

## Interaction Flow Report

Tenant	Start Time	Interaction ID	From	To	Connection ID	GUID	Start Timestamp	End Timestamp	Customer ID	Media Type	Interaction Type	Source Name	Source Type	Target Name	Target Type	Technical Result	Technical Result Reason	Technical Result	Active	Duration	
Environment	1/14/2011 12:37:07 PM	1	012345	8001	42504794310914049	2020MR39M40555JUT7PMV38VA80000004	1/14/2011 12:37:07 PM	1/14/2011 12:37:18 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AnsweredByAgent	Diverted	0	11
			012345	8001	42504794310914049	2020MR39M40555JUT7PMV38VA80000004	1/14/2011 12:37:18 PM	1/14/2011 12:37:36 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Completed	0	18
	1/14/2011 12:39:19 PM	3	012345	8001	42504794310914050	2020MR39M40555JUT7PMV38VA80000008	1/14/2011 12:39:19 PM	1/14/2011 12:39:24 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AbandonedWhileIning	Diverted	0	5
			012345	8001	42504794310914050	2020MR39M40555JUT7PMV38VA80000008	1/14/2011 12:39:24 PM	1/14/2011 12:40:21 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	AbandonedWhileIning	CustomerAbandoned	0	57
	1/14/2011 12:40:49 PM	5	012345	8001	42504794310914051	2020MR39M40555JUT7PMV38VA80000008	1/14/2011 12:40:49 PM	1/14/2011 12:41:07 PM		Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AbandonedWhileQueued	CustomerAbandoned	0	18
							1/14/2011 12:41:26 PM	1/14/2011 12:47:36 PM		Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	Unspecified	Diverted	0	10
	1/14/2011 12:47:26 PM	13	012345	8001	42504794310914052	2020MR39M40555JUT7PMV38VA80000008	1/14/2011 1:14:03 PM	1/14/2011 1:15:01 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AbandonedWhileIning	Diverted	0	58
			012345	8001	42504794310914052	2020MR39M40555JUT7PMV38VA80000008	1/14/2011 12:47:36 PM	1/14/2011 1:14:36 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	AbandonedWhileIning	CustomerAbandoned	0	1,620
	1/14/2011 12:53:26 PM	7					1/14/2011 12:53:26 PM	1/14/2011 12:53:36 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	Redirected	Diverted	0	10
			012345	8001	42504794310914053	2020MR39M40555JUT7PMV38VA8000000J	1/14/2011 12:53:45 PM	1/14/2011 12:53:50 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8002	Queue	Received	Unspecified	AnsweredByAgent	Diverted	0	5
							1/14/2011 12:53:36 PM	1/14/2011 12:56:53 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	RouteOnNoAnswer	Redirected	0	197
			012345	8001	42504794310914053	2020MR39M40555JUT7PMV38VA8000000J	1/14/2011 12:53:50 PM	1/14/2011 12:56:56 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8002	Queue	Agent2	Agent	DivertedTo	Unspecified	Unspecified	Completed	0	186
	1/14/2011 12:57:51 PM	9					1/14/2011 12:57:51 PM	1/14/2011 12:57:56 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	Redirected	Diverted	0	5
			012345	8001	42504794310914054	2020MR39M40555JUT7PMV38VA8000000P	1/14/2011 12:58:02 PM	1/14/2011 12:58:07 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8002	Queue	Received	Unspecified	AbandonedWhileIning	Diverted	0	5
							1/14/2011 12:57:56 PM	1/14/2011 12:58:02 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	RouteOnNoAnswer	Redirected	0	6
			012345	8001	42504794310914054	2020MR39M40555JUT7PMV38VA8000000P	1/14/2011 12:58:07 PM	1/14/2011 12:58:10 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8002	Queue	Agent2	Agent	DivertedTo	Unspecified	AbandonedWhileIning	CustomerAbandoned	0	3
	1/14/2011 12:58:49 PM	11	012345	8001	42504794310914055	2020MR39M40555JUT7PMV38VA8000000U	1/14/2011 12:58:49 PM	1/14/2011 12:58:52 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	Redirected	Diverted	0	3
							1/14/2011 12:58:57 PM	1/14/2011 12:59:07 PM		Voice	Inbound	NONE	NONE	8002	Queue	Received	Unspecified	AbandonedWhileQueued	CustomerAbandoned	0	10
			012345	8001	42504794310914055	2020MR39M40555JUT7PMV38VA8000000U	1/14/2011 12:58:52 PM	1/14/2011 12:58:57 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	RouteOnNoAnswer	Redirected	0	5
			012345	8001	42504794310914056	2020MR39M40555JUT7PMV38VA80000014	1/14/2011 1:16:44 PM	1/14/2011 1:17:15 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Completed	0	31
	1/14/2011 1:16:00 PM	15					1/14/2011 1:16:00 PM	1/14/2011 1:16:12 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AnsweredByAgent	Diverted	0	12
			012345	8001	42504794310914056	2020MR39M40555JUT7PMV38VA80000014	1/14/2011 1:16:44 PM	1/14/2011 1:16:51 PM	unknown	Voice	Inbound	NONE	NONE	8002	Queue	ReceivedConsult	Unspecified	AnsweredByAgent	Diverted	0	7
							1/14/2011 1:16:12 PM	1/14/2011 1:17:18 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Completed	0	66
			012345	8001	42504794310914056	2020MR39M40555JUT7PMV38VA80000014	1/14/2011 1:16:51 PM	1/14/2011 1:17:52 PM	unknown	Voice	Inbound	8002	Queue	Agent2	Agent	ReceivedConsult	Unspecified	Unspecified	Completed	0	61
	1/14/2011 1:18:20 PM	17	012345	8001	42504794310914058	2020MR39M40555JUT7PMV38VA8000001D	1/14/2011 1:18:37 PM	1/14/2011 1:18:48 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Abandoned	0	11
							1/14/2011 1:18:20 PM	1/14/2011 1:18:25 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AnsweredByAgent	Diverted	0	5
							1/14/2011 1:18:37 PM	1/14/2011 1:18:43 PM	unknown	Voice	Inbound	NONE	NONE	8002	Queue	ReceivedConsult	Unspecified	AbandonedWhileIning	Diverted	0	6
			012345	8001	42504794310914058	2020MR39M40555JUT7PMV38VA8000001D	1/14/2011 1:18:25 PM	1/14/2011 1:18:53 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Completed	0	28
	1/14/2011 1:20:49 PM	19					1/14/2011 1:18:43 PM	1/14/2011 1:19:26 PM	unknown	Voice	Inbound	8002	Queue	Agent2	Agent	ReceivedConsult	Unspecified	Unspecified	Abandoned	0	43
			012345	8001	42504794310914060	2020MR39M40555JUT7PMV38VA8000001L	1/14/2011 1:20:58 PM	1/14/2011 1:21:28 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Abandoned	0	30
							1/14/2011 1:20:49 PM	1/14/2011 1:20:52 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AnsweredByAgent	Diverted	0	3
			012345	8001	42504794310914060	2020MR39M40555JUT7PMV38VA8000001L	1/14/2011 1:20:58 PM	1/14/2011 1:21:28 PM		Voice	Inbound	NONE	NONE	8002	Queue	ReceivedConsult	Unspecified	Unspecified	Abandoned	0	30
	1/14/2011 1:20:52 PM		012345	8001	42504794310914060	2020MR39M40555JUT7PMV38VA8000001L	1/14/2011 1:20:52 PM	1/14/2011 1:21:38 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Completed	0	46
							1/14/2011 1:23:04 PM	1/14/2011 1:23:59 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Completed	0	55
							1/14/2011 1:22:45 PM	1/14/2011 1:22:50 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AnsweredByAgent	Diverted	0	5
			012345	8001	42504794310914062	2020MR39M40555JUT7PMV38VA8000001T	1/14/2011 1:23:04 PM	1/14/2011 1:23:11 PM	unknown	Voice	Inbound	NONE	NONE	8002	Queue	ReceivedConsult	Unspecified	Redirected	Diverted	0	7
	1/14/2011 1:22:45 PM	21					1/14/2011 1:23:19 PM	1/14/2011 1:23:24 PM	unknown	Voice	Inbound	NONE	NONE	8003	Queue	ReceivedConsult	Unspecified	AnsweredByAgent	Diverted	0	5
							1/14/2011 1:22:50 PM	1/14/2011 1:24:12 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Completed	0	82
			012345	8001	42504794310914062	2020MR39M40555JUT7PMV38VA8000001T	1/14/2011 1:23:11 PM	1/14/2011 1:23:19 PM	unknown	Voice	Inbound	8002	Queue	Agent2	Agent	ReceivedConsult	Unspecified	RouteOnNoAnswer	Redirected	0	8
							1/14/2011 1:23:24 PM	1/14/2011 1:23:59 PM	unknown	Voice	Inbound	8003	Queue	Agent3	Agent	ReceivedConsult	Unspecified	Unspecified	Completed	0	35
	1/14/2011 1:25:05 PM		012345	8001	42504794310914064	2020MR39M40555JUT7PMV38VA80000027	1/14/2011 1:25:05 PM	1/14/2011 1:25:30 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Abandoned	0	25
							1/14/2011 1:24:49 PM	1/14/2011 1:24:55 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AnsweredByAgent	Diverted	0	6
			012345	8001	42504794310914064	2020MR39M40555JUT7PMV38VA80000027	1/14/2011 1:25:05 PM	1/14/2011 1:25:12 PM	unknown	Voice	Inbound	NONE	NONE	8002	Queue	ReceivedConsult	Unspecified	Redirected	Diverted	0	7
							1/14/2011 1:25:21 PM	1/14/2011 1:25:26 PM	unknown	Voice	Inbound	NONE	NONE	8003	Queue	ReceivedConsult	Unspecified	AbandonedWhileIning	Diverted	0	5
	1/14/2011 1:24:49 PM	23					1/14/2011 1:24:55 PM	1/14/2011 1:25:34 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Completed	0	39
			012345	8001	42504794310914064	2020MR39M40555JUT7PMV38VA80000027	1/14/2011 1:25:12 PM	1/14/2011 1:25:21 PM	unknown	Voice	Inbound	8002	Queue	Agent2	Agent	ReceivedConsult	Unspecified	RouteOnNoAnswer	Redirected	0	9
							1/14/2011 1:25:26 PM	1/14/2011 1:25:29 PM	unknown	Voice	Inbound	8003	Queue	Agent3	Agent	ReceivedConsult	Unspecified	Unspecified	Abandoned	0	3
			012345	8001	42504794310914066	2020MR39M40555JUT7PMV38VA8000002H	1/14/2011 1:26:42 PM	1/14/2011 1:26:51 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Abandoned	0	9
	1/14/2011 1:26:22 PM	25					1/14/2011 1:26:22 PM	1/14/2011 1:26:26 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AnsweredByAgent	Diverted	0	4
			012345	8001	42504794310914066	2020MR39M40555JUT7PMV38VA8000002H	1/14/2011 1:26:42 PM	1/14/2011 1:26:51 PM		Voice	Inbound	NONE	NONE	8002	Queue	ReceivedConsult	Unspecified	Unspecified	Abandoned	0	9

## Interaction Flow Report

Tenant	Start Time	Interaction ID	From	To	Connection ID	GUID	Start Timestamp	End Timestamp	Customer ID	Media Type	Interaction Type	Source Name	Source Type	Target Name	Target Type	Technical Result Resource Role	Technical Result Role Reason	Technical Result Reason	Technical Result	Active	Duration
1/14/2011 1:26:22 PM	25	012345	8001	42504794310914066	202QMR39HQ4255JUT7PMV38VASG00002H	1/14/2011 1:26:26 PM	1/14/2011 1:26:51 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	AbandonedFromHold	CustomerAbandoned	0	25	
		012345	8001	42504794310914068	202QMR39HQ4255JUT7PMV38VASG00002D	1/14/2011 1:27:55 PM	1/14/2011 1:28:11 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Abandoned	0	16	
	27	012345	8001	42504794310914068	202QMR39HQ4255JUT7PMV38VASG00002D	1/14/2011 1:27:38 PM	1/14/2011 1:27:43 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AnsweredByAgent	Diverted	0	5	
		012345	8001	42504794310914068	202QMR39HQ4255JUT7PMV38VASG00002D	1/14/2011 1:27:55 PM	1/14/2011 1:28:00 PM	unknown	Voice	Inbound	NONE	NONE	8002	Queue	ReceivedConsult	Unspecified	AbandonedWhileInking	Diverted	0	5	
		012345	8001	42504794310914068	202QMR39HQ4255JUT7PMV38VASG00002D	1/14/2011 1:27:43 PM	1/14/2011 1:28:11 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	AbandonedFromHold	CustomerAbandoned	0	28	
		012345	8001	42504794310914070	202QMR39HQ4255JUT7PMV38VASG00003D	1/14/2011 1:29:15 PM	1/14/2011 1:29:39 PM	unknown	Voice	Inbound	8002	Queue	Agent2	Agent	ReceivedConsult	Unspecified	Unspecified	Abandoned	0	11	
1/14/2011 1:29:05 PM	29	012345	8001	42504794310914070	202QMR39HQ4255JUT7PMV38VASG00003D	1/14/2011 1:29:15 PM	1/14/2011 1:29:09 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AnsweredByAgent	Diverted	0	24	
		012345	8001	42504794310914070	202QMR39HQ4255JUT7PMV38VASG00003D	1/14/2011 1:29:15 PM	1/14/2011 1:29:19 PM	unknown	Voice	Inbound	NONE	NONE	8002	Queue	ReceivedConsult	Unspecified	Unspecified	Abandoned	0	11	
		012345	8001	42504794310914070	202QMR39HQ4255JUT7PMV38VASG00003D	1/14/2011 1:29:09 PM	1/14/2011 1:29:38 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Completed	0	24	
		012345	8001	42504794310914070	202QMR39HQ4255JUT7PMV38VASG00003D	1/14/2011 1:29:09 PM	1/14/2011 1:29:39 PM	unknown	Voice	Inbound	8002	Queue	Agent2	Agent	ReceivedConsult	Unspecified	Unspecified	Completed	0	20	
		012345	8001	42504794310914072	202QMR39HQ4255JUT7PMV38VASG000038	1/14/2011 1:37:14 PM	1/14/2011 1:37:27 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Transferred	0	29	
		012345	8001	42504794310914072	202QMR39HQ4255JUT7PMV38VASG000038	1/14/2011 1:36:54 PM	1/14/2011 1:36:58 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AnsweredByAgent	Diverted	0	20	
1/14/2011 1:36:54 PM	31	012345	8001	42504794310914072	202QMR39HQ4255JUT7PMV38VASG000038	1/14/2011 1:37:14 PM	1/14/2011 1:37:18 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8002	Queue	ReceivedConsult	Unspecified	AnsweredByAgent	Diverted	0	13	
		012345	8001	42504794310914072	202QMR39HQ4255JUT7PMV38VASG000038	1/14/2011 1:36:58 PM	1/14/2011 1:37:27 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Transferred	0	29	
		012345	8001	42504794310914072	202QMR39HQ4255JUT7PMV38VASG000038	1/14/2011 1:37:18 PM	1/14/2011 1:37:54 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8002	Queue	Agent2	Agent	ReceivedTransfer	Unspecified	Unspecified	Completed	0	4	
		012345	8001	42504794310914074	202QMR39HQ4255JUT7PMV38VASG00003G	1/14/2011 1:38:43 PM	1/14/2011 1:39:03 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Conferenced	0	36	
		012345	8001	42504794310914074	202QMR39HQ4255JUT7PMV38VASG00003G	1/14/2011 1:38:30 PM	1/14/2011 1:38:33 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AnsweredByAgent	Diverted	0	20	
		012345	8001	42504794310914074	202QMR39HQ4255JUT7PMV38VASG00003G	1/14/2011 1:38:43 PM	1/14/2011 1:38:50 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8002	Queue	ReceivedConsult	Unspecified	AnsweredByAgent	Diverted	0	3	
1/14/2011 1:38:30 PM	33	012345	8001	42504794310914074	202QMR39HQ4255JUT7PMV38VASG00003G	1/14/2011 1:38:30 PM	1/14/2011 1:39:12 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	AnsweredByAgent	Conferenced	0	7	
		012345	8001	42504794310914074	202QMR39HQ4255JUT7PMV38VASG00003G	1/14/2011 1:38:50 PM	1/14/2011 1:39:56 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8002	Queue	Agent2	Agent	InConference	Unspecified	Unspecified	Completed	0	39	
		012345	8001	42504794310914076	202QMR39HQ4255JUT7PMV38VASG00003D	1/14/2011 1:44:14 PM	1/14/2011 1:44:14 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Transferred	0	66	
		012345	8001	42504794310914076	202QMR39HQ4255JUT7PMV38VASG00003D	1/14/2011 1:44:00 PM	1/14/2011 1:44:04 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	Unspecified	Transferred	0	0	
		012345	8001	42504794310914076	202QMR39HQ4255JUT7PMV38VASG00003D	1/14/2011 1:44:14 PM	1/14/2011 1:44:19 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AnsweredByAgent	Diverted	0	4	
		012345	8001	42504794310914076	202QMR39HQ4255JUT7PMV38VASG00003D	1/14/2011 1:44:04 PM	1/14/2011 1:44:14 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8002	Queue	Received	Unspecified	AnsweredByAgent	Diverted	0	5	
1/14/2011 1:44:00 PM	35	012345	8001	42504794310914076	202QMR39HQ4255JUT7PMV38VASG00003D	1/14/2011 1:44:04 PM	1/14/2011 1:44:14 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Transferred	0	10	
		012345	8001	42504794310914078	202QMR39HQ4255JUT7PMV38VASG00004D	1/14/2011 1:46:48 PM	1/14/2011 1:46:48 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Transferred	0	6	
		012345	8001	42504794310914078	202QMR39HQ4255JUT7PMV38VASG00004D	1/14/2011 1:46:37 PM	1/14/2011 1:46:41 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	Unspecified	Completed	0	4	
		012345	8001	42504794310914078	202QMR39HQ4255JUT7PMV38VASG00004D	1/14/2011 1:46:48 PM	1/14/2011 1:46:53 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8002	Queue	Received	Unspecified	AnsweredByAgent	Diverted	0	0	
		012345	8001	42504794310914078	202QMR39HQ4255JUT7PMV38VASG00004D	1/14/2011 1:46:41 PM	1/14/2011 1:46:48 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Transferred	0	5	
		012345	8001	42504794310914078	202QMR39HQ4255JUT7PMV38VASG00004D	1/14/2011 1:46:53 PM	1/14/2011 1:46:57 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8002	Queue	Agent2	Agent	ReceivedTransfer	Unspecified	AbandonedWhileInking	CustomerAbandoned	0	7	
1/14/2011 1:46:37 PM	37	012345	8001	42504794310914080	202QMR39HQ4255JUT7PMV38VASG000048	1/14/2011 1:48:38 PM	1/14/2011 1:48:38 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Transferred	0	4	
		012345	8001	42504794310914080	202QMR39HQ4255JUT7PMV38VASG000048	1/14/2011 1:48:21 PM	1/14/2011 1:48:32 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AnsweredByAgent	Diverted	0	0	
		012345	8001	42504794310914080	202QMR39HQ4255JUT7PMV38VASG000048	1/14/2011 1:48:38 PM	1/14/2011 1:48:47 PM	Voice	Inbound	NONE	NONE	8002	Queue	Received	Unspecified	AbandonedWhileQueued	CustomerAbandoned	0	11		
		012345	8001	42504794310914080	202QMR39HQ4255JUT7PMV38VASG000048	1/14/2011 1:48:32 PM	1/14/2011 1:48:38 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Transferred	0	6	
		012345	8001	42504794310914082	202QMR39HQ4255JUT7PMV38VASG00004F	1/14/2011 1:51:18 PM	1/14/2011 1:52:07 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Completed	0	49	
		012345	8001	42504794310914082	202QMR39HQ4255JUT7PMV38VASG00004F	1/14/2011 1:51:35 PM	1/14/2011 1:52:01 PM	unknown	Voice	Inbound	8002	Queue	Agent2	Agent	InitiatedConsult	Unspecified	Unspecified	Completed	0	26	
1/14/2011 1:51:03 PM	41	012345	8001	42504794310914082	202QMR39HQ4255JUT7PMV38VASG00004F	1/14/2011 1:51:03 PM	1/14/2011 1:51:08 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AnsweredByAgent	Diverted	0	5	
		012345	8001	42504794310914082	202QMR39HQ4255JUT7PMV38VASG00004F	1/14/2011 1:51:18 PM	1/14/2011 1:51:22 PM	unknown	Voice	Inbound	NONE	NONE	8002	Queue	ReceivedConsult	Unspecified	AnsweredByAgent	Diverted	0	4	
		012345	8001	42504794310914082	202QMR39HQ4255JUT7PMV38VASG00004F	1/14/2011 1:51:35 PM	1/14/2011 1:51:44 PM	unknown	Voice	Inbound	NONE	NONE	8003	Queue	ReceivedConsult	Unspecified	AnsweredByAgent	Diverted	0	9	
		012345	8001	42504794310914082	202QMR39HQ4255JUT7PMV38VASG00004F	1/14/2011 1:51:08 PM	1/14/2011 1:52:09 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Completed	0	61	
		012345	8001	42504794310914082	202QMR39HQ4255JUT7PMV38VASG00004F	1/14/2011 1:51:22 PM	1/14/2011 1:52:07 PM	unknown	Voice	Inbound	8002	Queue	Agent2	Agent	ReceivedConsult	Unspecified	Unspecified	Completed	0	45	
		012345	8001	42504794310914085	202QMR39HQ4255JUT7PMV38VASG00004H	1/14/2011 1:51:44 PM	1/14/2011 1:52:38 PM	unknown	Voice	Inbound	8003	Queue	Agent3	Agent	ReceivedConsult	Unspecified	Unspecified	Completed	0	54	
1/14/2011 1:53:44 PM	43	012345	8001	42504794310914085	202QMR39HQ4255JUT7PMV38VASG00004H	1/14/2011 1:53:57 PM	1/14/2011 1:55:02 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Completed	0	65	
		012345	8001	42504794310914085	202QMR39HQ4255JUT7PMV38VASG00004H	1/14/2011 1:54:48 PM	1/14/2011 1:54:59 PM	unknown	Voice	Inbound	8002	Queue	Agent2	Agent	InitiatedConsult	Unspecified	Unspecified	Abandoned	0	11	
		012345	8001	42504794310914085	202QMR39HQ4255JUT7PMV38VASG00004H	1/14/2011 1:53:44 PM	1/14/2011 1:53:48 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AnsweredByAgent	Diverted	0	4	
		012345	8001	42504794310914085	202QMR39HQ4255JUT7PMV38VASG00004H	1/14/2011 1:53:57 PM	1/14/2011 1:54:03 PM	unknown	Voice	Inbound	NONE	NONE	8002	Queue	ReceivedConsult	Unspecified	AnsweredByAgent	Diverted	0	6	
		012345	8001	42504794310914085	202QMR39HQ4255JUT7PMV38VASG00004H	1/14/2011 1:54:48 PM	1/14/2011 1:54:53 PM	unknown	Voice	Inbound	NONE	NONE	8003	Queue	ReceivedConsult	Unspecified	AbandonedWhileInking	Diverted	0	5	
		012345	8001	42504794310914085	202QMR39HQ4255JUT7PMV38VASG00004H	1/14/2011 1:53:48 PM	1/14/2011 1:55:05 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Completed	0	77	

## Interaction Flow Report

Tenant	Start Time	Interaction ID	From	To	Connection ID	GUID	Start Timestamp	End Timestamp	Customer ID	Media Type	Interaction Type	Source Name	Source Type	Target Name	Target Type	Technical Result	Technical Result Resource Role	Technical Result Reason	Technical Result Reason	Technical Result	Active	Duration
Roviroment	1/14/2011 1:53:44 PM	43	012345	8001	42504794310914085	202QMR39M4255JUT7PMV38VASG0000048	1/14/2011 1:54:53 PM	1/14/2011 1:54:59 PM	unknown	Voice	Inbound	8003	Queue	Agent3	Agent	ReceivedConsult	Unspecified	Unspecified	Unspecified	Abandoned	0	6
			012345	8001	42504794310914088	202QMR39M4255JUT7PMV38VASG0000057	1/14/2011 1:56:05 PM	1/14/2011 1:56:44 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Unspecified	Completed	0	39
		45					1/14/2011 1:56:33 PM	1/14/2011 1:56:33 PM	unknown	Voice	Inbound	8002	Queue	Agent2	Agent	InitiatedConsult	Unspecified	Unspecified	Unspecified	Transferred	0	0
			012345	8001	42504794310914088	202QMR39M4255JUT7PMV38VASG0000057	1/14/2011 1:55:53 PM	1/14/2011 1:55:57 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	Unspecified	Unspecified	Diverted	0	4
							1/14/2011 1:56:05 PM	1/14/2011 1:56:09 PM	unknown	Voice	Inbound	NONE	NONE	8002	Queue	ReceivedConsult	Unspecified	Unspecified	Unspecified	Diverted	0	4
			012345	8001	42504794310914088	202QMR39M4255JUT7PMV38VASG0000057	1/14/2011 1:56:33 PM	1/14/2011 1:56:38 PM	unknown	Voice	Inbound	NONE	NONE	8003	Queue	ReceivedConsult	Unspecified	Unspecified	Unspecified	Diverted	0	5
	1/14/2011 1:55:53 PM	47					1/14/2011 1:56:09 PM	1/14/2011 1:56:48 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Unspecified	Completed	0	51
			012345	8001	42504794310914088	202QMR39M4255JUT7PMV38VASG0000057	1/14/2011 1:56:09 PM	1/14/2011 1:56:33 PM	unknown	Voice	Inbound	8002	Queue	Agent2	Agent	ReceivedConsult	Unspecified	Unspecified	Unspecified	Transferred	0	24
							1/14/2011 1:56:38 PM	1/14/2011 1:56:44 PM	unknown	Voice	Inbound	8003	Queue	Agent3	Agent	ReceivedConsult	Unspecified	Unspecified	Unspecified	Completed	0	6
			012345	8001	42504794310914091	202QMR39M4255JUT7PMV38VASG000005J	1/14/2011 1:57:34 PM	1/14/2011 1:57:56 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Unspecified	Completed	0	22
						1/14/2011 1:57:47 PM	1/14/2011 1:57:47 PM	unknown	Voice	Inbound	8002	Queue	Agent2	Agent	InitiatedConsult	Unspecified	Unspecified	Unspecified	Transferred	0	0	
		012345	8001	42504794310914091	202QMR39M4255JUT7PMV38VASG000005J	1/14/2011 1:57:22 PM	1/14/2011 1:57:26 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	Unspecified	Unspecified	Diverted	0	4	
Roviroment	1/14/2011 1:57:22 PM	49					1/14/2011 1:57:34 PM	1/14/2011 1:57:38 PM	unknown	Voice	Inbound	NONE	NONE	8002	Queue	ReceivedConsult	Unspecified	Unspecified	Unspecified	Diverted	0	4
							1/14/2011 1:57:47 PM	1/14/2011 1:57:52 PM	unknown	Voice	Inbound	NONE	NONE	8003	Queue	ReceivedConsult	Unspecified	Unspecified	Unspecified	Diverted	0	5
							1/14/2011 1:57:26 PM	1/14/2011 1:57:58 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Unspecified	Completed	0	32
			012345	8001	42504794310914091	202QMR39M4255JUT7PMV38VASG000005J	1/14/2011 1:57:38 PM	1/14/2011 1:57:47 PM	unknown	Voice	Inbound	8002	Queue	Agent2	Agent	ReceivedConsult	Unspecified	Unspecified	Unspecified	Transferred	0	9
						1/14/2011 1:57:52 PM	1/14/2011 1:57:56 PM	unknown	Voice	Inbound	8003	Queue	Agent3	Agent	ReceivedConsult	Unspecified	Unspecified	Unspecified	Abandoned	0	4	
		012345	8001	42504794310914094	202QMR39M4255JUT7PMV38VASG000005V	1/14/2011 1:58:48 PM	1/14/2011 1:59:41 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Unspecified	Completed	0	53	
	1/14/2011 1:58:36 PM	49					1/14/2011 1:59:11 PM	1/14/2011 1:59:11 PM	unknown	Voice	Inbound	8002	Queue	Agent2	Agent	InitiatedConsult	Unspecified	Unspecified	Unspecified	Transferred	0	0
			012345	8001	42504794310914094	202QMR39M4255JUT7PMV38VASG000005V	1/14/2011 1:58:36 PM	1/14/2011 1:58:40 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	Unspecified	Unspecified	Diverted	0	4
							1/14/2011 1:58:48 PM	1/14/2011 1:58:55 PM	unknown	Voice	Inbound	NONE	NONE	8002	Queue	ReceivedConsult	Unspecified	Unspecified	Unspecified	Diverted	0	7
			012345	8001	42504794310914094	202QMR39M4255JUT7PMV38VASG000005V	1/14/2011 1:59:11 PM	1/14/2011 1:59:41 PM	unknown	Voice	Inbound	NONE	NONE	8003	Queue	ReceivedConsult	Unspecified	Unspecified	Unspecified	Abandoned	0	30
						1/14/2011 1:58:40 PM	1/14/2011 1:59:46 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Unspecified	Completed	0	66	
		012345	8001	42504794310914094	202QMR39M4255JUT7PMV38VASG000005V	1/14/2011 1:58:55 PM	1/14/2011 1:59:11 PM	unknown	Voice	Inbound	8002	Queue	Agent2	Agent	ReceivedConsult	Unspecified	Unspecified	Unspecified	Transferred	0	16	
1/14/2011 2:11:21 PM	51	012345	8001	42504794310914097	202QMR39M4255JUT7PMV38VASG000006A	1/14/2011 2:11:43 PM	1/14/2011 2:11:47 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Unspecified	Transferred	0	4	
						1/14/2011 2:11:21 PM	1/14/2011 2:11:25 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	Unspecified	Unspecified	Diverted	0	4	
		012345	8001	42504794310914097	202QMR39M4255JUT7PMV38VASG000006A	1/14/2011 2:11:43 PM	1/14/2011 2:11:52 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8002	Queue	Received	Unspecified	Unspecified	Unspecified	Diverted	0	9	
						1/14/2011 2:11:25 PM	1/14/2011 2:11:47 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Unspecified	Transferred	0	22	
	012345	8001	42504794310914097	202QMR39M4255JUT7PMV38VASG000006A	1/14/2011 2:11:52 PM	1/14/2011 2:12:09 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8002	Queue	Agent2	Agent	ReceivedTransfer	Unspecified	Unspecified	Unspecified	Completed	0	17		
	012345	8001	42504794310914099	202QMR39M4255JUT7PMV38VASG000006I	1/14/2011 2:13:22 PM	1/14/2011 2:13:26 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Unspecified	Conferenced	0	4		
1/14/2011 2:13:08 PM	53	012345	8001	42504794310914099	202QMR39M4255JUT7PMV38VASG000006I	1/14/2011 2:13:08 PM	1/14/2011 2:13:11 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	Unspecified	Unspecified	Diverted	0	3	
						1/14/2011 2:13:22 PM	1/14/2011 2:13:32 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8002	Queue	Received	Unspecified	Unspecified	Unspecified	Diverted	0	10	
		012345	8001	42504794310914099	202QMR39M4255JUT7PMV38VASG000006I	1/14/2011 2:13:11 PM	1/14/2011 2:13:41 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Unspecified	Conferenced	0	30	
						1/14/2011 2:13:32 PM	1/14/2011 2:13:40 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8002	Queue	Agent2	Agent	InConference	Unspecified	Unspecified	Unspecified	Completed	0	8	
	012345	8001	42504794310914101	202QMR39M4255JUT7PMV38VASG000006Q	1/14/2011 2:15:29 PM	1/14/2011 2:15:34 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Unspecified	Conferenced	0	5		
					1/14/2011 2:15:15 PM	1/14/2011 2:15:21 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	Unspecified	Unspecified	Diverted	0	6		
1/14/2011 2:15:15 PM	55	012345	8001	42504794310914101	202QMR39M4255JUT7PMV38VASG000006Q	1/14/2011 2:15:29 PM	1/14/2011 2:15:39 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8002	Queue	Received	Unspecified	Unspecified	Unspecified	Diverted	0	10	
						1/14/2011 2:15:21 PM	1/14/2011 2:15:50 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Unspecified	Conferenced	0	29	
						1/14/2011 2:15:39 PM	1/14/2011 2:16:10 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8002	Queue	Agent2	Agent	InConference	Unspecified	Unspecified	Unspecified	CustomerAbandoned	0	31	
		012345	8001	42504794310914103	202QMR39M4255JUT7PMV38VASG0000072	1/14/2011 2:17:10 PM	1/14/2011 2:17:15 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Unspecified	Conferenced	0	5	
					1/14/2011 2:16:56 PM	1/14/2011 2:17:01 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	Unspecified	Unspecified	Diverted	0	5		
	012345	8001	42504794310914103	202QMR39M4255JUT7PMV38VASG0000072	1/14/2011 2:17:10 PM	1/14/2011 2:18:59 PM	unknown	Voice	Inbound	NONE	NONE	8002	Queue	Received	Unspecified	Unspecified	Unspecified	CustomerAbandoned	0	109		
1/14/2011 2:16:56 PM	57					1/14/2011 2:17:01 PM	1/14/2011 2:18:58 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Unspecified	Conferenced	0	117	
						1/14/2011 2:20:02 PM	1/14/2011 2:21:16 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Unspecified	Completed	0	74	
		012345	8001	42504794310914105	202QMR39M4255JUT7PMV38VASG0000079	1/14/2011 2:20:29 PM	1/14/2011 2:20:49 PM	unknown	Voice	Inbound	8002	Queue	Agent2	Agent	InitiatedConsult	Unspecified	Unspecified	Unspecified	Transferred	0	20	
						1/14/2011 2:19:52 PM	1/14/2011 2:19:55 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	Unspecified	Unspecified	Diverted	0	3	
	012345	8001	42504794310914105	202QMR39M4255JUT7PMV38VASG0000079	1/14/2011 2:20:02 PM	1/14/2011 2:20:10 PM	unknown	Voice	Inbound	NONE	NONE	8002	Queue	ReceivedConsult	Unspecified	Unspecified	Unspecified	Diverted	0	8		
					1/14/2011 2:20:29 PM	1/14/2011 2:20:33 PM	unknown	Voice	Inbound	NONE	NONE	8003	Queue	ReceivedConsult	Unspecified	Unspecified	Unspecified	Diverted	0	4		
				1/14/2011 2:20:10 PM	1/14/2011 2:21:19 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Unspecified	Completed	0	84			
012345	8001	42504794310914105	202QMR39M4255JUT7PMV38VASG0000079	1/14/2011 2:20:10 PM	1/14/2011 2:20:49 PM	unknown	Voice	Inbound	8002	Queue	Agent2	Agent	ReceivedConsult	Unspecified	Unspecified	Unspecified	Transferred	0	39			