

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Solution Name	Capture Point Name	Queue	Queue Type	Queue Target Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name
2021-05-03 0126PM	itx003751	33850	ext003751	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	110	Completed	1	0	Agent 3
2021-05-03 0251PM	itx003764	33970	ext003764	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Completed	1	0	Agent 1
2021-05-03 0255PM	itx003784	34157	ext003784	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	70	Queued	0	0	
2021-05-03 0350PM	itx003818	34477	ext003818	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	60	Queued	0	0	
2021-05-03 0440PM	itx003841	34677	ext003841	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	110	Queued	0	0	
2021-05-03 0513PM	itx003835	34627	ext003835	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	50	Queued	0	0	
	itx003865	34920	ext003865	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	100	Completed	1	0	Agent 4
2021-05-03 0538PM	itx003859	34857	ext003859	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	120	Queued	0	0	
2021-05-03 0558PM	itx003787	34190	ext003787	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	70	Completed	1	0	Agent 4
2021-05-03 0626PM	itx003771	34040	ext003771	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	120	Completed	1	0	Agent 3
2021-05-03 0638PM	itx003847	34740	ext003847	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	120	Completed	1	0	Agent 3
2021-05-03 0709PM	itx003906	35300	ext003906	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Completed	1	0	Agent 6
2021-05-03 0711PM	itx003805	34370	ext003805	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Completed	1	0	Agent 6
2021-05-03 0720PM	itx003763	34113	ext003763	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	120	Completed	1	0	Agent 6
2021-05-03 0736PM	itx003885	35100	ext003885	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	50	Completed	1	0	Agent 2
2021-05-03 0751PM	itx003819	34490	ext003819	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	60	Completed	1	0	Agent 5
2021-05-03 0757PM	itx003862	34887	ext003862	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	130	Queued	0	0	
2021-05-03 0805PM	itx004023	36673	ext004023	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Completed	1	0	Agent 1
2021-05-03 0813PM	itx003877	35027	ext003877	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	100	Queued	0	0	
2021-05-03 0814PM	itx003998	36170	ext003998	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	100	Completed	1	0	Agent 1
2021-05-03 0815PM	itx003786	34180	ext003786	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	60	Completed	1	0	Agent 6
2021-05-03 0833PM	itx003873	34990	ext003873	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	100	Completed	1	0	Agent 3
2021-05-03 0834PM	itx004049	36640	ext004049	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	60	Completed	1	0	Agent 1
2021-05-03 0853PM	itx003892	35170	ext003892	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	40	Completed	1	0	Agent 4
2021-05-03 0854PM	itx004048	36763	ext004048	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	100	Completed	1	0	Agent 4
2021-05-03 0907PM	itx003917	35473	ext003917	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	110	Completed	1	0	Agent 4
2021-05-03 0917PM	itx004057	36710	ext004057	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	100	Completed	1	0	Agent 2
2021-05-03 0938PM	itx003776	34090	ext003776	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	70	Completed	1	0	Agent 4
2021-05-03 1009PM	itx003821	34510	ext003821	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	40	Completed	1	0	Agent 2
2021-05-03 1013PM	itx003790	34217	ext003790	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	100	Queued	0	0	
2021-05-03 1015AM	itx003752	33860	ext003752	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	60	Completed	1	0	Agent 3
2021-05-03 1020PM	itx003913	35360	ext003913	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	50	Completed	1	0	Agent 2
2021-05-03 1026PM	itx004062	36760	ext004062	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	30	Completed	1	0	Agent 5
2021-05-03 1032PM	itx004075	36870	ext004075	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	110	Completed	1	0	Agent 5
2021-05-03 1039PM	itx004029	36450	ext004029	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	80	Completed	1	0	Agent 6
2021-05-03 1049PM	itx004014	36320	ext004014	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	100	Completed	1	0	Agent 2
2021-05-03 1056PM	itx003944	35670	ext003944	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	80	Completed	1	0	Agent 1

Task Detail Report

Result Code	Customer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time
3	Customer5	BRONZE	Monitoring	Profanity detection	email	Outbound	OutboundReply	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-03 1158PM
3	Customer4	GOLD	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-03 0311PM
3	Customer3	BRONZE	Monitoring	Sentiment analysis	email	Inbound	InboundNew	Source Tenant 5	Finance	Credit	Unknown	Unknown	2021-05-04 0242AM
3	Customer4	GOLD	Service	Agent advisory	email	Inbound	InboundTest	Source Tenant 1	Finance	Credit	Unknown	Unknown	2021-05-04 0547AM
3	Customer3	GOLD	Service	Agent advisory	email	Outbound	OutboundNew	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-03 1135PM
3	Customer3	SILVER	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0524PM
3	Customer1	GOLD	Monitoring	Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0856PM
3	Customer1	SILVER	Monitoring	Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0534PM
3	Customer3	BRONZE	Monitoring	Profanity detection	email	Inbound	InboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0120AM
3	Customer4	BRONZE	Monitoring	Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-03 0856PM
3	Customer2	GOLD	Monitoring	Sentiment analysis	email	Inbound	InboundTest	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-03 1058PM
3	Customer5	BRONZE	Monitoring	Profanity detection	email	Inbound	InboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-03 0803PM
3	Customer4	BRONZE	Monitoring	Sentiment analysis	workitem	Outbound	OutboundACK	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-03 0804PM
3	Customer4	BRONZE	Monitoring	Recording service	workitem	Outbound	OutboundACK	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0952PM
3	Customer1	GOLD	Monitoring	Sentiment analysis	email	Inbound	InboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-03 1107PM
3	Customer5	GOLD	Service	Escalation	email	Inbound	InboundTest	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0335AM
3	Customer4	BRONZE	Monitoring	Profanity detection	workitem	Inbound	InboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-03 1128PM
3	Customer1	SILVER	Service	Language translation	email	Inbound	InboundNew	Source Tenant 1	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0326AM
3	Customer4	SILVER	Service	Escalation	email	Outbound	OutboundNew	Source Tenant 2	IT	Request	Unknown	Unknown	2021-05-04 0642AM
3	Customer4	SILVER	Service	Escalation	workitem	Outbound	OutboundReply	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0948AM
3	Customer3	GOLD	Monitoring	Profanity detection	email	Outbound	OutboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-03 0208PM
3	Customer5	GOLD	Monitoring	Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0657AM
3	Customer3	GOLD	Service	Agent advisory	workitem	Outbound	OutboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0546AM
3	Customer4	BRONZE	Service	Agent advisory	workitem	Outbound	OutboundReply	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1225AM
3	Customer5	BRONZE	Monitoring	Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0853AM
3	Customer4	BRONZE	Service	Agent advisory	email	Inbound	InboundTest	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-03 1101PM
3	Customer4	GOLD	Service	Language translation	workitem	Outbound	OutboundReply	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0308AM
3	Customer2	SILVER	Service	Escalation	workitem	Outbound	OutboundReply	Source Tenant 1	Fraud	Duplicate Account	Unknown	Unknown	2021-05-03 1057PM
3	Customer2	GOLD	Unspecified	Unspecified	email	Inbound	InboundTest	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0134AM
3	Customer1	SILVER	Monitoring	Profanity detection	workitem	Inbound	InboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0306AM
3	Customer1	SILVER	Service	Agent advisory	workitem	Inbound	InboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0249PM
3	Customer4	SILVER	Service	Escalation	workitem	Inbound	InboundTest	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0903PM
3	Customer4	SILVER	Service	Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0721AM
3	Customer1	SILVER	Monitoring	Profanity detection	email	Outbound	OutboundReply	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0817AM
3	Customer3	BRONZE	Monitoring	Sentiment analysis	email	Outbound	OutboundACK	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 1251AM
3	Customer2	BRONZE	Service	Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0900PM
3	Customer3	BRONZE	Notification	Product description	workitem	Inbound	InboundTest	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0934AM

Task Detail Report

Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 1231AM	2021-05-03 0126PM	2021-05-04 1232AM	Department 2	Process 4	00:00:35	00:01:27	00:00:00	00:00:47
2021-05-04 0137AM	2021-05-03 0251PM	2021-05-04 0138AM	Department 2	Process 5	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 0320AM	2021-05-03 0255PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0606AM	2021-05-03 0350PM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0725AM	2021-05-03 0440PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0709AM	2021-05-03 0513PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0804AM	2021-05-03 0513PM	2021-05-04 0805AM	Department 2	Process 4	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0807AM	2021-05-03 0538PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0341AM	2021-05-03 0558PM	2021-05-04 0342AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0201AM	2021-05-03 0626PM	2021-05-04 0202AM	Department 1	Process 3	00:00:35	00:01:12	00:00:00	00:00:32
2021-05-04 0737AM	2021-05-03 0638PM	2021-05-04 0738AM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0912AM	2021-05-03 0709PM	2021-05-04 0914AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0513AM	2021-05-03 0711PM	2021-05-04 0514AM	Department 3	Process 6	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0138AM	2021-05-03 0720PM	2021-05-04 0255AM	Department 2	Process 4	01:15:23	01:16:10	00:00:00	00:00:42
2021-05-04 0846AM	2021-05-03 0736PM	2021-05-04 0848AM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0603AM	2021-05-03 0751PM	2021-05-04 0604AM	Department 2	Process 4	00:00:35	00:01:16	00:00:00	00:00:36
2021-05-04 0814AM	2021-05-03 0757PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1046AM	2021-05-03 0805PM	2021-05-04 1123AM	Department 1	Process 3	00:36:26	00:37:10	00:00:00	00:00:39
2021-05-04 0830AM	2021-05-03 0813PM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 1026AM	2021-05-03 0814PM	2021-05-04 1028AM	Department 3	Process 6	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0315AM	2021-05-03 0815PM	2021-05-04 0316AM	Department 3	Process 6	00:00:35	00:01:28	00:00:00	00:00:48
2021-05-04 0822AM	2021-05-03 0833PM	2021-05-04 0824AM	Department 3	Process 6	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1113AM	2021-05-03 0834PM	2021-05-04 1114AM	Department 1	Process 3	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0855AM	2021-05-03 0853PM	2021-05-04 0857AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1107AM	2021-05-03 0854PM	2021-05-04 1119AM	Department 2	Process 4	00:11:12	00:11:55	00:00:00	00:00:38
2021-05-04 0923AM	2021-05-03 0907PM	2021-05-04 0927AM	Department 2	Process 5	00:03:33	00:04:16	00:00:00	00:00:38
2021-05-04 1118AM	2021-05-03 0917PM	2021-05-04 1119AM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0233AM	2021-05-03 0938PM	2021-05-04 0234AM	Department 2	Process 4	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 0619AM	2021-05-03 1009PM	2021-05-04 0623AM	Department 3	Process 6	00:03:07	00:03:53	00:00:00	00:00:41
2021-05-04 0352AM	2021-05-03 1013PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1236AM	2021-05-03 1015AM	2021-05-04 1237AM	Department 2	Process 5	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0917AM	2021-05-03 1020PM	2021-05-04 0919AM	Department 3	Process 6	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 1122AM	2021-05-03 1026PM	2021-05-04 1124AM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1132AM	2021-05-03 1032PM	2021-05-04 1133AM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 1053AM	2021-05-03 1039PM	2021-05-04 1055AM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1035AM	2021-05-03 1049PM	2021-05-04 1036AM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0931AM	2021-05-03 1056PM	2021-05-04 0935AM	Department 3	Process 6	00:02:52	00:03:38	00:00:00	00:00:41

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Solution Name	Capture Point Name	Queue	Queue Type	Queue Target Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name
2021-05-03 1111PM	itx003824	34530	ext003824	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Completed	1	0	Agent 2
2021-05-03 1115PM	itx003855	34820	ext003855	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	120	Completed	1	0	Agent 3
2021-05-03 1120PM	itx003789	34210	ext003789	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	100	Completed	1	0	Agent 1
2021-05-03 1124PM	itx003861	35103	ext003861	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel15	Unknown	40	Completed	1	0	Agent 2
2021-05-03 1126PM	itx004089	36990	ext004089	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Completed	1	0	Agent 6
2021-05-03 1134PM	itx003826	34547	ext003826	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	40	Queued	0	0	
2021-05-03 1135AM	itx003762	33950	ext003762	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Completed	1	0	Agent 4
2021-05-03 1142PM	itx003766	33990	ext003766	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	120	Completed	1	0	Agent 3
2021-05-03 1146PM	itx003871	34977	ext003871	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	100	Queued	0	0	
2021-05-03 1147PM	itx004113	37210	ext004113	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Completed	1	0	Agent 6
2021-05-03 1152AM	itx003770	34027	ext003770	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	130	Queued	0	0	
2021-05-03 1154PM	itx003745	33797	ext003745	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	60	Queued	0	0	
	itx004092	37017	ext004092	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Queued	0	0	
2021-05-03 1156PM	itx004035	36500	ext004035	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	30	Completed	1	0	Agent 5
2021-05-03 1209PM	itx003774	34070	ext003774	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	70	Completed	1	0	Agent 2
2021-05-03 1248PM	itx003746	33810	ext003746	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	90	Completed	1	0	Agent 6
2021-05-04 0104PM	itx003995	36137	ext003995	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Queued	0	0	
2021-05-04 0121AM	itx003996	36150	ext003996	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	90	Completed	1	0	Agent 3
2021-05-04 0132AM	itx004017	36347	ext004017	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	60	Queued	0	0	
2021-05-04 0132PM	itx004105	37150	ext004105	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	80	Completed	1	0	Agent 6
2021-05-04 0135PM	itx003785	34233	ext003785	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	60	Completed	1	0	Agent 3
	itx004430	40017	ext004430	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	100	Queued	0	0	
2021-05-04 0137AM	itx004136	37400	ext004136	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	60	Completed	1	0	Agent 4
2021-05-04 0138PM	itx004087	36970	ext004087	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	70	Completed	1	0	Agent 6
2021-05-04 0142AM	itx004020	36370	ext004020	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	40	Completed	1	0	Agent 1
2021-05-04 0143AM	itx003930	35530	ext003930	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	80	Completed	1	0	Agent 5
2021-05-04 0145PM	itx003939	35610	ext003939	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	130	Completed	1	0	Agent 4
2021-05-04 0146PM	itx004065	36873	ext004065	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	40	Completed	1	0	Agent 2
2021-05-04 0152AM	itx003880	35050	ext003880	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	90	Completed	1	0	Agent 5
2021-05-04 0154PM	itx003829	34567	ext003829	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	80	Queued	0	0	
2021-05-04 0159PM	itx003905	35287	ext003905	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Queued	0	0	
2021-05-04 0201PM	itx003916	35387	ext003916	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	130	Queued	0	0	
2021-05-04 0204AM	itx003924	35470	ext003924	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	50	Completed	1	0	Agent 2
2021-05-04 0207AM	itx004041	36560	ext004041	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	60	Completed	1	0	Agent 6
2021-05-04 0212AM	itx003931	35537	ext003931	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	60	Queued	0	0	
2021-05-04 0218AM	itx004141	37450	ext004141	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	80	Completed	1	0	Agent 4
2021-05-04 0218PM	itx004427	40403	ext004427	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Completed	1	0	Agent 3

Task Detail Report

Result Code	Customer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time
3	Customer1	GOLD	Monitoring	Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0353PM
3	Customer1	BRONZE	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1240AM
3	Customer5	BRONZE	Monitoring	Recording service	email	Inbound	InboundTest	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-03 0857PM
3	Customer5	BRONZE	Monitoring	Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0406AM
3	Customer4	SILVER	Monitoring	Profanity detection	email	Outbound	OutboundACK	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0936AM
3	Customer3	SILVER	Monitoring	Profanity detection	email	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0742AM
3	Customer4	GOLD	Monitoring	Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1225AM
3	Customer5	GOLD	Monitoring	Profanity detection	email	Inbound	InboundTest	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-03 0305PM
3	Customer4	BRONZE	Service	Agent advisory	workitem	Outbound	OutboundReply	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0146AM
3	Customer1	BRONZE	Service	Agent advisory	workitem	Inbound	InboundTest	Source Tenant 2	Finance	Credit	Unknown	Unknown	2021-05-04 0149PM
3	Customer4	SILVER	Service	Agent advisory	email	Outbound	OutboundACK	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0835PM
3	Customer3	BRONZE	Service	Language translation	email	Outbound	OutboundReply	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-03 1147PM
3	Customer1	SILVER	Service	Escalation	email	Inbound	InboundNew	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0322AM
3	Customer3	GOLD	Service	Language translation	workitem	Inbound	InboundNew	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0853PM
3	Customer2	GOLD	Notification	Advertisement	email	Inbound	InboundNew	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-03 1204PM
3	Customer3	SILVER	Monitoring	Profanity detection	workitem	Inbound	InboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-03 1132AM
3	Customer4	BRONZE	Service	Agent advisory	email	Outbound	OutboundACK	Source Tenant 4	IT	Request	Unknown	Unknown	2021-05-04 0823AM
3	Customer4	GOLD	Service	Agent advisory	email	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0209AM
3	Customer4	BRONZE	Service	Escalation	workitem	Inbound	InboundTest	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0159AM
3	Customer5	GOLD	Service	Escalation	email	Outbound	OutboundACK	Source Tenant 1	IT	Request	Unknown	Unknown	2021-05-04 0852AM
3	Customer4	BRONZE	Service	Agent advisory	email	Outbound	OutboundACK	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 1152PM
3	Customer3	GOLD	Service	Escalation	email	Outbound	OutboundReply	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0726PM
3	Customer1	GOLD	Monitoring	Profanity detection	email	Inbound	InboundNew	Source Tenant 3	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0846AM
3	Customer3	GOLD	Monitoring	Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-03 1125PM
3	Customer1	SILVER	Service	Agent advisory	email	Inbound	InboundTest	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0708AM
3	Customer4	SILVER	Monitoring	Profanity detection	email	Outbound	OutboundACK	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-03 1017PM
3	Customer2	SILVER	Monitoring	Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0824PM
3	Customer5	GOLD	Service	Agent advisory	email	Inbound	InboundTest	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0637AM
3	Customer2	SILVER	Service	Escalation	workitem	Inbound	InboundTest	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0721AM
3	Customer1	SILVER	Monitoring	Sentiment analysis	email	Outbound	OutboundACK	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0212AM
3	Customer4	BRONZE	Monitoring	Recording service	workitem	Outbound	OutboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0408AM
3	Customer3	BRONZE	Service	Escalation	workitem	Inbound	InboundTest	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0154AM
3	Customer3	GOLD	Service	Agent advisory	workitem	Inbound	InboundNew	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0850AM
3	Customer3	GOLD	Monitoring	Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 5	IT	Request	Unknown	Unknown	2021-05-03 0959PM
3	Customer3	GOLD	Service	Agent advisory	email	Outbound	OutboundACK	Source Tenant 4	IT	Request	Unknown	Unknown	2021-05-03 1109PM
3	Customer1	GOLD	Service	Escalation	email	Inbound	InboundTest	Source Tenant 1	Finance	Credit	Unknown	Unknown	2021-05-04 1212PM
3	Customer5	BRONZE	Service	Escalation	workitem	Outbound	OutboundACK	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0547PM

Task Detail Report

Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 0636AM	2021-05-03 1111PM	2021-05-04 0638AM	Department 3	Process 6	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0757AM	2021-05-03 1115PM	2021-05-04 0758AM	Department 3	Process 6	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0343AM	2021-05-03 1120PM	2021-05-04 0345AM	Department 2	Process 4	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0811AM	2021-05-03 1124PM	2021-05-04 0851AM	Department 2	Process 4	00:38:16	00:39:07	00:00:00	00:00:46
2021-05-04 1145AM	2021-05-03 1126PM	2021-05-04 1146AM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0656AM	2021-05-03 1134PM		Department 1	Process 2			00:00:00	00:00:00
2021-05-04 0115AM	2021-05-03 1135AM	2021-05-04 0117AM	Department 2	Process 4	00:00:35	00:01:28	00:00:00	00:00:48
2021-05-04 0159AM	2021-05-03 1142PM	2021-05-04 0200AM	Department 2	Process 5	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0824AM	2021-05-03 1146PM		Department 1	Process 2			00:00:00	00:00:00
2021-05-04 0141PM	2021-05-03 1147PM	2021-05-04 0142PM	Department 1	Process 3	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0208AM	2021-05-03 1152AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1210AM	2021-05-03 1154PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1148AM	2021-05-03 1154PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1054AM	2021-05-03 1156PM	2021-05-04 1056AM	Department 1	Process 3	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0222AM	2021-05-03 1209PM	2021-05-04 0224AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1211AM	2021-05-03 1248PM	2021-05-04 1212AM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1019AM	2021-05-04 0104PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1023AM	2021-05-04 0121AM	2021-05-04 1024AM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 1034AM	2021-05-04 0132AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0111PM	2021-05-04 0132PM	2021-05-04 0112PM	Department 3	Process 6	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0320AM	2021-05-04 0135PM	2021-05-04 0349AM	Department 1	Process 3	00:28:24	00:29:15	00:00:00	00:00:46
2021-05-04 1153PM	2021-05-04 0135PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0333PM	2021-05-04 0137AM	2021-05-04 0334PM	Department 3	Process 6	00:00:35	00:01:28	00:00:00	00:00:48
2021-05-04 1150AM	2021-05-04 0138PM	2021-05-04 1151AM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 1033AM	2021-05-04 0142AM	2021-05-04 1034AM	Department 1	Process 2	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0923AM	2021-05-04 0143AM	2021-05-04 0925AM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0939AM	2021-05-04 0145PM	2021-05-04 0940AM	Department 1	Process 3	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1139AM	2021-05-04 0146PM	2021-05-04 1131AM	Department 2	Process 5	-1:51:35	-1:52:21	00:00:00	00:00:41
2021-05-04 0837AM	2021-05-04 0152AM	2021-05-04 0839AM	Department 2	Process 4	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0707AM	2021-05-04 0154PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0907AM	2021-05-04 0159PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0928AM	2021-05-04 0201PM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0928AM	2021-05-04 0204AM	2021-05-04 0929AM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 1109AM	2021-05-04 0207AM	2021-05-04 1111AM	Department 2	Process 4	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 0922AM	2021-05-04 0212AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0412PM	2021-05-04 0218AM	2021-05-04 0414PM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 1148PM	2021-05-04 0218PM	2021-05-05 0252AM	Department 2	Process 5	03:03:07	03:03:57	00:00:00	00:00:45

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Solution Name	Capture Point Name	Queue	Queue Type	Queue Target Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name
2021-05-04 0221PM	itx003833	34607	ext003833	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	90	Queued	0	0	
2021-05-04 0224PM	itx004264	38670	ext004264	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	100	Completed	1	0	Agent 6
2021-05-04 0230AM	itx003979	35990	ext003979	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	60	Completed	1	0	Agent 2
2021-05-04 0232PM	itx004047	36617	ext004047	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	70	Queued	0	0	
2021-05-04 0233AM	itx003840	34823	ext003840	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	100	Completed	1	0	Agent 2
2021-05-04 0243AM	itx003807	34390	ext003807	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	120	Completed	1	0	Agent 4
2021-05-04 0247PM	itx003793	34250	ext003793	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	70	Completed	1	0	Agent 1
2021-05-04 0255PM	itx003954	35973	ext003954	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	100	Completed	1	0	Agent 3
	itx004187	37870	ext004187	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	60	Completed	1	0	Agent 6
2021-05-04 0257PM	itx003997	36243	ext003997	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	60	Completed	1	0	Agent 4
	itx004417	39900	ext004417	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	60	Completed	1	0	Agent 5
2021-05-04 0302AM	itx003900	35237	ext003900	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Queued	0	0	
2021-05-04 0304AM	itx003981	36113	ext003981	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	70	Completed	1	0	Agent 4
2021-05-04 0309PM	itx003760	34073	ext003760	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	100	Completed	1	0	Agent 3
2021-05-04 0311PM	itx004206	38340	ext004206	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Completed	1	0	Agent 3
2021-05-04 0315AM	itx004142	37460	ext004142	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	120	Completed	1	0	Agent 6
2021-05-04 0315PM	itx003942	35640	ext003942	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	90	Completed	1	0	Agent 3
2021-05-04 0316PM	itx004145	37490	ext004145	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	80	Completed	1	0	Agent 3
2021-05-04 0317PM	itx003965	35860	ext003965	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Completed	1	0	Agent 2
2021-05-04 0318PM	itx003883	35080	ext003883	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Completed	1	0	Agent 2
	itx004244	38410	ext004244	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	100	Completed	1	0	Agent 5
2021-05-04 0319PM	itx004085	36950	ext004085	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	90	Completed	1	0	Agent 4
2021-05-04 0325AM	itx003777	34100	ext003777	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	70	Completed	1	0	Agent 2
2021-05-04 0325PM	itx003936	35580	ext003936	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	40	Completed	1	0	Agent 5
	itx004003	36220	ext004003	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	40	Completed	1	0	Agent 5
2021-05-04 0326AM	itx003812	34430	ext003812	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	70	Completed	1	0	Agent 6
2021-05-04 0326PM	itx003794	34257	ext003794	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	100	Queued	0	0	
2021-05-04 0329PM	itx004093	37027	ext004093	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	60	Queued	0	0	
2021-05-04 0330AM	itx004098	37077	ext004098	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	100	Queued	0	0	
2021-05-04 0339PM	itx003782	34140	ext003782	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	40	Completed	1	0	Agent 5
2021-05-04 0342PM	itx003831	34587	ext003831	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Queued	0	0	
2021-05-04 0343AM	itx003768	34010	ext003768	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	80	Completed	1	0	Agent 4
2021-05-04 0348PM	itx003867	34940	ext003867	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	80	Completed	1	0	Agent 6
2021-05-04 0350PM	itx004153	37567	ext004153	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	50	Queued	0	0	
2021-05-04 0355PM	itx003953	35737	ext003953	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	130	Queued	0	0	
2021-05-04 0404PM	itx004067	36797	ext004067	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	60	Queued	0	0	
2021-05-04 0407PM	itx004240	38660	ext004240	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	100	Completed	1	0	Agent 1

Task Detail Report

Result Code	Customer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time
3	Customer3	SILVER	Notification	News feed	email	Inbound	InboundNew	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-03 0534PM
3	Customer4	BRONZE	Monitoring	Profanity detection	email	Outbound	OutboundACK	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0751AM
3	Customer3	BRONZE	Service	Escalation	workitem	Outbound	OutboundReply	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0851AM
3	Customer2	GOLD	Service	Agent advisory	email	Outbound	OutboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 0905PM
3	Customer3	BRONZE	Service	Escalation	email	Inbound	InboundTest	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 1054PM
3	Customer1	BRONZE	Service	Escalation	email	Outbound	OutboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0532AM
3	Customer1	GOLD	Monitoring	Recording service	workitem	Outbound	OutboundACK	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0439PM
3	Customer1	GOLD	Service	Escalation	email	Outbound	OutboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1207AM
3	Customer3	BRONZE	Monitoring	Profanity detection	email	Outbound	OutboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0847AM
3	Customer2	SILVER	Monitoring	Sentiment analysis	workitem	Outbound	OutboundNew	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0730PM
3	Customer5	SILVER	Service	Language translation	workitem	Outbound	OutboundNew	Source Tenant 2	Finance	Credit	Unknown	Unknown	2021-05-04 0425PM
3	Customer5	GOLD	Service	Language translation	email	Inbound	InboundTest	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0730PM
3	Customer3	SILVER	Monitoring	Profanity detection	workitem	Inbound	InboundTest	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-03 1129PM
3	Customer5	SILVER	Service	Escalation	workitem	Inbound	InboundNew	Source Tenant 1	IT	Request	Unknown	Unknown	2021-05-03 1040PM
3	Customer4	BRONZE	Service	Escalation	workitem	Inbound	InboundNew	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0130PM
3	Customer1	GOLD	Notification	News feed	workitem	Outbound	OutboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0757AM
3	Customer4	GOLD	Service	Escalation	email	Outbound	OutboundACK	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-03 0732PM
3	Customer3	BRONZE	Service	Escalation	workitem	Outbound	OutboundNew	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0505AM
3	Customer3	SILVER	Monitoring	Recording service	email	Outbound	OutboundACK	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0131AM
3	Customer4	BRONZE	Service	Escalation	email	Inbound	InboundTest	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0715PM
3	Customer1	GOLD	Service	Escalation	email	Outbound	OutboundACK	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0948AM
3	Customer5	GOLD	Service	Agent advisory	workitem	Inbound	InboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0533AM
3	Customer3	GOLD	Service	Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-03 0430PM
3	Customer2	BRONZE	Monitoring	Sentiment analysis	email	Inbound	InboundNew	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0256AM
3	Customer1	BRONZE	Monitoring	Profanity detection	email	Inbound	InboundNew	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 1112AM
3	Customer4	BRONZE	Monitoring	Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 0702PM
3	Customer5	SILVER	Service	Escalation	workitem	Outbound	OutboundNew	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-03 1025PM
3	Customer4	GOLD	Monitoring	Profanity detection	email	Inbound	InboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-03 1155PM
3	Customer1	BRONZE	Monitoring	Profanity detection	workitem	Inbound	InboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 1058AM
3	Customer3	BRONZE	Service	Agent advisory	workitem	Outbound	OutboundReply	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-03 1237PM
3	Customer2	GOLD	Monitoring	Profanity detection	email	Inbound	InboundTest	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 1259AM
3	Customer4	SILVER	Service	Agent advisory	workitem	Outbound	OutboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-03 1236PM
3	Customer5	BRONZE	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-03 1010PM
3	Customer4	SILVER	Monitoring	Sentiment analysis	email	Inbound	InboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0510PM
3	Customer1	BRONZE	Monitoring	Profanity detection	workitem	Inbound	InboundNew	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0448AM
3	Customer5	GOLD	Monitoring	Sentiment analysis	workitem	Outbound	OutboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0149AM
3	Customer5	BRONZE	Monitoring	Profanity detection	email	Outbound	OutboundReply	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0528PM

Task Detail Report

Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 0700AM	2021-05-04 0221PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0926PM	2021-05-04 0224PM	2021-05-04 0927PM	Department 3	Process 6	00:00:45	00:01:30	00:00:00	00:00:40
2021-05-04 1006AM	2021-05-04 0230AM	2021-05-04 1007AM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 1104AM	2021-05-04 0232PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0719AM	2021-05-04 0233AM	2021-05-04 0753AM	Department 2	Process 5	00:32:47	00:33:35	00:00:00	00:00:43
2021-05-04 0502AM	2021-05-04 0243AM	2021-05-04 0504AM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0407AM	2021-05-04 0247PM	2021-05-04 0408AM	Department 3	Process 6	00:00:35	00:01:16	00:00:00	00:00:36
2021-05-04 0953AM	2021-05-04 0255PM	2021-05-04 1004AM	Department 3	Process 6	00:09:35	00:10:21	00:00:00	00:00:41
2021-05-04 0725PM	2021-05-04 0255PM	2021-05-04 0726PM	Department 2	Process 5	00:00:35	00:01:30	00:00:00	00:00:50
2021-05-04 1016AM	2021-05-04 0257PM	2021-05-04 1034AM	Department 1	Process 3	00:17:09	00:18:01	00:00:00	00:00:47
2021-05-04 1137PM	2021-05-04 0257PM	2021-05-04 1139PM	Department 1	Process 3	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0901AM	2021-05-04 0302AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1007AM	2021-05-04 0304AM	2021-05-04 1022AM	Department 2	Process 4	00:14:15	00:15:03	00:00:00	00:00:43
2021-05-04 0115AM	2021-05-04 0309PM	2021-05-04 0232AM	Department 2	Process 4	01:16:44	01:17:34	00:00:00	00:00:45
2021-05-04 0805PM	2021-05-04 0311PM	2021-05-04 0856PM	Department 2	Process 5	00:49:52	00:50:39	00:00:00	00:00:42
2021-05-04 0408PM	2021-05-04 0315AM	2021-05-04 0409PM	Department 1	Process 3	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0942AM	2021-05-04 0315PM	2021-05-04 0944AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0422PM	2021-05-04 0316PM	2021-05-04 0423PM	Department 1	Process 3	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0948AM	2021-05-04 0317PM	2021-05-04 0950AM	Department 1	Process 3	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0831AM	2021-05-04 0318PM	2021-05-04 0832AM	Department 2	Process 4	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 0901PM	2021-05-04 0318PM	2021-05-04 0902PM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 1153AM	2021-05-04 0319PM	2021-05-04 1154AM	Department 1	Process 3	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0240AM	2021-05-04 0325AM	2021-05-04 0241AM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0936AM	2021-05-04 0325PM	2021-05-04 0938AM	Department 3	Process 6	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 1028AM	2021-05-04 0325PM	2021-05-04 1030AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0541AM	2021-05-04 0326AM	2021-05-04 0543AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0402AM	2021-05-04 0326PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1205PM	2021-05-04 0329PM		Department 1	Process 3			00:00:00	00:00:00
2021-05-04 1219PM	2021-05-04 0330AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0306AM	2021-05-04 0339PM	2021-05-04 0308AM	Department 3	Process 6	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0709AM	2021-05-04 0342PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0150AM	2021-05-04 0343AM	2021-05-04 0151AM	Department 1	Process 3	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0826AM	2021-05-04 0348PM	2021-05-04 0828AM	Department 1	Process 3	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0506PM	2021-05-04 0350PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0955AM	2021-05-04 0355PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1143AM	2021-05-04 0404PM		Department 1	Process 3			00:00:00	00:00:00
2021-05-04 0859PM	2021-05-04 0407PM	2021-05-04 0923PM	Department 2	Process 4	00:23:03	00:23:46	00:00:00	00:00:38

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Solution Name	Capture Point Name	Queue	Queue Type	Queue Target Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name
2021-05-04 0409PM	itx004406	39790	ext004406	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	90	Completed	1	0	Agent 6
2021-05-04 0411AM	itx003845	34720	ext003845	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	70	Completed	1	0	Agent 6
2021-05-04 0413PM	itx004148	37520	ext004148	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	120	Completed	1	0	Agent 3
2021-05-04 0414PM	itx004415	39880	ext004415	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	110	Completed	1	0	Agent 2
2021-05-04 0417PM	itx004283	38747	ext004283	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	70	Queued	0	0	
2021-05-04 0420AM	itx003772	34050	ext003772	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	80	Completed	1	0	Agent 1
2021-05-04 0421AM	itx003972	35930	ext003972	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	70	Completed	1	0	Agent 5
2021-05-04 0421PM	itx004139	37610	ext004139	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Completed	1	0	Agent 5
2021-05-04 0423PM	itx003839	34657	ext003839	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	140	Queued	0	0	
	itx004237	38350	ext004237	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	90	Completed	1	0	Agent 2
2021-05-04 0424AM	itx003976	36093	ext003976	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	80	Completed	1	0	Agent 3
2021-05-04 0427PM	itx004090	36997	ext004090	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	140	Queued	0	0	
2021-05-04 0439PM	itx003887	35120	ext003887	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	100	Completed	1	0	Agent 2
2021-05-04 0440PM	itx003817	34467	ext003817	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	80	Queued	0	0	
2021-05-04 0442PM	itx003849	34760	ext003849	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	80	Completed	1	0	Agent 1
	itx003854	34810	ext003854	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	100	Completed	1	0	Agent 1
2021-05-04 0448PM	itx003753	33913	ext003753	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	70	Completed	1	0	Agent 1
2021-05-04 0456PM	itx003893	35177	ext003893	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	120	Queued	0	0	
2021-05-04 0500AM	itx003754	33893	ext003754	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	150	Completed	1	0	Agent 3
2021-05-04 0500PM	itx003879	35040	ext003879	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	50	Completed	1	0	Agent 5
2021-05-04 0502AM	itx004102	37160	ext004102	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	60	Completed	1	0	Agent 6
2021-05-04 0503AM	itx003803	34350	ext003803	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	80	Completed	1	0	Agent 6
2021-05-04 0504AM	itx004052	36667	ext004052	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	120	Queued	0	0	
2021-05-04 0506AM	itx003966	35867	ext003966	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	60	Queued	0	0	
2021-05-04 0509AM	itx004201	38007	ext004201	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Queued	0	0	
2021-05-04 0513AM	itx003969	35900	ext003969	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	90	Completed	1	0	Agent 4
2021-05-04 0514PM	itx004371	39477	ext004371	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	100	Queued	0	0	
2021-05-04 0515AM	itx004202	38563	ext004202	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	160	Completed	1	0	Agent 3
2021-05-04 0518PM	itx004250	38470	ext004250	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	70	Completed	1	0	Agent 3
	itx004349	39297	ext004349	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	90	Queued	0	0	
2021-05-04 0521PM	itx004011	37326	ext004011	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	70	Completed	1	0	Agent 2
2021-05-04 0524AM	itx003828	34560	ext003828	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	70	Completed	1	0	Agent 1
2021-05-04 0524PM	itx004172	37743	ext004172	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	60	Completed	1	0	Agent 1
2021-05-04 0526PM	itx003922	35450	ext003922	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	110	Completed	1	0	Agent 6
2021-05-04 0527PM	itx004191	38070	ext004191	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	80	Completed	1	0	Agent 1
2021-05-04 0531AM	itx004030	36843	ext004030	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	70	Completed	1	0	Agent 1
2021-05-04 0547PM	itx004059	36730	ext004059	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	30	Completed	1	0	Agent 4

Task Detail Report

Result Code	Customer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time
3	Customer2	BRONZE	Service	Language translation	email	Outbound	OutboundACK	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0959AM
3	Customer3	BRONZE	Monitoring	Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0543AM
3	Customer4	BRONZE	Service	Language translation	email	Inbound	InboundTest	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 1010AM
3	Customer3	SILVER	Monitoring	Sentiment analysis	email	Outbound	OutboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 1243PM
3	Customer5	BRONZE	Monitoring	Recording service	workitem	Outbound	OutboundReply	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0754AM
3	Customer3	GOLD	Monitoring	Profanity detection	email	Inbound	InboundTest	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-03 0835PM
3	Customer5	GOLD	Service	Language translation	email	Inbound	InboundTest	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0650AM
3	Customer5	GOLD	Service	Agent advisory	email	Outbound	OutboundReply	Source Tenant 1	IT	Request	Unknown	Unknown	2021-05-04 0318AM
3	Customer1	GOLD	Service	Language translation	workitem	Outbound	OutboundACK	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0558AM
3	Customer1	BRONZE	Monitoring	Sentiment analysis	email	Inbound	InboundNew	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0242PM
3	Customer3	SILVER	Monitoring	Recording service	workitem	Inbound	InboundTest	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0320AM
3	Customer3	GOLD	Monitoring	Sentiment analysis	workitem	Outbound	OutboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0625AM
3	Customer1	BRONZE	Service	Agent advisory	email	Outbound	OutboundACK	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0852PM
3	Customer4	BRONZE	Monitoring	Recording service	email	Outbound	OutboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0401PM
3	Customer3	GOLD	Service	Agent advisory	workitem	Inbound	InboundNew	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0715AM
3	Customer3	BRONZE	Monitoring	Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-03 0810PM
3	Customer1	SILVER	Service	Escalation	workitem	Outbound	OutboundACK	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-03 0701PM
3	Customer3	GOLD	Service	Agent advisory	workitem	Inbound	InboundNew	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0249AM
3	Customer1	BRONZE	Monitoring	Profanity detection	email	Outbound	OutboundACK	Source Tenant 4	IT	Request	Unknown	Unknown	2021-05-03 1156PM
3	Customer4	BRONZE	Monitoring	Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0152AM
3	Customer4	BRONZE	Monitoring	Profanity detection	email	Outbound	OutboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0921AM
3	Customer4	GOLD	Service	Escalation	workitem	Outbound	OutboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-03 0539PM
3	Customer5	BRONZE	Monitoring	Profanity detection	email	Inbound	InboundNew	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-03 1156PM
3	Customer2	SILVER	Monitoring	Recording service	workitem	Outbound	OutboundReply	Source Tenant 1	Finance	Credit	Unknown	Unknown	2021-05-04 0712AM
3	Customer1	BRONZE	Monitoring	Profanity detection	email	Outbound	OutboundNew	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0345PM
3	Customer3	GOLD	Monitoring	Profanity detection	workitem	Inbound	InboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0826PM
3	Customer5	SILVER	Service	Agent advisory	email	Outbound	OutboundNew	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 1142AM
3	Customer1	SILVER	Service	Escalation	email	Inbound	InboundNew	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0805PM
3	Customer4	BRONZE	Monitoring	Recording service	workitem	Outbound	OutboundACK	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0706PM
3	Customer5	BRONZE	Service	Escalation	workitem	Outbound	OutboundReply	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 1048AM
3	Customer5	GOLD	Monitoring	Profanity detection	email	Inbound	InboundTest	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-03 1136PM
3	Customer3	BRONZE	Service	Language translation	email	Outbound	OutboundNew	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-03 1033PM
3	Customer3	BRONZE	Monitoring	Profanity detection	email	Inbound	InboundTest	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0526AM
3	Customer1	GOLD	Monitoring	Profanity detection	workitem	Inbound	InboundTest	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0822PM
3	Customer4	BRONZE	Service	Escalation	workitem	Inbound	InboundTest	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0737AM
3	Customer3	SILVER	Notification	News feed	email	Inbound	InboundTest	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-03 1046PM
3	Customer2	BRONZE	Service	Escalation	email	Outbound	OutboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1104AM

Task Detail Report

Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 1116PM	2021-05-04 0409PM	2021-05-04 1117PM	Department 1	Process 3	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0743AM	2021-05-04 0411AM	2021-05-04 0744AM	Department 2	Process 4	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0442PM	2021-05-04 0413PM	2021-05-04 0444PM	Department 2	Process 4	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1136PM	2021-05-04 0414PM	2021-05-04 1137PM	Department 2	Process 4	00:00:35	00:01:16	00:00:00	00:00:36
2021-05-04 0934PM	2021-05-04 0417PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0216AM	2021-05-04 0420AM	2021-05-04 0217AM	Department 3	Process 6	00:00:35	00:01:27	00:00:00	00:00:47
2021-05-04 0956AM	2021-05-04 0421AM	2021-05-04 0958AM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0358PM	2021-05-04 0421PM	2021-05-04 0535PM	Department 2	Process 5	01:36:09	01:36:53	00:00:00	00:00:39
2021-05-04 0722AM	2021-05-04 0423PM		Department 1	Process 3			00:00:00	00:00:00
2021-05-04 0850PM	2021-05-04 0423PM	2021-05-04 0851PM	Department 1	Process 3	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 1005AM	2021-05-04 0424AM	2021-05-04 1018AM	Department 3	Process 6	00:11:32	00:12:18	00:00:00	00:00:41
2021-05-04 1146AM	2021-05-04 0427PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0851AM	2021-05-04 0439PM	2021-05-04 0852AM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0604AM	2021-05-04 0440PM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0742AM	2021-05-04 0442PM	2021-05-04 0743AM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0747AM	2021-05-04 0442PM	2021-05-04 0749AM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1230AM	2021-05-04 0448PM	2021-05-04 0107AM	Department 2	Process 5	00:36:19	00:37:06	00:00:00	00:00:42
2021-05-04 0905AM	2021-05-04 0456PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1247AM	2021-05-04 0500AM	2021-05-04 0102AM	Department 2	Process 5	00:14:28	00:15:12	00:00:00	00:00:39
2021-05-04 0844AM	2021-05-04 0500PM	2021-05-04 0846AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 1254PM	2021-05-04 0502AM	2021-05-04 0103PM	Department 1	Process 3	00:08:12	00:08:59	00:00:00	00:00:42
2021-05-04 0449AM	2021-05-04 0503AM	2021-05-04 0450AM	Department 1	Process 3	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 1116AM	2021-05-04 0504AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0947AM	2021-05-04 0506AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0751PM	2021-05-04 0509AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0956AM	2021-05-04 0513AM	2021-05-04 0957AM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1049PM	2021-05-04 0514PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0751PM	2021-05-04 0515AM	2021-05-04 0929PM	Department 2	Process 5	01:37:00	01:37:49	00:00:00	00:00:44
2021-05-04 0901PM	2021-05-04 0518PM	2021-05-04 0902PM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1023PM	2021-05-04 0518PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1033AM	2021-05-04 0521PM	2021-05-04 0250PM	Department 2	Process 5	04:15:37	04:16:25	00:00:00	00:00:43
2021-05-04 0651AM	2021-05-04 0524AM	2021-05-04 0652AM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0635PM	2021-05-04 0524PM	2021-05-04 0649PM	Department 3	Process 6	00:12:59	00:13:44	00:00:00	00:00:40
2021-05-04 0922AM	2021-05-04 0526PM	2021-05-04 0923AM	Department 2	Process 4	00:00:35	00:01:14	00:00:00	00:00:34
2021-05-04 0732PM	2021-05-04 0527PM	2021-05-04 0809PM	Department 2	Process 4	00:36:31	00:37:20	00:00:00	00:00:44
2021-05-04 1046AM	2021-05-04 0531AM	2021-05-04 1138AM	Department 2	Process 4	00:51:06	00:51:53	00:00:00	00:00:42
2021-05-04 1116AM	2021-05-04 0547PM	2021-05-04 1117AM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Solution Name	Capture Point Name	Queue	Queue Type	Queue Target Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name
2021-05-04 0600PM	itx003977	35970	ext003977	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	80	Completed	1	0	Agent 5
	itx004118	37250	ext004118	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	70	Completed	1	0	Agent 2
	itx004332	39147	ext004332	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	50	Queued	0	0	
2021-05-04 0605PM	itx004313	38987	ext004313	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	100	Queued	0	0	
2021-05-04 0606PM	itx003800	34320	ext003800	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	110	Completed	1	0	Agent 3
2021-05-04 0618AM	itx004100	37100	ext004100	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	150	Completed	1	0	Agent 6
2021-05-04 0623PM	itx003814	34493	ext003814	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	80	Completed	1	0	Agent 6
2021-05-04 0624AM	itx004122	37287	ext004122	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	70	Queued	0	0	
2021-05-04 0628AM	itx004045	36840	ext004045	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	110	Completed	1	0	Agent 1
2021-05-04 0632PM	itx004338	39187	ext004338	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	40	Queued	0	0	
2021-05-04 0637PM	itx003851	34780	ext003851	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	90	Completed	1	0	Agent 2
2021-05-04 0639PM	itx004074	36860	ext004074	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	60	Completed	1	0	Agent 2
2021-05-04 0646PM	itx004328	39110	ext004328	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	40	Completed	1	0	Agent 3
2021-05-04 0647PM	itx003952	35730	ext003952	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	120	Completed	1	0	Agent 2
2021-05-04 0656AM	itx003802	34337	ext003802	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	70	Queued	0	0	
2021-05-04 0659AM	itx003894	35190	ext003894	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	110	Completed	1	0	Agent 1
	itx004225	38240	ext004225	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	70	Completed	1	0	Agent 4
2021-05-04 0700PM	itx004214	38130	ext004214	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Completed	1	0	Agent 4
2021-05-04 0705PM	itx004372	39487	ext004372	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	20	Queued	0	0	
2021-05-04 0706PM	itx004348	39370	ext004348	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	100	Completed	1	0	Agent 4
2021-05-04 0710AM	itx004146	37500	ext004146	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Completed	1	0	Agent 1
2021-05-04 0713PM	itx003990	36090	ext003990	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	90	Completed	1	0	Agent 2
2021-05-04 0717AM	itx004061	36747	ext004061	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	80	Queued	0	0	
2021-05-04 0719AM	itx004009	36270	ext004009	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	100	Completed	1	0	Agent 5
2021-05-04 0719PM	itx004002	36350	ext004002	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	130	Completed	1	0	Agent 1
2021-05-04 0725PM	itx004132	37367	ext004132	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	100	Queued	0	0	
2021-05-04 0726PM	itx004080	36900	ext004080	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	60	Completed	1	0	Agent 4
2021-05-04 0728PM	itx004133	37380	ext004133	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	80	Completed	1	0	Agent 1
2021-05-04 0731PM	itx003864	34943	ext003864	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	80	Completed	1	0	Agent 4
2021-05-04 0733AM	itx004103	37130	ext004103	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	90	Completed	1	0	Agent 4
2021-05-04 0734PM	itx003929	35517	ext003929	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Queued	0	0	
2021-05-04 0738AM	itx004198	37980	ext004198	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	110	Completed	1	0	Agent 1
2021-05-04 0743PM	itx004434	40060	ext004434	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	110	Completed	1	0	Agent 3
2021-05-04 0750AM	itx004038	36530	ext004038	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	60	Completed	1	0	Agent 2
2021-05-04 0755AM	itx004168	37943	ext004168	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	50	Completed	1	0	Agent 4
2021-05-04 0808PM	itx004381	39567	ext004381	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Queued	0	0	
2021-05-04 0810AM	itx003756	33890	ext003756	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Completed	1	0	Agent 6

Task Detail Report

Result Code	Customer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time
3	Customer3	BRONZE	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0748AM
3	Customer5	GOLD	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-03 1152PM
3	Customer4	GOLD	Monitoring	Profanity detection	workitem	Inbound	InboundTest	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0436PM
3	Customer5	SILVER	Monitoring	Profanity detection	email	Outbound	OutboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0702PM
3	Customer3	BRONZE	Service	Escalation	email	Inbound	InboundNew	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0757PM
3	Customer3	SILVER	Notification	News feed	email	Outbound	OutboundACK	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 1239AM
3	Customer4	BRONZE	Service	Escalation	email	Outbound	OutboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0751PM
3	Customer1	SILVER	Service	Escalation	email	Outbound	OutboundReply	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0301AM
3	Customer3	BRONZE	Service	Agent advisory	email	Outbound	OutboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 1030AM
3	Customer4	BRONZE	Service	Escalation	workitem	Outbound	OutboundNew	Source Tenant 5	Finance	Credit	Unknown	Unknown	2021-05-04 0952AM
3	Customer5	GOLD	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0807AM
3	Customer1	GOLD	Monitoring	Recording service	email	Inbound	InboundTest	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-03 1026PM
3	Customer3	GOLD	Monitoring	Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0119PM
3	Customer4	SILVER	Service	Escalation	email	Outbound	OutboundACK	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-03 1157PM
3	Customer4	BRONZE	Service	Agent advisory	email	Outbound	OutboundACK	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0455PM
3	Customer5	GOLD	Service	Agent advisory	workitem	Inbound	InboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-03 0838PM
3	Customer2	GOLD	Service	Escalation	workitem	Inbound	InboundTest	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0658AM
3	Customer3	BRONZE	Notification	News feed	email	Outbound	OutboundReply	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0557PM
3	Customer4	SILVER	Monitoring	Profanity detection	email	Inbound	InboundTest	Source Tenant 3	Finance	Credit	Unknown	Unknown	2021-05-04 1201PM
3	Customer1	SILVER	Monitoring	Sentiment analysis	workitem	Outbound	OutboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 1152AM
3	Customer2	SILVER	Monitoring	Sentiment analysis	workitem	Outbound	OutboundACK	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1043AM
3	Customer1	SILVER	Service	Escalation	workitem	Inbound	InboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-03 1158PM
3	Customer1	SILVER	Service	Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 5	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0307AM
3	Customer1	GOLD	Service	Agent advisory	email	Outbound	OutboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0730AM
3	Customer2	SILVER	Service	Escalation	email	Inbound	InboundNew	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0731AM
3	Customer3	GOLD	Monitoring	Sentiment analysis	email	Inbound	InboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0432AM
3	Customer2	SILVER	Service	Agent advisory	email	Inbound	InboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 1136PM
3	Customer2	GOLD	Service	Escalation	workitem	Inbound	InboundNew	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1100AM
3	Customer5	SILVER	Service	Escalation	workitem	Inbound	InboundNew	Source Tenant 1	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0256AM
3	Customer1	GOLD	Monitoring	Sentiment analysis	email	Inbound	InboundTest	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1133AM
3	Customer2	BRONZE	Monitoring	Recording service	email	Inbound	InboundTest	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0612AM
3	Customer2	SILVER	Service	Escalation	workitem	Inbound	InboundNew	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0900AM
3	Customer2	GOLD	Service	Escalation	workitem	Outbound	OutboundACK	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 1120PM
3	Customer4	SILVER	Monitoring	Profanity detection	email	Inbound	InboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0702AM
3	Customer4	SILVER	Service	Escalation	email	Inbound	InboundTest	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0452PM
3	Customer3	SILVER	Service	Escalation	workitem	Inbound	InboundTest	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0936PM
3	Customer5	BRONZE	Service	Escalation	email	Inbound	InboundTest	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-03 0325PM

Task Detail Report

Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 1013AM	2021-05-04 0600PM	2021-05-04 1015AM	Department 3	Process 6	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0202PM	2021-05-04 0600PM	2021-05-04 0203PM	Department 2	Process 4	00:00:35	00:01:27	00:00:00	00:00:47
2021-05-04 1008PM	2021-05-04 0600PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0947PM	2021-05-04 0605PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0443AM	2021-05-04 0606PM	2021-05-04 0445AM	Department 2	Process 5	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1238PM	2021-05-04 0618AM	2021-05-04 1239PM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0545AM	2021-05-04 0623PM	2021-05-04 0625AM	Department 2	Process 5	00:39:05	00:39:53	00:00:00	00:00:43
2021-05-04 0219PM	2021-05-04 0624AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1102AM	2021-05-04 0628AM	2021-05-04 1143AM	Department 2	Process 5	00:40:50	00:41:37	00:00:00	00:00:42
2021-05-04 1019PM	2021-05-04 0632PM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0758AM	2021-05-04 0637PM	2021-05-04 0759AM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1143AM	2021-05-04 0639PM	2021-05-04 1144AM	Department 3	Process 6	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 1008PM	2021-05-04 0646PM	2021-05-04 1009PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0931AM	2021-05-04 0647PM	2021-05-04 0932AM	Department 2	Process 5	00:00:35	00:01:16	00:00:00	00:00:36
2021-05-04 0446AM	2021-05-04 0656AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0907AM	2021-05-04 0659AM	2021-05-04 0909AM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0838PM	2021-05-04 0659AM	2021-05-04 0839PM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0817PM	2021-05-04 0700PM	2021-05-04 0818PM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1048PM	2021-05-04 0705PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1021PM	2021-05-04 0706PM	2021-05-04 1036PM	Department 2	Process 5	00:14:26	00:15:14	00:00:00	00:00:43
2021-05-04 0424PM	2021-05-04 0710AM	2021-05-04 0425PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1020AM	2021-05-04 0713PM	2021-05-04 1021AM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1125AM	2021-05-04 0717AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1044AM	2021-05-04 0719AM	2021-05-04 1045AM	Department 2	Process 5	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 1017AM	2021-05-04 0719PM	2021-05-04 1037AM	Department 2	Process 5	00:19:35	00:20:24	00:00:00	00:00:44
2021-05-04 0322PM	2021-05-04 0725PM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 1155AM	2021-05-04 0726PM	2021-05-04 1156AM	Department 1	Process 3	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0318PM	2021-05-04 0728PM	2021-05-04 0320PM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0807AM	2021-05-04 0731PM	2021-05-04 0826AM	Department 2	Process 4	00:18:31	00:19:24	00:00:00	00:00:48
2021-05-04 1258PM	2021-05-04 0733AM	2021-05-04 1259PM	Department 1	Process 3	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 0929AM	2021-05-04 0734PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0756PM	2021-05-04 0738AM	2021-05-04 0757PM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 1158PM	2021-05-04 0743PM	2021-05-04 1159PM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 1106AM	2021-05-04 0750AM	2021-05-04 1108AM	Department 1	Process 2	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0620PM	2021-05-04 0755AM	2021-05-04 0742PM	Department 2	Process 4	01:21:09	01:21:53	00:00:00	00:00:39
2021-05-04 1050PM	2021-05-04 0808PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1246AM	2021-05-04 0810AM	2021-05-04 1247AM	Department 3	Process 6	00:00:35	00:01:20	00:00:00	00:00:40

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Solution Name	Capture Point Name	Queue	Queue Type	Queue Target Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name
2021-05-04 0812PM	itx004366	39703	ext004366	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Completed	1	0	Agent 3
2021-05-04 0815PM	itx004235	38560	ext004235	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	70	Completed	1	0	Agent 2
2021-05-04 0817AM	itx003921	35437	ext003921	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	40	Queued	0	0	
	itx004151	37550	ext004151	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	60	Completed	1	0	Agent 2
2021-05-04 0821AM	itx004408	40273	ext004408	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	40	Completed	1	0	Agent 6
2021-05-04 0822AM	itx003884	35090	ext003884	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	60	Completed	1	0	Agent 6
	itx004312	39033	ext004312	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	80	Completed	1	0	Agent 3
2021-05-04 0822PM	itx004324	39080	ext004324	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	60	Completed	1	0	Agent 4
2021-05-04 0827AM	itx004110	37190	ext004110	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Completed	1	0	Agent 4
2021-05-04 0828PM	itx004039	36537	ext004039	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	110	Queued	0	0	
2021-05-04 0831PM	itx004247	38440	ext004247	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	50	Completed	1	0	Agent 6
2021-05-04 0835AM	itx004277	38700	ext004277	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	110	Completed	1	0	Agent 1
2021-05-04 0835PM	itx004169	37700	ext004169	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	100	Completed	1	0	Agent 2
2021-05-04 0836PM	itx004162	37640	ext004162	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Completed	1	0	Agent 4
2021-05-04 0843PM	itx004401	39750	ext004401	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	80	Completed	1	0	Agent 4
2021-05-04 0844PM	itx003897	35220	ext003897	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	40	Completed	1	0	Agent 3
2021-05-04 0846AM	itx003934	35936	ext003934	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	60	Completed	1	0	Agent 6
2021-05-04 0847AM	itx004231	38300	ext004231	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	60	Completed	1	0	Agent 1
2021-05-04 0847PM	itx004353	39330	ext004353	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	60	Completed	1	0	Agent 4
2021-05-04 0849PM	itx003870	34980	ext003870	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	70	Completed	1	0	Agent 3
2021-05-04 0852AM	itx004293	38827	ext004293	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	90	Queued	0	0	
2021-05-04 0852PM	itx004403	39767	ext004403	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	140	Queued	0	0	
2021-05-04 0855AM	itx003811	34417	ext003811	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	90	Queued	0	0	
	itx004081	36910	ext004081	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Completed	1	0	Agent 5
2021-05-04 0855PM	itx004109	37177	ext004109	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	130	Queued	0	0	
	itx004271	38657	ext004271	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	100	Queued	0	0	
2021-05-04 0856PM	itx004099	37087	ext004099	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	50	Queued	0	0	
2021-05-04 0859PM	itx003832	34597	ext003832	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	70	Queued	0	0	
	itx003958	35790	ext003958	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	70	Completed	1	0	Agent 1
2021-05-04 0901PM	itx003963	35840	ext003963	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	70	Completed	1	0	Agent 1
2021-05-04 0902PM	itx004256	38520	ext004256	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	60	Completed	1	0	Agent 6
	itx004385	39610	ext004385	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Completed	1	0	Agent 6
2021-05-04 0903PM	itx003804	34360	ext003804	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Completed	1	0	Agent 3
2021-05-04 0904AM	itx004232	38510	ext004232	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	50	Completed	1	0	Agent 4
2021-05-04 0905PM	itx004044	36590	ext004044	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	100	Completed	1	0	Agent 1
2021-05-04 0908PM	itx003749	33880	ext003749	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Completed	1	0	Agent 4
2021-05-04 0909PM	itx003923	35460	ext003923	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	80	Completed	1	0	Agent 1

Task Detail Report

Result Code	Customer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time
3	Customer5	GOLD	Service	Agent advisory	workitem	Inbound	InboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0816AM
3	Customer5	BRONZE	Monitoring	Recording service	workitem	Outbound	OutboundACK	Source Tenant 3	IT	Request	Unknown	Unknown	2021-05-04 0553PM
3	Customer4	BRONZE	Monitoring	Recording service	workitem	Outbound	OutboundReply	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0731AM
3	Customer2	GOLD	Service	Language translation	workitem	Outbound	OutboundACK	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0856AM
3	Customer1	BRONZE	Notification	Product description	workitem	Outbound	OutboundReply	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0907PM
3	Customer1	GOLD	Monitoring	Profanity detection	email	Inbound	InboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0220AM
3	Customer1	BRONZE	Service	Agent advisory	email	Outbound	OutboundNew	Source Tenant 3	IT	Request	Unknown	Unknown	2021-05-04 1228PM
3	Customer5	GOLD	Monitoring	Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 1147AM
3	Customer5	SILVER	Monitoring	Profanity detection	workitem	Inbound	InboundNew	Source Tenant 1	IT	Request	Unknown	Unknown	2021-05-04 0341AM
3	Customer3	SILVER	Notification	News feed	email	Outbound	OutboundReply	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0516AM
3	Customer3	SILVER	Monitoring	Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0547PM
3	Customer1	SILVER	Service	Escalation	workitem	Outbound	OutboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0631AM
3	Customer1	SILVER	Monitoring	Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0956AM
3	Customer1	SILVER	Service	Language translation	workitem	Inbound	InboundTest	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0732AM
3	Customer4	SILVER	Service	Agent advisory	email	Outbound	OutboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0321PM
3	Customer2	BRONZE	Monitoring	Recording service	email	Outbound	OutboundACK	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-03 1140PM
3	Customer3	SILVER	Service	Agent advisory	workitem	Outbound	OutboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0709PM
3	Customer2	BRONZE	Service	Escalation	email	Outbound	OutboundReply	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0531PM
3	Customer5	GOLD	Service	Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 1	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0815AM
3	Customer2	SILVER	Monitoring	Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0158AM
3	Customer2	BRONZE	Monitoring	Recording service	email	Outbound	OutboundACK	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0408PM
3	Customer5	GOLD	Monitoring	Profanity detection	email	Outbound	OutboundACK	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 1118PM
3	Customer3	GOLD	Service	Language translation	email	Inbound	InboundTest	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-03 0324PM
3	Customer5	GOLD	Service	Agent advisory	email	Inbound	InboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1219AM
3	Customer4	SILVER	Notification	News feed	workitem	Outbound	OutboundNew	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0239AM
3	Customer5	BRONZE	Service	Agent advisory	email	Inbound	InboundTest	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1142AM
3	Customer2	BRONZE	Monitoring	Sentiment analysis	workitem	Outbound	OutboundACK	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 1212PM
3	Customer4	SILVER	Service	Escalation	email	Outbound	OutboundACK	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0247AM
3	Customer5	GOLD	Service	Escalation	email	Outbound	OutboundACK	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0112AM
3	Customer2	SILVER	Monitoring	Sentiment analysis	email	Inbound	InboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-03 1038PM
3	Customer4	SILVER	Monitoring	Sentiment analysis	email	Outbound	OutboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0739PM
3	Customer4	GOLD	Service	Agent advisory	workitem	Outbound	OutboundReply	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0939PM
3	Customer1	GOLD	Monitoring	Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0602PM
3	Customer5	BRONZE	Service	Escalation	email	Outbound	OutboundACK	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 1216PM
3	Customer1	SILVER	Service	Agent advisory	email	Outbound	OutboundACK	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-03 1045PM
3	Customer4	BRONZE	Monitoring	Profanity detection	workitem	Inbound	InboundTest	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0708PM
3	Customer2	BRONZE	Monitoring	Sentiment analysis	email	Inbound	InboundTest	Source Tenant 3	Finance	Credit	Unknown	Unknown	2021-05-03 0909PM

Task Detail Report

Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 1036PM	2021-05-04 0812PM	2021-05-04 1107PM	Department 2	Process 5	00:29:58	00:30:42	00:00:00	00:00:39
2021-05-04 0850PM	2021-05-04 0815PM	2021-05-04 0917PM	Department 3	Process 6	00:26:22	00:27:07	00:00:00	00:00:40
2021-05-04 0924AM	2021-05-04 0817AM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0455PM	2021-05-04 0817AM	2021-05-04 0456PM	Department 2	Process 4	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 1118PM	2021-05-04 0821AM	2021-05-05 0133AM	Department 2	Process 5	02:14:31	02:15:19	00:00:00	00:00:43
2021-05-04 0848AM	2021-05-04 0822AM	2021-05-04 0849AM	Department 1	Process 3	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0955PM	2021-05-04 0822AM	2021-05-04 0959PM	Department 1	Process 3	00:02:55	00:03:39	00:00:00	00:00:39
2021-05-04 1011PM	2021-05-04 0822PM	2021-05-04 1002PM	Department 2	Process 5	-1:49:54	-1:50:45	00:00:00	00:00:46
2021-05-04 0119PM	2021-05-04 0827AM	2021-05-04 0120PM	Department 2	Process 5	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 1107AM	2021-05-04 0828PM		Department 1	Process 3			00:00:00	00:00:00
2021-05-04 0903PM	2021-05-04 0831PM	2021-05-04 0905PM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0919PM	2021-05-04 0835AM	2021-05-04 0920PM	Department 3	Process 6	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 0624PM	2021-05-04 0835PM	2021-05-04 0626PM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0551PM	2021-05-04 0836PM	2021-05-04 0552PM	Department 2	Process 4	00:00:35	00:01:29	00:00:00	00:00:49
2021-05-04 1116PM	2021-05-04 0843PM	2021-05-04 1117PM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0904AM	2021-05-04 0844PM	2021-05-04 0906AM	Department 1	Process 3	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0931AM	2021-05-04 0846AM	2021-05-04 1001AM	Department 2	Process 4	00:29:29	00:30:14	00:00:00	00:00:40
2021-05-04 0834PM	2021-05-04 0847AM	2021-05-04 0836PM	Department 3	Process 6	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 1043PM	2021-05-04 0847PM	2021-05-04 1044PM	Department 1	Process 2	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0820AM	2021-05-04 0849PM	2021-05-04 0816AM	Department 3	Process 6	-1:55:21	-1:56:07	00:00:00	00:00:41
2021-05-04 0931PM	2021-05-04 0852AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1127PM	2021-05-04 0852PM		Department 1	Process 3			00:00:00	00:00:00
2021-05-04 0544AM	2021-05-04 0855AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1153AM	2021-05-04 0855AM	2021-05-04 1155AM	Department 2	Process 4	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 0123PM	2021-05-04 0855PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0918PM	2021-05-04 0855PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1232PM	2021-05-04 0856PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0704AM	2021-05-04 0859PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0959AM	2021-05-04 0859PM	2021-05-04 1001AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0953AM	2021-05-04 0901PM	2021-05-04 0955AM	Department 2	Process 4	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 0905PM	2021-05-04 0902PM	2021-05-04 0907PM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1109PM	2021-05-04 0902PM	2021-05-04 1111PM	Department 2	Process 5	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 0458AM	2021-05-04 0903PM	2021-05-04 0459AM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0845PM	2021-05-04 0904AM	2021-05-04 0905PM	Department 2	Process 5	00:18:40	00:19:30	00:00:00	00:00:45
2021-05-04 1105AM	2021-05-04 0905PM	2021-05-04 1106AM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 1218AM	2021-05-04 0908PM	2021-05-04 0100AM	Department 2	Process 5	00:41:31	00:42:17	00:00:00	00:00:41
2021-05-04 0923AM	2021-05-04 0909PM	2021-05-04 0924AM	Department 2	Process 4	00:00:35	00:01:16	00:00:00	00:00:36

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Solution Name	Capture Point Name	Queue	Queue Type	Queue Target Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name
2021-05-04 0918AM	itx004083	37290	ext004083	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	70	Completed	1	0	Agent 2
2021-05-04 0920AM	itx004158	37607	ext004158	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Queued	0	0	
	itx004357	39367	ext004357	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	100	Queued	0	0	
2021-05-04 0922AM	itx003948	35690	ext003948	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Completed	1	0	Agent 2
2021-05-04 0933PM	itx004342	39230	ext004342	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	70	Completed	1	0	Agent 1
2021-05-04 0935AM	itx004411	39840	ext004411	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	60	Completed	1	0	Agent 6
2021-05-04 0936AM	itx004213	38117	ext004213	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	60	Queued	0	0	
2021-05-04 0940PM	itx004373	39497	ext004373	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Queued	0	0	
2021-05-04 0941PM	itx004315	39316	ext004315	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	50	Completed	1	0	Agent 3
2021-05-04 0947AM	itx004199	37990	ext004199	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	90	Completed	1	0	Agent 2
2021-05-04 0948AM	itx003853	34797	ext003853	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	110	Queued	0	0	
2021-05-04 0950AM	itx004407	39800	ext004407	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	60	Completed	1	0	Agent 5
2021-05-04 0953AM	itx003850	34767	ext003850	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	60	Queued	0	0	
	itx004036	36507	ext004036	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	30	Queued	0	0	
	itx004042	36570	ext004042	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	120	Completed	1	0	Agent 4
2021-05-04 0954AM	itx003989	36080	ext003989	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	100	Completed	1	0	Agent 6
2021-05-04 0956AM	itx003947	35680	ext003947	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	90	Completed	1	0	Agent 6
2021-05-04 0956PM	itx004097	37533	ext004097	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	110	Completed	1	0	Agent 3
2021-05-04 1001PM	itx003935	36040	ext003935	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Completed	1	0	Agent 3
2021-05-04 1005PM	itx003904	35280	ext003904	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	130	Completed	1	0	Agent 3
2021-05-04 1008AM	itx003801	34327	ext003801	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Queued	0	0	
2021-05-04 1008PM	itx004217	38160	ext004217	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	70	Completed	1	0	Agent 4
2021-05-04 1014AM	itx003748	33827	ext003748	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	70	Queued	0	0	
2021-05-04 1016AM	itx003761	33940	ext003761	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	50	Completed	1	0	Agent 6
2021-05-04 1018AM	itx004290	38807	ext004290	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	90	Queued	0	0	
2021-05-04 1022PM	itx004337	40380	ext004337	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	110	Completed	1	0	Agent 2
2021-05-04 1026PM	itx003903	35267	ext003903	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	80	Queued	0	0	
2021-05-04 1028PM	itx004050	36647	ext004050	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	110	Queued	0	0	
2021-05-04 1030AM	itx003919	35540	ext003919	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	80	Completed	1	0	Agent 2
2021-05-04 1031AM	itx003928	35510	ext003928	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	130	Completed	1	0	Agent 1
2021-05-04 1036PM	itx004197	37970	ext004197	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Completed	1	0	Agent 2
2021-05-04 1037AM	itx004084	36940	ext004084	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	50	Completed	1	0	Agent 3
2021-05-04 1041PM	itx004028	37240	ext004028	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	140	Completed	1	0	Agent 6
2021-05-04 1044PM	itx004269	38637	ext004269	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	90	Queued	0	0	
2021-05-04 1046AM	itx004343	39237	ext004343	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	70	Queued	0	0	
2021-05-04 1048AM	itx004027	36430	ext004027	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	70	Completed	1	0	Agent 3
2021-05-04 1048PM	itx004040	37133	ext004040	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	50	Completed	1	0	Agent 5

Task Detail Report

Result Code	Customer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time
3	Customer5	BRONZE	Notification	News feed	email	Inbound	InboundTest	Source Tenant 1	Finance	Credit	Unknown	Unknown	2021-05-03 0919PM
3	Customer1	BRONZE	Service	Escalation	workitem	Inbound	InboundNew	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0431PM
3	Customer3	BRONZE	Service	Agent advisory	workitem	Inbound	InboundNew	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1058AM
3	Customer3	GOLD	Monitoring	Sentiment analysis	workitem	Outbound	OutboundNew	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0927AM
3	Customer1	GOLD	Monitoring	Recording service	workitem	Inbound	InboundTest	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1017AM
3	Customer1	BRONZE	Monitoring	Profanity detection	email	Outbound	OutboundNew	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 1104AM
3	Customer1	BRONZE	Service	Language translation	workitem	Outbound	OutboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0824AM
3	Customer1	GOLD	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0642PM
3	Customer5	BRONZE	Service	Escalation	email	Inbound	InboundTest	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0639PM
3	Customer1	GOLD	Monitoring	Profanity detection	workitem	Inbound	InboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0436PM
3	Customer5	BRONZE	Monitoring	Profanity detection	email	Inbound	InboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0231AM
3	Customer1	BRONZE	Service	Agent advisory	workitem	Inbound	InboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0200PM
3	Customer4	GOLD	Monitoring	Sentiment analysis	email	Inbound	InboundTest	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0822AM
3	Customer1	GOLD	Monitoring	Profanity detection	email	Outbound	OutboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0728AM
3	Customer2	GOLD	Service	Escalation	workitem	Outbound	OutboundACK	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1245AM
3	Customer2	GOLD	Monitoring	Profanity detection	email	Outbound	OutboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0323AM
3	Customer4	SILVER	Monitoring	Profanity detection	email	Outbound	OutboundReply	Source Tenant 1	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0501AM
3	Customer2	SILVER	Service	Escalation	workitem	Outbound	OutboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1251AM
3	Customer5	GOLD	Monitoring	Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1032AM
3	Customer3	GOLD	Service	Agent advisory	email	Outbound	OutboundACK	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0652AM
3	Customer1	BRONZE	Service	Escalation	email	Outbound	OutboundACK	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-03 1005PM
3	Customer4	BRONZE	Service	Escalation	email	Inbound	InboundTest	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0549AM
3	Customer4	BRONZE	Monitoring	Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-03 1252PM
3	Customer3	SILVER	Service	Language translation	workitem	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-03 0108PM
3	Customer5	GOLD	Service	Escalation	workitem	Outbound	OutboundReply	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1022AM
3	Customer2	GOLD	Monitoring	Profanity detection	email	Inbound	InboundTest	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1023AM
3	Customer4	BRONZE	Monitoring	Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-03 0926PM
3	Customer4	GOLD	Service	Agent advisory	email	Inbound	InboundNew	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0618AM
3	Customer2	GOLD	Service	Escalation	workitem	Inbound	InboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0722PM
3	Customer2	SILVER	Monitoring	Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0444AM
3	Customer3	GOLD	Monitoring	Profanity detection	email	Inbound	InboundNew	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0458PM
3	Customer1	SILVER	Monitoring	Sentiment analysis	workitem	Outbound	OutboundACK	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-03 1009PM
3	Customer1	SILVER	Service	Agent advisory	workitem	Inbound	InboundNew	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-03 1126PM
3	Customer4	GOLD	Service	Agent advisory	email	Outbound	OutboundACK	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0658PM
3	Customer5	GOLD	Service	Agent advisory	workitem	Inbound	InboundTest	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0307PM
3	Customer2	BRONZE	Monitoring	Profanity detection	email	Outbound	OutboundNew	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0804AM
3	Customer2	GOLD	Service	Escalation	workitem	Inbound	InboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0307AM

Task Detail Report

Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 1147AM	2021-05-04 0918AM	2021-05-04 0238PM	Department 2	Process 4	02:50:24	02:51:14	00:00:00	00:00:45
2021-05-04 0529PM	2021-05-04 0920AM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 1031PM	2021-05-04 0920AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0940AM	2021-05-04 0922AM	2021-05-04 0941AM	Department 1	Process 3	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1018PM	2021-05-04 0933PM	2021-05-04 1020PM	Department 2	Process 4	00:00:35	00:01:29	00:00:00	00:00:49
2021-05-04 1124PM	2021-05-04 0935AM	2021-05-04 1125PM	Department 1	Process 2	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0806PM	2021-05-04 0936AM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 1048PM	2021-05-04 0940PM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0959PM	2021-05-04 0941PM	2021-05-04 1018PM	Department 1	Process 3	00:18:32	00:19:21	00:00:00	00:00:44
2021-05-04 0747PM	2021-05-04 0947AM	2021-05-04 0749PM	Department 1	Process 3	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 0752AM	2021-05-04 0948AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1128PM	2021-05-04 0950AM	2021-05-04 1130PM	Department 2	Process 4	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 0752AM	2021-05-04 0953AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1054AM	2021-05-04 0953AM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 1111AM	2021-05-04 0953AM	2021-05-04 1112AM	Department 3	Process 6	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 1017AM	2021-05-04 0954AM	2021-05-04 1018AM	Department 1	Process 3	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0930AM	2021-05-04 0956AM	2021-05-04 0931AM	Department 1	Process 3	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 1227PM	2021-05-04 0956PM	2021-05-04 0454PM	Department 2	Process 5	04:26:04	04:27:00	00:00:00	00:00:51
2021-05-04 0942AM	2021-05-04 1001PM	2021-05-04 1004AM	Department 2	Process 5	00:21:18	00:21:59	00:00:00	00:00:36
2021-05-04 0902AM	2021-05-04 1005PM	2021-05-04 0903AM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0431AM	2021-05-04 1008AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0819PM	2021-05-04 1008PM	2021-05-04 0820PM	Department 3	Process 6	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1227AM	2021-05-04 1014AM		Department 1	Process 3			00:00:00	00:00:00
2021-05-04 0115AM	2021-05-04 1016AM	2021-05-04 0117AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0933PM	2021-05-04 1018AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1021PM	2021-05-04 1022PM	2021-05-05 0238AM	Department 2	Process 4	04:16:37	04:17:22	00:00:00	00:00:40
2021-05-04 0903AM	2021-05-04 1026PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1103AM	2021-05-04 1028PM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0923AM	2021-05-04 1030AM	2021-05-04 0919AM	Department 3	Process 6	-1:54:22	-1:55:15	00:00:00	00:00:48
2021-05-04 0923AM	2021-05-04 1031AM	2021-05-04 0924AM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0730PM	2021-05-04 1036PM	2021-05-04 0731PM	Department 2	Process 4	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 1158AM	2021-05-04 1037AM	2021-05-04 1159AM	Department 1	Process 3	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1047AM	2021-05-04 1041PM	2021-05-04 0201PM	Department 3	Process 6	03:13:10	03:13:55	00:00:00	00:00:40
2021-05-04 0922PM	2021-05-04 1044PM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 1018PM	2021-05-04 1046AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1056AM	2021-05-04 1048AM	2021-05-04 1058AM	Department 2	Process 4	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 1108AM	2021-05-04 1048PM	2021-05-04 1258PM	Department 1	Process 3	01:48:22	01:49:14	00:00:00	00:00:47

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Solution Name	Capture Point Name	Queue	Queue Type	Queue Target Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name
2021-05-04 1051PM	itx004279	38717	ext004279	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	100	Queued	0	0	
2021-05-04 1052PM	itx003767	34000	ext003767	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	70	Completed	1	0	Agent 2
2021-05-04 1053AM	itx004439	40110	ext004439	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	50	Completed	1	0	Agent 4
2021-05-04 1053PM	itx003825	34550	ext003825	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	60	Completed	1	0	Agent 1
	itx003863	35993	ext003863	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	50	Completed	1	0	Agent 5
2021-05-04 1057AM	itx004364	39417	ext004364	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	50	Queued	0	0	
2021-05-04 1058PM	itx003815	34460	ext003815	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	80	Completed	1	0	Agent 3
2021-05-04 1059PM	itx004228	38270	ext004228	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	80	Completed	1	0	Agent 2
2021-05-04 1100PM	itx004248	38450	ext004248	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	130	Completed	1	0	Agent 5
2021-05-04 1101AM	itx003788	34197	ext003788	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Queued	0	0	
2021-05-04 1105PM	itx003823	34520	ext003823	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	50	Completed	1	0	Agent 2
2021-05-04 1108AM	itx004125	37310	ext004125	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	110	Completed	1	0	Agent 3
2021-05-04 1114PM	itx003941	35627	ext003941	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	70	Queued	0	0	
2021-05-04 1118PM	itx003758	33910	ext003758	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	110	Completed	1	0	Agent 3
	itx003914	35933	ext003914	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	60	Completed	1	0	Agent 6
	itx004101	37386	ext004101	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	20	Completed	1	0	Agent 4
2021-05-04 1119PM	itx003956	35813	ext003956	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	80	Completed	1	0	Agent 3
2021-05-04 1121AM	itx003909	35320	ext003909	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	60	Completed	1	0	Agent 2
2021-05-04 1124PM	itx004124	38380	ext004124	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	30	Completed	1	0	Agent 6
2021-05-04 1126AM	itx004091	37007	ext004091	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	60	Queued	0	0	
2021-05-04 1126PM	itx004000	37403	ext004000	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	90	Completed	1	0	Agent 3
2021-05-04 1129AM	itx003795	34270	ext003795	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	40	Completed	1	0	Agent 1
2021-05-04 1133AM	itx004140	37440	ext004140	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	90	Completed	1	0	Agent 5
2021-05-04 1133PM	itx004222	38210	ext004222	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	50	Completed	1	0	Agent 6
2021-05-04 1134AM	itx003799	34310	ext003799	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	60	Completed	1	0	Agent 1
2021-05-04 1135PM	itx003984	36043	ext003984	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	40	Completed	1	0	Agent 5
	itx004155	37590	ext004155	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Completed	1	0	Agent 4
	itx004252	38490	ext004252	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	110	Completed	1	0	Agent 3
2021-05-04 1137AM	itx004308	38950	ext004308	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	50	Completed	1	0	Agent 3
2021-05-04 1140PM	itx003747	33817	ext003747	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	80	Queued	0	0	
2021-05-04 1143AM	itx003955	35760	ext003955	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	60	Completed	1	0	Agent 4
2021-05-04 1148PM	itx003933	35593	ext003933	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	100	Completed	1	0	Agent 3
	itx003940	35620	ext003940	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Completed	1	0	Agent 6
2021-05-04 1154AM	itx003791	34230	ext003791	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Completed	1	0	Agent 4
	itx004069	36820	ext004069	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	80	Completed	1	0	Agent 3
2021-05-04 1157PM	itx003950	35707	ext003950	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	80	Queued	0	0	
2021-05-04 1158AM	itx004131	38750	ext004131	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	70	Completed	1	0	Agent 2

Task Detail Report

Result Code	Customer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time
3	Customer5	GOLD	Notification	News feed	workitem	Inbound	InboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0853PM
3	Customer4	SILVER	Monitoring	Sentiment analysis	email	Inbound	InboundTest	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0152AM
3	Customer2	GOLD	Monitoring	Profanity detection	email	Inbound	InboundTest	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1028PM
3	Customer5	GOLD	Monitoring	Profanity detection	email	Outbound	OutboundReply	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0533AM
3	Customer2	GOLD	Monitoring	Sentiment analysis	workitem	Outbound	OutboundACK	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-03 0709PM
3	Customer1	GOLD	Service	Escalation	workitem	Inbound	InboundTest	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0810AM
3	Customer2	SILVER	Monitoring	Sentiment analysis	email	Outbound	OutboundACK	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-03 0739PM
3	Customer3	BRONZE	Monitoring	Sentiment analysis	email	Inbound	InboundTest	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1107AM
3	Customer3	SILVER	Monitoring	Profanity detection	email	Outbound	OutboundReply	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0517PM
3	Customer3	BRONZE	Monitoring	Recording service	email	Outbound	OutboundReply	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0429AM
3	Customer2	GOLD	Service	Escalation	email	Outbound	OutboundACK	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0937PM
3	Customer1	SILVER	Service	Agent advisory	email	Inbound	InboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 1211AM
3	Customer1	GOLD	Monitoring	Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-03 1040PM
3	Customer3	SILVER	Service	Escalation	email	Outbound	OutboundACK	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-03 0614PM
3	Customer3	BRONZE	Monitoring	Recording service	email	Outbound	OutboundACK	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0733AM
3	Customer2	GOLD	Monitoring	Profanity detection	email	Inbound	InboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0302AM
3	Customer3	GOLD	Monitoring	Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-03 0829PM
3	Customer5	SILVER	Monitoring	Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0451AM
3	Customer5	SILVER	Monitoring	Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 1258AM
3	Customer4	GOLD	Service	Escalation	workitem	Inbound	InboundNew	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 1047AM
3	Customer1	SILVER	Service	Escalation	workitem	Outbound	OutboundReply	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0400AM
3	Customer1	BRONZE	Monitoring	Profanity detection	workitem	Inbound	InboundTest	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-03 0224PM
3	Customer5	BRONZE	Service	Agent advisory	email	Outbound	OutboundReply	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0522AM
3	Customer5	SILVER	Service	Escalation	email	Inbound	InboundTest	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1204PM
3	Customer1	SILVER	Monitoring	Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0208AM
3	Customer3	SILVER	Service	Language translation	email	Inbound	InboundTest	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 1040AM
3	Customer3	SILVER	Monitoring	Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0123PM
3	Customer5	SILVER	Monitoring	Profanity detection	workitem	Inbound	InboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0345PM
3	Customer4	BRONZE	Service	Agent advisory	workitem	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0838AM
3	Customer5	SILVER	Service	Agent advisory	email	Inbound	InboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 0759PM
3	Customer4	BRONZE	Service	Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0741AM
3	Customer3	SILVER	Monitoring	Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-03 0832PM
3	Customer5	SILVER	Monitoring	Recording service	email	Outbound	OutboundACK	Source Tenant 5	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0710AM
3	Customer1	BRONZE	Service	Escalation	workitem	Inbound	InboundNew	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-03 1101PM
3	Customer2	BRONZE	Service	Language translation	workitem	Outbound	OutboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0117AM
3	Customer1	BRONZE	Monitoring	Sentiment analysis	workitem	Outbound	OutboundACK	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 1022AM
3	Customer1	SILVER	Service	Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0250AM

Task Detail Report

Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 0921PM	2021-05-04 1051PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0151AM	2021-05-04 1052PM	2021-05-04 0152AM	Department 2	Process 5	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 1156PM	2021-05-04 1053AM	2021-05-04 1158PM	Department 3	Process 6	00:00:35	00:01:28	00:00:00	00:00:48
2021-05-04 0635AM	2021-05-04 1053PM	2021-05-04 0646AM	Department 2	Process 5	00:10:34	00:11:20	00:00:00	00:00:41
2021-05-04 0805AM	2021-05-04 1053PM	2021-05-04 1006AM	Department 2	Process 4	02:00:25	02:01:11	00:00:00	00:00:41
2021-05-04 1042PM	2021-05-04 1057AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0553AM	2021-05-04 1058PM	2021-05-04 0546AM	Department 1	Process 3	-1:52:36	-1:53:27	00:00:00	00:00:46
2021-05-04 0840PM	2021-05-04 1059PM	2021-05-04 0841PM	Department 3	Process 6	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 0906PM	2021-05-04 1100PM	2021-05-04 0907PM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0344AM	2021-05-04 1101AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0643AM	2021-05-04 1105PM	2021-05-04 0644AM	Department 1	Process 3	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0236PM	2021-05-04 1108AM	2021-05-04 0237PM	Department 1	Process 2	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 0941AM	2021-05-04 1114PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0105AM	2021-05-04 1118PM	2021-05-04 0106AM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0923AM	2021-05-04 1118PM	2021-05-04 1014AM	Department 2	Process 5	00:50:19	00:51:01	00:00:00	00:00:37
2021-05-04 1234PM	2021-05-04 1118PM	2021-05-04 0337PM	Department 1	Process 3	03:02:23	03:03:05	00:00:00	00:00:37
2021-05-04 0947AM	2021-05-04 1119PM	2021-05-04 0958AM	Department 2	Process 5	00:10:15	00:10:58	00:00:00	00:00:38
2021-05-04 0913AM	2021-05-04 1121AM	2021-05-04 0914AM	Department 2	Process 4	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0230PM	2021-05-04 1124PM	2021-05-04 0906PM	Department 2	Process 5	06:35:07	06:35:52	00:00:00	00:00:40
2021-05-04 1154AM	2021-05-04 1126AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1018AM	2021-05-04 1126PM	2021-05-04 0341PM	Department 2	Process 5	05:21:59	05:22:45	00:00:00	00:00:41
2021-05-04 0409AM	2021-05-04 1129AM	2021-05-04 0411AM	Department 1	Process 3	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0355PM	2021-05-04 1133AM	2021-05-04 0357PM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0824PM	2021-05-04 1133PM	2021-05-04 0826PM	Department 2	Process 5	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 0441AM	2021-05-04 1134AM	2021-05-04 0442AM	Department 2	Process 4	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 1013AM	2021-05-04 1135PM	2021-05-04 1006AM	Department 3	Process 6	-1:52:18	-1:53:06	00:00:00	00:00:43
2021-05-04 0503PM	2021-05-04 1135PM	2021-05-04 0504PM	Department 3	Process 6	00:00:35	00:01:14	00:00:00	00:00:34
2021-05-04 0901PM	2021-05-04 1135PM	2021-05-04 0902PM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0952PM	2021-05-04 1137AM	2021-05-04 0954PM	Department 1	Process 2	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 1209AM	2021-05-04 1140PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0959AM	2021-05-04 1143AM	2021-05-04 1000AM	Department 3	Process 6	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0940AM	2021-05-04 1148PM	2021-05-04 0937AM	Department 2	Process 5	-1:56:18	-1:57:07	00:00:00	00:00:44
2021-05-04 0933AM	2021-05-04 1148PM	2021-05-04 0934AM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0347AM	2021-05-04 1154AM	2021-05-04 0348AM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1141AM	2021-05-04 1154AM	2021-05-04 1142AM	Department 2	Process 4	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 0939AM	2021-05-04 1157PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0300PM	2021-05-04 1158AM	2021-05-04 0939PM	Department 2	Process 4	06:37:36	06:38:31	00:00:00	00:00:50

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Solution Name	Capture Point Name	Queue	Queue Type	Queue Target Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name
2021-05-04 1202PM	itx004182	37827	ext004182	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	100	Queued	0	0	
2021-05-04 1204PM	itx004115	37323	ext004115	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	60	Completed	1	0	Agent 1
2021-05-04 1205PM	itx003778	34110	ext003778	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Completed	1	0	Agent 6
2021-05-04 1209PM	itx004068	36807	ext004068	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	100	Queued	0	0	
2021-05-04 1218PM	itx004224	38230	ext004224	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	130	Completed	1	0	Agent 5
2021-05-04 1228PM	itx003951	35720	ext003951	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	140	Completed	1	0	Agent 4
2021-05-04 1230AM	itx003888	35127	ext003888	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	90	Queued	0	0	
2021-05-04 1232AM	itx003911	35340	ext003911	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	70	Completed	1	0	Agent 5
	itx004119	37260	ext004119	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	70	Completed	1	0	Agent 4
2021-05-04 1238PM	itx004304	38930	ext004304	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	110	Completed	1	0	Agent 1
2021-05-04 1258PM	itx003773	34116	ext003773	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	30	Completed	1	0	Agent 6
2021-05-05 0103AM	itx003898	35693	ext003898	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	60	Completed	1	0	Agent 3
	itx004278	38773	ext004278	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	100	Completed	1	0	Agent 5
2021-05-05 0103PM	itx004390	39733	ext004390	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	40	Completed	1	0	Agent 3
2021-05-05 0106PM	itx004207	38067	ext004207	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	60	Queued	0	0	
2021-05-05 0110AM	itx003844	34710	ext003844	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	100	Completed	1	0	Agent 6
2021-05-05 0117AM	itx003945	35667	ext003945	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	100	Queued	0	0	
2021-05-05 0121AM	itx003842	34690	ext003842	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	70	Completed	1	0	Agent 5
2021-05-05 0122AM	itx004238	38357	ext004238	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	130	Queued	0	0	
2021-05-05 0123AM	itx004210	38090	ext004210	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Completed	1	0	Agent 3
2021-05-05 0124PM	itx004246	38427	ext004246	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	110	Queued	0	0	
2021-05-05 0127PM	itx004021	36380	ext004021	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	120	Completed	1	0	Agent 3
	itx004144	37480	ext004144	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	100	Completed	1	0	Agent 2
2021-05-05 0130AM	itx004026	36420	ext004026	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	70	Completed	1	0	Agent 6
2021-05-05 0138AM	itx004176	37770	ext004176	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	110	Completed	1	0	Agent 6
2021-05-05 0140PM	itx004360	39613	ext004360	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	120	Completed	1	0	Agent 6
2021-05-05 0142AM	itx003992	36110	ext003992	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	70	Completed	1	0	Agent 6
	itx004046	36610	ext004046	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	80	Completed	1	0	Agent 1
2021-05-05 0144PM	itx004188	37877	ext004188	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	100	Queued	0	0	
2021-05-05 0146AM	itx003769	34020	ext003769	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	100	Completed	1	0	Agent 3
2021-05-05 0146PM	itx003857	34840	ext003857	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	50	Completed	1	0	Agent 1
2021-05-05 0153PM	itx004008	36879	ext004008	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	90	Completed	1	0	Agent 3
2021-05-05 0202AM	itx004121	37280	ext004121	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	90	Completed	1	0	Agent 4
2021-05-05 0205AM	itx004432	40040	ext004432	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	80	Completed	1	0	Agent 2
2021-05-05 0206AM	itx004154	37580	ext004154	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	70	Completed	1	0	Agent 5
2021-05-05 0206PM	itx004341	39220	ext004341	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	60	Completed	1	0	Agent 2
2021-05-05 0207PM	itx004258	38673	ext004258	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	40	Completed	1	0	Agent 2

Task Detail Report

Result Code	Customer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time
3	Customer5	GOLD	Monitoring	Recording service	email	Inbound	InboundNew	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0528PM
3	Customer2	GOLD	Service	Escalation	workitem	Outbound	OutboundReply	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1114AM
3	Customer2	GOLD	Service	Agent advisory	email	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-03 0805PM
3	Customer3	GOLD	Monitoring	Profanity detection	email	Outbound	OutboundACK	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0532AM
3	Customer4	GOLD	Service	Escalation	email	Inbound	InboundTest	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0742AM
3	Customer2	GOLD	Service	Agent advisory	email	Inbound	InboundNew	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-03 0915PM
3	Customer4	BRONZE	Monitoring	Profanity detection	email	Outbound	OutboundACK	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 0821PM
3	Customer1	SILVER	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0628AM
3	Customer2	GOLD	Monitoring	Sentiment analysis	email	Inbound	InboundTest	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-03 1146PM
3	Customer2	GOLD	Monitoring	Sentiment analysis	workitem	Outbound	OutboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0637PM
3	Customer1	BRONZE	Service	Escalation	workitem	Outbound	OutboundACK	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 0805PM
3	Customer5	SILVER	Service	Escalation	workitem	Outbound	OutboundReply	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0236AM
3	Customer1	BRONZE	Service	Agent advisory	email	Inbound	InboundTest	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0328PM
3	Customer3	SILVER	Service	Escalation	workitem	Inbound	InboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0206PM
3	Customer4	BRONZE	Monitoring	Profanity detection	email	Inbound	InboundTest	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0833AM
3	Customer2	GOLD	Monitoring	Sentiment analysis	email	Inbound	InboundTest	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-03 1059PM
3	Customer4	BRONZE	Service	Language translation	workitem	Outbound	OutboundACK	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0140AM
3	Customer2	SILVER	Monitoring	Sentiment analysis	email	Inbound	InboundNew	Source Tenant 5	Fraud	Duplicate Account	Unknown	Unknown	2021-05-03 1146PM
3	Customer4	GOLD	Monitoring	Profanity detection	email	Outbound	OutboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0759AM
3	Customer2	BRONZE	Service	Escalation	workitem	Outbound	OutboundNew	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0628PM
3	Customer5	GOLD	Unspecified	Unspecified	email	Outbound	OutboundACK	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0854PM
3	Customer4	GOLD	Service	Escalation	workitem	Inbound	InboundNew	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-03 0900PM
3	Customer3	GOLD	Monitoring	Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 1201PM
3	Customer4	SILVER	Monitoring	Profanity detection	email	Outbound	OutboundNew	Source Tenant 3	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0149AM
3	Customer3	SILVER	Monitoring	Profanity detection	email	Inbound	InboundTest	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0601PM
3	Customer5	BRONZE	Service	Escalation	email	Inbound	InboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1124AM
3	Customer3	GOLD	Unspecified	Unspecified	workitem	Outbound	OutboundReply	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0303AM
3	Customer1	SILVER	Service	Agent advisory	email	Outbound	OutboundACK	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 1032AM
3	Customer3	SILVER	Service	Escalation	email	Inbound	InboundTest	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0640AM
3	Customer5	SILVER	Monitoring	Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-03 0321PM
3	Customer2	BRONZE	Monitoring	Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0101AM
3	Customer5	GOLD	Service	Escalation	email	Outbound	OutboundReply	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0106AM
3	Customer2	SILVER	Monitoring	Recording service	workitem	Outbound	OutboundNew	Source Tenant 2	Finance	Credit	Unknown	Unknown	2021-05-04 0345AM
3	Customer3	SILVER	Monitoring	Recording service	workitem	Outbound	OutboundACK	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 1007PM
3	Customer3	BRONZE	Monitoring	Profanity detection	email	Outbound	OutboundNew	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 1208PM
3	Customer5	GOLD	Monitoring	Profanity detection	email	Outbound	OutboundNew	Source Tenant 3	IT	Request	Unknown	Unknown	2021-05-04 0512PM
3	Customer1	GOLD	Monitoring	Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0547PM

Task Detail Report

Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 0704PM	2021-05-04 1202PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0149PM	2021-05-04 1204PM	2021-05-04 0247PM	Department 1	Process 3	00:57:58	00:58:50	00:00:00	00:00:47
2021-05-04 0249AM	2021-05-04 1205PM	2021-05-04 0251AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 1134AM	2021-05-04 1209PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0836PM	2021-05-04 1218PM	2021-05-04 0837PM	Department 3	Process 6	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0943AM	2021-05-04 1228PM	2021-05-04 0944AM	Department 1	Process 3	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0845AM	2021-05-04 1230AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0911AM	2021-05-04 1232AM	2021-05-04 0912AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0210PM	2021-05-04 1232AM	2021-05-04 0211PM	Department 1	Process 3	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0949PM	2021-05-04 1238PM	2021-05-04 0951PM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0216AM	2021-05-04 1258PM	2021-05-04 0248AM	Department 2	Process 4	00:31:19	00:32:03	00:00:00	00:00:39
2021-05-04 0905AM	2021-05-05 0103AM	2021-05-04 0936AM	Department 1	Process 3	00:30:30	00:31:20	00:00:00	00:00:45
2021-05-04 0923PM	2021-05-05 0103AM	2021-05-04 0934PM	Department 2	Process 4	00:10:30	00:11:18	00:00:00	00:00:43
2021-05-04 1109PM	2021-05-05 0103PM	2021-05-04 1125PM	Department 2	Process 5	00:15:12	00:16:01	00:00:00	00:00:44
2021-05-04 0801PM	2021-05-05 0106PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0739AM	2021-05-05 0110AM	2021-05-04 0740AM	Department 1	Process 2	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0940AM	2021-05-05 0117AM		Department 1	Process 3			00:00:00	00:00:00
2021-05-04 0717AM	2021-05-05 0121AM	2021-05-04 0718AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0845PM	2021-05-05 0122AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0806PM	2021-05-05 0123AM	2021-05-04 0807PM	Department 1	Process 3	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0901PM	2021-05-05 0124PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1049AM	2021-05-05 0127PM	2021-05-04 1050AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0423PM	2021-05-05 0127PM	2021-05-04 0425PM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1057AM	2021-05-05 0130AM	2021-05-04 1058AM	Department 3	Process 6	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0653PM	2021-05-05 0138AM	2021-05-04 0654PM	Department 3	Process 6	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 1034PM	2021-05-05 0140PM	2021-05-04 1114PM	Department 2	Process 5	00:39:53	00:40:34	00:00:00	00:00:36
2021-05-04 1026AM	2021-05-05 0142AM	2021-05-04 1028AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1110AM	2021-05-05 0142AM	2021-05-04 1111AM	Department 3	Process 6	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0718PM	2021-05-05 0144PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0213AM	2021-05-05 0146AM	2021-05-04 0215AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0807AM	2021-05-05 0146PM	2021-05-04 0808AM	Department 2	Process 4	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1038AM	2021-05-05 0153PM	2021-05-04 1143AM	Department 2	Process 4	01:05:06	01:05:52	00:00:00	00:00:41
2021-05-04 0224PM	2021-05-05 0202AM	2021-05-04 0226PM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1156PM	2021-05-05 0205AM	2021-05-04 1158PM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0514PM	2021-05-05 0206AM	2021-05-04 0516PM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1017PM	2021-05-05 0206PM	2021-05-04 1018PM	Department 1	Process 3	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0904PM	2021-05-05 0207PM	2021-05-04 0929PM	Department 1	Process 3	00:24:40	00:25:30	00:00:00	00:00:45

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Solution Name	Capture Point Name	Queue	Queue Type	Queue Target Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name
2021-05-05 0209AM	itx003881	35310	ext003881	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	70	Completed	1	0	Agent 4
2021-05-05 0211PM	itx004149	37530	ext004149	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	80	Completed	1	0	Agent 2
2021-05-05 0213AM	itx003962	35830	ext003962	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	100	Completed	1	0	Agent 3
2021-05-05 0217PM	itx003994	36130	ext003994	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	60	Completed	1	0	Agent 1
2021-05-05 0226PM	itx004260	38557	ext004260	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	110	Queued	0	0	
2021-05-05 0233PM	itx003915	35377	ext003915	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	50	Queued	0	0	
2021-05-05 0237AM	itx004114	37220	ext004114	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	90	Completed	1	0	Agent 1
2021-05-05 0237PM	itx004387	39627	ext004387	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	100	Queued	0	0	
2021-05-05 0238AM	itx003987	36060	ext003987	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	120	Completed	1	0	Agent 6
2021-05-05 0240AM	itx004016	36340	ext004016	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	50	Completed	1	0	Agent 3
2021-05-05 0240PM	itx003891	35160	ext003891	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	70	Completed	1	0	Agent 2
2021-05-05 0241AM	itx003781	34130	ext003781	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	40	Completed	1	0	Agent 5
2021-05-05 0245AM	itx004326	39313	ext004326	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	80	Completed	1	0	Agent 2
2021-05-05 0253PM	itx004070	36830	ext004070	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	50	Completed	1	0	Agent 4
2021-05-05 0256AM	itx004180	37807	ext004180	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Queued	0	0	
2021-05-05 0257PM	itx004209	38080	ext004209	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	100	Completed	1	0	Agent 4
2021-05-05 0302PM	itx004200	38000	ext004200	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	90	Completed	1	0	Agent 3
2021-05-05 0310PM	itx004212	38110	ext004212	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	80	Completed	1	0	Agent 6
2021-05-05 0313PM	itx004196	38163	ext004196	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	140	Completed	1	0	Agent 5
2021-05-05 0317AM	itx004416	39890	ext004416	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	70	Completed	1	0	Agent 3
2021-05-05 0320AM	itx004288	38840	ext004288	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	110	Completed	1	0	Agent 1
2021-05-05 0320PM	itx004426	39977	ext004426	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	90	Queued	0	0	
2021-05-05 0321AM	itx004071	37053	ext004071	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	90	Completed	1	0	Agent 2
2021-05-05 0327AM	itx004111	37197	ext004111	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	100	Queued	0	0	
2021-05-05 0327PM	itx004409	39820	ext004409	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	70	Completed	1	0	Agent 1
2021-05-05 0328AM	itx004004	36230	ext004004	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	80	Completed	1	0	Agent 6
2021-05-05 0328PM	itx003957	35843	ext003957	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	50	Completed	1	0	Agent 2
2021-05-05 0329AM	itx004428	39997	ext004428	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Queued	0	0	
2021-05-05 0329PM	itx004019	36360	ext004019	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	90	Completed	1	0	Agent 5
2021-05-05 0335AM	itx004227	38257	ext004227	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	50	Queued	0	0	
2021-05-05 0336PM	itx004203	38030	ext004203	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	10	Completed	1	0	Agent 5
2021-05-05 0339PM	itx004435	40070	ext004435	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	100	Completed	1	0	Agent 6
2021-05-05 0340AM	itx003889	35343	ext003889	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	90	Completed	1	0	Agent 1
2021-05-05 0340PM	itx004413	39860	ext004413	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	70	Completed	1	0	Agent 2
2021-05-05 0342PM	itx004086	36960	ext004086	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	110	Completed	1	0	Agent 5
2021-05-05 0346AM	itx004423	39960	ext004423	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	50	Completed	1	0	Agent 1
2021-05-05 0348AM	itx004420	39927	ext004420	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	70	Queued	0	0	

Task Detail Report

Result Code	Customer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time
3	Customer1	SILVER	Monitoring	Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0951PM
3	Customer4	SILVER	Monitoring	Profanity detection	email	Outbound	OutboundNew	Source Tenant 5	IT	Request	Unknown	Unknown	2021-05-04 0231PM
3	Customer2	SILVER	Monitoring	Profanity detection	workitem	Inbound	InboundTest	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 1222AM
3	Customer2	GOLD	Monitoring	Sentiment analysis	email	Outbound	OutboundACK	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0822AM
3	Customer1	BRONZE	Service	Agent advisory	email	Outbound	OutboundNew	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1120AM
3	Customer4	SILVER	Monitoring	Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0352AM
3	Customer5	GOLD	Unspecified	Unspecified	email	Outbound	OutboundReply	Source Tenant 1	IT	Request	Unknown	Unknown	2021-05-03 1157PM
3	Customer2	SILVER	Service	Language translation	workitem	Inbound	InboundTest	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1125PM
3	Customer3	SILVER	Service	Escalation	workitem	Inbound	InboundTest	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0416AM
3	Customer1	GOLD	Service	Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 1	IT	Request	Unknown	Unknown	2021-05-04 0530AM
3	Customer1	BRONZE	Monitoring	Recording service	email	Inbound	InboundTest	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0615AM
3	Customer1	GOLD	Monitoring	Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0132AM
3	Customer2	GOLD	Monitoring	Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0850PM
3	Customer1	SILVER	Monitoring	Profanity detection	email	Outbound	OutboundNew	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1132AM
3	Customer2	GOLD	Monitoring	Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 1127AM
3	Customer3	BRONZE	Monitoring	Profanity detection	email	Inbound	InboundTest	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0729PM
3	Customer5	SILVER	Service	Agent advisory	workitem	Inbound	InboundTest	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0338PM
3	Customer2	GOLD	Service	Escalation	email	Inbound	InboundNew	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1227PM
3	Customer3	BRONZE	Service	Escalation	workitem	Outbound	OutboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0732PM
3	Customer5	BRONZE	Service	Escalation	email	Outbound	OutboundReply	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1143PM
3	Customer4	BRONZE	Service	Agent advisory	email	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0914PM
3	Customer4	BRONZE	Service	Agent advisory	email	Outbound	OutboundNew	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0448PM
3	Customer3	BRONZE	Notification	News feed	workitem	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0945AM
3	Customer4	BRONZE	Service	Agent advisory	email	Outbound	OutboundReply	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-03 1129PM
3	Customer2	SILVER	Service	Escalation	workitem	Inbound	InboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0725PM
3	Customer1	BRONZE	Service	Escalation	email	Outbound	OutboundReply	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0321AM
3	Customer3	BRONZE	Notification	News feed	email	Outbound	OutboundNew	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0137AM
3	Customer5	GOLD	Service	Escalation	workitem	Outbound	OutboundReply	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0323PM
3	Customer4	GOLD	Monitoring	Sentiment analysis	workitem	Outbound	OutboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0231AM
3	Customer5	BRONZE	Service	Agent advisory	workitem	Inbound	InboundNew	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0907PM
3	Customer4	BRONZE	Monitoring	Profanity detection	email	Outbound	OutboundACK	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0809AM
3	Customer3	GOLD	Monitoring	Recording service	workitem	Outbound	OutboundReply	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0438PM
3	Customer5	GOLD	Monitoring	Profanity detection	email	Outbound	OutboundReply	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0724PM
3	Customer2	SILVER	Monitoring	Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0704PM
3	Customer4	GOLD	Monitoring	Profanity detection	email	Outbound	OutboundACK	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0129AM
3	Customer4	SILVER	Monitoring	Sentiment analysis	workitem	Outbound	OutboundACK	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0939AM
3	Customer1	SILVER	Service	Language translation	email	Inbound	InboundTest	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1048PM

Task Detail Report

Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 0838AM	2021-05-05 0209AM	2021-05-04 0902AM	Department 2	Process 5	00:23:25	00:24:10	00:00:00	00:00:40
2021-05-04 0440PM	2021-05-05 0211PM	2021-05-04 0442PM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0947AM	2021-05-05 0213AM	2021-05-04 0948AM	Department 3	Process 6	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 1015AM	2021-05-05 0217PM	2021-05-04 1016AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0910PM	2021-05-05 0226PM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0922AM	2021-05-05 0233PM		Department 1	Process 3			00:00:00	00:00:00
2021-05-04 0153PM	2021-05-05 0237AM	2021-05-04 0154PM	Department 2	Process 5	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 1106PM	2021-05-05 0237PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1007AM	2021-05-05 0238AM	2021-05-04 1009AM	Department 2	Process 4	00:00:35	00:01:28	00:00:00	00:00:48
2021-05-04 1032AM	2021-05-05 0240AM	2021-05-04 1033AM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0858AM	2021-05-05 0240PM	2021-05-04 0859AM	Department 1	Process 3	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0308AM	2021-05-05 0241AM	2021-05-04 0310AM	Department 2	Process 5	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 1001PM	2021-05-05 0245AM	2021-05-04 1027PM	Department 2	Process 5	00:25:01	00:25:48	00:00:00	00:00:42
2021-05-04 1143AM	2021-05-05 0253PM	2021-05-04 1144AM	Department 2	Process 5	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 0704PM	2021-05-05 0256AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0813PM	2021-05-05 0257PM	2021-05-04 0815PM	Department 1	Process 3	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0746PM	2021-05-05 0302PM	2021-05-04 0747PM	Department 3	Process 6	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 0813PM	2021-05-05 0310PM	2021-05-04 0814PM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0737PM	2021-05-05 0313PM	2021-05-04 0826PM	Department 2	Process 4	00:48:39	00:49:25	00:00:00	00:00:41
2021-05-04 1137PM	2021-05-05 0317AM	2021-05-04 1138PM	Department 2	Process 5	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 0943PM	2021-05-05 0320AM	2021-05-04 0931PM	Department 2	Process 4	-1:47:15	-1:48:05	00:00:00	00:00:45
2021-05-04 1142PM	2021-05-05 0320PM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 1137AM	2021-05-05 0321AM	2021-05-04 1217PM	Department 1	Process 2	00:38:33	00:39:18	00:00:00	00:00:40
2021-05-04 0143PM	2021-05-05 0327AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1122PM	2021-05-05 0327PM	2021-05-04 1123PM	Department 2	Process 5	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 1025AM	2021-05-05 0328AM	2021-05-04 1026AM	Department 2	Process 5	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 0951AM	2021-05-05 0328PM	2021-05-04 0949AM	Department 1	Process 3	-1:57:55	-1:58:37	00:00:00	00:00:37
2021-05-04 1150PM	2021-05-05 0329AM		Department 1	Process 3			00:00:00	00:00:00
2021-05-04 1038AM	2021-05-05 0329PM	2021-05-04 1040AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0843PM	2021-05-05 0335AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0747PM	2021-05-05 0336PM	2021-05-04 0748PM	Department 2	Process 4	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1155PM	2021-05-05 0339PM	2021-05-04 1157PM	Department 1	Process 3	00:00:35	00:01:28	00:00:00	00:00:48
2021-05-04 0847AM	2021-05-05 0340AM	2021-05-04 0913AM	Department 3	Process 6	00:24:57	00:25:49	00:00:00	00:00:47
2021-05-04 1130PM	2021-05-05 0340PM	2021-05-04 1131PM	Department 2	Process 4	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 1149AM	2021-05-05 0342PM	2021-05-04 1150AM	Department 2	Process 4	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 1144PM	2021-05-05 0346AM	2021-05-04 1145PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1135PM	2021-05-05 0348AM		Department 1	Process 3			00:00:00	00:00:00

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Solution Name	Capture Point Name	Queue	Queue Type	Queue Target Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name
2021-05-05 0351PM	itx004391	39657	ext004391	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	70	Queued	0	0	
2021-05-05 0354AM	itx003796	34403	ext003796	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	90	Completed	1	0	Agent 3
2021-05-05 0357PM	itx003982	36020	ext003982	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	50	Completed	1	0	Agent 5
2021-05-05 0358AM	itx004412	40073	ext004412	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	130	Completed	1	0	Agent 2
2021-05-05 0359AM	itx003890	35147	ext003890	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	40	Queued	0	0	
2021-05-05 0359PM	itx004152	37560	ext004152	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	70	Completed	1	0	Agent 5
2021-05-05 0405AM	itx004298	38960	ext004298	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	120	Completed	1	0	Agent 6
2021-05-05 0407PM	itx004163	37650	ext004163	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	40	Completed	1	0	Agent 3
2021-05-05 0409AM	itx004280	39170	ext004280	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	70	Completed	1	0	Agent 2
2021-05-05 0410PM	itx004116	37237	ext004116	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	40	Queued	0	0	
	itx004161	37627	ext004161	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Queued	0	0	
2021-05-05 0413AM	itx004171	38473	ext004171	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	110	Completed	1	0	Agent 5
2021-05-05 0416AM	itx003783	34150	ext003783	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	90	Completed	1	0	Agent 3
2021-05-05 0418AM	itx004130	37596	ext004130	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	50	Completed	1	0	Agent 1
2021-05-05 0428PM	itx004327	39100	ext004327	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	100	Completed	1	0	Agent 1
2021-05-05 0435PM	itx004285	38760	ext004285	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	70	Completed	1	0	Agent 4
2021-05-05 0437AM	itx004186	37860	ext004186	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	90	Completed	1	0	Agent 3
2021-05-05 0439AM	itx004219	38180	ext004219	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	60	Completed	1	0	Agent 6
2021-05-05 0441AM	itx004060	36876	ext004060	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	110	Completed	1	0	Agent 2
2021-05-05 0445AM	itx003866	34930	ext003866	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	70	Completed	1	0	Agent 1
2021-05-05 0445PM	itx004211	38097	ext004211	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	70	Queued	0	0	
2021-05-05 0446PM	itx004175	37757	ext004175	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Queued	0	0	
2021-05-05 0451AM	itx004015	36330	ext004015	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	60	Completed	1	0	Agent 3
2021-05-05 0454AM	itx004051	36660	ext004051	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	150	Completed	1	0	Agent 4
	itx004106	37383	ext004106	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	110	Completed	1	0	Agent 3
2021-05-05 0455AM	itx004126	37320	ext004126	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	90	Completed	1	0	Agent 2
2021-05-05 0456PM	itx004179	37800	ext004179	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	80	Completed	1	0	Agent 1
2021-05-05 0457AM	itx004377	39770	ext004377	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	60	Completed	1	0	Agent 4
2021-05-05 0458PM	itx004296	38850	ext004296	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	60	Completed	1	0	Agent 3
2021-05-05 0502PM	itx004165	37667	ext004165	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	70	Queued	0	0	
2021-05-05 0505PM	itx004193	38383	ext004193	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	70	Completed	1	0	Agent 5
2021-05-05 0510AM	itx003869	35230	ext003869	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	90	Completed	1	0	Agent 5
2021-05-05 0511AM	itx004322	39060	ext004322	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	100	Completed	1	0	Agent 1
2021-05-05 0524AM	itx004266	38730	ext004266	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	100	Completed	1	0	Agent 5
2021-05-05 0525AM	itx004402	39757	ext004402	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	70	Queued	0	0	
2021-05-05 0525PM	itx004418	39910	ext004418	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	40	Completed	1	0	Agent 6
2021-05-05 0526AM	itx004367	39450	ext004367	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	100	Completed	1	0	Agent 2

Task Detail Report

Result Code	Customer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time
3	Customer3	SILVER	Service	Agent advisory	email	Outbound	OutboundReply	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0324PM
3	Customer1	SILVER	Service	Agent advisory	workitem	Outbound	OutboundReply	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0321AM
3	Customer3	SILVER	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0905PM
3	Customer2	BRONZE	Service	Escalation	workitem	Outbound	OutboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0920AM
3	Customer3	GOLD	Service	Language translation	workitem	Inbound	InboundTest	Source Tenant 2	Finance	Credit	Unknown	Unknown	2021-05-04 0621AM
3	Customer5	BRONZE	Monitoring	Profanity detection	email	Outbound	OutboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0202PM
3	Customer1	GOLD	Service	Language translation	email	Outbound	OutboundACK	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1027AM
3	Customer3	SILVER	Monitoring	Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0947AM
3	Customer4	SILVER	Service	Escalation	workitem	Inbound	InboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0512PM
3	Customer3	GOLD	Service	Language translation	email	Outbound	OutboundReply	Source Tenant 5	IT	Request	Unknown	Unknown	2021-05-04 0906AM
3	Customer4	GOLD	Monitoring	Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0424AM
3	Customer5	SILVER	Service	Language translation	email	Inbound	InboundTest	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0157PM
3	Customer5	GOLD	Monitoring	Profanity detection	email	Inbound	InboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-03 0230PM
3	Customer4	BRONZE	Monitoring	Sentiment analysis	email	Inbound	InboundTest	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0657AM
3	Customer3	GOLD	Service	Agent advisory	email	Outbound	OutboundReply	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0223PM
3	Customer2	GOLD	Service	Escalation	email	Inbound	InboundTest	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0248PM
3	Customer4	SILVER	Monitoring	Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0743AM
3	Customer5	SILVER	Service	Agent advisory	email	Outbound	OutboundACK	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0851AM
3	Customer4	GOLD	Monitoring	Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 3	Fraud	Duplicate Account	Unknown	Unknown	2021-05-03 1109PM
3	Customer1	GOLD	Service	Language translation	email	Inbound	InboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0431AM
3	Customer5	SILVER	Monitoring	Recording service	workitem	Outbound	OutboundReply	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0306PM
3	Customer2	BRONZE	Monitoring	Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0511AM
3	Customer4	SILVER	Monitoring	Sentiment analysis	email	Outbound	OutboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0159AM
3	Customer3	GOLD	Monitoring	Recording service	workitem	Inbound	InboundTest	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 1223AM
3	Customer1	GOLD	Monitoring	Recording service	workitem	Outbound	OutboundReply	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0534AM
3	Customer4	GOLD	Monitoring	Profanity detection	email	Inbound	InboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 1222PM
3	Customer3	SILVER	Service	Agent advisory	email	Inbound	InboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0711AM
3	Customer5	GOLD	Service	Escalation	workitem	Inbound	InboundTest	Source Tenant 2	Finance	Credit	Unknown	Unknown	2021-05-04 0510PM
3	Customer3	BRONZE	Service	Language translation	email	Outbound	OutboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0214PM
3	Customer4	SILVER	Notification	Product description	email	Outbound	OutboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1115AM
3	Customer4	SILVER	Service	Agent advisory	email	Outbound	OutboundReply	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0127PM
3	Customer1	BRONZE	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0940PM
3	Customer2	GOLD	Monitoring	Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 3	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1134AM
3	Customer2	GOLD	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 1133AM
3	Customer2	BRONZE	Service	Agent advisory	email	Inbound	InboundTest	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0828PM
3	Customer5	GOLD	Service	Escalation	email	Inbound	InboundTest	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0738PM
3	Customer4	BRONZE	Service	Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0350PM

Task Detail Report

Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 1108PM	2021-05-05 0351PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0422AM	2021-05-05 0354AM	2021-05-04 0524AM	Department 2	Process 5	01:01:27	01:02:16	00:00:00	00:00:44
2021-05-04 1009AM	2021-05-05 0357PM	2021-05-04 1010AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1117PM	2021-05-05 0358AM	2021-05-04 1154PM	Department 1	Process 3	00:36:31	00:37:18	00:00:00	00:00:42
2021-05-04 0849AM	2021-05-05 0359AM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0446PM	2021-05-05 0359PM	2021-05-04 0447PM	Department 2	Process 5	00:00:35	00:01:27	00:00:00	00:00:47
2021-05-04 0933PM	2021-05-05 0405AM	2021-05-04 0950PM	Department 2	Process 4	00:16:12	00:17:07	00:00:00	00:00:50
2021-05-04 0559PM	2021-05-05 0407PM	2021-05-04 0600PM	Department 2	Process 4	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0927PM	2021-05-05 0409AM	2021-05-04 1009PM	Department 3	Process 6	00:40:20	00:41:08	00:00:00	00:00:43
2021-05-04 0152PM	2021-05-05 0410PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0544PM	2021-05-05 0410PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0643PM	2021-05-05 0413AM	2021-05-04 0907PM	Department 2	Process 5	02:23:09	02:24:02	00:00:00	00:00:48
2021-05-04 0314AM	2021-05-05 0416AM	2021-05-04 0315AM	Department 1	Process 3	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0314PM	2021-05-05 0418AM	2021-05-04 0520PM	Department 1	Process 3	02:05:22	02:06:10	00:00:00	00:00:43
2021-05-04 1012PM	2021-05-05 0428PM	2021-05-04 1014PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0938PM	2021-05-05 0435PM	2021-05-04 0940PM	Department 2	Process 4	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 0721PM	2021-05-05 0437AM	2021-05-04 0723PM	Department 3	Process 6	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0817PM	2021-05-05 0439AM	2021-05-04 0819PM	Department 2	Process 4	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 1115AM	2021-05-05 0441AM	2021-05-04 1140AM	Department 2	Process 5	00:24:43	00:25:31	00:00:00	00:00:43
2021-05-04 0816AM	2021-05-05 0445AM	2021-05-04 0817AM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0807PM	2021-05-05 0445PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0654PM	2021-05-05 0446PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1044AM	2021-05-05 0451AM	2021-05-04 1045AM	Department 2	Process 4	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 1116AM	2021-05-05 0454AM	2021-05-04 1118AM	Department 2	Process 5	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0113PM	2021-05-05 0454AM	2021-05-04 0318PM	Department 2	Process 5	02:04:00	02:04:44	00:00:00	00:00:39
2021-05-04 0252PM	2021-05-05 0455AM	2021-05-04 0254PM	Department 2	Process 5	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 0708PM	2021-05-05 0456PM	2021-05-04 0709PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1056PM	2021-05-05 0457AM	2021-05-04 1119PM	Department 2	Process 4	00:21:35	00:22:16	00:00:00	00:00:36
2021-05-04 0943PM	2021-05-05 0458PM	2021-05-04 0945PM	Department 3	Process 6	00:00:35	00:01:28	00:00:00	00:00:48
2021-05-04 0606PM	2021-05-05 0502PM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0742PM	2021-05-05 0505PM	2021-05-04 0908PM	Department 2	Process 4	01:25:22	01:26:09	00:00:00	00:00:42
2021-05-04 0818AM	2021-05-05 0510AM	2021-05-04 0901AM	Department 2	Process 5	00:41:38	00:42:37	00:00:00	00:00:54
2021-05-04 1012PM	2021-05-05 0511AM	2021-05-04 1014PM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0921PM	2021-05-05 0524AM	2021-05-04 0938PM	Department 2	Process 4	00:16:19	00:17:11	00:00:00	00:00:47
2021-05-04 1128PM	2021-05-05 0525AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1135PM	2021-05-05 0525PM	2021-05-04 1137PM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1043PM	2021-05-05 0526AM	2021-05-04 1044PM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Solution Name	Capture Point Name	Queue	Queue Type	Queue Target Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name
2021-05-05 0533AM	itx004183	37840	ext004183	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	120	Completed	1	0	Agent 2
2021-05-05 0535PM	itx004215	38140	ext004215	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	70	Completed	1	0	Agent 6
2021-05-05 0538AM	itx004273	38820	ext004273	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	80	Completed	1	0	Agent 5
2021-05-05 0540AM	itx003918	35407	ext003918	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Queued	0	0	
2021-05-05 0541AM	itx004205	38050	ext004205	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	40	Completed	1	0	Agent 6
2021-05-05 0542AM	itx004037	36520	ext004037	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	110	Completed	1	0	Agent 6
	itx004088	36980	ext004088	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	90	Completed	1	0	Agent 6
	itx004376	40590	ext004376	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	80	Completed	1	0	Agent 6
2021-05-05 0543AM	itx004192	37917	ext004192	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	80	Queued	0	0	
2021-05-05 0544PM	itx004249	38457	ext004249	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	110	Queued	0	0	
2021-05-05 0548PM	itx004303	39050	ext004303	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	80	Completed	1	0	Agent 4
2021-05-05 0555AM	itx003834	34620	ext003834	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Completed	1	0	Agent 6
2021-05-05 0556AM	itx003882	35070	ext003882	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	70	Completed	1	0	Agent 6
2021-05-05 0600AM	itx004055	37593	ext004055	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	100	Completed	1	0	Agent 2
2021-05-05 0603AM	itx004257	38530	ext004257	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	90	Completed	1	0	Agent 2
2021-05-05 0610AM	itx003806	34380	ext003806	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Completed	1	0	Agent 2
2021-05-05 0613AM	itx004190	37900	ext004190	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Completed	1	0	Agent 3
2021-05-05 0615AM	itx004233	38320	ext004233	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	60	Completed	1	0	Agent 4
2021-05-05 0620PM	itx004129	37340	ext004129	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	60	Completed	1	0	Agent 3
2021-05-05 0621AM	itx004167	37680	ext004167	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	70	Completed	1	0	Agent 1
2021-05-05 0622AM	itx004239	38370	ext004239	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	80	Completed	1	0	Agent 5
2021-05-05 0623AM	itx003926	35490	ext003926	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	120	Completed	1	0	Agent 2
2021-05-05 0625AM	itx004147	37510	ext004147	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	110	Completed	1	0	Agent 5
2021-05-05 0635AM	itx004365	40180	ext004365	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel15	Unknown	100	Completed	1	0	Agent 1
2021-05-05 0638PM	itx004291	38817	ext004291	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel11	Unknown	70	Queued	0	0	
2021-05-05 0641AM	itx004164	37670	ext004164	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	20	Completed	1	0	Agent 1
2021-05-05 0643AM	itx004079	36887	ext004079	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	90	Queued	0	0	
2021-05-05 0645AM	itx003765	33980	ext003765	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	120	Completed	1	0	Agent 5
2021-05-05 0647PM	itx004194	37940	ext004194	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	120	Completed	1	0	Agent 1
2021-05-05 0649AM	itx004320	39047	ext004320	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	80	Queued	0	0	
2021-05-05 0652PM	itx004335	39167	ext004335	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	80	Queued	0	0	
2021-05-05 0658AM	itx004363	39640	ext004363	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	40	Completed	1	0	Agent 3
2021-05-05 0704AM	itx004108	37703	ext004108	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Completed	1	0	Agent 3
2021-05-05 0704PM	itx004189	38273	ext004189	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	30	Completed	1	0	Agent 4
2021-05-05 0707AM	itx003874	35030	ext003874	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	110	Completed	1	0	Agent 5
	itx004394	39680	ext004394	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	80	Completed	1	0	Agent 3
2021-05-05 0709AM	itx004032	36670	ext004032	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	90	Completed	1	0	Agent 4

Task Detail Report

Result Code	Customer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time
3	Customer2	GOLD	Service	Escalation	email	Outbound	OutboundACK	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0405PM
3	Customer3	SILVER	Unspecified	Unspecified	email	Outbound	OutboundReply	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0728PM
3	Customer1	BRONZE	Service	Language translation	email	Inbound	InboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0738PM
3	Customer4	GOLD	Service	Escalation	workitem	Outbound	OutboundNew	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0218AM
3	Customer1	SILVER	Service	Escalation	workitem	Outbound	OutboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1059AM
3	Customer1	GOLD	Service	Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 1027AM
3	Customer3	GOLD	Service	Language translation	email	Outbound	OutboundACK	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1254AM
3	Customer5	GOLD	Monitoring	Profanity detection	workitem	Inbound	InboundNew	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1246PM
3	Customer3	GOLD	Monitoring	Sentiment analysis	email	Outbound	OutboundACK	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0301PM
3	Customer3	BRONZE	Service	Escalation	email	Inbound	InboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0553PM
3	Customer5	BRONZE	Service	Escalation	workitem	Outbound	OutboundReply	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0649PM
3	Customer4	BRONZE	Service	Escalation	workitem	Inbound	InboundNew	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0552AM
3	Customer1	GOLD	Service	Escalation	workitem	Outbound	OutboundNew	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0947PM
3	Customer4	SILVER	Monitoring	Profanity detection	email	Outbound	OutboundReply	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0922PM
3	Customer3	GOLD	Monitoring	Profanity detection	workitem	Inbound	InboundTest	Source Tenant 5	IT	Request	Unknown	Unknown	2021-05-04 0434PM
3	Customer5	BRONZE	Service	Agent advisory	email	Inbound	InboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0114AM
3	Customer2	GOLD	Service	Language translation	workitem	Outbound	OutboundReply	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0509AM
3	Customer5	SILVER	Service	Escalation	workitem	Outbound	OutboundReply	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0526PM
3	Customer3	SILVER	Service	Agent advisory	email	Inbound	InboundNew	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0151AM
3	Customer3	GOLD	Service	Escalation	workitem	Inbound	InboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0640PM
3	Customer4	GOLD	Monitoring	Sentiment analysis	workitem	Outbound	OutboundACK	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0856PM
3	Customer3	GOLD	Service	Agent advisory	workitem	Inbound	InboundTest	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0242AM
3	Customer4	BRONZE	Monitoring	Profanity detection	workitem	Inbound	InboundTest	Source Tenant 1	IT	Request	Unknown	Unknown	2021-05-04 1138AM
3	Customer4	GOLD	Service	Agent advisory	workitem	Outbound	OutboundNew	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1012PM
3	Customer2	SILVER	Service	Escalation	email	Outbound	OutboundNew	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0630PM
3	Customer4	SILVER	Service	Escalation	email	Outbound	OutboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0759AM
3	Customer3	SILVER	Service	Escalation	workitem	Outbound	OutboundNew	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 1131AM
3	Customer2	BRONZE	Service	Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0335PM
3	Customer5	BRONZE	Unspecified	Unspecified	workitem	Inbound	InboundTest	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0805AM
3	Customer4	BRONZE	Service	Escalation	email	Inbound	InboundTest	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0600PM
3	Customer3	BRONZE	Monitoring	Sentiment analysis	email	Outbound	OutboundACK	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0858AM
3	Customer3	SILVER	Monitoring	Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0515PM
3	Customer2	GOLD	Service	Escalation	workitem	Outbound	OutboundReply	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1208PM
3	Customer5	BRONZE	Monitoring	Recording service	email	Inbound	InboundNew	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0237PM
3	Customer2	BRONZE	Monitoring	Sentiment analysis	email	Outbound	OutboundACK	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0616AM
3	Customer2	SILVER	Service	Agent advisory	workitem	Inbound	InboundTest	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0519PM
3	Customer3	BRONZE	Service	Escalation	workitem	Inbound	InboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0414AM

Task Detail Report

Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 0712PM	2021-05-05 0533AM	2021-05-04 0714PM	Department 2	Process 5	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 0826PM	2021-05-05 0535PM	2021-05-04 0827PM	Department 3	Process 6	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0917PM	2021-05-05 0538AM	2021-05-04 0939PM	Department 2	Process 5	00:22:01	00:22:53	00:00:00	00:00:47
2021-05-04 0918AM	2021-05-05 0540AM		Department 1	Process 3			00:00:00	00:00:00
2021-05-04 0801PM	2021-05-05 0541AM	2021-05-04 0802PM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1109AM	2021-05-05 0542AM	2021-05-04 1111AM	Department 3	Process 6	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 1145AM	2021-05-05 0542AM	2021-05-04 1147AM	Department 2	Process 4	00:00:35	00:01:15	00:00:00	00:00:35
2021-05-04 1056PM	2021-05-05 0542AM	2021-05-05 0436AM	Department 2	Process 4	05:39:34	05:40:23	00:00:00	00:00:44
2021-05-04 0736PM	2021-05-05 0543AM		Department 1	Process 2			00:00:00	00:00:00
2021-05-04 0906PM	2021-05-05 0544PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0953PM	2021-05-05 0548PM	2021-05-04 1002PM	Department 2	Process 5	00:08:21	00:09:11	00:00:00	00:00:45
2021-05-04 0704AM	2021-05-05 0555AM	2021-05-04 0706AM	Department 2	Process 5	00:00:35	00:01:16	00:00:00	00:00:36
2021-05-04 0833AM	2021-05-05 0556AM	2021-05-04 0834AM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1128AM	2021-05-05 0600AM	2021-05-04 0525PM	Department 3	Process 6	05:55:53	05:56:44	00:00:00	00:00:46
2021-05-04 0904PM	2021-05-05 0603AM	2021-05-04 0906PM	Department 1	Process 3	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0503AM	2021-05-05 0610AM	2021-05-04 0504AM	Department 3	Process 6	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0721PM	2021-05-05 0613AM	2021-05-04 0722PM	Department 3	Process 6	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0853PM	2021-05-05 0615AM	2021-05-04 0855PM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0313PM	2021-05-05 0620PM	2021-05-04 0315PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0612PM	2021-05-05 0621AM	2021-05-04 0613PM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0851PM	2021-05-05 0622AM	2021-05-04 0852PM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0916AM	2021-05-05 0623AM	2021-05-04 0917AM	Department 2	Process 4	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 0437PM	2021-05-05 0625AM	2021-05-04 0438PM	Department 1	Process 3	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 1037PM	2021-05-05 0635AM	2021-05-05 1234AM	Department 2	Process 5	01:56:03	01:56:55	00:00:00	00:00:47
2021-05-04 0934PM	2021-05-05 0638PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0555PM	2021-05-05 0641AM	2021-05-04 0609PM	Department 3	Process 6	00:12:47	00:13:35	00:00:00	00:00:43
2021-05-04 1158AM	2021-05-05 0643AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0137AM	2021-05-05 0645AM	2021-05-04 0139AM	Department 2	Process 5	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0731PM	2021-05-05 0647PM	2021-05-04 0732PM	Department 3	Process 6	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0945PM	2021-05-05 0649AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1006PM	2021-05-05 0652PM		Department 1	Process 3			00:00:00	00:00:00
2021-05-04 1036PM	2021-05-05 0658AM	2021-05-04 1111PM	Department 2	Process 5	00:34:28	00:35:20	00:00:00	00:00:47
2021-05-04 0128PM	2021-05-05 0704AM	2021-05-04 0625PM	Department 1	Process 3	04:55:53	04:56:44	00:00:00	00:00:46
2021-05-04 0727PM	2021-05-05 0704PM	2021-05-04 0842PM	Department 3	Process 6	01:14:17	01:15:06	00:00:00	00:00:44
2021-05-04 0825AM	2021-05-05 0707AM	2021-05-04 0833AM	Department 1	Process 3	00:07:28	00:08:16	00:00:00	00:00:43
2021-05-04 1108PM	2021-05-05 0707AM	2021-05-04 1110PM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1048AM	2021-05-05 0709AM	2021-05-04 1117AM	Department 1	Process 3	00:28:21	00:29:11	00:00:00	00:00:45

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Solution Name	Capture Point Name	Queue	Queue Type	Queue Target Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name
2021-05-05 0720AM	itx003968	35887	ext003968	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	60	Queued	0	0	
2021-05-05 0722AM	itx004010	36277	ext004010	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	50	Queued	0	0	
2021-05-05 0725AM	itx004331	41770	ext004331	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	90	Completed	1	0	Agent 4
2021-05-05 0727AM	itx004314	38997	ext004314	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	70	Queued	0	0	
2021-05-05 0731AM	itx004421	40540	ext004421	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	60	Completed	1	0	Agent 2
2021-05-05 0735PM	itx004184	39670	ext004184	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	60	Completed	1	0	Agent 6
2021-05-05 0736AM	itx004370	39503	ext004370	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	70	Completed	1	0	Agent 4
2021-05-05 0737AM	itx003902	35260	ext003902	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	50	Completed	1	0	Agent 4
2021-05-05 0741AM	itx004422	39970	ext004422	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	70	Completed	1	0	Agent 3
2021-05-05 0746AM	itx004043	36913	ext004043	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	60	Completed	1	0	Agent 1
2021-05-05 0749AM	itx004034	36490	ext004034	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	60	Completed	1	0	Agent 4
2021-05-05 0749PM	itx004383	39587	ext004383	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	20	Queued	0	0	
2021-05-05 0751AM	itx003975	35947	ext003975	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	60	Queued	0	0	
2021-05-05 0753AM	itx003971	35920	ext003971	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	120	Completed	1	0	Agent 5
2021-05-05 0759AM	itx004230	38290	ext004230	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	60	Completed	1	0	Agent 5
2021-05-05 0801AM	itx004429	40007	ext004429	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	90	Queued	0	0	
2021-05-05 0807PM	itx004267	38617	ext004267	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	100	Queued	0	0	
2021-05-05 0812AM	itx004173	37740	ext004173	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	120	Completed	1	0	Agent 1
2021-05-05 0812PM	itx004234	38330	ext004234	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	70	Completed	1	0	Agent 4
2021-05-05 0814AM	itx004138	38143	ext004138	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	70	Completed	1	0	Agent 5
2021-05-05 0818PM	itx004254	38507	ext004254	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	60	Queued	0	0	
2021-05-05 0821AM	itx003959	35800	ext003959	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	70	Completed	1	0	Agent 5
2021-05-05 0825PM	itx004265	38939	ext004265	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Completed	1	0	Agent 2
2021-05-05 0826PM	itx004289	38933	ext004289	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	90	Completed	1	0	Agent 5
2021-05-05 0827PM	itx004270	38936	ext004270	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	100	Completed	1	0	Agent 6
2021-05-05 0840AM	itx003797	34287	ext003797	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	70	Queued	0	0	
2021-05-05 0843AM	itx004346	39270	ext004346	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	40	Completed	1	0	Agent 6
2021-05-05 0844PM	itx004350	39310	ext004350	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	60	Completed	1	0	Agent 1
2021-05-05 0845PM	itx004301	38900	ext004301	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	90	Completed	1	0	Agent 1
2021-05-05 0846PM	itx004160	38193	ext004160	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	100	Completed	1	0	Agent 5
2021-05-05 0849PM	itx004299	38880	ext004299	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	70	Completed	1	0	Agent 5
2021-05-05 0850AM	itx004177	37850	ext004177	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	110	Completed	1	0	Agent 3
2021-05-05 0855PM	itx004243	38400	ext004243	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	80	Completed	1	0	Agent 3
2021-05-05 0856AM	itx003970	35907	ext003970	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	110	Queued	0	0	
2021-05-05 0901AM	itx004410	42080	ext004410	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	80	Completed	1	0	Agent 4
2021-05-05 0903AM	itx004276	38687	ext004276	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	60	Queued	0	0	
2021-05-05 0904AM	itx003808	34400	ext003808	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	170	Completed	1	0	Agent 2

Task Detail Report

Result Code	Customer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time
3	Customer5	GOLD	Monitoring	Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 3	IT	Request	Unknown	Unknown	2021-05-03 1012PM
3	Customer3	GOLD	Service	Language translation	workitem	Outbound	OutboundNew	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0828AM
3	Customer1	GOLD	Service	Agent advisory	email	Inbound	InboundTest	Source Tenant 5	Finance	Credit	Unknown	Unknown	2021-05-04 0846AM
3	Customer5	BRONZE	Monitoring	Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0715PM
3	Customer1	SILVER	Service	Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 1058PM
3	Customer1	GOLD	Unspecified	Unspecified	email	Inbound	InboundTest	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0656AM
3	Customer1	SILVER	Monitoring	Recording service	email	Inbound	InboundTest	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0830AM
3	Customer4	BRONZE	Service	Escalation	email	Inbound	InboundTest	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 1206AM
3	Customer4	GOLD	Service	Escalation	workitem	Inbound	InboundTest	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 1240PM
3	Customer5	GOLD	Service	Agent advisory	workitem	Outbound	OutboundNew	Source Tenant 4	IT	Request	Unknown	Unknown	2021-05-04 0527AM
3	Customer2	BRONZE	Monitoring	Recording service	email	Outbound	OutboundReply	Source Tenant 5	IT	Request	Unknown	Unknown	2021-05-04 0911AM
3	Customer2	GOLD	Monitoring	Profanity detection	workitem	Inbound	InboundTest	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0559PM
3	Customer3	SILVER	Service	Escalation	workitem	Outbound	OutboundNew	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0620AM
3	Customer1	BRONZE	Monitoring	Recording service	email	Inbound	InboundTest	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0704AM
3	Customer5	BRONZE	Service	Language translation	workitem	Outbound	OutboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0553PM
3	Customer4	SILVER	Monitoring	Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 5	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1010PM
3	Customer1	BRONZE	Service	Escalation	workitem	Outbound	OutboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0311PM
3	Customer1	SILVER	Monitoring	Profanity detection	workitem	Inbound	InboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0232PM
3	Customer3	SILVER	Service	Escalation	email	Inbound	InboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0320PM
3	Customer3	SILVER	Monitoring	Profanity detection	email	Inbound	InboundNew	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0351AM
3	Customer1	BRONZE	Monitoring	Sentiment analysis	email	Inbound	InboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0113PM
3	Customer3	SILVER	Monitoring	Profanity detection	workitem	Inbound	InboundNew	Source Tenant 4	IT	Request	Unknown	Unknown	2021-05-04 0416AM
3	Customer3	BRONZE	Service	Agent advisory	workitem	Inbound	InboundTest	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0853AM
3	Customer4	GOLD	Service	Agent advisory	email	Outbound	OutboundACK	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0734AM
3	Customer3	GOLD	Monitoring	Profanity detection	workitem	Inbound	InboundNew	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0720PM
3	Customer5	GOLD	Monitoring	Sentiment analysis	workitem	Outbound	OutboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0512AM
3	Customer2	SILVER	Service	Agent advisory	email	Outbound	OutboundReply	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0836AM
3	Customer5	GOLD	Service	Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0251PM
3	Customer3	GOLD	Service	Escalation	email	Outbound	OutboundReply	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0636PM
3	Customer2	GOLD	Monitoring	Profanity detection	email	Inbound	InboundTest	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0932AM
3	Customer5	SILVER	Service	Agent advisory	workitem	Inbound	InboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0901AM
3	Customer1	BRONZE	Notification	News feed	email	Inbound	InboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 1138AM
3	Customer5	BRONZE	Service	Escalation	email	Outbound	OutboundACK	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0138PM
3	Customer3	SILVER	Monitoring	Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0636AM
3	Customer4	BRONZE	Service	Escalation	workitem	Inbound	InboundTest	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0507PM
3	Customer1	SILVER	Monitoring	Profanity detection	email	Inbound	InboundTest	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0740PM
3	Customer3	GOLD	Monitoring	Profanity detection	email	Inbound	InboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 0409PM

Task Detail Report

Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 0953AM	2021-05-05 0720AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1039AM	2021-05-05 0722AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1001PM	2021-05-05 0725AM	2021-05-05 0944AM	Department 1	Process 3	11:42:45	11:43:29	00:00:00	00:00:39
2021-05-04 0952PM	2021-05-05 0727AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1135PM	2021-05-05 0731AM	2021-05-05 0411AM	Department 2	Process 4	04:34:48	04:35:37	00:00:00	00:00:44
2021-05-04 0715PM	2021-05-05 0735PM	2021-05-04 1113PM	Department 2	Process 4	03:57:41	03:58:33	00:00:00	00:00:47
2021-05-04 1049PM	2021-05-05 0736AM	2021-05-04 1048PM	Department 2	Process 5	-1:58:38	-1:59:24	00:00:00	00:00:41
2021-05-04 0905AM	2021-05-05 0737AM	2021-05-04 0906AM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1134PM	2021-05-05 0741AM	2021-05-04 1143PM	Department 2	Process 4	00:08:37	00:09:25	00:00:00	00:00:43
2021-05-04 1104AM	2021-05-05 0746AM	2021-05-04 1152AM	Department 3	Process 6	00:47:17	00:48:04	00:00:00	00:00:42
2021-05-04 1050AM	2021-05-05 0749AM	2021-05-04 1051AM	Department 2	Process 4	00:00:35	00:01:28	00:00:00	00:00:48
2021-05-04 1045PM	2021-05-05 0749PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1013AM	2021-05-05 0751AM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0947AM	2021-05-05 0753AM	2021-05-04 0949AM	Department 2	Process 5	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 0843PM	2021-05-05 0759AM	2021-05-04 0845PM	Department 1	Process 3	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1147PM	2021-05-05 0801AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0925PM	2021-05-05 0807PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0636PM	2021-05-05 0812AM	2021-05-04 0637PM	Department 2	Process 5	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 0855PM	2021-05-05 0812PM	2021-05-04 0856PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0356PM	2021-05-05 0814AM	2021-05-04 0821PM	Department 2	Process 5	04:23:26	04:24:14	00:00:00	00:00:43
2021-05-04 0904PM	2021-05-05 0818PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0955AM	2021-05-05 0821AM	2021-05-04 0956AM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0920PM	2021-05-05 0825PM	2021-05-04 0950PM	Department 1	Process 3	00:29:13	00:30:00	00:00:00	00:00:42
2021-05-04 0938PM	2021-05-05 0826PM	2021-05-04 0956PM	Department 3	Process 6	00:17:14	00:18:01	00:00:00	00:00:42
2021-05-04 0926PM	2021-05-05 0827PM	2021-05-04 0958PM	Department 3	Process 6	00:31:12	00:31:54	00:00:00	00:00:37
2021-05-04 0424AM	2021-05-05 0840AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1029PM	2021-05-05 0843AM	2021-05-04 1031PM	Department 3	Process 6	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1025PM	2021-05-05 0844PM	2021-05-04 1026PM	Department 2	Process 5	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0959PM	2021-05-05 0845PM	2021-05-04 1000PM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0535PM	2021-05-05 0846PM	2021-05-04 0820PM	Department 2	Process 4	02:44:20	02:45:07	00:00:00	00:00:42
2021-05-04 0944PM	2021-05-05 0849PM	2021-05-04 0946PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0709PM	2021-05-05 0850AM	2021-05-04 0729PM	Department 3	Process 6	00:18:44	00:19:35	00:00:00	00:00:46
2021-05-04 0912PM	2021-05-05 0855PM	2021-05-04 0913PM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0946AM	2021-05-05 0856AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1124PM	2021-05-05 0901AM	2021-05-05 0945AM	Department 2	Process 4	10:20:58	10:21:44	00:00:00	00:00:41
2021-05-04 0925PM	2021-05-05 0903AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0517AM	2021-05-05 0904AM	2021-05-04 0518AM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Solution Name	Capture Point Name	Queue	Queue Type	Queue Target Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name
2021-05-05 0906AM	itx003876	35020	ext003876	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	40	Completed	1	0	Agent 2
	itx004024	36410	ext004024	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	60	Completed	1	0	Agent 6
2021-05-05 0911AM	itx003798	34406	ext003798	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	60	Completed	1	0	Agent 1
2021-05-05 0912AM	itx004398	39717	ext004398	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	40	Queued	0	0	
2021-05-05 0915PM	itx004396	39700	ext004396	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	130	Completed	1	0	Agent 5
2021-05-05 0917PM	itx004380	39557	ext004380	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	40	Queued	0	0	
2021-05-05 0925AM	itx003830	34630	ext003830	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	80	Completed	1	0	Agent 6
2021-05-05 0929PM	itx004419	39917	ext004419	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	20	Queued	0	0	
2021-05-05 0931AM	itx003907	35323	ext003907	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	50	Completed	1	0	Agent 1
2021-05-05 0932AM	itx003901	35250	ext003901	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	40	Completed	1	0	Agent 3
2021-05-05 0933AM	itx003843	34700	ext003843	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	80	Completed	1	0	Agent 5
2021-05-05 0941AM	itx003858	34847	ext003858	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	150	Queued	0	0	
2021-05-05 0943PM	itx004414	40313	ext004414	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	60	Completed	1	0	Agent 4
2021-05-05 0946AM	itx004204	38040	ext004204	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	120	Completed	1	0	Agent 4
2021-05-05 0949PM	itx004259	38550	ext004259	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	90	Completed	1	0	Agent 2
2021-05-05 1004PM	itx004286	38770	ext004286	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	70	Completed	1	0	Agent 2
2021-05-05 1005AM	itx004438	40100	ext004438	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	70	Completed	1	0	Agent 4
2021-05-05 1007AM	itx004001	37200	ext004001	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	60	Completed	1	0	Agent 3
2021-05-05 1008PM	itx004340	39500	ext004340	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	90	Completed	1	0	Agent 2
2021-05-05 1014AM	itx003988	36067	ext003988	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	130	Queued	0	0	
2021-05-05 1015PM	itx004263	38577	ext004263	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	140	Queued	0	0	
2021-05-05 1018AM	itx004022	36390	ext004022	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	80	Completed	1	0	Agent 6
2021-05-05 1021AM	itx004433	40047	ext004433	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	100	Queued	0	0	
2021-05-05 1023AM	itx004005	36240	ext004005	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	90	Completed	1	0	Agent 5
2021-05-05 1026AM	itx004344	39247	ext004344	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	50	Queued	0	0	
2021-05-05 1027AM	itx003838	35643	ext003838	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	60	Completed	1	0	Agent 3
2021-05-05 1033AM	itx004424	40150	ext004424	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	80	Completed	1	0	Agent 6
2021-05-05 1040AM	itx004316	39020	ext004316	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	80	Completed	1	0	Agent 1
2021-05-05 1041AM	itx003927	35500	ext003927	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	90	Completed	1	0	Agent 3
2021-05-05 1042AM	itx004013	36310	ext004013	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	70	Completed	1	0	Agent 3
2021-05-05 1057AM	itx004317	39027	ext004317	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	120	Queued	0	0	
2021-05-05 1100AM	itx003937	35590	ext003937	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Completed	1	0	Agent 5
2021-05-05 1102AM	itx004355	39350	ext004355	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	90	Completed	1	0	Agent 6
2021-05-05 1105AM	itx003896	35210	ext003896	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	80	Completed	1	0	Agent 5
2021-05-05 1110AM	itx004094	37037	ext004094	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	80	Queued	0	0	
2021-05-05 1111AM	itx003960	35810	ext003960	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	100	Completed	1	0	Agent 1
2021-05-05 1113AM	itx003846	34730	ext003846	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	50	Completed	1	0	Agent 1

Task Detail Report

Result Code	Customer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time
3	Customer2	SILVER	Monitoring	Profanity detection	email	Outbound	OutboundNew	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0607AM
3	Customer3	GOLD	Notification	News feed	workitem	Outbound	OutboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-03 0952PM
3	Customer3	SILVER	Monitoring	Profanity detection	workitem	Inbound	InboundTest	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-03 0445PM
3	Customer3	GOLD	Monitoring	Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0529PM
3	Customer3	SILVER	Service	Escalation	workitem	Inbound	InboundTest	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0349PM
3	Customer3	SILVER	Monitoring	Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0551PM
3	Customer5	SILVER	Monitoring	Sentiment analysis	email	Outbound	OutboundNew	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0202AM
3	Customer3	BRONZE	Monitoring	Profanity detection	email	Outbound	OutboundACK	Source Tenant 5	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0222PM
3	Customer4	BRONZE	Service	Escalation	workitem	Outbound	OutboundReply	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-03 0713PM
3	Customer5	SILVER	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0539AM
3	Customer5	GOLD	Service	Escalation	workitem	Outbound	OutboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0559PM
3	Customer2	GOLD	Monitoring	Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0752AM
3	Customer3	BRONZE	Service	Escalation	workitem	Outbound	OutboundReply	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1109AM
3	Customer3	GOLD	Service	Escalation	workitem	Outbound	OutboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0259PM
3	Customer1	GOLD	Service	Escalation	email	Outbound	OutboundACK	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 1039AM
3	Customer4	GOLD	Service	Escalation	email	Outbound	OutboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0708PM
3	Customer3	BRONZE	Service	Language translation	email	Inbound	InboundTest	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0143PM
3	Customer5	SILVER	Monitoring	Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0740AM
3	Customer5	SILVER	Monitoring	Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0608PM
3	Customer4	SILVER	Monitoring	Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-03 0845PM
3	Customer5	SILVER	Service	Agent advisory	email	Outbound	OutboundReply	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0749AM
3	Customer1	BRONZE	Service	Escalation	email	Outbound	OutboundReply	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1207AM
3	Customer1	GOLD	Service	Agent advisory	email	Outbound	OutboundReply	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0626PM
3	Customer2	BRONZE	Service	Agent advisory	email	Inbound	InboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 1001AM
3	Customer1	SILVER	Service	Language translation	workitem	Outbound	OutboundNew	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0628PM
3	Customer3	BRONZE	Monitoring	Sentiment analysis	email	Inbound	InboundTest	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0325AM
3	Customer2	GOLD	Service	Language translation	workitem	Outbound	OutboundACK	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0703PM
3	Customer3	SILVER	Monitoring	Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0803AM
3	Customer5	GOLD	Service	Escalation	workitem	Outbound	OutboundACK	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0541AM
3	Customer3	SILVER	Service	Escalation	workitem	Inbound	InboundTest	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-03 0837PM
3	Customer5	GOLD	Service	Escalation	workitem	Outbound	OutboundACK	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0241PM
3	Customer3	BRONZE	Service	Agent advisory	email	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0832AM
3	Customer1	GOLD	Monitoring	Profanity detection	email	Inbound	InboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1112PM
3	Customer2	BRONZE	Service	Agent advisory	email	Inbound	InboundNew	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0139AM
3	Customer5	SILVER	Service	Escalation	email	Outbound	OutboundACK	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 1120AM
3	Customer2	GOLD	Monitoring	Profanity detection	email	Inbound	InboundTest	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 1108PM
3	Customer5	SILVER	Monitoring	Sentiment analysis	workitem	Outbound	OutboundNew	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0110AM

Task Detail Report

Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 0843AM	2021-05-05 0906AM	2021-05-04 0844AM	Department 2	Process 5	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 1058AM	2021-05-05 0906AM	2021-05-04 1056AM	Department 2	Process 4	-1:57:35	-1:58:24	00:00:00	00:00:44
2021-05-04 0422AM	2021-05-05 0911AM	2021-05-04 0516AM	Department 2	Process 4	00:53:31	00:54:15	00:00:00	00:00:39
2021-05-04 1102PM	2021-05-05 0912AM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 1104PM	2021-05-05 0915PM	2021-05-04 1106PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1059PM	2021-05-05 0917PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0712AM	2021-05-05 0925AM	2021-05-04 0727AM	Department 3	Process 6	00:14:32	00:15:16	00:00:00	00:00:39
2021-05-04 1134PM	2021-05-05 0929PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0900AM	2021-05-05 0931AM	2021-05-04 0905AM	Department 2	Process 4	00:04:03	00:04:50	00:00:00	00:00:42
2021-05-04 0906AM	2021-05-05 0932AM	2021-05-04 0907AM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0732AM	2021-05-05 0933AM	2021-05-04 0734AM	Department 2	Process 4	00:00:35	00:01:27	00:00:00	00:00:47
2021-05-04 0812AM	2021-05-05 0941AM		Department 1	Process 3			00:00:00	00:00:00
2021-05-04 1142PM	2021-05-05 0943PM	2021-05-05 0152AM	Department 2	Process 4	02:09:09	02:09:53	00:00:00	00:00:39
2021-05-04 0751PM	2021-05-05 0946AM	2021-05-04 0752PM	Department 2	Process 4	00:00:35	00:01:27	00:00:00	00:00:47
2021-05-04 0900PM	2021-05-05 0949PM	2021-05-04 0901PM	Department 3	Process 6	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0938PM	2021-05-05 1004PM	2021-05-04 0940PM	Department 2	Process 4	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1159PM	2021-05-05 1005AM	2021-05-05 1200AM	Department 2	Process 4	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 1017AM	2021-05-05 1007AM	2021-05-04 0131PM	Department 1	Process 3	03:13:09	03:13:59	00:00:00	00:00:45
2021-05-04 1019PM	2021-05-05 1008PM	2021-05-04 1055PM	Department 3	Process 6	00:35:13	00:35:59	00:00:00	00:00:41
2021-05-04 1002AM	2021-05-05 1014AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0919PM	2021-05-05 1015PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1047AM	2021-05-05 1018AM	2021-05-04 1048AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1151PM	2021-05-05 1021AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1033AM	2021-05-05 1023AM	2021-05-04 1033AM	Department 3	Process 6	-1:59:19	00:00:09	00:00:00	00:00:45
2021-05-04 1024PM	2021-05-05 1026AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0726AM	2021-05-05 1027AM	2021-05-04 0939AM	Department 2	Process 4	02:12:54	02:13:45	00:00:00	00:00:46
2021-05-04 1142PM	2021-05-05 1033AM	2021-05-05 1217AM	Department 2	Process 5	00:34:09	00:34:56	00:00:00	00:00:42
2021-05-04 0950PM	2021-05-05 1040AM	2021-05-04 0951PM	Department 1	Process 3	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0926AM	2021-05-05 1041AM	2021-05-04 0927AM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1037AM	2021-05-05 1042AM	2021-05-04 1038AM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0954PM	2021-05-05 1057AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0936AM	2021-05-05 1100AM	2021-05-04 0937AM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1036PM	2021-05-05 1102AM	2021-05-04 1038PM	Department 1	Process 3	00:00:35	00:01:27	00:00:00	00:00:47
2021-05-04 0909AM	2021-05-05 1105AM	2021-05-04 0911AM	Department 2	Process 5	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1214PM	2021-05-05 1110AM		Department 1	Process 2			00:00:00	00:00:00
2021-05-04 0947AM	2021-05-05 1111AM	2021-05-04 0948AM	Department 3	Process 6	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0744AM	2021-05-05 1113AM	2021-05-04 0746AM	Department 2	Process 4	00:00:35	00:01:25	00:00:00	00:00:45

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Solution Name	Capture Point Name	Queue	Queue Type	Queue Target Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name
2021-05-05 1115PM	itx004382	39580	ext004382	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	60	Completed	1	0	Agent 1
2021-05-05 1116AM	itx004329	39120	ext004329	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	70	Completed	1	0	Agent 1
2021-05-05 1125PM	itx004294	38903	ext004294	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Completed	1	0	Agent 5
2021-05-05 1135AM	itx004181	37817	ext004181	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	80	Queued	0	0	
2021-05-05 1145AM	itx003895	35197	ext003895	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	110	Queued	0	0	
2021-05-05 1145PM	itx004268	38733	ext004268	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Completed	1	0	Agent 3
2021-05-05 1146AM	itx004354	39340	ext004354	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	50	Completed	1	0	Agent 5
2021-05-05 1147AM	itx004253	38500	ext004253	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	60	Completed	1	0	Agent 3
	itx004311	39030	ext004311	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	80	Completed	1	0	Agent 5
2021-05-05 1148AM	itx003860	34870	ext003860	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	70	Completed	1	0	Agent 4
2021-05-05 1149PM	itx004379	39547	ext004379	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	40	Queued	0	0	
2021-05-05 1205AM	itx004012	36790	ext004012	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	60	Completed	1	0	Agent 4
2021-05-05 1211AM	itx003920	35430	ext003920	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	60	Completed	1	0	Agent 3
2021-05-05 1212AM	itx004031	36480	ext004031	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	40	Completed	1	0	Agent 6
2021-05-05 1213AM	itx004309	38957	ext004309	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Queued	0	0	
2021-05-05 1217AM	itx004064	36777	ext004064	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	70	Queued	0	0	
2021-05-05 1219AM	itx003837	34637	ext003837	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	70	Queued	0	0	
2021-05-05 1219PM	itx004095	37050	ext004095	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	60	Completed	1	0	Agent 1
2021-05-05 1221PM	itx004334	39160	ext004334	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	70	Completed	1	0	Agent 2
2021-05-05 1222PM	itx004120	37270	ext004120	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Completed	1	0	Agent 2
2021-05-05 1223PM	itx004437	40090	ext004437	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	40	Completed	1	0	Agent 3
2021-05-05 1227AM	itx003848	34783	ext003848	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Completed	1	0	Agent 1
2021-05-05 1233AM	itx003813	34440	ext003813	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	20	Completed	1	0	Agent 4
2021-05-05 1233PM	itx003875	35010	ext003875	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	50	Completed	1	0	Agent 1
	itx004178	37790	ext004178	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	70	Completed	1	0	Agent 5
2021-05-05 1234PM	itx004378	39537	ext004378	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	60	Queued	0	0	
2021-05-05 1237PM	itx004143	37470	ext004143	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	60	Completed	1	0	Agent 2
2021-05-05 1241PM	itx003967	36023	ext003967	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	100	Completed	1	0	Agent 3
	itx004220	38190	ext004220	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	110	Completed	1	0	Agent 4
2021-05-05 1249AM	itx003999	36180	ext003999	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Completed	1	0	Agent 6
2021-05-05 1255AM	itx004056	36713	ext004056	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	60	Completed	1	0	Agent 3
2021-05-05 1258PM	itx004392	40276	ext004392	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	120	Completed	1	0	Agent 4
2021-05-06 0136AM	itx004345	39260	ext004345	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	70	Completed	1	0	Agent 1
2021-05-06 0156AM	itx004347	39453	ext004347	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	40	Completed	1	0	Agent 6
2021-05-06 0202AM	itx004399	39730	ext004399	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	120	Completed	1	0	Agent 1
2021-05-06 0204AM	itx004384	39683	ext004384	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	100	Completed	1	0	Agent 1
2021-05-06 0255AM	itx004388	39637	ext004388	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	100	Queued	0	0	

Task Detail Report

Result Code	Customer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time
3	Customer5	SILVER	Monitoring	Profanity detection	email	Outbound	OutboundACK	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0249PM
3	Customer2	BRONZE	Monitoring	Sentiment analysis	email	Outbound	OutboundACK	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0122PM
3	Customer1	GOLD	Monitoring	Sentiment analysis	email	Inbound	InboundTest	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1231PM
3	Customer2	SILVER	Monitoring	Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 1142AM
3	Customer3	GOLD	Service	Escalation	workitem	Inbound	InboundTest	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-03 1133PM
3	Customer1	GOLD	Notification	News feed	email	Outbound	OutboundACK	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0825PM
3	Customer4	SILVER	Monitoring	Recording service	email	Inbound	InboundNew	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1145AM
3	Customer2	GOLD	Service	Escalation	email	Outbound	OutboundNew	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0341PM
3	Customer3	SILVER	Monitoring	Sentiment analysis	email	Outbound	OutboundACK	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0944AM
3	Customer4	BRONZE	Service	Escalation	email	Outbound	OutboundNew	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0807AM
3	Customer2	SILVER	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0738PM
3	Customer1	SILVER	Service	Escalation	workitem	Outbound	OutboundACK	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0447AM
3	Customer3	GOLD	Service	Agent advisory	workitem	Outbound	OutboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0530AM
3	Customer1	SILVER	Monitoring	Sentiment analysis	email	Outbound	OutboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0620AM
3	Customer1	SILVER	Monitoring	Sentiment analysis	email	Inbound	InboundNew	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0807PM
3	Customer4	GOLD	Service	Escalation	email	Inbound	InboundTest	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0654AM
3	Customer4	BRONZE	Service	Language translation	email	Inbound	InboundTest	Source Tenant 5	IT	Request	Unknown	Unknown	2021-05-04 0635AM
3	Customer5	GOLD	Service	Escalation	workitem	Outbound	OutboundACK	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0433AM
3	Customer3	SILVER	Service	Agent advisory	workitem	Outbound	OutboundNew	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0218PM
3	Customer4	GOLD	Service	Agent advisory	email	Outbound	OutboundReply	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0905AM
3	Customer3	BRONZE	Monitoring	Profanity detection	workitem	Inbound	InboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0544PM
3	Customer2	SILVER	Service	Agent advisory	workitem	Outbound	OutboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0617PM
3	Customer4	BRONZE	Monitoring	Profanity detection	workitem	Inbound	InboundNew	Source Tenant 3	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0208AM
3	Customer1	SILVER	Monitoring	Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-03 0704PM
3	Customer5	GOLD	Monitoring	Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 5	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0935AM
3	Customer4	SILVER	Service	Language translation	email	Inbound	InboundNew	Source Tenant 4	Finance	Credit	Unknown	Unknown	2021-05-04 0541PM
3	Customer5	GOLD	Monitoring	Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0317AM
3	Customer4	BRONZE	Service	Escalation	email	Outbound	OutboundReply	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0947AM
3	Customer4	SILVER	Service	Escalation	email	Inbound	InboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0549AM
3	Customer1	SILVER	Monitoring	Recording service	workitem	Outbound	OutboundACK	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0532AM
3	Customer3	GOLD	Service	Escalation	email	Outbound	OutboundACK	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1103AM
3	Customer4	GOLD	Monitoring	Profanity detection	email	Outbound	OutboundReply	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0915AM
3	Customer3	SILVER	Monitoring	Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0251PM
3	Customer4	GOLD	Monitoring	Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0241PM
3	Customer2	SILVER	Service	Language translation	email	Outbound	OutboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0949PM
3	Customer2	BRONZE	Service	Agent advisory	workitem	Outbound	OutboundReply	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1001PM
3	Customer1	SILVER	Service	Agent advisory	email	Outbound	OutboundNew	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0710PM

Task Detail Report

Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 1048PM	2021-05-05 1115PM	2021-05-04 1050PM	Department 2	Process 5	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 1009PM	2021-05-05 1116AM	2021-05-04 1010PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0931PM	2021-05-05 1125PM	2021-05-04 0954PM	Department 2	Process 4	00:21:35	00:22:24	00:00:00	00:00:44
2021-05-04 0706PM	2021-05-05 1135AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0908AM	2021-05-05 1145AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0925PM	2021-05-05 1145PM	2021-05-04 0933PM	Department 3	Process 6	00:07:10	00:07:56	00:00:00	00:00:41
2021-05-04 1038PM	2021-05-05 1146AM	2021-05-04 1039PM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0904PM	2021-05-05 1147AM	2021-05-04 0906PM	Department 2	Process 5	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0946PM	2021-05-05 1147AM	2021-05-04 0953PM	Department 3	Process 6	00:05:47	00:06:40	00:00:00	00:00:48
2021-05-04 0812AM	2021-05-05 1148AM	2021-05-04 0813AM	Department 3	Process 6	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 1047PM	2021-05-05 1149PM		Department 1	Process 3			00:00:00	00:00:00
2021-05-04 1041AM	2021-05-05 1205AM	2021-05-04 1137AM	Department 2	Process 5	00:54:50	00:55:37	00:00:00	00:00:42
2021-05-04 0916AM	2021-05-05 1211AM	2021-05-04 0918AM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 1045AM	2021-05-05 1212AM	2021-05-04 1046AM	Department 2	Process 4	00:00:11	00:01:00	00:00:00	00:00:44
2021-05-04 0958PM	2021-05-05 1213AM		Department 1	Process 3			00:00:00	00:00:00
2021-05-04 1117AM	2021-05-05 1217AM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0718AM	2021-05-05 1219AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1204PM	2021-05-05 1219PM	2021-05-04 1205PM	Department 2	Process 5	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 1000PM	2021-05-05 1221PM	2021-05-04 1001PM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0222PM	2021-05-05 1222PM	2021-05-04 0223PM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1154PM	2021-05-05 1223PM	2021-05-04 1156PM	Department 3	Process 6	00:00:35	00:01:16	00:00:00	00:00:36
2021-05-04 0739AM	2021-05-05 1227AM	2021-05-04 0751AM	Department 3	Process 6	00:11:22	00:12:12	00:00:00	00:00:45
2021-05-04 0537AM	2021-05-05 1233AM	2021-05-04 0538AM	Department 2	Process 5	00:00:35	00:01:27	00:00:00	00:00:47
2021-05-04 0835AM	2021-05-05 1233PM	2021-05-04 0836AM	Department 1	Process 3	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0714PM	2021-05-05 1233PM	2021-05-04 0715PM	Department 2	Process 5	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1047PM	2021-05-05 1234PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0402PM	2021-05-05 1237PM	2021-05-04 0403PM	Department 1	Process 3	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0955AM	2021-05-05 1241PM	2021-05-04 1003AM	Department 2	Process 4	00:07:36	00:08:24	00:00:00	00:00:43
2021-05-04 0821PM	2021-05-05 1241PM	2021-05-04 0822PM	Department 3	Process 6	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 1021AM	2021-05-05 1249AM	2021-05-04 1023AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 1124AM	2021-05-05 1255AM	2021-05-04 1120AM	Department 2	Process 4	-1:55:33	-1:56:23	00:00:00	00:00:45
2021-05-04 1102PM	2021-05-05 1258PM	2021-05-05 0134AM	Department 2	Process 5	02:31:35	02:32:26	00:00:00	00:00:46
2021-05-04 1022PM	2021-05-06 0136AM	2021-05-04 1023PM	Department 1	Process 3	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 1018PM	2021-05-06 0156AM	2021-05-04 1043PM	Department 2	Process 4	00:24:13	00:25:03	00:00:00	00:00:45
2021-05-04 1126PM	2021-05-06 0202AM	2021-05-04 1127PM	Department 2	Process 5	00:00:35	00:01:13	00:00:00	00:00:33
2021-05-04 1058PM	2021-05-06 0204AM	2021-05-04 1111PM	Department 2	Process 5	00:11:27	00:12:11	00:00:00	00:00:39
2021-05-04 1113PM	2021-05-06 0255AM		Department 2	Process 4			00:00:00	00:00:00

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Solution Name	Capture Point Name	Queue	Queue Type	Queue Target Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name
2021-05-06 0258AM	itx004339	39200	ext004339	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	90	Completed	1	0	Agent 2
2021-05-06 0300AM	itx004297	38860	ext004297	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	90	Completed	1	0	Agent 2
2021-05-06 0327AM	itx004431	40030	ext004431	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	100	Completed	1	0	Agent 4
2021-05-06 0333AM	itx004356	39456	ext004356	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	120	Completed	1	0	Agent 1
2021-05-06 0435AM	itx004361	39400	ext004361	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	90	Completed	1	0	Agent 4
2021-05-06 0504AM	itx004405	39777	ext004405	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel1	Unknown	100	Queued	0	0	
2021-05-06 1213AM	itx004440	40653	ext004440	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	70	Completed	1	0	Agent 6
2021-05-06 1219AM	itx004359	39377	ext004359	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	90	Queued	0	0	
2021-05-06 1222AM	itx004330	39150	ext004330	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	70	Completed	1	0	Agent 6
2021-05-06 1225AM	itx004223	38220	ext004223	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	100	Completed	1	0	Agent 3
2021-05-06 1232AM	itx004323	39070	ext004323	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel4	Unknown	70	Completed	1	0	Agent 1
2021-05-06 1235AM	itx004300	38890	ext004300	TEST_SOLUTION	capture_point3	iWD_Queued	InteractionQueue	iWD_New	channel3	Unknown	80	Completed	1	0	Agent 2
2021-05-06 1244AM	itx004226	38250	ext004226	TEST_SOLUTION	capture_point1	iWD_Queued	InteractionQueue	iWD_New	channel2	Unknown	80	Completed	1	0	Agent 4
2021-05-06 1248AM	itx004245	38417	ext004245	TEST_SOLUTION	capture_point2	iWD_Queued	InteractionQueue	iWD_New	channel5	Unknown	100	Queued	0	0	

Task Detail Report

Result Code	Customer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time
3	Customer5	BRONZE	Service	Escalation	email	Outbound	OutboundNew	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1215PM
3	Customer4	GOLD	Monitoring	Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0642PM
3	Customer4	SILVER	Monitoring	Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 3	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1010PM
3	Customer2	GOLD	Service	Agent advisory	workitem	Outbound	OutboundReply	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 1126AM
3	Customer2	SILVER	Monitoring	Profanity detection	workitem	Inbound	InboundTest	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0822AM
3	Customer3	SILVER	Monitoring	Recording service	workitem	Outbound	OutboundNew	Source Tenant 2	IT	Request	Unknown	Unknown	2021-05-04 0459PM
3	Customer2	GOLD	Monitoring	Profanity detection	workitem	Inbound	InboundNew	Source Tenant 5	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0241PM
3	Customer2	GOLD	Monitoring	Recording service	email	Outbound	OutboundNew	Source Tenant 5	Finance	Credit	Unknown	Unknown	2021-05-04 0838AM
3	Customer3	BRONZE	Monitoring	Profanity detection	workitem	Inbound	InboundNew	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 1018PM
3	Customer5	SILVER	Monitoring	Profanity detection	email	Outbound	OutboundReply	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0354PM
3	Customer1	GOLD	Service	Escalation	email	Inbound	InboundTest	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0142PM
3	Customer4	GOLD	Service	Escalation	workitem	Outbound	OutboundACK	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0714PM
3	Customer5	SILVER	Service	Escalation	workitem	Outbound	OutboundACK	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0837PM
3	Customer1	GOLD	Service	Escalation	email	Inbound	InboundTest	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0151PM

Task Detail Report

Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 1029PM	2021-05-06 0258AM	2021-05-04 1031PM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0936PM	2021-05-06 0300AM	2021-05-04 0937PM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1156PM	2021-05-06 0327AM	2021-05-04 1157PM	Department 1	Process 2	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 1041PM	2021-05-06 0333AM	2021-05-04 1056PM	Department 1	Process 3	00:14:07	00:15:01	00:00:00	00:00:49
2021-05-04 1043PM	2021-05-06 0435AM	2021-05-04 1043PM	Department 2	Process 5	-1:59:38	00:00:21	00:00:00	00:00:38
2021-05-04 1116PM	2021-05-06 0504AM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1159PM	2021-05-06 1213AM	2021-05-05 0508AM	Department 2	Process 5	05:07:21	05:08:09	00:00:00	00:00:43
2021-05-04 1042PM	2021-05-06 1219AM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 1011PM	2021-05-06 1222AM	2021-05-04 1012PM	Department 3	Process 6	00:00:06	00:00:54	00:00:00	00:00:43
2021-05-04 0839PM	2021-05-06 1225AM	2021-05-04 0840PM	Department 2	Process 5	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1001PM	2021-05-06 1232AM	2021-05-04 1002PM	Department 3	Process 6	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0931PM	2021-05-06 1235AM	2021-05-04 0932PM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0843PM	2021-05-06 1244AM	2021-05-04 0844PM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0908PM	2021-05-06 1248AM		Department 2	Process 5			00:00:00	00:00:00