

## Interaction Volume Business Attribute Report

Tenant	Media Type	Business Result	Customer Segment	Service Type	Interaction Type	Day	% First Response Time Level	Entered with Objective	Finished No Response	Accepted	% Accepted	Abandoned Waiting	% Abandoned Waiting	ASA (Fmt)	Max Accept Time Agent (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)	Avg Finish Response Time (Fmt)	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated Agent				
Chat	Chat	DEFAULT_BUSINESS_RESULT	Chat_CS	Chat_ST	Inbound	2016-05-25	80.00%	5	1	4	80.00%	1	20.00%	00:00:35	00:01:05	00:00:30	00:00:30	00:06:31	00:05:55	00:05:55	00:00:00	00:00:00	0	0.00%				
						2016-05-26	0.00%	1	1	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%		
						2016-05-27	0.00%	2	2	0	0.00%	2	100.00%	00:00:00	00:00:00	00:40:03	01:19:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%		
						2016-06-01	50.00%	2	1	1	50.00%	1	50.00%	00:00:05	00:00:05	00:01:02	00:01:02	00:00:17	00:00:11	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%		
			2016-06-02	0.00%	1	1	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00:33	00:00:33	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%				
			2016-06-08	50.00%	2	1	1	50.00%	1	50.00%	00:00:26	00:00:26	00:41:55	00:41:55	00:15:50	00:00:59	00:00:59	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	1	100.00%				
			2016-06-13	0.00%	5	5	0	0.00%	5	100.00%	00:00:00	00:00:00	00:00:31	00:00:32	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%				
			2016-05-25	0.00%	1	0	1	100.00%	0	0.00%	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	00:00:19	00:00:13	00:00:13	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%				
		2016-05-27	0.00%	5	0	5	100.00%	0	0.00%	00:00:03	00:00:04	00:00:00	00:00:00	00:15:49	00:04:19	00:04:19	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	1	20.00%					
		2016-06-02	0.00%	1	0	1	100.00%	0	0.00%	00:00:04	00:00:04	00:00:00	00:00:00	00:16:39	00:16:34	00:16:34	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%					
		2016-06-08	0.00%	1	0	1	100.00%	0	0.00%	00:00:04	00:00:04	00:00:00	00:00:00	00:07:48	00:07:43	00:07:43	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%					
		Total						23.08%	26	12	14	53.85%	12	46.15%	00:00:14	00:01:05	00:10:36	01:19:07	00:10:26	00:05:04	00:05:04	00:00:00	00:00:00	2	14.29%			
Email	Email	DEFAULT_BUSINESS_RESULT	default	DEFAULT_CUSTOMER_SEGMENT	default	DEFAULT_SERVICE_TYPE	Inbound	2016-06-01	100.00%	1	0	1	100.00%	0	0.00%	00:00:02	00:00:00	00:00:00	00:00:00	00:00:15	00:00:21	00:00:09	00:00:09	00:00:00	0	4.00%		
								2016-06-13	0.00%	2	2	2	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:12	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
								2016-05-25	25.00%	4	3	1	25.00%	0	0.00%	00:00:35	00:00:35	00:00:00	00:00:00	00:00:49	00:00:19	00:00:14	00:00:05	00:00:00	00:00:00	0	0.00%	
								2016-05-26	0.00%	3	3	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
			2016-06-01	100.00%	1	0	1	100.00%	0	0.00%	00:00:12	00:00:12	00:00:00	00:00:00	00:00:00	00:00:16	00:00:12	00:00:04	00:00:00	00:00:00	00:00:00	0	0.00%					
			2016-06-02	0.00%	1	1	1	100.00%	0	0.00%	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	00:00:11	23:58:44	00:00:00	00:00:00	00:00:00	00:00:00	1	100.00%					
			2016-06-07	0.00%	3	3	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%				
			Total						20.00%	15	12	6	40.00%	0	0.00%	00:00:09	00:00:35	00:00:00	00:00:00	00:00:30	00:00:13	00:00:22	11:59:46	00:00:00	1	16.67%		
		Environment	Environment	Environment	Environment	Environment	Environment	2016-05-25	91.78%	73	6	67	91.78%	6	8.22%	00:00:09	00:00:35	00:00:24	00:00:26	00:00:51	00:00:52	00:00:16	00:00:26	00:00:25	00:00:16	00:00:00	25	37.31%
								2016-05-26	96.00%	25	1	24	96.00%	1	4.00%	00:00:09	00:00:14	00:00:26	00:00:26	00:00:43	00:00:41	00:00:30	00:00:18	00:00:18	00:00:00	6	25.00%	
								2016-05-27	93.33%	45	3	42	93.33%	3	6.67%	00:00:13	00:02:30	00:00:25	00:00:26	00:00:55	00:00:51	00:00:35	00:00:18	00:00:00	15	35.71%		
								2016-05-30	95.65%	23	1	22	95.65%	1	4.35%	00:00:09	00:00:10	00:00:27	00:00:27	00:00:39	00:00:36	00:00:27	00:00:17	00:00:00	5	22.73%		
2016-05-31	90.00%							20	2	18	90.00%	2	10.00%	00:00:11	00:00:25	00:00:26	00:0											

# Interaction Volume Business Attribute Report

Tenant	Media Type	Business Result	Customer Segment	Service Type	Interaction Type	Day	% First Response Time Service Level	Entered with Objective	Finished No Response	Accepted	% Accepted	Abandoned Waiting	% Abandoned Waiting	ASA (Fmt)	Max Accept Time Agent (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)	Avg Finish Response Time (Fmt)	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated Agent	
Environment	Voice	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2016-08-29	57.14%	7	3	4	57.14%	3	42.86%	00:00:46	00:01:09	00:00:39	00:00:56	00:00:54	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	
						2016-08-30	22.22%	18	14	4	22.22%	14	77.78%	00:01:02	00:01:52	00:01:21	00:04:16	00:01:10	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	
						2016-08-31	100.00%	25	0	25	100.00%	0	0.00%	00:01:19	00:02:02	00:00:00	00:00:00	00:01:26	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	
						2016-09-01	40.00%	5	3	2	40.00%	3	60.00%	00:01:06	00:01:13	00:01:32	00:01:44	00:01:11	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	
						2016-09-02	100.00%	15	0	15	100.00%	0	0.00%	00:01:35	00:02:24	00:00:00	00:00:00	00:01:41	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	
						2016-09-06	84.00%	25	4	21	84.00%	4	16.00%	00:01:24	00:02:28	00:00:45	00:01:44	00:01:36	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	
						2016-09-08	57.14%	7	3	4	57.14%	3	42.86%	00:00:32	00:00:52	00:02:09	00:02:32	00:00:43	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	
						2016-09-09	33.33%	3	2	1	33.33%	2	66.67%	00:00:52	00:00:52	00:02:37	00:02:37	00:00:57	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	
						2016-09-13	94.12%	17	1	16	94.12%	1	5.88%	00:01:15	00:02:05	00:05:25	00:05:25	00:01:20	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	
						2016-09-14	66.67%	6	2	4	66.67%	2	33.33%	00:00:44	00:00:52	00:01:57	00:03:30	00:00:48	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	
						2016-09-16	100.00%	6	0	6	100.00%	0	0.00%	00:00:14	00:00:22	00:00:00	00:00:00	00:00:31	00:00:15	00:00:15	00:00:00	00:00:00	0	0.00%	
						2016-09-20	90.91%	11	1	10	90.91%	1	9.09%	00:01:10	00:02:05	00:03:43	00:03:43	00:01:17	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	
						2016-09-22	100.00%	1	0	1	100.00%	0	0.00%	00:02:05	00:02:05	00:00:00	00:00:00	00:02:11	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	
						2016-09-23	100.00%	16	0	16	100.00%	0	0.00%	00:01:28	00:02:05	00:00:00	00:00:00	00:01:34	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	
						2016-09-26	100.00%	2	0	2	100.00%	0	0.00%	00:00:19	00:00:19	00:00:00	00:00:00	00:00:22	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	
						2016-09-28	100.00%	1	0	1	100.00%	0	0.00%	00:00:18	00:00:18	00:00:00	00:00:00	00:00:21	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	
						2016-09-29	100.00%	1	0	1	100.00%	0	0.00%	00:00:18	00:00:18	00:00:00	00:00:00	00:00:21	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	
						2016-09-30	0.00%	4	4	0	0.00%	4	100.00%	00:00:00	00:00:00	00:00:34	00:00:44	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-10-03	100.00%	9	0	9	100.00%	0	0.00%	00:01:13	00:02:05	00:00:00	00:00:00	00:01:18	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	
						2016-10-04	100.00%	2	0	2	100.00%	0	0.00%	00:00:26	00:00:30	00:00:00	00:00:00	00:00:41	00:00:15	00:00:15	00:00:00	00:00:00	0	0.00%	
						2016-10-05	68.75%	16	5	11	68.75%	5	31.25%	00:01:05	00:02:05	00:03:42	00:03:44	00:01:14	00:00:09	00:00:09	00:00:00	00:00:00	0	0.00%	
						2016-10-06	100.00%	11	0	11	100.00%	0	0.00%	00:01:03	00:02:05	00:00:00	00:00:00	00:01:09	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	
						2016-10-07	0.00%	1	1	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00:45	00:00:45	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2016-10-13	87.50%	16	2	14	87.50%	2	12.50%	00:01:05	00:02:14	00:00:41	00:00:41	00:01:13	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	
						2016-10-14	100.00%	6	0	6	100.00%	0	0.00%	00:01:45	00:00:00	00:04:12	00:00:00	00:02:32	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	
						2016-10-18	43.48%	23	13	10	43.48%	13	56.52%	00:00:41	00:01:36	00:01:41	00:12:17	00:01:06	00:00:21	00:00:21	00:00:00	00:00:00	0	0.00%	
						2016-10-19	100.00%	2	0	2	100.00%	0	0.00%	00:00:46	00:01:02	00:00:00	00:00:00	00:00:50	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	
						2016-10-20	0.00%	4	4	0	0.00%	4	100.00%	00:00:00	00:00:00	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2016-10-21	75.00%	4	1	3	75.00%	1	25.00%	00:00:39	00:00:52	00:00:30	00:00:30	00:00:44	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	
						2016-10-25	100.00%	2	0	2	100.00%	0	0.00%	00:00:56	00:01:14	00:00:00	00:00:00	00:01:08	00:00:12	00:00:12	00:00:00	00:00:00	0	0.00%	
						2016-10-26	23.08%	13	10	3	33.33%	10	76.92%	00:00:31	00:00:56	00:00:21	00:01:25	00:00:50	00:00:13	00:00:13	00:00:00	00:00:00	0	0.00%	
						2016-10-27	53.85%	13	6	7	53.85%	6	46.15%	00:00:59	00:02:26	00:01:27	00:02:05	00:01:08	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	
						2016-10-31	66.67%	9	3	6	66.67%	3	33.33%	00:01:15	00:02:05	00:03:08	00:06:53	00:01:20	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	
						2016-11-07	100.00%	1	0	1	100.00%	0	0.00%	00:02:25	00:02:25	00:00:00	00:00:00	00:03:17	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	
						2016-11-08	0.00%	4	4	0	0.00%	4	100.00%	00:00:00	00:00:00	00:00:57	00:02:46	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2016-11-09	50.00%	4	2	2	50.00%	2	50.00%	00:01:13	00:01:13	00:00:46	00:00:52	00:01:18	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	
						2016-11-10	50.00%	2	1	1	50.00%	1	50.00%	00:01:25	00:01:25	00:02:49	00:02:49	00:01:30	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	
						2016-11-11	0.00%	4	4	0	0.00%	4	100.00%	00:00:00	00:00:00	00:04:34	00:04:34	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2016-11-14	100.00%	8	0	8	100.00%	0	0.00%	00:00:58	00:01:38	00:00:00	00:00:00	00:01:04	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	
						2016-11-15	0.00%	1	1	0	0.00%	1	100.00%	00:00:00	00:00:00	00:04:35	00:04:35	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2016-11-16	100.00%	2	0	2	100.00%	0	0.00%	00:01:16	00:00:00	00:00:00	00:00:00	00:01:22	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	
						2016-11-18	80.00%	5	1	4	80.00%	1	20.00%	00:00:48	00:01:49	00:01:33	00:01:33	00:01:00	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	
						2016-11-22	100.00%	1	0	1	100.00%	0	0.00%	00:00:52	00:00:52	00:00:00	00:00:00	00:00:57	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	
						2016-11-24	100.00%	8	0	8	100.00%	0	0.00%	00:01:16	00:01:16	00:00:00	00:00:00	00:02:44	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	
						2016-11-25	100.00%	13	0	13	100.00%	0	0.00%	00:00:36	00:00:53	00:00:00	00:00:00	00:00:53	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	
						2016-11-28	100.00%	17	0	17	100.00%	0	0.00%	00:01:01	00:02:05	00:00:00	00:00:00	00:01:29	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	
						2016-11-29	100.00%	2	0	2	100.00%	0	0.00%	00:00:27	00:00:27	00:00:00	00:00:00	00:00:33	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%	
						2016-11-30	75.00%	4	1	3	75.00%	1	25.00%	00:00:39	00:00:52	00:03:18	00:03:18	00:00:45	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	
2016-12-01	100.00%	8	0	8	100.00%	0	0.00%	00:01:15	00:02:05	00:00:00	00:00:00	00:01:20	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%							
2016-12-05	100.00%	16	0	16	100.00%	0	0.00%	00:01:02	00:02:05	00:00:00	00:00:00	00:01:31	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%							
2016-12-06	0.00%	1	1	0	0.00%	1	100.00%	00:00:00	00:00:00	00:01:41	00:01:41	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%							
2016-12-07	100.00%	1	0	1	100.00%	0	0.00%	00:00:18	00:00:18	00:00:00	00:00:00	00:00:22	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%							
2016-12-08	100.00%	11	0	11	100.00%	0	0.00%	00:01:05	00:02:04	00:00:00	00:00:00	00:01:11	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%							
2016-12-12	100.00%	14	0	14	100.00%	0	0.00%	00:01:07	00:02:05	00:00:00	00:00:00	00:01:39	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%							
2016-12-21	61.54%	13	5	8	61.54%	5	38.46%	00:01:12	00:01:25	00:04:58	00:04:58	00:01:17	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%							
2016-12-22	94.12%	17	1	16	94.12%	1	5.88%	00:01:02	00:02:04	00:05:04	00:05:04	00:01:32	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%							
2016-12-23	0.00%	2	2	0	0.00%	2	100.00%	00:00:00	00:00:00	00:05:05	00:05:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%							
2016-12-26	100.00%	23	0	23																					

## Interaction Volume Business Attribute Report

Tenant	Media Type	Business Result	Customer Segment	Service Type	Interaction Type	Day	% First Response Time Service Level	Entered with Objective	Finished No Response	Accepted	% Accepted	Abandoned Waiting	% Abandoned Waiting	ASA (Fmt)	Max Accept Time (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)	Avg Finish Response Time (Fmt)	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated Agent
Environment	Voice	DEFAULT_BUSINESS_RESULT	default	default	Inbound	2017-01-03	78.57%	14	3	11	78.57%	3	21.43%	00:01:07	00:02:04	00:00:36	00:01:08	00:01:12	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2017-01-04	57.14%	7	3	4	57.14%	3	42.86%	00:01:00	00:03:43	00:00:50	00:00:05	00:00:00	00:00:00	00:00:00	0	0.00%		
						2017-01-05	62.50%	8	3	5	62.50%	3	37.50%	00:01:03	00:01:25	00:00:58	00:00:05	00:01:08	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2017-01-06	0.00%	2	2	0	0.00%	2	100.00%	00:00:00	00:00:00	00:00:22	00:00:23	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2017-01-09	40.00%	15	9	6	40.00%	9	60.00%	00:00:52	00:01:16	00:00:50	00:00:57	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%	
						2017-01-10	93.75%	32	2	30	93.75%	2	6.25%	00:01:11	00:02:06	00:01:58	00:03:34	00:00:21	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2017-01-11	100.00%	19	0	19	100.00%	0	0.00%	00:01:14	00:02:05	00:00:00	00:00:00	00:02:38	00:01:10	00:01:00	00:00:00	00:00:00	0	0.00%
						2017-01-18	0.00%	1	1	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2017-01-27	100.00%	2	0	2	100.00%	0	0.00%	00:01:01	00:01:16	00:00:00	00:00:00	00:01:27	00:00:26	00:00:26	00:00:00	00:00:00	0	0.00%
						2017-02-07	100.00%	1	0	1	100.00%	0	0.00%	00:01:25	00:01:25	00:00:00	00:00:00	00:01:30	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2017-02-09	90.91%	11	1	10	90.91%	1	9.09%	00:01:14	00:02:05	00:00:15	00:00:15	00:01:56	00:00:42	00:00:42	00:00:00	00:00:00	0	0.00%
						2016-05-25	100.00%	25	0	25	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:35	00:00:59	00:00:45	00:00:08	00:00:00	10	40.00%
						2016-05-26	100.00%	11	0	11	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:37	00:01:02	00:00:49	00:00:08	00:00:00	4	36.36%
						2016-05-27	100.00%	15	0	15	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:39	00:01:03	00:00:48	00:00:09	00:00:00	6	40.00%
						2016-05-30	100.00%	10	0	10	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:38	00:01:01	00:00:47	00:00:08	00:00:00	4	40.00%
						2016-05-31	100.00%	10	0	10	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:39	00:01:05	00:00:50	00:00:09	00:00:00	4	40.00%
						2016-06-10	100.00%	5	0	5	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-06-13	100.00%	5	0	5	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:37	00:01:00	00:00:46	00:00:08	00:00:00	2	40.00%
						2016-06-14	100.00%	10	0	10	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:37	00:01:00	00:00:46	00:00:08	00:00:00	4	40.00%
						2016-06-16	100.00%	20	0	20	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:36	00:00:55	00:00:41	00:00:10	00:00:00	8	40.00%
			2016-06-17	100.00%	15	0	15	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:43	00:01:06	00:00:51	00:00:10	00:00:00	6	40.00%			
			2016-06-20	100.00%	10	0	10	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:37	00:00:52	00:00:40	00:00:14	00:00:00	3	30.00%			
			2016-07-06	100.00%	1	0	1	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%			
			2016-08-18	100.00%	2	0	2	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:34	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%		
			2016-08-30	100.00%	1	0	1	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%		
			2016-09-14	100.00%	3	0	3	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:01:04	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%		
			2016-09-15	100.00%	7	0	7	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:35	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%			
			2016-09-16	100.00%	2	0	2	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%		
			2016-10-04	100.00%	1	0	1	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:33	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%		
			2016-10-18	100.00%	1	0	1	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:01:17	00:00:00	00:00:						

# Interaction Volume Business Attribute Report

Tenant	Media Type	Business Result	Customer Segment	Service Type	Interaction Type	Day	% First Response Time Service Level	Entered with Objective	Finished No Response	Accepted	% Accepted	Abandoned Waiting	% Abandoned Waiting	ASA (Fmt)	Max Accept Time Agent (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)	Avg Finish Response Time (Fmt)	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated Agent
Environment	Voice	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	Inbound	2016-07-22	0.00%	5	5	0	0.00%	3	60.00%	00:00:00	00:00:00	00:02:26	00:04:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-07-26	0.00%	4	4	0	0.00%	4	100.00%	00:00:00	00:00:00	00:00:20	00:01:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-07-27	0.00%	4	4	0	0.00%	4	100.00%	00:00:00	00:00:00	00:00:41	00:09:48	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-07-28	0.00%	3	3	0	0.00%	2	66.67%	00:00:00	00:00:00	00:00:23	00:00:33	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-07-29	0.00%	23	23	0	0.00%	10	43.48%	00:00:00	00:00:00	00:00:14	00:00:23	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-01	0.00%	18	18	0	0.00%	12	66.67%	00:00:00	00:00:00	00:00:27	00:01:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-02	0.00%	47	47	0	0.00%	26	55.32%	00:00:00	00:00:00	00:01:57	00:20:32	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-03	4.49%	89	85	4	4.76%	52	58.43%	00:00:00	00:00:00	00:01:06	00:27:47	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-04	0.00%	37	37	0	0.00%	19	51.35%	00:00:00	00:00:00	00:00:17	00:01:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-05	0.00%	31	31	0	0.00%	3	9.68%	00:00:00	00:00:00	00:00:31	00:00:50	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-08	0.00%	39	39	0	0.00%	12	30.77%	00:00:00	00:00:00	00:00:51	00:33:36	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-09	0.00%	62	62	0	0.00%	35	56.45%	00:00:00	00:00:00	00:00:46	00:04:47	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-10	0.00%	83	83	0	0.00%	47	56.63%	00:00:00	00:00:00	00:01:08	00:08:35	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-11	0.57%	174	173	1	0.65%	122	70.11%	00:00:00	00:00:00	00:00:38	00:05:37	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-12	0.44%	229	228	1	0.50%	195	85.15%	00:00:00	00:00:00	00:00:29	00:04:14	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-13	0.00%	6	6	0	0.00%	5	83.33%	00:00:00	00:00:00	00:00:20	00:01:12	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-15	0.00%	119	119	0	0.00%	56	47.06%	00:00:00	00:00:00	00:01:01	00:11:29	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-16	0.00%	178	178	0	0.00%	108	60.67%	00:00:00	00:00:00	00:00:38	00:03:21	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-17	0.00%	138	138	0	0.00%	96	69.57%	00:00:00	00:00:00	00:00:50	00:05:33	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-18	2.07%	193	189	4	2.31%	109	56.48%	00:00:00	00:00:00	00:00:45	00:06:27	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-19	0.00%	150	150	0	0.00%	109	72.67%	00:00:00	00:00:00	00:00:38	00:04:32	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-22	0.00%	83	83	0	0.00%	52	62.65%	00:00:00	00:00:00	00:00:40	00:07:56	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-23	0.00%	148	148	0	0.00%	67	45.27%	00:00:00	00:00:00	00:00:27	00:02:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-24	1.39%	72	71	1	1.41%	25	34.72%	00:00:00	00:00:00	00:01:01	00:02:10	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-25	0.00%	160	160	0	0.00%	80	50.00%	00:00:00	00:00:00	00:00:49	00:03:26	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-26	0.00%	24	24	0	0.00%	8	33.33%	00:00:00	00:00:00	00:01:01	00:02:34	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-29	0.00%	95	95	0	0.00%	68	71.58%	00:00:00	00:00:00	00:00:19	00:01:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-30	1.09%	92	91	1	1.28%	63	68.48%	00:00:00	00:00:00	00:00:23	00:02:09	00:00:19	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-09-01	0.00%	18	18	0	0.00%	17	94.44%	00:00:00	00:00:00	00:00:22	00:00:52	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-09-01	0.00%	16	16	0	0.00%	4	25.00%	00:00:00	00:00:00	00:00:40	00:02:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-09-02	26.32%	19	14	5	26.32%	2	10.53%	00:00:00	00:00:00	00:00:49	00:01:25	00:00:21	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-09-06	41.18%	51	30	21	41.18%	22	43.14%	00:00:02	00:00:02	00:00:37	00:01:31	00:00:15	00:00:28	00:00:28	00:00:00	00:00:00	0	0.00%
						2016-09-07	28.57%	14	10	4	28.57%	6	42.86%	00:00:02	00:00:02	00:00:54	00:00:56	00:00:53	00:00:51	00:00:51	00:00:00	00:00:00	0	0.00%
						2016-09-08	2.94%	68	66	2	3.28%	22	32.35%	00:00:12	00:00:12	00:00:22	00:00:55	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-09-09	17.57%	74	61	13	17.57%	25	33.78%	00:00:02	00:00:02	00:00:26	00:01:35	00:00:35	00:00:33	00:00:33	00:00:00	00:00:00	0	0.00%
						2016-09-12	20.83%	48	38	10	20.83%	3	6.25%	00:00:02	00:00:02	00:00:20	00:00:20	00:00:10	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%
						2016-09-13	22.34%	94	73	21	22.83%	25	26.60%	00:00:04	00:00:20	00:00:29	00:01:26	00:00:13	00:00:09	00:00:09	00:00:00	00:00:00	0	0.00%
						2016-09-14	0.00%	36	36	0	0.00%	11	30.56%	00:00:00	00:00:00	00:00:58	00:02:56	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-09-15	0.00%	4	4	0	0.00%	2	50.00%	00:00:00	00:00:00	00:00:18	00:00:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-09-16	7.32%	41	38	3	7.32%	7	17.07%	00:00:00	00:00:00	00:00:29	00:00:55	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-09-20	0.00%	36	36	0	0.00%	9	25.00%	00:00:00	00:00:00	00:00:49	00:03:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-09-22	0.00%	14	14	0	0.00%	3	21.43%	00:00:00	00:00:00	00:00:40	00:00:41	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-09-23	4.76%	63	60	3	4.76%	10	15.87%	00:00:02	00:00:03	00:01:28	00:09:23	00:00:26	00:00:24	00:00:24	00:00:00	00:00:00	0	0.00%
						2016-09-26	37.50%	8	5	3	42.86%	1	12.50%	00:00:02	00:00:02	00:00:04	00:00:04	00:00:28	00:00:26	00:00:26	00:00:00	00:00:00	0	0.00%
						2016-09-27	77.78%	9	2	7	77.78%	2	22.22%	00:00:02	00:00:02	00:10:33	00:20:33	00:00:39	00:00:43	00:00:43	00:00:00	00:00:00	0	0.00%
						2016-09-28	16.95%	118	98	20	16.95%	86	72.88%	00:00:05	00:00:18	00:00:19	00:00:20	00:01:04	00:01:07	00:00:07	00:00:00	00:00:00	0	0.00%
						2016-09-29	33.33%	63	42	21	34.43%	30	47.62%	00:00:02	00:00:03	00:01:04	00:14:35	00:00:22	00:00:20	00:00:20	00:00:00	00:00:00	0	0.00%
	2016-09-30	22.22%	18	14	4	22.22%	14	77.78%	00:00:00	00:00:00	00:01:09	00:07:26	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%					
2016-10-01	100.00%	1	0	1	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%						
2016-10-03	0.00%	48	48	0	0.00%	27	56.25%	00:00:00	00:00:00	00:00:29	00:01:50	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%						
2016-10-04	17.86%	78	25	5	20.00%	14	50.00%	00:00:00	00:00:00	00:00:29	00:01:28	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%						
2016-10-05	4.00%	25	23	3	4.00%	20	26.67%	00:00:00	00:00:00	00:00:43	00:01:25	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%						
2016-10-06	14.29%	70	60	10	14.29%	10	14.29%	00:00:02	00:00:02	00:00:31	00:00:55	00:00:25	00:00:23	00:00:23	00:00:00	00:00:00	0	0.00%						
2016-10-07	0.00%	21	21	0	0.00%	5	23.81%	00:00:00	00:00:00	00:00:25	00:00:45	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%						
2016-10-12	0.00%	38	38	0	0.00%	4	10.53%	00:00:00	00:00:00	00:00:17	00:00:34	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%						
2016-10-13	3.96%	101	97	4	4.08%	26	25.74%	00:00:00	00:00:00	00:00:12	00:18:50	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%						
2016-10-14	0.00%	74	74	0	0.00%	16	21.62%	00:00:00	00:00:00	00:00:47	00:03:37	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%						
2016-10-17	0.00%	16	16	0	0.00%	3	18.75%	00:00:00	00:00:00	00:00:42	00:01:19	00:00:00	00:00:00	00:00:00	00:									

# Interaction Volume Business Attribute Report

Tenant	Media Type	Business Result	Customer Segment	Service Type	Interaction Type	Day	% First Response Time Service Level	Entered with Objective	Finished No Response	Accepted	% Accepted	Abandoned Waiting	% Abandoned Waiting	ASA (Fmt)	Max Accept Time Agent (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)	Avg Finish Response Time (Fmt)	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated Agent
Environment	Voice	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	Inbound	2016-10-20	16.67%	24	20	4	18.18%	14	58.33%	00:00:04	00:00:12	00:00:29	00:01:35	00:00:10	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%
						2016-10-21	1.64%	61	60	1	1.67%	12	19.67%	00:00:00	00:00:00	00:00:29	00:00:55	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	
						2016-10-24	0.00%	5	5	0	0.00%	3	60.00%	00:00:00	00:00:00	00:01:05	00:01:21	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2016-10-25	0.00%	36	36	0	0.00%	12	33.33%	00:00:00	00:00:00	00:00:18	00:01:28	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2016-10-26	7.69%	52	48	4	7.84%	27	51.92%	00:00:00	00:00:00	00:00:24	00:01:24	00:00:21	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-10-27	0.00%	35	35	0	0.00%	16	45.71%	00:00:00	00:00:00	00:00:44	00:01:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-10-28	0.00%	2	2	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-10-31	0.00%	2	2	0	0.00%	1	50.00%	00:00:00	00:00:00	00:00:52	00:00:52	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-01	0.00%	1	1	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00:04	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-02	0.00%	4	4	0	0.00%	4	100.00%	00:00:00	00:00:00	00:00:04	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-03	0.00%	2	2	0	0.00%	2	100.00%	00:00:00	00:00:00	00:00:04	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-04	0.00%	1	1	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-07	0.00%	18	18	0	0.00%	3	16.67%	00:00:00	00:00:00	00:00:13	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-08	85.71%	7	1	6	85.71%	1	14.29%	00:00:00	00:00:00	00:00:14	00:00:14	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-09	0.00%	58	58	0	0.00%	26	44.83%	00:00:00	00:00:00	00:01:03	00:01:50	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-10	0.00%	7	7	0	0.00%	2	28.57%	00:00:00	00:00:00	00:00:32	00:00:59	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-11	0.00%	28	28	0	0.00%	10	35.71%	00:00:00	00:00:00	00:01:35	00:03:29	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-14	0.00%	6	6	0	0.00%	2	33.33%	00:00:00	00:00:00	00:00:23	00:00:41	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-15	0.00%	31	31	0	0.00%	8	25.81%	00:00:00	00:00:00	00:01:09	00:03:55	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-16	0.00%	38	38	0	0.00%	6	15.79%	00:00:00	00:00:00	00:01:27	00:03:16	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-17	0.00%	34	34	0	0.00%	23	67.65%	00:00:00	00:00:00	00:01:11	00:03:47	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-18	0.00%	47	47	0	0.00%	32	68.09%	00:00:00	00:00:00	00:01:08	00:02:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-21	0.00%	42	42	0	0.00%	1	2.38%	00:00:00	00:00:00	00:00:07	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-22	0.00%	47	47	0	0.00%	9	19.15%	00:00:00	00:00:00	00:00:30	00:00:55	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-23	0.00%	17	17	0	0.00%	4	23.53%	00:00:00	00:00:00	00:00:22	00:00:35	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-24	0.00%	51	51	0	0.00%	22	43.14%	00:00:00	00:00:00	00:00:22	00:03:12	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-25	0.00%	28	28	0	0.00%	5	17.86%	00:00:00	00:00:00	00:00:32	00:01:37	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-28	0.83%	120	119	1	0.85%	16	13.33%	00:00:00	00:00:00	00:00:34	00:01:47	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-29	0.00%	50	50	0	0.00%	2	4.00%	00:00:00	00:00:00	00:00:43	00:00:44	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-30	0.00%	46	46	0	0.00%	4	8.70%	00:00:00	00:00:00	00:00:44	00:00:56	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-01	0.00%	28	28	0	0.00%	5	17.86%	00:00:00	00:00:00	00:00:42	00:00:45	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-02	0.00%	7	7	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-05	0.00%	80	80	0	0.00%	10	12.50%	00:00:00	00:00:00	00:00:59	00:02:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-06	0.00%	18	18	0	0.00%	2	11.11%	00:00:00	00:00:00	00:00:39	00:00:55	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-07	47.37%	19	10	9	47.37%	5	26.32%	00:00:02	00:00:02	00:00:18	00:00:22	00:00:22	00:00:20	00:00:20	00:00:00	00:00:00	0	0.00%
						2016-12-08	0.00%	50	50	0	0.00%	6	12.00%	00:00:00	00:00:00	00:00:31	00:00:55	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-09	0.00%	3	3	0	0.00%	3	100.00%	00:00:00	00:00:00	00:00:15	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-12	0.00%	66	66	0	0.00%	7	10.61%	00:00:00	00:00:00	00:00:55	00:01:25	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-19	0.00%	20	20	0	0.00%	2	10.00%	00:00:00	00:00:00	00:00:17	00:00:27	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-21	0.00%	54	54	0	0.00%	10	18.52%	00:00:00	00:00:00	00:01:17	00:02:25	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-22	1.96%	51	50	1	2.00%	8	15.69%	00:00:00	00:00:00	00:01:27	00:02:47	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-23	0.00%	23	23	0	0.00%	12	52.17%	00:00:00	00:00:00	00:01:34	00:03:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-26	0.00%	70	70	0	0.00%	10	14.29%	00:00:00	00:00:00	00:00:23	00:00:55	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-27	0.00%	65	65	0	0.00%	38	58.46%	00:00:00	00:00:00	00:00:42	00:02:46	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-28	3.26%	92	89	3	3.26%	14	15.22%	00:00:00	00:00:00	00:00:35	00:00:55	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-29	33.33%	3	2	1	33.33%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2017-01-02	0.00%	1	1	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2017-01-03	20.97%	62	49	13	20.97%	4	6.45%	00:00:00	00:00:00	00:00:44	00:00:55	00:00:13	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
2017-01-04	1.82%	55	54	1	1.82%	7	12.73%	00:00:12	00:00:12	00:01:21	00:04:49	00:00:18	00:00:06	00:00:06	00:00:06	00:00:00	0	0.00%						
2017-01-05	0.00%	48	48	0	0.00%	5	10.42%	00:00:00	00:00:00	00:00:47	00:01:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%						
2017-01-06	0.00%	1	1	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00:06	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%						
2017-01-09	0.00%	25	25	0	0.00%	3	12.00%	00:00:00	00:00:00	00:01:01	00:01:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%						
2017-01-10	0.00%	65	65	0	0.00%	15	23.08%	00:00:00	00:00:00	00:00:59	00:03:48	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%						
2017-01-11	0.00%	69	69	0	0.00%	8	11.59%	00:00:00	00:00:00	00:00:23	03:01:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%						
2017-01-12	0.00%	5	5	0	0.00%	1	20.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%						
2017-01-13	23.91%	46	35	11	25.00%	26	56.52%	00:00:00	00:00:00	00:01:04	00:13:03	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%						
2017-01-16	0.00%	2	2	0	0.00%	1	50.00%	00:00:00	00:00:00	00:00:39	00:00:39	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%						
2017-01-17	0.00%	1	1	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00:56	00:00:56	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%						
2017-01-18	100.00%	14	0	14	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0</							

# Interaction Volume Business Attribute Report

Tenant	Media Type	Business Result	Customer Segment	Service Type	Interaction Type	Day	% First Response Time Service Level	Entered with Objective	Finished No Response	Accepted	% Accepted	Abandoned Waiting	% Abandoned Waiting	ASA (Fmt)	Max Accept Time Agent (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)	Avg Finish Response Time (Fmt)	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated Agent		
					Inbound	2017-01-20	66.67%	3	1	2	66.67%	1	33.33%	00:00:00	00:00:00	00:00:36	00:00:36	00:00:16	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%		
						2017-01-23	0.00%	2	2	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2017-01-24	0.00%	4	4	0	0.00%	3	75.00%	00:00:00	00:00:00	00:01:37	00:02:19	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2017-01-25	0.00%	3	3	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2017-01-27	0.00%	6	6	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2017-01-31	0.00%	5	5	0	0.00%	5	100.00%	00:00:00	00:00:00	00:00:24	00:00:32	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2017-02-02	8.33%	12	11	1	8.33%	10	83.33%	00:00:00	00:00:00	00:00:55	00:03:23	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2017-02-06	0.00%	4	4	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2017-02-07	0.00%	25	25	0	0.00%	4	16.00%	00:00:00	00:00:00	00:01:17	00:02:42	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2017-02-08	0.00%	13	13	0	0.00%	4	30.77%	00:00:00	00:00:00	00:01:01	00:01:54	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2017-02-09	0.00%	17	17	0	0.00%	8	47.06%	00:00:00	00:00:00	00:00:42	00:02:16	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2017-02-10	0.00%	31	31	0	0.00%	11	35.48%	00:00:00	00:00:00	00:00:17	00:00:39	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2017-02-13	0.00%	20	20	0	0.00%	8	40.00%	00:00:00	00:00:00	00:00:56	00:01:27	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2017-02-14	4.55%	22	21	1	4.55%	1	4.55%	00:00:00	00:00:00	00:00:54	00:00:54	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2017-02-17	0.00%	2	2	0	0.00%	2	100.00%	00:00:00	00:00:00	00:00:19	00:00:32	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2016-05-25	100.00%	1	0	1	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-05-26	100.00%	11	0	11	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-06-08	100.00%	1	0	1	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-06-16	100.00%	2	0	2	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-07-06	100.00%	1	0	1	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-07-07	100.00%	1	0	1	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-07-13	100.00%	2	0	2	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-07-14	100.00%	3	0	3	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-07-15	100.00%	2	0	2	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-07-18	100.00%	5	0	5	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-07-19	100.00%	5	0	5	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-07-25	100.00%	8	0	8	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-08-03	100.00%	8	0	8	100.00%	0	0.00%	00:00:06	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00					

## Interaction Volume Business Attribute Report

Tenant	Media Type	Business Result	Customer Segment	Service Type	Interaction Type	Day	% First Response Time Service Level	Entered with Objective	Finished No Response	Accepted	% Accepted	Abandoned Waiting	% Abandoned Waiting	ASA (Fmt)	Max Accept Time Agent (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)	Avg Finish Response Time (Fmt)	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated Agent			
Environment	Voice	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	Internal	2016-10-17	66.67%	3	1	2	66.67%	1	33.33%	00:00:30	00:00:30	00:00:10	00:00:10	00:00:38	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%			
						2016-10-18	36.23%	69	44	25	36.23%	44	63.77%	00:00:40	00:00:15	00:00:14	00:00:19	00:00:55	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%			
						2016-10-19	87.50%	8	1	7	87.50%	1	12.50%	00:00:00	00:00:00	00:00:19	00:00:19	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%		
						2016-10-25	74.47%	47	12	35	74.47%	12	25.53%	00:00:31	00:00:31	00:00:15	00:00:17	00:01:12	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%		
						2016-10-26	56.00%	25	11	14	66.67%	11	44.00%	00:00:34	00:00:37	00:00:11	00:00:19	00:01:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2016-10-27	62.50%	8	3	5	62.50%	3	37.50%	00:00:20	00:00:37	00:00:11	00:00:11	00:00:12	00:01:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2016-11-07	9.52%	42	38	4	9.52%	38	90.48%	00:00:31	00:00:31	00:00:11	00:00:11	00:00:15	00:01:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2016-11-09	100.00%	1	0	1	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2016-11-18	0.00%	4	4	0	0.00%	4	100.00%	00:00:00	00:00:00	00:00:12	00:00:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2016-11-22	12.50%	8	7	1	12.50%	7	87.50%	00:00:00	00:00:00	00:00:11	00:00:13	00:03:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2016-11-23	40.00%	15	9	6	50.00%	9	60.00%	00:00:00	00:00:00	00:00:10	00:00:20	00:00:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2016-11-24	80.00%	10	2	8	80.00%	2	20.00%	00:00:22	00:00:41	00:00:20	00:00:20	00:01:12	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2016-11-25	26.67%	15	11	4	26.67%	11	73.33%	00:00:35	00:00:36	00:00:10	00:00:19	00:00:57	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-29	80.00%	20	4	16	80.00%	4	20.00%	00:00:00	00:00:00	00:00:11	00:00:11	00:00:28	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-01	100.00%	5	0	5	100.00%	0	0.00%	00:00:28	00:00:32	00:00:00	00:00:00	00:00:40	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-06	16.67%	24	20	4	16.67%	20	83.33%	00:00:00	00:00:00	00:00:10	00:00:11	00:01:10	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-12	75.00%	4	1	3	75.00%	1	25.00%	00:00:27	00:00:27	00:00:19	00:00:19	00:00:53	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-23	100.00%	7	0	7	100.00%	0	0.00%	00:00:26	00:00:57	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-28	50.00%	2	1	1	50.00%	1	50.00%	00:00:00	00:00:00	00:00:10	00:00:10	00:01:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-29	66.67%	3	1	2	66.67%	1	33.33%	00:00:32	00:00:32	00:00:10	00:00:10	00:00:32	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
					2017-01-04	100.00%	6	0	6	100.00%	0	0.00%	00:00:18	00:00:32	00:00:00	00:00:00	00:00:49	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
					2017-01-05	100.00%	6	0	6	100.00%	0	0.00%	00:00:40	00:00:49	00:00:00	00:00:00	00:01:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
					2017-01-11	100.00%	1	0	1	100.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	03:02:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
					2017-02-08	57.14%	7	3	4	57.14%	3	42.86%	00:00:36	00:00:36	00:00:15	00:00:15	00:02:41	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
					2016-05-20	0.00%	1	1	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00:18	00:00:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
					2016-05-25	100.00%	2	0	2	100.00%	0	0.00%	00:00:22	00:00:23	00:00:00	00:00:00	00:00:32	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	

# Interaction Volume Business Attribute Report

Tenant	Media Type	Business Result	Customer Segment	Service Type	Interaction Type	Day	% First Response Time Service Level	Entered with Objective	Finished No Response	Accepted	% Accepted	Abandoned Waiting	% Abandoned Waiting	ASA (Fmt)	Max Accept Time Agent (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)	Avg Finish Response Time (Fmt)	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated Agent
Environment	Voice	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	Outbound	2016-08-27	0.00%	3	3	0	0.00%	3	100.00%	00:00:00	00:00:00	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
						2016-08-29	42.86%	14	8	6	75.00%	8	57.14%	00:00:35	00:01:14	00:00:08	00:00:31	00:00:44	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%
						2016-08-30	10.00%	10	9	1	50.00%	9	90.00%	00:00:25	00:00:25	00:00:02	00:00:09	00:00:33	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%
						2016-08-31	100.00%	1	0	1	100.00%	0	0.00%	00:00:23	00:00:23	00:00:00	00:00:00	00:00:31	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%
						2016-09-01	17.50%	40	33	7	53.85%	33	82.50%	00:00:03	00:00:20	00:00:08	00:01:17	00:00:12	00:00:01	00:00:01	00:00:00	00:00:00	0	0.00%
						2016-09-02	55.56%	27	12	15	62.50%	12	44.44%	00:00:25	00:00:29	00:02:01	00:20:04	00:00:51	00:00:36	00:00:36	00:00:00	00:00:00	0	0.00%
						2016-09-06	72.73%	33	9	24	72.73%	9	27.27%	00:00:10	00:00:28	00:00:56	00:01:20	00:00:26	00:00:16	00:00:16	00:00:00	00:00:00	0	0.00%
						2016-09-07	100.00%	8	0	8	100.00%	0	0.00%	00:00:16	00:00:55	00:00:00	00:00:00	00:00:29	00:00:13	00:00:13	00:00:00	00:00:00	0	0.00%
						2016-09-08	43.48%	69	39	30	56.82%	39	56.52%	00:00:24	00:00:29	00:00:19	00:01:30	00:00:26	00:00:07	00:00:06	00:00:00	00:00:00	0	0.00%
						2016-09-09	50.00%	82	41	41	57.75%	41	50.00%	00:00:16	00:00:29	00:00:18	00:01:21	00:00:28	00:00:13	00:00:13	00:00:00	00:00:00	0	0.00%
						2016-09-12	40.30%	67	40	27	45.00%	40	59.70%	00:00:19	00:00:28	00:00:38	00:01:20	00:00:23	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%
						2016-09-13	31.43%	105	72	33	37.93%	72	68.57%	00:00:16	00:00:29	00:00:29	00:01:30	00:00:22	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2016-09-14	63.33%	30	11	19	63.33%	11	36.67%	00:00:24	00:00:29	00:01:05	00:01:29	00:00:35	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%
						2016-09-15	50.00%	4	2	2	50.00%	2	50.00%	00:01:25	00:02:21	00:01:26	00:01:27	00:01:32	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-09-16	48.72%	39	20	19	50.00%	20	51.28%	00:00:32	00:01:16	00:00:46	00:02:16	00:00:40	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%
						2016-09-17	100.00%	1	0	1	100.00%	0	0.00%	00:00:28	00:00:28	00:00:00	00:00:00	00:00:34	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%
						2016-09-20	38.89%	36	22	14	42.42%	22	61.11%	00:00:35	00:01:16	00:00:40	00:02:16	00:00:42	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%
						2016-09-22	37.50%	16	10	6	37.50%	10	62.50%	00:00:28	00:00:29	00:01:09	00:02:16	00:00:34	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%
						2016-09-23	25.27%	91	68	23	27.38%	68	74.73%	00:00:21	00:00:28	00:00:53	00:02:53	00:00:33	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%
						2016-09-26	80.00%	10	2	8	100.00%	2	20.00%	00:00:02	00:00:09	00:00:05	00:00:05	00:00:18	00:00:15	00:00:15	00:00:00	00:00:00	0	0.00%
						2016-09-27	100.00%	6	0	6	100.00%	0	0.00%	00:00:07	00:00:08	00:00:00	00:00:00	00:00:45	00:00:39	00:00:39	00:00:00	00:00:00	0	0.00%
						2016-09-28	16.53%	121	101	20	16.95%	101	83.47%	00:00:01	00:00:07	00:00:28	00:05:34	00:00:13	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%
						2016-09-29	65.00%	40	14	26	86.67%	14	35.00%	00:00:03	00:00:10	00:00:08	00:00:20	00:00:20	00:00:16	00:00:16	00:00:00	00:00:00	0	0.00%
						2016-10-03	41.94%	31	18	13	41.94%	18	58.06%	00:00:28	00:00:28	00:00:53	00:01:30	00:00:33	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2016-10-04	42.86%	35	20	15	65.22%	20	57.14%	00:00:32	00:01:16	00:00:09	00:00:43	00:00:37	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2016-10-05	21.43%	140	110	30	22.56%	110	78.57%	00:00:30	00:01:16	00:00:36	00:01:30	00:00:37	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%
						2016-10-06	30.48%	105	73	32	34.78%	73	69.52%	00:00:22	00:01:16	00:00:33	00:03:44	00:00:34	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%
						2016-10-07	53.33%	30	14	16	59.26%	14	46.67%	00:00:50	00:01:18	00:00:24	00:01:33	00:01:08	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%
						2016-10-12	48.57%	35	18	17	54.84%	18	51.43%	00:01:04	00:03:30	00:00:50	00:04:11	00:01:31	00:00:25	00:00:25	00:00:00	00:00:00	0	0.00%
						2016-10-13	36.54%	104	66	38	39.18%	66	63.46%	00:00:33	00:01:34	00:00:27	00:01:26	00:01:07	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%
						2016-10-14	40.74%	81	48	33	43.42%	48	59.26%	00:00:45	00:03:31	00:00:42	00:01:31	00:00:55	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2016-10-17	10.34%	29	26	3	11.54%	26	89.66%	00:00:28	00:00:28	00:00:39	00:01:05	00:00:33	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2016-10-18	4.35%	69	66	3	10.34%	66	95.65%	00:00:36	00:00:45	00:00:21	00:03:21	00:00:43	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%
						2016-10-19	0.00%	15	15	0	0.00%	15	100.00%	00:00:00	00:00:00	00:00:28	00:01:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-10-20	19.05%	21	17	4	40.00%	17	80.95%	00:00:00	00:00:00	00:00:10	00:01:12	00:00:31	00:00:30	00:00:30	00:00:00	00:00:00	0	0.00%
						2016-10-21	46.88%	64	34	30	50.00%	34	53.13%	00:00:43	00:03:32	00:00:47	00:01:53	00:00:59	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%
						2016-10-24	0.00%	10	10	0	0.00%	10	100.00%	00:00:00	00:00:00	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-10-25	50.00%	2	1	1	50.00%	1	50.00%	00:00:32	00:00:32	00:01:40	00:01:40	00:00:57	00:00:25	00:00:25	00:00:00	00:00:00	0	0.00%
						2016-10-26	5.26%	19	18	1	33.33%	18	94.74%	00:00:34	00:00:34	00:00:10	00:02:12	00:00:37	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%
						2016-10-27	83.33%	12	2	10	83.33%	2	16.67%	00:00:28	00:00:41	00:01:07	00:01:23	00:00:56	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%
						2016-10-28	0.00%	3	3	0	0.00%	3	100.00%	00:00:00	00:00:00	00:00:37	00:01:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-10-31	50.00%	2	1	1	50.00%	1	50.00%	00:00:32	00:00:32	00:00:50	00:00:50	00:00:37	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2016-11-04	0.00%	3	3	0	0.00%	3	100.00%	00:00:00	00:00:00	00:00:20	00:00:20	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-07	0.00%	3	3	0	0.00%	3	100.00%	00:00:00	00:00:00	00:01:08	00:02:44	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-09	11.29%	62	55	7	17.95%	55	88.71%	00:00:24	00:00:26	00:00:18	00:02:08	00:00:50	00:00:19	00:00:19	00:00:00	00:00:00	0	0.00%
						2016-11-10	100.00%	5	0	5	100.00%	0	0.00%	00:00:24	00:00:24	00:00:00	00:00:29	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-11-11	22.86%	35	27	8	25.00%	27	77.14%	00:00:24	00:00:25	00:00:39	00:02:22	00:00:29	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2016-11-14	12.50%	8	7	1	12.50%	7	87.50%	00:00:24	00:00:24	00:00:26	00:01:04	00:00:29	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
2016-11-15	37.93%	29	18	11	44.00%	18	62.07%	00:00:24	00:00:28	00:00:32	00:01:55	00:00:34	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%						
2016-11-16	34.15%	41	27	14	43.75%	27	65.85%	00:00:32	00:01:30	00:00:23	00:01:30	00:00:55	00:00:13	00:00:13	00:00:00	00:00:00	0	0.00%						
2016-11-17	76.92%	13	3	10	76.92%	3	23.08%	00:00:27	00:00:30	00:00:20	00:00:21	00:00:32	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%						
2016-11-18	30.00%	10	7	3	30.00%	7	70.00%	00:00:24	00:00:24	00:00:41	00:01:30	00:00:29	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%						
2016-11-21	46.88%	64	34	30	50.00%	34	53.13%	00:00:37	00:01:26	00:00:23	00:02:11	00:00:44	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%						
2016-11-22	27.08%	48	35	13	31.71%	35	72.92%	00:00:28	00:01:12	00:00:37	00:01:30	00:00:34	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%						
2016-11-23	8.33%	12	11	1	8.33%	11	91.67%	00:00:37	00:00:43	00:00:37	00:01:40	00:01:34	00:00:57	00:00:57	00:00:00	00:00:00	0	0.00%						
2016-11-24	23.68%	38	29	9	27.27%	29	76.32%	00:00:31	00:01:16	00:00:43	00:01:30	00:01:10	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%						
2016-11-25	3.03%	33	32	1	3.57%	32	96.97%	00:00:28	00:00:28	00:00:32	00:01:20	00:00:33	00:00:05	00:00:05	00:00:00	00:00:00	0							



Interaction Volume Business Attribute Report

Tenant	Media Type	Business Result	Customer Segment	Service Type	Interaction Type	Day	% First Response Time Service Level	Entered with Objective	Finished No Response	Accepted	% Accepted	Abandoned Waiting	% Abandoned Waiting	ASA (Fmt)	Max Accept Time Agent (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)	Avg Finish Response Time (Fmt)	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated Agent
Environment	Voice	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	Outbound	2016-12-01	81.82%	22	4	18	81.82%	4	18.18%	00:01:03	00:01:54	00:00:43	00:01:52	00:01:26	00:00:13	00:00:13	00:00:00	00:00:00	0	0.00%
						2016-12-02	11.11%	9	8	1	12.50%	8	88.89%	00:00:47	00:00:47	00:00:18	00:00:31	00:01:02	00:00:15	00:00:15	00:00:00	00:00:00	0	0.00%
						2016-12-05	41.98%	81	47	34	45.33%	47	58.02%	00:00:31	00:01:18	00:00:29	00:01:30	00:00:41	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2016-12-06	17.65%	17	14	3	37.50%	14	82.35%	00:00:47	00:01:18	00:00:18	00:01:33	00:00:53	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%
						2016-12-07	57.89%	19	8	11	68.75%	8	42.11%	00:00:03	00:00:07	00:00:11	00:00:20	00:00:20	00:00:16	00:00:16	00:00:00	00:00:00	0	0.00%
						2016-12-08	46.88%	64	34	30	50.00%	34	53.13%	00:00:48	00:03:29	00:00:42	00:01:30	00:00:58	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%
						2016-12-12	38.82%	85	52	33	41.77%	52	61.18%	00:00:36	00:01:18	00:00:29	00:01:30	00:00:46	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2016-12-19	48.39%	31	16	15	48.39%	16	51.61%	00:00:28	00:00:28	00:00:32	00:01:39	00:00:32	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2016-12-20	0.00%	3	3	0	0.00%	3	100.00%	00:00:00	00:00:00	00:00:00	00:00:33	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2016-12-21	40.32%	62	37	25	42.37%	37	59.68%	00:00:30	00:01:16	00:00:38	00:01:39	00:00:35	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2016-12-22	53.33%	45	21	24	57.14%	21	46.67%	00:00:32	00:01:21	00:00:33	00:01:41	00:00:43	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2016-12-23	25.00%	4	3	1	33.33%	3	75.00%	00:00:29	00:00:29	00:00:12	00:00:20	00:00:34	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2016-12-26	43.82%	89	50	39	45.88%	50	56.18%	00:00:31	00:01:21	00:00:37	00:01:38	00:00:39	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2016-12-27	25.58%	43	32	11	27.50%	32	74.42%	00:00:26	00:00:38	00:00:30	00:03:25	00:00:37	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%
						2016-12-28	44.86%	107	59	48	46.60%	59	55.14%	00:00:31	00:01:21	00:00:39	00:01:41	00:00:39	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2016-12-29	0.00%	3	3	0	0.00%	3	100.00%	00:00:00	00:00:00	00:00:18	00:00:23	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2017-01-03	45.59%	68	37	31	48.44%	37	54.41%	00:00:47	00:03:26	00:00:40	00:01:31	00:00:58	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%
						2017-01-04	28.00%	75	54	21	29.58%	54	72.00%	00:00:33	00:01:17	00:00:33	00:01:39	00:00:40	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%
						2017-01-05	38.46%	65	40	25	40.32%	40	61.54%	00:00:30	00:01:17	00:00:36	00:01:39	00:00:35	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2017-01-09	26.09%	46	34	12	26.09%	34	73.91%	00:00:32	00:01:17	00:00:41	00:01:41	00:00:38	00:00:06	00:00:06	00:00:00	00:00:00	0	0.00%
						2017-01-10	62.07%	58	22	36	64.29%	22	37.93%	00:00:37	00:01:32	00:00:27	00:01:30	00:00:51	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%
						2017-01-11	53.25%	77	36	41	55.41%	36	46.75%	00:00:31	00:01:21	00:00:39	00:01:39	00:05:04	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2017-01-12	57.14%	7	3	4	57.14%	3	42.86%	00:00:28	00:00:35	00:01:25	00:01:25	00:00:42	00:00:14	00:00:14	00:00:00	00:00:00	0	0.00%
						2017-01-13	16.67%	12	10	2	16.67%	10	83.33%	00:00:22	00:00:24	00:00:20	00:00:24	00:00:39	00:00:13	00:00:13	00:00:00	00:00:00	0	0.00%
						2017-01-16	0.00%	1	1	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2017-01-23	100.00%	1	0	1	100.00%	0	0.00%	00:00:32	00:00:32	00:00:00	00:00:00	00:00:53	00:00:21	00:00:21	00:00:00	00:00:00	0	0.00%
						2017-01-24	0.00%	4	4	0	0.00%	4	100.00%	00:00:00	00:00:00	00:00:31	00:01:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
						2017-01-25	20.00%	5	4	1	50.00%	4	80.00%	00:00:25	00:00:25	00:00:08	00:00:31	00:00:35	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%
						2017-01-27	53.85%	13	6	7	53.85%	6	46.15%	00:00:26	00:00:31	00:00:45	00:01:31	00:00:47	00:00:20	00:00:20	00:00:00	00:00:00	0	0.00%
						2017-02-06	20.00%	5	4	1	20.00%	4	80.00%	00:00:29	00:00:29	00:00:25	00:00:40	00:02:43	00:02:06	00:02:06	00:00:00	00:00:00	0	0.00%
						2017-02-07	29.63%	27	19	8	34.78%	19	70.37%	00:00:28	00:00:29	00:00:38	00:04:17	00:00:34	00:00:05	00:00:05	00:00:00	00:00:00	0	0.00%
						2017-02-08	20.00%	10	8	2	20.00%	8	80.00%	00:00:50	00:01:12	00:00:54	00:01:40	00:02:13	00:01:23	00:01:23	00:00:00	00:00:00	0	0.00%
						2017-02-09	66.67%	9	3	6	66.67%	3	33.33%	00:00:29	00:00:35	00:01:25	00:01:25	00:04:13	00:00:38	00:00:38	00:00:00	00:00:00	0	0.00%
						2017-02-10	68.75%	16	5	11	68.75%	5	31.25%	00:00:38	00:01:21	00:04:45	00:20:05	00:13:27	00:02:15	00:02:15	00:00:00	00:00:00	0	0.00%
						2017-02-13	10.53%	19	17	2	11.11%	17	89.47%	00:00:28	00:00:28	00:03:42	00:20:00	00:11:13	00:01:02	00:01:02	00:00:00	00:00:00	0	0.00%
						2017-02-14	10.42%	48	43	5	15.63%	43	89.58%	00:00:27	00:00:28	00:00:40	00:01:24	00:12:38	00:00:32	00:00:32	00:00:00	00:00:00	0	0.00%
		Outbound_CS	Outbound_ST	Outbound	2016-05-25	100.00%	1	0	1	100.00%	0	0.00%	00:00:21	00:00:21	00:00:00	00:00:00	00:00:46	00:00:25	00:00:25	00:00:00	00:00:00	0	0.00%	
					2016-05-27	100.00%	1	0	1	100.00%	0	0.00%	00:00:22	00:00:22	00:00:00	00:00:00	00:00:36	00:00:14	00:00:14	00:00:00	00:00:00	0	0.00%	
					2016-06-01	0.00%	2	2	0	0.00%	2	100.00%	00:00:00	00:00:00	00:00:09	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%		
					Total		26.63%	13,560	9,949	3,611	28.83%	6,702	49.42%	00:00:35	00:17:38	00:00:41	03:01:51	00:01:07	00:00:20	00:00:18	00:00:15	00:00:00	146	4.76%
webengagement	DEFAULT_BUSINESS_RESULT	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	INBOUND	2016-06-01	0.00%	7	7	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
					2016-06-07	0.00%	2	2	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	
					2016-06-08	0.00%	12	12	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%		
	Total					0.00%	21	21	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%		
Total							26.57%	13,622	9,994	3,631	28.84%	6,714	49.29%	00:00:35	00:17:38	00:00:42	03:01:51	00:01:09	00:14:22	00:00:19	02:53:02	00:00:00	149	4.83%