

# Predictive Routing Detail Report

REPORT INFO	
Report Timestamp(s):	12/1/2017 12:00:00 AM to 12/31/2017 12:00:00 AM
Target Agent Group:	ALL
Target Agent:	ALL
Last Queue:	ALL
Customer ID:	ALL
From:	ALL
To:	ALL
Business Result:	ALL
Customer Segment:	ALL
Service Type:	ALL
Service Subtype:	ALL
Media Type:	ALL
Interaction Type:	ALL
Predictor:	ALL
Model:	ALL
Tenant:	ALL
Interaction ID:	ALL

Tenant:	Environment
Media Type:	Voice

Interaction ID: 19 Start Timestamp: 12/5/2017 4:14:00 PM End Timestamp: 12/5/2017 4:15:00 PM Duration: 00:00:19 From: 3600 To: 1030 GUID: 88E6L5MS9110B55HOSHFO138B0000001

Interaction	Handling Attempt ID	Type	Customer ID	Timestamp		Business Attributes			Skill Combination Requested	Routing Target	Last Queue	Last VQueue	Technical Result		Handling Resource	Predictor Switch	A/B Test Status	GPM Score					GPM Agent Rank	GPM Target Pool Size	Predictive Routing			Model		Predictor		Prec Ro Turn TI
				Start	End	Service Type	Service Subtype	Customer Segment					Business Result	Name				Reason	Agent	Global	Median	Max			Min	Model	Result	Message	ID	Name	ID	
113		Inbound	DEFAULT_CUSTOMER_ID	12/5/2017 4:14:00 PM	12/5/2017 4:15:00 PM	DEFAULT_SERVICE_TYPE - DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOUNT-NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3002	ON	unknown	5	0	0	0	0	0	2	prod	1		Composite	5a26c66a5f5276344295a47	TestPredictor		

Interaction ID: 25 Start Timestamp: 12/6/2017 9:42:00 AM End Timestamp: 12/6/2017 9:42:00 AM Duration: 00:00:04 From: 3600 To: 1030 GUID: 363116GQOL4UN7J588SH6NQ4RS000001

Interaction	Handling Attempt ID	Type	Customer ID	Timestamp		Business Attributes			Skill Combination Requested	Routing Target	Last Queue	Last VQueue	Technical Result		Handling Resource	Predictor Switch	A/B Test Status	GPM Score					GPM Agent Rank	GPM Target Pool Size	Predictive Routing			Model		Predictor		Prec Ro Turn TI
				Start	End	Service Type	Service Subtype	Customer Segment					Business Result	Name				Reason	Agent	Global	Median	Max			Min	Model	Result	Message	ID	Name	ID	
149		Inbound	DEFAULT_CUSTOMER_ID	12/6/2017 9:42:00 AM	12/6/2017 9:42:00 AM	DEFAULT_SERVICE_TYPE - DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOUNT-NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	ON	unknown	9	0	0	0	0	0	2	prod	1		Composite	5a27bc0f5f5276344295a85	TestPredictor		

Interaction ID: 35 Start Timestamp: 12/15/2017 2:54:00 PM End Timestamp: 12/15/2017 2:54:00 PM Duration: 00:00:19 From: 3600 To: 1030 GUID: MLCOCVMLJP6B5B64VIONNEU34000001

Interaction	Handling Attempt ID	Type	Customer ID	Timestamp		Business Attributes			Skill Combination Requested	Routing Target	Last Queue	Last VQueue	Technical Result		Handling Resource	Predictor Switch	A/B Test Status	GPM Score					GPM Agent Rank	GPM Target Pool Size	Predictive Routing			Model		Predictor		Prec Ro Turn TI	
				Start	End	Service Type	Service Subtype	Customer Segment					Business Result	Name				Reason	Agent	Global	Median	Max			Min	Model	Result	Message	ID	Name	ID		Name
193		Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 2:54:00 PM	12/15/2017 2:54:00 PM	DEFAULT_SERVICE_TYPE - DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOUNT-NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3002	Error	caller-surplus	0	0	0	0	0	0	0	prod	3	Scoring request failed	UNKNOWN	UNKNOWN	unknown	qaart-predictor		

Interaction ID: 37 Start Timestamp: 12/15/2017 3:54:00 PM End Timestamp: 12/15/2017 3:54:00 PM Duration: 00:00:31 From: 3600 To: 1030 GUID: 45DFVQJUP2HTB33ALHF805FNG000001

Interaction	Handling Attempt ID	Type	Customer ID	Timestamp		Business Attributes			Skill Combination Requested	Routing Target	Last Queue	Last VQueue	Technical Result		Handling Resource	Predictor Switch	A/B Test Status	GPM Score					GPM Agent Rank	GPM Target Pool Size	Predictive Routing			Model		Predictor		Prec Ro Turn TI
				Start	End	Service Type	Service Subtype	Customer Segment					Business Result	Name				Reason	Agent	Global	Median	Max			Min	Model	Result	Message	ID	Name	ID	
205		Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 3:54:00 PM	12/15/2017 3:54:00 PM	DEFAULT_SERVICE_TYPE - DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOUNT-NT-10	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	ON	caller-surplus	0	0	4	9	0	3	4	prod	1		Composite	5a33f0b75f52763d7a7db800	TestPredictor		

Interaction ID: 39 Start Timestamp: 12/15/2017 4:08:00 PM End Timestamp: 12/15/2017 4:08:00 PM Duration: 00:00:31 From: 3600 To: 1030 GUID: EFPNRCRJP50L06NUPUT1NG0S000001

Interaction	Handling Attempt ID	Type	Customer ID	Timestamp		Business Attributes			Skill Combination Requested	Routing Target	Last Queue	Last VQueue	Technical Result		Handling Resource	Predictor Switch	A/B Test Status	GPM Score					GPM Agent Rank	GPM Target Pool Size	Predictive Routing			Model		Predictor		Prec Ro Turn TI
				Start	End	Service Type	Service Subtype	Customer Segment					Business Result	Name				Reason	Agent	Global	Median	Max			Min	Model	Result	Message	ID	Name	ID	
217		Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 4:08:00 PM	12/15/2017 4:08:00 PM	DEFAULT_SERVICE_TYPE - DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOUNT-NT-10	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	ON	caller-surplus	0	0	4	9	0	3	4	prod	1		Composite	5a33f015f52763d807db83	TestPredictor		

Interaction ID: 41 Start Timestamp: 12/15/2017 4:15:00 PM End Timestamp: 12/15/2017 4:15:00 PM Duration: 00:00:32 From: 3600 To: 1030 GUID: 7FBVQIC35H64TD2P3690367IG000001

Interaction	Handling Attempt ID	Type	Customer ID	Timestamp		Business Attributes			Skill Combination Requested	Routing Target	Last Queue	Last VQueue	Technical Result		Handling Resource	Predictor Switch	A/B Test Status	GPM Score					GPM Agent Rank	GPM Target Pool Size	Predictive Routing			Model		Predictor		Prec Ro Turn TI
				Start	End	Service Type	Service Subtype	Customer Segment					Business Result	Name				Reason	Agent	Global	Median	Max			Min	Model	Result	Message	ID	Name	ID	
229		Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 4:15:00 PM	12/15/2017 4:15:00 PM	DEFAULT_SERVICE_TYPE - DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOUNT-NT-10	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	ON	caller-surplus	0	0	4	9	0	3	4	prod	1		Composite	5a33fab5f52763d807db8b	TestPredictor		

Interaction ID: 43 Start Timestamp: 12/15/2017 4:21:00 PM End Timestamp: 12/15/2017 4:22:00 PM Duration: 00:00:31 From: 3600 To: 1030 GUID: 60IIT5F9990CJ57N9K92E9N7L4000001

Interaction	Handling Attempt ID	Type	Customer ID	Timestamp		Business Attributes			Skill Combination Requested	Routing Target	Last Queue	Last VQueue	Technical Result		Handling Resource	Predictor Switch	A/B Test Status	GPM Score					GPM Agent Rank	GPM Target Pool Size	Predictive Routing			Model		Predictor		Prec Ro Turn TI
				Start	End	Service Type	Service Subtype	Customer Segment					Business Result	Name				Reason	Agent	Global	Median	Max			Min	Model	Result	Message	ID	Name	ID	
241		Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 4:21:00 PM	12/15/2017 4:22:00 PM	DEFAULT_SERVICE_TYPE - DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOUNT-NT-10	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	ON	caller-surplus	0	0	4	9	0	3	4	prod	1		Composite	5a33f7245f52763d807db902	TestPredictor		

Interaction ID: 45 Start Timestamp: 12/15/2017 4:28:00 PM End Timestamp: 12/15/2017 4:29:00 PM Duration: 00:00:24 From: 3600 To: 1030 GUID: 6CVL0BBCLH4U144M9Q2RVQOAC000001

Interaction	Handling Attempt ID	Type	Customer ID	Timestamp		Business Attributes			Skill Combination Requested	Routing Target	Last Queue	Last VQueue	Technical Result		Handling Resource	Predictor Switch	A/B Test Status	GPM Score					GPM Agent Rank	GPM Target Pool Size	Predictive Routing			Model		Predictor		Prec Ro Turn TI
				Start	End	Service Type	Service Subtype	Customer Segment					Business Result	Name				Reason	Agent	Global	Median	Max			Min	Model	Result	Message	ID	Name	ID	
253		Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 4:29:00 PM	12/15/2017 4:29:00 PM	DEFAULT_SERVICE_TYPE - DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOUNT-NT-10	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	ON	caller-surplus	0	0	4	9	0	3	4	prod	1		Composite	5a33f8cae5f52763d857db999	TestPredictor		

Interaction ID: 47 Start Timestamp: 12/15/2017 4:36:00 PM End Timestamp: 12/15/2017 4:36:00 PM Duration: 00:00:13 From: 3601 To: 1030 GUID: 16RB67L8856OVF9I8GKJCB9C000002

Interaction	Handling Attempt ID	Type	Customer ID	Timestamp		Business Attributes			Skill Combination Requested	Routing Target	Last Queue	Last VQueue	Technical Result		Handling Resource	Predictor Switch	A/B Test Status	GPM Score					GPM Agent Rank	GPM Target Pool Size	Predictive Routing			Model		Predictor		Prec Ro Turn TI
				Start	End	Service Type	Service Subtype	Customer Segment					Business Result	Name				Reason	Agent	Global	Median	Max			Min	Model	Result	Message	ID	Name	ID	
265		Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 4:36:00 PM	12/15/2017 4:36:00 PM	DEFAULT_SERVICE_TYPE - DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOUNT-NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	ON	caller-surplus	9	0	7	9	5	1	2	prod	1		Composite	5a33faaf5f52763d857db910	TestPredictor		

Interaction ID: 49 Start Timestamp: 12/15/2017 4:47:00 PM End Timestamp: 12/15/2017 4:47:00 PM Duration: 00:00:14 From: 3601 To: 1030 GUID: VC8IQO31RD2NT23U7KHAE4G84000002

Interaction	Handling Attempt ID	Type	Customer ID	Timestamp		Business Attributes			Skill Combination Requested	Routing Target	Last Queue	Last VQueue	Technical Result		Handling Resource	Predictor Switch	A/B Test Status	GPM Score					GPM Agent Rank	GPM Target Pool Size	Predictive Routing			Model		Predictor		Prec Ro Turn TI	
				Start	End	Service Type	Service Subtype	Customer Segment					Business Result	Name				Reason	Agent	Global	Median	Max			Min	Model	Result	Message	ID	Name	ID		Name

Active Ring Round me	GPM Customer Data Found	Transfer Initiated Agent	Abandoned Waiting	Abandoned Waiting Time	Response Time	Customer						Queue Time	Total Duration
						Handle Time	Engage Time	Hold Time	Alert Time	Dial Time	Wrap Time		
00:00:02	unknown	0	0	00:00:00	00:00:19	00:00:00	00:00:00	00:00:00	00:00:17	00:00:00	00:00:00	00:00:00	00:00:02

Active Ring Round me	GPM Customer Data Found	Transfer Initiated Agent	Abandoned Waiting	Abandoned Waiting Time	Response Time	Customer						Queue Time	Total Duration
						Handle Time	Engage Time	Hold Time	Alert Time	Dial Time	Wrap Time		
00:00:02	unknown	0	0	00:00:00	00:00:03	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04

Active Ring Round me	GPM Customer Data Found	Transfer Initiated Agent	Abandoned Waiting	Abandoned Waiting Time	Response Time	Customer						Queue Time	Total Duration
						Handle Time	Engage Time	Hold Time	Alert Time	Dial Time	Wrap Time		
00:00:02	unknown	0	0	00:00:00	00:00:19	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00	00:00:00	00:00:00	00:00:03

Active Ring Round me	GPM Customer Data Found	Transfer Initiated Agent	Abandoned Waiting	Abandoned Waiting Time	Response Time	Customer						Queue Time	Total Duration
						Handle Time	Engage Time	Hold Time	Alert Time	Dial Time	Wrap Time		
00:00:24	unknown	0	0	00:00:00	00:00:31	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00	00:00:00	00:00:00	00:00:24

Active Ring Round me	GPM Customer Data Found	Transfer Initiated Agent	Abandoned Waiting	Abandoned Waiting Time	Response Time	Customer						Queue Time	Total Duration
						Handle Time	Engage Time	Hold Time	Alert Time	Dial Time	Wrap Time		
00:00:23	unknown	0	0	00:00:00	00:00:31	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00	00:00:00	00:00:00	00:00:24

Active Ring Round me	GPM Customer Data Found	Transfer Initiated Agent	Abandoned Waiting	Abandoned Waiting Time	Response Time	Customer						Queue Time	Total Duration
						Handle Time	Engage Time	Hold Time	Alert Time	Dial Time	Wrap Time		
00:00:23	unknown	0	0	00:00:00	00:00:32	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00	00:00:00	00:00:00	00:00:24

Active Ring Round me	GPM Customer Data Found	Transfer Initiated Agent	Abandoned Waiting	Abandoned Waiting Time	Response Time	Customer						Queue Time	Total Duration
						Handle Time	Engage Time	Hold Time	Alert Time	Dial Time	Wrap Time		
00:00:23	unknown	0	0	00:00:00	00:00:31	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00	00:00:00	00:00:00	00:00:23

Active Ring Round me	GPM Customer Data Found	Transfer Initiated Agent	Abandoned Waiting	Abandoned Waiting Time	Response Time	Customer						Queue Time	Total Duration
						Handle Time	Engage Time	Hold Time	Alert Time	Dial Time	Wrap Time		
00:00:23	unknown	0	0	00:00:00	00:00:24	00:00:00	00:00:00	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:23

Active Ring Round me	GPM Customer Data Found	Transfer Initiated Agent	Abandoned Waiting	Abandoned Waiting Time	Response Time	Customer						Queue Time	Total Duration
						Handle Time	Engage Time	Hold Time	Alert Time	Dial Time	Wrap Time		
00:00:01	unknown	0	0	00:00:00	00:00:13	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00	00:00:00	00:00:00	00:00:02

Active Ring Round me	GPM Customer Data Found	Transfer Initiated Agent	Abandoned Waiting	Abandoned Waiting Time	Response Time	Customer						Queue Time	Total Duration
						Handle Time	Engage Time	Hold Time	Alert Time	Dial Time	Wrap Time		

Interaction		Customer ID	Timestamp		Business Attributes			Skill Combination Requested	Routing Target	Last Queue	Last VQueue	Technical Result		Handling Resource	Predictor Switch	A/B Test Status	GPM Score					GPM Agent Rank	GPM Target Pool Size	Predictive Routing			Model		Predictor		Prec Ro Turn TI
Handling Attempt ID	Type		Start	End	Service Type	Service Subtype	Customer Segment					Business Result	Name				Reason	Agent	Global	Median	Max			Min	Model	Result	Message	ID	Name	ID	
281	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 4:47:00 PM	12/15/2017 4:47:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOU NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	ON	caller-surplus	9	0	7	9	5	1	2	prod	1			Composite	5a33fd2b5f52763d787db767	TestPredictor	
Interaction ID: 51 Start Timestamp: 12/15/2017 4:54:00 PM End Timestamp: 12/15/2017 4:54:00 PM Duration: 00:00:20 From: 3600 To: 1030 GUID: F0GFCFRR2L5PR6986I3PFGCE4000001																															
297	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 4:54:00 PM	12/15/2017 4:54:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOU NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3002	Error	caller-surplus	0	0	0	0	0	0	0	prod	3	Scoring request failed	UNKNOWN	UNKNOWN	unknown	qaart-predictor	
Interaction ID: 53 Start Timestamp: 12/15/2017 5:33:00 PM End Timestamp: 12/15/2017 5:33:00 PM Duration: 00:00:03 From: 3600 To: 1030 GUID: TU11EMCHD6D54QR1H492IM98000001																															
309	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 5:33:00 PM	12/15/2017 5:33:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOU NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	Error	caller-surplus	0	0	0	0	0	0	0	prod	3	Scoring request failed	UNKNOWN	UNKNOWN	unknown	qaart-predictor	
Interaction ID: 55 Start Timestamp: 12/15/2017 5:47:00 PM End Timestamp: 12/15/2017 5:47:00 PM Duration: 00:00:04 From: 3600 To: 1030 GUID: JD7FNK19G50QD0R2GAJ3KM80000001																															
321	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 5:47:00 PM	12/15/2017 5:47:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOU NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	Error	caller-surplus	0	0	0	0	0	0	0	prod	3	Scoring request failed	UNKNOWN	UNKNOWN	unknown	qaart-predictor	
Interaction ID: 57 Start Timestamp: 12/15/2017 5:54:00 PM End Timestamp: 12/15/2017 5:54:00 PM Duration: 00:00:04 From: 3600 To: 1030 GUID: 7TG0UC04I50H93RROBUPLJ8R0000001																															
333	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 5:54:00 PM	12/15/2017 5:54:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOU NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	Error	caller-surplus	0	0	0	0	0	0	0	prod	3	Scoring request failed	UNKNOWN	UNKNOWN	unknown	qaart-predictor	
Interaction ID: 59 Start Timestamp: 12/15/2017 6:00:00 PM End Timestamp: 12/15/2017 6:01:00 PM Duration: 00:00:31 From: 3600 To: 1030 GUID: VES5KNKUCST0R7F119D37TGEITG0000001																															
345	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 6:00:00 PM	12/15/2017 6:01:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOU NT-20	NONE	VQ_For_PM	CustomerAbandoned	AbandonedWhileRingin g	Agent3002	Error	caller-surplus	0	0	0	0	0	0	0	prod	3	Scoring request failed	UNKNOWN	UNKNOWN	unknown	qaart-predictor	
Interaction ID: 61 Start Timestamp: 12/15/2017 6:07:00 PM End Timestamp: 12/15/2017 6:07:00 PM Duration: 00:00:04 From: 3600 To: 1030 GUID: TAR967598H60NAJNSNPL8045P08000001																															
357	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 6:07:00 PM	12/15/2017 6:07:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOU NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	Error	caller-surplus	0	0	0	0	0	0	0	prod	3	Scoring request failed	UNKNOWN	UNKNOWN	unknown	qaart-predictor	
Interaction ID: 63 Start Timestamp: 12/15/2017 6:23:00 PM End Timestamp: 12/15/2017 6:23:00 PM Duration: 00:00:04 From: 3600 To: 1030 GUID: U14QO5JVPH5KP8N6R7FHFCQPA8000001																															
369	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 6:23:00 PM	12/15/2017 6:23:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOU NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	Error	caller-surplus	0	0	0	0	0	0	0	prod	3	Scoring request failed	UNKNOWN	UNKNOWN	unknown	qaart-predictor	
Interaction ID: 65 Start Timestamp: 12/15/2017 6:33:00 PM End Timestamp: 12/15/2017 6:33:00 PM Duration: 00:00:04 From: 3600 To: 1030 GUID: 36S1LPQG353QT7JTSMIU2ANEP8000001																															
381	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 6:33:00 PM	12/15/2017 6:33:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOU NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	Error	caller-surplus	0	0	0	0	0	0	0	prod	3	Scoring request failed	UNKNOWN	UNKNOWN	unknown	qaart-predictor	
Interaction ID: 67 Start Timestamp: 12/15/2017 6:41:00 PM End Timestamp: 12/15/2017 6:42:00 PM Duration: 00:00:31 From: 3600 To: 1030 GUID: 1S3JDOV7SH1217UM3K411HJMMK000001																															
393	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 6:41:00 PM	12/15/2017 6:42:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOU NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3002	Error	caller-surplus	0	0	0	0	0	0	0	prod	3	Scoring request failed	UNKNOWN	UNKNOWN	unknown	qaart-predictor	
Interaction ID: 69 Start Timestamp: 12/15/2017 6:48:00 PM End Timestamp: 12/15/2017 6:49:00 PM Duration: 00:00:31 From: 3600 To: 1030 GUID: FE8PNFQT96HT6HSNHISBVGOU000001																															
405	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 6:48:00 PM	12/15/2017 6:49:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOU NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3002	Error	caller-surplus	0	0	0	0	0	0	0	prod	3	Scoring request failed	UNKNOWN	UNKNOWN	unknown	qaart-predictor	
Interaction ID: 71 Start Timestamp: 12/15/2017 6:54:00 PM End Timestamp: 12/15/2017 6:54:00 PM Duration: 00:00:32 From: 3600 To: 1030 GUID: VDHAIO0HH2B1E2CTA7Q79R2R4000001																															
417	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 6:54:00 PM	12/15/2017 6:54:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOU NT-20	NONE	VQ_For_PM	CustomerAbandoned	AbandonedWhileRingin g	Agent3002	Error	caller-surplus	0	0	0	0	0	0	0	prod	3	Scoring request failed	UNKNOWN	UNKNOWN	unknown	qaart-predictor	
Interaction ID: 73 Start Timestamp: 12/15/2017 7:00:00 PM End Timestamp: 12/15/2017 7:00:00 PM Duration: 00:00:04 From: 3600 To: 1030 GUID: K10QL6TAVT0RTFRSBUK4PCS8S000001																															
429	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 7:00:00 PM	12/15/2017 7:00:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	No Skill	CLOSING_AN_ACCOU NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	Error	caller-surplus	0	0	0	0	0	0	0	prod	3	Scoring request failed	UNKNOWN	UNKNOWN	unknown	qaart-predictor	
Interaction ID: 75 Start Timestamp: 12/15/2017 7:23:00 PM End Timestamp: 12/15/2017 7:23:00 PM Duration: 00:00:11 From: 3601 To: 1030 GUID: IG2NCLQA4113NFQKPM50PN0554000002																															

Active ring round me	GPM Customer Data Found	Transfer Initiated Agent	Abandoned Waiting	Abandoned Waiting Time	Response Time	Customer						Queue Time	Total Duration
						Handle Time	Engage Time	Hold Time	Alert Time	Dial Time	Wrap Time		
00:00:02	unknown	0	0	00:00:00	00:00:14	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00	00:00:00	00:00:00	00:00:02
00:00:02	unknown	0	0	00:00:00	00:00:20	00:00:00	00:00:00	00:00:00	00:00:18	00:00:00	00:00:00	00:00:00	00:00:02
00:00:02	unknown	0	0	00:00:00	00:00:03	00:00:00	00:00:00	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:02
00:00:03	unknown	0	0	00:00:00	00:00:04	00:00:00	00:00:00	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:03
00:00:03	unknown	0	0	00:00:00	00:00:04	00:00:00	00:00:00	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:03
00:00:02	unknown	0	1	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:29	00:00:00	00:00:00	00:00:00	00:00:02
00:00:03	unknown	0	0	00:00:00	00:00:04	00:00:00	00:00:00	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:03
00:00:03	unknown	0	0	00:00:00	00:00:04	00:00:00	00:00:00	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:03
00:00:03	unknown	0	0	00:00:00	00:00:04	00:00:00	00:00:00	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:03
00:00:03	unknown	0	0	00:00:00	00:00:04	00:00:00	00:00:00	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:03
00:00:02	unknown	0	0	00:00:00	00:00:30	00:00:01	00:00:01	00:00:00	00:00:28	00:00:00	00:00:00	00:00:00	00:00:03
00:00:03	unknown	0	0	00:00:00	00:00:31	00:00:00	00:00:00	00:00:00	00:00:28	00:00:00	00:00:00	00:00:00	00:00:03
00:00:02	unknown	0	1	00:00:32	00:00:00	00:00:00	00:00:00	00:00:00	00:00:29	00:00:00	00:00:00	00:00:00	00:00:03
00:00:02	unknown	0	0	00:00:00	00:00:03	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04

Interaction		Customer ID	Timestamp		Business Attributes			Skill Combination Requested	Routing Target	Last Queue	Last VQueue	Technical Result		Handling Resource	Predictor Switch	A/B Test Status	GPM Score					GPM Agent Rank	GPM Target Pool Size	Predictive Routing			Model		Predictor		Pred Ro Turn TI
Handling Attempt ID	Type		Start	End	Service Type	Service Subtype	Customer Segment					Business Result	Name				Reason	Agent	Global	Median	Max			Min	Model	Result	Message	ID	Name	ID	
441	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 7:23:00 PM	12/15/2017 7:23:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_R ESULT	No Skill	CLOSING_AN_ACCOU NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3002	ON	caller-surplus	9	0	7	9	5	1	2	prod	1			Composite	5a3421af5f52763d857db9e5	TestPredictor	
Interaction ID: 77 Start Timestamp: 12/15/2017 7:34:00 PM End Timestamp: 12/15/2017 7:34:00 PM Duration: 00:00:12 From: 3601 To: 1030 GUID: 8AS0803GO17PFECVDNJPIFR7S000002																															
457	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 7:34:00 PM	12/15/2017 7:34:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_R ESULT	No Skill	CLOSING_AN_ACCOU NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3002	ON	caller-surplus	9	0	7	9	5	1	2	prod	1			Composite	5a3424405f52763d857db7b9	TestPredictor	
Interaction ID: 81 Start Timestamp: 12/15/2017 7:44:00 PM End Timestamp: 12/15/2017 7:45:00 PM Duration: 00:00:36 From: 3600 To: 1030 GUID: HTQ8QM4PDT39R4GMM17BBESIEC000001																															
485	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 7:45:00 PM	12/15/2017 7:45:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_R ESULT	No Skill	CLOSING_AN_ACCOU NT-10	NONE	VQ_For_PM	Completed	Unspecified	Agent3002	ON	agent-surplus	5	0	2	5	0	2	4	prod	1			Composite	5a3426cf5f52763d857db7ff	TestPredictor	
Interaction ID: 85 Start Timestamp: 12/15/2017 7:52:00 PM End Timestamp: 12/15/2017 7:53:00 PM Duration: 00:00:34 From: 3600 To: 1030 GUID: ALQKTSRAAL3GTBFSJ4FKOHO41S000001																															
509	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 7:53:00 PM	12/15/2017 7:53:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_R ESULT	No Skill	CLOSING_AN_ACCOU NT-10	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	ON	agent-surplus	5	0	2	5	0	1	4	prod	1			Composite	5a3428a35f52763d857db9fc	TestPredictor	
Interaction ID: 89 Start Timestamp: 12/15/2017 7:59:00 PM End Timestamp: 12/15/2017 8:00:00 PM Duration: 00:00:36 From: 3600 To: 1030 GUID: ELCBMSM4KH109EBFHGDO2SA1DS000001																															
533	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 8:00:00 PM	12/15/2017 8:00:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_R ESULT	No Skill	CLOSING_AN_ACCOU NT-10	NONE	VQ_For_PM	Completed	Unspecified	Agent3002	ON	agent-surplus	5	0	2	5	0	2	4	prod	1			Composite	5a342a3d5f52763d857db04	TestPredictor	
Interaction ID: 91 Start Timestamp: 12/15/2017 10:04:00 PM End Timestamp: 12/15/2017 10:04:00 PM Duration: 00:00:12 From: 3600 To: 1030 GUID: Q7BT40FU3D0DTEOFG2VDT3DA94000001																															
549	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 10:04:00 PM	12/15/2017 10:04:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_R ESULT	No Skill	CLOSING_AN_ACCOU NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	ON	caller-surplus	5	0	5	5	5	1	2	prod	1			Composite	5a3447805f52763d857db808	TestPredictor	
Interaction ID: 93 Start Timestamp: 12/15/2017 10:04:00 PM End Timestamp: 12/15/2017 10:04:00 PM Duration: 00:00:10 From: 3601 To: 1030 GUID: Q7BT40FU3D0DTEOFG2VDT3DA94000002																															
557	Inbound	DEFAULT_CUSTOMER_ID	12/15/2017 10:04:00 PM	12/15/2017 10:04:00 PM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_R ESULT	No Skill	CLOSING_AN_ACCOU NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3002	ON	caller-surplus	9	0	7	9	5	1	2	prod	1			Composite	5a3447805f52763d857db808	TestPredictor	
Interaction ID: 113 Start Timestamp: 12/16/2017 1:06:00 AM End Timestamp: 12/16/2017 1:06:00 AM Duration: 00:00:32 From: 3600 To: 1030 GUID: 3O9BKP87N50BT8OCBFQJ583H0000001																															
653	Inbound	DEFAULT_CUSTOMER_ID	12/16/2017 1:06:00 AM	12/16/2017 1:06:00 AM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_R ESULT	No Skill	CLOSING_AN_ACCOU NT-10	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	ON	agent-surplus	5	0	2	6	0	2	4	prod	1			Composite	5a3472215f52763d857db9ba	TestPredictor	
Interaction ID: 117 Start Timestamp: 12/16/2017 2:17:00 AM End Timestamp: 12/16/2017 2:17:00 AM Duration: 00:00:32 From: 3600 To: 1030 GUID: AT72C7N5R52JF0PSM18NF36IAG000001																															
677	Inbound	DEFAULT_CUSTOMER_ID	12/16/2017 2:17:00 AM	12/16/2017 2:17:00 AM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_R ESULT	No Skill	CLOSING_AN_ACCOU NT-10	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	ON	agent-surplus	5	0	2	6	0	2	4	prod	1			Composite	5a3482ca5f52763d857db3d	TestPredictor	
Interaction ID: 119 Start Timestamp: 12/16/2017 2:23:00 AM End Timestamp: 12/16/2017 2:23:00 AM Duration: 00:00:03 From: 3601 To: 1030 GUID: V2FKKN98NPF33GGE5PI07GHO4000002																															
689	Inbound	DEFAULT_CUSTOMER_ID	12/16/2017 2:23:00 AM	12/16/2017 2:23:00 AM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_R ESULT	No Skill	CLOSING_AN_ACCOU NT-20	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	ON	caller-surplus	9	0	7	9	5	1	2	prod	1			Composite	5a3484505f52763d857db47	TestPredictor	
Interaction ID: 121 Start Timestamp: 12/16/2017 2:23:00 AM End Timestamp: 12/16/2017 2:24:00 AM Duration: 00:00:34 From: 3600 To: 1030 GUID: V2FKKN98NPF33GGE5PI07GHO4000001																															
701	Inbound	DEFAULT_CUSTOMER_ID	12/16/2017 2:24:00 AM	12/16/2017 2:24:00 AM	DEFAULT_SERVICE_TY PE - DEFAULT_SERVICE_SU BTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_R ESULT	No Skill	CLOSING_AN_ACCOU NT-10	NONE	VQ_For_PM	Completed	Unspecified	Agent3001	ON	agent-surplus	5	0	2	6	0	2	4	prod	1			Composite	5a3484505f52763d857db47	TestPredictor	

Active Routing Round me	GPM Customer Data Found	Transfer Initiated Agent	Abandoned Waiting	Abandoned Waiting Time	Response Time	Customer						Queue Time	Total Duration
						Handle Time	Engage Time	Hold Time	Alert Time	Dial Time	Wrap Time		
00:00:03	unknown	0	0	00:00:00	00:00:11	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00	00:00:00	00:00:00	00:00:03
00:00:03	unknown	0	0	00:00:00	00:00:12	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00	00:00:00	00:00:00	00:00:04
00:00:28	unknown	0	0	00:00:00	00:00:36	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00	00:00:00	00:00:00	00:00:28
00:00:28	unknown	0	0	00:00:00	00:00:34	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00	00:00:00	00:00:00	00:00:28
00:00:28	unknown	0	0	00:00:00	00:00:36	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00	00:00:00	00:00:00	00:00:28
00:00:05	unknown	0	0	00:00:00	00:00:12	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00	00:00:00	00:00:00	00:00:05
00:00:02	unknown	0	0	00:00:00	00:00:10	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00	00:00:00	00:00:00	00:00:02
00:00:28	unknown	0	0	00:00:00	00:00:32	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00	00:00:00	00:00:00	00:00:28
00:00:29	unknown	0	0	00:00:00	00:00:32	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00	00:00:00	00:00:00	00:00:29
00:00:02	unknown	0	0	00:00:00	00:00:02	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03
00:00:28	unknown	0	0	00:00:00	00:00:34	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00	00:00:00	00:00:00	00:00:28