



Tenant	Media Type	Agent Name	Hour	Predictor Switch	Predictor	Model	Offered	Accepted	% Occupancy	Active Time (Fmt)
Environment	Voice	AgentLNO, AgentFN0134 (Agent3001)	2017-12-04 10	OFF	NO_VALUE	NO_VALUE	1	1	0.48%	00:55:16
			2017-12-04 20	OFF	NO_VALUE	NO_VALUE	2	2	0.85%	00:33:31
			2017-12-04 21	OFF	NO_VALUE	NO_VALUE	2	2	0.58%	01:00:00
			2017-12-04 22	OFF	NO_VALUE	NO_VALUE	1	1	0.19%	01:00:00
			2017-12-05 15	OFF	NO_VALUE	NO_VALUE	1	1	0.41%	00:44:44
			2017-12-06 03	OFF	NO_VALUE	NO_VALUE	2	2	0.07%	00:48:22
			2017-12-06 09	ON	TestPredictor	Composite	1	1	0.09%	00:18:41
			2017-12-15 15	ON	TestPredictor	Composite	1	1	0.24%	00:48:15
			2017-12-15 16	ON	TestPredictor	Composite	6	6	26.08%	00:56:40
			2017-12-15 17	Error	TestPredictor	UNKNOWN	3	3	0.14%	00:59:31
			2017-12-15 18	Error	TestPredictor	UNKNOWN	3	3	0.09%	00:59:21
			2017-12-15 19	Error	TestPredictor	UNKNOWN	1	1	6.04%	00:59:26
				ON	TestPredictor	Composite	1	1	6.04%	00:59:26
			2017-12-15 22	OFF	NO_VALUE	NO_VALUE	1	1	0.20%	00:59:48
				ON	TestPredictor	Composite	1	1	0.20%	00:59:48
			2017-12-16	OFF	NO_VALUE	NO_VALUE	1	1	0.12%	00:59:55

Interaction Time											
Tenant	Media Type	Agent Name	Hour	Active Time (Fmt)	Ready Time (Fmt)	Not Ready Time (Fmt)	Busy Time (Fmt)	Wrap Time (Fmt)	Other State Time (Fmt)	% Ready Time	% Not Ready Time
Environment	Voice	AgentLN0, AgentFN0134 (Agent3001)	2017-12-04 10	00:55:16	00:55:00	00:00:00	00:00:16	00:00:00	00:00:00	99.52%	0.00%
			2017-12-04 11	01:00:00	01:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.00%	0.00%
			2017-12-04 12	01:00:00	01:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.00%	0.00%
			2017-12-04 13	01:00:00	01:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.00%	0.00%
			2017-12-04 14	00:06:27	00:06:27	00:00:00	00:00:00	00:00:00	00:00:00	100.00%	0.00%
			2017-12-04 20	00:33:31	00:33:14	00:00:00	00:00:17	00:00:00	00:00:00	99.15%	0.00%
			2017-12-04 21	01:00:00	00:59:39	00:00:00	00:00:21	00:00:00	00:00:00	99.42%	0.00%
			2017-12-04 22	01:00:00	00:59:53	00:00:00	00:00:07	00:00:00	00:00:00	99.81%	0.00%
			2017-12-04 23	01:00:00	01:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.00%	0.00%
			2017-12-05 00	01:00:00	01:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.00%	0.00%
			2017-12-05 01	01:00:00	01:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.00%	0.00%
			2017-12-05 02	00:01:41	00:01:41	00:00:00	00:00:00	00:00:00	00:00:00	100.00%	0.00%
			2017-12-05 15	00:44:44	00:44:33	00:00:00	00:00:11	00:00:00	00:00:00	99.59%	0.00%