

### Agent Group Interaction Handling Report

Tenant	Media Type	Agent Group	Interaction Type	Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Transfer Received Accepted	% Transfer Received Accepted
Environment	Chat	EX_chat_AG	Inbound	2016-05-25	5	5	00:04:47	00:04:47	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-05-27	5	5	00:04:19	00:04:19	00:00:00	00:00:00	1	20.00%	0	0.00%
				2016-06-01	1	1	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-02	1	1	00:16:34	00:16:34	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-08	2	2	00:04:21	00:04:21	00:00:00	00:00:00	1	50.00%	0	0.00%
			Total		14	14	00:05:04	00:05:04	00:00:00	00:00:00	2	14.29%	0	0.00%
		EX_email_AG	Inbound	2016-05-25	5	5	00:04:47	00:04:47	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-01	1	1	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-02	1	1	00:16:34	00:16:34	00:00:00	00:00:00	0	0.00%	0	0.00%
			Total		7	7	00:05:48	00:05:48	00:00:00	00:00:00	0	0.00%	0	0.00%
		TestInbound_AG	Inbound	2016-05-25	5	5	00:04:47	00:04:47	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-01	1	1	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-02	1	1	00:16:34	00:16:34	00:00:00	00:00:00	0	0.00%	0	0.00%
			Total		7	7	00:05:48	00:05:48	00:00:00	00:00:00	0	0.00%	0	0.00%
		TestOutbound_AG	Inbound	2016-05-25	5	5	00:04:47	00:04:47	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-01	1	1	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-02	1	1	00:16:34	00:16:34	00:00:00	00:00:00	0	0.00%	0	0.00%
			Total		7	7	00:05:48	00:05:48	00:00:00	00:00:00	0	0.00%	0	0.00%
		TestVM_AG	Inbound	2016-05-25	5	5	00:04:47	00:04:47	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-01	1	1	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-02	1	1	00:16:34	00:16:34	00:00:00	00:00:00	0	0.00%	0	0.00%
			Total		7	7	00:05:48	00:05:48	00:00:00	00:00:00	0	0.00%	0	0.00%
		Web Engagement Voice	Inbound	2016-06-08	2	2	00:04:21	00:04:21	00:00:00	00:00:00	1	50.00%	0	0.00%
			Total		2	2	00:04:21	00:04:21	00:00:00	00:00:00	1	50.00%	0	0.00%
	Email	EX_chat_AG	Inbound	2016-05-25	1	0	00:00:14	00:00:09	00:00:05	00:00:00	0	0.00%	0	0.00%
				2016-06-01	2	0	00:00:12	00:00:06	00:00:07	00:00:00	0	0.00%	0	0.00%
				2016-06-02	2	0	23:59:58	00:00:36	23:58:44	00:00:00	1	50.00%	1	50.00%
			Outbound	2016-05-25	1	1	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-01	2	2	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-13	2	0	00:00:12	00:00:12	00:00:00	00:00:00	0	0.00%	0	0.00%

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Tenant	Media Type	Agent Group	Interaction Type	Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Transfer Received Accepted	% Transfer Received Accepted
Environment	Email	EX_chat_AG	Total		10	3	00:00:08	00:00:13	11:59:46	00:00:00	1	10.00%	1	10.00%
		EX_email_AG	Inbound	2016-05-25	1	0	00:00:14	00:00:09	00:00:05	00:00:00	0	0.00%	0	0.00%
				2016-06-01	2	0	00:00:12	00:00:06	00:00:07	00:00:00	0	0.00%	0	0.00%
				2016-06-02	2	0	23:59:58	00:00:36	23:58:44	00:00:00	1	50.00%	1	50.00%
			Outbound	2016-05-25	1	1	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-01	2	2	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-13	2	0	00:00:12	00:00:12	00:00:00	00:00:00	0	0.00%	0	0.00%
			Total		10	3	00:00:08	00:00:13	11:59:46	00:00:00	1	10.00%	1	10.00%
		TestInbound_EX	Inbound	2016-05-25	1	0	00:00:14	00:00:09	00:00:05	00:00:00	0	0.00%	0	0.00%
				2016-06-01	2	0	00:00:12	00:00:06	00:00:07	00:00:00	0	0.00%	0	0.00%
				2016-06-02	2	0	23:59:58	00:00:36	23:58:44	00:00:00	1	50.00%	1	50.00%
			Outbound	2016-05-25	1	1	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-01	2	2	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-13	2	0	00:00:12	00:00:12	00:00:00	00:00:00	0	0.00%	0	0.00%
			Total		10	3	00:00:08	00:00:13	11:59:46	00:00:00	1	10.00%	1	10.00%
		TestOutbound_EX	Inbound	2016-05-25	1	0	00:00:14	00:00:09	00:00:05	00:00:00	0	0.00%	0	0.00%
				2016-06-01	2	0	00:00:12	00:00:06	00:00:07	00:00:00	0	0.00%	0	0.00%
				2016-06-02	2	0	23:59:58	00:00:36	23:58:44	00:00:00	1	50.00%	1	50.00%
			Outbound	2016-05-25	1	1	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-01	2	2	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-13	2	0	00:00:12	00:00:12	00:00:00	00:00:00	0	0.00%	0	0.00%
			Total		10	3	00:00:08	00:00:13	11:59:46	00:00:00	1	10.00%	1	10.00%
		TestVM_EX	Inbound	2016-05-25	1	0	00:00:14	00:00:09	00:00:05	00:00:00	0	0.00%	0	0.00%
				2016-06-01	2	0	00:00:12	00:00:06	00:00:07	00:00:00	0	0.00%	0	0.00%
				2016-06-02	2	0	23:59:58	00:00:36	23:58:44	00:00:00	1	50.00%	1	50.00%
			Outbound	2016-05-25	1	1	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-01	2	2	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-13	2	0	00:00:12	00:00:12	00:00:00	00:00:00	0	0.00%	0	0.00%
			Total		10	3	00:00:08	00:00:13	11:59:46	00:00:00	1	10.00%	1	10.00%
	Voice	EX_GIM	Inbound	2016-09-08	2	2	00:00:16	00:00:16	00:00:00	00:00:00	0	0.00%	0	0.00%

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Environment	Voice	EX_GIM	Inbound	2016-09-14	1	1	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-16	3	3	00:00:09	00:00:09	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-23	1	1	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-26	2	2	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-28	1	1	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-29	1	1	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-06	1	1	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-20	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-21	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-07	1	1	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	0.00%
			Internal	2016-09-07	1	1	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-14	7	7	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-15	13	13	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-16	4	4	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
			Outbound	2016-09-02	2	2	00:00:29	00:00:29	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-06	6	6	00:00:19	00:00:19	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-07	4	4	00:00:22	00:00:22	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-08	1	1	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-09	12	12	00:00:25	00:00:25	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-12	2	2	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-13	4	4	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-23	2	2	00:00:31	00:00:31	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-26	2	2	00:00:31	00:00:31	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-27	6	6	00:00:39	00:00:39	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-28	5	5	00:00:24	00:00:24	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-29	12	12	00:00:29	00:00:29	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-06	6	6	00:00:32	00:00:32	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-20	3	3	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-21	1	1	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-07	5	5	00:00:29	00:00:29	00:00:00	00:00:00	0	0.00%	0	0.00%

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Tenant	Media Type	Agent Group	Interaction Type	Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Transfer Received Accepted	% Transfer Received Accepted
Environment	Voice	EX_GIM	Total		111	111	00:00:18	00:00:18	00:00:00	00:00:00	0	0.00%	0	0.00%
		Customer22-75_AgentGrp	Outbound	2016-08-09	2	2	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
			Total		2	2	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
		Designer_Target_AG	Outbound	2016-08-09	2	2	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
			Total		2	2	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
		EX1_English_VG	Inbound	2016-05-25	1	1	00:00:40	00:00:40	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-05-26	1	1	00:00:39	00:00:39	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-06	7	7	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-30	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-04	2	2	00:00:15	00:00:15	00:00:00	00:00:00	0	0.00%	0	0.00%
			Internal	2016-07-06	1	1	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
			Outbound	2016-07-18	2	2	00:00:33	00:00:33	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-07	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-04	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
			Total		14	14	00:00:16	00:00:16	00:00:00	00:00:00	0	0.00%	0	0.00%
		EX1_Guest_VG	Inbound	2016-05-25	1	1	00:00:40	00:00:40	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-05-26	1	1	00:00:39	00:00:39	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-06	7	7	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-30	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-04	2	2	00:00:15	00:00:15	00:00:00	00:00:00	0	0.00%	0	0.00%
			Internal	2016-07-06	1	1	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
			Outbound	2016-07-18	2	2	00:00:33	00:00:33	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-07	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-04	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
			Total		14	14	00:00:16	00:00:16	00:00:00	00:00:00	0	0.00%	0	0.00%
		EX1_Host_VG	Inbound	2016-05-25	1	1	00:00:40	00:00:40	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-05-26	1	1	00:00:39	00:00:39	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-06	7	7	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-30	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-04	2	2	00:00:15	00:00:15	00:00:00	00:00:00	0	0.00%	0	0.00%

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Environment	Voice	EX1_Host_VG	Internal	2016-07-06	1	1	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
			Outbound	2016-07-18	2	2	00:00:33	00:00:33	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-07	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-04	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
			Total		14	14	00:00:16	00:00:16	00:00:00	00:00:00	0	0.00%	0	0.00%
		EX1_nyc_VG	Inbound	2016-05-25	1	1	00:00:40	00:00:40	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-05-26	1	1	00:00:39	00:00:39	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-06	7	7	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-30	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-04	2	2	00:00:15	00:00:15	00:00:00	00:00:00	0	0.00%	0	0.00%
			Internal	2016-07-06	1	1	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
			Outbound	2016-07-18	2	2	00:00:33	00:00:33	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-07	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-04	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
			Total		14	14	00:00:16	00:00:16	00:00:00	00:00:00	0	0.00%	0	0.00%
		EX1_nyc_VAG	Inbound	2016-05-25	107	107	00:00:29	00:00:21	00:00:16	00:00:00	25	23.36%	25	23.36%
				2016-05-26	32	32	00:00:29	00:00:21	00:00:18	00:00:00	6	18.75%	6	18.75%
				2016-05-27	63	63	00:00:31	00:00:22	00:00:18	00:00:00	15	23.81%	15	23.81%
				2016-05-30	31	31	00:00:25	00:00:19	00:00:17	00:00:00	5	16.13%	5	16.13%
				2016-05-31	30	30	00:02:00	00:01:57	00:00:16	00:00:00	7	23.33%	7	23.33%
				2016-06-10	23	23	00:01:34	00:01:35	00:00:13	00:00:00	3	13.04%	3	13.04%
				2016-06-13	21	21	00:00:26	00:00:19	00:00:15	00:00:00	5	23.81%	5	23.81%
				2016-06-14	41	41	00:00:25	00:00:19	00:00:15	00:00:00	9	21.95%	9	21.95%
				2016-06-16	39	39	00:00:26	00:00:20	00:00:15	00:00:00	8	20.51%	8	20.51%
				2016-06-17	58	58	00:00:27	00:00:21	00:00:16	00:00:00	9	15.52%	9	15.52%
				2016-06-20	18	18	00:00:32	00:00:23	00:00:21	00:00:00	3	16.67%	3	16.67%
				2016-09-06	7	7	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-30	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-04	2	2	00:00:15	00:00:15	00:00:00	00:00:00	0	0.00%	0	0.00%
			Internal	2016-05-25	60	60	00:00:21	00:00:19	00:00:08	00:00:00	10	16.67%	0	0.00%

### Agent Group Interaction Handling Report

Tenant	Media Type	Agent Group	Interaction Type	Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Transfer Received Accepted	% Transfer Received Accepted
Environment	Voice	EX1_nyc_VAG	Internal	2016-05-26	30	30	00:00:21	00:00:19	00:00:08	00:00:00	4	13.33%	0	0.00%
				2016-05-27	36	36	00:00:23	00:00:20	00:00:09	00:00:00	6	16.67%	0	0.00%
				2016-05-30	24	24	00:00:22	00:00:19	00:00:08	00:00:00	4	16.67%	0	0.00%
				2016-05-31	24	24	00:00:23	00:00:21	00:00:09	00:00:00	4	16.67%	0	0.00%
				2016-06-10	6	6	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-13	12	12	00:00:21	00:00:19	00:00:08	00:00:00	2	16.67%	0	0.00%
				2016-06-14	24	24	00:00:21	00:00:19	00:00:08	00:00:00	4	16.67%	0	0.00%
				2016-06-16	51	51	00:00:19	00:00:16	00:00:10	00:00:00	8	15.69%	0	0.00%
				2016-06-17	36	36	00:00:24	00:00:21	00:00:10	00:00:00	6	16.67%	0	0.00%
				2016-06-20	22	22	00:00:21	00:00:18	00:00:14	00:00:00	3	13.64%	0	0.00%
			Outbound	2016-06-16	1	1	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-20	2	2	00:01:52	00:01:52	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-21	2	2	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-22	1	1	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-28	1	1	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-09	2	2	00:09:32	00:09:32	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-07	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-04	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
			Total		806	806	00:00:31	00:00:27	00:00:14	00:00:00	146	18.11%	95	11.79%
		EX1_TRAVEL_VG	Inbound	2016-05-25	1	1	00:00:40	00:00:40	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-05-26	1	1	00:00:39	00:00:39	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-06	7	7	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-30	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-04	2	2	00:00:15	00:00:15	00:00:00	00:00:00	0	0.00%	0	0.00%
			Internal	2016-07-06	1	1	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
			Outbound	2016-07-18	2	2	00:00:33	00:00:33	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-07	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-04	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
			Total		14	14	00:00:16	00:00:16	00:00:00	00:00:00	0	0.00%	0	0.00%
		HealthCheck	Inbound	2016-05-25	1	1	00:00:40	00:00:40	00:00:00	00:00:00	0	0.00%	0	0.00%

### Agent Group Interaction Handling Report

Tenant	Media Type	Agent Group	Interaction Type	Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Transfer Received Accepted	% Transfer Received Accepted
Environment	Voice	statuscheck	Inbound	2016-05-26	1	1	00:00:39	00:00:39	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-06	7	7	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-30	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-04	2	2	00:00:15	00:00:15	00:00:00	00:00:00	0	0.00%	0	0.00%
			Outbound	2016-09-07	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-04	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
			Total		11	11	00:00:14	00:00:14	00:00:00	00:00:00	0	0.00%	0	0.00%
		No Group	Inbound	2016-05-20	3	3	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-05-26	2	2	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-05-30	2	2	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-02	3	3	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-06	1	1	00:00:09	00:00:09	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-10	1	1	00:00:12	00:00:12	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-07	1	1	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-20	2	2	00:00:21	00:00:21	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-21	5	5	00:00:09	00:00:09	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-27	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-28	4	4	00:00:13	00:00:13	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-02	3	3	00:00:20	00:00:20	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-03	8	8	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-04	2	2	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-05	6	6	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-08	6	6	00:00:12	00:00:12	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-09	4	4	00:00:24	00:00:24	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-10	16	16	00:00:09	00:00:09	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-11	11	11	00:00:45	00:00:45	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-12	8	8	00:00:24	00:00:24	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-15	4	4	00:00:16	00:00:16	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-16	7	7	00:00:19	00:00:19	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-17	11	11	00:00:13	00:00:13	00:00:00	00:00:00	0	0.00%	0	0.00%

### Agent Group Interaction Handling Report

Tenant	Media Type	Agent Group	Interaction Type	Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Transfer Received Accepted	% Transfer Received Accepted
Environment	Voice	No Group	Inbound	2016-08-18	11	11	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-19	3	3	00:00:19	00:00:19	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-22	3	3	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-23	3	3	00:00:09	00:00:09	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-24	1	1	00:00:02	00:00:02	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-25	15	15	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-26	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-29	4	4	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-30	5	5	00:00:09	00:00:09	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-31	25	25	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-01	2	2	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-02	20	20	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-06	35	35	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-07	4	4	00:00:51	00:00:51	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-08	4	4	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-09	14	14	00:00:31	00:00:31	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-12	10	10	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-13	37	37	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-14	3	3	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-15	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-16	7	7	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-20	10	10	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-22	1	1	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-23	18	18	00:00:09	00:00:09	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-26	3	3	00:00:26	00:00:26	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-27	7	7	00:00:38	00:00:38	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-28	20	20	00:00:59	00:00:59	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-29	21	21	00:00:20	00:00:20	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-30	4	4	00:00:09	00:00:09	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-01	1	1	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%



### Agent Group Interaction Handling Report

Tenant	Media Type	Agent Group	Interaction Type	Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Transfer Received Accepted	% Transfer Received Accepted
Environment	Voice	No Group	Inbound	2016-10-03	9	9	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-04	5	5	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-05	14	14	00:00:09	00:00:09	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-06	20	20	00:00:14	00:00:14	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-07	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-13	18	18	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-14	6	6	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-18	10	10	00:00:21	00:00:21	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-19	2	2	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-20	4	4	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-21	4	4	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-25	2	2	00:00:12	00:00:12	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-26	7	7	00:00:18	00:00:18	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-27	7	7	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-31	6	6	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-07	1	1	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-08	6	6	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-09	2	2	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-10	1	1	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-11	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-14	8	8	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-16	2	2	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-18	3	3	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-22	1	1	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-24	8	8	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-25	13	13	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-28	18	18	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-29	2	2	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-30	3	3	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-01	8	8	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%

### Agent Group Interaction Handling Report

Tenant	Media Type	Agent Group	Interaction Type	Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Transfer Received Accepted	% Transfer Received Accepted
Environment	Voice	No Group	Inbound	2016-12-05	16	16	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-06	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-07	9	9	00:00:20	00:00:20	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-08	11	11	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-12	14	14	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-21	8	8	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-22	17	17	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-23	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-26	23	23	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-27	2	2	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-28	27	27	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-29	1	1	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-03	24	24	00:00:09	00:00:09	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-04	5	5	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-05	5	5	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-09	6	6	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-10	30	30	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-11	19	19	00:01:10	00:01:10	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-13	11	11	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-18	14	14	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-20	2	2	00:00:16	00:00:16	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-27	2	2	00:00:26	00:00:26	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-02-02	1	1	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-02-07	1	1	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-02-09	10	10	00:00:42	00:00:42	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-02-14	1	1	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	0.00%
			Internal	2016-05-25	1	1	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-08	1	1	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-16	1	1	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-06	1	1	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%

### Agent Group Interaction Handling Report

Tenant	Media Type	Agent Group	Interaction Type	Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Transfer Received Accepted	% Transfer Received Accepted
Environment	Voice	No Group	Internal	2016-07-07	1	1	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-13	2	2	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-14	3	3	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-15	2	2	00:02:28	00:02:28	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-18	5	5	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-19	5	5	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-25	8	8	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-03	8	8	00:00:55	00:00:55	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-08	4	4	00:00:54	00:00:54	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-09	30	30	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-10	68	68	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-11	69	69	00:00:39	00:00:39	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-12	71	71	00:00:34	00:00:34	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-15	16	16	00:00:26	00:00:26	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-16	6	6	00:00:14	00:00:14	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-17	20	20	00:00:32	00:00:32	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-18	68	68	00:00:21	00:00:21	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-19	12	12	00:00:20	00:00:20	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-22	8	8	00:00:29	00:00:29	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-23	65	65	00:00:51	00:00:51	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-24	20	20	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-25	30	30	00:00:19	00:00:19	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-26	5	5	00:00:59	00:00:59	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-29	16	16	00:00:22	00:00:22	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-30	18	18	00:00:23	00:00:23	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-06	1	1	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-07	2	2	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-08	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-14	2	2	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-15	7	7	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%

### Agent Group Interaction Handling Report

Tenant	Media Type	Agent Group	Interaction Type	Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Transfer Received Accepted	% Transfer Received Accepted
Environment	Voice	No Group	Internal	2016-09-20	2	2	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-28	2	2	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-29	7	7	00:00:01	00:00:01	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-03	2	2	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-04	7	7	00:00:09	00:00:09	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-05	2	2	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-07	2	2	00:00:40	00:00:40	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-12	4	4	00:01:45	00:01:45	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-13	15	15	00:00:32	00:00:32	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-14	4	4	00:02:33	00:02:33	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-17	3	3	00:00:16	00:00:16	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-18	34	34	00:00:29	00:00:29	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-19	7	7	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-25	39	39	00:00:53	00:00:53	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-26	16	16	00:00:47	00:00:47	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-27	10	10	00:00:19	00:00:19	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-07	5	5	00:00:39	00:00:39	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-09	7	7	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-18	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-22	1	1	00:02:47	00:02:47	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-23	6	6	00:00:35	00:00:35	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-24	16	16	00:00:27	00:00:27	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-25	6	6	00:00:28	00:00:28	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-29	16	16	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-01	10	10	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-06	4	4	00:00:55	00:00:55	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-12	4	4	00:00:22	00:00:22	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-23	13	13	00:00:31	00:00:31	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-28	1	1	00:00:47	00:00:47	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-29	3	3	00:00:09	00:00:09	00:00:00	00:00:00	0	0.00%	0	0.00%

### Agent Group Interaction Handling Report

Tenant	Media Type	Agent Group	Interaction Type	Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Transfer Received Accepted	% Transfer Received Accepted
Environment	Voice	No Group	Internal	2017-01-04	11	11	00:00:16	00:00:16	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-05	9	9	00:00:29	00:00:29	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-11	1	1	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-02-08	5	5	00:01:55	00:01:55	00:00:00	00:00:00	0	0.00%	0	0.00%
			Outbound	2016-06-01	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-18	14	14	00:00:13	00:00:13	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-19	10	10	00:00:22	00:00:22	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-20	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-21	2	2	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-25	1	1	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-07-29	6	6	00:00:09	00:00:09	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-01	2	2	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-02	10	10	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-03	11	11	00:00:54	00:00:54	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-04	7	7	00:00:09	00:00:09	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-05	20	20	00:00:21	00:00:21	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-08	10	10	00:00:12	00:00:12	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-09	7	7	00:00:14	00:00:14	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-10	10	10	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-11	9	9	00:00:30	00:00:29	00:00:16	00:00:00	0	0.00%	0	0.00%
				2016-08-12	5	5	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-13	9	9	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-15	9	9	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-16	8	8	00:00:13	00:00:13	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-17	9	9	00:00:09	00:00:09	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-18	11	11	00:00:18	00:00:18	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-19	13	13	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-22	10	10	00:00:14	00:00:14	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-23	11	11	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-24	15	15	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%

### Agent Group Interaction Handling Report

Tenant	Media Type	Agent Group	Interaction Type	Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Transfer Received Accepted	% Transfer Received Accepted
Environment	Voice	No Group	Outbound	2016-08-25	9	9	00:00:16	00:00:16	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-26	8	8	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-29	6	6	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-30	1	1	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-08-31	1	1	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-01	7	7	00:00:01	00:00:01	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-02	13	13	00:00:32	00:00:32	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-06	18	18	00:00:20	00:00:20	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-07	4	4	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-08	29	29	00:00:12	00:00:12	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-09	29	29	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-12	25	25	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-13	29	29	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-14	19	19	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-15	2	2	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-16	21	21	00:00:09	00:00:09	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-17	1	1	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-20	14	14	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-22	6	6	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-23	21	21	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-26	6	6	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-28	16	16	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-09-29	14	14	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-03	13	13	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-04	15	15	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-05	30	30	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-06	26	26	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-07	16	16	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-12	17	17	00:00:25	00:00:25	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-13	39	39	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%

### Agent Group Interaction Handling Report

Tenant	Media Type	Agent Group	Interaction Type	Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Transfer Received Accepted	% Transfer Received Accepted
Environment	Voice	No Group	Outbound	2016-10-14	33	33	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-17	3	3	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-18	3	3	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-20	4	4	00:00:30	00:00:30	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-21	30	30	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-25	1	1	00:00:25	00:00:25	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-26	1	1	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-27	10	10	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-10-31	1	1	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-09	7	7	00:00:19	00:00:19	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-10	5	5	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-11	8	8	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-14	1	1	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-15	11	11	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-16	14	14	00:00:13	00:00:13	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-17	10	10	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-18	3	3	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-21	30	30	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-22	13	13	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-23	1	1	00:00:57	00:00:57	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-24	9	9	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-25	1	1	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-28	57	57	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-29	25	25	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-30	32	32	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-01	18	18	00:00:13	00:00:13	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-02	1	1	00:00:15	00:00:15	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-05	34	34	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-06	4	4	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-07	6	6	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%

### Agent Group Interaction Handling Report

Tenant	Media Type	Agent Group	Interaction Type	Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Transfer Received Accepted	% Transfer Received Accepted
Environment	Voice	No Group	Outbound	2016-12-08	30	30	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-12	33	33	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-19	15	15	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-21	25	25	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-22	24	24	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-23	1	1	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-26	39	39	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-27	11	11	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-12-28	48	48	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-03	31	31	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-04	21	21	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-05	25	25	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-09	12	12	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-10	36	36	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-11	41	41	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-12	4	4	00:00:14	00:00:14	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-13	2	2	00:00:13	00:00:13	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-23	1	1	00:00:21	00:00:21	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-25	1	1	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-01-27	7	7	00:00:20	00:00:20	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-02-06	1	1	00:02:06	00:02:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-02-07	8	8	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-02-08	2	2	00:01:23	00:01:23	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-02-09	6	6	00:00:32	00:00:32	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-02-10	13	13	00:01:54	00:01:54	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-02-13	3	3	00:00:41	00:00:41	00:00:00	00:00:00	0	0.00%	0	0.00%
				2017-02-14	5	5	00:00:32	00:00:32	00:00:00	00:00:00	0	0.00%	0	0.00%
			Total		3,195	3,195	00:00:16	00:00:16	00:00:16	00:00:00	0	0.00%	0	0.00%
		ORS_chat_AG	Inbound	2016-05-25	4	4	00:00:54	00:00:48	00:00:25	00:00:00	0	0.00%	0	0.00%
				2016-05-26	1	1	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%



### Agent Group Interaction Handling Report

Tenant	Media Type	Agent Group	Interaction Type	Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Transfer Received Accepted	% Transfer Received Accepted
Environment	Voice	EX_chat_01	Inbound	2016-05-27	6	6	00:00:16	00:00:10	00:00:19	00:00:00	0	0.00%	0	0.00%
				2016-05-31	1	1	00:00:01	00:00:01	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-01	3	3	00:00:19	00:00:19	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-02	3	3	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-03	2	2	00:05:04	00:06:09	00:02:38	00:00:00	0	0.00%	0	0.00%
				2016-06-06	1	1	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-16	2	2	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-11-18	1	1	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
			Internal	2016-05-26	9	9	00:00:01	00:00:01	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-08	1	1	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
			Outbound	2016-05-25	4	4	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	2	50.00%
				2016-05-27	8	8	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	1	12.50%
				2016-05-31	1	1	00:00:12	00:00:12	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-01	2	2	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	1	50.00%
			Total		49	49	00:00:30	00:00:26	00:00:55	00:00:00	0	0.00%	4	8.16%
		EX_email_01	Inbound	2016-05-25	4	4	00:00:54	00:00:48	00:00:25	00:00:00	0	0.00%	0	0.00%
				2016-05-26	1	1	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-05-27	6	6	00:00:16	00:00:10	00:00:19	00:00:00	0	0.00%	0	0.00%
				2016-05-31	1	1	00:00:01	00:00:01	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-01	3	3	00:00:19	00:00:19	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-02	3	3	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-03	2	2	00:05:04	00:06:09	00:02:38	00:00:00	0	0.00%	0	0.00%
				2016-06-06	1	1	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-16	2	2	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
			Internal	2016-05-26	9	9	00:00:01	00:00:01	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-08	1	1	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
			Outbound	2016-05-25	4	4	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	2	50.00%
				2016-05-27	8	8	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	1	12.50%
				2016-05-31	1	1	00:00:12	00:00:12	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-01	2	2	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	1	50.00%

### Agent Group Interaction Handling Report

Tenant	Media Type	Agent Group	Interaction Type	Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Transfer Received Accepted	% Transfer Received Accepted
Environment	Voice	EX_email_01	Total		48	48	00:00:31	00:00:26	00:00:55	00:00:00	0	0.00%	4	8.33%
		TestInbound_eg	Inbound	2016-05-25	4	4	00:00:54	00:00:48	00:00:25	00:00:00	0	0.00%	0	0.00%
				2016-05-26	1	1	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-05-27	6	6	00:00:16	00:00:10	00:00:19	00:00:00	0	0.00%	0	0.00%
				2016-05-31	1	1	00:00:01	00:00:01	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-01	3	3	00:00:19	00:00:19	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-02	3	3	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-03	2	2	00:05:04	00:06:09	00:02:38	00:00:00	0	0.00%	0	0.00%
				2016-06-06	1	1	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-16	2	2	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
			Internal	2016-05-26	9	9	00:00:01	00:00:01	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-08	1	1	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
			Outbound	2016-05-25	4	4	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	2	50.00%
				2016-05-27	8	8	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	1	12.50%
				2016-05-31	1	1	00:00:12	00:00:12	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-01	2	2	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	1	50.00%
			Total		48	48	00:00:31	00:00:26	00:00:55	00:00:00	0	0.00%	4	8.33%
		TestOutbound_eg	Inbound	2016-05-25	4	4	00:00:54	00:00:48	00:00:25	00:00:00	0	0.00%	0	0.00%
				2016-05-26	1	1	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-05-27	6	6	00:00:16	00:00:10	00:00:19	00:00:00	0	0.00%	0	0.00%
				2016-05-31	1	1	00:00:01	00:00:01	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-01	3	3	00:00:19	00:00:19	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-02	3	3	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-03	2	2	00:05:04	00:06:09	00:02:38	00:00:00	0	0.00%	0	0.00%
				2016-06-06	1	1	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-16	2	2	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
			Internal	2016-05-26	9	9	00:00:01	00:00:01	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-08	1	1	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
			Outbound	2016-05-25	4	4	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	2	50.00%
				2016-05-27	8	8	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	1	12.50%

### Agent Group Interaction Handling Report

Tenant	Media Type	Agent Group	Interaction Type	Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Transfer Received Accepted	% Transfer Received Accepted
Environment	Voice	TestOutbound_eg	Outbound	2016-05-31	1	1	00:00:12	00:00:12	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-01	2	2	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	1	50.00%
			Total		48	48	00:00:31	00:00:26	00:00:55	00:00:00	0	0.00%	4	8.33%
		TestVM_eg	Inbound	2016-05-25	4	4	00:00:54	00:00:48	00:00:25	00:00:00	0	0.00%	0	0.00%
				2016-05-26	1	1	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-05-27	6	6	00:00:16	00:00:10	00:00:19	00:00:00	0	0.00%	0	0.00%
				2016-05-31	1	1	00:00:01	00:00:01	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-01	3	3	00:00:19	00:00:19	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-02	3	3	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-03	2	2	00:05:04	00:06:09	00:02:38	00:00:00	0	0.00%	0	0.00%
				2016-06-06	1	1	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-16	2	2	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	0	0.00%
			Internal	2016-05-26	9	9	00:00:01	00:00:01	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-08	1	1	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	0.00%
			Outbound	2016-05-25	4	4	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	2	50.00%
				2016-05-27	8	8	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	1	12.50%
				2016-05-31	1	1	00:00:12	00:00:12	00:00:00	00:00:00	0	0.00%	0	0.00%
				2016-06-01	2	2	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	1	50.00%
			Total		48	48	00:00:31	00:00:26	00:00:55	00:00:00	0	0.00%	4	8.33%
	Total				4,532	4,497	00:47:10	00:00:21	12:46:12	00:00:00	154	3.40%	120	2.65%
Total					4,532	4,497	00:47:10	00:00:21	12:46:12	00:00:00	154	3.40%	120	2.65%