

## Discrepancy\_between\_agent\_state\_detail\_and\_agent\_detail

Collating the not ready state between Agent state detail report and agent detail might not match up. This is because in agent detail report, if there is a ongoing incoming call and the agent makes an outbound call at that point, there will be no state change from ready to not ready. This lack of state change will not reflect in the agent state detail report. So time spend on outbound calls should not be directly related to agent not ready state.