

## Chat Session Report

Tenant	Media Type	Media Origin	Day	Chats	Chats Missed	Chats Transferred	% Chats Missed	% Chats Transferred	Messages From Customer	Messages From Agent	Avg Session Time (Fmt)
Environment	Chat	facebook	2019-02-20	1	0	0	0.00%	0.00%	0	1	00:00:20
			<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0</b>	<b>1</b>	<b>00:00:20</b>
		unknown	2019-01-30	1	0	0	0.00%	0.00%	3	3	00:01:06
			2019-02-11	1	0	1	0.00%	100.00%	2	1	00:02:12
			2019-02-20	2	0	0	0.00%	0.00%	1	2	00:22:47
			2019-02-22	1	0	0	0.00%	0.00%	0	0	00:54:39
			2019-03-01	5	1	0	20.00%	0.00%	3	0	00:01:14
			2019-03-04	6	0	0	0.00%	0.00%	3	3	00:09:38
			<b>Total</b>	<b>16</b>	<b>1</b>	<b>1</b>	<b>6.25%</b>	<b>6.25%</b>	<b>12</b>	<b>9</b>	<b>00:10:28</b>
		<b>Total</b>		<b>17</b>	<b>1</b>	<b>1</b>	<b>5.88%</b>	<b>5.88%</b>	<b>12</b>	<b>10</b>	<b>00:09:52</b>
	<b>Total</b>			<b>17</b>	<b>1</b>	<b>1</b>	<b>5.88%</b>	<b>5.88%</b>	<b>12</b>	<b>10</b>	<b>00:09:52</b>
<b>Total</b>				<b>17</b>	<b>1</b>	<b>1</b>	<b>5.88%</b>	<b>5.88%</b>	<b>12</b>	<b>10</b>	<b>00:09:52</b>