

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
Andrey	2017-03-10	00:03:28	00:00:00	00:03:48	00:00:52	00:00:00	00:00:57	4
	Total	00:03:28	00:00:00	00:03:48	00:00:52	00:00:00	00:00:57	4
Automation_test_1	2017-03-06	03:25:41	00:00:48	03:33:29	00:02:36	00:00:01	00:02:42	79
	2017-03-07	00:25:51	00:00:02	00:27:37	00:01:22	00:00:00	00:01:27	19
	2017-03-09	00:11:30	00:00:01	00:12:14	00:01:26	00:00:00	00:01:32	8
	2017-03-10	02:58:07	00:00:19	03:05:38	00:02:10	00:00:00	00:02:16	82
	2017-03-13	00:03:55	00:00:00	00:04:00	00:03:55	00:00:00	00:04:00	1
	Total	07:05:04	00:01:10	07:22:58	00:02:15	00:00:00	00:02:21	189
Bev	2017-03-06	00:09:06	00:00:00	00:09:48	00:01:08	00:00:00	00:01:14	8
	2017-03-07	00:02:40	00:00:00	00:02:45	00:02:40	00:00:00	00:02:45	1
	2017-03-08	00:10:40	00:00:00	00:11:00	00:02:40	00:00:00	00:02:45	4
	2017-03-09	00:13:16	00:00:00	00:14:44	00:00:47	00:00:00	00:00:52	17
	2017-03-10	00:02:46	00:00:00	00:02:57	00:01:23	00:00:00	00:01:29	2
	2017-03-13	00:06:15	00:00:00	00:06:32	00:02:05	00:00:00	00:02:11	3
	2017-03-14	03:05:01	00:00:00	03:05:42	00:23:08	00:00:00	00:23:13	8
	Total	03:49:44	00:00:00	03:53:28	00:05:21	00:00:00	00:05:26	43
Chat Consult Strategy	2017-03-08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	2
	Total	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	2
Cyara_Assign_S	2017-03-07	00:01:11	00:02:55	00:07:19	00:00:02	00:00:06	00:00:15	30
	2017-03-13	00:01:10	00:03:27	00:07:50	00:00:02	00:00:07	00:00:16	30
	Total	00:02:21	00:06:22	00:15:09	00:00:02	00:00:06	00:00:15	60
cyara_BC_EF_results	2017-03-07	00:00:17	00:00:12	00:00:48	00:00:06	00:00:04	00:00:16	3
	2017-03-13	00:00:12	00:00:06	00:00:38	00:00:04	00:00:02	00:00:13	3
	Total	00:00:29	00:00:18	00:01:26	00:00:05	00:00:03	00:00:14	6
cyara_BC_SD_Holidays	2017-03-07	00:00:27	00:00:12	00:01:05	00:00:07	00:00:03	00:00:16	4
	2017-03-13	00:00:16	00:00:39	00:01:14	00:00:05	00:00:13	00:00:25	3
	Total	00:00:43	00:00:51	00:02:19	00:00:06	00:00:07	00:00:20	7
Cyara_BusinessHours_AlaskaTime_AS	2017-03-07	00:00:04	00:00:00	00:00:16	00:00:02	00:00:00	00:00:08	2
	2017-03-13	00:00:04	00:00:00	00:00:16	00:00:02	00:00:00	00:00:08	2
	Total	00:00:08	00:00:00	00:00:32	00:00:02	00:00:00	00:00:08	4

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
Cyara_Businesshours_Longannoncements_Playprompt	2017-03-07	00:03:39	00:00:03	00:04:02	00:01:13	00:00:01	00:01:21	3
	2017-03-13	00:01:19	00:00:01	00:01:27	00:01:19	00:00:01	00:01:27	1
	Total	00:04:58	00:00:04	00:05:29	00:01:15	00:00:01	00:01:22	4
Cyara_Businesshours_Longplay_Annoncements	2017-03-07	00:03:07	00:03:27	00:06:54	00:01:02	00:01:09	00:02:18	3
	2017-03-13	00:01:02	00:01:09	00:02:18	00:01:02	00:01:09	00:02:18	1
	Total	00:04:09	00:04:36	00:09:12	00:01:02	00:01:09	00:02:18	4
Cyara_CallData_Add_Update_KeyVariable	2017-03-07	00:00:06	00:00:00	00:00:12	00:00:06	00:00:00	00:00:12	1
	2017-03-13	00:00:06	00:00:00	00:00:12	00:00:06	00:00:00	00:00:12	1
	Total	00:00:12	00:00:00	00:00:24	00:00:06	00:00:00	00:00:12	2
Cyara_CallData_Read_InbuiltKey_ASPhase	2017-03-07	00:00:04	00:00:00	00:00:10	00:00:04	00:00:00	00:00:10	1
	2017-03-13	00:00:04	00:00:00	00:00:10	00:00:04	00:00:00	00:00:10	1
	Total	00:00:08	00:00:00	00:00:20	00:00:04	00:00:00	00:00:10	2
Cyara_CallData_Remove_key_variable	2017-03-07	00:00:03	00:00:00	00:00:10	00:00:03	00:00:00	00:00:10	1
	2017-03-13	00:00:03	00:00:00	00:00:10	00:00:03	00:00:00	00:00:10	1
	Total	00:00:06	00:00:00	00:00:20	00:00:03	00:00:00	00:00:10	2
Cyara_ChangeLanguage_Selfservice	2017-03-07	00:00:00	00:01:41	00:01:48	00:00:00	00:01:41	00:01:48	1
	2017-03-13	00:00:00	00:01:41	00:01:47	00:00:00	00:01:41	00:01:47	1
	Total	00:00:00	00:03:22	00:03:35	00:00:00	00:01:41	00:01:48	2
Cyara_Context	2017-03-07	00:00:00	00:02:47	00:03:30	00:00:00	00:00:24	00:00:30	7
	2017-03-13	00:00:00	00:02:49	00:03:32	00:00:00	00:00:24	00:00:30	7
	Total	00:00:00	00:05:36	00:07:02	00:00:00	00:00:24	00:00:30	14
Cyara_CustomService	2017-03-07	00:00:00	00:00:03	00:00:09	00:00:00	00:00:03	00:00:09	1
	2017-03-13	00:00:00	00:00:33	00:00:40	00:00:00	00:00:33	00:00:40	1
	Total	00:00:00	00:00:36	00:00:49	00:00:00	00:00:18	00:00:25	2
Cyara_customService_ErrorHandler_SS_SharedModule	2017-03-07	00:00:06	00:00:06	00:00:25	00:00:03	00:00:03	00:00:13	2
	2017-03-13	00:00:05	00:00:06	00:00:24	00:00:03	00:00:03	00:00:12	2
	Total	00:00:11	00:00:12	00:00:49	00:00:03	00:00:03	00:00:12	4
Cyara_CustomService_ErrorHandler_SStoAS	2017-03-07	00:00:07	00:00:08	00:01:42	00:00:01	00:00:01	00:00:07	14
	2017-03-13	00:00:07	00:00:08	00:01:41	00:00:01	00:00:01	00:00:07	14
	Total	00:00:14	00:00:16	00:03:23	00:00:01	00:00:01	00:00:07	28

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
Cyara_Data_table	2017-03-07	00:00:00	00:00:02	00:00:08	00:00:00	00:00:02	00:00:08	1
	2017-03-13	00:00:00	00:00:02	00:00:08	00:00:00	00:00:02	00:00:08	1
	Total	00:00:00	00:00:04	00:00:16	00:00:00	00:00:02	00:00:08	2
Cyara_Datatable_Date	2017-03-07	00:00:21	00:00:21	00:01:07	00:00:05	00:00:05	00:00:17	4
	2017-03-13	00:00:21	00:00:21	00:01:06	00:00:05	00:00:05	00:00:17	4
	Total	00:00:42	00:00:42	00:02:13	00:00:05	00:00:05	00:00:17	8
Cyara_DT_announcement	2017-03-07	00:00:06	00:00:49	00:01:27	00:00:01	00:00:10	00:00:17	5
	2017-03-13	00:00:06	00:00:50	00:01:27	00:00:01	00:00:10	00:00:17	5
	Total	00:00:12	00:01:39	00:02:54	00:00:01	00:00:10	00:00:17	10
Cyara_DT_specialdays	2017-03-07	00:00:00	00:00:25	00:01:02	00:00:00	00:00:04	00:00:10	6
	2017-03-13	00:00:00	00:00:24	00:01:02	00:00:00	00:00:04	00:00:10	6
	Total	00:00:00	00:00:49	00:02:04	00:00:00	00:00:04	00:00:10	12
Cyara_ErrorHandler_NormalProcessing_SSPhase	2017-03-07	00:00:07	00:00:05	00:00:46	00:00:01	00:00:01	00:00:09	5
	2017-03-13	00:00:07	00:00:03	00:00:36	00:00:02	00:00:01	00:00:09	4
	Total	00:00:14	00:00:08	00:01:22	00:00:02	00:00:01	00:00:09	9
Cyara_ErrorHandler	2017-03-07	00:00:09	00:00:00	00:00:15	00:00:09	00:00:00	00:00:15	1
	2017-03-13	00:00:09	00:00:00	00:00:15	00:00:09	00:00:00	00:00:15	1
	Total	00:00:18	00:00:00	00:00:30	00:00:09	00:00:00	00:00:15	2
Cyara_ExitQueue_Treatmentactivity	2017-03-07	00:00:10	00:00:01	00:00:17	00:00:10	00:00:01	00:00:17	1
	2017-03-13	00:00:06	00:00:05	00:00:17	00:00:06	00:00:05	00:00:17	1
	Total	00:00:16	00:00:06	00:00:34	00:00:08	00:00:03	00:00:17	2
Cyara_Goto_SelfService	2017-03-07	00:00:03	00:00:30	00:00:57	00:00:01	00:00:08	00:00:14	4
	2017-03-13	00:00:03	00:00:25	00:00:52	00:00:01	00:00:06	00:00:13	4
	Total	00:00:06	00:00:55	00:01:49	00:00:01	00:00:07	00:00:14	8
Cyara_Goto_Type	2017-03-07	00:00:00	00:01:38	00:02:17	00:00:00	00:00:16	00:00:23	6
	2017-03-13	00:00:00	00:00:56	00:01:21	00:00:00	00:00:14	00:00:20	4
	Total	00:00:00	00:02:34	00:03:38	00:00:00	00:00:15	00:00:22	10
Cyara_Grammar_VariableSupport_Voice	2017-03-07	00:00:06	00:00:04	00:00:16	00:00:06	00:00:04	00:00:16	1
	2017-03-13	00:00:11	00:00:04	00:00:21	00:00:11	00:00:04	00:00:21	1
	Total	00:00:17	00:00:08	00:00:37	00:00:09	00:00:04	00:00:19	2

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
Cyara_HTTPRest_400ErrorCode	2017-03-07	00:00:00	00:00:04	00:00:16	00:00:00	00:00:02	00:00:08	2
	2017-03-13	00:00:00	00:00:04	00:00:16	00:00:00	00:00:02	00:00:08	2
	Total	00:00:00	00:00:08	00:00:32	00:00:00	00:00:02	00:00:08	4
Cyara_HTTPRest_401Errorcode	2017-03-07	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	2017-03-13	00:00:00	00:00:04	00:00:16	00:00:00	00:00:02	00:00:08	2
	Total	00:00:00	00:00:08	00:00:33	00:00:00	00:00:02	00:00:08	4
Cyara_HTTPRest_402Errorcode	2017-03-07	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	2017-03-13	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	Total	00:00:00	00:00:08	00:00:34	00:00:00	00:00:02	00:00:09	4
Cyara_HTTPRest_403Errorcode	2017-03-07	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	2017-03-13	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	Total	00:00:00	00:00:08	00:00:34	00:00:00	00:00:02	00:00:09	4
Cyara_HTTPRest_404Errorcode	2017-03-07	00:00:00	00:00:04	00:00:16	00:00:00	00:00:02	00:00:08	2
	2017-03-13	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	Total	00:00:00	00:00:08	00:00:33	00:00:00	00:00:02	00:00:08	4
Cyara_HTTPRest_426Errorcode	2017-03-07	00:00:00	00:00:05	00:00:17	00:00:00	00:00:03	00:00:09	2
	2017-03-13	00:00:00	00:00:05	00:00:17	00:00:00	00:00:03	00:00:09	2
	Total	00:00:00	00:00:10	00:00:34	00:00:00	00:00:03	00:00:09	4
Cyara_HTTPRest_450Errorcode	2017-03-07	00:00:00	00:00:04	00:00:16	00:00:00	00:00:02	00:00:08	2
	2017-03-13	00:00:00	00:00:04	00:00:16	00:00:00	00:00:02	00:00:08	2
	Total	00:00:00	00:00:08	00:00:32	00:00:00	00:00:02	00:00:08	4
Cyara_HTTPRest_499Errorcode	2017-03-07	00:00:00	00:00:04	00:00:16	00:00:00	00:00:02	00:00:08	2
	2017-03-13	00:00:00	00:00:04	00:00:16	00:00:00	00:00:02	00:00:08	2
	Total	00:00:00	00:00:08	00:00:32	00:00:00	00:00:02	00:00:08	4
Cyara_HTTPRest_500Errorcode	2017-03-07	00:00:00	00:00:04	00:00:16	00:00:00	00:00:02	00:00:08	2
	2017-03-13	00:00:00	00:00:04	00:00:16	00:00:00	00:00:02	00:00:08	2
	Total	00:00:00	00:00:08	00:00:32	00:00:00	00:00:02	00:00:08	4
Cyara_HTTPRest_501Errorcode	2017-03-07	00:00:00	00:00:04	00:00:16	00:00:00	00:00:02	00:00:08	2
	2017-03-13	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	Total	00:00:00	00:00:08	00:00:33	00:00:00	00:00:02	00:00:08	4

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Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
Cyara_HTTPRest_502Errorcode	2017-03-07	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	2017-03-13	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	Total	00:00:00	00:00:08	00:00:34	00:00:00	00:00:02	00:00:09	4
Cyara_HTTPRest_503Errorcode	2017-03-07	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	2017-03-13	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	Total	00:00:00	00:00:08	00:00:34	00:00:00	00:00:02	00:00:09	4
Cyara_HTTPRest_504Errorcode	2017-03-07	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	2017-03-13	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	Total	00:00:00	00:00:08	00:00:34	00:00:00	00:00:02	00:00:09	4
Cyara_HTTPRest_505Errorcode	2017-03-07	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	2017-03-13	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	Total	00:00:00	00:00:08	00:00:34	00:00:00	00:00:02	00:00:09	4
Cyara_HTTPRest_506Errorcode	2017-03-07	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	2017-03-13	00:00:00	00:00:35	00:00:48	00:00:00	00:00:18	00:00:24	2
	Total	00:00:00	00:00:39	00:01:05	00:00:00	00:00:10	00:00:16	4
Cyara_HTTPRest_507Errorcode	2017-03-07	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	2017-03-13	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	Total	00:00:00	00:00:08	00:00:34	00:00:00	00:00:02	00:00:09	4
Cyara_HTTPRest_509Errorcode	2017-03-07	00:03:12	00:02:29	00:08:08	00:00:10	00:00:08	00:00:26	19
	2017-03-13	00:03:09	00:02:29	00:08:05	00:00:10	00:00:08	00:00:26	19
	Total	00:06:21	00:04:58	00:16:13	00:00:10	00:00:08	00:00:26	38
Cyara_HTTPRest_510Errorcode	2017-03-07	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	2017-03-13	00:00:00	00:00:04	00:00:17	00:00:00	00:00:02	00:00:09	2
	Total	00:00:00	00:00:08	00:00:34	00:00:00	00:00:02	00:00:09	4
Cyara_HTTPRest_Applicationwww_format	2017-03-07	00:00:00	00:00:01	00:00:08	00:00:00	00:00:01	00:00:08	1
	2017-03-13	00:00:00	00:00:01	00:00:08	00:00:00	00:00:01	00:00:08	1
	Total	00:00:00	00:00:02	00:00:16	00:00:00	00:00:01	00:00:08	2
Cyara_HTTPRest_Delete_FetchAudio	2017-03-07	00:00:11	00:00:02	00:00:26	00:00:06	00:00:01	00:00:13	2
	2017-03-13	00:00:11	00:00:02	00:00:26	00:00:06	00:00:01	00:00:13	2
	Total	00:00:22	00:00:04	00:00:52	00:00:06	00:00:01	00:00:13	4

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Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
Cyara_HTTPRest_Deleteoperation	2017-03-07	00:00:00	00:00:01	00:00:08	00:00:00	00:00:01	00:00:08	1
	2017-03-13	00:00:00	00:00:01	00:00:08	00:00:00	00:00:01	00:00:08	1
	Total	00:00:00	00:00:02	00:00:16	00:00:00	00:00:01	00:00:08	2
Cyara_HTTPRest_ErrorHandler	2017-03-07	00:00:09	00:00:44	00:02:06	00:00:01	00:00:04	00:00:11	12
	2017-03-13	00:00:09	00:00:15	00:01:43	00:00:01	00:00:01	00:00:08	13
	Total	00:00:18	00:00:59	00:03:49	00:00:01	00:00:02	00:00:09	25
Cyara_HTTPRest_FetchAudio	2017-03-07	00:00:00	00:00:02	00:00:08	00:00:00	00:00:02	00:00:08	1
	2017-03-13	00:00:00	00:00:02	00:00:08	00:00:00	00:00:02	00:00:08	1
	Total	00:00:00	00:00:04	00:00:16	00:00:00	00:00:02	00:00:08	2
Cyara_HTTPRest_HTTPS	2017-03-07	00:00:00	00:00:04	00:00:16	00:00:00	00:00:02	00:00:08	2
	2017-03-13	00:00:00	00:00:04	00:00:16	00:00:00	00:00:02	00:00:08	2
	Total	00:00:00	00:00:08	00:00:32	00:00:00	00:00:02	00:00:08	4
Cyara_HTTPRest_JSONPayload	2017-03-07	00:00:00	00:00:01	00:00:08	00:00:00	00:00:01	00:00:08	1
	2017-03-13	00:00:00	00:00:01	00:00:08	00:00:00	00:00:01	00:00:08	1
	Total	00:00:00	00:00:02	00:00:16	00:00:00	00:00:01	00:00:08	2
Cyara_HTTPRest_Multipleresponseheaders_ASPhase	2017-03-07	00:00:12	00:00:00	00:00:18	00:00:12	00:00:00	00:00:18	1
	2017-03-13	00:00:12	00:00:00	00:00:19	00:00:12	00:00:00	00:00:19	1
	Total	00:00:24	00:00:00	00:00:37	00:00:12	00:00:00	00:00:19	2
Cyara_HTTPRest_Multipleresponseheaders_SSPhase	2017-03-07	00:00:00	00:00:12	00:00:18	00:00:00	00:00:12	00:00:18	1
	2017-03-13	00:00:00	00:00:12	00:00:18	00:00:00	00:00:12	00:00:18	1
	Total	00:00:00	00:00:24	00:00:36	00:00:00	00:00:12	00:00:18	2
Cyara_HTTPRest_OutputParams_GET	2017-03-07	00:00:00	00:00:07	00:00:13	00:00:00	00:00:07	00:00:13	1
	2017-03-13	00:00:00	00:00:07	00:00:13	00:00:00	00:00:07	00:00:13	1
	Total	00:00:00	00:00:14	00:00:26	00:00:00	00:00:07	00:00:13	2
Cyara_HTTPRest_OutputParams_POST	2017-03-07	00:00:03	00:00:07	00:00:23	00:00:02	00:00:04	00:00:12	2
	2017-03-13	00:00:03	00:00:07	00:00:23	00:00:02	00:00:04	00:00:12	2
	Total	00:00:06	00:00:14	00:00:46	00:00:02	00:00:04	00:00:12	4
Cyara_HTTPRest_POST_Fetchaudio_SSPhase	2017-03-07	00:00:10	00:00:02	00:00:26	00:00:05	00:00:01	00:00:13	2
	2017-03-13	00:00:10	00:00:01	00:00:24	00:00:05	00:00:01	00:00:12	2
	Total	00:00:20	00:00:03	00:00:50	00:00:05	00:00:01	00:00:13	4

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
Cyara_HTTPREST_PUT	2017-03-07	00:00:00	00:00:07	00:00:13	00:00:00	00:00:07	00:00:13	1
	2017-03-13	00:00:00	00:00:07	00:00:13	00:00:00	00:00:07	00:00:13	1
	Total	00:00:00	00:00:14	00:00:26	00:00:00	00:00:07	00:00:13	2
Cyara_HTTPRest_PUT_FetchAudio_SSPhase	2017-03-07	00:00:01	00:00:03	00:00:17	00:00:01	00:00:02	00:00:09	2
	2017-03-13	00:00:01	00:00:02	00:00:17	00:00:01	00:00:01	00:00:09	2
	Total	00:00:02	00:00:05	00:00:34	00:00:01	00:00:01	00:00:09	4
Cyara_HTTPRest_Variables_Authentication	2017-03-07	00:00:00	00:00:38	00:00:44	00:00:00	00:00:38	00:00:44	1
	2017-03-13	00:00:00	00:00:07	00:00:13	00:00:00	00:00:07	00:00:13	1
	Total	00:00:00	00:00:45	00:00:57	00:00:00	00:00:23	00:00:29	2
Cyara_HTTPREST_ViaProxy	2017-03-07	00:00:00	00:00:04	00:00:10	00:00:00	00:00:04	00:00:10	1
	2017-03-13	00:00:00	00:00:04	00:00:10	00:00:00	00:00:04	00:00:10	1
	Total	00:00:00	00:00:08	00:00:20	00:00:00	00:00:04	00:00:10	2
cyara_LA_Assign_3572	2017-03-07	00:02:09	00:23:50	00:27:40	00:00:09	00:01:42	00:01:59	14
	2017-03-13	00:02:15	00:17:53	00:21:27	00:00:12	00:01:38	00:01:57	11
	Total	00:04:24	00:41:43	00:49:07	00:00:11	00:01:40	00:01:58	25
Cyara_LongMessage	2017-03-07	00:10:35	00:42:44	00:55:47	00:00:26	00:01:47	00:02:19	24
	2017-03-13	00:10:40	00:40:21	00:53:25	00:00:28	00:01:45	00:02:19	23
	Total	00:21:15	01:23:05	01:49:12	00:00:27	00:01:46	00:02:19	47
cyara_menu_module	2017-03-07	00:00:00	00:09:42	00:10:55	00:00:00	00:00:49	00:00:55	12
	2017-03-13	00:00:00	00:06:32	00:07:40	00:00:00	00:00:36	00:00:42	11
	Total	00:00:00	00:16:14	00:18:35	00:00:00	00:00:42	00:00:48	23
Cyara_Menu_result_No_retry	2017-03-07	00:00:00	00:01:37	00:02:20	00:00:00	00:00:14	00:00:20	7
	2017-03-13	00:00:00	00:01:27	00:02:04	00:00:00	00:00:15	00:00:21	6
	Total	00:00:00	00:03:04	00:04:24	00:00:00	00:00:14	00:00:20	13
Cyara_Menu_result_retry	2017-03-07	00:00:00	00:06:38	00:08:29	00:00:00	00:00:22	00:00:28	18
	2017-03-13	00:00:00	00:08:11	00:10:02	00:00:00	00:00:27	00:00:33	18
	Total	00:00:00	00:14:49	00:18:31	00:00:00	00:00:25	00:00:31	36
Cyara_menuPrompt_TTTT3641	2017-03-07	00:00:00	00:01:42	00:02:00	00:00:00	00:00:34	00:00:40	3
	2017-03-13	00:00:00	00:01:49	00:02:13	00:00:00	00:00:27	00:00:33	4
	Total	00:00:00	00:03:31	00:04:13	00:00:00	00:00:30	00:00:36	7

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
Cyara_retryMenuUserinput	2017-03-07	00:00:00	00:07:22	00:08:30	00:00:00	00:00:40	00:00:46	11
	2017-03-13	00:00:00	00:07:24	00:08:38	00:00:00	00:00:37	00:00:43	12
	Total	00:00:00	00:14:46	00:17:08	00:00:00	00:00:39	00:00:45	23
Cyara_Route_call_main	2017-03-07	00:00:00	00:00:48	00:01:13	00:00:00	00:00:12	00:00:18	4
	2017-03-08	00:00:00	00:00:10	00:00:23	00:00:00	00:00:05	00:00:12	2
	2017-03-13	00:00:00	00:00:10	00:00:23	00:00:00	00:00:05	00:00:12	2
	Total	00:00:00	00:01:08	00:01:59	00:00:00	00:00:09	00:00:15	8
Cyara_Segmentation	2017-03-07	00:00:00	00:00:04	00:00:10	00:00:00	00:00:04	00:00:10	1
	2017-03-13	00:00:00	00:00:04	00:00:10	00:00:00	00:00:04	00:00:10	1
	Total	00:00:00	00:00:08	00:00:20	00:00:00	00:00:04	00:00:10	2
Cyara_segmentation_SS	2017-03-07	00:00:02	00:00:40	00:01:07	00:00:01	00:00:10	00:00:17	4
	2017-03-13	00:00:03	00:00:32	00:01:00	00:00:01	00:00:08	00:00:15	4
	Total	00:00:05	00:01:12	00:02:07	00:00:01	00:00:09	00:00:16	8
cyara_segmentation_ys	2017-03-07	00:00:29	00:00:16	00:00:57	00:00:15	00:00:08	00:00:29	2
	2017-03-13	00:00:17	00:00:08	00:00:31	00:00:17	00:00:08	00:00:31	1
	Total	00:00:46	00:00:24	00:01:28	00:00:15	00:00:08	00:00:29	3
Cyara_Shared_Module_AS_2	2017-03-07	00:00:08	00:00:03	00:00:18	00:00:08	00:00:03	00:00:18	1
	2017-03-13	00:00:09	00:00:03	00:00:18	00:00:09	00:00:03	00:00:18	1
	Total	00:00:17	00:00:06	00:00:36	00:00:09	00:00:03	00:00:18	2
Cyara_SharedModule_root	2017-03-07	00:00:02	00:02:21	00:03:06	00:00:00	00:00:20	00:00:27	7
	2017-03-13	00:00:02	00:03:23	00:04:09	00:00:00	00:00:29	00:00:36	7
	Total	00:00:04	00:05:44	00:07:15	00:00:00	00:00:25	00:00:31	14
Cyara_SystemAudioFiles	2017-03-07	00:00:00	00:00:13	00:00:20	00:00:00	00:00:13	00:00:20	1
	2017-03-13	00:00:00	00:00:14	00:00:20	00:00:00	00:00:14	00:00:20	1
	Total	00:00:00	00:00:27	00:00:40	00:00:00	00:00:14	00:00:20	2
Cyara_TTS_EmptyString	2017-03-07	00:00:22	00:02:11	00:03:05	00:00:04	00:00:26	00:00:37	5
	2017-03-13	00:00:22	00:01:10	00:02:03	00:00:04	00:00:14	00:00:25	5
	Total	00:00:44	00:03:21	00:05:08	00:00:04	00:00:20	00:00:31	10
Cyara_typeahead_ver35_callmodule	2017-03-07	00:00:00	00:10:23	00:12:46	00:00:00	00:00:27	00:00:33	23
	2017-03-13	00:00:00	00:06:17	00:08:01	00:00:00	00:00:22	00:00:28	17

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
Cyara_typeahead_ver35_callmodule	Total	00:00:00	00:16:40	00:20:47	00:00:00	00:00:25	00:00:31	40
Cyara_UserInput_InputTypes	2017-03-07	00:00:00	00:00:03	00:00:09	00:00:00	00:00:03	00:00:09	1
	2017-03-13	00:00:00	00:00:03	00:00:09	00:00:00	00:00:03	00:00:09	1
	Total	00:00:00	00:00:06	00:00:18	00:00:00	00:00:03	00:00:09	2
Cyara_userinput_without_retries_1	2017-03-07	00:00:00	00:00:31	00:00:43	00:00:00	00:00:16	00:00:22	2
	2017-03-13	00:00:00	00:00:31	00:00:43	00:00:00	00:00:16	00:00:22	2
	Total	00:00:00	00:01:02	00:01:26	00:00:00	00:00:16	00:00:22	4
Cyarra_HTTPREST_Nested	2017-03-07	00:00:00	00:00:04	00:00:10	00:00:00	00:00:04	00:00:10	1
	2017-03-13	00:00:00	00:00:04	00:00:10	00:00:00	00:00:04	00:00:10	1
	Total	00:00:00	00:00:08	00:00:20	00:00:00	00:00:04	00:00:10	2
DES-4577-chat	2017-03-06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	5
	Total	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	5
des-4670	2017-03-14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	5
	Total	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	5
DES3149	2017-03-07	00:00:16	00:00:17	00:01:28	00:00:02	00:00:02	00:00:10	9
	2017-03-13	00:00:18	00:00:49	00:02:01	00:00:02	00:00:05	00:00:13	9
	Total	00:00:34	00:01:06	00:03:29	00:00:02	00:00:04	00:00:12	18
Digital_app1	2017-03-08	00:45:48	00:00:00	00:45:49	00:01:50	00:00:00	00:01:50	25
	Total	00:45:48	00:00:00	00:45:49	00:01:50	00:00:00	00:01:50	25
ErrorHandler	2017-03-07	00:00:05	00:00:00	00:00:11	00:00:05	00:00:00	00:00:11	1
	2017-03-13	00:00:04	00:00:00	00:00:11	00:00:04	00:00:00	00:00:11	1
	Total	00:00:09	00:00:00	00:00:22	00:00:05	00:00:00	00:00:11	2
GIM_SURVEY_APP_QUESTIONS	2017-03-10	00:00:00	00:00:02	00:00:12	00:00:00	00:00:01	00:00:06	2
	Total	00:00:00	00:00:02	00:00:12	00:00:00	00:00:01	00:00:06	2
GimReporting	2017-03-06	00:00:00	00:02:46	00:03:02	00:00:00	00:00:55	00:01:01	3
	2017-03-07	00:00:00	00:02:39	00:02:55	00:00:00	00:00:53	00:00:58	3
	2017-03-10	00:00:17	00:10:50	00:12:09	00:00:01	00:00:54	00:01:01	12
	2017-03-14	00:00:17	00:09:57	00:11:10	00:00:02	00:00:54	00:01:01	11
	Total	00:00:34	00:26:12	00:29:16	00:00:01	00:00:54	00:01:01	29
helloworld	2017-03-09	00:07:55	00:00:06	00:08:22	00:01:59	00:00:02	00:02:06	4

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
helloworld	2017-03-10	00:40:58	00:00:44	00:44:28	00:01:17	00:00:01	00:01:23	32
	Total	00:48:53	00:00:50	00:52:50	00:01:21	00:00:01	00:01:28	36
HTTP_REST_3514_CUSTOM	2017-03-07	00:01:50	00:02:42	00:06:29	00:00:06	00:00:09	00:00:22	18
	2017-03-13	00:01:50	00:02:20	00:05:55	00:00:07	00:00:09	00:00:22	16
	Total	00:03:40	00:05:02	00:12:24	00:00:06	00:00:09	00:00:22	34
httpErrorHandler_AS_SharedModule	2017-03-07	00:00:10	00:00:00	00:00:23	00:00:05	00:00:00	00:00:12	2
	2017-03-13	00:00:10	00:00:00	00:00:22	00:00:05	00:00:00	00:00:11	2
	Total	00:00:20	00:00:00	00:00:45	00:00:05	00:00:00	00:00:11	4
httpErrorHandler_SS_SharedModule	2017-03-07	00:00:00	00:00:19	00:00:38	00:00:00	00:00:06	00:00:13	3
	2017-03-13	00:00:00	00:00:43	00:00:55	00:00:00	00:00:22	00:00:28	2
	Total	00:00:00	00:01:02	00:01:33	00:00:00	00:00:12	00:00:19	5
id	2017-03-08	00:00:13	00:02:07	00:03:03	00:00:02	00:00:18	00:00:26	7
	Total	00:00:13	00:02:07	00:03:03	00:00:02	00:00:18	00:00:26	7
Input_Outcome_in_SDR	2017-03-10	00:00:00	00:17:16	00:19:08	00:00:00	00:00:58	00:01:04	18
	2017-03-11	00:00:00	00:07:37	00:08:44	00:00:00	00:00:42	00:00:48	11
	2017-03-13	00:00:00	00:24:51	00:30:27	00:00:00	00:00:27	00:00:33	55
	2017-03-14	00:00:00	00:03:06	00:03:43	00:00:00	00:00:31	00:00:37	6
	Total	00:00:00	00:52:50	01:02:02	00:00:00	00:00:35	00:00:41	90
IVR_main	2017-03-07	00:00:00	00:24:46	00:24:47	00:00:00	00:00:31	00:00:31	48
	2017-03-13	00:00:00	00:24:14	00:24:14	00:00:00	00:00:31	00:00:31	47
	Total	00:00:00	00:49:00	00:49:01	00:00:00	00:00:31	00:00:31	95
MainApp	2017-03-07	00:00:00	00:00:00	00:00:16	00:00:00	00:00:00	00:00:05	3
	2017-03-13	00:00:00	00:00:00	00:00:16	00:00:00	00:00:00	00:00:05	3
	Total	00:00:00	00:00:00	00:00:32	00:00:00	00:00:00	00:00:05	6
NO_VALUE	2017-03-06	00:00:05	00:00:46	00:01:27	00:00:01	00:00:08	00:00:15	6
	2017-03-07	00:10:38	00:43:20	01:13:32	00:00:03	00:00:14	00:00:23	188
	2017-03-08	00:00:01	00:00:30	00:00:43	00:00:01	00:00:15	00:00:22	2
	2017-03-13	00:32:14	00:39:27	01:32:29	00:00:10	00:00:12	00:00:28	200
	Total	00:42:58	01:24:03	02:48:11	00:00:07	00:00:13	00:00:25	396
QAART DES 3306	2017-03-06	00:01:40	00:02:19	00:05:31	00:00:07	00:00:09	00:00:22	15

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART DES 3306	2017-03-13	00:01:51	00:02:15	00:05:40	00:00:07	00:00:09	00:00:23	15
	Total	00:03:31	00:04:34	00:11:11	00:00:07	00:00:09	00:00:22	30
QAART_activity	2017-03-06	00:00:02	00:00:41	00:01:19	00:00:00	00:00:07	00:00:13	6
	2017-03-13	00:00:00	00:01:32	00:02:58	00:00:00	00:00:07	00:00:13	14
	Total	00:00:02	00:02:13	00:04:17	00:00:00	00:00:07	00:00:13	20
QAART_ASModule_init_phase_customservice	2017-03-06	00:00:00	00:00:00	00:00:48	00:00:00	00:00:00	00:00:12	4
	2017-03-13	00:00:00	00:00:00	00:00:50	00:00:00	00:00:00	00:00:13	4
	Total	00:00:00	00:00:00	00:01:38	00:00:00	00:00:00	00:00:12	8
QAART_BH_NoEndTime_DES_3996	2017-03-06	00:00:00	00:01:57	00:02:29	00:00:00	00:00:23	00:00:30	5
	2017-03-07	00:04:10	00:09:08	00:16:29	00:00:08	00:00:18	00:00:32	31
	2017-03-08	00:00:04	00:03:08	00:04:15	00:00:00	00:00:19	00:00:26	10
	2017-03-10	00:00:00	00:00:35	00:00:47	00:00:00	00:00:18	00:00:24	2
	2017-03-11	00:00:00	00:00:31	00:00:38	00:00:00	00:00:31	00:00:38	1
	2017-03-13	00:00:00	00:00:07	00:00:14	00:00:00	00:00:07	00:00:14	1
	Total	00:04:14	00:15:26	00:24:52	00:00:05	00:00:19	00:00:30	50
QAART_BH_OpenAllDay_DES_3996	2017-03-07	00:00:00	00:00:35	00:00:59	00:00:00	00:00:09	00:00:15	4
	2017-03-13	00:00:00	00:00:18	00:00:30	00:00:00	00:00:09	00:00:15	2
	Total	00:00:00	00:00:53	00:01:29	00:00:00	00:00:09	00:00:15	6
QAART_Business_Hours_Always_Closed_From_Data_Table	2017-03-06	00:00:00	00:00:05	00:00:12	00:00:00	00:00:05	00:00:12	1
	2017-03-13	00:00:00	00:00:05	00:00:12	00:00:00	00:00:05	00:00:12	1
	Total	00:00:00	00:00:10	00:00:24	00:00:00	00:00:05	00:00:12	2
QAART_Business_Hours_Always_Closed_In_AS_Module_From_Data_Table	2017-03-06	00:00:05	00:00:00	00:00:12	00:00:05	00:00:00	00:00:12	1
	2017-03-13	00:00:05	00:00:00	00:00:12	00:00:05	00:00:00	00:00:12	1
	Total	00:00:10	00:00:00	00:00:24	00:00:05	00:00:00	00:00:12	2
QAART_Business_Hours_Always_Closed_In_AS_Phase_From_Data_Table	2017-03-06	00:00:05	00:00:00	00:00:12	00:00:05	00:00:00	00:00:12	1
	2017-03-13	00:00:05	00:00:00	00:00:12	00:00:05	00:00:00	00:00:12	1
	Total	00:00:10	00:00:00	00:00:24	00:00:05	00:00:00	00:00:12	2
QAART_Business_Hours_Always_Closed_In_SS_Module_From_Data_Table	2017-03-06	00:00:00	00:00:05	00:00:12	00:00:00	00:00:05	00:00:12	1
	2017-03-13	00:00:00	00:00:05	00:00:12	00:00:00	00:00:05	00:00:12	1
	Total	00:00:00	00:00:10	00:00:24	00:00:00	00:00:05	00:00:12	2

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_Business_Hours_Always_Open_In_AS_Module_From_Data_Table	2017-03-06	00:00:16	00:00:00	00:00:28	00:00:08	00:00:00	00:00:14	2
	2017-03-13	00:00:07	00:00:00	00:00:14	00:00:07	00:00:00	00:00:14	1
	Total	00:00:23	00:00:00	00:00:42	00:00:08	00:00:00	00:00:14	3
QAART_Business_Hours_Always_Open_In_AS_Phase_From_Data_Table	2017-03-06	00:00:08	00:00:00	00:00:14	00:00:08	00:00:00	00:00:14	1
	2017-03-13	00:00:08	00:00:00	00:00:14	00:00:08	00:00:00	00:00:14	1
	Total	00:00:16	00:00:00	00:00:28	00:00:08	00:00:00	00:00:14	2
QAART_Business_Hours_Always_Open_In_AS_Phase_Timezone_From_Data_Table	2017-03-06	00:01:59	00:00:29	00:04:52	00:00:05	00:00:01	00:00:13	22
	2017-03-13	00:01:20	00:00:20	00:03:27	00:00:05	00:00:01	00:00:13	16
	Total	00:03:19	00:00:49	00:08:19	00:00:05	00:00:01	00:00:13	38
QAART_Business_Hours_Always_Open_In_AS_Phase_With_Exception_SD_Closed_All	2017-03-06	00:00:38	00:00:00	00:01:10	00:00:08	00:00:00	00:00:14	5
	2017-03-13	00:00:38	00:00:00	00:01:10	00:00:08	00:00:00	00:00:14	5
	Total	00:01:16	00:00:00	00:02:20	00:00:08	00:00:00	00:00:14	10
QAART_Business_Hours_Always_Open_In_SS_Module_From_Data_Table	2017-03-06	00:01:55	00:00:35	00:04:58	00:00:05	00:00:02	00:00:14	22
	2017-03-13	00:02:06	00:00:30	00:05:12	00:00:05	00:00:01	00:00:14	23
	Total	00:04:01	00:01:05	00:10:10	00:00:05	00:00:01	00:00:14	45
QAART_Business_Hours_Always_Open_In_SS_Phase_With_Exception_SD_Closed_All	2017-03-06	00:01:39	00:00:25	00:03:53	00:00:06	00:00:02	00:00:15	16
	2017-03-13	00:01:31	00:00:32	00:03:43	00:00:06	00:00:02	00:00:15	15
	Total	00:03:10	00:00:57	00:07:36	00:00:06	00:00:02	00:00:15	31
QAART_Business_Hours_Always_Open_With_two_exceptions_closed_SD	2017-03-06	00:00:30	00:00:15	00:01:40	00:00:04	00:00:02	00:00:13	8
	2017-03-13	00:00:30	00:00:15	00:01:40	00:00:04	00:00:02	00:00:13	8
	Total	00:01:00	00:00:30	00:03:20	00:00:04	00:00:02	00:00:13	16
QAART_Business_Hours_From_Data_Table	2017-03-06	00:00:07	00:00:00	00:00:14	00:00:07	00:00:00	00:00:14	1
	2017-03-13	00:00:07	00:00:00	00:00:14	00:00:07	00:00:00	00:00:14	1
	Total	00:00:14	00:00:00	00:00:28	00:00:07	00:00:00	00:00:14	2
QAART_Businessclosed_AS	2017-03-06	00:00:10	00:00:05	00:00:35	00:00:03	00:00:02	00:00:12	3
	2017-03-13	00:00:10	00:00:05	00:00:35	00:00:03	00:00:02	00:00:12	3
	Total	00:00:20	00:00:10	00:01:10	00:00:03	00:00:02	00:00:12	6
QAART_Businessclosed_SS	2017-03-06	00:06:50	00:14:35	00:36:47	00:00:03	00:00:06	00:00:15	148
	2017-03-13	00:05:36	00:16:45	00:37:13	00:00:02	00:00:07	00:00:16	144
	Total	00:12:26	00:31:20	01:14:00	00:00:03	00:00:06	00:00:15	292

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_calldata	2017-03-06	00:00:53	00:01:19	00:03:14	00:00:05	00:00:08	00:00:19	10
	2017-03-13	00:00:55	00:01:10	00:03:05	00:00:06	00:00:07	00:00:19	10
	Total	00:01:48	00:02:29	00:06:19	00:00:05	00:00:07	00:00:19	20
QAART_changelanguage_AS_1	2017-03-06	00:02:25	00:00:00	00:02:32	00:02:25	00:00:00	00:02:32	1
	2017-03-13	00:04:47	00:00:00	00:04:59	00:02:24	00:00:00	00:02:30	2
	Total	00:07:12	00:00:00	00:07:31	00:02:24	00:00:00	00:02:30	3
QAART_changelanguage_AS_2	2017-03-06	00:02:05	00:00:00	00:02:12	00:02:05	00:00:00	00:02:12	1
	2017-03-13	00:02:08	00:00:00	00:02:14	00:02:08	00:00:00	00:02:14	1
	Total	00:04:13	00:00:00	00:04:26	00:02:07	00:00:00	00:02:13	2
QAART_changelanguage_AS_variables	2017-03-06	00:00:06	00:00:00	00:00:12	00:00:06	00:00:00	00:00:12	1
	2017-03-13	00:00:06	00:00:00	00:00:12	00:00:06	00:00:00	00:00:12	1
	Total	00:00:12	00:00:00	00:00:24	00:00:06	00:00:00	00:00:12	2
QAART_changeLanguage_SS_1	2017-03-06	00:00:03	00:02:11	00:02:20	00:00:03	00:02:11	00:02:20	1
	2017-03-13	00:00:03	00:02:11	00:02:20	00:00:03	00:02:11	00:02:20	1
	Total	00:00:06	00:04:22	00:04:40	00:00:03	00:02:11	00:02:20	2
QAART_changelanguage_SS_2	2017-03-06	00:00:01	00:01:53	00:02:00	00:00:01	00:01:53	00:02:00	1
	2017-03-13	00:00:03	00:01:51	00:02:00	00:00:03	00:01:51	00:02:00	1
	Total	00:00:04	00:03:44	00:04:00	00:00:02	00:01:52	00:02:00	2
QAART_changeLanguage_SS_variables	2017-03-06	00:00:09	00:00:00	00:00:15	00:00:09	00:00:00	00:00:15	1
	2017-03-13	00:00:09	00:00:00	00:00:15	00:00:09	00:00:00	00:00:15	1
	Total	00:00:18	00:00:00	00:00:30	00:00:09	00:00:00	00:00:15	2
QAART_Chat_Text_Field_Message_Resources_Main	2017-03-06	00:03:58	00:00:00	00:03:58	00:00:14	00:00:00	00:00:14	17
	2017-03-07	00:36:59	00:00:00	00:36:59	00:00:55	00:00:00	00:00:55	40
	2017-03-08	00:07:43	00:00:00	00:07:43	00:01:33	00:00:00	00:01:33	5
	2017-03-14	00:39:14	00:00:00	00:39:14	00:01:21	00:00:00	00:01:21	29
	Total	01:27:54	00:00:00	01:27:54	00:00:58	00:00:00	00:00:58	91
QAART_DES_2156	2017-03-06	00:00:00	00:00:11	00:00:17	00:00:00	00:00:11	00:00:17	1
	2017-03-13	00:00:00	00:00:13	00:00:20	00:00:00	00:00:13	00:00:20	1
	Total	00:00:00	00:00:24	00:00:37	00:00:00	00:00:12	00:00:19	2
QAART_DES_2777_RouteAgent	2017-03-06	00:00:20	00:00:00	00:00:26	00:00:20	00:00:00	00:00:26	1

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_DES_2777_RouteAgent	2017-03-13	00:00:20	00:00:00	00:00:26	00:00:20	00:00:00	00:00:26	1
	Total	00:00:40	00:00:00	00:00:52	00:00:20	00:00:00	00:00:26	2
QAART_DES_2777_Routecall	2017-03-06	00:00:18	00:00:00	00:00:24	00:00:18	00:00:00	00:00:24	1
	2017-03-13	00:00:19	00:00:00	00:00:25	00:00:19	00:00:00	00:00:25	1
	Total	00:00:37	00:00:00	00:00:49	00:00:19	00:00:00	00:00:25	2
QAART_DES_3166-Agent	2017-03-06	00:01:09	00:00:06	00:01:22	00:01:09	00:00:06	00:01:22	1
	2017-03-13	00:01:08	00:00:05	00:01:20	00:01:08	00:00:05	00:01:20	1
	Total	00:02:17	00:00:11	00:02:42	00:01:09	00:00:06	00:01:21	2
QAART_DES_3166-Agent-RA	2017-03-06	00:01:01	00:00:05	00:01:13	00:01:01	00:00:05	00:01:13	1
	2017-03-13	00:01:01	00:00:05	00:01:13	00:01:01	00:00:05	00:01:13	1
	Total	00:02:02	00:00:10	00:02:26	00:01:01	00:00:05	00:01:13	2
QAART_DES_3166-DirectNumber	2017-03-06	00:01:05	00:00:05	00:01:17	00:01:05	00:00:05	00:01:17	1
	2017-03-13	00:01:05	00:00:05	00:01:17	00:01:05	00:00:05	00:01:17	1
	Total	00:02:10	00:00:10	00:02:34	00:01:05	00:00:05	00:01:17	2
QAART_DES_3166-Skills	2017-03-06	00:01:05	00:00:05	00:01:17	00:01:05	00:00:05	00:01:17	1
	2017-03-13	00:01:05	00:00:05	00:01:17	00:01:05	00:00:05	00:01:17	1
	Total	00:02:10	00:00:10	00:02:34	00:01:05	00:00:05	00:01:17	2
QAART_DES_3166-sm-Agent-var	2017-03-06	00:01:05	00:00:05	00:01:17	00:01:05	00:00:05	00:01:17	1
	2017-03-13	00:01:05	00:00:05	00:01:17	00:01:05	00:00:05	00:01:17	1
	Total	00:02:10	00:00:10	00:02:34	00:01:05	00:00:05	00:01:17	2
QAART_DES_3166-sm-Agent-var_audio_sel	2017-03-06	00:01:05	00:00:05	00:01:17	00:01:05	00:00:05	00:01:17	1
	2017-03-13	00:01:05	00:00:05	00:01:17	00:01:05	00:00:05	00:01:17	1
	Total	00:02:10	00:00:10	00:02:34	00:01:05	00:00:05	00:01:17	2
QAART_DES_3166-sm-Agent-var_audio_sel-RA	2017-03-06	00:02:11	00:00:14	00:02:38	00:01:06	00:00:07	00:01:19	2
	2017-03-13	00:01:02	00:00:05	00:01:14	00:01:02	00:00:05	00:01:14	1
	Total	00:03:13	00:00:19	00:03:52	00:01:04	00:00:06	00:01:17	3
QAART_DES_3166-sm-Agent-var-RA	2017-03-06	00:01:06	00:00:05	00:01:18	00:01:06	00:00:05	00:01:18	1
	2017-03-13	00:02:07	00:00:14	00:02:35	00:01:04	00:00:07	00:01:18	2
	Total	00:03:13	00:00:19	00:03:53	00:01:04	00:00:06	00:01:18	3
QAART_DES_3166-sm-DirectNumber-var	2017-03-06	00:01:05	00:00:05	00:01:17	00:01:05	00:00:05	00:01:17	1

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_DES_3166-sm-DirectNumber-var	2017-03-13	00:01:05	00:00:05	00:01:17	00:01:05	00:00:05	00:01:17	1
	Total	00:02:10	00:00:10	00:02:34	00:01:05	00:00:05	00:01:17	2
QAART_DES_3166-sm-DirectNumber-var_audio_sel	2017-03-06	00:01:10	00:00:05	00:01:22	00:01:10	00:00:05	00:01:22	1
	2017-03-13	00:01:10	00:00:05	00:01:22	00:01:10	00:00:05	00:01:22	1
	Total	00:02:20	00:00:10	00:02:44	00:01:10	00:00:05	00:01:22	2
QAART_DES_3166-sm-skills-var	2017-03-06	00:01:05	00:00:05	00:01:17	00:01:05	00:00:05	00:01:17	1
	2017-03-13	00:01:05	00:00:05	00:01:17	00:01:05	00:00:05	00:01:17	1
	Total	00:02:10	00:00:10	00:02:34	00:01:05	00:00:05	00:01:17	2
QAART_DES_3166-sm-skills-var_audio_sel	2017-03-06	00:01:05	00:00:05	00:01:17	00:01:05	00:00:05	00:01:17	1
	2017-03-13	00:01:05	00:00:05	00:01:17	00:01:05	00:00:05	00:01:17	1
	Total	00:02:10	00:00:10	00:02:34	00:01:05	00:00:05	00:01:17	2
QAART_DES-2110	2017-03-06	00:00:15	00:00:05	00:00:27	00:00:15	00:00:05	00:00:27	1
	2017-03-13	00:00:18	00:00:05	00:00:30	00:00:18	00:00:05	00:00:30	1
	Total	00:00:33	00:00:10	00:00:57	00:00:17	00:00:05	00:00:29	2
QAART_DES-2967	2017-03-06	00:00:08	00:00:00	00:00:14	00:00:08	00:00:00	00:00:14	1
	2017-03-13	00:00:08	00:00:00	00:00:14	00:00:08	00:00:00	00:00:14	1
	Total	00:00:16	00:00:00	00:00:28	00:00:08	00:00:00	00:00:14	2
QAART_DES-3781	2017-03-06	00:00:10	00:01:02	00:01:36	00:00:03	00:00:16	00:00:24	4
	2017-03-13	00:00:10	00:01:02	00:01:36	00:00:03	00:00:16	00:00:24	4
	Total	00:00:20	00:02:04	00:03:12	00:00:03	00:00:16	00:00:24	8
QAART_emergency_off_variable_check	2017-03-06	00:00:02	00:00:00	00:00:09	00:00:02	00:00:00	00:00:09	1
	2017-03-13	00:00:02	00:00:00	00:00:09	00:00:02	00:00:00	00:00:09	1
	Total	00:00:04	00:00:00	00:00:18	00:00:02	00:00:00	00:00:09	2
QAART_emergency_off_variable_check_oper.	2017-03-06	00:00:02	00:00:00	00:00:09	00:00:02	00:00:00	00:00:09	1
	2017-03-13	00:00:02	00:00:00	00:00:09	00:00:02	00:00:00	00:00:09	1
	Total	00:00:04	00:00:00	00:00:18	00:00:02	00:00:00	00:00:09	2
QAART_emergency_on_terminate	2017-03-06	00:00:00	00:00:05	00:00:11	00:00:00	00:00:05	00:00:11	1
	2017-03-13	00:00:00	00:00:10	00:00:17	00:00:00	00:00:10	00:00:17	1
	Total	00:00:00	00:00:15	00:00:28	00:00:00	00:00:08	00:00:14	2
QAART_emergency_on_terminate_oper.	2017-03-06	00:00:00	00:00:05	00:00:12	00:00:00	00:00:05	00:00:12	1

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_emergency_on_terminate_oper.	2017-03-13	00:00:00	00:00:08	00:00:14	00:00:00	00:00:08	00:00:14	1
	Total	00:00:00	00:00:13	00:00:26	00:00:00	00:00:07	00:00:13	2
QAART_emergency_on_var_oper.	2017-03-06	00:00:02	00:00:05	00:00:14	00:00:02	00:00:05	00:00:14	1
	2017-03-13	00:00:02	00:00:05	00:00:14	00:00:02	00:00:05	00:00:14	1
	Total	00:00:04	00:00:10	00:00:28	00:00:02	00:00:05	00:00:14	2
QAART_emergency_on_variable_check	2017-03-06	00:00:02	00:00:05	00:00:14	00:00:02	00:00:05	00:00:14	1
	2017-03-13	00:00:02	00:00:05	00:00:14	00:00:02	00:00:05	00:00:14	1
	Total	00:00:04	00:00:10	00:00:28	00:00:02	00:00:05	00:00:14	2
QAART_Goto_Playmessage_sanity	2017-03-06	00:02:13	00:02:44	00:05:47	00:00:17	00:00:21	00:00:43	8
	2017-03-13	00:01:05	00:02:44	00:04:27	00:00:11	00:00:27	00:00:45	6
	Total	00:03:18	00:05:28	00:10:14	00:00:14	00:00:23	00:00:44	14
QAART_Initialize_terminate_call	2017-03-06	00:00:00	00:00:00	00:00:32	00:00:00	00:00:00	00:00:32	1
	2017-03-13	00:00:00	00:00:00	00:00:35	00:00:00	00:00:00	00:00:35	1
	Total	00:00:00	00:00:00	00:01:07	00:00:00	00:00:00	00:00:34	2
QAART_menu_routing	2017-03-06	00:00:44	00:15:36	00:19:02	00:00:02	00:00:36	00:00:44	26
	2017-03-13	00:00:24	00:09:11	00:11:26	00:00:01	00:00:31	00:00:38	18
	Total	00:01:08	00:24:47	00:30:28	00:00:02	00:00:34	00:00:42	44
QAART_menu_terminate_call	2017-03-06	00:00:00	00:00:10	00:00:16	00:00:00	00:00:10	00:00:16	1
	2017-03-13	00:00:00	00:00:10	00:00:16	00:00:00	00:00:10	00:00:16	1
	Total	00:00:00	00:00:20	00:00:32	00:00:00	00:00:10	00:00:16	2
QAART_menuprompt_TTAN	2017-03-06	00:00:00	00:00:36	00:00:42	00:00:00	00:00:36	00:00:42	1
	2017-03-13	00:00:00	00:00:36	00:00:42	00:00:00	00:00:36	00:00:42	1
	Total	00:00:00	00:01:12	00:01:24	00:00:00	00:00:36	00:00:42	2
QAART_menuprompt_TTNA	2017-03-06	00:00:00	00:00:46	00:00:52	00:00:00	00:00:46	00:00:52	1
	2017-03-13	00:00:00	00:00:46	00:00:52	00:00:00	00:00:46	00:00:52	1
	Total	00:00:00	00:01:32	00:01:44	00:00:00	00:00:46	00:00:52	2
QAART_prompt_audio_var_routing	2017-03-06	00:00:03	00:00:05	00:00:14	00:00:03	00:00:05	00:00:14	1
	2017-03-13	00:00:03	00:00:05	00:00:14	00:00:03	00:00:05	00:00:14	1
	Total	00:00:06	00:00:10	00:00:28	00:00:03	00:00:05	00:00:14	2
QAART_prompt_routing	2017-03-06	00:00:03	00:00:05	00:00:14	00:00:03	00:00:05	00:00:14	1

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_prompt_routing	2017-03-13	00:00:03	00:00:05	00:00:14	00:00:03	00:00:05	00:00:14	1
	Total	00:00:06	00:00:10	00:00:28	00:00:03	00:00:05	00:00:14	2
QAART_Route_Agent__login_feature_In_Main_App_Busy_Treatment_In_Shared_Module	2017-03-06	00:04:42	00:00:50	00:06:38	00:00:28	00:00:05	00:00:40	10
	2017-03-13	00:04:43	00:00:55	00:06:44	00:00:28	00:00:06	00:00:40	10
	Total	00:09:25	00:01:45	00:13:22	00:00:28	00:00:05	00:00:40	20
QAART_Route_Agent_Block_Simple_Scenario_1	2017-03-06	00:08:14	00:00:00	00:10:40	00:00:21	00:00:00	00:00:28	23
	2017-03-13	00:07:45	00:00:00	00:10:08	00:00:21	00:00:00	00:00:28	22
	Total	00:15:59	00:00:00	00:20:48	00:00:21	00:00:00	00:00:28	45
QAART_Route_Agent_Block_Simple_Scenario_1_login_feature	2017-03-06	00:01:28	00:00:00	00:01:55	00:00:22	00:00:00	00:00:29	4
	2017-03-13	00:01:28	00:00:00	00:01:55	00:00:22	00:00:00	00:00:29	4
	Total	00:02:56	00:00:00	00:03:50	00:00:22	00:00:00	00:00:29	8
QAART_Route_Agent_Block_Simple_Scenario_1_Shared_Module	2017-03-06	00:01:20	00:00:00	00:01:45	00:00:20	00:00:00	00:00:26	4
	2017-03-13	00:01:26	00:00:00	00:01:50	00:00:22	00:00:00	00:00:28	4
	Total	00:02:46	00:00:00	00:03:35	00:00:21	00:00:00	00:00:27	8
QAART_Route_Agent_Block_Simple_Scenario_1_Shared_Module_login_feature	2017-03-06	00:01:33	00:00:00	00:02:00	00:00:23	00:00:00	00:00:30	4
	2017-03-13	00:01:40	00:00:00	00:02:07	00:00:25	00:00:00	00:00:32	4
	Total	00:03:13	00:00:00	00:04:07	00:00:24	00:00:00	00:00:31	8
QAART_Route_Agent_Block_Simple_Scenario_2	2017-03-06	00:01:37	00:00:00	00:02:09	00:00:19	00:00:00	00:00:26	5
	2017-03-13	00:01:42	00:00:00	00:02:13	00:00:20	00:00:00	00:00:27	5
	Total	00:03:19	00:00:00	00:04:22	00:00:20	00:00:00	00:00:26	10
QAART_Route_Agent_Block_Simple_Scenario_2_login_feature	2017-03-06	00:01:54	00:00:00	00:02:25	00:00:23	00:00:00	00:00:29	5
	2017-03-13	00:01:50	00:00:00	00:02:20	00:00:22	00:00:00	00:00:28	5
	Total	00:03:44	00:00:00	00:04:45	00:00:22	00:00:00	00:00:29	10
QAART_Route_Agent_Block_Simple_Scenario_2_Shared_Module	2017-03-06	00:01:58	00:00:00	00:02:36	00:00:20	00:00:00	00:00:26	6
	2017-03-13	00:01:37	00:00:00	00:02:09	00:00:19	00:00:00	00:00:26	5
	Total	00:03:35	00:00:00	00:04:45	00:00:20	00:00:00	00:00:26	11
QAART_Route_Agent_Block_Simple_Scenario_2_Shared_Module_login_feature	2017-03-06	00:01:44	00:00:00	00:02:16	00:00:21	00:00:00	00:00:27	5
	2017-03-13	00:01:46	00:00:00	00:02:19	00:00:21	00:00:00	00:00:28	5
	Total	00:03:30	00:00:00	00:04:35	00:00:21	00:00:00	00:00:28	10
QAART_Route_Agent_Busy_Treatment_As_Announcement_in_Main_Application_DES_2910	2017-03-06	00:01:20	00:00:00	00:01:45	00:00:20	00:00:00	00:00:26	4

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_Route_Agent_Busy_Treatment_As_Announcement_in_Main_Application_DES_2910	2017-03-13	00:01:20	00:00:00	00:01:45	00:00:20	00:00:00	00:00:26	4
	Total	00:02:40	00:00:00	00:03:30	00:00:20	00:00:00	00:00:26	8
QAART_Route_Agent_Busy_Treatment_As_Announcement_Shared_Module_DES_2910	2017-03-06	00:01:16	00:00:00	00:01:41	00:00:19	00:00:00	00:00:25	4
	2017-03-13	00:01:16	00:00:00	00:01:41	00:00:19	00:00:00	00:00:25	4
	Total	00:02:32	00:00:00	00:03:22	00:00:19	00:00:00	00:00:25	8
QAART_Route_Agent_Cascading_Route_only_if_Agent_Ready_Disabled	2017-03-06	00:15:02	00:02:58	00:21:19	00:00:29	00:00:06	00:00:41	31
	2017-03-13	00:15:36	00:03:06	00:22:07	00:00:29	00:00:06	00:00:41	32
	Total	00:30:38	00:06:04	00:43:26	00:00:29	00:00:06	00:00:41	63
QAART_Route_Agent_Cascading_Route_only_if_Agent_Ready_Enabled	2017-03-06	00:10:36	00:01:50	00:14:43	00:00:30	00:00:05	00:00:42	21
	2017-03-13	00:11:32	00:01:56	00:15:50	00:00:31	00:00:05	00:00:43	22
	Total	00:22:08	00:03:46	00:30:33	00:00:31	00:00:05	00:00:43	43
QAART_Route_Agent_Cascading_Shared_Module_Route_only_if_Agent_Ready_Disabled	2017-03-06	00:15:50	00:03:15	00:22:26	00:00:30	00:00:06	00:00:42	32
	2017-03-13	00:15:19	00:02:53	00:21:25	00:00:30	00:00:06	00:00:41	31
	Total	00:31:09	00:06:08	00:43:51	00:00:30	00:00:06	00:00:42	63
QAART_Route_Agent_Cascading_Shared_Module_Route_only_if_Agent_Ready_Enabled	2017-03-06	00:12:19	00:02:36	00:17:35	00:00:30	00:00:06	00:00:42	25
	2017-03-13	00:10:23	00:01:50	00:14:29	00:00:30	00:00:05	00:00:41	21
	Total	00:22:42	00:04:26	00:32:04	00:00:30	00:00:06	00:00:42	46
QAART_Route_Agent_In_Main_App_Busy_Treatment_In_Shared_Module	2017-03-06	00:05:18	00:01:04	00:07:32	00:00:29	00:00:06	00:00:41	11
	2017-03-13	00:04:44	00:00:50	00:06:40	00:00:28	00:00:05	00:00:40	10
	Total	00:10:02	00:01:54	00:14:12	00:00:29	00:00:05	00:00:41	21
QAART_Route_Agent_In_Shared_Module_Busy_Treatment_In_Shared_Module	2017-03-06	00:04:48	00:00:51	00:06:44	00:00:29	00:00:05	00:00:40	10
	2017-03-13	00:05:00	00:01:03	00:07:15	00:00:27	00:00:06	00:00:40	11
	Total	00:09:48	00:01:54	00:13:59	00:00:28	00:00:05	00:00:40	21
QAART_Route_Agent_Login_feature_agent_invalid	2017-03-06	00:00:10	00:00:00	00:00:17	00:00:10	00:00:00	00:00:17	1
	2017-03-13	00:00:12	00:00:00	00:00:18	00:00:12	00:00:00	00:00:18	1
	Total	00:00:22	00:00:00	00:00:35	00:00:11	00:00:00	00:00:18	2
QAART_Route_Agent_login_feature_Busy_Treatment_As_Announcement_in_Main_Application_DES_2910	2017-03-06	00:01:28	00:00:00	00:01:55	00:00:22	00:00:00	00:00:29	4
	2017-03-13	00:01:34	00:00:00	00:02:00	00:00:24	00:00:00	00:00:30	4
	Total	00:03:02	00:00:00	00:03:55	00:00:23	00:00:00	00:00:29	8
QAART_Route_Agent_login_feature_Busy_Treatment_As_Announcement_Shared_Module_DES_2910	2017-03-06	00:01:24	00:00:00	00:01:51	00:00:21	00:00:00	00:00:28	4

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_Route_Agent_login_feature_Busy_Treatment_As_Announcement_Shared_Module_DES_2910	2017-03-13	00:01:37	00:00:00	00:02:02	00:00:24	00:00:00	00:00:31	4
	Total	00:03:01	00:00:00	00:03:53	00:00:23	00:00:00	00:00:29	8
QAART_Route_Agent_login_feature_Cascading_Route_only_if_Agent_Ready_Disabled	2017-03-06	00:07:06	00:01:20	00:09:47	00:00:33	00:00:06	00:00:45	13
	2017-03-13	00:07:01	00:01:21	00:09:45	00:00:32	00:00:06	00:00:45	13
	Total	00:14:07	00:02:41	00:19:32	00:00:33	00:00:06	00:00:45	26
QAART_Route_Agent_login_feature_Cascading_Route_only_if_Agent_Ready_Enabled	2017-03-06	00:03:32	00:00:35	00:04:52	00:00:30	00:00:05	00:00:42	7
	2017-03-13	00:03:39	00:00:35	00:04:59	00:00:31	00:00:05	00:00:43	7
	Total	00:07:11	00:01:10	00:09:51	00:00:31	00:00:05	00:00:42	14
QAART_Route_Agent_login_feature_Cascading_Shared_Module_Route_only_if_Agent_Ready_Disabled	2017-03-06	00:05:18	00:01:01	00:07:30	00:00:29	00:00:06	00:00:41	11
	2017-03-13	00:04:55	00:00:51	00:06:49	00:00:30	00:00:05	00:00:41	10
	Total	00:10:13	00:01:52	00:14:19	00:00:29	00:00:05	00:00:41	21
QAART_Route_Agent_login_feature_Cascading_Shared_Module_Route_only_if_Agent_Ready_Enabled	2017-03-06	00:03:37	00:00:38	00:05:00	00:00:31	00:00:05	00:00:43	7
	2017-03-13	00:03:42	00:00:35	00:05:02	00:00:32	00:00:05	00:00:43	7
	Total	00:07:19	00:01:13	00:10:02	00:00:31	00:00:05	00:00:43	14
QAART_Route_Agent_login_feature_In_Shared_Module_Busy_Treatment_In_Shared_Module	2017-03-06	00:05:27	00:01:09	00:07:54	00:00:27	00:00:06	00:00:40	12
	2017-03-13	00:04:44	00:00:50	00:06:40	00:00:28	00:00:05	00:00:40	10
	Total	00:10:11	00:01:59	00:14:34	00:00:28	00:00:05	00:00:40	22
QAART_Route_Agent_login_feature_Shared_Module_Levels	2017-03-06	00:04:47	00:00:50	00:06:39	00:00:29	00:00:05	00:00:40	10
	2017-03-13	00:04:47	00:00:50	00:06:38	00:00:29	00:00:05	00:00:40	10
	Total	00:09:34	00:01:40	00:13:17	00:00:29	00:00:05	00:00:40	20
QAART_Route_Agent_Login_feature_switch_invalid	2017-03-06	00:00:15	00:00:00	00:00:22	00:00:15	00:00:00	00:00:22	1
	2017-03-13	00:00:10	00:00:00	00:00:17	00:00:10	00:00:00	00:00:17	1
	Total	00:00:25	00:00:00	00:00:39	00:00:13	00:00:00	00:00:20	2
QAART_Route_Agent_Shared_Module_Levels	2017-03-06	00:04:46	00:01:04	00:06:53	00:00:29	00:00:06	00:00:41	10
	2017-03-13	00:05:06	00:00:53	00:07:02	00:00:31	00:00:05	00:00:42	10
	Total	00:09:52	00:01:57	00:13:55	00:00:30	00:00:06	00:00:42	20
QAART_Route_Agent_Three_levels_of_Shared_Module_Route_only_if_Agent_Ready_Enabled	2017-03-06	00:04:27	00:01:49	00:08:08	00:00:15	00:00:06	00:00:27	18
	2017-03-13	00:04:24	00:01:41	00:07:59	00:00:15	00:00:06	00:00:27	18
	Total	00:08:51	00:03:30	00:16:07	00:00:15	00:00:06	00:00:27	36
QAART_Routecall_Agent_Group_busy_treatment_audio	2017-03-06	00:07:22	00:00:00	00:09:41	00:00:20	00:00:00	00:00:26	22

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_Routecall_Agent_Group_busy_treatment_audio	2017-03-13	00:07:40	00:00:00	00:09:56	00:00:21	00:00:00	00:00:27	22
	Total	00:15:02	00:00:00	00:19:37	00:00:21	00:00:00	00:00:27	44
QAART_Routecall_agent_group_routing_audios_sm	2017-03-06	00:02:01	00:00:00	00:02:37	00:00:20	00:00:00	00:00:26	6
	2017-03-13	00:01:59	00:00:00	00:02:36	00:00:20	00:00:00	00:00:26	6
	Total	00:04:00	00:00:00	00:05:13	00:00:20	00:00:00	00:00:26	12
QAART_Routecall_agent_group_routing_audios_sm_early_exit_enabled	2017-03-06	00:01:46	00:00:00	00:02:23	00:00:18	00:00:00	00:00:24	6
	2017-03-13	00:01:46	00:00:00	00:02:23	00:00:18	00:00:00	00:00:24	6
	Total	00:03:32	00:00:00	00:04:46	00:00:18	00:00:00	00:00:24	12
QAART_Routecall_Agent_group_routing_busy_treatment_audio_cascading	2017-03-06	00:11:49	00:00:00	00:13:59	00:00:34	00:00:00	00:00:40	21
	2017-03-13	00:12:12	00:00:00	00:14:33	00:00:33	00:00:00	00:00:40	22
	Total	00:24:01	00:00:00	00:28:32	00:00:34	00:00:00	00:00:40	43
QAART_Routecall_Agent_group_routing_busy_treatment_audio_cascading_diff_time	2017-03-06	00:14:56	00:00:00	00:16:01	00:01:30	00:00:00	00:01:36	10
	2017-03-13	00:18:27	00:00:00	00:19:40	00:01:32	00:00:00	00:01:38	12
	Total	00:33:23	00:00:00	00:35:41	00:01:31	00:00:00	00:01:37	22
QAART_Routecall_Agent_group_routing_busy_treatment_audio_cascading_diff_time_early_exit_enabled	2017-03-06	00:06:42	00:00:00	00:07:12	00:01:20	00:00:00	00:01:26	5
	2017-03-13	00:08:49	00:00:00	00:09:32	00:01:16	00:00:00	00:01:22	7
	Total	00:15:31	00:00:00	00:16:44	00:01:18	00:00:00	00:01:24	12
QAART_Routecall_Agent_group_routing_busy_treatment_audio_cascading_early_exit_enabled	2017-03-06	00:05:19	00:00:00	00:06:08	00:00:40	00:00:00	00:00:46	8
	2017-03-13	00:06:34	00:00:00	00:07:36	00:00:39	00:00:00	00:00:46	10
	Total	00:11:53	00:00:00	00:13:44	00:00:40	00:00:00	00:00:46	18
QAART_Routecall_Agent_group_routing_busy_treatment_shared_module	2017-03-06	00:01:46	00:00:00	00:02:16	00:00:21	00:00:00	00:00:27	5
	2017-03-13	00:01:46	00:00:00	00:02:17	00:00:21	00:00:00	00:00:27	5
	Total	00:03:32	00:00:00	00:04:33	00:00:21	00:00:00	00:00:27	10
QAART_Routecall_Agent_group_routing_busy_treatment_shared_module_var	2017-03-06	00:01:48	00:00:00	00:02:19	00:00:22	00:00:00	00:00:28	5
	2017-03-13	00:01:43	00:00:00	00:02:15	00:00:21	00:00:00	00:00:27	5
	Total	00:03:31	00:00:00	00:04:34	00:00:21	00:00:00	00:00:27	10
QAART_Routecall_Agent_routing_audio_sm	2017-03-06	00:01:38	00:00:00	00:02:09	00:00:20	00:00:00	00:00:26	5
	2017-03-13	00:01:40	00:00:00	00:02:10	00:00:20	00:00:00	00:00:26	5
	Total	00:03:18	00:00:00	00:04:19	00:00:20	00:00:00	00:00:26	10
QAART_Routecall_Agent_routing_audio_sm_early_exit_enabled	2017-03-06	00:01:56	00:00:00	00:02:34	00:00:19	00:00:00	00:00:26	6

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_Routecall_Agent_routing_audio_sm_early_exit_enabled	2017-03-13	00:01:25	00:00:00	00:01:56	00:00:17	00:00:00	00:00:23	5
	Total	00:03:21	00:00:00	00:04:30	00:00:18	00:00:00	00:00:25	11
QAART_Routecall_Agent_routing_busy_treatment_audio	2017-03-06	00:13:26	00:00:00	00:16:14	00:00:30	00:00:00	00:00:36	27
	2017-03-13	00:13:41	00:00:00	00:16:30	00:00:30	00:00:00	00:00:37	27
	Total	00:27:07	00:00:00	00:32:44	00:00:30	00:00:00	00:00:36	54
QAART_Routecall_Agent_routing_busy_treatment_audio_cascading	2017-03-06	00:12:42	00:00:00	00:15:03	00:00:33	00:00:00	00:00:39	23
	2017-03-13	00:11:26	00:00:00	00:13:36	00:00:33	00:00:00	00:00:39	21
	Total	00:24:08	00:00:00	00:28:39	00:00:33	00:00:00	00:00:39	44
QAART_Routecall_Agent_routing_busy_treatment_audio_cascading_diff_time	2017-03-06	00:14:14	00:00:00	00:15:11	00:01:35	00:00:00	00:01:41	9
	2017-03-13	00:14:14	00:00:00	00:15:09	00:01:35	00:00:00	00:01:41	9
	Total	00:28:28	00:00:00	00:30:20	00:01:35	00:00:00	00:01:41	18
QAART_Routecall_Agent_routing_busy_treatment_audio_cascading_diff_time_early_exit_enabled	2017-03-06	00:03:55	00:00:00	00:04:13	00:01:18	00:00:00	00:01:24	3
	2017-03-13	00:05:33	00:00:00	00:05:57	00:01:23	00:00:00	00:01:29	4
	Total	00:09:28	00:00:00	00:10:10	00:01:21	00:00:00	00:01:27	7
QAART_Routecall_Agent_routing_busy_treatment_audio_cascading_early_exit_enabled	2017-03-06	00:04:06	00:00:00	00:04:49	00:00:35	00:00:00	00:00:41	7
	2017-03-13	00:04:09	00:00:00	00:04:52	00:00:36	00:00:00	00:00:42	7
	Total	00:08:15	00:00:00	00:09:41	00:00:35	00:00:00	00:00:42	14
QAART_Routecall_Agent_routing_busy_treatment_shared_module	2017-03-06	00:01:59	00:00:00	00:02:39	00:00:20	00:00:00	00:00:27	6
	2017-03-13	00:02:01	00:00:00	00:02:38	00:00:20	00:00:00	00:00:26	6
	Total	00:04:00	00:00:00	00:05:17	00:00:20	00:00:00	00:00:26	12
QAART_Routecall_Agent_routing_busy_treatment_shared_module_var	2017-03-06	00:01:56	00:00:00	00:02:33	00:00:19	00:00:00	00:00:26	6
	2017-03-13	00:01:56	00:00:00	00:02:33	00:00:19	00:00:00	00:00:26	6
	Total	00:03:52	00:00:00	00:05:06	00:00:19	00:00:00	00:00:26	12
QAART_Routecall_Direct_Number_routing_audio_sm	2017-03-06	00:01:33	00:00:00	00:02:03	00:00:19	00:00:00	00:00:25	5
	2017-03-13	00:01:43	00:00:00	00:02:14	00:00:21	00:00:00	00:00:27	5
	Total	00:03:16	00:00:00	00:04:17	00:00:20	00:00:00	00:00:26	10
QAART_Routecall_Direct_Number_routing_busy_treatment_audio	2017-03-06	00:02:00	00:00:00	00:02:39	00:00:20	00:00:00	00:00:27	6
	2017-03-13	00:01:47	00:00:00	00:02:18	00:00:21	00:00:00	00:00:28	5
	Total	00:03:47	00:00:00	00:04:57	00:00:21	00:00:00	00:00:27	11
QAART_Routecall_Direct_number_routing_busy_treatment_audio_cascading	2017-03-06	00:08:16	00:00:00	00:09:43	00:00:35	00:00:00	00:00:42	14

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_Routecall_Direct_number_routing_busy_treatment_audio_cascading	2017-03-13	00:08:21	00:00:00	00:09:48	00:00:36	00:00:00	00:00:42	14
	Total	00:16:37	00:00:00	00:19:31	00:00:36	00:00:00	00:00:42	28
QAART_Routecall_Direct_number_routing_busy_treatment_audio_cascading_diff_time	2017-03-06	00:11:41	00:00:00	00:12:18	00:01:57	00:00:00	00:02:03	6
	2017-03-13	00:11:38	00:00:00	00:12:15	00:01:56	00:00:00	00:02:03	6
	Total	00:23:19	00:00:00	00:24:33	00:01:57	00:00:00	00:02:03	12
QAART_Routecall_Direct_Number_routing_busy_treatment_shared_module	2017-03-06	00:05:38	00:00:00	00:07:21	00:00:21	00:00:00	00:00:28	16
	2017-03-13	00:05:33	00:00:00	00:07:18	00:00:21	00:00:00	00:00:27	16
	Total	00:11:11	00:00:00	00:14:39	00:00:21	00:00:00	00:00:27	32
QAART_Routecall_Direct_Number_routing_busy_treatment_shared_module_var	2017-03-06	00:01:50	00:00:00	00:02:23	00:00:22	00:00:00	00:00:29	5
	2017-03-13	00:01:46	00:00:00	00:02:18	00:00:21	00:00:00	00:00:28	5
	Total	00:03:36	00:00:00	00:04:41	00:00:22	00:00:00	00:00:28	10
QAART_Routecall_skill_based_busy_treatment_audio	2017-03-06	00:01:43	00:00:00	00:02:14	00:00:21	00:00:00	00:00:27	5
	2017-03-13	00:02:14	00:00:00	00:02:56	00:00:19	00:00:00	00:00:25	7
	Total	00:03:57	00:00:00	00:05:10	00:00:20	00:00:00	00:00:26	12
QAART_Routecall_skill_based_routing_audio_sm	2017-03-06	00:01:35	00:00:00	00:02:05	00:00:19	00:00:00	00:00:25	5
	2017-03-13	00:01:35	00:00:00	00:02:05	00:00:19	00:00:00	00:00:25	5
	Total	00:03:10	00:00:00	00:04:10	00:00:19	00:00:00	00:00:25	10
QAART_Routecall_skill_based_routing_audio_sm_early_exit	2017-03-06	00:01:25	00:00:00	00:02:01	00:00:14	00:00:00	00:00:20	6
	2017-03-13	00:01:56	00:00:00	00:02:50	00:00:13	00:00:00	00:00:19	9
	Total	00:03:21	00:00:00	00:04:51	00:00:13	00:00:00	00:00:19	15
QAART_Routecall_skill_based_routing_busy_treatment_audio_cascading	2017-03-06	00:13:09	00:00:00	00:15:32	00:00:34	00:00:00	00:00:41	23
	2017-03-13	00:14:22	00:00:00	00:17:03	00:00:33	00:00:00	00:00:39	26
	Total	00:27:31	00:00:00	00:32:35	00:00:34	00:00:00	00:00:40	49
QAART_Routecall_skill_based_routing_busy_treatment_audio_cascading_diff_time	2017-03-06	00:16:05	00:00:00	00:17:08	00:01:37	00:00:00	00:01:43	10
	2017-03-13	00:13:47	00:00:00	00:14:41	00:01:32	00:00:00	00:01:38	9
	Total	00:29:52	00:00:00	00:31:49	00:01:34	00:00:00	00:01:40	19
QAART_Routecall_skill_based_routing_busy_treatment_audio_cascading_diff_time_early_exit	2017-03-06	00:06:40	00:00:00	00:07:11	00:01:20	00:00:00	00:01:26	5
	2017-03-13	00:08:19	00:00:00	00:08:57	00:01:23	00:00:00	00:01:30	6
	Total	00:14:59	00:00:00	00:16:08	00:01:22	00:00:00	00:01:28	11
QAART_Routecall_skill_based_routing_busy_treatment_audio_cascading_early_exit	2017-03-06	00:03:39	00:00:00	00:04:23	00:00:31	00:00:00	00:00:38	7

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_Routecall_skill_based_routing_busy_treatment_audio_cascading_early_exit	2017-03-13	00:04:42	00:00:00	00:05:39	00:00:31	00:00:00	00:00:38	9
	Total	00:08:21	00:00:00	00:10:02	00:00:31	00:00:00	00:00:38	16
QAART_Routecall_skill_based_routing_busy_treatment_shared_module	2017-03-06	00:06:54	00:00:00	00:09:00	00:00:21	00:00:00	00:00:27	20
	2017-03-13	00:06:52	00:00:00	00:09:06	00:00:20	00:00:00	00:00:26	21
	Total	00:13:46	00:00:00	00:18:06	00:00:20	00:00:00	00:00:26	41
QAART_Routecall_skill_based_routing_busy_treatment_shared_module_var	2017-03-06	00:02:19	00:00:00	00:02:56	00:00:23	00:00:00	00:00:29	6
	2017-03-13	00:01:41	00:00:00	00:02:12	00:00:20	00:00:00	00:00:26	5
	Total	00:04:00	00:00:00	00:05:08	00:00:22	00:00:00	00:00:28	11
QAART_Routecall_skill_exp_busy_treatment_audio	2017-03-06	00:02:12	00:00:00	00:02:49	00:00:22	00:00:00	00:00:28	6
	2017-03-13	00:01:44	00:00:00	00:02:15	00:00:21	00:00:00	00:00:27	5
	Total	00:03:56	00:00:00	00:05:04	00:00:21	00:00:00	00:00:28	11
QAART_Routecall_skill_exp_routing_audio_sm	2017-03-06	00:01:36	00:00:00	00:02:06	00:00:19	00:00:00	00:00:25	5
	2017-03-13	00:01:38	00:00:00	00:02:08	00:00:20	00:00:00	00:00:26	5
	Total	00:03:14	00:00:00	00:04:14	00:00:19	00:00:00	00:00:25	10
QAART_Routecall_skill_exp_routing_audio_sm_early_exit_enabled	2017-03-06	00:01:51	00:00:00	00:02:27	00:00:19	00:00:00	00:00:25	6
	2017-03-13	00:02:02	00:00:00	00:02:44	00:00:17	00:00:00	00:00:23	7
	Total	00:03:53	00:00:00	00:05:11	00:00:18	00:00:00	00:00:24	13
QAART_Routecall_skill_exp_routing_busy_treatment_audio_cascading	2017-03-06	00:11:52	00:00:00	00:14:11	00:00:32	00:00:00	00:00:39	22
	2017-03-13	00:11:45	00:00:00	00:14:02	00:00:32	00:00:00	00:00:38	22
	Total	00:23:37	00:00:00	00:28:13	00:00:32	00:00:00	00:00:38	44
QAART_Routecall_skill_exp_routing_busy_treatment_audio_cascading_diff_time	2017-03-06	00:13:22	00:00:00	00:14:17	00:01:29	00:00:00	00:01:35	9
	2017-03-13	00:13:18	00:00:00	00:14:15	00:01:29	00:00:00	00:01:35	9
	Total	00:26:40	00:00:00	00:28:32	00:01:29	00:00:00	00:01:35	18
QAART_Routecall_skill_exp_routing_busy_treatment_audio_cascading_diff_time_early_exit_enabled	2017-03-06	00:06:39	00:00:00	00:07:09	00:01:20	00:00:00	00:01:26	5
	2017-03-13	00:06:50	00:00:00	00:07:28	00:01:08	00:00:00	00:01:15	6
	Total	00:13:29	00:00:00	00:14:37	00:01:14	00:00:00	00:01:20	11
QAART_Routecall_skill_exp_routing_busy_treatment_audio_cascading_early_exit_enabled	2017-03-06	00:04:26	00:00:00	00:05:24	00:00:30	00:00:00	00:00:36	9
	2017-03-13	00:03:40	00:00:00	00:04:23	00:00:31	00:00:00	00:00:38	7
	Total	00:08:06	00:00:00	00:09:47	00:00:30	00:00:00	00:00:37	16
QAART_Routecall_skill_exp_routing_busy_treatment_shared_module	2017-03-06	00:08:19	00:00:00	00:10:49	00:00:21	00:00:00	00:00:27	24

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_Routecall_skill_exp_routing_busy_treatment_shared_module	2017-03-13	00:07:33	00:00:00	00:09:52	00:00:21	00:00:00	00:00:27	22
	Total	00:15:52	00:00:00	00:20:41	00:00:21	00:00:00	00:00:27	46
QAART_Routecall_skill_exp_routing_busy_treatment_shared_module_var	2017-03-06	00:02:00	00:00:00	00:02:37	00:00:20	00:00:00	00:00:26	6
	2017-03-13	00:01:46	00:00:00	00:02:17	00:00:21	00:00:00	00:00:27	5
	Total	00:03:46	00:00:00	00:04:54	00:00:21	00:00:00	00:00:27	11
QAART_Routecall_skill_tab_busy_treatment_audio	2017-03-06	00:01:46	00:00:00	00:02:17	00:00:21	00:00:00	00:00:27	5
	2017-03-13	00:01:41	00:00:00	00:02:12	00:00:20	00:00:00	00:00:26	5
	Total	00:03:27	00:00:00	00:04:29	00:00:21	00:00:00	00:00:27	10
QAART_Routecall_skill_tab_routing_audio_sm	2017-03-06	00:01:45	00:00:00	00:02:15	00:00:21	00:00:00	00:00:27	5
	2017-03-13	00:01:35	00:00:00	00:02:05	00:00:19	00:00:00	00:00:25	5
	Total	00:03:20	00:00:00	00:04:20	00:00:20	00:00:00	00:00:26	10
QAART_Routecall_skill_tab_routing_audio_sm_early_exit_enabled	2017-03-06	00:01:48	00:00:00	00:02:24	00:00:18	00:00:00	00:00:24	6
	2017-03-13	00:01:39	00:00:00	00:02:15	00:00:17	00:00:00	00:00:23	6
	Total	00:03:27	00:00:00	00:04:39	00:00:17	00:00:00	00:00:23	12
QAART_Routecall_skill_tab_routing_busy_treatment_audio_cascading	2017-03-06	00:12:18	00:00:00	00:14:45	00:00:32	00:00:00	00:00:38	23
	2017-03-13	00:12:18	00:00:00	00:14:41	00:00:32	00:00:00	00:00:38	23
	Total	00:24:36	00:00:00	00:29:26	00:00:32	00:00:00	00:00:38	46
QAART_Routecall_skill_tab_routing_busy_treatment_audio_cascading_diff_time	2017-03-06	00:15:00	00:00:00	00:16:03	00:01:30	00:00:00	00:01:36	10
	2017-03-13	00:13:15	00:00:00	00:14:10	00:01:28	00:00:00	00:01:34	9
	Total	00:28:15	00:00:00	00:30:13	00:01:29	00:00:00	00:01:35	19
QAART_Routecall_skill_tab_routing_busy_treatment_audio_cascading_diff_time_early_exit_enabled	2017-03-06	00:06:41	00:00:00	00:07:13	00:01:20	00:00:00	00:01:27	5
	2017-03-13	00:06:39	00:00:00	00:07:09	00:01:20	00:00:00	00:01:26	5
	Total	00:13:20	00:00:00	00:14:22	00:01:20	00:00:00	00:01:26	10
QAART_Routecall_skill_tab_routing_busy_treatment_audio_cascading_early_exit_enabled	2017-03-06	00:03:40	00:00:00	00:04:23	00:00:31	00:00:00	00:00:38	7
	2017-03-07	00:00:08	00:00:00	00:00:20	00:00:04	00:00:00	00:00:10	2
	2017-03-13	00:03:48	00:00:00	00:04:45	00:00:25	00:00:00	00:00:32	9
	Total	00:07:36	00:00:00	00:09:28	00:00:25	00:00:00	00:00:32	18
QAART_Routecall_skill_tab_routing_busy_treatment_shared_module	2017-03-06	00:07:00	00:00:00	00:09:18	00:00:20	00:00:00	00:00:27	21
	2017-03-13	00:06:30	00:00:00	00:08:40	00:00:20	00:00:00	00:00:26	20
	Total	00:13:30	00:00:00	00:17:58	00:00:20	00:00:00	00:00:26	41

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_Routecall_skill_tab_routing_busy_treatment_shared_module_var	2017-03-06	00:01:49	00:00:00	00:02:20	00:00:22	00:00:00	00:00:28	5
	2017-03-13	00:01:41	00:00:00	00:02:12	00:00:20	00:00:00	00:00:26	5
	Total	00:03:30	00:00:00	00:04:32	00:00:21	00:00:00	00:00:27	10
QAART_segment	2017-03-06	00:00:13	00:00:25	00:01:02	00:00:03	00:00:06	00:00:16	4
	2017-03-13	00:00:13	00:00:20	00:00:57	00:00:03	00:00:05	00:00:14	4
	Total	00:00:26	00:00:45	00:01:59	00:00:03	00:00:06	00:00:15	8
QAART_segmentation_routing	2017-03-06	00:00:13	00:00:50	00:01:23	00:00:04	00:00:17	00:00:28	3
	2017-03-13	00:00:13	00:00:50	00:01:23	00:00:04	00:00:17	00:00:28	3
	Total	00:00:26	00:01:40	00:02:46	00:00:04	00:00:17	00:00:28	6
QAART_SharedModule_PlayMessage_SS_MultiLvl	2017-03-06	00:00:13	00:00:29	00:07:25	00:00:00	00:00:01	00:00:16	27
	2017-03-13	00:00:15	00:00:25	00:06:56	00:00:01	00:00:01	00:00:16	26
	Total	00:00:28	00:00:54	00:14:21	00:00:01	00:00:01	00:00:16	53
QAART_sm_3lvl_terminate_call	2017-03-06	00:00:57	00:01:02	00:02:45	00:00:11	00:00:12	00:00:33	5
	2017-03-13	00:00:59	00:01:02	00:02:48	00:00:12	00:00:12	00:00:34	5
	Total	00:01:56	00:02:04	00:05:33	00:00:12	00:00:12	00:00:33	10
QAART_sm_Agentgroup_routing_busy_treatment_audio	2017-03-06	00:01:48	00:00:00	00:02:19	00:00:22	00:00:00	00:00:28	5
	2017-03-13	00:02:53	00:00:00	00:03:36	00:00:25	00:00:00	00:00:31	7
	Total	00:04:41	00:00:00	00:05:55	00:00:23	00:00:00	00:00:30	12
QAART_sm_changelanguage_AS_variables	2017-03-06	00:00:15	00:00:00	00:00:22	00:00:15	00:00:00	00:00:22	1
	2017-03-13	00:00:10	00:00:00	00:00:17	00:00:10	00:00:00	00:00:17	1
	Total	00:00:25	00:00:00	00:00:39	00:00:13	00:00:00	00:00:20	2
QAART_sm_Route_Agent_Block_CT	2017-03-06	00:07:57	00:00:00	00:10:25	00:00:21	00:00:00	00:00:27	23
	2017-03-07	00:00:09	00:00:00	00:00:15	00:00:09	00:00:00	00:00:15	1
	2017-03-13	00:07:36	00:00:00	00:10:09	00:00:20	00:00:00	00:00:26	23
	Total	00:15:42	00:00:00	00:20:49	00:00:20	00:00:00	00:00:27	47
QAART_sm_Route_Agent_Login_feature_agent_invalid	2017-03-06	00:00:10	00:00:00	00:00:17	00:00:10	00:00:00	00:00:17	1
	2017-03-13	00:00:11	00:00:00	00:00:18	00:00:11	00:00:00	00:00:18	1
	Total	00:00:21	00:00:00	00:00:35	00:00:11	00:00:00	00:00:18	2
QAART_sm_Route_Agent_Login_feature_switch_invalid	2017-03-06	00:00:10	00:00:00	00:00:17	00:00:10	00:00:00	00:00:17	1
	2017-03-13	00:00:10	00:00:00	00:00:17	00:00:10	00:00:00	00:00:17	1

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_sm_Route_Agent_Login_feature_switch_invalid	Total	00:00:20	00:00:00	00:00:34	00:00:10	00:00:00	00:00:17	2
	2017-03-06	00:02:04	00:00:00	00:02:41	00:00:21	00:00:00	00:00:27	6
QAART_sm_Routecall_Agent_group_routing_audio_sm	2017-03-13	00:01:42	00:00:00	00:02:12	00:00:20	00:00:00	00:00:26	5
	Total	00:03:46	00:00:00	00:04:53	00:00:21	00:00:00	00:00:27	11
QAART_sm_Routecall_Agent_group_routing_audio_sm_early_exit_enabled	2017-03-06	00:01:20	00:00:00	00:01:51	00:00:16	00:00:00	00:00:22	5
	2017-03-13	00:01:25	00:00:00	00:01:55	00:00:17	00:00:00	00:00:23	5
	Total	00:02:45	00:00:00	00:03:46	00:00:17	00:00:00	00:00:23	10
QAART_sm_Routecall_Agent_group_routing_busy_treatment_audio_cascading	2017-03-06	00:11:39	00:00:00	00:14:01	00:00:32	00:00:00	00:00:38	22
	2017-03-13	00:11:30	00:00:00	00:13:50	00:00:31	00:00:00	00:00:38	22
	Total	00:23:09	00:00:00	00:27:51	00:00:32	00:00:00	00:00:38	44
QAART_sm_Routecall_Agent_group_routing_busy_treatment_audio_cascading_diff_time	2017-03-06	00:13:16	00:00:00	00:14:12	00:01:28	00:00:00	00:01:35	9
	2017-03-13	00:18:55	00:00:00	00:20:08	00:01:35	00:00:00	00:01:41	12
	Total	00:32:11	00:00:00	00:34:20	00:01:32	00:00:00	00:01:38	21
QAART_sm_Routecall_Agent_group_routing_busy_treatment_audio_cascading_diff_time_early_exit_enaabled	2017-03-06	00:06:42	00:00:00	00:07:13	00:01:20	00:00:00	00:01:27	5
	2017-03-13	00:06:57	00:00:00	00:07:27	00:01:23	00:00:00	00:01:29	5
	Total	00:13:39	00:00:00	00:14:40	00:01:22	00:00:00	00:01:28	10
QAART_sm_Routecall_Agent_group_routing_busy_treatment_audio_cascading_early_exit_enabled	2017-03-06	00:03:47	00:00:00	00:04:30	00:00:32	00:00:00	00:00:39	7
	2017-03-13	00:04:29	00:00:00	00:05:18	00:00:34	00:00:00	00:00:40	8
	Total	00:08:16	00:00:00	00:09:48	00:00:33	00:00:00	00:00:39	15
QAART_sm_Routecall_Agent_group_routing_busy_treatment_shared_module_var	2017-03-06	00:02:08	00:00:00	00:02:45	00:00:21	00:00:00	00:00:28	6
	2017-03-13	00:01:59	00:00:00	00:02:36	00:00:20	00:00:00	00:00:26	6
	Total	00:04:07	00:00:00	00:05:21	00:00:21	00:00:00	00:00:27	12
QAART_sm_Routecall_agent_group_routing_tsm	2017-03-06	00:07:00	00:00:00	00:09:13	00:00:19	00:00:00	00:00:25	22
	2017-03-13	00:06:26	00:00:00	00:08:27	00:00:19	00:00:00	00:00:25	20
	Total	00:13:26	00:00:00	00:17:40	00:00:19	00:00:00	00:00:25	42
QAART_sm_Routecall_Agent_routing_audio_sm	2017-03-06	00:01:58	00:00:00	00:02:36	00:00:20	00:00:00	00:00:26	6
	2017-03-13	00:01:42	00:00:00	00:02:14	00:00:20	00:00:00	00:00:27	5
	Total	00:03:40	00:00:00	00:04:50	00:00:20	00:00:00	00:00:26	11
QAART_sm_Routecall_Agent_routing_audio_sm_early_exit_enabled	2017-03-06	00:01:28	00:00:00	00:01:59	00:00:18	00:00:00	00:00:24	5
	2017-03-13	00:01:20	00:00:00	00:01:50	00:00:16	00:00:00	00:00:22	5

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_sm_Routecall_Agent_routing_audio_sm_early_exit_enabled	Total	00:02:48	00:00:00	00:03:49	00:00:17	00:00:00	00:00:23	10
	2017-03-06	00:01:54	00:00:00	00:02:26	00:00:23	00:00:00	00:00:29	5
QAART_sm_Routecall_agent_routing_busy_treatment_audio	2017-03-13	00:01:45	00:00:00	00:02:18	00:00:21	00:00:00	00:00:28	5
	Total	00:03:39	00:00:00	00:04:44	00:00:22	00:00:00	00:00:28	10
QAART_sm_Routecall_Agent_routing_busy_treatment_audio_cascading	2017-03-06	00:11:06	00:00:00	00:13:18	00:00:32	00:00:00	00:00:38	21
	2017-03-13	00:11:50	00:00:00	00:14:03	00:00:32	00:00:00	00:00:38	22
	Total	00:22:56	00:00:00	00:27:21	00:00:32	00:00:00	00:00:38	43
QAART_sm_Routecall_Agent_routing_busy_treatment_audio_cascading_diff_time	2017-03-06	00:14:24	00:00:00	00:15:25	00:01:26	00:00:00	00:01:33	10
	2017-03-13	00:14:09	00:00:00	00:15:03	00:01:34	00:00:00	00:01:40	9
	Total	00:28:33	00:00:00	00:30:28	00:01:30	00:00:00	00:01:36	19
QAART_sm_Routecall_Agent_routing_busy_treatment_audio_cascading_diff_time_early_exit_enabled	2017-03-06	00:05:55	00:00:00	00:06:21	00:01:29	00:00:00	00:01:35	4
	2017-03-13	00:04:00	00:00:00	00:04:18	00:01:20	00:00:00	00:01:26	3
	Total	00:09:55	00:00:00	00:10:39	00:01:25	00:00:00	00:01:31	7
QAART_sm_Routecall_Agent_routing_busy_treatment_audio_cascading_early_exit_enabled	2017-03-06	00:04:04	00:00:00	00:04:47	00:00:35	00:00:00	00:00:41	7
	2017-03-13	00:04:52	00:00:00	00:05:41	00:00:37	00:00:00	00:00:43	8
	Total	00:08:56	00:00:00	00:10:28	00:00:36	00:00:00	00:00:42	15
QAART_sm_Routecall_Agent_routing_busy_treatment_shared_module_var	2017-03-06	00:01:41	00:00:00	00:02:12	00:00:20	00:00:00	00:00:26	5
	2017-03-13	00:01:56	00:00:00	00:02:33	00:00:19	00:00:00	00:00:26	6
	Total	00:03:37	00:00:00	00:04:45	00:00:20	00:00:00	00:00:26	11
QAART_sm_Routecall_agent_routing_tsm	2017-03-06	00:07:11	00:00:00	00:09:26	00:00:20	00:00:00	00:00:26	22
	2017-03-07	00:00:13	00:00:00	00:00:19	00:00:13	00:00:00	00:00:19	1
	2017-03-13	00:07:17	00:00:00	00:09:32	00:00:20	00:00:00	00:00:26	22
	Total	00:14:41	00:00:00	00:19:17	00:00:20	00:00:00	00:00:26	45
QAART_sm_Routecall_Direct_number_routing_audio_tsm_var	2017-03-06	00:01:34	00:00:00	00:02:05	00:00:19	00:00:00	00:00:25	5
	2017-03-13	00:01:34	00:00:00	00:02:05	00:00:19	00:00:00	00:00:25	5
	Total	00:03:08	00:00:00	00:04:10	00:00:19	00:00:00	00:00:25	10
QAART_sm_Routecall_Direct_number_routing_busy_treatment_audio_cascading	2017-03-06	00:08:11	00:00:00	00:09:41	00:00:35	00:00:00	00:00:42	14
	2017-03-13	00:08:14	00:00:00	00:09:43	00:00:35	00:00:00	00:00:42	14
	Total	00:16:25	00:00:00	00:19:24	00:00:35	00:00:00	00:00:42	28
QAART_sm_Routecall_Direct_number_routing_busy_treatment_audio_cascading_diff_time	2017-03-06	00:11:41	00:00:00	00:12:17	00:01:57	00:00:00	00:02:03	6

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_sm_Routecall_Direct_number_routing_busy_treatment_audio_cascading_diff_time	2017-03-13	00:11:51	00:00:00	00:12:28	00:01:59	00:00:00	00:02:05	6
	Total	00:23:32	00:00:00	00:24:45	00:01:58	00:00:00	00:02:04	12
QAART_sm_Routecall_Direct_number_routing_tsm	2017-03-06	00:05:16	00:00:00	00:06:53	00:00:21	00:00:00	00:00:28	15
	2017-03-13	00:05:49	00:00:00	00:07:33	00:00:22	00:00:00	00:00:28	16
	Total	00:11:05	00:00:00	00:14:26	00:00:21	00:00:00	00:00:28	31
QAART_sm_Routecall_Direct_number_routing_tsm_var	2017-03-06	00:02:30	00:00:00	00:03:21	00:00:19	00:00:00	00:00:25	8
	2017-03-13	00:01:54	00:00:00	00:02:26	00:00:23	00:00:00	00:00:29	5
	Total	00:04:24	00:00:00	00:05:47	00:00:20	00:00:00	00:00:27	13
QAART_sm_Routecall_Directnumber_routing_busy_treatment_audio	2017-03-06	00:01:45	00:00:00	00:02:18	00:00:21	00:00:00	00:00:28	5
	2017-03-13	00:01:49	00:00:00	00:02:21	00:00:22	00:00:00	00:00:28	5
	Total	00:03:34	00:00:00	00:04:39	00:00:21	00:00:00	00:00:28	10
QAART_sm_Routecall_skill_based_busy_treatment_audio	2017-03-06	00:02:29	00:00:00	00:03:19	00:00:19	00:00:00	00:00:25	8
	2017-03-13	00:01:56	00:00:00	00:02:33	00:00:19	00:00:00	00:00:26	6
	Total	00:04:25	00:00:00	00:05:52	00:00:19	00:00:00	00:00:25	14
QAART_sm_Routecall_skill_based_routing_audio_sm	2017-03-06	00:01:43	00:00:00	00:02:14	00:00:21	00:00:00	00:00:27	5
	2017-03-13	00:01:35	00:00:00	00:02:05	00:00:19	00:00:00	00:00:25	5
	Total	00:03:18	00:00:00	00:04:19	00:00:20	00:00:00	00:00:26	10
QAART_sm_Routecall_skill_based_routing_audio_sm_early_exit	2017-03-06	00:01:28	00:00:00	00:02:04	00:00:15	00:00:00	00:00:21	6
	2017-03-13	00:02:21	00:00:00	00:03:15	00:00:16	00:00:00	00:00:22	9
	Total	00:03:49	00:00:00	00:05:19	00:00:15	00:00:00	00:00:21	15
QAART_sm_Routecall_skill_based_routing_busy_treatment_audio_cascading	2017-03-06	00:11:48	00:00:00	00:13:58	00:00:34	00:00:00	00:00:40	21
	2017-03-13	00:11:12	00:00:00	00:13:21	00:00:32	00:00:00	00:00:38	21
	Total	00:23:00	00:00:00	00:27:19	00:00:33	00:00:00	00:00:39	42
QAART_sm_Routecall_skill_based_routing_busy_treatment_audio_cascading_diff_time	2017-03-06	00:13:22	00:00:00	00:14:16	00:01:29	00:00:00	00:01:35	9
	2017-03-13	00:13:10	00:00:00	00:14:07	00:01:28	00:00:00	00:01:34	9
	Total	00:26:32	00:00:00	00:28:23	00:01:28	00:00:00	00:01:35	18
QAART_sm_Routecall_skill_based_routing_busy_treatment_audio_cascading_diff_time_early_exit_enabled	2017-03-06	00:06:51	00:00:00	00:07:28	00:01:09	00:00:00	00:01:15	6
	2017-03-13	00:06:40	00:00:00	00:07:11	00:01:20	00:00:00	00:01:26	5
	Total	00:13:31	00:00:00	00:14:39	00:01:14	00:00:00	00:01:20	11
QAART_sm_Routecall_skill_based_routing_busy_treatment_audio_cascading_early_exit	2017-03-06	00:03:41	00:00:00	00:04:25	00:00:32	00:00:00	00:00:38	7

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_sm_Routecall_skill_based_routing_busy_treatment_audio_cascading_early_exit	2017-03-13	00:05:20	00:00:00	00:06:21	00:00:32	00:00:00	00:00:38	10
	Total	00:09:01	00:00:00	00:10:46	00:00:32	00:00:00	00:00:38	17
QAART_sm_Routecall_skill_based_routing_busy_treatment_shared_module_var	2017-03-06	00:01:48	00:00:00	00:02:19	00:00:22	00:00:00	00:00:28	5
	2017-03-13	00:01:41	00:00:00	00:02:12	00:00:20	00:00:00	00:00:26	5
	Total	00:03:29	00:00:00	00:04:31	00:00:21	00:00:00	00:00:27	10
QAART_sm_Routecall_skill_based_routing_tsm	2017-03-06	00:08:55	00:00:00	00:11:35	00:00:21	00:00:00	00:00:27	26
	2017-03-13	00:10:27	00:00:00	00:13:28	00:00:22	00:00:00	00:00:28	29
	Total	00:19:22	00:00:00	00:25:03	00:00:21	00:00:00	00:00:27	55
QAART_sm_Routecall_skill_exp_busy_treatment_audio	2017-03-06	00:01:44	00:00:00	00:02:14	00:00:21	00:00:00	00:00:27	5
	2017-03-13	00:01:41	00:00:00	00:02:12	00:00:20	00:00:00	00:00:26	5
	Total	00:03:25	00:00:00	00:04:26	00:00:21	00:00:00	00:00:27	10
QAART_sm_Routecall_skill_exp_routing_audio_sm	2017-03-06	00:01:53	00:00:00	00:02:23	00:00:23	00:00:00	00:00:29	5
	2017-03-13	00:01:35	00:00:00	00:02:05	00:00:19	00:00:00	00:00:25	5
	Total	00:03:28	00:00:00	00:04:28	00:00:21	00:00:00	00:00:27	10
QAART_sm_Routecall_skill_exp_routing_audio_sm_early_exit_enabled	2017-03-06	00:01:33	00:00:00	00:02:10	00:00:16	00:00:00	00:00:22	6
	2017-03-13	00:01:34	00:00:00	00:02:10	00:00:16	00:00:00	00:00:22	6
	Total	00:03:07	00:00:00	00:04:20	00:00:16	00:00:00	00:00:22	12
QAART_sm_Routecall_skill_exp_routing_busy_treatment_audio_cascading	2017-03-06	00:12:48	00:00:00	00:15:16	00:00:32	00:00:00	00:00:38	24
	2017-03-13	00:11:17	00:00:00	00:13:30	00:00:32	00:00:00	00:00:39	21
	Total	00:24:05	00:00:00	00:28:46	00:00:32	00:00:00	00:00:38	45
QAART_sm_Routecall_skill_exp_routing_busy_treatment_audio_cascading_diff_time	2017-03-06	00:18:26	00:00:00	00:19:40	00:01:32	00:00:00	00:01:38	12
	2017-03-13	00:13:16	00:00:00	00:14:12	00:01:28	00:00:00	00:01:35	9
	Total	00:31:42	00:00:00	00:33:52	00:01:31	00:00:00	00:01:37	21
QAART_sm_Routecall_skill_exp_routing_busy_treatment_audio_cascading_diff_time_early_exit_enabled	2017-03-06	00:08:24	00:00:00	00:09:01	00:01:24	00:00:00	00:01:30	6
	2017-03-13	00:06:39	00:00:00	00:07:09	00:01:20	00:00:00	00:01:26	5
	Total	00:15:03	00:00:00	00:16:10	00:01:22	00:00:00	00:01:28	11
QAART_sm_Routecall_skill_exp_routing_busy_treatment_audio_cascading_early_exit_enabled	2017-03-06	00:04:25	00:00:00	00:05:15	00:00:33	00:00:00	00:00:39	8
	2017-03-13	00:03:40	00:00:00	00:04:23	00:00:31	00:00:00	00:00:38	7
	Total	00:08:05	00:00:00	00:09:38	00:00:32	00:00:00	00:00:39	15
QAART_sm_Routecall_skill_exp_routing_busy_treatment_shared_module_var	2017-03-06	00:02:19	00:00:00	00:03:02	00:00:20	00:00:00	00:00:26	7

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_sm_Routecall_skill_exp_routing_busy_treatment_shared_module_var	2017-03-13	00:02:45	00:00:00	00:03:33	00:00:21	00:00:00	00:00:27	8
	Total	00:05:04	00:00:00	00:06:35	00:00:20	00:00:00	00:00:26	15
QAART_sm_Routecall_skill_exp_routing_tsm	2017-03-06	00:06:50	00:00:00	00:08:56	00:00:21	00:00:00	00:00:27	20
	2017-03-13	00:07:10	00:00:00	00:09:24	00:00:20	00:00:00	00:00:27	21
	Total	00:14:00	00:00:00	00:18:20	00:00:20	00:00:00	00:00:27	41
QAART_sm_Routecall_skill_tab_busy_treatment_audio	2017-03-06	00:01:41	00:00:00	00:02:12	00:00:20	00:00:00	00:00:26	5
	2017-03-13	00:01:41	00:00:00	00:02:12	00:00:20	00:00:00	00:00:26	5
	Total	00:03:22	00:00:00	00:04:24	00:00:20	00:00:00	00:00:26	10
QAART_sm_Routecall_skill_tab_routing_audio_sm	2017-03-06	00:01:36	00:00:00	00:02:06	00:00:19	00:00:00	00:00:25	5
	2017-03-13	00:01:35	00:00:00	00:02:05	00:00:19	00:00:00	00:00:25	5
	Total	00:03:11	00:00:00	00:04:11	00:00:19	00:00:00	00:00:25	10
QAART_sm_Routecall_skill_tab_routing_audio_sm_early_exit_enabled	2017-03-06	00:01:49	00:00:00	00:02:25	00:00:18	00:00:00	00:00:24	6
	2017-03-13	00:01:39	00:00:00	00:02:15	00:00:17	00:00:00	00:00:23	6
	Total	00:03:28	00:00:00	00:04:40	00:00:17	00:00:00	00:00:23	12
QAART_sm_Routecall_skill_tab_routing_busy_treatment_audio_cascading	2017-03-06	00:10:49	00:00:00	00:12:56	00:00:32	00:00:00	00:00:39	20
	2017-03-13	00:10:35	00:00:00	00:12:41	00:00:32	00:00:00	00:00:38	20
	Total	00:21:24	00:00:00	00:25:37	00:00:32	00:00:00	00:00:38	40
QAART_sm_Routecall_skill_tab_routing_busy_treatment_audio_cascading_diff_time	2017-03-06	00:13:27	00:00:00	00:14:22	00:01:30	00:00:00	00:01:36	9
	2017-03-13	00:13:11	00:00:00	00:14:06	00:01:28	00:00:00	00:01:34	9
	Total	00:26:38	00:00:00	00:28:28	00:01:29	00:00:00	00:01:35	18
QAART_sm_Routecall_skill_tab_routing_busy_treatment_audio_cascading_diff_time_early_exit_enabled	2017-03-06	00:06:40	00:00:00	00:07:10	00:01:20	00:00:00	00:01:26	5
	2017-03-13	00:08:22	00:00:00	00:08:58	00:01:24	00:00:00	00:01:30	6
	Total	00:15:02	00:00:00	00:16:08	00:01:22	00:00:00	00:01:28	11
QAART_sm_Routecall_skill_tab_routing_busy_treatment_audio_cascading_early_exit_enabled	2017-03-06	00:03:41	00:00:00	00:04:25	00:00:32	00:00:00	00:00:38	7
	2017-03-13	00:03:41	00:00:00	00:04:23	00:00:32	00:00:00	00:00:38	7
	Total	00:07:22	00:00:00	00:08:48	00:00:32	00:00:00	00:00:38	14
QAART_sm_Routecall_skill_tab_routing_busy_treatment_shared_module_var	2017-03-06	00:01:41	00:00:00	00:02:12	00:00:20	00:00:00	00:00:26	5
	2017-03-13	00:01:41	00:00:00	00:02:13	00:00:20	00:00:00	00:00:27	5
	Total	00:03:22	00:00:00	00:04:25	00:00:20	00:00:00	00:00:27	10
QAART_sm_Routecall_skill_tab_routing_tsm	2017-03-06	00:06:50	00:00:00	00:09:01	00:00:20	00:00:00	00:00:26	21

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
QAART_sm_Routecall_skill_tab_routing_tsm	2017-03-13	00:05:32	00:00:00	00:07:19	00:00:20	00:00:00	00:00:26	17
	Total	00:12:22	00:00:00	00:16:20	00:00:20	00:00:00	00:00:26	38
QAART_special_day	2017-03-06	00:00:32	00:00:25	00:01:24	00:00:08	00:00:06	00:00:21	4
	2017-03-13	00:00:31	00:00:25	00:01:23	00:00:08	00:00:06	00:00:21	4
	Total	00:01:03	00:00:50	00:02:47	00:00:08	00:00:06	00:00:21	8
QAART_SURVEY	2017-03-06	00:00:00	00:00:16	00:02:36	00:00:00	00:00:01	00:00:06	26
	2017-03-07	00:00:00	00:00:03	00:00:09	00:00:00	00:00:03	00:00:09	1
	2017-03-10	00:00:00	00:00:17	00:03:59	00:00:00	00:00:00	00:00:06	42
	Total	00:00:00	00:00:36	00:06:44	00:00:00	00:00:01	00:00:06	69
QAART_TEST_OA	2017-03-06	00:54:25	00:00:00	00:56:04	00:02:52	00:00:00	00:02:57	19
	2017-03-07	00:07:00	00:00:00	00:07:48	00:00:47	00:00:00	00:00:52	9
	2017-03-09	00:04:20	00:00:00	00:04:45	00:00:52	00:00:00	00:00:57	5
	2017-03-10	00:59:23	00:00:00	01:00:57	00:03:18	00:00:00	00:03:23	18
	Total	02:05:08	00:00:00	02:09:34	00:02:27	00:00:00	00:02:32	51
route chat	2017-03-14	00:00:50	00:00:00	00:00:55	00:00:04	00:00:00	00:00:04	13
	Total	00:00:50	00:00:00	00:00:55	00:00:04	00:00:00	00:00:04	13
routing_LCA	2017-03-07	00:04:04	00:00:43	00:06:57	00:00:12	00:00:02	00:00:20	21
	2017-03-08	00:00:16	00:01:47	00:02:33	00:00:03	00:00:21	00:00:31	5
	Total	00:04:20	00:02:30	00:09:30	00:00:10	00:00:06	00:00:22	26
sample_application	2017-03-06	00:18:33	00:00:00	00:21:51	00:00:35	00:00:00	00:00:41	32
	2017-03-13	00:18:34	00:00:00	00:21:57	00:00:35	00:00:00	00:00:41	32
	Total	00:37:07	00:00:00	00:43:48	00:00:35	00:00:00	00:00:41	64
SAT_APPLICATION	2017-03-06	00:01:41	00:00:53	00:02:59	00:00:20	00:00:11	00:00:36	5
	2017-03-07	00:00:06	00:00:26	00:00:42	00:00:03	00:00:13	00:00:21	2
	2017-03-13	00:00:00	00:00:12	00:00:17	00:00:00	00:00:12	00:00:17	1
	Total	00:01:47	00:01:31	00:03:58	00:00:13	00:00:11	00:00:30	8
Segmentation_expression_eval_DES_4582	2017-03-07	00:01:17	00:01:53	00:05:10	00:00:04	00:00:06	00:00:16	20
	2017-03-13	00:01:04	00:02:24	00:05:24	00:00:03	00:00:08	00:00:17	19
	Total	00:02:21	00:04:17	00:10:34	00:00:04	00:00:07	00:00:16	39
send chat transcript	2017-03-14	00:00:02	00:00:00	00:00:06	00:00:00	00:00:00	00:00:01	8

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
send chat transcript	Total	00:00:02	00:00:00	00:00:06	00:00:00	00:00:00	00:00:01	8
SMART M1	2017-03-07	00:00:00	00:00:03	00:00:09	00:00:00	00:00:03	00:00:09	1
	Total	00:00:00	00:00:03	00:00:09	00:00:00	00:00:03	00:00:09	1
survey_test	2017-03-10	00:00:48	00:00:02	00:01:19	00:00:10	00:00:00	00:00:16	5
	2017-03-13	00:00:25	00:00:00	00:00:31	00:00:25	00:00:00	00:00:31	1
	Total	00:01:13	00:00:02	00:01:50	00:00:12	00:00:00	00:00:18	6
TEST_CALLBACK	2017-03-06	00:45:50	00:00:00	00:47:23	00:02:33	00:00:00	00:02:38	18
	2017-03-07	00:58:36	00:00:00	01:00:16	00:03:05	00:00:00	00:03:10	19
	2017-03-10	00:02:16	00:00:00	00:02:26	00:01:08	00:00:00	00:01:13	2
	Total	01:46:42	00:00:00	01:50:05	00:02:44	00:00:00	00:02:49	39
test_Inna_BH_in_prompt	2017-03-06	00:00:00	00:01:29	00:01:54	00:00:00	00:00:22	00:00:29	4
	Total	00:00:00	00:01:29	00:01:54	00:00:00	00:00:22	00:00:29	4
typeahead_ver35_busCtrl	2017-03-07	00:00:00	00:09:01	00:11:35	00:00:00	00:00:22	00:00:28	25
	2017-03-13	00:00:00	00:07:33	00:09:48	00:00:00	00:00:21	00:00:27	22
	Total	00:00:00	00:16:34	00:21:23	00:00:00	00:00:21	00:00:27	47
typeahead_ver35_jvr	2017-03-07	00:00:00	00:04:58	00:04:58	00:00:00	00:00:20	00:00:20	15
	2017-03-13	00:00:00	00:04:58	00:04:58	00:00:00	00:00:20	00:00:20	15
	Total	00:00:00	00:09:56	00:09:56	00:00:00	00:00:20	00:00:20	30
typeahead_ver35_noGlobalcmd	2017-03-07	00:00:00	00:10:07	00:12:22	00:00:00	00:00:28	00:00:34	22
	2017-03-13	00:00:00	00:08:28	00:10:36	00:00:00	00:00:24	00:00:30	21
	Total	00:00:00	00:18:35	00:22:58	00:00:00	00:00:26	00:00:32	43
vgratsil_chat_test	2017-03-08	00:01:09	00:00:00	00:01:09	00:00:05	00:00:00	00:00:05	13
	Total	00:01:09	00:00:00	00:01:09	00:00:05	00:00:00	00:00:05	13
ystemp	2017-03-10	00:00:00	00:00:51	00:01:03	00:00:00	00:00:26	00:00:32	2
	2017-03-14	00:00:00	00:10:14	00:13:32	00:00:00	00:00:19	00:00:25	32
	Total	00:00:00	00:11:05	00:14:35	00:00:00	00:00:20	00:00:26	34
ystemp1	2017-03-07	00:00:13	00:02:06	00:03:26	00:00:01	00:00:11	00:00:19	11
	2017-03-13	00:00:22	00:01:44	00:03:07	00:00:02	00:00:10	00:00:19	10
	Total	00:00:35	00:03:50	00:06:33	00:00:02	00:00:11	00:00:19	21
ystempLCA	2017-03-06	00:05:33	00:04:01	00:11:42	00:00:16	00:00:11	00:00:33	21

Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
ystempLCA	2017-03-13	00:04:24	00:03:35	00:09:55	00:00:14	00:00:11	00:00:31	19
	Total	00:09:57	00:07:36	00:21:37	00:00:15	00:00:11	00:00:32	40
ystempSkill	2017-03-06	00:00:38	00:00:22	00:01:17	00:00:13	00:00:07	00:00:26	3
	2017-03-13	00:01:39	00:00:39	00:02:55	00:00:17	00:00:07	00:00:29	6
	Total	00:02:17	00:01:01	00:04:12	00:00:15	00:00:07	00:00:28	9
Total		22:21:29	11:47:08	19:43:02	00:00:29	00:00:07	00:00:42	5,756