

Agent Group Business Attribute Report

Tenant	Media Type	Agent Group	Business Result	Customer Segment	Service Type	Interaction Type	Day	Accepted	Responses	Handle Time (Fmt)	Avg Handle Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Consult Received Accepted	Consult Received Time (Fmt)	Avg Consult Received Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Revenue					
Environment	Chat	EX_chat_AG	DEFAULT_BUSINESS_RESULT	Chat_CS	Chat_ST	Inbound	2016-05-25	4	4	00:23:41	00:05:55	00:23:41	00:05:55	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
							2016-06-01	1	1	00:00:11	00:00:11	00:00:11	00:00:11	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
							2016-06-08	1	1	00:00:59	00:00:59	00:00:59	00:00:59	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	1	100.00%	0					
				default	default	Inbound	2016-05-25	1	1	00:00:13	00:00:13	00:00:13	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
							2016-05-27	5	5	00:21:36	00:04:19	00:21:36	00:04:19	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	1	20.00%	0					
							2016-06-02	1	1	00:16:34	00:16:34	00:16:34	00:16:34	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
							2016-06-08	1	1	00:07:43	00:07:43	00:07:43	00:07:43	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
			Total					14	14	01:10:57	00:05:04	01:10:57	00:05:04	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	2	14.29%	0					
		EX_email_AG	DEFAULT_BUSINESS_RESULT	Chat_CS	Chat_ST	Inbound	2016-05-25	4	4	00:23:41	00:05:55	00:23:41	00:05:55	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0				
							2016-06-01	1	1	00:00:11	00:00:11	00:00:11	00:00:11	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
				default	default	Inbound	2016-05-25	1	1	00:00:13	00:00:13	00:00:13	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
							2016-06-02	1	1	00:16:34	00:16:34	00:16:34	00:16:34	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
			Total					7	7	00:40:39	00:05:48	00:40:39	00:05:48	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
		TestInbound_AG	DEFAULT_BUSINESS_RESULT	Chat_CS	Chat_ST	Inbound	2016-05-25	4	4	00:23:41	00:05:55	00:23:41	00:05:55	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0				
							2016-06-01	1	1	00:00:11	00:00:11	00:00:11	00:00:11	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
				default	default	Inbound	2016-05-25	1	1	00:00:13	00:00:13	00:00:13	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
							2016-06-02	1	1	00:16:34	00:16:34	00:16:34	00:16:34	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
			Total					7	7	00:40:39	00:05:48	00:40:39	00:05:48	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
		TestOutbound_AG	DEFAULT_BUSINESS_RESULT	Chat_CS	Chat_ST	Inbound	2016-05-25	4	4	00:23:41	00:05:55	00:23:41	00:05:55	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0				
							2016-06-01	1	1	00:00:11	00:00:11	00:00:11	00:00:11	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
				default	default	Inbound	2016-05-25	1	1	00:00:13	00:00:13	00:00:13	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
							2016-06-02	1	1	00:16:34	00:16:34	00:16:34	00:16:34	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
			Total					7	7	00:40:39	00:05:48	00:40:39	00:05:48	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
		TestVM_AG	DEFAULT_BUSINESS_RESULT	Chat_CS	Chat_ST	Inbound	2016-05-25	4	4	00:23:41	00:05:55	00:23:41	00:05:55	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0				
							2016-06-01	1	1	00:00:11	00:00:11	00:00:11	00:00:11	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
				default	default	Inbound	2016-05-25	1	1	00:00:13	00:00:13	00:00:13	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
							2016-06-02	1	1	00:16:34	00:16:34	00:16:34	00:16:34	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
			Total					7	7	00:40:39	00:05:48	00:40:39	00:05:48	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
		Web Engagement Voice	DEFAULT_BUSINESS_RESULT	Chat_CS	Chat_ST	Inbound	2016-06-08	1	1	00:00:59	00:00:59	00:00:59	00:00:59	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	1	100.00%	0					
							2016-06-08	1	1	00:07:43	00:07:43	00:07:43	00:07:43	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
				default	default	Inbound	2016-06-08	1	1	00:07:43	00:07:43	00:07:43	00:07:43	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
							Total	2	2	00:08:42	00:04:21	00:08:42	00:04:21	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	1	50.00%	0					
		Total						44	44	04:02:15	00:05:30	04:02:15	00:05:30	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	3	6.82%	0					
		Email	EX_chat_AG	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-05-25	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0			
								2016-06-01	1	0	00:00:13	00:00:13	00:00:04	00:00:04	00:00:09	00:00:09	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0			
						DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	Outbound	2016-06-01	1	1	00:00:08	00:00:08	00:00:08	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0			
									2016-06-13	2	0	00:00:24	00:00:12	00:00:24	00:00:12	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0			
					DEFAULT_SERVICE_TYPE	Outbound	2016-05-25	1	1	00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
							2016-06-01	1	1	00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
							Email_CS	Inbound	2016-05-25	1	0	00:00:14	00:00:14	00:00:09	00:00:09	00:00:05	00:00:05	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0			
									2016-06-01	1	0	00:00:11	00:00:11	00:00:07	00:00:07	00:00:04	00:00:04	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0			
					Email_ST	Inbound	2016-06-02	2	0	23:59:55	23:59:58	00:01:11	00:00:36	23:58:44	23:58:44	0	00:00:00	00:00:00	00:00:00	00:00:00	1	50.00%	0					
							Total	10	3	00:01:15	00:00:08	00:02:13	00:00:13	23:59:02	11:59:46	0	00:00:00	00:00:00	00:00:00	00:00:00	1	10.00%	0					
							EX_email_AG	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-05-25	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
												2016-06-01	1	0	00:00:13	00:00:13	00:00:04	00:00:04	00:00:09	00:00:09	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	Outbound	2016-06-01				1	1	00:00:08	00:00:08	00:00:08	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0			
						2016-06-13				2	0	00:00:24	00:00:12	00:00:24	00:00:12	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0			
			DEFAULT_SERVICE_TYPE	Outbound	2016-05-25	1			1	00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
2016-06-01	1				1	00:00:05			00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
Email_CS	Inbound				2016-05-25	1			0	00:00:14	00:00:14	00:00:09	00:00:09	00:00:05	00:00:05	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
					2016-06-01	1			0	00:00:11	00:00:11	00:00:07	00:00:07	00:00:04	00:00:04	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
Email_ST	Inbound		2016-06-02	2	0	23:59:55	23:59:58	00:01:11	00:00:36	23:58:44	23:58:44	0	00:00:00	00:00:00	00:00:00	00:00:00	1	50.00%	0									
			Total	10	3	00:01:15	00:00:08	00:02:13	00:00:13	23:59:02	11:59:46	0	00:00:00	00:00:00	00:00:00	00:00:00	1	10.00%	0									
		TestInbound_AG	DEFAULT_BUSINESS_RESULT	default	Inbound	2016-05-25	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
						2016-06-01	1	0	00:00:13	00:00:13	00:00:04	00:00:04	00:00:09	00:00:09	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
2016-06-01	1					0	00:00:13	00:00:13	00:00:04	00:00:04	00:00:09	00:00:09	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0								
2016-06-01	1					1	00:00:08	00:00:08	00:00:08	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0								

Agent Group Business Attribute Report

Tenant	Media Type	Agent Group	Business Result	Customer Segment	Service Type	Interaction Type	Day	Accepted	Responses	Handle Time (Fmt)	Avg Handle Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Consult Received Accepted	Consult Received Time (Fmt)	Avg Consult Received Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Revenue
Environment	Email	TestInbound_AG	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	Outbound	2016-06-13	2	0	00:00:24	00:00:12	00:00:24	00:00:12	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
					DEFAULT_SERVICE_TYPE	Outbound	2016-05-25	1	1	00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
					00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
					00:00:14	00:00:14	00:00:09	00:00:09	00:00:05	00:00:05	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
					00:00:11	00:00:11	00:00:07	00:00:07	00:00:04	00:00:04	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
					23:59:55	23:59:58	00:01:11	00:00:36	23:58:44	23:58:44	0	00:00:00	00:00:00	00:00:00	00:00:00	1	50.00%	0					
			2016-06-02	2	0	23:59:55	23:59:58	00:01:11	00:00:36	23:58:44	23:58:44	0	00:00:00	00:00:00	00:00:00	00:00:00	1	50.00%	0				
		Total						10	3	00:01:15	00:00:08	00:02:13	00:00:13	23:59:02	11:59:46	0	00:00:00	00:00:00	00:00:00	00:00:00	1	10.00%	0
		TestOutbound_AG	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-05-25	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
					00:00:13	00:00:13	00:00:04	00:00:04	00:00:09	00:00:09	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
					00:00:08	00:00:08	00:00:08	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
					00:00:24	00:00:12	00:00:24	00:00:12	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
				00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
				00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
				00:00:14	00:00:14	00:00:09	00:00:09	00:00:05	00:00:05	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
				00:00:11	00:00:11	00:00:07	00:00:07	00:00:04	00:00:04	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
				23:59:55	23:59:58	00:01:11	00:00:36	23:58:44	23:58:44	0	00:00:00	00:00:00	00:00:00	00:00:00	1	50.00%	0						
				2016-06-02	2	0	23:59:55	23:59:58	00:01:11	00:00:36	23:58:44	23:58:44	0	00:00:00	00:00:00	00:00:00	00:00:00	1	50.00%	0			
			Total						10	3	00:01:15	00:00:08	00:02:13	00:00:13	23:59:02	11:59:46	0	00:00:00	00:00:00	00:00:00	00:00:00	1	10.00%
		TestVM_AG	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-05-25	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
					00:00:13	00:00:13	00:00:04	00:00:04	00:00:09	00:00:09	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
					00:00:08	00:00:08	00:00:08	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
					00:00:24	00:00:12	00:00:24	00:00:12	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
				00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
				00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
				00:00:14	00:00:14	00:00:09	00:00:09	00:00:05	00:00:05	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
				00:00:11	00:00:11	00:00:07	00:00:07	00:00:04	00:00:04	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
				23:59:55	23:59:58	00:01:11	00:00:36	23:58:44	23:58:44	0	00:00:00	00:00:00	00:00:00	00:00:00	1	50.00%	0						
				2016-06-02	2	0	23:59:55	23:59:58	00:01:11	00:00:36	23:58:44	23:58:44	0	00:00:00	00:00:00	00:00:00	00:00:00	1	50.00%	0			
			Total						10	3	00:01:15	00:00:08	00:02:13	00:00:13	23:59:02	11:59:46	0	00:00:00	00:00:00	00:00:00	00:00:00	1	10.00%
	Total						50	15	00:06:15	00:00:08	00:11:05	00:00:13	23:55:10	11:59:46	0	00:00:00	00:00:00	00:00:00	00:00:00	5	10.00%	0	
	Voice	AG_GIM	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-09-08	2	2	00:00:32	00:00:16	00:00:32	00:00:16	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-14	1	1	00:00:03	00:00:03	00:00:03	00:00:03	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-16	3	3	00:00:28	00:00:09	00:00:28	00:00:09	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-23	1	1	00:00:03	00:00:03	00:00:03	00:00:03	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-26	2	2	00:00:07	00:00:04	00:00:07	00:00:04	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-28	1	1	00:00:03	00:00:03	00:00:03	00:00:03	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-29	1	1	00:00:03	00:00:03	00:00:03	00:00:03	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
						2016-10-06	1	1	00:00:04	00:00:04	00:00:04	00:00:04	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2016-10-20	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2016-10-21	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2016-12-07	1	1	00:00:04	00:00:04	00:00:04	00:00:04	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2016-09-14	6	6	00:00:30	00:00:05	00:00:30	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
				Internal	2016-09-15	12	12	00:01:00	00:00:05	00:01:00	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0		
					2016-09-16	4	4	00:00:20	00:00:05	00:00:20	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0		
					2016-09-28	1	1	00:00:08	00:00:08	00:00:08	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0		
					2016-10-20	3	3	00:00:12	00:00:04	00:00:12	00:00:04	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0		
					2016-10-21	1	1	00:00:03	00:00:03	00:00:03	00:00:03	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0		
					2016-09-07	1	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0		
2016-09-14					1	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0			
2016-09-15					1	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0			
Outbound	2016-09-02	2	2	00:00:58	00:00:29	00:00:58	00:00:29	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
	2016-09-06	6	6	00:01:55	00:00:19	00:01:55	00:00:19	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
	2016-09-07	4	4	00:01:26	00:00:22	00:01:26	00:00:22	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
	2016-09-08	1	1	00:00:07	00:00:07	00:00:07	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
	2016-09-09	12	12	00:05:02	00:00:25	00:05:02	00:00:25	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
	2016-09-12	2	2	00:00:06	00:00:03	00:00:06	00:00:03	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
	2016-09-13	4	4	00:00:44	00:00:11	00:00:44	00:00:11	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						

Agent Group Business Attribute Report

Tenant	Media Type	Agent Group	Business Result	Customer Segment	Service Type	Interaction Type	Day	Accepted	Responses	Handle Time (Fmt)	Avg Handle Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Consult Received Accepted	Consult Received Time (Fmt)	Avg Consult Received Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Revenue	
Environment	Voice	AG_GIM	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	Outbound	2016-09-23	2	2	00:01:01	00:00:31	00:01:01	00:00:31	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-26	2	2	00:01:02	00:00:31	00:01:02	00:00:31	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-27	6	6	00:03:51	00:00:39	00:03:51	00:00:39	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-28	4	4	00:01:50	00:00:28	00:01:50	00:00:28	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-29	12	12	00:05:50	00:00:29	00:05:50	00:00:29	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-10-06	6	6	00:03:09	00:00:32	00:03:09	00:00:32	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-12-07	5	5	00:02:26	00:00:29	00:02:26	00:00:29	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
		Total						111	111	00:33:07	00:00:18	00:33:07	00:00:18	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
		Customer09-75_AgentGrp	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	Outbound	2016-08-09	2	2	00:00:10	00:00:05	00:00:10	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
			Total					2	2	00:00:10	00:00:05	00:00:10	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
		Designer_Target_AG	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	Outbound	2016-08-09	2	2	00:00:10	00:00:05	00:00:10	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
			Total					2	2	00:00:10	00:00:05	00:00:10	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
		EX1_English_VG	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-05-25	1	1	00:00:40	00:00:40	00:00:40	00:00:40	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-05-26	1	1	00:00:39	00:00:39	00:00:39	00:00:39	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-06	7	7	00:00:46	00:00:07	00:00:46	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-30	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-10-04	2	2	00:00:30	00:00:15	00:00:30	00:00:15	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
				DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	Internal	2016-07-06	1	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-07-18	2	2	00:01:05	00:00:33	00:01:05	00:00:33	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-07	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						Outbound	2016-10-04	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							Total						14	14	00:03:40	00:00:16	00:03:40	00:00:16	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00
			EX1_Guest_VG	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-05-25	1	1	00:00:40	00:00:40	00:00:40	00:00:40	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
		2016-05-26						1	1	00:00:39	00:00:39	00:00:39	00:00:39	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
		2016-09-06						7	7	00:00:46	00:00:07	00:00:46	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
		2016-09-30						0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
		2016-10-04						2	2	00:00:30	00:00:15	00:00:30	00:00:15	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
		DEFAULT_CUSTOMER_SEGMENT			DEFAULT_SERVICE_TYPE	Internal	2016-07-06	1	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-07-18	2	2	00:01:05	00:00:33	00:01:05	00:00:33	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-07	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						Outbound	2016-10-04	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							Total						14	14	00:03:40	00:00:16	00:03:40	00:00:16	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00
		EX1_Host_VG		DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-05-25	1	1	00:00:40	00:00:40	00:00:40	00:00:40	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
			2016-05-26					1	1	00:00:39	00:00:39	00:00:39	00:00:39	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
			2016-09-06					7	7	00:00:46	00:00:07	00:00:46	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
			2016-09-30					0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
			2016-10-04					2	2	00:00:30	00:00:15	00:00:30	00:00:15	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
			DEFAULT_CUSTOMER_SEGMENT		DEFAULT_SERVICE_TYPE	Internal	2016-07-06	1	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-07-18	2	2	00:01:05	00:00:33	00:01:05	00:00:33	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-07	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						Outbound	2016-10-04	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							Total						14	14	00:03:40	00:00:16	00:03:40	00:00:16	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00
			EX1_nyc_VG	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-05-25	1	1	00:00:40	00:00:40	00:00:40	00:00:40	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
		2016-05-26						1	1	00:00:39	00:00:39	00:00:39	00:00:39	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
		2016-09-06						7	7	00:00:46	00:00:07	00:00:46	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
		2016-09-30						0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
		2016-10-04						2	2	00:00:30	00:00:15	00:00:30	00:00:15	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
		DEFAULT_CUSTOMER_SEGMENT			DEFAULT_SERVICE_TYPE	Internal	2016-07-06	1	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-07-18	2	2	00:01:05	00:00:33	00:01:05	00:00:33	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-07	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
Outbound	2016-10-04					0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0			
	Total										14	14	00:03:40	00:00:16	00:03:40	00:00:16	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0
EX1_SAT_VAG	DEFAULT_BUSINESS_RESULT	default		default	Inbound	2016-05-25	107	107	00:52:34	00:00:29	00:37:46	00:00:21	00:10:28	00:00:16	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	25	23.36%	0	
	2016-05-26	32	32	00:15:37	00:00:29	00:11:03	00:00:21	00:03:04	00:00:18	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	18.75%	0					
	2016-05-27	63	63	00:33:37	00:00:32	00:23:14	00:00:22	00:07:20	00:00:18	0	00:00:00	00:00:00	00:00:00	00:00:00	15	23.81%	0							

Agent Group Business Attribute Report

Tenant	Media Type	Agent Group	Business Result	Customer Segment	Service Type	Interaction Type	Day	Accepted	Responses	Handle Time (Fmt)	Avg Handle Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Consult Received Accepted	Consult Received Time (Fmt)	Avg Consult Received Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Revenue	
Environment	Voice	GSYS_EX_VAG	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-05-30	31	31	00:13:06	00:00:25	00:10:02	00:00:19	00:02:13	00:00:17	0	00:00:00	00:00:00	00:00:00	00:00:00	5	16.13%	0	
							2016-05-31	30	30	01:01:47	00:02:04	00:58:29	00:01:57	00:02:24	00:00:16	0	00:00:00	00:00:00	00:00:00	00:00:00	7	23.33%	0	
							2016-06-10	23	23	00:37:25	00:01:38	00:36:16	00:01:35	00:01:03	00:00:13	0	00:00:00	00:00:00	00:00:00	00:00:00	3	13.04%	0	
							2016-06-13	21	21	00:09:12	00:00:26	00:06:37	00:00:19	00:01:58	00:00:15	0	00:00:00	00:00:00	00:00:00	00:00:00	5	23.81%	0	
							2016-06-14	41	41	00:18:17	00:00:26	00:12:53	00:00:19	00:04:02	00:00:15	1	00:00:17	00:00:17	00:00:00	00:00:00	9	21.95%	0	
							2016-06-16	39	39	00:18:05	00:00:26	00:12:59	00:00:20	00:03:59	00:00:15	2	00:00:20	00:00:10	00:00:00	00:00:00	8	20.51%	0	
							2016-06-17	58	58	00:28:12	00:00:28	00:19:54	00:00:21	00:06:28	00:00:16	3	00:00:32	00:00:11	00:00:00	00:00:00	9	15.52%	0	
							2016-06-20	18	18	00:10:40	00:00:32	00:07:02	00:00:23	00:02:44	00:00:21	2	00:00:23	00:00:12	00:00:00	00:00:00	3	16.67%	0	
							2016-09-06	7	7	00:00:46	00:00:07	00:00:46	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-30	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-10-04	2	2	00:00:30	00:00:15	00:00:30	00:00:15	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
					Internal	Inbound	2016-05-25	60	60	00:24:28	00:00:21	00:18:36	00:00:19	00:02:01	00:00:08	10	00:03:22	00:00:20	00:00:00	00:00:00	10	16.67%	0	
							2016-05-26	26	26	00:11:20	00:00:23	00:08:57	00:00:21	00:00:49	00:00:08	4	00:01:21	00:00:20	00:00:00	00:00:00	4	15.38%	0	
							2016-05-27	36	36	00:15:47	00:00:23	00:12:05	00:00:20	00:01:19	00:00:09	6	00:02:08	00:00:21	00:00:00	00:00:00	6	16.67%	0	
							2016-05-30	24	24	00:10:07	00:00:22	00:07:47	00:00:19	00:00:50	00:00:08	4	00:01:19	00:00:20	00:00:00	00:00:00	4	16.67%	0	
							2016-05-31	24	24	00:10:45	00:00:23	00:08:15	00:00:21	00:00:54	00:00:09	4	00:01:22	00:00:21	00:00:00	00:00:00	4	16.67%	0	
							2016-06-10	6	6	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-06-13	12	12	00:04:59	00:00:21	00:03:49	00:00:19	00:00:25	00:00:08	2	00:00:39	00:00:20	00:00:00	00:00:00	2	16.67%	0	
							2016-06-14	24	24	00:09:55	00:00:21	00:07:38	00:00:19	00:00:50	00:00:08	4	00:01:17	00:00:19	00:00:00	00:00:00	4	16.67%	0	
							2016-06-16	49	49	00:18:11	00:00:19	00:13:33	00:00:17	00:01:39	00:00:10	8	00:02:38	00:00:20	00:00:00	00:00:00	8	16.33%	0	
							2016-06-17	36	36	00:16:28	00:00:24	00:12:40	00:00:21	00:01:28	00:00:10	6	00:02:04	00:00:21	00:00:00	00:00:00	6	16.67%	0	
					Inbound	Inbound	2016-06-20	22	22	00:08:38	00:00:21	00:06:41	00:00:18	00:00:42	00:00:14	3	00:01:09	00:00:23	00:00:00	00:00:00	3	13.64%	0	
							2016-05-25	0	0	00:00:46	00:00:12	00:00:00	00:00:00	00:00:00	00:00:00	4	00:00:46	00:00:12	00:00:00	00:00:00	0	0.00%	0	
							2016-05-26	0	0	00:00:12	00:00:12	00:00:00	00:00:00	00:00:00	00:00:00	1	00:00:12	00:00:12	00:00:00	00:00:00	0	0.00%	0	
							2016-05-27	0	0	00:00:32	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	3	00:00:32	00:00:11	00:00:00	00:00:00	0	0.00%	0	
							2016-05-30	0	0	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00	1	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	0	
							2016-05-31	0	0	00:00:11	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	1	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	
							2016-06-10	0	0	00:00:09	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	1	00:00:09	00:00:09	00:00:00	00:00:00	0	0.00%	0	
							2016-06-13	0	0	00:00:11	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	1	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	
							2016-06-14	0	0	00:00:20	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00	2	00:00:20	00:00:10	00:00:00	00:00:00	0	0.00%	0	
							2016-06-16	0	0	00:00:21	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	2	00:00:21	00:00:11	00:00:00	00:00:00	0	0.00%	0	
							2016-06-17	0	0	00:00:40	00:00:13	00:00:00	00:00:00	00:00:00	00:00:00	3	00:00:40	00:00:13	00:00:00	00:00:00	0	0.00%	0	
					Internal	Inbound	2016-06-20	0	0	00:00:23	00:00:23	00:00:00	00:00:00	00:00:00	00:00:00	1	00:00:23	00:00:23	00:00:00	00:00:00	0	0.00%	0	
							2016-05-26	4	4	00:00:36	00:00:09	00:00:36	00:00:09	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-06-16	2	2	00:00:10	00:00:05	00:00:10	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-06-16	1	1	00:00:06	00:00:06	00:00:06	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-07-20	2	2	00:03:44	00:01:52	00:03:44	00:01:52	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-07-21	2	2	00:00:20	00:00:10	00:00:20	00:00:10	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-07-22	1	1	00:00:04	00:00:04	00:00:04	00:00:04	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-07-28	1	1	00:00:10	00:00:10	00:00:10	00:00:10	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-09	2	2	00:19:03	00:09:32	00:19:03	00:09:32	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-07	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-10-04	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
			Total					806	806	07:38:34	00:00:31	06:01:45	00:00:27	00:56:40	00:00:14	79	00:22:46	00:00:17	00:00:00	00:00:00	146	18.11%	0	
		GSYS_Travel_VG	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-05-25	1	1	00:00:40	00:00:40	00:00:40	00:00:40	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-05-26	1	1	00:00:39	00:00:39	00:00:39	00:00:39	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-06	7	7	00:00:46	00:00:07	00:00:46	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-30	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-10-04	2	2	00:00:30	00:00:15	00:00:30	00:00:15	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
Internal	Outbound			2016-07-06	1	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0				
				2016-07-18	2	2	00:01:05	00:00:33	00:01:05	00:00:33	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0				
				2016-09-07	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0				
				2016-10-04	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0				
				Total					14	14	00:03:40	00:00:16	00:03:40	00:00:16	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	0	0.00%	0	
TimeCheck	DEFAULT_BUSINESS_RESULT	default	default	default	Inbound	2016-05-25	1	1	00:00:40	00:00:40	00:00:40	00:00:40	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0		
						2016-05-26	1	1	00:00:39	00:00:39	00:00:39	00:00:39	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0		

Agent Group Business Attribute Report

Tenant	Media Type	Agent Group	Business Result	Customer Segment	Service Type	Interaction Type	Day	Accepted	Responses	Handle Time (Fmt)	Avg Handle Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Consult Received Accepted	Consult Received Time (Fmt)	Avg Consult Received Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Revenue	
Environment	Voice	TimeCheck	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-09-06	7	7	00:00:46	00:00:07	00:00:46	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-30	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-10-04	2	2	00:00:30	00:00:15	00:00:30	00:00:15	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
				DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	Outbound	2016-09-07	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-10-04	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
			Total					11	11	00:02:35	00:00:14	00:02:35	00:00:14	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
		No Group	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-07-20	2	2	00:00:42	00:00:21	00:00:42	00:00:21	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-07-21	5	5	00:00:43	00:00:09	00:00:43	00:00:09	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-07-27	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-07-28	4	4	00:00:52	00:00:13	00:00:52	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-02	3	3	00:00:59	00:00:20	00:00:59	00:00:20	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-03	4	4	00:00:13	00:00:03	00:00:13	00:00:03	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-04	2	2	00:00:10	00:00:05	00:00:10	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-05	6	6	00:00:39	00:00:07	00:00:39	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-08	6	6	00:01:09	00:00:12	00:01:09	00:00:12	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-09	4	4	00:01:34	00:00:24	00:01:34	00:00:24	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-10	16	16	00:02:31	00:00:09	00:02:31	00:00:09	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-11	10	10	00:08:05	00:00:49	00:08:05	00:00:49	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-12	7	7	00:03:07	00:00:27	00:03:07	00:00:27	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-15	4	4	00:01:04	00:00:16	00:01:04	00:00:16	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-16	7	7	00:02:14	00:00:19	00:02:14	00:00:19	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-17	11	11	00:02:23	00:00:13	00:02:23	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-18	7	7	00:01:02	00:00:09	00:01:02	00:00:09	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-19	3	3	00:00:58	00:00:19	00:00:58	00:00:19	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-22	3	3	00:00:14	00:00:05	00:00:14	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-23	3	3	00:00:26	00:00:09	00:00:26	00:00:09	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-24	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-25	15	15	00:02:48	00:00:11	00:02:48	00:00:11	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-26	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-29	4	4	00:00:30	00:00:08	00:00:30	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-30	4	4	00:00:33	00:00:08	00:00:33	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-31	25	25	00:02:58	00:00:07	00:02:58	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-01	2	2	00:00:11	00:00:06	00:00:11	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-02	15	15	00:01:22	00:00:05	00:01:22	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-06	14	14	00:01:17	00:00:06	00:01:17	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-08	2	2	00:00:11	00:00:06	00:00:11	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-09	1	1	00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-13	16	16	00:01:28	00:00:06	00:01:28	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-14	3	3	00:00:15	00:00:05	00:00:15	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-16	4	4	00:01:15	00:00:19	00:01:15	00:00:19	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-20	10	10	00:01:03	00:00:06	00:01:03	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-22	1	1	00:00:06	00:00:06	00:00:06	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-09-23	15	15	00:01:25	00:00:06	00:01:25	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-10-03	9	9	00:00:49	00:00:05	00:00:49	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-10-05	11	11	00:01:35	00:00:09	00:01:35	00:00:09	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-10-06	10	10	00:00:55	00:00:06	00:00:55	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-10-07	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-10-13	14	14	00:01:39	00:00:07	00:01:39	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-10-14	6	6	00:00:42	00:00:07	00:00:42	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
		2016-10-18	10	10	00:03:28	00:00:21	00:03:28	00:00:21	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
2016-10-19	2	2	00:00:07	00:00:04	00:00:07	00:00:04	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0								
2016-10-21	3	3	00:00:15	00:00:05	00:00:15	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0								
2016-10-25	2	2	00:00:24	00:00:12	00:00:24	00:00:12	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0								
2016-10-26	3	3	00:00:40	00:00:13	00:00:40	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0								
2016-10-27	7	7	00:00:42	00:00:06	00:00:42	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0								
2016-10-31	6	6	00:00:33	00:00:06	00:00:33	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0								

Agent Group Business Attribute Report

Tenant	Media Type	Agent Group	Business Result	Customer Segment	Service Type	Interaction Type	Day	Accepted	Responses	Handle Time (Fmt)	Avg Handle Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Consult Received Accepted	Consult Received Time (Fmt)	Avg Consult Received Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Revenue
Environment	Voice	No Group	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-11-07	1	1	00:00:10	00:00:10	00:00:10	00:00:10	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-09	2	2	00:00:11	00:00:06	00:00:11	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-10	1	1	00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-11	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-14	8	8	00:00:42	00:00:05	00:00:42	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-16	2	2	00:00:11	00:00:06	00:00:11	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-18	3	3	00:00:15	00:00:05	00:00:15	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-22	1	1	00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-24	8	8	00:00:44	00:00:06	00:00:44	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-25	13	13	00:01:13	00:00:06	00:01:13	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-28	17	17	00:01:27	00:00:05	00:01:27	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-29	2	2	00:00:11	00:00:06	00:00:11	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-30	3	3	00:00:16	00:00:05	00:00:16	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-01	8	8	00:00:43	00:00:05	00:00:43	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-05	16	16	00:01:25	00:00:05	00:01:25	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-06	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-08	11	11	00:01:00	00:00:05	00:01:00	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-12	14	14	00:01:16	00:00:05	00:01:16	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-21	8	8	00:00:42	00:00:05	00:00:42	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-22	16	16	00:01:30	00:00:06	00:01:30	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-23	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-26	23	23	00:02:07	00:00:06	00:02:07	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-27	2	2	00:00:11	00:00:06	00:00:11	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-28	24	24	00:02:08	00:00:05	00:02:08	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-01-03	11	11	00:00:58	00:00:05	00:00:58	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-01-04	4	4	00:00:21	00:00:05	00:00:21	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-01-05	5	5	00:00:25	00:00:05	00:00:25	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-01-09	6	6	00:00:31	00:00:05	00:00:31	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-01-10	30	30	00:02:42	00:00:05	00:02:42	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-01-11	19	19	00:22:13	00:01:10	00:22:13	00:01:10	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-01-27	2	2	00:00:51	00:00:26	00:00:51	00:00:26	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-02-07	1	1	00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-02-09	10	10	00:07:01	00:00:42	00:07:01	00:00:42	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
						Internal	2016-07-06	1	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
							2016-08-18	4	4	00:00:26	00:00:07	00:00:26	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-30	1	1	00:00:29	00:00:29	00:00:29	00:00:29	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-15	2	2	00:00:18	00:00:09	00:00:18	00:00:09	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-04	1	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-18	1	1	00:00:28	00:00:28	00:00:28	00:00:28	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-09	6	6	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-11	1	1	00:02:22	00:02:22	00:02:06	00:02:06	00:00:16	00:00:16	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
				Inbound	2016-05-20		3	3	00:00:09	00:00:03	00:00:09	00:00:03	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
					2016-05-26		2	2	00:00:16	00:00:08	00:00:16	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
					2016-05-30	2	2	00:00:16	00:00:08	00:00:16	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0		
					2016-06-02	3	3	00:00:21	00:00:07	00:00:21	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0		
					2016-06-06	1	1	00:00:09	00:00:09	00:00:09	00:00:09	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0		
					2016-06-10	1	1	00:00:12	00:00:12	00:00:12	00:00:12	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0		
					2016-07-07	1	1	00:00:03	00:00:03	00:00:03	00:00:03	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0		
					2016-08-03	4	4	00:00:09	00:00:02	00:00:09	00:00:02	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0		
					2016-08-11	1	1	00:00:09	00:00:09	00:00:09	00:00:09	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0		
2016-08-12	1	1	00:00:03		00:00:03	00:00:03	00:00:03	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
2016-08-18	4	4	00:00:04		00:00:01	00:00:04	00:00:01	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
2016-08-24	1	1	00:00:02		00:00:02	00:00:02	00:00:02	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
2016-08-30	1	1	00:00:10		00:00:10	00:00:10	00:00:10	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
2016-09-02	5	5	00:01:22		00:00:16	00:01:22	00:00:16	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
2016-09-06	21	21	00:04:24		00:00:13	00:04:24	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						

Agent Group Business Attribute Report

Tenant	Media Type	Agent Group	Business Result	Customer Segment	Service Type	Interaction Type	Day	Accepted	Responses	Handle Time (Fmt)	Avg Handle Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Consult Received Accepted	Consult Received Time (Fmt)	Avg Consult Received Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Revenue
							2016-09-07	4	4	00:03:22	00:00:51	00:03:22	00:00:51	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-08	2	2	00:00:12	00:00:06	00:00:12	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-09	13	13	00:07:09	00:00:33	00:07:09	00:00:33	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-12	10	10	00:01:24	00:00:08	00:01:24	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-13	21	21	00:03:08	00:00:09	00:03:08	00:00:09	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-15	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-16	3	3	00:00:01	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-23	3	3	00:01:12	00:00:24	00:01:12	00:00:24	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-26	3	3	00:01:17	00:00:26	00:01:17	00:00:26	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-27	7	7	00:04:23	00:00:38	00:04:23	00:00:38	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-28	20	20	00:19:43	00:00:59	00:19:43	00:00:59	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-29	21	21	00:06:59	00:00:20	00:06:59	00:00:20	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-30	4	4	00:00:35	00:00:09	00:00:35	00:00:09	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-01	1	1	00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-04	5	5	00:00:16	00:00:03	00:00:16	00:00:03	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-05	3	3	00:00:27	00:00:09	00:00:27	00:00:09	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-06	10	10	00:03:45	00:00:23	00:03:45	00:00:23	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-13	4	4	00:00:45	00:00:11	00:00:45	00:00:11	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	

Agent Group Business Attribute Report

Tenant	Media Type	Agent Group	Business Result	Customer Segment	Service Type	Interaction Type	Day	Accepted	Responses	Handle Time (Fmt)	Avg Handle Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Consult Received Accepted	Consult Received Time (Fmt)	Avg Consult Received Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Revenue
Environment	Voice	No Group	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	Internal	2016-08-22	8	8	00:03:50	00:00:29	00:03:50	00:00:29	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-23	65	65	00:55:34	00:00:51	00:55:34	00:00:51	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-24	20	20	00:03:22	00:00:10	00:03:22	00:00:10	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-25	30	30	00:09:35	00:00:19	00:09:35	00:00:19	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-26	5	5	00:04:57	00:00:59	00:04:57	00:00:59	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-29	16	16	00:05:59	00:00:22	00:05:59	00:00:22	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-30	17	17	00:06:23	00:00:23	00:06:23	00:00:23	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-06	1	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-07	2	2	00:00:12	00:00:06	00:00:12	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-08	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-14	2	2	00:00:09	00:00:05	00:00:09	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-15	5	5	00:00:16	00:00:03	00:00:16	00:00:03	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-20	2	2	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-28	2	2	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-29	7	7	00:00:09	00:00:01	00:00:09	00:00:01	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-03	2	2	00:00:09	00:00:05	00:00:09	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-04	6	6	00:01:03	00:00:11	00:01:03	00:00:11	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-05	2	2	00:00:05	00:00:03	00:00:05	00:00:03	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-07	2	2	00:01:20	00:00:40	00:01:20	00:00:40	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-12	4	4	00:06:58	00:01:45	00:06:58	00:01:45	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-13	15	15	00:07:57	00:00:32	00:07:57	00:00:32	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-14	4	4	00:10:10	00:02:33	00:10:10	00:02:33	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-17	3	3	00:00:47	00:00:16	00:00:47	00:00:16	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-18	33	33	00:15:55	00:00:29	00:15:55	00:00:29	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-19	7	7	00:01:58	00:00:17	00:01:58	00:00:17	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-25	39	39	00:34:40	00:00:53	00:34:40	00:00:53	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-26	16	16	00:12:26	00:00:47	00:12:26	00:00:47	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-27	10	10	00:03:14	00:00:19	00:03:14	00:00:19	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-07	5	5	00:03:13	00:00:39	00:03:13	00:00:39	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-09	1	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
						2016-11-18	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2016-11-22	1	1	00:02:47	00:02:47	00:02:47	00:02:47	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2016-11-23	6	6	00:03:31	00:00:35	00:03:31	00:00:35	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2016-11-24	16	16	00:07:05	00:00:27	00:07:05	00:00:27	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2016-11-25	6	6	00:02:46	00:00:28	00:02:46	00:00:28	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2016-11-29	16	16	00:04:32	00:00:17	00:04:32	00:00:17	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2016-12-01	10	10	00:01:23	00:00:08	00:01:23	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2016-12-06	4	4	00:03:38	00:00:55	00:03:38	00:00:55	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2016-12-12	4	4	00:01:29	00:00:22	00:01:29	00:00:22	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2016-12-23	13	13	00:06:37	00:00:31	00:06:37	00:00:31	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2016-12-28	1	1	00:00:47	00:00:47	00:00:47	00:00:47	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2016-12-29	3	3	00:00:27	00:00:09	00:00:27	00:00:09	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2017-01-04	11	11	00:02:59	00:00:16	00:02:59	00:00:16	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2017-01-05	9	9	00:04:23	00:00:29	00:04:23	00:00:29	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2017-01-11	1	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2017-02-08	5	5	00:09:35	00:01:55	00:09:35	00:01:55	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2016-06-01	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2016-07-18	14	14	00:03:08	00:00:13	00:03:08	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2016-07-19	10	10	00:03:44	00:00:22	00:03:44	00:00:22	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
						2016-07-20	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
2016-07-21	2	2	00:00:33	00:00:17	00:00:33	00:00:17	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
2016-07-25	1	1	00:00:06	00:00:06	00:00:06	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
2016-07-29	6	6	00:00:56	00:00:09	00:00:56	00:00:09	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
2016-08-01	2	2	00:00:16	00:00:08	00:00:16	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
2016-08-02	10	10	00:01:49	00:00:11	00:01:49	00:00:11	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
2016-08-03	11	11	00:09:49	00:00:54	00:09:49	00:00:54	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							

Agent Group Business Attribute Report

Tenant	Media Type	Agent Group	Business Result	Customer Segment	Service Type	Interaction Type	Day	Accepted	Responses	Handle Time (Fmt)	Avg Handle Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Consult Received Accepted	Consult Received Time (Fmt)	Avg Consult Received Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Revenue
Environment	Voice	No Group	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	Outbound	2016-08-04	7	7	00:01:01	00:00:09	00:01:01	00:00:09	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-05	20	20	00:07:08	00:00:21	00:07:08	00:00:21	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-08	10	10	00:01:55	00:00:12	00:01:55	00:00:12	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-09	7	7	00:01:38	00:00:14	00:01:38	00:00:14	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-10	10	10	00:01:43	00:00:10	00:01:43	00:00:10	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-11	8	8	00:02:11	00:00:16	00:02:11	00:00:16	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-12	5	5	00:00:55	00:00:11	00:00:55	00:00:11	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-13	9	9	00:00:45	00:00:05	00:00:45	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-15	9	9	00:01:13	00:00:08	00:01:13	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-16	8	8	00:01:41	00:00:13	00:01:41	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-17	9	9	00:01:17	00:00:09	00:01:17	00:00:09	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-18	11	11	00:03:15	00:00:18	00:03:15	00:00:18	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-19	13	13	00:01:02	00:00:05	00:01:02	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-22	10	10	00:02:24	00:00:14	00:02:24	00:00:14	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-23	11	11	00:01:29	00:00:08	00:01:29	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-24	15	15	00:01:35	00:00:06	00:01:35	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-25	9	9	00:02:25	00:00:16	00:02:25	00:00:16	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-26	8	8	00:00:35	00:00:04	00:00:35	00:00:04	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-29	6	6	00:00:35	00:00:06	00:00:35	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-30	1	1	00:00:04	00:00:04	00:00:04	00:00:04	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-08-31	1	1	00:00:04	00:00:04	00:00:04	00:00:04	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-01	7	7	00:00:06	00:00:01	00:00:06	00:00:01	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-02	13	13	00:06:56	00:00:32	00:06:56	00:00:32	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-06	18	18	00:05:54	00:00:20	00:05:54	00:00:20	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-07	4	4	00:00:16	00:00:04	00:00:16	00:00:04	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-08	29	29	00:05:57	00:00:12	00:05:57	00:00:12	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-09	29	29	00:03:31	00:00:07	00:03:31	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-12	25	25	00:01:40	00:00:04	00:01:40	00:00:04	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-13	29	29	00:02:03	00:00:04	00:02:03	00:00:04	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-14	19	19	00:02:11	00:00:07	00:02:11	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-15	2	2	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-16	21	21	00:03:03	00:00:09	00:03:03	00:00:09	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-17	1	1	00:00:06	00:00:06	00:00:06	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-20	14	14	00:01:29	00:00:06	00:01:29	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-22	6	6	00:00:33	00:00:06	00:00:33	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-23	21	21	00:01:55	00:00:05	00:01:55	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-26	6	6	00:00:57	00:00:10	00:00:57	00:00:10	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-28	16	16	00:00:40	00:00:03	00:00:40	00:00:03	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-09-29	14	14	00:00:53	00:00:04	00:00:53	00:00:04	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-03	13	13	00:01:07	00:00:05	00:01:07	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-04	15	15	00:01:19	00:00:05	00:01:19	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-05	30	30	00:03:07	00:00:06	00:03:07	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-06	26	26	00:02:11	00:00:05	00:02:11	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-07	16	16	00:02:10	00:00:08	00:02:10	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-12	17	17	00:07:13	00:00:25	00:07:13	00:00:25	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-13	39	39	00:04:32	00:00:07	00:04:32	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-14	33	33	00:02:58	00:00:05	00:02:58	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-17	3	3	00:00:15	00:00:05	00:00:15	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-10-18	3	3	00:00:19	00:00:06	00:00:19	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
				2016-10-20	4	4	00:01:58	00:00:30	00:01:58	00:00:30	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0			
2016-10-21	30	30	00:05:25	00:00:11	00:05:25	00:00:11	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
2016-10-25	1	1	00:00:25	00:00:25	00:00:25	00:00:25	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
2016-10-26	1	1	00:00:03	00:00:03	00:00:03	00:00:03	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
2016-10-27	10	10	00:00:36	00:00:04	00:00:36	00:00:04	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
2016-10-31	1	1	00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
2016-11-09	7	7	00:02:16	00:00:19	00:02:16	00:00:19	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							

Agent Group Business Attribute Report

Tenant	Media Type	Agent Group	Business Result	Customer Segment	Service Type	Interaction Type	Day	Accepted	Responses	Handle Time (Fmt)	Avg Handle Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Consult Received Accepted	Consult Received Time (Fmt)	Avg Consult Received Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Revenue
Environment	Voice	No Group	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	Outbound	2016-11-10	5	5	00:00:25	00:00:05	00:00:25	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-11	8	8	00:00:42	00:00:05	00:00:42	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-14	1	1	00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-15	11	11	00:00:57	00:00:05	00:00:57	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-16	14	14	00:02:55	00:00:13	00:02:55	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-17	10	10	00:00:55	00:00:06	00:00:55	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-18	3	3	00:00:15	00:00:05	00:00:15	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-21	30	30	00:03:49	00:00:08	00:03:49	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-22	13	13	00:01:10	00:00:05	00:01:10	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-23	1	1	00:00:57	00:00:57	00:00:57	00:00:57	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-24	9	9	00:00:44	00:00:05	00:00:44	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-25	1	1	00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-28	57	57	00:05:22	00:00:06	00:05:22	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-29	25	25	00:02:11	00:00:05	00:02:11	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-11-30	32	32	00:02:57	00:00:06	00:02:57	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-01	18	18	00:03:49	00:00:13	00:03:49	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-02	1	1	00:00:15	00:00:15	00:00:15	00:00:15	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-05	34	34	00:02:54	00:00:05	00:02:54	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-06	4	4	00:00:18	00:00:05	00:00:18	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-07	6	6	00:00:30	00:00:05	00:00:30	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-08	30	30	00:02:47	00:00:06	00:02:47	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-12	33	33	00:02:47	00:00:05	00:02:47	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-19	15	15	00:01:14	00:00:05	00:01:14	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-21	25	25	00:02:12	00:00:05	00:02:12	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-22	24	24	00:02:07	00:00:05	00:02:07	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-23	1	1	00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-26	39	39	00:03:27	00:00:05	00:03:27	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-27	11	11	00:01:08	00:00:06	00:01:08	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-12-28	48	48	00:04:11	00:00:05	00:04:11	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-01-03	31	31	00:03:02	00:00:06	00:03:02	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-01-04	21	21	00:02:34	00:00:07	00:02:34	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-01-05	25	25	00:02:09	00:00:05	00:02:09	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-01-09	12	12	00:01:10	00:00:06	00:01:10	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-01-10	36	36	00:04:39	00:00:08	00:04:39	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-01-11	41	41	00:03:32	00:00:05	00:03:32	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-01-12	4	4	00:00:57	00:00:14	00:00:57	00:00:14	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-01-13	2	2	00:00:25	00:00:13	00:00:25	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-01-23	1	1	00:00:21	00:00:21	00:00:21	00:00:21	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-01-25	1	1	00:00:04	00:00:04	00:00:04	00:00:04	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-01-27	7	7	00:02:23	00:00:20	00:02:23	00:00:20	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-02-06	1	1	00:02:06	00:02:06	00:02:06	00:02:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-02-07	8	8	00:00:43	00:00:05	00:00:43	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-02-08	2	2	00:02:45	00:01:23	00:02:45	00:01:23	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-02-09	6	6	00:03:12	00:00:32	00:03:12	00:00:32	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-02-10	13	13	00:24:45	00:01:54	00:24:45	00:01:54	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-02-13	3	3	00:02:03	00:00:41	00:02:03	00:00:41	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2017-02-14	5	5	00:02:41	00:00:32	00:02:41	00:00:32	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
			Total					3,195	3,195	13:58:01	00:00:16	13:57:45	00:00:16	00:00:16	00:00:16	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
EX_chat_AG		EX_chat_AG	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-05-25	4	4	00:03:36	00:00:54	00:03:11	00:00:48	00:00:25	00:00:25	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0</

Agent Group Business Attribute Report

Tenant	Media Type	Agent Group	Business Result	Customer Segment	Service Type	Interaction Type	Day	Accepted	Responses	Handle Time (Fmt)	Avg Handle Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Consult Received Accepted	Consult Received Time (Fmt)	Avg Consult Received Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Revenue				
Environment	Voice	EX_chat_AG	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-06-16	2	2	00:00:10	00:00:05	00:00:10	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0				
						2016-11-18	1	1	00:00:07	00:00:07	00:00:07	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
					2016-05-25	1	1	00:00:25	00:00:25	00:00:25	00:00:25	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
					2016-06-01	1	1	00:00:07	00:00:07	00:00:07	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
				DEFAULT_SERVICE_TYPE	Inbound	2016-06-03	0	0	00:00:17	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	1	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	0					
					2016-05-26	9	9	00:00:08	00:00:01	00:00:08	00:00:01	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
				DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	Internal	2016-06-08	1	1	00:00:07	00:00:07	00:00:07	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	0	0.00%	0					
						2016-05-25	2	2	00:00:19	00:00:10	00:00:19	00:00:10	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
					Outbound	2016-05-27	7	7	00:00:37	00:00:05	00:00:37	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
						2016-05-31	1	1	00:00:12	00:00:12	00:00:12	00:00:12	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
				Outbound_CS	Outbound_ST	Outbound	2016-06-01	1	1	00:00:13	00:00:13	00:00:13	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	0	0.00%	0					
							2016-05-25	1	1	00:00:25	00:00:25	00:00:25	00:00:25	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0				
					2016-05-27	1	1	00:00:14	00:00:14	00:00:14	00:00:14	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
					Total			49	49	00:25:13	00:00:30	00:21:15	00:00:26	00:03:41	00:00:55	1	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	0				
				EX_email_AG	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-05-25	4	4	00:03:36	00:00:54	00:03:11	00:00:48	00:00:25	00:00:25	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
									2016-05-26	1	1	00:00:06	00:00:06	00:00:06	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0		
		2016-05-27	6						6	00:01:38	00:00:16	00:01:00	00:00:10	00:00:38	00:00:19	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0				
		2016-05-31	1						1	00:00:01	00:00:01	00:00:01	00:00:01	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0				
		2016-06-01	3						3	00:00:58	00:00:19	00:00:58	00:00:19	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0				
		2016-06-02	3						3	00:00:30	00:00:10	00:00:30	00:00:10	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0				
		Outbound	2016-06-03				2	2	00:14:55	00:07:28	00:12:17	00:06:09	00:02:38	00:02:38	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
			2016-06-06				1	1	00:00:08	00:00:08	00:00:08	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
			2016-06-16				2	2	00:00:10	00:00:05	00:00:10	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
			2016-05-25				1	1	00:00:25	00:00:25	00:00:25	00:00:25	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
			2016-06-01				1	1	00:00:07	00:00:07	00:00:07	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
			2016-06-03				0	0	00:00:17	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	1	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	0					
		DEFAULT_SERVICE_TYPE	Inbound			2016-05-26	9	9	00:00:08	00:00:01	00:00:08	00:00:01	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
						2016-06-08	1	1	00:00:07	00:00:07	00:00:07	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
			Outbound			2016-05-25	2	2	00:00:19	00:00:10	00:00:19	00:00:10	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
						2016-05-27	7	7	00:00:37	00:00:05	00:00:37	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
						2016-05-31	1	1	00:00:12	00:00:12	00:00:12	00:00:12	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
						2016-06-01	1	1	00:00:13	00:00:13	00:00:13	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0					
		Outbound_CS	Outbound_ST			Outbound	2016-05-25	1	1	00:00:25	00:00:25	00:00:25	00:00:25	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0				
							2016-05-27	1	1	00:00:14	00:00:14	00:00:14	00:00:14	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0				
			Total					48	48	00:25:06	00:00:31	00:21:08	00:00:26	00:03:41	00:00:55	1	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	0				
			Testinbound_AG			DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-05-25	4	4	00:03:36	00:00:54	00:03:11	00:00:48	00:00:25	00:00:25	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
										2016-05-26	1	1	00:00:06	00:00:06	00:00:06	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
										2016-05-27	6	6	00:01:38	00:00:16	00:01:00	00:00:10	00:00:38	00:00:19	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	
		2016-05-31		1	1					00:00:01	00:00:01	00:00:01	00:00:01	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0				
		2016-06-01		3	3					00:00:58	00:00:19	00:00:58	00:00:19	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0				
2016-06-02	3	3		00:00:30	00:00:10					00:00:30	00:00:10	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
Outbound	2016-06-03	2		2	00:14:55			00:07:28	00:12:17	00:06:09	00:02:38	00:02:38	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
	2016-06-06	1		1	00:00:08			00:00:08	00:00:08	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
	2016-06-16	2		2	00:00:10			00:00:05	00:00:10	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
	2016-05-25	1		1	00:00:25			00:00:25	00:00:25	00:00:25	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
	2016-06-01	1		1	00:00:07			00:00:07	00:00:07	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
	2016-06-03	0		0	00:00:17			00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	1	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	0							
DEFAULT_SERVICE_TYPE	Inbound	2016-05-26		9	9		00:00:08	00:00:01	00:00:08	00:00:01	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
		2016-06-08		1	1		00:00:07	00:00:07	00:00:07	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
	Outbound	2016-05-25		2	2		00:00:19	00:00:10	00:00:19	00:00:10	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
		2016-05-27		7	7		00:00:37	00:00:05	00:00:37	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
		2016-05-31		1	1		00:00:12	00:00:12	00:00:12	00:00:12	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
		2016-06-01		1	1		00:00:13	00:00:13	00:00:13	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0							
Outbound_CS	Outbound_ST	Outbound		2016-05-25	1		1	00:00:25	00:00:25	00:00:25	00:00:25	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						
				2016-05-27	1		1	00:00:14	00:00:14	00:00:14	00:00:14	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0						

Agent Group Business Attribute Report

Tenant	Media Type	Agent Group	Business Result	Customer Segment	Service Type	Interaction Type	Day	Accepted	Responses	Handle Time (Fmt)	Avg Handle Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Consult Received Accepted	Consult Received Time (Fmt)	Avg Consult Received Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Revenue
Environment	Voice	TestInbound_AG	Total					48	48	00:25:06	00:00:31	00:21:08	00:00:26	00:03:41	00:00:55	1	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	0
		TestOutbound_AG	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-05-25	4	4	00:03:36	00:00:54	00:03:11	00:00:48	00:00:25	00:00:25	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-05-26	1	1	00:00:06	00:00:06	00:00:06	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-05-27	6	6	00:01:38	00:00:16	00:01:00	00:00:10	00:00:38	00:00:19	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-05-31	1	1	00:00:01	00:00:01	00:00:01	00:00:01	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-06-01	3	3	00:00:58	00:00:19	00:00:58	00:00:19	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-06-02	3	3	00:00:30	00:00:10	00:00:30	00:00:10	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-06-03	2	2	00:14:55	00:07:28	00:12:17	00:06:09	00:02:38	00:02:38	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-06-06	1	1	00:00:08	00:00:08	00:00:08	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-06-16	2	2	00:00:10	00:00:05	00:00:10	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
						Outbound	2016-05-25	1	1	00:00:25	00:00:25	00:00:25	00:00:25	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-06-01	1	1	00:00:07	00:00:07	00:00:07	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-06-03	0	0	00:00:17	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	1	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	0
							2016-05-26	9	9	00:00:08	00:00:01	00:00:08	00:00:01	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-06-08	1	1	00:00:07	00:00:07	00:00:07	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-05-25	2	2	00:00:19	00:00:10	00:00:19	00:00:10	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-05-27	7	7	00:00:37	00:00:05	00:00:37	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-05-31	1	1	00:00:12	00:00:12	00:00:12	00:00:12	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
						Outbound_CS	2016-06-01	1	1	00:00:13	00:00:13	00:00:13	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-05-25	1	1	00:00:25	00:00:25	00:00:25	00:00:25	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-05-27	1	1	00:00:14	00:00:14	00:00:14	00:00:14	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
			Total					48	48	00:25:06	00:00:31	00:21:08	00:00:26	00:03:41	00:00:55	1	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	0
		TestVM_AG	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-05-25	4	4	00:03:36	00:00:54	00:03:11	00:00:48	00:00:25	00:00:25	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-05-26	1	1	00:00:06	00:00:06	00:00:06	00:00:06	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-05-27	6	6	00:01:38	00:00:16	00:01:00	00:00:10	00:00:38	00:00:19	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-05-31	1	1	00:00:01	00:00:01	00:00:01	00:00:01	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-06-01	3	3	00:00:58	00:00:19	00:00:58	00:00:19	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-06-02	3	3	00:00:30	00:00:10	00:00:30	00:00:10	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-06-03	2	2	00:14:55	00:07:28	00:12:17	00:06:09	00:02:38	00:02:38	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-06-06	1	1	00:00:08	00:00:08	00:00:08	00:00:08	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-06-16	2	2	00:00:10	00:00:05	00:00:10	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
						Outbound	2016-05-25	1	1	00:00:25	00:00:25	00:00:25	00:00:25	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-06-01	1	1	00:00:07	00:00:07	00:00:07	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-06-03	0	0	00:00:17	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	1	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	0
							2016-05-26	9	9	00:00:08	00:00:01	00:00:08	00:00:01	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-06-08	1	1	00:00:07	00:00:07	00:00:07	00:00:07	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-05-25	2	2	00:00:19	00:00:10	00:00:19	00:00:10	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-05-27	7	7	00:00:37	00:00:05	00:00:37	00:00:05	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-05-31	1	1	00:00:12	00:00:12	00:00:12	00:00:12	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
						Outbound_CS	2016-06-01	1	1	00:00:13	00:00:13	00:00:13	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-05-25	1	1	00:00:25	00:00:25	00:00:25	00:00:25	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
							2016-05-27	1	1	00:00:14	00:00:14	00:00:14	00:00:14	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
			Total					48	48	00:25:06	00:00:31	00:21:08	00:00:26	00:03:41	00:00:55	1	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	0
		Total						4,438	4,438	00:36:34	00:00:20	22:39:39	00:00:18	01:15:21	00:00:17	84	00:24:11	00:00:17	00:00:00	00:00:00	146	3.29%	0
	Total							4,532	4,497	04:45:04	00:47:10	02:52:59	00:00:21	01:10:31	12:46:12	84	00:24:11	00:00:17	00:00:00	00:00:00	154	3.40%	0
Total								4,532	4,497	04:45:04	00:47:10	02:52:59	00:00:21	01:10:31	12:46:12	84	00:24:11	00:00:17	00:00:00	00:00:00	154	3.40%	0