

Resource Performance Report

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)
TEST_TENANT	Department 1	Process 2	email	Inbound	InboundNew	Agent 3	2021-04-28	1	00:00:48	00:00:48
					Total			1	00:00:48	00:00:48
					Total			1	00:00:48	00:00:48
				Outbound	OutboundNew	Agent 5	2021-04-28	1	00:00:40	00:00:40
					Total			1	00:00:40	00:00:40
					OutboundReply	Agent 4	2021-04-28	1	00:00:42	00:00:42
					Total			1	00:00:42	00:00:42
					Total			2	00:01:22	00:00:41
				Total				3	00:02:10	00:00:43
			workitem	Outbound	OutboundNew	Agent 3	2021-04-28	1	00:00:48	00:00:48
					Total			1	00:00:48	00:00:48
					OutboundReply	Agent 4	2021-04-28	1	00:00:40	00:00:40
					Total			1	00:00:40	00:00:40
					Total			2	00:01:28	00:00:44
				Total				2	00:01:28	00:00:44
			Total					5	00:03:38	00:00:44
		Process 3	email	Inbound	InboundNew	Agent 2	2021-04-28	1	00:00:40	00:00:40
					Total			1	00:00:40	00:00:40
					InboundTest	Agent 6	2021-04-28	2	00:01:19	00:00:40
					Total			2	00:01:19	00:00:40
					Total			3	00:01:59	00:00:40
				Outbound	OutboundACK	Agent 5	2021-04-28	2	00:01:25	00:00:43
					Total			2	00:01:25	00:00:43
					OutboundNew	Agent 4	2021-04-28	1	00:00:42	00:00:42

Resource Performance Report

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Min Handle Time (Fmt)	Max Handle Time (Fmt)
TEST_TENANT	Department 1	Process 2	email	Inbound	InboundNew	Agent 3	2021-04-28	00:00:48	00:00:48
					Total			00:00:48	00:00:48
					Total			00:00:48	00:00:48
				Outbound	OutboundNew	Agent 5	2021-04-28	00:00:40	00:00:40
					Total			00:00:40	00:00:40
					OutboundReply	Agent 4	2021-04-28	00:00:42	00:00:42
					Total			00:00:42	00:00:42
					Total			00:00:40	00:00:42
				Total				00:00:40	00:00:48
			workitem	Outbound	OutboundNew	Agent 3	2021-04-28	00:00:48	00:00:48
					Total			00:00:48	00:00:48
					OutboundReply	Agent 4	2021-04-28	00:00:40	00:00:40
					Total			00:00:40	00:00:40
					Total			00:00:40	00:00:48
				Total				00:00:40	00:00:48
		Process 3	email	Inbound	InboundNew	Agent 2	2021-04-28	00:00:40	00:00:40
					Total			00:00:40	00:00:40
					InboundTest	Agent 6	2021-04-28	00:00:36	00:00:43
					Total			00:00:36	00:00:43
					Total			00:00:36	00:00:43
				Outbound	OutboundACK	Agent 5	2021-04-28	00:00:42	00:00:43
					Total			00:00:42	00:00:43
					OutboundNew	Agent 4	2021-04-28	00:00:42	00:00:42

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Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)
TEST_TENANT	Department 1	Process 3	email	Outbound	OutboundNew	Agent 5	2021-04-28	1	00:00:43	00:00:43
					Total			2	00:01:25	00:00:43
					OutboundReply	Agent 2	2021-04-28	1	00:00:38	00:00:38
						Agent 4	2021-04-28	1	00:00:47	00:00:47
						Agent 5	2021-04-28	2	00:01:23	00:00:42
						Agent 6	2021-04-28	1	00:00:41	00:00:41
					Total			5	00:03:29	00:00:42
				Total				9	00:06:19	00:00:42
				Total				12	00:08:18	00:00:42
			workitem	Inbound	InboundNew	Agent 3	2021-04-28	1	00:00:38	00:00:38
						Agent 4	2021-04-28	1	00:00:43	00:00:43
						Agent 6	2021-04-28	1	00:00:44	00:00:44
					Total			3	00:02:05	00:00:42
					InboundTest	Agent 2	2021-04-28	1	00:00:44	00:00:44
						Total		1	00:00:44	00:00:44
					Total			4	00:02:49	00:00:42
				Outbound	OutboundACK	Agent 2	2021-04-28	1	00:00:45	00:00:45
						Total		1	00:00:45	00:00:45
					Total			1	00:00:45	00:00:45
				Total				5	00:03:34	00:00:43
			Total					17	00:11:52	00:00:42
		Total						22	00:15:30	00:00:42
	Department 2	Process 4	email	Inbound	InboundNew	Agent 1	2021-04-28	2	00:01:27	00:00:44
							2021-04-29	1	00:00:40	00:00:40

Resource Performance Report

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Min Handle Time (Fmt)	Max Handle Time (Fmt)
TEST_TENANT	Department 1	Process 3	email	Outbound	OutboundNew	Agent 5	2021-04-28	00:00:43	00:00:43
						Total		00:00:42	00:00:43
					OutboundReply	Agent 2	2021-04-28	00:00:38	00:00:38
						Agent 4	2021-04-28	00:00:47	00:00:47
						Agent 5	2021-04-28	00:00:39	00:00:44
						Agent 6	2021-04-28	00:00:41	00:00:41
						Total		00:00:38	00:00:47
				Total				00:00:38	00:00:47
				Total				00:00:36	00:00:47
			workitem	Inbound	InboundNew	Agent 3	2021-04-28	00:00:38	00:00:38
						Agent 4	2021-04-28	00:00:43	00:00:43
						Agent 6	2021-04-28	00:00:44	00:00:44
						Total		00:00:38	00:00:44
					InboundTest	Agent 2	2021-04-28	00:00:44	00:00:44
						Total		00:00:44	00:00:44
					Total			00:00:38	00:00:44
				Outbound	OutboundACK	Agent 2	2021-04-28	00:00:45	00:00:45
						Total		00:00:45	00:00:45
					Total			00:00:45	00:00:45
				Total				00:00:38	00:00:45
			Total					00:00:36	00:00:47
		Total						00:00:36	00:00:48
	Department 2	Process 4	email	Inbound	InboundNew	Agent 1	2021-04-28	00:00:41	00:00:46
							2021-04-29	00:00:40	00:00:40

Resource Performance Report

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)
TEST_TENANT	Department 2	Process 4	email	Inbound	InboundNew	Agent 2	2021-04-28	1	00:00:44	00:00:44
						Agent 5	2021-04-28	1	00:00:37	00:00:37
						Agent 6	2021-04-28	1	00:00:40	00:00:40
						Total		6	00:04:08	00:00:41
					InboundTest	Agent 1	2021-04-28	1	00:00:44	00:00:44
						Agent 3	2021-04-28	1	00:00:38	00:00:38
						Agent 4	2021-04-28	1	00:00:37	00:00:37
						Agent 5	2021-04-28	1	00:00:44	00:00:44
						Total		4	00:02:43	00:00:41
					Total			10	00:06:51	00:00:41
				Outbound	OutboundACK	Agent 1	2021-04-28	2	00:01:25	00:00:43
						Agent 2	2021-04-28	1	00:00:47	00:00:47
						Agent 4	2021-04-28	1	00:00:47	00:00:47
						Agent 5	2021-04-28	2	00:01:31	00:00:46
						Agent 6	2021-04-28	1	00:00:38	00:00:38
						Total		7	00:05:08	00:00:44
					OutboundNew	Agent 1	2021-04-28	1	00:00:39	00:00:39
						Agent 3	2021-04-28	1	00:00:43	00:00:43
						Agent 4	2021-04-28	2	00:01:24	00:00:42
						Agent 5	2021-04-28	1	00:00:45	00:00:45
						Agent 6	2021-04-28	2	00:01:19	00:00:40
						Total		7	00:04:50	00:00:41
					OutboundReply	Agent 3	2021-04-28	1	00:00:40	00:00:40
						Agent 4	2021-04-28	2	00:01:25	00:00:43
						Total		3	00:02:05	00:00:42

Resource Performance Report

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Min Handle Time (Fmt)	Max Handle Time (Fmt)
TEST_TENANT	Department 2	Process 4	email	Inbound	InboundNew	Agent 2	2021-04-28	00:00:44	00:00:44
						Agent 5	2021-04-28	00:00:37	00:00:37
						Agent 6	2021-04-28	00:00:40	00:00:40
						Total		00:00:37	00:00:46
					InboundTest	Agent 1	2021-04-28	00:00:44	00:00:44
						Agent 3	2021-04-28	00:00:38	00:00:38
						Agent 4	2021-04-28	00:00:37	00:00:37
						Agent 5	2021-04-28	00:00:44	00:00:44
						Total		00:00:37	00:00:44
					Total			00:00:37	00:00:46
				Outbound	OutboundACK	Agent 1	2021-04-28	00:00:42	00:00:43
						Agent 2	2021-04-28	00:00:47	00:00:47
						Agent 4	2021-04-28	00:00:47	00:00:47
						Agent 5	2021-04-28	00:00:45	00:00:46
						Agent 6	2021-04-28	00:00:38	00:00:38
						Total		00:00:38	00:00:47
					OutboundNew	Agent 1	2021-04-28	00:00:39	00:00:39
						Agent 3	2021-04-28	00:00:43	00:00:43
						Agent 4	2021-04-28	00:00:41	00:00:43
						Agent 5	2021-04-28	00:00:45	00:00:45
						Agent 6	2021-04-28	00:00:37	00:00:42
						Total		00:00:37	00:00:45
					OutboundReply	Agent 3	2021-04-28	00:00:40	00:00:40
						Agent 4	2021-04-28	00:00:40	00:00:45
						Total		00:00:40	00:00:45

Resource Performance Report

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)
TEST_TENANT	Department 2	Process 4	email	Outbound	Total			17	00:12:03	00:00:43
				Total				27	00:18:54	00:00:42
			workitem	Inbound	InboundNew	Agent 1	2021-04-28	1	00:00:48	00:00:48
						Agent 2	2021-04-28	4	00:02:49	00:00:42
						Agent 4	2021-04-28	1	00:00:40	00:00:40
						Agent 5	2021-04-28	2	00:01:30	00:00:45
						Total		8	00:05:47	00:00:43
					InboundTest	Agent 1	2021-04-28	1	00:00:42	00:00:42
						Agent 3	2021-04-28	1	00:00:39	00:00:39
						Agent 4	2021-04-28	1	00:00:43	00:00:43
						Agent 6	2021-04-28	2	00:01:26	00:00:43
						Total		5	00:03:30	00:00:42
				Total				13	00:09:17	00:00:43
				Outbound	OutboundACK	Agent 1	2021-04-28	1	00:00:43	00:00:43
						Agent 6	2021-04-29	1	00:00:42	00:00:42
						Total		2	00:01:25	00:00:43
					OutboundNew	Agent 1	2021-04-28	2	00:01:19	00:00:40
						Agent 5	2021-04-28	1	00:00:39	00:00:39
						Total		3	00:01:58	00:00:39
					OutboundReply	Agent 2	2021-04-28	1	00:00:38	00:00:38
						Agent 3	2021-04-28	2	00:01:18	00:00:39
						Agent 4	2021-04-28	2	00:01:17	00:00:39
						Agent 5	2021-04-28	1	00:00:43	00:00:43
						Agent 6	2021-04-28	2	00:01:12	00:00:36

Resource Performance Report

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Min Handle Time (Fmt)	Max Handle Time (Fmt)
TEST_TENANT	Department 2	Process 4	email	Outbound	Total			00:00:37	00:00:47
				Total				00:00:37	00:00:47
			workitem	Inbound	InboundNew	Agent 1	2021-04-28	00:00:48	00:00:48
						Agent 2	2021-04-28	00:00:37	00:00:50
						Agent 4	2021-04-28	00:00:40	00:00:40
						Agent 5	2021-04-28	00:00:44	00:00:46
						Total		00:00:37	00:00:50
					InboundTest	Agent 1	2021-04-28	00:00:42	00:00:42
						Agent 3	2021-04-28	00:00:39	00:00:39
						Agent 4	2021-04-28	00:00:43	00:00:43
						Agent 6	2021-04-28	00:00:42	00:00:44
						Total		00:00:39	00:00:44
				Total				00:00:37	00:00:50
				Outbound	OutboundACK	Agent 1	2021-04-28	00:00:43	00:00:43
						Agent 6	2021-04-29	00:00:42	00:00:42
						Total		00:00:42	00:00:43
					OutboundNew	Agent 1	2021-04-28	00:00:39	00:00:40
						Agent 5	2021-04-28	00:00:39	00:00:39
						Total		00:00:39	00:00:40
					OutboundReply	Agent 2	2021-04-28	00:00:38	00:00:38
						Agent 3	2021-04-28	00:00:39	00:00:39
						Agent 4	2021-04-28	00:00:38	00:00:39
						Agent 5	2021-04-28	00:00:43	00:00:43
						Agent 6	2021-04-28	00:00:36	00:00:36

Resource Performance Report

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)
TEST_TENANT	Department 2	Process 4	workitem	Outbound	OutboundReply	Total		8	00:05:08	00:00:39
					Total			13	00:08:31	00:00:39
				Total				26	00:17:48	00:00:41
			Total					53	00:36:42	00:00:42
		Process 5	email	Inbound	InboundNew	Agent 3	2021-04-28	3	00:02:16	00:00:45
						Agent 4	2021-04-28	1	00:00:41	00:00:41
						Agent 5	2021-04-28	1	00:00:46	00:00:46
						Agent 6	2021-04-28	2	00:01:20	00:00:40
						Total		7	00:05:03	00:00:43
					InboundTest	Agent 1	2021-04-28	1	00:00:35	00:00:35
							2021-04-29	1	00:00:42	00:00:42
						Agent 2	2021-04-28	2	00:01:28	00:00:44
						Agent 3	2021-04-28	1	00:00:44	00:00:44
						Agent 4	2021-04-28	1	00:00:38	00:00:38
						Agent 5	2021-04-28	1	00:00:44	00:00:44
						Total		7	00:04:51	00:00:42
					Total			14	00:09:54	00:00:42
				Outbound	OutboundACK	Agent 1	2021-04-28	4	00:02:50	00:00:43
						Agent 2	2021-04-28	1	00:00:41	00:00:41
						Agent 3	2021-04-29	1	00:00:41	00:00:41
						Agent 4	2021-04-28	1	00:00:46	00:00:46
						Agent 5	2021-04-28	2	00:01:28	00:00:44
						Total		9	00:06:26	00:00:43
					OutboundNew	Agent 3	2021-04-28	1	00:00:36	00:00:36

Resource Performance Report

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Min Handle Time (Fmt)	Max Handle Time (Fmt)
TEST_TENANT	Department 2	Process 4	workitem	Outbound	OutboundReply	Total		00:00:36	00:00:43
					Total			00:00:36	00:00:43
				Total				00:00:36	00:00:50
			Total					00:00:36	00:00:50
		Process 5	email	Inbound	InboundNew	Agent 3	2021-04-28	00:00:44	00:00:46
						Agent 4	2021-04-28	00:00:41	00:00:41
						Agent 5	2021-04-28	00:00:46	00:00:46
						Agent 6	2021-04-28	00:00:39	00:00:41
						Total		00:00:39	00:00:46
					InboundTest	Agent 1	2021-04-28	00:00:35	00:00:35
							2021-04-29	00:00:42	00:00:42
						Agent 2	2021-04-28	00:00:40	00:00:48
						Agent 3	2021-04-28	00:00:44	00:00:44
						Agent 4	2021-04-28	00:00:38	00:00:38
						Agent 5	2021-04-28	00:00:44	00:00:44
						Total		00:00:35	00:00:48
					Total			00:00:35	00:00:48
				Outbound	OutboundACK	Agent 1	2021-04-28	00:00:40	00:00:46
						Agent 2	2021-04-28	00:00:41	00:00:41
						Agent 3	2021-04-29	00:00:41	00:00:41
						Agent 4	2021-04-28	00:00:46	00:00:46
						Agent 5	2021-04-28	00:00:41	00:00:47
						Total		00:00:40	00:00:47
					OutboundNew	Agent 3	2021-04-28	00:00:36	00:00:36

Resource Performance Report

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)
TEST_TENANT	Department 2	Process 5	email	Outbound	OutboundNew	Agent 4	2021-04-28	2	00:01:30	00:00:45
						Total		3	00:02:06	00:00:42
					OutboundReply	Agent 2	2021-04-28	2	00:01:20	00:00:40
						Agent 5	2021-04-28	1	00:00:47	00:00:47
						Total		3	00:02:07	00:00:42
				Total				15	00:10:39	00:00:43
				Total				29	00:20:33	00:00:43
			workitem	Inbound	InboundNew	Agent 1	2021-04-28	2	00:01:32	00:00:46
						Agent 2	2021-04-28	1	00:00:42	00:00:42
						Agent 3	2021-04-28	1	00:00:42	00:00:42
						Agent 4	2021-04-28	1	00:00:43	00:00:43
						Agent 5	2021-04-28	1	00:00:35	00:00:35
						Agent 6	2021-04-28	1	00:00:48	00:00:48
						Total		7	00:05:02	00:00:43
				InboundTest		Agent 3	2021-04-28	2	00:01:22	00:00:41
						Agent 4	2021-04-28	3	00:02:02	00:00:41
						Agent 5	2021-04-28	2	00:01:25	00:00:43
						Agent 6	2021-04-28	1	00:00:41	00:00:41
						Total		8	00:05:30	00:00:41
				Total				15	00:10:32	00:00:42
				Outbound	OutboundACK	Agent 2	2021-04-28	3	00:02:08	00:00:43
						Agent 3	2021-04-28	2	00:01:23	00:00:42
						Agent 4	2021-04-28	2	00:01:25	00:00:43
						Agent 5	2021-04-28	3	00:02:01	00:00:40
						Agent 6	2021-04-28	1	00:00:44	00:00:44

Resource Performance Report

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Min Handle Time (Fmt)	Max Handle Time (Fmt)
TEST_TENANT	Department 2	Process 5	email	Outbound	OutboundNew	Agent 4	2021-04-28	00:00:43	00:00:47
						Total		00:00:36	00:00:47
					OutboundReply	Agent 2	2021-04-28	00:00:37	00:00:43
						Agent 5	2021-04-28	00:00:47	00:00:47
						Total		00:00:37	00:00:47
				Total				00:00:36	00:00:47
				Total				00:00:35	00:00:48
			workitem	Inbound	InboundNew	Agent 1	2021-04-28	00:00:44	00:00:48
						Agent 2	2021-04-28	00:00:42	00:00:42
						Agent 3	2021-04-28	00:00:42	00:00:42
						Agent 4	2021-04-28	00:00:43	00:00:43
						Agent 5	2021-04-28	00:00:35	00:00:35
						Agent 6	2021-04-28	00:00:48	00:00:48
						Total		00:00:35	00:00:48
				InboundTest		Agent 3	2021-04-28	00:00:40	00:00:42
						Agent 4	2021-04-28	00:00:39	00:00:42
						Agent 5	2021-04-28	00:00:41	00:00:44
						Agent 6	2021-04-28	00:00:41	00:00:41
						Total		00:00:39	00:00:44
				Total				00:00:35	00:00:48
				Outbound	OutboundACK	Agent 2	2021-04-28	00:00:37	00:00:46
						Agent 3	2021-04-28	00:00:36	00:00:47
						Agent 4	2021-04-28	00:00:42	00:00:43
						Agent 5	2021-04-28	00:00:36	00:00:45
						Agent 6	2021-04-28	00:00:44	00:00:44

Resource Performance Report

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)
TEST_TENANT	Department 2	Process 5	workitem	Outbound	OutboundACK	Total		11	00:07:41	00:00:42
					OutboundNew	Agent 1	2021-04-28	1	00:00:48	00:00:48
						Agent 2	2021-04-28	1	00:00:43	00:00:43
						Agent 4	2021-04-28	1	00:00:45	00:00:45
						Agent 5	2021-04-28	2	00:01:27	00:00:44
						Agent 6	2021-04-28	1	00:00:43	00:00:43
						Total		6	00:04:26	00:00:44
					OutboundReply	Agent 1	2021-04-28	1	00:00:48	00:00:48
						Agent 2	2021-04-28	4	00:02:51	00:00:43
						Agent 3	2021-04-28	2	00:01:23	00:00:42
						Agent 5	2021-04-28	2	00:01:23	00:00:42
						Total		9	00:06:25	00:00:43
					Total			26	00:18:32	00:00:43
				Total				41	00:29:04	00:00:43
			Total					70	00:49:37	00:00:43
		Total						123	01:26:19	00:00:42
	Department 3	Process 6	email	Inbound	InboundNew	Agent 6	2021-04-28	1	00:00:39	00:00:39
						Total		1	00:00:39	00:00:39
					InboundTest	Agent 4	2021-04-28	1	00:00:42	00:00:42
						Total		1	00:00:42	00:00:42
					Total			2	00:01:21	00:00:41
				Outbound	OutboundACK	Agent 2	2021-04-28	2	00:01:23	00:00:42
						Agent 3	2021-04-28	1	00:00:41	00:00:41
						Agent 5	2021-04-28	1	00:00:42	00:00:42

Resource Performance Report

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Min Handle Time (Fmt)	Max Handle Time (Fmt)
TEST_TENANT	Department 2	Process 5	workitem	Outbound	OutboundACK	Total		00:00:36	00:00:47
					OutboundNew	Agent 1	2021-04-28	00:00:48	00:00:48
						Agent 2	2021-04-28	00:00:43	00:00:43
						Agent 4	2021-04-28	00:00:45	00:00:45
						Agent 5	2021-04-28	00:00:42	00:00:45
						Agent 6	2021-04-28	00:00:43	00:00:43
						Total		00:00:42	00:00:48
					OutboundReply	Agent 1	2021-04-28	00:00:48	00:00:48
						Agent 2	2021-04-28	00:00:36	00:00:50
						Agent 3	2021-04-28	00:00:40	00:00:43
						Agent 5	2021-04-28	00:00:41	00:00:42
						Total		00:00:36	00:00:50
				Total				00:00:36	00:00:50
			Total					00:00:35	00:00:50
		Total						00:00:35	00:00:50
	Department 3	Process 6	email	Inbound	InboundNew	Agent 6	2021-04-28	00:00:39	00:00:39
						Total		00:00:39	00:00:39
					InboundTest	Agent 4	2021-04-28	00:00:42	00:00:42
						Total		00:00:42	00:00:42
					Total			00:00:39	00:00:42
				Outbound	OutboundACK	Agent 2	2021-04-28	00:00:41	00:00:42
						Agent 3	2021-04-28	00:00:41	00:00:41
						Agent 5	2021-04-28	00:00:42	00:00:42

Resource Performance Report

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)
TEST_TENANT	Department 3	Process 6	email	Outbound	OutboundACK	Total		4	00:02:46	00:00:42
					OutboundNew	Agent 1	2021-04-28	1	00:00:42	00:00:42
						Agent 4	2021-04-28	2	00:01:21	00:00:41
						Agent 6	2021-04-28	1	00:00:42	00:00:42
						Total		4	00:02:45	00:00:41
					OutboundReply	Agent 3	2021-04-28	1	00:00:43	00:00:43
						Total		1	00:00:43	00:00:43
					Total			9	00:06:14	00:00:42
				Total				11	00:07:35	00:00:41
			workitem	Inbound	InboundNew	Agent 4	2021-04-28	1	00:00:43	00:00:43
						Agent 5	2021-04-28	1	00:00:47	00:00:47
						Agent 6	2021-04-28	1	00:00:39	00:00:39
						Total		3	00:02:09	00:00:43
					InboundTest	Agent 4	2021-04-28	1	00:00:43	00:00:43
						Agent 6	2021-04-28	2	00:01:32	00:00:46
						Total		3	00:02:15	00:00:45
					Total			6	00:04:24	00:00:44
				Outbound	OutboundACK	Agent 5	2021-04-28	3	00:02:03	00:00:41
						Total		3	00:02:03	00:00:41
					OutboundNew	Agent 3	2021-04-28	1	00:00:41	00:00:41
						Agent 6	2021-04-28	2	00:01:24	00:00:42
						Total		3	00:02:05	00:00:42
					OutboundReply	Agent 1	2021-04-28	2	00:01:17	00:00:39
						Agent 3	2021-04-28	1	00:00:43	00:00:43

Resource Performance Report

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Min Handle Time (Fmt)	Max Handle Time (Fmt)
TEST_TENANT	Department 3	Process 6	email	Outbound	OutboundACK	Total		00:00:41	00:00:42
					OutboundNew	Agent 1	2021-04-28	00:00:42	00:00:42
						Agent 4	2021-04-28	00:00:39	00:00:42
						Agent 6	2021-04-28	00:00:42	00:00:42
						Total		00:00:39	00:00:42
					OutboundReply	Agent 3	2021-04-28	00:00:43	00:00:43
						Total		00:00:43	00:00:43
				Total				00:00:39	00:00:43
			workitem	Inbound	InboundNew	Agent 4	2021-04-28	00:00:43	00:00:43
						Agent 5	2021-04-28	00:00:47	00:00:47
						Agent 6	2021-04-28	00:00:39	00:00:39
						Total		00:00:39	00:00:47
					InboundTest	Agent 4	2021-04-28	00:00:43	00:00:43
						Agent 6	2021-04-28	00:00:44	00:00:48
						Total		00:00:43	00:00:48
					Total			00:00:39	00:00:48
				Outbound	OutboundACK	Agent 5	2021-04-28	00:00:38	00:00:43
						Total		00:00:38	00:00:43
					OutboundNew	Agent 3	2021-04-28	00:00:41	00:00:41
						Agent 6	2021-04-28	00:00:41	00:00:43
						Total		00:00:41	00:00:43
					OutboundReply	Agent 1	2021-04-28	00:00:34	00:00:43
						Agent 3	2021-04-28	00:00:43	00:00:43

Resource Performance Report

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)
TEST_TENANT	Department 3	Process 6	workitem	Outbound	OutboundReply	Agent 5	2021-04-28	1	00:00:39	00:00:39
					Total			4	00:02:39	00:00:40
					Total			10	00:06:47	00:00:41
				Total				16	00:11:11	00:00:42
			Total					27	00:18:46	00:00:42
		Total						27	00:18:46	00:00:42
	Total							172	02:00:35	00:00:42
Total								172	02:00:35	00:00:42

Resource Performance Report

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Min Handle Time (Fmt)	Max Handle Time (Fmt)
TEST_TENANT	Department 3	Process 6	workitem	Outbound	OutboundReply	Agent 5	2021-04-28	00:00:39	00:00:39
					Total			00:00:34	00:00:43
					Total			00:00:34	00:00:43
				Total				00:00:34	00:00:48
			Total					00:00:34	00:00:48
		Total						00:00:34	00:00:48
	Total							00:00:34	00:00:50
Total								00:00:34	00:00:50