

Interaction Traffic Report

Tenant	Media Type	Queue	Interaction Type	Day	% Accept Service Level	Offered	Distributed	% Distributed	Accepted	% Accepted	Abandoned Waiting	% Abandoned Waiting	Avg Accept Time (Fmt)	Max Accept Time (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)
Environment	Chat	EX_chat_VQ	Inbound	2016-05-25	42.86%	7	6	85.71%	5	71.43%	0	0.00%	00:00:09	00:00:19	00:00:00	00:00:00
				2016-05-26	0.00%	1	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-05-27	62.50%	8	6	75.00%	5	62.50%	0	0.00%	00:00:02	00:00:03	00:00:00	00:00:00
				2016-06-01	33.33%	3	2	66.67%	1	33.33%	0	0.00%	00:00:04	00:00:04	00:00:00	00:00:00
				2016-06-02	50.00%	2	1	50.00%	1	50.00%	0	0.00%	00:00:04	00:00:04	00:00:00	00:00:00
				2016-06-08	25.00%	4	3	75.00%	2	50.00%	0	0.00%	00:00:14	00:00:25	00:00:00	00:00:00
				2016-06-13	0.00%	5	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
		EXChat.chat.EXChatInQ	Inbound	2016-05-25	0.00%	7	6	85.71%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-05-26	0.00%	1	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-05-27	0.00%	8	6	75.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-06-01	0.00%	3	2	66.67%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-06-02	0.00%	2	1	50.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-06-08	0.00%	4	3	75.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-06-13	0.00%	5	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
		EXChat.chat.EXChatOutQ	Inbound	2016-05-25	0.00%	5	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-05-27	0.00%	5	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-06-01	0.00%	1	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-06-02	0.00%	1	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-06-08	0.00%	2	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				Total		14.86%	74	36	48.65%	14	18.92%	0	0.00%	00:00:07	00:00:25	00:00:00
	Email	EX_email_VQ	Inbound	2016-05-25	20.00%	5	2	40.00%	1	20.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2016-05-26	0.00%	3	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-06-01	100.00%	2	2	100.00%	2	100.00%	0	0.00%	00:00:06	00:00:09	00:00:00	00:00:00
				2016-06-02	100.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2016-06-07	0.00%	3	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
		EXEmail.email.EXEmailInQ	Inbound	2016-05-25	0.00%	5	2	40.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-05-26	0.00%	3	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-06-01	0.00%	2	2	100.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-06-02	0.00%	1	1	100.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-06-07	0.00%	3	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
		EXEmail.email.EXEmailOutQ	Outbound	2016-05-25	0.00%	1	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-06-01	0.00%	2	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
		Total			12.90%	31	10	32.26%	4	12.90%	0	0.00%	00:00:04	00:00:09	00:00:00	00:00:00
	Voice	EX1_VQ_test	Inbound	2016-09-06	0.00%	1	0	0.00%	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00:25	00:00:25
		EX2_VQ	Inbound	2016-08-11	0.00%	2	2	100.00%	2	100.00%	0	0.00%	00:02:17	00:03:33	00:00:00	00:00:00
				2016-08-12	0.00%	3	3	100.00%	2	66.67%	0	0.00%	00:01:56	00:02:17	00:00:00	00:00:00

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Environment	Voice	EX3_VQ	Inbound	2016-08-16	0.00%	4	1	25.00%	1	25.00%	3	75.00%	00:00:49	00:00:49	00:00:18	00:00:22
				2016-08-30	0.00%	0	0	0.00%	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00:03	00:00:03
				2016-10-14	0.00%	1	1	100.00%	1	100.00%	0	0.00%	00:02:58	00:02:58	00:00:00	00:00:00
		Callback_VQ	Inbound	2016-07-20	0.00%	3	1	33.33%	1	33.33%	2	66.67%	00:00:35	00:00:35	00:04:41	00:05:03
				2016-07-21	14.29%	7	6	85.71%	5	71.43%	1	14.29%	00:02:20	00:09:17	00:00:26	00:00:26
				2016-07-22	0.00%	2	0	0.00%	0	0.00%	2	100.00%	00:00:00	00:00:00	00:02:16	00:03:15
				2016-08-08	44.44%	9	8	88.89%	5	55.56%	4	33.33%	00:00:13	00:00:19	00:08:21	00:33:14
				2016-08-09	0.00%	4	4	100.00%	4	100.00%	1	20.00%	00:00:24	00:00:42	00:00:01	00:00:01
				2016-08-10	0.00%	18	7	38.89%	6	33.33%	13	65.00%	00:01:24	00:04:57	00:01:33	00:08:00
				2016-08-17	0.00%	3	1	33.33%	0	0.00%	3	75.00%	00:00:00	00:00:00	00:00:54	00:01:32
				2016-08-19	0.00%	1	0	0.00%	0	0.00%	1	100.00%	00:00:00	00:00:00	00:04:10	00:04:10
				2016-08-23	33.33%	3	3	100.00%	1	33.33%	0	0.00%	00:00:11	00:00:11	00:00:00	00:00:00
				2016-08-24	0.00%	1	1	100.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-08-25	100.00%	2	2	100.00%	2	100.00%	0	0.00%	00:00:09	00:00:10	00:00:00	00:00:00
				2016-10-13	0.00%	4	0	0.00%	0	0.00%	4	80.00%	00:00:00	00:00:00	00:00:12	00:00:15
				2016-10-14	25.00%	4	2	50.00%	2	50.00%	0	0.00%	00:02:06	00:04:01	00:00:00	00:00:00
				2016-10-18	16.67%	6	6	100.00%	4	66.67%	0	0.00%	00:00:19	00:00:23	00:00:00	00:00:00
				2016-11-07	0.00%	3	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-12-06	0.00%	1	1	100.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
			Internal	2016-07-25	0.00%	1	0	0.00%	0	0.00%	2	100.00%	00:00:00	00:00:00	00:00:12	00:00:22
				2016-08-09	0.00%	1	0	0.00%	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00:58	00:00:58
				2016-08-10	0.00%	1	0	0.00%	0	0.00%	1	100.00%	00:00:00	00:00:00	00:02:29	00:02:29
				2016-08-12	0.00%	1	0	0.00%	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00:27	00:00:27
				2016-08-18	50.00%	2	2	100.00%	2	100.00%	0	0.00%	00:00:20	00:00:24	00:00:00	00:00:00
				2016-08-11	0.00%	2	2	100.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
			Outbound	2016-08-13	0.00%	8	8	100.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-10-14	50.00%	2	2	100.00%	1	50.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
		Callback_VQ_out	Outbound	2016-10-14	50.00%	2	2	100.00%	1	50.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
		CALLBACK_VQ_OUT	Inbound	2016-09-16	100.00%	3	3	100.00%	3	100.00%	0	0.00%	00:00:09	00:00:10	00:00:00	00:00:00
			Internal	2016-09-16	100.00%	2	2	100.00%	2	100.00%	0	0.00%	00:00:11	00:00:11	00:00:00	00:00:00
		GIM_CB_VQ	Inbound	2016-09-08	25.00%	4	2	50.00%	2	50.00%	2	50.00%	00:00:15	00:00:18	00:00:16	00:00:16
				2016-09-13	0.00%	1	0	0.00%	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00:16	00:00:16
				2016-09-14	50.00%	2	2	100.00%	1	50.00%	0	0.00%	00:00:14	00:00:14	00:00:00	00:00:00
				2016-09-23	100.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:14	00:00:14	00:00:00	00:00:00
				2016-09-26	100.00%	2	2	100.00%	2	100.00%	0	0.00%	00:00:14	00:00:14	00:00:00	00:00:00
				2016-09-28	100.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:14	00:00:14	00:00:00	00:00:00
				2016-09-29	50.00%	2	1	50.00%	1	50.00%	1	50.00%	00:00:14	00:00:14	00:00:16	00:00:16
				2016-10-06	100.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:14	00:00:14	00:00:00	00:00:00

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Environment	Voice	GIM_CB_VQ	Inbound	2016-12-07	100.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:14	00:00:14	00:00:00	00:00:00
			Outbound	2016-09-06	0.00%	1	1	100.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-09-28	100.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:10	00:00:10	00:00:00	00:00:00
		EX4_VQ	Inbound	2016-08-08	0.00%	2	1	50.00%	0	0.00%	1	50.00%	00:00:00	00:00:00	00:00:07	00:00:07
		GSYS_EX5_VQ	Inbound	2016-05-25	89.13%	92	87	94.57%	87	94.57%	5	5.43%	00:00:02	00:00:20	00:00:31	00:00:31
				2016-05-26	93.10%	29	28	96.55%	28	96.55%	1	3.45%	00:00:02	00:00:21	00:00:31	00:00:31
				2016-05-27	88.89%	54	51	94.44%	51	94.44%	3	5.56%	00:00:03	00:00:21	00:00:31	00:00:32
				2016-05-30	92.86%	28	27	96.43%	27	96.43%	1	3.57%	00:00:02	00:00:21	00:00:31	00:00:31
				2016-05-31	66.67%	33	23	69.70%	23	69.70%	10	30.30%	00:00:03	00:00:21	00:01:43	00:02:02
				2016-06-10	86.96%	23	22	95.65%	20	86.96%	1	4.35%	00:00:02	00:00:02	00:00:34	00:00:34
				2016-06-13	88.89%	18	18	100.00%	17	94.44%	0	0.00%	00:00:03	00:00:20	00:00:00	00:00:00
				2016-06-14	91.43%	35	35	100.00%	33	94.29%	0	0.00%	00:00:02	00:00:20	00:00:00	00:00:00
				2016-06-16	46.27%	67	38	56.72%	32	47.76%	29	43.28%	00:00:02	00:00:21	00:01:48	00:02:02
				2016-06-17	88.46%	52	52	100.00%	46	88.46%	0	0.00%	00:00:02	00:00:02	00:00:00	00:00:00
				2016-06-20	87.50%	16	16	100.00%	14	87.50%	0	0.00%	00:00:02	00:00:03	00:00:00	00:00:00
			Internal	2016-05-25	100.00%	35	35	100.00%	35	100.00%	0	0.00%	00:00:01	00:00:02	00:00:00	00:00:00
				2016-05-26	100.00%	15	15	100.00%	15	100.00%	0	0.00%	00:00:02	00:00:04	00:00:00	00:00:00
				2016-05-27	100.00%	21	21	100.00%	21	100.00%	0	0.00%	00:00:01	00:00:02	00:00:00	00:00:00
				2016-05-30	100.00%	14	14	100.00%	14	100.00%	0	0.00%	00:00:01	00:00:02	00:00:00	00:00:00
				2016-05-31	100.00%	14	14	100.00%	14	100.00%	0	0.00%	00:00:02	00:00:02	00:00:00	00:00:00
				2016-06-10	50.00%	2	2	100.00%	1	50.00%	3	60.00%	00:00:02	00:00:02	00:00:02	00:00:03
				2016-06-13	100.00%	7	7	100.00%	7	100.00%	0	0.00%	00:00:02	00:00:02	00:00:00	00:00:00
				2016-06-14	100.00%	14	14	100.00%	14	100.00%	0	0.00%	00:00:02	00:00:02	00:00:00	00:00:00
				2016-06-16	100.00%	27	27	100.00%	27	100.00%	0	0.00%	00:00:02	00:00:02	00:00:00	00:00:00
				2016-06-17	100.00%	21	21	100.00%	21	100.00%	0	0.00%	00:00:02	00:00:02	00:00:00	00:00:00
				2016-06-20	100.00%	12	12	100.00%	12	100.00%	0	0.00%	00:00:02	00:00:02	00:00:00	00:00:00
		EX6Check_VQ	Inbound	2016-09-06	0.00%	12	10	83.33%	7	58.33%	2	16.67%	00:00:21	00:00:22	00:00:34	00:00:46
				2016-09-14	0.00%	1	0	0.00%	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00:39	00:00:39
				2016-09-23	0.00%	1	0	0.00%	0	0.00%	1	100.00%	00:00:00	00:00:00	00:09:16	00:09:16
				2016-09-30	0.00%	4	4	100.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-10-04	100.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:15	00:00:15	00:00:00	00:00:00
		EX7_VQ2	Inbound	2016-08-19	0.00%	17	14	82.35%	2	11.76%	3	17.65%	00:00:29	00:00:33	00:00:55	00:01:45
				2016-08-22	0.00%	5	5	100.00%	0	0.00%	3	37.50%	00:00:00	00:00:00	00:00:04	00:00:04
				2016-08-23	0.00%	18	6	33.33%	1	5.56%	14	70.00%	00:00:25	00:00:25	00:00:14	00:00:17
				2016-08-25	10.00%	20	10	50.00%	4	20.00%	10	50.00%	00:00:19	00:00:31	00:01:13	00:02:02
				2016-08-26	0.00%	0	0	0.00%	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00:01	00:00:01
				2016-08-29	0.00%	4	4	100.00%	3	75.00%	0	0.00%	00:00:29	00:00:55	00:00:00	00:00:00

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Environment	Voice	EX8_VQ2	Inbound	2016-08-30	20.00%	5	1	20.00%	1	20.00%	4	80.00%	00:00:11	00:00:11	00:01:11	00:01:41
				2016-08-31	0.00%	14	12	85.71%	12	85.71%	2	14.29%	00:00:58	00:01:53	00:00:24	00:00:35
				2016-10-18	9.09%	11	11	100.00%	2	18.18%	0	0.00%	00:00:49	00:01:31	00:00:00	00:00:00
		EX9_VQ	Inbound	2016-08-11	0.00%	8	8	100.00%	4	50.00%	0	0.00%	00:02:55	00:07:53	00:00:00	00:00:00
				2016-08-12	0.00%	2	2	100.00%	1	50.00%	0	0.00%	00:00:43	00:00:43	00:00:00	00:00:00
				2016-08-15	0.00%	4	2	50.00%	2	50.00%	2	50.00%	00:01:41	00:01:55	00:10:05	00:10:46
				2016-08-17	0.00%	2	1	50.00%	0	0.00%	1	50.00%	00:00:00	00:00:00	00:04:43	00:04:43
				2016-10-04	0.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:32	00:00:32	00:00:00	00:00:00
				2016-08-16	25.00%	4	4	100.00%	4	100.00%	0	0.00%	00:00:33	00:01:06	00:00:00	00:00:00
				2016-08-17	33.33%	12	10	83.33%	9	75.00%	2	16.67%	00:00:20	00:00:31	00:00:28	00:00:49
		EX10_VQ	Inbound	2016-08-19	0.00%	9	7	77.78%	0	0.00%	2	22.22%	00:00:00	00:00:00	00:00:14	00:00:16
				2016-08-22	0.00%	1	1	100.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-08-23	0.00%	3	1	33.33%	0	0.00%	3	75.00%	00:00:00	00:00:00	00:00:25	00:01:04
				2016-08-24	0.00%	8	0	0.00%	0	0.00%	8	100.00%	00:00:00	00:00:00	00:00:24	00:01:06
				2016-08-25	0.00%	7	0	0.00%	0	0.00%	7	100.00%	00:00:00	00:00:00	00:00:46	00:01:08
				2016-08-26	0.00%	2	1	50.00%	0	0.00%	1	50.00%	00:00:00	00:00:00	00:00:32	00:00:32
				2016-08-29	0.00%	2	2	100.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-08-30	0.00%	3	2	66.67%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
				2016-08-31	0.00%	6	6	100.00%	6	100.00%	0	0.00%	00:00:28	00:00:30	00:00:00	00:00:00
				2016-09-01	0.00%	5	2	40.00%	2	40.00%	3	60.00%	00:00:27	00:00:34	00:01:31	00:01:34
		QAEX_CB_VQ	Inbound	2016-09-02	33.33%	15	15	100.00%	15	100.00%	0	0.00%	00:00:44	00:01:27	00:00:00	00:00:00
				2016-09-06	60.00%	15	15	100.00%	14	93.33%	0	0.00%	00:00:39	00:02:01	00:00:00	00:00:00
				2016-09-08	50.00%	4	2	50.00%	2	50.00%	2	50.00%	00:00:10	00:00:10	00:03:18	00:03:18
				2016-09-09	25.00%	4	1	25.00%	1	25.00%	3	75.00%	00:00:10	00:00:10	00:01:39	00:02:14
				2016-09-13	76.47%	17	16	94.12%	16	94.12%	1	5.88%	00:00:15	00:00:35	00:05:39	00:05:39
				2016-09-14	33.33%	9	4	44.44%	3	33.33%	5	55.56%	00:00:10	00:00:10	00:01:00	00:02:44
				2016-09-20	63.64%	11	10	90.91%	9	81.82%	1	9.09%	00:00:14	00:00:35	00:00:43	00:00:43
				2016-09-22	0.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:34	00:00:34	00:00:00	00:00:00
				2016-09-23	46.67%	15	15	100.00%	15	100.00%	0	0.00%	00:00:22	00:00:36	00:00:00	00:00:00
				2016-09-27	0.00%	1	0	0.00%	0	0.00%	1	100.00%	00:00:00	00:00:00	00:19:28	00:19:28
				2016-10-03	77.78%	9	9	100.00%	9	100.00%	0	0.00%	00:00:14	00:00:35	00:00:00	00:00:00
				2016-10-05	77.78%	9	9	100.00%	9	100.00%	0	0.00%	00:00:14	00:00:35	00:00:00	00:00:00
				2016-10-06	77.78%	9	9	100.00%	9	100.00%	0	0.00%	00:00:14	00:00:35	00:00:00	00:00:00
				2016-10-13	66.67%	3	3	100.00%	2	66.67%	0	0.00%	00:00:07	00:00:07	00:00:00	00:00:00
		QAEX_CB_VQ_OUT	Outbound	2016-10-07	39.13%	23	23	100.00%	9	39.13%	0	0.00%	00:00:02	00:00:03	00:00:00	00:00:00
				2016-10-12	40.00%	20	18	90.00%	16	80.00%	2	10.00%	00:00:48	00:03:20	00:00:49	00:00:49
				2016-10-13	77.27%	22	21	95.45%	20	90.91%	1	4.55%	00:00:08	00:00:39	00:00:55	00:00:55

Interaction Traffic Report

Tenant	Media Type	Queue	Interaction Type	Day	% Accept Service Level	Offered	Distributed	% Distributed	Accepted	% Accepted	Abandoned Waiting	% Abandoned Waiting	Avg Accept Time (Fmt)	Max Accept Time (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)
Environment	Voice	QAEX_CB_VQ_OUT	Outbound	2016-10-14	67.57%	37	34	91.89%	32	86.49%	3	8.11%	00:00:22	00:03:21	00:00:16	00:00:16
				2016-10-17	100.00%	3	3	100.00%	3	100.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2016-10-21	67.65%	34	32	94.12%	29	85.29%	2	5.88%	00:00:22	00:03:22	00:01:01	00:01:44
				2016-10-25	0.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:16	00:00:16	00:00:00	00:00:00
				2016-10-27	100.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2016-10-31	100.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2016-11-09	60.00%	10	9	90.00%	7	70.00%	1	10.00%	00:00:06	00:00:25	00:01:36	00:01:36
				2016-11-10	100.00%	5	5	100.00%	5	100.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2016-11-11	80.00%	10	10	100.00%	8	80.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2016-11-14	100.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2016-11-15	100.00%	11	11	100.00%	11	100.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2016-11-16	72.22%	18	17	94.44%	14	77.78%	1	5.56%	00:00:04	00:00:25	00:00:17	00:00:17
				2016-11-17	90.91%	11	11	100.00%	10	90.91%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2016-11-18	100.00%	3	3	100.00%	3	100.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2016-11-21	100.00%	21	21	100.00%	21	100.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2016-11-22	68.42%	19	18	94.74%	13	68.42%	7	28.00%	00:00:03	00:00:03	00:00:05	00:00:17
				2016-11-23	0.00%	1	1	100.00%	1	100.00%	3	75.00%	00:00:21	00:00:21	00:00:03	00:00:03
				2016-11-24	75.00%	12	11	91.67%	9	75.00%	1	8.33%	00:00:03	00:00:03	00:00:16	00:00:16
				2016-11-25	100.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2016-11-28	75.38%	65	63	96.92%	56	86.15%	2	3.08%	00:00:14	00:03:21	00:00:17	00:00:17
				2016-11-29	84.00%	25	25	100.00%	25	100.00%	0	0.00%	00:00:33	00:03:17	00:00:00	00:00:00
				2016-11-30	69.44%	36	35	97.22%	32	88.89%	1	2.78%	00:00:22	00:03:17	00:00:17	00:00:17
				2016-12-01	47.37%	19	18	94.74%	18	94.74%	1	5.26%	00:00:45	00:01:46	00:01:44	00:01:44
				2016-12-05	91.89%	37	36	97.30%	34	91.89%	1	2.70%	00:00:03	00:00:03	00:00:16	00:00:16
				2016-12-06	100.00%	2	2	100.00%	2	100.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2016-12-08	69.70%	33	32	96.97%	30	90.91%	1	3.03%	00:00:25	00:03:18	00:00:17	00:00:17
				2016-12-12	91.67%	36	35	97.22%	33	91.67%	1	2.78%	00:00:03	00:00:03	00:00:16	00:00:16
				2016-12-19	100.00%	14	14	100.00%	14	100.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2016-12-21	89.29%	28	27	96.43%	25	89.29%	1	3.57%	00:00:03	00:00:03	00:00:16	00:00:16
				2016-12-22	100.00%	23	23	100.00%	23	100.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2016-12-23	100.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2016-12-26	92.86%	42	41	97.62%	39	92.86%	1	2.38%	00:00:03	00:00:03	00:00:16	00:00:16
				2016-12-27	100.00%	6	6	100.00%	6	100.00%	0	0.00%	00:00:03	00:00:06	00:00:00	00:00:00
				2016-12-28	92.31%	52	51	98.08%	48	92.31%	1	1.92%	00:00:03	00:00:06	00:00:17	00:00:17
				2017-01-03	69.70%	33	32	96.97%	30	90.91%	1	3.03%	00:00:25	00:03:16	00:00:17	00:00:17
				2017-01-04	64.29%	28	27	96.43%	18	64.29%	1	3.57%	00:00:03	00:00:03	00:00:16	00:00:16
				2017-01-05	88.46%	26	25	96.15%	23	88.46%	1	3.85%	00:00:03	00:00:04	00:00:17	00:00:17

Interaction Traffic Report

Tenant	Media Type	Queue	Interaction Type	Day	% Accept Service Level	Offered	Distributed	% Distributed	Accepted	% Accepted	Abandoned Waiting	% Abandoned Waiting	Avg Accept Time (Fmt)	Max Accept Time (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)
Environment	Voice	QAEX_CB_VQ_OUT	Outbound	2017-01-09	85.71%	14	14	100.00%	12	85.71%	0	0.00%	00:00:02	00:00:03	00:00:00	00:00:00
				2017-01-10	100.00%	36	36	100.00%	36	100.00%	0	0.00%	00:00:03	00:00:07	00:00:00	00:00:00
				2017-01-11	93.02%	43	42	97.67%	40	93.02%	1	2.33%	00:00:03	00:00:04	00:00:17	00:00:17
				2017-01-12	100.00%	2	2	100.00%	2	100.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2017-01-27	100.00%	3	3	100.00%	3	100.00%	0	0.00%	00:00:03	00:00:04	00:00:00	00:00:00
				2017-02-07	80.00%	10	10	100.00%	8	80.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2017-02-08	100.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2017-02-09	100.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2017-02-10	100.00%	9	9	100.00%	9	100.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
				2017-02-13	18.18%	11	9	81.82%	2	18.18%	2	18.18%	00:00:03	00:00:03	00:19:26	00:19:35
				2017-02-14	100.00%	4	4	100.00%	4	100.00%	0	0.00%	00:00:03	00:00:03	00:00:00	00:00:00
		QAEX_INBOUND_VQ	Inbound	2016-10-13	75.00%	8	8	100.00%	8	100.00%	0	0.00%	00:00:15	00:00:34	00:00:00	00:00:00
				2016-10-14	50.00%	4	3	75.00%	3	75.00%	1	25.00%	00:00:18	00:00:37	00:03:08	00:03:08
				2016-10-21	66.67%	3	3	100.00%	3	100.00%	1	25.00%	00:00:13	00:00:24	00:00:04	00:00:04
				2016-10-26	0.00%	2	0	0.00%	0	0.00%	2	100.00%	00:00:00	00:00:00	00:00:29	00:00:39
				2016-10-27	10.00%	20	9	45.00%	4	20.00%	11	55.00%	00:00:48	00:02:32	00:00:55	00:01:00
				2016-10-31	44.44%	9	9	100.00%	6	66.67%	0	0.00%	00:00:16	00:00:35	00:00:00	00:00:00
				2016-11-09	33.33%	6	4	66.67%	2	33.33%	1	16.67%	00:00:12	00:00:13	00:00:42	00:00:42
				2016-11-10	50.00%	2	2	100.00%	1	50.00%	0	0.00%	00:00:13	00:00:13	00:00:00	00:00:00
				2016-11-11	0.00%	7	4	57.14%	0	0.00%	3	42.86%	00:00:00	00:00:00	00:00:25	00:00:51
				2016-11-14	87.50%	8	8	100.00%	8	100.00%	0	0.00%	00:00:12	00:00:20	00:00:00	00:00:00
				2016-11-15	0.00%	2	0	0.00%	0	0.00%	2	100.00%	00:00:00	00:00:00	00:02:34	00:03:13
				2016-11-16	20.00%	5	2	40.00%	2	40.00%	2	40.00%	00:00:21	00:00:31	00:00:44	00:00:45
				2016-11-17	0.00%	2	0	0.00%	0	0.00%	2	100.00%	00:00:00	00:00:00	00:00:55	00:01:01
				2016-11-18	50.00%	4	2	50.00%	2	50.00%	2	50.00%	00:00:12	00:00:12	00:00:39	00:01:10
				2016-11-22	50.00%	2	1	50.00%	1	50.00%	0	0.00%	00:00:10	00:00:10	00:00:00	00:00:00
				2016-11-24	0.00%	9	8	88.89%	8	88.89%	1	11.11%	00:00:19	00:00:20	00:01:58	00:01:58
				2016-11-25	15.38%	13	13	100.00%	13	100.00%	0	0.00%	00:00:38	00:00:58	00:00:00	00:00:00
				2016-11-28	50.00%	18	16	88.89%	16	88.89%	0	0.00%	00:00:16	00:00:36	00:00:00	00:00:00
				2016-11-29	100.00%	2	2	100.00%	2	100.00%	0	0.00%	00:00:11	00:00:11	00:00:00	00:00:00
				2016-11-30	40.00%	5	4	80.00%	3	60.00%	0	0.00%	00:00:14	00:00:24	00:00:00	00:00:00
				2016-12-01	75.00%	8	8	100.00%	8	100.00%	0	0.00%	00:00:15	00:00:36	00:00:00	00:00:00
				2016-12-05	64.71%	17	16	94.12%	16	94.12%	0	0.00%	00:00:14	00:00:36	00:00:00	00:00:00
				2016-12-08	66.67%	12	11	91.67%	11	91.67%	0	0.00%	00:00:14	00:00:34	00:00:00	00:00:00
				2016-12-12	60.00%	15	14	93.33%	14	93.33%	0	0.00%	00:00:15	00:00:35	00:00:00	00:00:00
				2016-12-21	23.08%	13	13	100.00%	8	61.54%	0	0.00%	00:00:25	00:00:37	00:00:00	00:00:00
				2016-12-22	38.10%	21	17	80.95%	16	76.19%	4	19.05%	00:00:18	00:00:35	00:01:39	00:01:47

Interaction Traffic Report

Tenant	Media Type	Queue	Interaction Type	Day	% Accept Service Level	Offered	Distributed	% Distributed	Accepted	% Accepted	Abandoned Waiting	% Abandoned Waiting	Avg Accept Time (Fmt)	Max Accept Time (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)
Environment	Voice	QAEX_INBOUND_VQ	Inbound	2016-12-23	0.00%	10	2	20.00%	0	0.00%	7	70.00%	00:00:00	00:00:00	00:01:16	00:02:02
				2016-12-26	37.50%	24	23	95.83%	23	95.83%	0	0.00%	00:00:22	00:00:36	00:00:00	00:00:00
				2016-12-27	12.50%	8	4	50.00%	2	25.00%	4	50.00%	00:00:16	00:00:18	00:01:14	00:01:46
				2016-12-28	40.00%	25	24	96.00%	24	96.00%	0	0.00%	00:00:21	00:00:35	00:00:00	00:00:00
				2017-01-03	58.33%	12	11	91.67%	11	91.67%	0	0.00%	00:00:16	00:00:34	00:00:00	00:00:00
				2017-01-04	33.33%	9	7	77.78%	4	44.44%	1	11.11%	00:00:17	00:00:33	00:03:55	00:03:55
				2017-01-05	33.33%	9	8	88.89%	5	55.56%	0	0.00%	00:00:21	00:00:35	00:00:00	00:00:00
				2017-01-09	25.00%	12	12	100.00%	6	50.00%	0	0.00%	00:00:21	00:00:35	00:00:00	00:00:00
				2017-01-10	48.57%	35	32	91.43%	30	85.71%	3	8.57%	00:00:21	00:00:45	00:01:33	00:02:44
				2017-01-11	35.00%	20	19	95.00%	19	95.00%	0	0.00%	00:00:22	00:00:35	00:00:00	00:00:00
				2017-02-07	100.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:13	00:00:13	00:00:00	00:00:00
				2017-02-09	50.00%	10	10	100.00%	10	100.00%	0	0.00%	00:00:21	00:00:36	00:00:00	00:00:00
				2017-02-10	0.00%	0	0	0.00%	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00:03	00:00:03
		Test-VQ	Inbound	2016-05-25	0.00%	3	0	0.00%	0	0.00%	3	100.00%	00:00:00	00:00:00	00:00:31	00:00:45
			Internal	2016-07-07	0.00%	0	0	0.00%	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00:02	00:00:02
		TestOutbound_VQ	Outbound	2016-05-25	100.00%	2	2	100.00%	2	100.00%	0	0.00%	00:00:08	00:00:08	00:00:00	00:00:00
				2016-05-27	100.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:07	00:00:07	00:00:00	00:00:00
				2016-06-01	100.00%	1	1	100.00%	1	100.00%	2	66.67%	00:00:06	00:00:06	00:00:04	00:00:04
		EX13_CB_VQ	Inbound	2016-08-10	0.00%	5	0	0.00%	0	0.00%	5	100.00%	00:00:00	00:00:00	00:01:22	00:02:05
				2016-08-11	11.11%	9	5	55.56%	1	11.11%	4	44.44%	00:00:12	00:00:12	00:04:03	00:05:37
				2016-08-18	0.00%	1	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
		VQ_2555	Inbound	2016-05-25	0.00%	1	1	100.00%	1	100.00%	0	0.00%	00:00:17	00:00:17	00:00:00	00:00:00
				2016-06-16	0.00%	3	2	66.67%	2	66.67%	1	33.33%	00:00:28	00:00:39	00:00:19	00:00:19
		Total			64.23%	2,390	2,117	88.58%	1,870	78.24%	283	11.67%	00:00:12	00:09:17	00:01:27	00:33:14
	Total				62.12%	2,495	2,163	86.69%	1,888	75.67%	283	11.19%	00:00:12	00:09:17	00:01:27	00:33:14
Total					62.12%	2,495	2,163	86.69%	1,888	75.67%	283	11.19%	00:00:12	00:09:17	00:01:27	00:33:14