

Agent Conduct Report

Tenant	Media Type	Agent Name	Interaction Type	Hour	Accepted	Responses	Consult Initiated	Short	Abandoned Inviting	Rejected	Agent Disconnect First	Avg Hold Time (Fmt)	Avg Handle Time (Fmt)	Avg Wrap Time (Fmt)
Environment	Voice	, Agnt1 (Agnt1)	Internal	2016-10-17 15	1	1	0	0	0	0	0	00:00:00	00:00:00	00:00:00
			Total		1	1	0	0	0	0	0	00:00:00	00:00:00	00:00:00
		4100, 4100 (4100)	Outbound	2016-10-17 15	1	1	0	1	0	0	0	00:00:00	00:00:05	00:00:00
				2016-10-17 16	1	1	0	1	0	0	0	00:00:00	00:00:05	00:00:00
				2016-10-17 18	1	1	0	1	0	0	0	00:00:00	00:00:05	00:00:00
		Total		3	3	0	3	0	0	0	00:00:00	00:00:05	00:00:00	
	Total		4	4	0	3	0	0	0	00:00:00	00:00:04	00:00:00		
Total				4	4	0	3	0	0	0	00:00:00	00:00:04	00:00:00	