

Ready - Cisco Agent Desktop		
Field	Data	Device   Type   Description
ANI	513-555-1212	69...   Rout...   Route Point 69
Caller Entered Digits	1 STAT	1   CSQ   CSQ_CustSvc
<b>Time Held in Queue</b>	<b>0:32</b>	69...   Agent   Wilson Jocelyr
		69...   Agent   Wilson Jocelyr
		Total