *
	Failed
	Canceled
	Delivered



×

# • Provided Self service flow is:



#### • Variables used in Self Service Flow:

Variables					<b>e</b>
Name	Read Only	Scope	Туре	Default Value	Action
CallbackId		Input	String		
queues	$\checkmark$	Input	Array		∕ ⊠
attributeList	$\checkmark$	Input	Array		/ 🗉
agentMatching	$\checkmark$	Private	Object		/



#### 2.1.2.3. Callback Settings Configuration

Home	Home × Callback	κ×			
Home					
Account	Callback Configu	uration / New Cal	lback Configuration		
Business Rules <	Callback Offer				
Channels <	If the Estimated Wait T	ime (EWT) is between Mi	nimum and Maximum values, th Maximum EWT *	e customer will be offered a callback	service.
Contact Center 🗸	5	mins	60	mins	
Attributes	Callback Attempt/De	livery			
	Maximum number of c	allback attempts to the d	ustomer.		
Callback	Maximum number of cal	llback attempts (no answer	or busy) *		
Customer Ident	3	Times			
Queue Threshold	If the callback is not an	swered within the time l	imit, retry after the specified de	ay.	
Queues	Next attempt after no an	iswer*			
Reason Codes	30	mins			
Timers	If the callback is busy, i	retry after the specified o	lelay.		
Timetables	Next attempt when busy	*			
	5	mins			

Callback configuration settings are configured per account.

#### 2.1.2.4. TimeTable Configuration

Time tables are configured from the admin portal in each of the queues were callback is offered. If not configured Callback will assume that hours of operations are 24hs every day.

## 2.1.3. Considerations

- 1. Redirect to External capability in Orchestration is not a supported use case with Callback
- 2. Verint Call Recording on callback returned calls is not available in this version



# **2.2. Consult to external in Workspaces for CRM**

#### Consult to external completed as Transfer

CCaaS Workspaces for Salesforce	_ 7
M Rea	dy 01:47 🗸
	· · · · ·
Wiruna Baicoianu	00:38
	2
Salesforce Directory (0/24) <	~
Services (0/19) <	~
Users (0) (i) <	-
👯 Open Dialpad	
& C 🗟 🔁	0





## Consult to external completed as Conference







# Consult with a number from CRM Directory

<b>C</b> C	CaaS Work	spaces for	Salesforce		_ 2
M				Ready 0	8:53 🗸
Q,	Ţ	$\bigcirc$	~č}	Ø	
¢	Miruna ^	Baicoiant	ı		00:40
johr	i →	≈ [	)    ×	 .∾	
Salesf	force Dire	ctory (1/24	4) 1	$\sim$	~
lof	hn Smith			(??)	2 ~
Servio	ces (0/19)			Co	nsult
Users	(1) 🛈			<	
÷	Open Dia	lpad			
& Ç	9 🕄 (	~			0

## Consult with a number by using the Dialpad

<b>%</b> 0	CaaS Work	spaces for	Salesforce	-	_ 2	
M				Ready 11	:47 🗸	
Q	Ţ	$\bigcirc$	~č?>	Ø		h
જ	Miruna ^	Baicoian	u		03:34	
رم Sea	rch	₩ (	2			
Salest	orce Dire	ctory (24)		<	~	
Servio	es (19)			<	~	
Users	(i)			<		
ų.	Open Dia	lpad				
<del>ر</del> کې	9 💕 I	~			0	





	iruna Baicoianu	à		
e	Account Name Sales	Phone (2) ▼ €+3612388242	Email mbaicoianu@avaya.com	Contact Owner 😸 Miruna Baicoianu 🏖
CCaa	S Workspaces for Salesfo	orce 📃 🗗		
		Ready 14:13 🗸		Phone
	4 D &	· Q ···		Phone \$\scime\$+3612388242
وب ا	Miruna Baicoianu	06:00		Home Phone
S.	~			✓ ( +40733699597
ୡ	≓ % ₽			Other Phone
	🕼 Customer jo	urney		Fax
nteract	ion Details	~		Email Mbaicoianu@avaya.com
Activity	Details	~		Assistant
				Asst. Phone
				Email Opt Out
				Do Not Call

#### Click to Consult from a CRM Object, for example a Contact

#### New Call Center Definition option named Click-to-Consult Enabled? (Y/N/T/P/I)

The option to enable the click-to-consult feature. With the click-to-consult feature, an agent who handles an active call can click a number and initiate a consultative call or transfer the active call.

The values are:

Y: Agents can use the click-to-consult feature.

N: Agents cannot use the click-to-consult feature.

T (Transfer): Agents can use the click-to-consult feature. When an agent clicks a number while on an active call, Avaya Workspaces for CRM performs a blind transfer.

P (Pre-fill): Agents can use the click-to-consult feature. When an agent clicks a number while on an active call, Avaya Workspaces for CRM displays this number in the Find Someone field. The agent can modify the number before initiating the call.

I (Interrogation): Agents can use the click-to-consult feature. When an agent clicks a number while on an active call, Avaya Workspaces for CRM displays a confirmation window before initiating the call. In the confirmation window, the agent can select Consult to initiate a consultative call, or Blind Transfer, to transfer the active call.



# 2.3. Consult to external using Corporate Contacts Widget ( CCW)

1) Once Consult to Spaces/ACO/MSteams expert is successful by clicking **consult icon** under CCW , then user has below options to complete as transfer/conference



#### 2) Complete as transfer

🔼 Avaya Workspaces 🔹 🗴 +			~ - ¤ ×
<ul> <li>← → C<sup>*</sup> ■ eus2-05.integration.ws-nor</li> <li>A % Calls are unavailable</li> </ul>	prodawayadoud.com/services/ApplicationCenter/workspaces	☆ ⊕ <b>0</b> 8 %	
€         (*)           •171524920E5         (*)           •17924920E5         (*)           •17924920E5         (*)	13055012100 Infant     1995217130     R Customer Details	<b>*</b> <u>#</u> Comp	C C C C C C C C C C C C C C C C C C C
13055912100 00220	Interaction Details Persones Costomilik - 1365012100 AGHT - Supervisor CC		×
	Originating Address 10010	Destination Address 13055012100	
	Created At Jun 1, 2023, 12:51:42 PM	Interaction Type Consulting	
	Channel Type Voice	State Active	
	Context ID 4add9ab2-1e05-479a-bbe5-c83fdtcc53l6-dX4ftr2VudHjhbDE	WorkRequest ID 5dc2dd5e-e304-4kr98-a758-ca8374f2d754	

## 3) Complete as Conference

	• × +	nproclavaryadoud.com/services/ApplicationCenter/workspaces							ייים <b>ד</b>
⇒ G ∎ eusz-dhur	rtegration.ws-noi	iprocawayacowa.com/services//ipplicationc.enter/wonspaces					n q q		
Colls are und	available		<u>ہ</u> ج	> 0	6	8	Ω ①	Supervisor CC	•
17192492085	0	A 13055012100 DMs.R			×	#	z 🛪 (		00:15
C 117192192085	00:15 X	术 Customer Details				Con	plete as Confe	reinco	
* 13055012100 00:15	60:15	Interaction Details Pundams AGENT - Supervisor CC CUSTOMER - 1005012100							
		Originsting Address 10010	Destination Address 13055012100						
		Created 44 jun 1, 2023, 12:55:22 PM	Interaction Type Consulting						
		Channel Type Voice	State Active						
		Content ID 26644842-eae8-4ecb-8d12-59c12ce88b74-dxMct2nudHthbDE	WorkRequest ID b3o4ccc2-08af-605a-a7b3-bde						



# **2.4.** Admin Portal Visibility of Success/Failure of UC requests for Administered Data

As a tenant administrator I should be able to monitor the "desktop" user configuration status.

If user configuration was completed successfully then there is no status/indicator on UI.

If user configuration failed, then status/indicator is red.

If the timeout had been exceeded, then status is red.

Default value for timeout is 10 minutes for single user, 60 minutes for bulk operation.

	agentconfiguration11@dev-12auto chat.com	agentconfiguration11	agentconfiguration11	dev-12_AutoChatAccount
$\langle \cdot \rangle$	analyticshistorical1@dev-12autoch at.com	analyticshistorical1	analyticshistorical1	dev-12_AutoChatAccount
(!)	analyticshistorical2@dev-12autoch at.com	analyticshistorical2	analyticshistorical2	dev-12_AutoChatAccount

User-service handles Acknowledge event and displays the checkpoints in AdminPortal UI.

Red indicator shows all failures on hover.

If "Desktop" checkpoint is red, then manual resaving is required.

Status Details : a	gentconfiguratio	on11 agentconfiguration11	×
Operation : Upda Password/Role U		ssword might not follow password policy	$\otimes$
Feature Name	Operation	Status Message	Status
Matching	Update	Operation completed successfully	$\oslash$
Chat	Update	Operation completed successfully	$\odot$
Desktop	Delete	Operation marked failed - timeout	$\otimes$



# 2.5. Analytics

#### **Callback - Customer First**

As part of this release, Callback feature - Customer First is being delivered for Realtime as well as for Historical reporting.

It provides a better caller experience by giving the caller an option to receive a callback instead of waiting in a queue for an agent.

There are two options for initiating callbacks, agent first and customer first. Customer-first strategy ensures optimal agent utilization and is the scope of this release. The callback should be initiated by dialing the customer's phone number first and then as soon as an agent is available the callback should be connected to that agent.

Measure	Notes
Callback ID	The unique identified of the callback request
Customer Phone Number	The phone number of the customer being called
Original Engagement ID	The engagement Id of the call from the customer from where they requested the callback
Callback Engagement ID	The engagement Id of the callback to the customer
Callback Request Created	The date and timestamp value of when the callback was requested
Callback Request Ended	The date and timestamp value of when the callback was completed
Status	The status of the callback
Callback Attempts	The number of callback attempts
Queue ID	The unique identifier of the queue associated with the callback *
Queue Name	The queue name associated with the initial customer engagement
Attributes	The attributes associated with the initial customer engagement
Agent ID	The unique identifier of the agent associated with the callback *
Agent Name	The name of the agent associated with the callback *
Termination Reason	The termination reason if the callback was terminated (e.g. Max Retries, Cancelled by the Customer, Outside Business Hours)

Below are newly introduced measures and the modified existing measures for this:



Administration		Д 🛈 🔒
Home *	Home × Callback × ····	
윬 Account	Callback Configuration / New Callback Configuration	Save
Business Rules <	Callback Offer	
2 Channels <	If the Estimated Wait Time (EWT) is between Minimum and Maximum values, the customer will be offered a caliback service. Minimum RWT * Maximum RWT *	
8 Contact Center ∨	1 mins 199 mins	
Attributes	Callback Attempt/Delivery	
Callback	Maximum number of callback attempts to the customer.	
	Maximum number of callback attempts (no answer or busy) *	
Customer Ident	3 Times	
Queue Threshold	If the callback is not answered within the time limit, retry after the specified delay.	
Queues	Next attempt after no answer *	
Reason Codes	1 mins	
Timers	If the callback is busy, retry after the specified delay,	
Timetables	Next attempt when busy *	
🔋 Customer Journey 🧹	1 mins	
R Flement Inventory		

## **2.5.1. Callback - Customer First (Realtime Reporting)**

A new Producer (**CallbackDetail(jrnl**)) has been introduced for Real time and due to this feature, there are changes in couple of CDR measures i.e.

Engagement ID

Dialog ID

Dialog start time

Direction

Engagement start time

Realtime Reporting		H	Ļ	s
shboard Viewer / Dashboard Settings / Views Manager dd View ame * excitation Type * Belect a type excitation Type * Belect a type Belect a type Bel	Select a Visualization Type to begin creating a view			



Realtime Reporting					<b>?</b> (3
ashboard Viewer 🚋					
AGENT Agent by Queue Agent,	_ITD_Callback AgentByChannel_I AgentB	lyQueue_IT AgentByQueueID Callback Callback	k Measures Caliback Pro Channel_JTD DialogDetail_CDI	R Group_ITD_Callback Queue Pro Queue_ITC	Callback
( ) Film					
Agent Display Name Agent First					- Call
Agent Display Name - Agent Hist	Name - Agent Agent Last Name	<ul> <li>Agencuegnite</li> <li>Accritec</li> <li>Cant</li> </ul>	ack Attempts A Callback Created Timestamp A Callb	aon theor innestamp - Canoock trigagement a	~ Lan
4					
		· · · ·			
				Fist Previous	
v The	estamp - Callback Ended Timentamp -	Callback Engagement Id	stomer Phone Number — Engagement Id — Queu	e M - Queue Name - Status + Terminar	tion Reas
	etang - Gillack Indet Titestang -	Cathlack Ingogeneent M - Cathlack M - Cor	stamer Plane humber 🦟 Engagement M 🔺 Queu	e M - Queue Name - Status + Termina	tion Rease
	etang a Gilback Indet Timestang a	Cathork Ingogeneert M & Gathork M & Gr	stamer Plane humber & Engagement M & Quive		
<ul> <li>Called Coater Time</li> </ul>					
Gathack Creater Time					
Calleck Created Time	-	· · · ·		To Terr ()	Enga
Callbeck Created Time & Callbeck Created Time	Callback Ended Timestamp ~	Callback Engagement Id	Callback Id	Customer Phone Number	Enga 733c
Calibeck Created Timestamp  Color203 06:54:15 pm O6/2023 06:64:51 pm	Callback Ended Timestamp ~ 06/06/2023 06:57:46 pm	Callback Engagement Id 409c0178-bSe1-4894-83ec.49758d2a2ecd	Callback Id 881959b8-6c0e-49:5-887e-92354b522a85	Customer Phone Number A +13035383869	Enga 733cc (351)
Calbeck Created Timestamp      Oc/2023 06:54:51 pm     Oc/2023 06:54:51 pm     Oc/2023 06:64:41 pm	Callback Ended Timestamp - 06/06/2023 06:57:46 pm 06/06/2023 06:52:17 pm	Callback Engagement Id 409c0178-b5e1-4894-83ec.49758d2a2ecd fa84c4be-fa/9-4974-a77e-b738d12a2ecd	Callback Id 88195908-6:00-49:5-887e-9:2354b522.885 c:d873d62-d44c-4179-beb5-3:20292619d89	Customer Phone Number & +13035383869 +12035383869	Enga 733c 1351 d2b8
Calleck Created Timestamp     Calleck Created Timestamp     Colloca23 06:54:15 pm     Oc/2023 06:54:54 pm     Oc/2023 06:44:41 pm     Oc/2023 06:44:41 pm     Oc/2023 06:45:10 pm	Callback Ended Timestamp A 06/06/2023 06:57:46 pm 06/06/2023 06:57:77 pm 06/06/2023 06:47:57 pm	Callback Engagement Id           409c0178-b5e1-4894-830c-19758d2a2cedd           fa84c4be-fa19-4874-377e-b7314f13cd95           1da77d4e-e4d1-4167-b4ea-25c47e23d	Callback 1d 88195908-6c0e-49c5-887e-92354b522.885 cd873d62-d44c-4179-beb5-320232619d89 b591c224-4885-ddd+b0a8-44098478cea	Customer Phone Number & +13035383869 +13035383869 +13035383869 +13035383869	Engi 733cc f351 d2b8 e039
Calibeck Created Timestamp      Color Control Timestamp      Con	Caliback Ended Timestamp         -           06/06/2023 06:57:46 pm         -           06/06/2023 06:57:75 pm         -           06/06/2023 06:47:57 pm         -           06/06/2023 06:47:57 pm         -           06/06/2023 06:47:57 pm         -	Callback Engagement Id           409c0178-b5e1-4894-83ac-49758d232ced           fa84-k3be-fa19-48974-877e-b738d123ced           fa84-k3be-fa19-4974-877e-b738d123ced           fa84-k3be-fa19-4974-875e-b738d12-b125-b125e	Callback 1d           88195598.6c0e-49c5-887e-92354b522.885           cd813d62-d44c-4179-beb5-320232619d89           b591c224-885-4dd4-b0a8-44098478cea           230565c-0a45-4e1d-9262-a010693d7ed2	Customer Phone Number *13035383869 *13035383869 *13035383869 *13035383869 *13035383869 *13035383869	Enge 733c 6351 42b8 68ac a6ed

# 2.5.2. Callback - Customer First (Historical Reporting)

**Navigation** : Shared Reports  $\rightarrow$  Standard Historical Reports  $\rightarrow$  Reports  $\rightarrow$  Interval

**Report Name** : Call Back Detail Report

#### **Report Description**:

Displays historical details of all engagements and associated callback with it.

#### How it works

Tracks historic details of all engagements and callback associated with it. Supervisors can select the engagement & callback ID and analyze callback journey in the current interval. The start time of engagements determine the data displayed in the report.



An engagement is associated with a Callback ID .

## How it will help Supervisor of Contact Center?

it helps supervisor to report on callback operations.

## **Report Output :**

Prompts:

🔶 🔶 🗛 Avaya Exp	erience Platform(TM) > Share	ed Reports > :	Standard Historical Reports $>$ F	Reports > Interval > 🕻	all Back Detail Report			
NDEX X	1. Timezone (Required	d)						
Summary of your selections	This prompt allows only one	e selection.						
Timezone (Required)	Australia/Sydney 🔹							
Start Date (Required)	1 - 4 of 4							
End Date (Required)								
Callback Engagement ID	2. Start Date (Require							
Callback ID		<b>Ov</b> 1	2 AM 🗸 : 00 🗸 : 00 🗸					
Engagement ID								
	3. End Date (Required)	)						
		0-1	2 AM 🗸 : 00 🗸 : 00 🗸					
	4. Callback Engageme	ent ID						
	Tou can enter multiple call	back Engagem	ent ID seperated by comma					
	5. Callback ID							
	You can enter multiple Call	back ID sepera	ited by comma					
	6. Engagement ID							
	You can enter multiple Eng	agement ID se	perated by comma					
teport Message Name: Call Back Detail	Report							
Run Report Cancel			$\Theta$ $\odot$					
Run Report Cancer								
5/1/2023 12:00:00 AM 6/30/2023 12:00:00 AM								
							Data musi-	45 Data columns
Callback Engagement ID	Callback ID		Engagement ID	Queue Name	Agent Login ID	1	Data rove: Agent Display Name	
	Caliback ID		Engagement ID	Queue Name	Agent Login ID	1		
	Callback ID #34fcc5#-8b2#-1491-9323-16376	10473418	Engagement ID 425db504-5256-407b-95ae-5605w008		Agent Login ID			Callback Crea
Callback Engagement ID 0767/29-019-069-096-28237706913 11076xd9-w69-0650-bc6-54019960007	#34fcc5#=8b2#=449b=9323-0b37b #b9#969F4110-42b7-b05b=4b710	025471ae	d25d35o4-5254-4b7b-95ae-54039e1c45 a6eda3dc-ead1-4051-8b62-ac3dc0031	5b1 SalesModify 1e53 SalesModify	sakaagent1@dev-5calbacks sakaagent1@dev-5calbacks	lema.com a	Agent Display Name alesagenti, saksagenti alesagenti, saksagenti	Callback Creat
Callback Engagement ID 07/17/22-0319-IIe8-8096-2/8237704913 11079-w9-web9-4659-16/8-54119940907 14e15206-81a22-070-8556-2159-41trae11	#34fcc5#-8b2#-449b-9323-4b37b #bfu969F-4110-42b7-6b5b-4b710 c598b41#-cbcb-9b35-51#6-5c74	026471ae 73612d6	425db5c4-5254-4b7b-95ae 54709e0c45 a6eda3dc-ead1-4051-8b62 ac3dc0031 d1e8tc01-2e3d-40bb-807-c940b25a5f	5b1 SaleaModify 1e53 SaleaModify 3d SaleaModify	salesagent1@dev-&calbacko salesagent1@dev-&calbacko utkitoen	lemo.com a lemo.com a lemo.com a	Agent Display Name aleagent1, saleagent1 aleagent1, saleagent1 of value	Callback Crea 6/6/2023 9 58 53 / 6/6/2023 11.49 39 5/30/2023 7:20 34
Callback Engagement ID 07/17/22-0319-IIe8-8096-2/8237704913 11079-w9-web9-4659-16/8-54119940907 14e15206-81a22-070-8556-2159-41trae11	#34fcc5#=8b2#=449b=9323-0b37b #b9#969F4110-42b7-b05b=4b710	026471ae 73512c86 1c3497d3	d25d35o4-5254-4b7b-95ae-54039e1c45 a6eda3dc-ead1-4051-8b62-ac3dc0031	SalesModity           te53         SalesModity           34         SalesModity           052         Sales	sakeagent1@der-Scalbacks sakeagent1@der-Scalbacks unknown sakeagent1@der-Scalbacks	lemo.com a lemo.com a lemo.com a	Agent Display Name aleagent1, saleasgent1 aleagent1, saleasgent1 oli value aleagent1, saleasgent1	Callback Crea 6/6/2023 9 58 53 / 6/6/2023 11.49 39 5/30/2023 7:20 34
Callback Engagement ID 07/b7/20-015-file/d965-20237764913 1107/ea/b wide -4650-508-541/5040007 1461/584-012-4/m.545-208-44114(11550-55 15645539-ce-il-fibr/adva181=c1750017 1105016-013-4116-c112-d9614541226	a34cc5+-8c2+-49b-9323-4037 a44a96974110-42b7-4059-46741 c598b41a-cbcb-4035-5146-5c74. 89055415945-4035-4036-4025-4025 ab0144a-a605-4035-4036-4677-5036 738a4223-6736-6548477-5056	028471ae 73b12d6 ic3497d3 i02be4bb 48e7e135	423-53-56-45-75-75-95-e-54 (2014) a69-83-36-e-841-4551-8562-e-53-6603- d1-85:001-24-36-4502-807-c3-402-54-55 a655-8641-801-4-455-3643-36430-543 c1288/refs-153a-4565-3431-175915-884 8000882-4435-497-1622-4865	Sales/ModRy           5b1         Sales/ModRy           1d         Sales/ModRy           552         Sales           572         Sales           573         Sales	salvasgent (glov-Scalback salvasgent (glov-Scalback salvasgent (glov-Scalback salvasgent (glov-Scalback unbören	lema.com e lema.com e lema.com s lema.com s lema.com s	Agent Display Name aleaspert1 aleaspert2	Callback Creat 6/62023 9.58.63 A 6/62023 11.49.39 5/30/2023 7.20.34 5/29/2023 5.42.15 5/29/2023 4.59.12 5/29/2023 4.59.12
Callback Engagement ID 001/20-019-06-099-292277/0013 101/20-019-06-099-292277/0013 101/20-01-06-05-299-0144 101/20-01-06-05-299-014 101/20-01-06-05-06-014 101/20-01-06-05-06-014 101/20-01-06-05-06-014 101/20-01-06-05-06-014 101/20-01-06-05-06-014 101/20-01-06-05-06-014 101/20-01-06-05-06-014 101/20-01-06-05-06-014 101/20-01-06-05-06-014 101/20-01-06-05-06-014 101/20-01-06-05-06-014 101/20-01-06-05-06-014 101/20-01-06-05-06-014 101/20-01-06-05-06-014 101/20-01-06-05-06-014 101/20-01-06-05-06-014 101/20-01-06-05-06-014 101/20-01-06-05-06-014 101/20-01-06-05-06-05-06-014 101/20-01-06-05-06-05-06-05-06-05 101/20-01-06-05-06-05-06-05 101/20-01-06-05-06-05-06-05 101/20-01-06-05-06-05-06-05 101/20-01-06-05-06-05-06-05 101/20-01-06-05-06-05-06-05 101/20-01-06-05-06-05-06-05 101/20-01-06-05-06-05-06-05 101/20-05-05-06-05-06-05-06-05 101/20-05-05-06-05-06-05-06-05 101/20-05-05-06-05-06-05-06-05 101/20-05-05-06-05-06-05-06-05 101/20-05-05-06-05-06-05-06-05 101/20-05-05-06-05-06-05-06-05 101/20-05-05-05-06-05-06-05 101/20-05-05-06-05-06-05-06-05 101/20-05-05-05-06-05-06-05 101/20-05-05-06-05-06-05 101/20-05-05-05-06-05-05-06-05 101/20-05-05-05-05-05-05-05-05-05 101/20-05-05-05-05-05-05-05-05-05-05 101/20-05-05-05-05-05-05-05-05-05-05-05-05-05	834(c54=802=449b-9323=b076 84940967-610-426-1495-6032=b076 c500041a-0xb-140-355-04065-04 1003951f10415-4356-0456-047-14056 8401444a-855-4450-647-14056 c6414242-667-446-865-1407-14056	026471ae 73512c65 Ic3497d3 I02ba4bb 48a7a195 404ac98	425-55-04-5254-46-76-95-ee-6-81054v0-08 arlevalish2-eval1-4151-16452-e-0-346037 d1-82000-24-36-4105-8007-451025-848 4055ee415-051e-6-455-8485-34485-8480 40558945-951e-4455-5485-34485-5480 40508962-1413-4125-5482-14502-5480 345-64480-9437-8422-8455-356-84864	Sales/ModPy           951         Sales/ModPy           1453         Sales/ModPy           34         Sales/ModPy           52         Sales           52         Sales           52         Sales           511         Sales           52         Sales           649         Sales/ModPy	silvagenti (Johv-Scallbeck sulvagenti (Johv-Scallbeck sultanom sulvagenti (Johv-Scallbeck salsagenti (Johv-Scallbeck sultanom	lema.com e lema.com e lema.com s lema.com s lema.com s n n	Agent Display Name alesspert1, salvaspert1 alesspert1, salvaspert1 ol väus alesspert1, salvaspert1 alesspert1, salvaspert1 oli väus oli väus	Callback Creat
Caliback Engagement ID 11976-01-01-948-0004-202377-0413 11976-01-01-048-0104-202377-0413 1145/2024-01-0456-0228-0104211 1145/2024-01-0456-0228-0104211 1145/2024-01-0456-02278-010421 2007239 072-046-0247-0450-02727 2007239 072-046-0247-0450-027272	#34frc5#=802e=419b=0323-0037 #b8w809f=d10=42b7-4059-4271 c000011a=dcc4=0584804=6244 b005116=0478-988-8275-400 #b80428405-4005.4c805.4c805.4c80 7081#2259-672b=658-677-76864 c081#2259-672b=658-677-76864 c081#2259-672b=658-672-522122 2481104.64614=458-43.448-41	028471ae 73012c86 103497d3 103648b 48a7a135 404ax98 809a2365	425db3c145256-807b-95ae-5 607be/c0 afeada3de eard - 4151-4062 ac/adc031 41 across 2464-4151-4062 ac/adc031 41 across 2464-4151-8076-40075-845 4055eerd 3974-455-4554-5454540502 4052be/d 3974-455-455454405548 50500820-4152a-4165-5632-41759472 3455-4450 947-3423-4645 3455-4450 947-3423 4645 3455-4450 947-3423 4645 3455-4450 947-3423 4645 3455-4450 947-3423 4645 3455-4450 947-3423 4645 3457-4423 4645 3457-4423 3457 3457-4423 3457 3457-443 3457-4457-4457-4457-4457-4457-4457-4457-	Sales/ModRy           te53         Sales/ModRy           te53         Sales/ModRy           t52         Sales           t52         Sales           t649         Sales/ModRy           t649         Sales/ModRy           t58         Sales/ModRy	siversgent GovGalleck uninoen uninoen siversgent GovGalleck salassgant GovGalleck uninoen uninoen uninoen	lems.com e lems.com s lems.com s lems.com s n n n n	Agent Display Name alesspert1 alesspert1 alesspert1, salesspert1 of vitue di vitue of vitue of vitue of vitue of vitue of vitue	Callback Creaters 6%2023 9.56.53 A 6%2023 9.56.53 A 6%2023 9.20.34 5/23/2023 7.20.94 5/23/2023 5.42.15 5/23/2023 5.41.46 6%2023 5.11.46 6%2023 11.53.16 6%2023 11.53.16
Callback Engagement ID 07/b7/20-015-file/d965-20237764913 1107/ea/b wide -4650-508-541/5040007 1461/584-012-4/m.545-208-44114(11550-55 15645539-ce-il-fibr/adva181=c1750017 1105016-013-4116-c112-d9614541226	834(c54=802=449b-9323=b076 84940967-610-426-1495-6032=b076 c500041a-0xb-140-355-04065-04 1003951f10415-4356-0456-047-14056 8401444a-855-4450-647-14056 c6414242-667-446-865-1407-14056	028471ae 73012c85 103497d3 103he4bh 48e7a135 404ac98 809x2385 7d3652de	425-55-04-5254-46-76-95-ee-6-81054v0-08 arlevalish2-eval1-4151-16452-e-0-346037 d1-82000-24-36-4105-8007-451025-848 4055ee415-051e-6-455-8485-34485-8480 40558945-951e-4455-5485-34485-5480 40508962-1413-4125-5482-14502-5480 345-64480-9437-8422-8455-356-84864	SelectModify           163         SelectModify           163         SelectModify           31         SelectModify           152         Select           152         Select           152         Select           152         Select           152         Select           154         SelectModify           154         SelectModify           154         SelectModify           153         SelectModify           154         SelectModify	salvasgeri (Qóv-ó-alko-si salvasgeri (Qóv-ó-alko-si salvasgeri (Qóv-ó-alko-si salvasgeri (Qóv-ó-alko-si salvasgeri (Qóv-ó-alko-si salvasan untonan	Ierno.com 9 Ierno.com 9 Ierno.com 9 Ierno.com 9 Ierno.com 5 Ierno.com 5	Agent Display Name aleasgert1 ale	Callback Crea 6/6/2023 9:58:53 A 6/6/2023 9:58:53 A 6/6/2023 9:14:49:39 5/22/2023 5:14:49:39 5/22/2023 5:14:49:12 5/22/2023 5:14:49:12 6/6/2023 10:47:29 6/6/2023 10:47:29 6/6/2023 10:47:29
Califabist Engagement ID 2017/2012-013-06-8006-2822/17/6613 1017/601-064-8005-0826/17/6613 1017/601-064-8005-0826-08000 1014/2012-014-06-90-0441 et/17/017 1014/612-04-04-90-0441 et/17/017 1014/612-04-04-90-0441 et/17/017 2017/816-04-90-0441 et/17/017 2017/816-04-90-0441 et/17/017 2017/816-04-90-0441 et/17/012 2017/816-04-90-0441 et/16/2012 2016/816-041-04-9141 (91-860-00) 2016/816-041-04-9141 (91-860-00) 2016/816-041-04-9141 (91-860-00) 2016/816-041-04-9141 (91-860-04) 2016/816-041-04-9141 (91-860-04) 2016/816-041-04-9141 (91-860-04) 2016/816-041-04-9141 (91-860-04) 2016/816-041-04-9141 (91-860-04) 2016/816-04-914-04-9141 (91-860-04) 2016/816-04-914-04-9141 (91-860-04) 2016/816-04-914-04-9141 (91-860-04) 2016/816-04-914-04-914-04-914 2016/816-04-914-04-914 2016/816-04-914-04-914 2016/816-04-914-04-914 2016/816-04-914-04-914 2016/816-04-914-04-914 2016/816-04-914 201	4310.544024400.4023402340234023402340234023402340234023	024716e 730/1205 10349743 023648b 48674135 48674135 486824155 88884205 76365266 86184195 86184195 86184195	425-56-5-525-48 75-758-6-5475-64 wind-addo-wind-455-6402-wid-6603 wind-addo-wind-455-6402-wid-6603 wind-58-640-56-6402-49 wind-58-6402-452-452-452-452-452 wind-58-6402-452-452-452-452-452 wind-58-642-542-452-452-452-452 wind-58-642-542-452-452-452-452-452 wind-58-642-542-452-452-452-452-452-452 wind-58-642-542-542-542-542-542-542-542-542-542-5	Bit         SeiresModBy           1953         SairesModBy           1953         SairesModBy           1952         Saires           1952         Saires           1952         Saires           1952         Saires           1952         Saires           1952         Saires           1953         Saires           1954         Saires           1955         Saires/ModBy           1956         Saires           1956         Saires/ModBy           1950         Seires	anteragent (Gon-Acalitect subregent (Gon-Acalitect untonon subregent (Gon-Acalitect satasagent (Gon-Acalitect untonon subregent (Gon-Acalitect satesquit (Gon-Acalitect satesquit (Gon-Acalitect	lerno.com 9 lerno.com 9 lerno	Agent Display Name aleasport1 selvaspert1	Callback Crea 6/82/023 9 58 53 A 6/62/023 9 58 53 A 6/62/023 11:49 39 5/30/2023 7 20 34 5/24/023 2 542 15 5/24/0223 5 61 34 6/62/023 10:47 29 6/62/023 11:38:16 5/24/0223 11:38:16 5/24/0223 9 53 54 5/24/023 9 55 54
Caliback Engagement D (051/20-01)-446-906-982/17/e913 11076-ed-468-9402-016-8469/00007 11076-ed-468-9402-016-8469/0007 11076-946-940-9469-9409-9409 11076-946-940-940-9409-974 110778-947-446-946-9409-9749 110778-947-446-946-9409-9749 110778-947-446-946-9409-9719-88 110987-944-94-948-941971938 110987-944-94-948-8462-95939	a 31004-003-0071 edited of ettri 428-409-033-0077 edited of ettri 428-409-047 ettri 428-409-047 ettri 428-408-049-047 ettri 428-408-047 ettri 428-408-048-047 ettri 428-408-047 ettri 428-408-048-048-048 ettri 428-408-048-048 ettri 428-408-048-048 ettri 428-408-048-048 ettri 428-408-048-048 ettri 428-408-048-048-048 ettri 428-408-048-048-048-048-048-048-048-048-04	025471ee 73b12c86 1c349743 027be48h 48e74135 404a198 9898a2365 7431524e 610449b 1b1742c12 72463/c	45305-4535-617-956-85000-00 464632-4417-457-4502-44334037 46564239-4417-457-4502-44334037 46564439-46-45-4593-4634204 46564439-467-4693-46342-444 4506443-4673-463-4637-4637-4463-444 45174-4512-4512-4512-4512-4512-4512 45174-4512-454-454-454-4542-4542-4542 45174-4512-454-454-454-4542-4542-4542- 45425-4542-4542	SeiresModBy           163         SeiresModBy           163         SeiresModBy           162         Seires           163         SeiresModBy           162         Seires           163         SeiresModBy           164         Seires           1646         SairesModBy           1646         SairesModBy           1647         SairesModBy           1648         SeiresModBy           1649         Seires           1641         SairesModBy           1642         SeiresModBy           1643         Seires           1644         SairesModBy	sinkagen Gon-Gallada sinkagen Gon-Gallada anton sinkagen Gon-Gallada anton anton anton anton sinkagen Gon-Gallada sinkagen Gon-Gallada sinkagen Gon-Gallada sinkagen Gon-Gallada	Ierno.com e Ierno.com e Ierno.com s Ierno.com s Ierno.com s Ierno.com s Ierno.com s Ierno.com s Ierno.com s	Agent Display Name aleasport: salessport: aleasport: salessport: aleasport: salessport: aleasport:	Callback Creat 6/62023 0 58 53 / 6/62023 11:40 39 5/30/2023 7:20 44 5/20/2023 54 24 5/20/2023 4:59 12 5/20/2023 16:47 26 6/620223 11:59 16 5/22/2023 16:47 26 5/22/2023 55:57 / 6/20223 55:57 / 5/22/2023 55:53 25 5/22/2023 55:57 / 5/22/2023 55:57 / 5/22/2023 55:53 25 5/22/2023 55:57 / 5/22/2023 55:53 25 5/22/2023 55:53 55 5/22/2023 55:53 55 5/22/2023 55:53 55 5/22/2023 55:53 55 5/22/2023 55:55 5/22/2023 55:55 5/22/2023 55:55 5/22/2023 55:55 5/22/2023 55:57 5/22/2023 5/27 5/22/2023 5/27 5/22/2027 5/27 5/27 5/27 5/27 5/27 5/27 5/27
Calibasis Engagement ID 2019/201-2119-06-9096-2822/17/e013 1107/e01-064-9096-2822/17/e013 1107/e01-064-905-06454(est70007 1106/e01-064-905-06441(est70017) 1106/e01-064-905-906-901 1106/e01-064-905-906-901 1106/e01-064-906-900 1106/e01-064-906-900 1106/e01-064-906-900 1106/e01-064-906-900 1106/e01-064-906-900 1106/e01-064-906-900 1106/e01-064-906-900 1106/e01-064-906-900 1106/e01-064-906-906-906 1106/e01-064-906-906 1106/e01-906 1106/e01-906 1106/e01-906 1106/e01-906 1106	a 31/004-0023-4027-0023-4027 adopted in the calch-loop as 21/00-002 control in a calch-loop as 21/00-002 and an action-loop and an action as 20/00-002 and action action and action action action and action action action action action action control action	0254716e 73b12c85 102369743 023b448b 48874135 404a298 8089a2285 7439524e 8069a2285 7439524e 80694195 86104495 86104495 861742c12 72463/c 80607c1a	425454-4254-677-984-84000-00 4254542-4254-677-984-84000-00 416000-0044-6800-001-4000-004 4256845451-4456-4563-4563545 42568454-4457-4452-46652-46652-466 4256844-4457-4423-4665-26645452 4256945-4155-4256-42650-466552 3256945-4155-4256-42650-466552 3256945-4155-4250-4265-426552 3256945-4155-4250-4265-426552 3256952-425-427-9279-925-42664 3256952-422-467-9279-925-42664 3256952-422-467-9279-925-42664 3256952-422-467-9279-925-42664 3256952-422-467-9279-925-42664 3256952-422-467-9279-925-42664 3256952-422-467-9279-925-42664 3256952-422-467-9279-925-42664 3256952-422-467-9279-925-42664 3256952-422-467-9279-925-42664 3256952-422-467-9279-925-42664 3256952-422-467-9279-925-42664 3256952-422-467-9279-925-42664 3256952-422-467-9279-925-42664 3256952-422-467-9279-925-42664 3256952-422-467-9279-925-42664 3256952-422-467-9279-925-42664 3256952-422-467-9279-925-42664 3256952-42647-42647-9279-925-42664 3256952-42647-42647-9279-925-42664 3256952-42647-42647-9279-925-42664 3256952-4569-4569-456452-456452 3256952-45695-456952-456452 3256952-456952-456952-456452 3256952-456952-456952-456452 3256952-456952-456452-456452 3256952-456952-456452-456452 3256952-456952-456452-456452 3256952-456952-456452-456452 3256952-456952-456452-456452 3256952-456952-456452-456452-456452 3256952-456452-456452-456452-456452-456452 3256952-456452-456552-456552-456552-456552-456552-4565555555555	SelectModify           001         SelectModify           013         SelectModify           013         SelectModify           012         Select           012         Select           012         Select           012         Select           012         SelectModify           014         SelectModify           015         SelectModify           016         SelectModify           017         SelectModify           018         SelectModify           019         SelectModify           010         SelectModify	akina per L'Qon deallack sinne per L'Qon deallack antonn des la contra de la contra de la contra	lema.com 9 lema.com 9 lema.com 9 lema.com 6 lema.com 9 lema.com 9	Agent Display Name aleasport, subasport aleasport	Callback Creat
Callback Engagement D 107/12-0-01-9-46-905-292277.0471 107/16-0-46-905-292277.0471 107/16-0-46-905-202277.0471 105/45279-412-0-46-202-2048-0541 105/452791-0-7-46-90-46-91 105/452791-0-7-46-91	a 31004-003-0071 edited of ettri 428-409-033-0077 edited of ettri 428-409-047 ettri 428-409-047 ettri 428-408-049-047 ettri 428-408-047 ettri 428-408-048-047 ettri 428-408-047 ettri 428-408-048-048-048 ettri 428-408-048-048 ettri 428-408-048-048 ettri 428-408-048-048 ettri 428-408-048-048 ettri 428-408-048-048-048 ettri 428-408-048-048-048-048-048-048-048-048-04	023471ee 73017205 16349743 002he48h 4404a195 4404a195 64064291 540952de 56104195 b1742c12 72463dc 0007c1a 00697557	45305-4535-617-956-85000-00 464632-4417-457-4502-44334037 46564239-4417-457-4502-44334037 46564439-46-45-4593-4634204 46564439-467-4693-46342-444 4506443-4673-463-4637-4637-4463-444 45174-4512-4512-4512-4512-4512-4512 45174-4512-454-454-454-4542-4542-4542 45174-4512-454-454-454-4542-4542-4542- 45425-4542-4542	Series/Modify           051         Series/Modify           053         Series/Modify           152         Series           152         Series           152         Series           153         Series           154         Series/Modify           156         Series/Modify           156         Series/Modify           156         Series/Modify           151         Series/Modify           152         Series/Modify           153         Series/Modify           154         Series/Modify           155         Series/Modify	sinkagen Gon-Gallada sinkagen Gon-Gallada anton sinkagen Gon-Gallada anton anton anton anton sinkagen Gon-Gallada sinkagen Gon-Gallada sinkagen Gon-Gallada sinkagen Gon-Gallada	lena.com e e e e e e e e e e e e e e e e e e e	Agent Display Name aleasport: salessport: aleasport: salessport: aleasport: salessport: aleasport:	Callback Creat
Cellibrack Engagement D 001/20-011-40-6406-2802177-0413 11076-04-04-05-040-2802177-0413 11076-04-04-05-040-2802177-0413 11076-04-04-05-040-4814-01170077 11076-05-06-04-04-041-01170077 11076-05-06-04-04-041-01170077 1107077-04-04-05-04-0400771004 1107077-04-04-05-04-0400771004 1107077-04-04-05-040-0400771004 1107077-04-04-05-040-0400771004 1107077-04-04-05-040-0400771004 1107077-04-04-05-040-0400771004 1107075-04-04-05-040-0400771004 1107007-040-04-040-0400771004 1107007-040-04-040-0400-0117004 1107007-040-04-040-0400-0117004 1107007-040-04-040-0400-0117004 1107004-040-040-040-0400-011004 1107004-040-040-040-0400-04000 1107004-040-040-040-0400-04000 1107004-040-040-040-0400-04000 1107004-040-040-040-0400-04000 1107004-040-040-040-0400-04000 1107004-040-040-040-0400-04000 1107004-040-040-040-0400-04000 1107004-040-040-040-0400-04000 1107004-040-0400-0400-0400-04000 1107004-040-0400-0400-0400-0400-04000 1107004-040-0400-0400-0400-0400-0400-040	43/10/64-00-4-101-0223-0077 40/000114-020-30004-0213-0223-0077 100115-100-7-00-000-04-021-02 100115-100-7-06-000-04-02-0-000 40/04-4-00-400-022-0400-04-00-02 100115-100-1-00-04-00-02-00-00 100112-100-100-04-04-04-02-02 100112-100-100-04-04-04-02-02 100112-100-04-04-04-04-04-02 100112-100-04-04-04-04-04-04-02 100112-100-04-04-04-04-04-04-04-04 100112-100-04-04-04-04-04-04-04 100112-100-04-04-04-04-04-04-04 100112-100-04-04-04-04-04-04-04-04 100112-100-04-04-04-04-04-04-04-04-04-04-04-04-0	023471ee 73512205 102367435 002364345 404a190 9809a2365 7031526 961044155 961044155 961044155 961742c12 72463/c 50107c1a 06695557 637c35/e 637c35/e	4236.6-4354-677-596-943000000000000000000000000000000000000	Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           36         Secondary           37         Sace           38         Secondary           39         Secondary           30         Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           36         Secondary           37         Secondary           38         Secondary           39         Secondary	sinvagen Gor-dattada sinvagen Gor-dattada unto en sinvagen Gor-dattada unto en unto en	Rema com e e e e e e e e e e e e e e e e e e e	gent Display Name designett selvagent designett selvagent designett selvagent designett selvagent designett selvagent designet	Callback Creat
Calibbat Engagement ID 001/129-011-86-090-2802171/e013 10176-0-494-090-2802171/e013 10176-0-494-090-2802171/e013 1016-0-494-0-494-0-494-0-194 1016-0-494-0-494-0-494-0-194 1016-0-494-0-494-0-494-0-194 1016-0-494-0-494-0-494-0-194 10176-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494-0-494-0-494-0-494 10176-0-494-0-49	a)31(6)4+0(2)+10(+02)-4037 4004991(-110-6)27-4037 400591(-110-6)27-4039 400591(-110-6)27-30409 400591(-110-6)27-30409 400591(-110-6)27-30409 400591(-110-6)27-30409 400591(-110-6)27-3040 400591(-1	020471ee 1301205 ic340743 007be48b 48e74135 406e205 6010419b b1774212 72460c c000751a 00807517 857703fe i57005922 87b0375	2250.0-4334-0 m-7646-85004.00 2250.0-4334-0 m-7646-85004.00 510.007-0-044-000-00-00-000000 510.007-0-044-000-00-00-000000 500.000-0 m-764-000-000-000-000-00 500.000-0 m-764-000-000-000-000-000-00 500.000-00-00-00-00-00-00-00-00-00 500.000-00-00-00-00-00-00-00-00-00-00 500.000-00-00-00-00-00-00-00-00-00-00-00-	Bit         Secondary           3         Secondary           3         Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           34         Secondary           35         Secondary           36         Secondary           31         Secondary           31         Secondary           35         Secondary           36         Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           36         Secondary           36         Secondary           36         Secondary	akinageri Qoo dudituda akinageri Qoo dudituda	Verno com e verno	gent Display Name alrengent invingent direngent invingent direngent invingent direngent invingent direngent di direngent direngent direngent direngent direngent diren	Callback Creat 6/62023 9.55.53 A 6/62023 1.49.39 5/22/0223 5.42.15 5/22/0223 5.42.15 5/22/0223 4.59.12 6/62023 1.49.73 6/62023 1.47.29 6/62023 2.71.22 6/62023 2.71.22 6/6202 2.71.22 6/6202 2.71.22 6/6202 2.71.22 6/
Caliback Engagement D (01/12)-(11)-46-690-(282)270-0613 1176/ed-48-690-064-282)270-0613 1176/ed-48-690-064-282-070-0814-011 1384-590-061-06-090-081-070 1384-590-061-06-081-081-070 1287278-081-061-081-081-080-070 1287278-081-061-081-081-080-070 1287278-081-061-081-081-080-080 1289278-081-01-081-081-081-080-080 1289287-081-01-081-081-081-080-081 1289287-081-01-081-081-081-081-081 1289287-081-01-081-081-081-081-081 1289287-081-01-081-081-081-081 1289287-081-01-081-081-081-081-081 1289287-081-01-081-081-081-081-081 1289287-081-01-081-081-081-081-081 1289287-081-01-081-081-081-081-081 1289287-081-01-081-081-081-081-081 1289287-081-01-081-081-081-081 1289287-081-01-081-081-081-081 1289287-081-01-081-081-081-081 1289287-081-01-081-081-081-081 1289287-081-01-081-081-081-081 1289287-081-01-081-081-081-081 1289287-081-01-081-081-081-081 1289287-081-01-081-081-081-081 1289287-081-081-081-081-081 1289287-081-081-081-081-081 1289287-081-081-081-081-081 1289287-081-081-081-081-081 1289287-081-081-081-081-081 128928-081-081-081-081 128928-081-081-081-081 128928-081-081-081-081 128928-081-081-081-081 128928-081-081-081-081 128928-081-081-081-081 128928-081-081-081-081 12892-081-081-081-081 12892-081-081-081-081 12892-081-081-081-081 12892-081-081-081-081 12892-081-081-081-081 12892-081-081-081-081 12892-081-081-081-081 12892-081-081-081-081 12892-081-081-081-081 12892-081-081-081-081 12892-081-081-081-081 12892-081-081-081-081 12892-081-081-081-081 12892-081-081-081-081 12892-081-081-081-081 12892-081-081-081 12892-081-081-081 12892-081-081-081 12892-081-081-081 12892-081-081-081 12892-081-081-081 12892-081-081 12892-081-081-081 12892-081-081-081 12892-081-081-081-081 12892-081-081 12892-081-081-081 12892-081-081 12892-081-081 12892-081-081 12892-081-081 12892-081 12892-081 12892-081 12892-081 12892-081 12892-081 12892-081 12892-081 12892-081 12892-081 12892-081 12892-081 12892-081 12892-081 12892-081 12892-081 12892-081 12892-081 12892-081	43/10/64-00-4-101-0223-0077 40/000114-020-30004-0213-0223-0077 100115-100-7-00-000-04-021-02 100115-100-7-06-000-04-02-0-000 40/04-4-00-400-022-0400-04-00-02 100115-100-1-00-04-00-02-00-00 100112-100-100-04-04-04-02-02 100112-100-100-04-04-04-02-02 100112-100-04-04-04-04-04-02 100112-100-04-04-04-04-04-04-02 100112-100-04-04-04-04-04-04-04-04 100112-100-04-04-04-04-04-04-04 100112-100-04-04-04-04-04-04-04 100112-100-04-04-04-04-04-04-04-04 100112-100-04-04-04-04-04-04-04-04-04-04-04-04-0	020471ee 17817205 ici3497435 iCi3497435 488474135 488474135 488484 488474135 4884844 4884844 4884844 4884844 4884844 4884844 4884844 4884844 48848444 48848444 48848444 488444444	4236.6-4354-677-596-943000000000000000000000000000000000000	Bit         Secondary           3         Secondary           3         Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           34         Secondary           35         Secondary           36         Secondary           31         Secondary           31         Secondary           35         Secondary           36         Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           36         Secondary           36         Secondary           36         Secondary	sinvagen Gor-dattada sinvagen Gor-dattada unto en sinvagen Gor-dattada unto en unto en	Verno com e verno	gent Display Name designett selvagent designett selvagent designett selvagent designett selvagent designett selvagent designet	Callback Cre 0%2023 9.553 6%2023 11.69 5%20023 5.01 5%20023 5.01 5%20023 5.01 5%20023 5.01 5%20023 5.01 5%20023 15.02 5%20023 15.02
Calibbat Engagement ID 001/129-011-86-090-2802171/e013 10176-0-494-090-2802171/e013 10176-0-494-090-2802171/e013 1016-0-494-0-494-0-494-0-194 1016-0-494-0-494-0-494-0-194 1016-0-494-0-494-0-494-0-194 1016-0-494-0-494-0-494-0-194 10176-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494-0-494-0-494 10176-0-494-0-494-0-494-0-494-0-494-0-494-0-494 10176-0-494-0-49	a)31/6/4+/0/2+/101+0223-4037 a)40/6/4+(11-4/27-4/0/2+40/7+40/2+40/2+40/2+40/2+40/2+40/2+40/2+40/2	020471ee 17817205 ici3497435 iCi3497435 488474135 488474135 488484 488474135 4884844 4884844 4884844 4884844 4884844 4884844 4884844 4884844 48848444 48848444 48848444 488444444	2250.0-4334-0 m-7646-85004.00 2250.0-4334-0 m-7646-85004.00 510.007-0-044-000-00-00-000000 510.007-0-044-000-00-00-000000 500.000-0 m-764-000-000-000-000-00 500.000-0 m-764-000-000-000-000-000-00 500.000-00-00-00-00-00-00-00-00-00 500.000-00-00-00-00-00-00-00-00-00-00 500.000-00-00-00-00-00-00-00-00-00-00-00-	Bit         Secondary           3         Secondary           3         Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           34         Secondary           35         Secondary           36         Secondary           31         Secondary           31         Secondary           35         Secondary           36         Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           36         Secondary           36         Secondary           36         Secondary	akinageri Qoo dudituda akinageri Qoo dudituda	Verno com e verno	gent Display Name alrengent invingent direngent invingent direngent invingent direngent invingent direngent di direngent direngent direngent direngent direngent diren	Callback Cree 04/2023 0.56.51 04/2023 0.56.51 04/2023 0.56.51 05/2020 0.56.51 02/2020 0.56.51 02/2020 0.56.51 02/2020 0.56.51 02/2020 0.56.51 05/2020 0.56.55 05/2020 0.57.55 05/2020
Calibask Engagement D 107/20-019-06-006-2822/17/6413 1076/sci-ade-360-064 54/69/00007 1076/sci-ade-360-064 54/69/00007 1056/sci-ade-360-06-06-019/07/07/1 1056/sci-ade-360-06-06-019/07/07/1 1056/sci-ade-360-06-06-019/07/07/1 1056/sci-ade-360-06-06-019/07/07/1 1056/sci-ade-360-06-06-019/07/07/1 1056/sci-ade-360-06-06-019/07/1 1056/sci-ade-360-06-06-019/07/1 1056/sci-ade-360-06-06-019/07/1 1056/sci-ade-360-06-06-019/07/1 1056/sci-ade-360-06-019/06-019/07/1 1056/sci-ade-360-06-019/06-01-019/06-019/06-019/06-01-019/06-019/06-01-019/06-019/06-019/06-01-019/06-01-019/06-019/06-01-019/06-01-019/06-01-019/06-01-00-019/06-01-00-019/06-01-00-019/06-01-00-019/06-01-00-01-00-00-00-00-00-00-00-00-00-00-	a)31/6/4+/0/2+/101+0223-4037 a)40/6/4+(11-4/27-4/0/2+40/7+40/2+40/2+40/2+40/2+40/2+40/2+40/2+40/2	020471ee 17817205 ici3497435 iCi3497435 488474135 488474135 488484 488474135 4884844 4884844 4884844 4884844 4884844 4884844 4884844 4884844 48848444 48848444 48848444 488444444	2250.0-4334-0 m-7646-85004.00 2250.0-4334-0 m-7646-85004.00 510.007-0-044-000-00-00-000000 510.007-0-044-000-00-00-000000 500.000-0 m-764-000-000-000-000-00 500.000-0 m-764-000-000-000-000-000-00 500.000-00-00-00-00-00-00-00-00-00 500.000-00-00-00-00-00-00-00-00-00-00 500.000-00-00-00-00-00-00-00-00-00-00-00-	Bit         Secondary           3         Secondary           3         Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           34         Secondary           35         Secondary           36         Secondary           31         Secondary           31         Secondary           35         Secondary           36         Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           36         Secondary           36         Secondary           36         Secondary	akinageri Qoo dudituda akinageri Qoo dudituda	Verno com e verno	gent Display Name alrengent invingent direngent invingent direngent invingent direngent invingent direngent di direngent direngent direngent direngent direngent diren	Callback Creek
Caliback Engagement D 2017/20-219-86-590-290277/eh13 1175/eu-abs-855-bit Satisfield 1175/eu-abs-855-bit Satisfield 1175/eu-255-bit Satisfield 1175/eu-255	a)31/6/4+/0/2+/101+0223-4037 a)40/6/4+(11-4/27-4/0/2+40/7+40/2+40/2+40/2+40/2+40/2+40/2+40/2+40/2	020471ee 17817205 ici3497435 iCi3497435 488474135 488474135 488484 488474135 4884844 4884844 4884844 4884844 4884844 4884844 4884844 4884844 48848444 48848444 48848444 488444444	2250.0-4334-0 m-7646-85004.00 2250.0-4334-0 m-7646-85004.00 510.007-0-044-000-00-00-000000 510.007-0-044-000-00-00-000000 500.000-0 m-764-000-000-000-000-00 500.000-0 m-764-000-000-000-000-000-00 500.000-00-00-00-00-00-00-00-00-00 500.000-00-00-00-00-00-00-00-00-00-00 500.000-00-00-00-00-00-00-00-00-00-00-00-	Bit         Secondary           3         Secondary           3         Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           34         Secondary           35         Secondary           36         Secondary           31         Secondary           31         Secondary           35         Secondary           36         Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           36         Secondary           36         Secondary           36         Secondary	akinageri Qoo dudituda akinageri Qoo dudituda	Verno com e verno	gent Display Name alrengent invingent direngent invingent direngent invingent direngent invingent direngent di direngent direngent direngent direngent direngent diren	Callback Creek
Caliback Engagement D  ID31/20-019-68-698-5982177.0413  ID31/20-019-68-698-5982177.0413 ID31/20-019-68-698-5982177.0413 ID362-688-688-688-688-688-688-688-688-688-6	a)31/6/4+/0/2+/101+0223-4037 a)40/6/4+(11-4/27-4/0/2+40/7+40/2+40/2+40/2+40/2+40/2+40/2+40/2+40/2	020471ee 17817205 ici3497435 iCi3497435 488474135 488474135 488484 488474135 4884844 4884844 4884844 4884844 4884844 4884844 4884844 4884844 48848444 48848444 48848444 488444444	2250.0-4334-0 m-7646-85004.00 2250.0-4334-0 m-7646-85004.00 510.007-0-044-000-00-00-000000 510.007-0-044-000-00-00-000000 500.000-0 m-764-000-000-000-000-00 500.000-0 m-764-000-000-000-000-000-00 500.000-00-00-00-00-00-00-00-00-00 500.000-00-00-00-00-00-00-00-00-00-00 500.000-00-00-00-00-00-00-00-00-00-00-00-	Bit         Secondary           3         Secondary           3         Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           34         Secondary           35         Secondary           36         Secondary           31         Secondary           31         Secondary           35         Secondary           36         Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           36         Secondary           36         Secondary           36         Secondary	akinageri Qoo dudituda akinageri Qoo dudituda	Verno com e verno	gent Display Name alrengent invingent direngent invingent direngent invingent direngent invingent direngent di direngent direngent direngent direngent direngent diren	Callback Creek
Callback Engagement D  T07/20-019-06-099-280277.04013  T07/20-019-06-099-280277.04013  T07/20-019-06-099-280277.04013  T07/20-019-06-099-200277  T07/20-019-06-099-200277  T07/20-019-06-099-200277  T07/20-019-079-2009  T07/20-019-079  T07/20-019	a)31/6/4+/0/2+/101+0223-4037 a)40/6/4+(11-4/27-4/0/2+40/7+40/2+40/2+40/2+40/2+40/2+40/2+40/2+40/2	020471ee 17817205 ici3497435 iCi3497435 488474135 488474135 488484 488474135 4884844 4884844 4884844 4884844 4884844 4884844 4884844 4884844 48848444 48848444 48848444 488444444	2250.0-4334-0 m-764-6 500% (d) 2250.0-4334-0 m-764-6 500% (d) 510.007-0-4470-0 007-400024 510.007-0-4470-0 007-400024 510.007-0 007-400024 510.007-0 007-400024 510.007-0 007-4007-0 007-400 510.007-0 007-0 007-0 007-0 510.007-0 007-0 007-0 007-0 500.007-0 007-0 007-0 007-0 500.007-0 500.007-0 007-0 007-0 007-0 500.	Bit         Secondary           3         Secondary           3         Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           34         Secondary           35         Secondary           36         Secondary           31         Secondary           31         Secondary           35         Secondary           36         Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           36         Secondary           36         Secondary           36         Secondary	akinageri Qoo dudituda akinageri Qoo dudituda	Verno com e verno	gent Display Name alrengent invingent direngent invingent direngent invingent direngent invingent direngent di direngent direngent direngent direngent direngent diren	Callback Cree 04/2023 0.56.51 04/2023 0.56.51 04/2023 0.56.51 05/2020 0.56.51 02/2020 0.56.51 02/2020 0.56.51 02/2020 0.56.51 02/2020 0.56.51 05/2020 0.56.55 05/2020 0.57.55 05/2020
Caliback Engagement D 107/20-019-464-99-20277/e013 1078/e0-40-40-50-66-540/910007 108/e0-40-40-50-66-540/910007 108/e0-40-40-40-40-40-40-40 108/e0-40-40-40-40-40-40 108/e0-40-40-40-40-40 108/e0-40-40-40-40-40-40 108/e0-40-40-40-40-40-40 108/e0-40-40-40-40-40 108/e0-40-40-40-40-40 108/e0-40-40-40-40-40 108/e0-40-40-40-40-40 108/e0-40-40-40-40-40 108/e0-40-40-40-40-40 108/e0-40-40-40-40-40-40 108/e0-40-40-40-40-40-40 108/e0-40-40-40-40-40-40 108/e0-40-40-40-40-40-40 108/e0-40-40-40-40-40-40 108/e0-40-40-40-40-40-40-40 108/e0-40-40-40-40-40-40-40 108/e0-40-40-40-40-40-40-40-40-40 108/e0-40-40-40-40-40-40-40-40-40-40 108/e0-40-40-40-40-40-40-40-40-40-40 108/e0-40-40-40-40-40-40-40-40-40-40 108/e0-40-40-40-40-40-40-40-40-40-40 108/e0-40-40-40-40-40-40-40-40-40-40 108/e0-40-40-40-40-40-40-40-40-40-40 108/e0-40-40-40-40-40-40-40-40-40-40 108/e0-40-40-40-40-40-40-40-40-40-40 108/e0-40-40-40-40-40-40-40-40-40-40 108/e0-40-40-40-40-40-40-40-40-40-40-40 108/e0-40-40-40-40-40-40-40-40-40-40-40-40-40	a)31/6/4+/0/2+/101+0223-4037 a)40/6/4+(11-4/27-4/0/2+40/7+40/2+40/2+40/2+40/2+40/2+40/2+40/2+40/2	020471ee 17817205 ici3497435 iCi3497435 488474135 488474135 488484 488474135 4884844 4884844 4884844 4884844 4884844 4884844 4884844 4884844 48848444 48848444 48848444 488444444	2250.0-4334-0 m-764-6 500% (d) 2250.0-4334-0 m-764-6 500% (d) 510.007-0-4470-0 007-400024 510.007-0-4470-0 007-400024 510.007-0 007-400024 510.007-0 007-400024 510.007-0 007-4007-0 007-400 510.007-0 007-0 007-0 007-0 510.007-0 007-0 007-0 007-0 500.007-0 007-0 007-0 007-0 500.007-0 500.007-0 007-0 007-0 007-0 500.	Bit         Secondary           3         Secondary           3         Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           34         Secondary           35         Secondary           36         Secondary           31         Secondary           31         Secondary           35         Secondary           36         Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           36         Secondary           36         Secondary           36         Secondary	akinageri Qoo dudituda akinageri Qoo dudituda	Verno com e verno	gent Display Name alexagent, sekagent alexagent, sekagent alexagent, sekagent alexagent alexagen	Caliback Crev.
Caliback Engagement D  ID  ID  ID  ID  ID  ID  ID  ID  ID	a 30 (cds-012), 4 (D) - 022 - 4037 - 400 (cds-012), 4 (D) - 022 - 4037 - 000 (cds-012), 4 (D) - 023 - 403 - 000 (cds-012), 4 (D) - 023 - 403 - 000 (cds-012), 4 (D) - 023 - 030 (cds-012), 2 (D) - 030 - 030 (cds-	202471ee (2017):2707/276 (2017):2707/276 (2017):2707/276 (2017):2707/276 (2017):2507/276 (2017):2507/276 (2017):2716 (2017):2716 (	25305-4331-07-754-9309-0304 454032-941-4559-030-9304-9304 454032-941-4559-030-9305-9304 454032-9439-94-959-94-959-9304 454049-959-94-959-94-94 254649-959-94-959-94-94 254649-959-94-959-94-959 254649-959-94-959 254649-959-94-959 254649-959-94-959 254649-959-94-959 254649-959-94-959 254649-959-94-959 254649-959-94-959 254649-959-94-959 254649-959-94-959 254649-959-94-959 254649-959-94-959 254649-959-94-959 254649-950 254649-950	Bit         Saveholdy           Statuthaly         Saveholdy           Saveholdy         Saveholdy	siningeri Qoo doditod siningeri Qoo doditod	Verno com Verno com	gent Display Hanne alexegort, alexegort alexegort, alexegort do rive alexegort, alexegort alexeg	Califact Crez 40/2020 956.617.40 40/2020 956.617.40 50/2020 14.00 50/2020 5 4.01 50/2020
Caliback Engagement D  ID  ID  ID  ID  ID  ID  ID  ID  ID	a)31/6/4+/0/2+/101+0223-4037 a)40/6/4+(11-4/27-4/0/2+40/7+40/2+40/2+40/2+40/2+40/2+40/2+40/2+40/2	202471ee (2017):2707/276 (2017):2707/276 (2017):2707/276 (2017):2707/276 (2017):2507/276 (2017):2507/276 (2017):2716 (2017):2716 (	2250.0-4334-0 m-764-6 500% (d) 2250.0-4334-0 m-764-6 500% (d) 510.007-0-4470-0 007-400024 510.007-0-4470-0 007-400024 510.007-0 007-400024 510.007-0 007-400024 510.007-0 007-4007-0 007-400 510.007-0 007-0 007-0 007-0 510.007-0 007-0 007-0 007-0 500.007-0 007-0 007-0 007-0 500.007-0 500.007-0 007-0 007-0 007-0 500.	Bit         Secondary           3         Secondary           3         Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           34         Secondary           35         Secondary           36         Secondary           31         Secondary           31         Secondary           35         Secondary           36         Secondary           31         Secondary           32         Secondary           33         Secondary           34         Secondary           35         Secondary           36         Secondary           36         Secondary           36         Secondary	siningeri Qoo doditod siningeri Qoo doditod	Verno com e verno	gent Display Hanne alexegort, alexegort alexegort, alexegort do rive alexegort, alexegort alexeg	Califact Creze
Caliback Engagement ID  Triffield and ABD Lisk Engagement ID  Triffield ABD ABD Lisk ID  Triffield ABD ABD ABD Lisk ID  Triffield ABD	a 30 (c) 4-0(2) - 400 - 2023 - 403 - 40 (c) 40 - 402 - 402 - 402 - 403 - c) (c) 40 - 40 - 402 - 402 - 40 - 402 - 402 - 401 - 40 - 402 - 402 - 40 - 402 - 402 - 40 - 40 - 402 - 40	Callback En Callback En Callback En Callback En	4256.6.4334.6.10-564.6.5000.00 4256.6.4334.6.10-564.6.5000.00 416.00.3-464.10-500.00 416.00.3-464.10-500.00 416.00.3-464.10-500.00 416.00.3-464.10-500.00 406.00.4000.00 406.00.4000.00 406.00.4000.00 406.00.4000.00 406.00.4000.00 406.00.4000.00 406.00.4000.00 406.00.4000.00 406.00.4000.00 406.00 406.00.4000.00 406.00	Alta Sevenbally     Sevenbally     Sevenbally     Sevenbally     Sevenbally     Seven     Sevenbally	ve Number Callback Attempts	Terris Comin III Terris Comin IIII Terris Comin III Terris Comin III Terris Comin IIII Terris Comin III Terris Comin III Terris Com	gent Display Hanne alexegort, alexegort alexegort, alexegort do rive alexegort, alexegort alexeg	Califact Crev. 600223 9.8.63.1 600223 18.8.95 500223 9.8.63 500223 9.8.6 500223 9.8.6 500223 9.8.7 500223 9.6.1 500223 9.6.1 50022 9.6.1 5002 9.6.1 5002 9.6.1 5002 9.6.1 5002 9.6
Caliback Engagement D  Childrack Engagement D  Childrack Engagement D  Childrack Constraints  Childrack Constraint	a 30 (c) 4- (0)	Callback En 60/2016 - Callback En 60/2016 - Callback En 60/2016 - Callback En 60/2017 - Callback En	4250-5435-00-756-6 500%           4250-5435-00-756-6 500%           41607-2645-00-00-600%           41607-2645-00-00           41607-4645-00-00           41607-4645-00-00	Bit         Sareholdy           Bit         Sareholdy           Bit         Sareholdy           Bit         Sareholdy           Bit         Sareholdy           Bit         Sareholdy           Dial         Sareholdy           Dial         Sareholdy           Bit         Sareholdy           Sareholdy         Sareholdy           Bit         Sareholdy           Sareholdy         Sareholdy	silvageri (jon dollada silvageri (jon dollada) silvageri (jon dollada)	Status DELIVENCE	gent Display Hanne alexegort, alexegort alexegort, alexegort do rive alexegort, alexegort alexeg	Caliback Crev. 600202 0 85 81. 600202 1 8.0 95 600202 1 8.0 95 5200203 5 81 5200203 5 81 5200203 5 81 5200203 5 81 500203 5 8 500200 5 50000 5 50000 5 500000 5 50000 5 50000 5 500000 5 50000 5 500000 5 500000 5 5000000 5 5
Caliback Engagement D  ECaliback Engagement D  ECALIBACK Engagement D  ECALIBACK ENGAGEMENT  ECALIBAC ECALIBACIES  ECALIBACE  ECALIBACE ECALIBAC	a 31/04-002-401-022-403 a 40/04/01-01-022-403 committee des-Autoretaria committee des-Autoretaria and east and a state of the 40-22-24-00 and east and a state of the 40-22-24-00 and east and a state of the 40-22-24-00 and east and east and east and east and east and east and east and east committee des Autoretaria committee des Autor	Callback En Second Seco	4258.05.4535.6         100-764.6         500.05           4258.05.4535.6         100-764.6         500.05         500.05           410.07.05.06.4         100-761.05         500.05         500.05         500.05           410.07.05.06.4         100-761.05         500.05	Alta Sevenbally     Sevenbally     Sevenbally     Sevenbally     Sevenbally     Seven     Sevenbally	ve Number Callback Attempts	Terris com	gent Display Name winequett, winequett winequett, winequett of one winequett winequettt winequett winequettt winequettt winequ	Califact Creze
Caliback Engagement D  Caliback Engagement D  Caliback Single Control (Control (Cont	a 301044-002-401-0223-037 40303074-01-027-039-037 0005114-027-039-040-02 0005114-027-039-040-02 0005114-027-039-040-02 0005114-027-040-02 0005114-027-040-02 0005114-027-040-02 000511-020-02 000511-020-02 000511-020-02 000511-020-0	Callback En 60/2016 - Callback En 60/2016 - Callback En 60/2016 - Callback En 60/2017 - Callback En	42580-4334-017-556-630000           42580-4334-017-556-630000           416007-2004-0100-0100000           416007-2004-0100-0100000           416007-2004-0100-0100000           416007-2004-0100-0100000           416007-2004-0100-0100000           416007-2004-0100-0100000           416007-2004-0100-0100000           416007-2004-0100-0100000           416007-2004-0100-0100000           416007-2004-0100-0100000           416007-2004-0100-0100000           416007-2004-0100000           416007-2004-0100000           416007-2004-0100000           416007-2004-0100000           416007-2004-0100000           416007-2004-0100000           416007-2004-0100000           416007-2004-0100000           416007-2004-0100000           416007-2004-0100000           416007-2004-0100000           416007-2004-0100000           416007-2004-0100000           416007-2004-0100000           416007-2004-0100000           416007-2004-0100000           416007-2004-0100000           416007-2004-0100000           41607-2004-01000000           41607-2004-0100000000000000000000000000000000	2011         Savehoaly           311         Savehoaly           312         Savehoaly           313         Savehoaly           314         Savehoaly           315         Savehoaly           316         Savehoaly           317         Savehoaly           318         Savehoaly           319         Savehoaly           310         Savehoaly           311         Savehoaly           310         Savehoaly           310         Savehoaly           310         Savehoaly           310         Savehoaly           310         Savehoaly           311         Savehoaly           310         Savehoaly           311	silvageri (jon dollada silvageri (jon dollada) silvageri (jon dollada)	Status DELIVENCE	gent Display Hanne alexegort, alexegort alexegort, alexegort do rive alexegort, alexegort alexeg	Califact Creze
Caliback Engagement D  Caliback Engagement D  (D7/20-015-4nd-406-382)17/04/13  (D7/20-015-4nd-406-382)17/04/13  (D7/20-015-4nd-406-382)17/04/13  (D7/20-015-4nd-406-382)17/04/13  (D7/20-015-4nd-406-408-407)17/04  (D7/20-015-4nd-406-408-407)17/04  (D7/20-015-4nd-406-408-407)17/04  (D7/20-015-4nd-406-408-407)17/04  (D7/20-015-4nd-406-408-408)17/04  (D7/20-015-4nd-406-408-408)17/04  (D7/20-015-4nd-406-408-408)17/04  (D7/20-015-4nd-406-408-408)  (D7/20-015-4nd-406-408-408)  (D7/20-015-4nd-406-408-408)  (D7/20-015-4nd-406-408-408-408-408-408-408-408-408-408-408	a 301646-0024 101-0223-037 adapted into 4227-0323-037 colorita active-doc-Missilia active post sink-of-the 2025-0027 and reak-active and active 2025-0027 and reak-active and active 2025-0027 and reak-active and active 2025-0027 and reak-active active 2025-0027 active 2025-027-020-0227 active 2025-020-0227 active 2025-020-020-0227 active 2025-020-020-022 active 2025-020-020-020-020-020-020-020-020-020	200716 // Frances // F	42580-5435-007-556-64304-007         42580-5435-007-556-6430-003           41600-5435-007-600-2450-007         416007-2463-007         416007-2463-007           41600-5400-5400-5400-5400-5400-5400         416007-2463-007         416007-2463-007         416007-2463-007           41600-5400-5400-5400-5400-5400-5400         51600-5400-5400-5400-5400-5400-5400-5400-5	Ball         Sareholdiy           Sareholdiy         Sareholdiy           Sare	salwageri (joo dollada silwageri (joo dollada	terro com erecom	gent Display Hana alexyont, waxyont alexyont, waxyont alexyont, waxyont alexyont, waxyont ale	Califact Creze
Caliback Engagement D           07/07/20-019-48-590-202377/eh13           07/07/20-019-48-590-202377/eh13           07/07/20-019-48-590-202377/eh13           07/07/20-019-48-590-202377/eh13           07/07/20-019-48-590-202377/eh13           05/07/20-019-48-590-202377/eh13           05/07/20-019-48-590-202377/eh13           05/07/20-019-48-590-2017/07/07/202           02/07/20-019-48-590-2017/07/07/202           02/07/20-019-48-590-2017/07/07/202           02/07/20-019-48-590-2017/07/07/202           01/07/07/07/20-0109-48-5000-01           01/07/07/07/20-0109-48-5000-01           01/07/07/07/20-0109-01           01/07/07/07/20-0109-01           01/07/07/07/20-0109-01           01/07/07/07/20-0109-01           01/07/07/20-0109-01           01/07/07/07/20-0109-01           01/07/07/20-0109-01           01/07/07/20-0109-01           01/07/07/20-0109-01           01/07/07/20-0109-01           01/07/07/20-0109-01           01/07/07/20-0109-01           01/07/07/20-0109-01           01/07/20-0109-01           01/07/20-0109-01           01/07/20-0109-01           01/07/20-0109-01           01/07/20-0109-01           01/07/20-0109-01           01/07/20-0	all disk-inter-101-022-403     all disk-inter-101-022-403     all disk-inter-101-022-403     all disk-inter-101-022-403     all disk-inter-101-022-403     all disk-inter-101-023-403     all disk-inter-101-023-403     all disk-inter-101-023     all disk-inter-	Callback En School 10: 1007cla	4258.05.4535.6         No. 76.05         No. 76.05           4258.05.4535.6         No. 76.05         No. 76.05         No. 76.05           410.07.07.05         No. 76.05         N	Bit         Savehoaly           Savehoaly         Savehoaly <t< td=""><td>administer (Lijkov dicalitadi administer) (Lijkov dicalitadi administer) administer a</td><td>terns com erens com erens</td><td>gent Display Name winsport, winsport winsport, winsport winsport, winsport winsport</td><td>Caliback Creat</td></t<>	administer (Lijkov dicalitadi administer) (Lijkov dicalitadi administer) administer a	terns com erens	gent Display Name winsport, winsport winsport, winsport winsport, winsport	Caliback Creat
Caliback Engagement D  Childrack Engagement D  Childra	a 301048-002-101-0223-037 adapted into 4227-0323-037 color 14-202-002-01420 color 14-202-002-01420 color 14-202-002-01420 color 14-202-002-01420 color 14-202-01420 color 14-202-01	Caliback En Society States (1997) States (19	42580-64356-007-5566-81000-00           42580-64356-007-6566-81000-00           416007-2664-000-007-6500-000           416007-2664-000-007-6500-000           416007-2664-000-007-6500-000           416007-2664-000-007-6500-000           416007-2664-000-007-6500-000           416007-2664-000-001           416007-2664-000-001           416007-2664-000-001           416007-2664-000-001           416007-2664-000-001           416007-2664-000-001	Bit         Sareholdy           Stareholdy         Sare	silvageri (jon-dollada silvageri (jon-dollada silvageri (jon-dollada silvageri (jon-dollada silvageri (jon-dollada silvageri (jon-dollada silvageri (jon-dollada silvaneri (jon-dollada	terno com emerse com e	gent Display Hann desport: weagort desport: weagort desport: weagort desport: weagort desport	Caliback Creat
Calibaci Engagement D	all disk-inter-top-1023-4037     all disk-inter-top-1023-4037     all disk-inter-top-1023-4037     all disk-inter-top-1023-4037     all disk-inter-top-1023-4037     all disk-inter-top-1023-4037     all disk-inter-top-1024	Caliback En Marco 1997 1997-1998 1997-1995 1997-1995 1997-1995 1997-1995 1997-1995 1997-1997 199	4258.05.4335.4 Thr. Tokes 6 States, 0.0           4258.05.4335.4 Thr. Tokes 6 States, 0.0           410.07.4335.4 Thr. Tokes 6 States, 0.0           410.07.4355.4 Thr. Tokes 6 States, 0.0           410.07.4 Thr. Tokes 6 Stat	Image: state is a second sec	salwageri (joo dollada silwageri (joo dollada	terns com erens	gent Display Name winsport, winsport winsport, winsport winsport, winsport	Caliback Creat
Caliback Engagement D         (1)           (1)         (2)         (1)         (1)         (1)           (1)         (2)         (1)	a 301048-002-101-0223-037 adapted into 4227-0323-037 color 14-202-002-01420 color 14-202-002-01420 color 14-202-002-01420 color 14-202-002-01420 color 14-202-01420 color 14-202-01	Caliback En Society States (1997) States (19	42580-6-4336-007-56-6-8100-001           42580-6-4336-007-56-002-4030-001           416007-2004-600-001	Bit         Sareholdy           Stareholdy         Sare	silvageri (jon-dollada silvageri (jon-dollada silvageri (jon-dollada silvageri (jon-dollada silvageri (jon-dollada silvageri (jon-dollada silvageri (jon-dollada silvaneri (jon-dollada	terno com emerse com e	gent Display Hann desport: weagort desport: weagort desport: weagort desport: weagort desport	Caliback Creat
Callback Engagement D  Callback Engagement D  III 201-01-046-095-2022774613  III 201-046-095-2022774613  III 201-046-095-2022774613  IIII 201-046-045-201-0471013  IIII 201-047-045-045-0471013  IIII 201-047-045-045-045-0471013  IIII 201-047-045-045-045-0471013  IIII 201-047-045-045-045-045-045-045-045-045-045-045	a)10(4+0)-10(+023+40) a)40(40)-10(+023+40)-1 c)(0)-1+2(-0,-0)-0(-0)-0	Callback En Callback En 607005 1072405 107405 107405 107405 107405 10724 10724 10724 10724 10724 10724 10724 10725 1077	4258.05.4335.470.756.49         5000.01           4258.05.4335.470.756.49         5000.01           4100.01         5000.01         5000.01           4100.01         5000.01         5000.01           4100.01         5000.01         5000.01         5000.01           4100.01         5000.01         5000.01         5000.01         5000.01           4100.01         5000.01         5000.01         5000.01         5000.01         5000.01           5000.01<	Image: second	salvagert (), on dotted, sinkagert (), on dotted, s	terno com emerse com e	gent Display Hann desport: weagort desport: weagort desport: weagort desport: weagort desport	Caliback Crev. 600202 0 85 81. 600202 1 8.0 95 600202 1 8.0 95 5200203 5 81 5200203 5 81 5200203 5 81 5200203 5 81 500203 5 8 500200 5 50000 5 50000 5 500000 5 50000 5 50000 5 500000 5 50000 5 500000 5 500000 5 5000000 5 5

5/30/2023 5:35:54 PM



## **Prompts Available in the report :**

Columns	Description
TimeZone	Timezone value for which the user wants to run the report. Can select only one value at a time
	*Mandatory Prompt
	Start and End Date of the reporting interval
Interval	*Mandatory Prompt
Engagement ID	The source system ID to uniquely identify the engagement. User can select multiple values, All Values or can keep it blank.
	*Optional Prompt
	The unique identified of the callback request.
Callback ID	*Optional Prompt
Callback Engagement ID	The engagement Id of the callback to the customer

## **Columns Available in the report :**

Columns	Description	
Callback Engagement ID	The engagement Id of the callback to the customer	
Callback ID	The unique identified of the callback request	
Engagement ID	The engagement Id of the call from the customer from where they requested the callback	
Queue Name	The queue name associated with the initial customer engagement	
Agent Login ID	The unique identifier of the agent associated with the callback *	
Agent Name	The name of the agent associated with the callback *	
Callback Created Timestamp	The date and timestamp value of when the callback was requested	



Columns	Description	
Callback Ended Timestamp	The date and timestamp value of when the callback was completed	
Attributes	The attributes associated with the initial customer engagement	
Customer Phone Number	The phone number of the customer being called	
Callback Attempts	Ilback Attempts The number of callback attempts	
Status	The status of the callback	
Queue ID	The unique identifier of the queue associated with the callback *	
Termination Reason	The termination reason if the callback was terminated (e.g. Max Retries, Cancelled by the Customer, Outside Business Hours)	

# Columns Available For Customization in the report :

Columns	Description		
Message Type	Type of message: NEW is a new email received/sent by contact center, REPLY is email replied to/by contact center, FORWARD is email forwarded to/by contact center		
Queue ID	eue ID The unique identifier of the queue associated with the callback *		
Agent ID	The unique identifier of the agent associated with the callback *		
Agent First Name	First name of the agent		
Agent Last Name	Last name of the agent		



# **3.0 Known Considerations**

# **3.1. Browser Support**

https://documentation.avaya.com/bundle/AvayaOneCloud CCaaS Solution Description 10/pag e/Supported\_browsers.html

# 3.2. Known Issues

#	Persona	Summary	Customer Impact	Workaround/Limitations	Frequency
1	Tenant Admin	Customer Journey Admin screen settings my take up to a minute to propagate to the Admin screen and UI	Changes made by the Tenant Admin may not be reflected in the system for up to a minute	Wait a minute to see changes take affect	Always 0 - 1 minute for changes to take effect.
2	Analytics	If user logs into historical reporting during an upgrade, an error may occur	While the drop upgrade is in- progress, if a reporting user logs into historical reporting, an error may occur, stating - "There is no Project connected to this web server, to configure projects, go to Web Administrator."	This is a known issue. The duration of this interruption could be between 0-10 min (approx.). The user should retry the operation.	Intermittent based on timing