Resource	Performance	Report
----------	-------------	--------

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)
					InboundNew	Agent 3	2021-04-28	1	00:00:48	00:00:48
				Inbound	IndoundNew	Total		1	00:00:48	00:00:48
					Total			1	00:00:48	00:00:48
				OutboundNew	Agent 5	2021-04-28	1	00:00:40	00:00:40	
			email		Ourboundnew	Total		1	00:00:40	00:00:40
				Outbound	OutboundReply	Agent 4	2021-04-28	1	00:00:42	00:00:42
					Outboundkepty	Total		1	00:00:42	00:00:42
		Decence of			Total			2	00:01:22	00:00:41
		Process 2		Total				3	00:02:10	00:00:43
			workitem	Outbound	OutboundNew	Agent 3	2021-04-28	1	00:00:48	00:00:48
					OutDoullaiNew	Total		1	00:00:48	00:00:48
TEST_TENANT	Department 1				OutboundReply	Agent 4	2021-04-28	1	00:00:40	00:00:40
IESI_IENANI	Department I		WOIKILEIII		Outboundkepty	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
					InboundNew	Agent 2	2021-04-28	1	00:00:40	00:00:40
					Indoundatew	Total		1	00:00:40	00:00:40
				Inbound	InboundTest	Agent 6	2021-04-28	2	00:01:19	00:00:40
		Process 3	email		TIDOUIIGTESC	Total		2	00:01:19	00:00:40
		LINCERS 3	GUIGIT		Total			3	00:01:59	00:00:40
					OutboundACK	Agent 5	2021-04-28	2	00:01:25	00:00:43
				Outbound	GULDOUIIUACK	Total		2	00:01:25	00:00:43
					OutboundNew	Agent 4	2021-04-28	1	00:00:42	00:00:42

Resource Performance Rep	ort
--------------------------	-----

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Min Handle Time (Fmt)	Max Handle Time (Fmt)
					- 1 1-	Agent 3	2021-04-28	00:00:48	00:00:48
				Inbound	InboundNew	Total		00:00:48	00:00:48
					Total			00:00:48	00:00:48
					OutboundNew	Agent 5	2021-04-28	00:00:40	00:00:40
			email		Ourboundivew	Total		00:00:40	00:00:40
			Outbound	OutboundReply	Agent 4	2021-04-28	00:00:42	00:00:42	
				Ourboundkepty	Total		00:00:42	00:00:42	
					Total			00:00:40	00:00:42
	Process 2		Total				00:00:40	00:00:48	
			workitem		OutboundNew	Agent 3	2021-04-28	00:00:48	00:00:48
					OutboundNew	Total		00:00:48	00:00:48
	Demonstructure 1			Outbound	OutboundReply	Agent 4	2021-04-28	00:00:40	00:00:40
TEST_TENANT	Department 1				Ourboundkepty	Total		00:00:40	00:00:40
					Total			00:00:40	00:00:48
				Total				00:00:40	00:00:48
			Total					00:00:40	00:00:48
					Tale and dates	Agent 2	2021-04-28	00:00:40	00:00:40
					InboundNew	Total		00:00:40	00:00:40
				Inbound	InboundTest	Agent 6	2021-04-28	00:00:36	00:00:43
		D	eme i 1		Indoundlest	Total		00:00:36	00:00:43
		Process 3	email		Total			00:00:36	00:00:43
					Out hours d'A CV	Agent 5	2021-04-28	00:00:42	00:00:43
				Outbound	OutboundACK	Total		00:00:42	00:00:43
					OutboundNew	Agent 4	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)	
						Agent 5	2021-04-28	1	00:00:43	00:00:43	
					OutboundNew	Total		2	00:01:25	00:00:43	
						Agent 2	2021-04-28	1	00:00:38	00:00:38	
				Outbound		Agent 4	2021-04-28	1	00:00:47	00:00:47	
			email	ourbound	OutboundReply	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	
		Process 3			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	
	Department 1					Agent 6	2021-04-28	1	00:00:44	00:00:44	
TEST_TENANT						Total		3	00:02:05	00:00:42	
						Agent 2	2021-04-28	1	00:00:44	00:00:44	
					InboundTest	Total		1	00:00:44	00:00:44	
					Total			4	00:02:49	00:00:42	
						Agent 2	2021-04-28	1	00:00:45	00:00:45	
				Outbound	OutboundACK	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	
	Demonstructure 0	Deesson 1		Turk euro d	Tuberra	Decent 1	2021-04-28	2	00:01:27	00:00:44	

р. Dorfo

InboundNew

Inbound

Department 2 Process 4 email

Agent 1

2021-04-29

1 00:00:40

00:00:40

Resource Fenomance Report											
Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Min Handle Time (Fmt)	Max Handle Time (Fmt)		
					OutboundNew	Agent 5	2021-04-28	00:00:43	00:00:43		
					outboundinew	Total		00:00:42	00:00:43		
						Agent 2	2021-04-28	00:00:38	00:00:38		
				Outbound		Agent 4	2021-04-28	00:00:47	00:00:47		
			email	ourbound	OutboundReply	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		
		Process 3		Total				00:00:36	00:00:47		
				Inbound	InboundNew	Agent 3	2021-04-28	00:00:38	00:00:38		
						Agent 4	2021-04-28	00:00:43	00:00:43		
	Department 1					Agent 6	2021-04-28	00:00:44	00:00:44		
TEST_TENANT					InboundTest	Total		00:00:38	00:00:44		
						Agent 2	2021-04-28	00:00:44	00:00:44		
			workitem			Total		00:00:44	00:00:44		
					Total			00:00:38	00:00:44		
						Agent 2	2021-04-28	00:00:45	00:00:45		
				Outbound	OutboundACK	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		
							2021-04-28	00:00:41	00:00:46		
	Department 2	Process 4	email	Inbound	InboundNew	Agent 1	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)
						Agent 2	2021-04-28	1	00:00:44	00:00:44
					Tech even dat even	Agent 5	2021-04-28	1	00:00:37	00:00:37
					InboundNew	Agent 6	2021-04-28	1	00:00:40	00:00:40
						Total		6	00:04:08	00:00:41
				Inbound		Agent 1	2021-04-28	1	00:00:44	00:00:44
				Indouna		Agent 3	2021-04-28	1	00:00:38	00:00:38
					InboundTest	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	
			email		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
TEST_TENANT	Department 2	Process 4				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
						Agent 1	2021-04-28	1	00:00:39	00:00:39
				Outbound		Agent 3	2021-04-28	1	00:00:43	00:00:43
					OutboundNew	Agent 4	2021-04-28	2	00:01:24	00:00:42
					Ourboundivew	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
						Agent 3	2021-04-28	1	00:00:40	00:00:40
				OutboundReply	Agent 4	2021-04-28	2	00:01:25	00:00:43	
						Total		3	00:02:05	00:00:42

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Min Handle Time (Fmt)	Max Handle Time (Fmt)
						Agent 2	2021-04-28	00:00:44	00:00:44
					- 1 11-	Agent 5	2021-04-28	00:00:37	00:00:37
					InboundNew	Agent 6	2021-04-28	00:00:40	00:00:40
						Total		00:00:37	00:00:46
						Agent 1	2021-04-28	00:00:44	00:00:44
				Inbound		Agent 3	2021-04-28	00:00:38	00:00:38
					InboundTest	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
			email		Total			00:00:37	00:00:46
						Agent 1	2021-04-28	00:00:42	00:00:43
						Agent 2	2021-04-28	00:00:47	00:00:47
TEST_TENANT	Department 2	Process 4			OutboundACK	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
						Agent 1	2021-04-28	00:00:39	00:00:39
				Outbound		Agent 3	2021-04-28	00:00:43	00:00:43
						Agent 4	2021-04-28	00:00:41	00:00:43
					OutboundNew	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
						Agent 3	2021-04-28	00:00:40	00:00:40
					OutboundReply	Agent 4	2021-04-28	00:00:40	00:00:45
						Total		00:00:40	00:00:45

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)
				Outbound	Total			17	00:12:03	00:00:43
			email	Total				27	00:18:54	00:00:42
					Agent 1	2021-04-28	1	00:00:48	00:00:48	
						Agent 2	2021-04-28	4	00:02:49	00:00:42
					InboundNew	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
				Inbound		Agent 1	2021-04-28	1	00:00:42	00:00:42
		2 Process 4			InboundTest	Agent 3	2021-04-28	1	00:00:39	00:00:39
			workitem			Agent 4	2021-04-28	1	00:00:43	00:00:43
						Agent 6	2021-04-28	2	00:01:26	00:00:43
TEST_TENANT	Department 2					Total		5	00:03:30	00:00:42
IEGI_IENANI	Deparemente z	FIOCESS I			Total			13	00:09:17	00:00:43
			workitelli		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
						Agent 1	2021-04-28	2	00:01:19	00:00:40
					OutboundNew	Agent 5	2021-04-28	1	00:00:39	00:00:39
				Outbound		Total		3	00:01:58	00:00:39
						Agent 2	2021-04-28	1	00:00:38	00:00:38
						Agent 3	2021-04-28	2	00:01:18	00:00:39
					OutboundReply	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)			
			email	Outbound	Total			00:00:37	00:00:47			
			emaii	Total				00:00:37	00:00:47			
						Agent 1	2021-04-28	00:00:48	00:00:48			
						Agent 2	2021-04-28	00:00:37	00:00:50			
					InboundNew	Agent 4	2021-04-28	00:00:40	00:00:40			
						Agent 5	2021-04-28	00:00:44	00:00:46			
		Process 4				Total		00:00:37	00:00:50			
				Inbound		Agent 1	2021-04-28	00:00:42	00:00:42			
						Agent 3	2021-04-28	00:00:39	00:00:39			
					InboundTest	Agent 4	2021-04-28	00:00:43	00:00:43			
						Agent 6	2021-04-28	00:00:42	00:00:44			
TEST_TENANT	Department 2					Total		00:00:39	00:00:44			
	-		workitem		Total			00:00:37	00:00:50			
						Agent 1	2021-04-28	00:00:43	00:00:43			
					OutboundACK	Agent 6	2021-04-29	00:00:42	00:00:42			
						Total		00:00:42	00:00:43			
						Agent 1	2021-04-28	00:00:39	00:00:40			
					OutboundNew	Agent 5	2021-04-28	00:00:39	00:00:39			
				Outbound		Total		00:00:39	00:00:40			
						Agent 2	2021-04-28	00:00:38	00:00:38			
						Agent 3	2021-04-28	00:00:39	00:00:39			

OutboundReply Agent 4 2021-04-28

Agent 5 2021-04-28

Agent 6 2021-04-28

00:00:38

00:00:43

00:00:36

00:00:39

00:00:43

00:00:36

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)
				Outbound	OutboundReply	Total		8	00:05:08	00:00:39
		Process 4	workitem	ourbound	Total			13	00:08:31	00:00:39
		PIOCESS 4		Total				26	00:17:48	00:00:41
			Total					53	00:36:42	00:00:42
					Agent 3	2021-04-28	3	00:02:16	00:00:45	
					Agent 4	2021-04-28	1	00:00:41	00:00:41	
				InboundNew	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	
						Agent 1	2021-04-28	1	00:00:35	00:00:35
				Inbound		Agenit I	2021-04-29	1	00:00:42	00:00:42
TEST_TENANT	Department 2					Agent 2	2021-04-28	2	00:01:28	00:00:44
1001_100001	Deparemente 1				InboundTest	Agent 3	2021-04-28	1	00:00:44	00:00:44
		Process 5	email			Agent 4	2021-04-28	1	00:00:38	00:00:38
		PIOCESS 5	elliatt			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
						Agent 1	2021-04-28	4	00:02:50	00:00:43
						Agent 2	2021-04-28	1	00:00:41	00:00:41
					OutboundACK	Agent 3	2021-04-29	1	00:00:41	00:00:41
				Outbound	OULDOUIIDACK	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

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Min Handle Time (Fmt)	Max Handle Time (Fmt)
				Outbound	OutboundReply	Total		00:00:36	00:00:43
		Process 4	workitem	outbound	Total			00:00:36	00:00:43
		1100055 1		Total				00:00:36	00:00:50
			Total					00:00:36	00:00:50
						Agent 3	2021-04-28	00:00:44	00:00:46
						Agent 4	2021-04-28	00:00:41	00:00:41
				InboundNew	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
						Agent 1	2021-04-28	00:00:35	00:00:35
				Inbound Agent 1 2021-04-29 Agent 2 2021-04-28 Agent 3 2021-04-28 Agent 4 2021-04-28 Agent 5 2021-04-28	00:00:42	00:00:42			
TEST_TENANT	Department 2					Agent 2	2021-04-28	00:00:40	00:00:48
1001_10001	Depui emerie 2				InboundTest	Agent 3	2021-04-28	00:00:44	00:00:44
		Dueses F				Agent 4	2021-04-28	00:00:38	00:00:38
		Process 5	email			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
						Agent 1	2021-04-28	00:00:40	00:00:46
						Agent 2	2021-04-28	00:00:41	00:00:41
					OuthoundACK	InboundTest Agent 2 2 Agent 2 2 Agent 3 2 Agent 4 2 Agent 5 2 Total 7 Agent 1 2 Agent 2 2 Agent 3 2 Agent 4 2 Agent 5 2 Total 7 Agent 1 2 Agent 2 2 Agent 3 2 DutboundACK 7		00:00:41	00:00:41
				Outbound	OULDOUNDACK	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

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

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

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

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Min Handle Time (Fmt)	Max Handle Time (Fmt)
					OutboundACK	Total		00:00:36	00:00:47
						Agent 1	2021-04-28	00:00:48	00:00:48
						Agent 2	2021-04-28	00:00:43	00:00:43
					OutboundNew	Agent 4	2021-04-28	00:00:45	00:00:45
					Ourboundnew	Agent 5	2021-04-28	00:00:42	00:00:45
						Agent 6	2021-04-28	00:00:43	00:00:43
			workitem	Outbound		Total		00:00:42	00:00:48
		Process 5	workitem			Agent 1	2021-04-28	00:00:48	00:00:48
I	Department 2					Agent 2 2021-04-28	00:00:36	00:00:50	
					OutboundReply	Agent 3	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
TEST_TENANT					Total			00:00:36	00:00:50
				Total				00:00:35	00:00:50
			Total					00:00:35	00:00:50
		Total						00:00:35	00:00:50
						Agent 6	2021-04-28	00:00:39	00:00:39
					InboundNew	Total		00:00:39	00:00:39
				Inbound		Agent 4	2021-04-28	00:00:42	00:00:42
					InboundTest	Total		00:00:42	00:00:42
	Department 3	Process 6	email		Total			00:00:39	00:00:42
						Agent 2	2021-04-28	00:00:41	00:00:42
				Outbound	OutboundACK	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)
					OutboundACK	Total		4	00:02:46	00:00:42
						Agent 1	2021-04-28	1	00:00:42	00:00:42
						Agent 4	2021-04-28	2	00:01:21	00:00:41
				Outbound	OutboundNew	Agent 6	2021-04-28	1	00:00:42	00:00:42
			email	Outbound		Total		4	00:02:45	00:00:41
					OutboundReply	Agent 3	2021-04-28	1	00:00:43	00:00:43
					Ourboundkepty	Total		1	00:00:43	00:00:43
					Total			9	00:06:14	00:00:42
				Total				11	00:07:35	00:00:41
						Agent 4	2021-04-28	1	00:00:43	00:00:43
					InboundNew	Agent 5	2021-04-28	1	00:00:47	00:00:47
TEST_TENANT	Department 3	Process 6			2021-04-28	1	00:00:39	00:00:39		
IESI_IENANI	Depar cillent 5	FIOCESS U	Total		3	00:02:09	00:00:43			
				Inbound		Agent 4	2021-04-28	1	00:00:43	00:00:43
					InboundTest	Agent 6	2021-04-28	2	00:01:32	00:00:46
						Total		3	00:02:15	00:00:45
			workitem		Total			6	00:04:24	00:00:44
					OutboundACK	Agent 5	2021-04-28	3	00:02:03	00:00:41
					Outboundack	Total		3	00:02:03	00:00:41
						Agent 3	2021-04-28	1	00:00:41	00:00:41
				Outbound	OutboundNew	Agent 6	2021-04-28	2	00:01:24	00:00:42
						Total		3	00:02:05	00:00:42
						Agent 1	2021-04-28	2	00:01:17	00:00:39
					OutboundReply	Agent 3	2021-04-28	1	00:00:43	00:00:43

				rteeedi		Ropon			
Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Min Handle Time (Fmt)	Max Handle Time (Fmt)
					OutboundACK	Total		00:00:41	00:00:42
						Agent 1	2021-04-28	00:00:42	00:00:42
						Agent 4	2021-04-28	00:00:39	00:00:42
					OutboundNew	Agent 6	2021-04-28	00:00:42	00:00:42
			email	Outbound		Total		00:00:39	00:00:42
						Agent 3	2021-04-28	00:00:43	00:00:43
					Outboundkeply	Total		00:00:43	00:00:43
					Total			00:00:39	00:00:43
				Total				00:00:39	00:00:43
			Agent 4 2021-04-	2021-04-28	00:00:43	00:00:43			
						Agent 5	2021-04-28	00:00:47	00:00:47
TEST_TENANT	Department 3	Process 6			IndoundNew	Agent 3 2021-04- Total 704a1 Yotal Yotal Agent 4 2021-04- Agent 5 2021-04- Agent 6 2021-04- Total Agent 6 2021-04- Agent 6 2021-04- Total Yotal Agent 6 Agent 7 2021-04-			00:00:39
IESI_IENANI	Department 3	PIOCESS 0		Inbound		Total		00:00:39	00:00:47
						Agent 4	2021-04-28	00:00:43	00:00:43
					InboundTest	Agent 6	2021-04-28	00:00:44	00:00:48
						Total		00:00:43	00:00:48
			workitem		Total			00:00:39	00:00:48
					OutboundACK	Agent 5	2021-04-28	00:00:38	00:00:43
					OuldoundAck	Total		00:00:38	00:00:43
						Agent 3	2021-04-28	00:00:41	00:00:41
				Outbound	OutboundNew	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

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)
						Agent 5	2021-04-28	1	00:00:39	00:00:39
			workitem	Outbound	OutboundReply	Total		4	00:02:39	00:00:40
	Development 2	Process 6	workitem		Total			10	00:06:47	00:00:41
TEST_TENANT	Department 3		Total	Total				16	00:11:11	00:00:42
								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

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