

## Task Work Detail Report

Assign Date	Assign Time	Source Process	Source Process Subtype	Capture Point Name	Department	Process	Category	Media Type	Interaction Type	Interaction Subtype	Product	Product Subtype	Queue
2021-05-04	0101AM	IT	Request	capture_point1	Department 2	Process 5	Unknown	email	Outbound	OutboundACK	Monitoring	Profanity detection	iWD_Queued
	0102PM	IT	Access Request	capture_point1	Department 1	Process 3	Unknown	email	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
	0105AM	IT	Access Request	capture_point3	Department 2	Process 5	Unknown	email	Outbound	OutboundACK	Service	Escalation	iWD_Queued
	0106AM	IT	Support Request	capture_point2	Department 2	Process 5	Unknown	workitem	Outbound	OutboundACK	Service	Escalation	iWD_Queued
	0112PM	IT	Request	capture_point3	Department 3	Process 6	Unknown	email	Outbound	OutboundACK	Service	Escalation	iWD_Queued
	0116AM	Fraud	Account Checking	capture_point1	Department 2	Process 4	Unknown	workitem	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
		IT	Access Request	capture_point3	Department 2	Process 4	Unknown	workitem	Outbound	OutboundReply	Service	Language translation	iWD_Queued
	0120PM	IT	Request	capture_point2	Department 2	Process 5	Unknown	workitem	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
	0130PM	Fraud	Ban Request	capture_point2	Department 1	Process 3	Unknown	workitem	Inbound	InboundNew	Monitoring	Sentiment analysis	iWD_Queued
	0138AM	Fraud	Ban Request	capture_point1	Department 2	Process 5	Unknown	workitem	Outbound	OutboundACK	Service	Agent advisory	iWD_Queued
		IT	Access Request	capture_point2	Department 2	Process 5	Unknown	workitem	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
	0141PM	Finance	Credit	capture_point1	Department 1	Process 3	Unknown	workitem	Inbound	InboundTest	Service	Agent advisory	iWD_Queued
	0150AM	Fraud	Ban Request	capture_point2	Department 1	Process 3	Unknown	workitem	Outbound	OutboundNew	Service	Agent advisory	iWD_Queued
	0152AM	Fraud	Ban Request	capture_point3	Department 2	Process 5	Unknown	email	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
	0153PM	IT	Request	capture_point2	Department 2	Process 5	Unknown	email	Outbound	OutboundReply	Unspecified	Unspecified	iWD_Queued
	0159AM	IT	Support Request	capture_point3	Department 2	Process 5	Unknown	email	Inbound	InboundTest	Monitoring	Profanity detection	iWD_Queued
	0200PM	IT	Support Request	capture_point2	Department 3	Process 6	Unknown	workitem	Inbound	InboundNew	Service	Agent advisory	iWD_Queued
	0202AM	IT	Support Request	capture_point1	Department 1	Process 3	Unknown	email	Outbound	OutboundReply	Monitoring	Sentiment analysis	iWD_Queued
	0202PM	IT	Support Request	capture_point1	Department 2	Process 4	Unknown	workitem	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
	0210PM	IT	Access Request	capture_point1	Department 1	Process 3	Unknown	email	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
	0214AM	IT	Support Request	capture_point1	Department 2	Process 4	Unknown	email	Outbound	OutboundReply	Monitoring	Sentiment analysis	iWD_Queued
	0217AM	IT	Support Request	capture_point3	Department 3	Process 6	Unknown	email	Inbound	InboundTest	Monitoring	Profanity detection	iWD_Queued
	0222PM	IT	Support Request	capture_point2	Department 2	Process 4	Unknown	email	Outbound	OutboundReply	Service	Agent advisory	iWD_Queued
	0223AM	Fraud	Account Checking	capture_point1	Department 2	Process 4	Unknown	email	Inbound	InboundNew	Notification	Advertisement	iWD_Queued
	0225PM	Finance	Credit	capture_point2	Department 2	Process 5	Unknown	workitem	Outbound	OutboundNew	Monitoring	Recording service	iWD_Queued
	0232AM	IT	Request	capture_point3	Department 2	Process 4	Unknown	workitem	Inbound	InboundNew	Service	Escalation	iWD_Queued
	0233AM	Fraud	Duplicate Account	capture_point2	Department 2	Process 4	Unknown	workitem	Outbound	OutboundReply	Service	Escalation	iWD_Queued
	0236PM	IT	Access Request	capture_point2	Department 1	Process 2	Unknown	email	Inbound	InboundNew	Service	Agent advisory	iWD_Queued
	0237PM	Finance	Credit	capture_point1	Department 2	Process 4	Unknown	email	Inbound	InboundTest	Notification	News feed	iWD_Queued
	0240AM	IT	Access Request	capture_point2	Department 2	Process 5	Unknown	workitem	Outbound	OutboundACK	Service	Agent advisory	iWD_Queued
	0246PM	Fraud	Account Checking	capture_point3	Department 1	Process 3	Unknown	workitem	Outbound	OutboundReply	Service	Escalation	iWD_Queued
	0247AM	IT	Access Request	capture_point2	Department 2	Process 4	Unknown	workitem	Outbound	OutboundACK	Service	Escalation	iWD_Queued
	0249PM	IT	Support Request	capture_point2	Department 2	Process 5	Unknown	email	Inbound	InboundTest	Monitoring	Profanity detection	iWD_Queued
	0250AM	IT	Access Request	capture_point3	Department 2	Process 4	Unknown	email	Outbound	OutboundReply	Service	Agent advisory	iWD_Queued
	0253PM	IT	Access Request	capture_point3	Department 2	Process 5	Unknown	email	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
	0254AM	Fraud	Ban Request	capture_point1	Department 2	Process 4	Unknown	workitem	Outbound	OutboundACK	Monitoring	Recording service	iWD_Queued
	0307AM	IT	Support Request	capture_point2	Department 3	Process 6	Unknown	workitem	Outbound	OutboundReply	Service	Agent advisory	iWD_Queued
	0309AM	Fraud	Account Checking	capture_point2	Department 2	Process 5	Unknown	workitem	Inbound	InboundNew	Monitoring	Sentiment analysis	iWD_Queued

## Task Work Detail Report

Queue Type	Media Channel	Agent Name	Finish Date Time	Customer Segment	Customer ID	Result Code	Priority	Interaction ID	Capture ID	Assign Task Event ID	Finish Task Event ID	Work Time (Fmt)
InteractionQueue	channel1	Agent 3	2021-05-04 0102AM	BRONZE	Customer1	3	150	itx003754	ext003754	33891	33892	00:00:39
InteractionQueue	channel3	Agent 6	2021-05-04 0102PM	BRONZE	Customer4	3	60	itx004102	ext004102	37158	37159	00:00:42
InteractionQueue	channel2	Agent 3	2021-05-04 0106AM	SILVER	Customer3	3	110	itx003758	ext003758	33908	33909	00:00:41
InteractionQueue	channel1	Agent 1	2021-05-04 0107AM	SILVER	Customer1	3	70	itx003753	ext003753	33911	33912	00:00:42
InteractionQueue	channel4	Agent 6	2021-05-04 0112PM	GOLD	Customer5	3	80	itx004105	ext004105	37148	37149	00:00:43
InteractionQueue	channel4	Agent 4	2021-05-04 0117AM	GOLD	Customer4	3	50	itx003762	ext003762	33948	33949	00:00:48
InteractionQueue	channel5	Agent 6	2021-05-04 0117AM	SILVER	Customer3	3	50	itx003761	ext003761	33938	33939	00:00:43
InteractionQueue	channel4	Agent 4	2021-05-04 0120PM	SILVER	Customer5	3	90	itx004110	ext004110	37188	37189	00:00:45
InteractionQueue	channel3	Agent 3	2021-05-04 0131PM	SILVER	Customer5	3	60	itx004001	ext004001	37198	37199	00:00:45
InteractionQueue	channel2	Agent 5	2021-05-04 0139AM	BRONZE	Customer2	3	120	itx003765	ext003765	33978	33979	00:00:46
InteractionQueue	channel4	Agent 1	2021-05-04 0138AM	GOLD	Customer4	3	50	itx003764	ext003764	33968	33969	00:00:38
InteractionQueue	channel2	Agent 6	2021-05-04 0142PM	BRONZE	Customer1	3	80	itx004113	ext004113	37208	37209	00:00:43
InteractionQueue	channel3	Agent 4	2021-05-04 0151AM	SILVER	Customer4	3	80	itx003768	ext003768	34008	34009	00:00:44
InteractionQueue	channel2	Agent 2	2021-05-04 0152AM	SILVER	Customer4	3	70	itx003767	ext003767	33998	33999	00:00:38
InteractionQueue	channel3	Agent 1	2021-05-04 0154PM	GOLD	Customer5	3	90	itx004114	ext004114	37218	37219	00:00:37
InteractionQueue	channel2	Agent 3	2021-05-04 0200AM	GOLD	Customer5	3	120	itx003766	ext003766	33988	33989	00:00:39
InteractionQueue	channel4	Agent 6	2021-05-04 0201PM	SILVER	Customer1	3	140	itx004028	ext004028	37238	37239	00:00:40
InteractionQueue	channel2	Agent 3	2021-05-04 0202AM	BRONZE	Customer4	3	120	itx003771	ext003771	34038	34039	00:00:32
InteractionQueue	channel1	Agent 2	2021-05-04 0203PM	GOLD	Customer5	3	70	itx004118	ext004118	37248	37249	00:00:47
InteractionQueue	channel4	Agent 4	2021-05-04 0211PM	GOLD	Customer2	3	70	itx004119	ext004119	37258	37259	00:00:43
InteractionQueue	channel2	Agent 3	2021-05-04 0214AM	SILVER	Customer5	3	100	itx003769	ext003769	34018	34019	00:00:42
InteractionQueue	channel5	Agent 1	2021-05-04 0217AM	GOLD	Customer3	3	80	itx003772	ext003772	34048	34049	00:00:47
InteractionQueue	channel2	Agent 2	2021-05-04 0223PM	GOLD	Customer4	3	80	itx004120	ext004120	37268	37269	00:00:41
InteractionQueue	channel2	Agent 2	2021-05-04 0223AM	GOLD	Customer2	3	70	itx003774	ext003774	34068	34069	00:00:42
InteractionQueue	channel2	Agent 4	2021-05-04 0226PM	SILVER	Customer2	3	90	itx004121	ext004121	37278	37279	00:00:44
InteractionQueue	channel5	Agent 3	2021-05-04 0232AM	SILVER	Customer5	3	100	itx003760	ext003760	34071	34072	00:00:45
InteractionQueue	channel4	Agent 4	2021-05-04 0234AM	SILVER	Customer2	3	70	itx003776	ext003776	34088	34089	00:00:37
InteractionQueue	channel3	Agent 3	2021-05-04 0237PM	SILVER	Customer1	3	110	itx004125	ext004125	37308	37309	00:00:38
InteractionQueue	channel1	Agent 2	2021-05-04 0238PM	BRONZE	Customer5	3	70	itx004083	ext004083	37288	37289	00:00:45
InteractionQueue	channel1	Agent 2	2021-05-04 0241AM	GOLD	Customer3	3	70	itx003777	ext003777	34098	34099	00:00:41
InteractionQueue	channel2	Agent 1	2021-05-04 0247PM	GOLD	Customer2	3	60	itx004115	ext004115	37321	37322	00:00:47
InteractionQueue	channel4	Agent 6	2021-05-04 0248AM	BRONZE	Customer1	3	30	itx003773	ext003773	34114	34115	00:00:39
InteractionQueue	channel1	Agent 2	2021-05-04 0249PM	GOLD	Customer5	3	70	itx004011	ext004011	37324	37325	00:00:43
InteractionQueue	channel4	Agent 6	2021-05-04 0251AM	GOLD	Customer2	3	90	itx003778	ext003778	34108	34109	00:00:43
InteractionQueue	channel3	Agent 2	2021-05-04 0253PM	GOLD	Customer4	3	90	itx004126	ext004126	37318	37319	00:00:38
InteractionQueue	channel5	Agent 6	2021-05-04 0255AM	BRONZE	Customer4	3	120	itx003763	ext003763	34111	34112	00:00:42
InteractionQueue	channel1	Agent 5	2021-05-04 0307AM	BRONZE	Customer3	3	40	itx003782	ext003782	34138	34139	00:00:40
InteractionQueue	channel5	Agent 5	2021-05-04 0309AM	GOLD	Customer1	3	40	itx003781	ext003781	34128	34129	00:00:45

## Task Work Detail Report

Assign Date	Assign Time	Source Process	Source Process Subtype	Capture Point Name	Department	Process	Category	Media Type	Interaction Type	Interaction Subtype	Product	Product Subtype	Queue
2021-05-04	0314PM	Fraud	Account Checking	capture_point2	Department 2	Process 4	Unknown	email	Inbound	InboundNew	Service	Agent advisory	iWD_Queued
	0315AM	IT	Access Request	capture_point1	Department 3	Process 6	Unknown	email	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
				capture_point3	Department 1	Process 3	Unknown	email	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
	0317PM	Fraud	Duplicate Account	capture_point3	Department 2	Process 5	Unknown	workitem	Outbound	OutboundReply	Monitoring	Recording service	iWD_Queued
	0319PM	Fraud	Account Checking	capture_point1	Department 2	Process 5	Unknown	workitem	Inbound	InboundNew	Service	Escalation	iWD_Queued
	0334PM	Fraud	Duplicate Account	capture_point2	Department 3	Process 6	Unknown	email	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
	0337PM	IT	Access Request	capture_point2	Department 1	Process 3	Unknown	email	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
	0340PM	IT	Access Request	capture_point1	Department 2	Process 5	Unknown	workitem	Outbound	OutboundReply	Service	Escalation	iWD_Queued
	0341AM	IT	Access Request	capture_point2	Department 2	Process 4	Unknown	email	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
	0344AM	IT	Access Request	capture_point2	Department 2	Process 4	Unknown	email	Inbound	InboundTest	Monitoring	Recording service	iWD_Queued
	0348AM	Fraud	Account Checking	capture_point2	Department 2	Process 4	Unknown	workitem	Inbound	InboundNew	Service	Escalation	iWD_Queued
	0349AM	IT	Access Request	capture_point2	Department 1	Process 3	Unknown	email	Outbound	OutboundACK	Service	Agent advisory	iWD_Queued
	0356PM	IT	Access Request	capture_point3	Department 2	Process 5	Unknown	email	Outbound	OutboundReply	Service	Agent advisory	iWD_Queued
	0403PM	Fraud	Ban Request	capture_point1	Department 1	Process 3	Unknown	workitem	Inbound	InboundNew	Monitoring	Sentiment analysis	iWD_Queued
	0407AM	Fraud	Ban Request	capture_point2	Department 3	Process 6	Unknown	workitem	Outbound	OutboundACK	Monitoring	Recording service	iWD_Queued
	0409PM	Fraud	Ban Request	capture_point1	Department 1	Process 3	Unknown	workitem	Outbound	OutboundNew	Notification	News feed	iWD_Queued
	0410AM	IT	Access Request	capture_point2	Department 1	Process 3	Unknown	workitem	Inbound	InboundTest	Monitoring	Profanity detection	iWD_Queued
	0413PM	Finance	Credit	capture_point2	Department 2	Process 5	Unknown	email	Inbound	InboundTest	Service	Escalation	iWD_Queued
	0422PM	Fraud	Account Checking	capture_point2	Department 1	Process 3	Unknown	workitem	Outbound	OutboundNew	Service	Escalation	iWD_Queued
	0424PM	IT	Access Request	capture_point1	Department 2	Process 5	Unknown	workitem	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
	0425PM	Fraud	Account Checking	capture_point3	Department 2	Process 4	Unknown	workitem	Outbound	OutboundACK	Monitoring	Sentiment analysis	iWD_Queued
	0438PM	IT	Request	capture_point1	Department 1	Process 3	Unknown	workitem	Inbound	InboundTest	Monitoring	Profanity detection	iWD_Queued
	0441PM	IT	Request	capture_point3	Department 2	Process 5	Unknown	email	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
	0442AM	Fraud	Ban Request	capture_point3	Department 2	Process 4	Unknown	workitem	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
	0443PM	IT	Support Request	capture_point3	Department 2	Process 4	Unknown	email	Inbound	InboundTest	Service	Language translation	iWD_Queued
	0444AM	Fraud	Account Checking	capture_point1	Department 2	Process 5	Unknown	email	Inbound	InboundNew	Service	Escalation	iWD_Queued
	0446PM	Fraud	Ban Request	capture_point1	Department 2	Process 5	Unknown	email	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
	0450AM	IT	Access Request	capture_point3	Department 1	Process 3	Unknown	workitem	Outbound	OutboundNew	Service	Escalation	iWD_Queued
	0453PM	Fraud	Ban Request	capture_point1	Department 2	Process 5	Unknown	workitem	Outbound	OutboundNew	Service	Escalation	iWD_Queued
	0455PM	Fraud	Ban Request	capture_point3	Department 2	Process 4	Unknown	workitem	Outbound	OutboundACK	Service	Language translation	iWD_Queued
	0458AM	Fraud	Account Checking	capture_point3	Department 2	Process 5	Unknown	workitem	Outbound	OutboundACK	Monitoring	Profanity detection	iWD_Queued
	0503AM	IT	Access Request	capture_point1	Department 2	Process 4	Unknown	email	Outbound	OutboundNew	Service	Escalation	iWD_Queued
	0504AM	IT	Access Request	capture_point3	Department 3	Process 6	Unknown	email	Inbound	InboundNew	Service	Agent advisory	iWD_Queued
	0504PM	Fraud	Ban Request	capture_point3	Department 3	Process 6	Unknown	email	Outbound	OutboundReply	Monitoring	Sentiment analysis	iWD_Queued
	0514AM	IT	Support Request	capture_point3	Department 3	Process 6	Unknown	workitem	Outbound	OutboundACK	Monitoring	Sentiment analysis	iWD_Queued
	0515AM	IT	Access Request	capture_point1	Department 2	Process 4	Unknown	workitem	Inbound	InboundTest	Monitoring	Profanity detection	iWD_Queued
	0515PM	IT	Support Request	capture_point1	Department 2	Process 5	Unknown	email	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
	0517AM	IT	Access Request	capture_point2	Department 2	Process 5	Unknown	email	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued

## Task Work Detail Report

Queue Type	Media Channel	Agent Name	Finish Date Time	Customer Segment	Customer ID	Result Code	Priority	Interaction ID	Capture ID	Assign Task Event ID	Finish Task Event ID	Work Time (Fmt)
InteractionQueue	channel4	Agent 3	2021-05-04 0315PM	SILVER	Customer3	3	60	itx004129	ext004129	37338	37339	00:00:44
InteractionQueue	channel4	Agent 6	2021-05-04 0316AM	GOLD	Customer3	3	60	itx003786	ext003786	34178	34179	00:00:48
InteractionQueue	channel2	Agent 3	2021-05-04 0315AM	GOLD	Customer5	3	90	itx003783	ext003783	34148	34149	00:00:42
InteractionQueue	channel11	Agent 3	2021-05-04 0318PM	GOLD	Customer1	3	110	itx004106	ext004106	37381	37382	00:00:39
InteractionQueue	channel4	Agent 1	2021-05-04 0320PM	GOLD	Customer2	3	80	itx004133	ext004133	37378	37379	00:00:43
InteractionQueue	channel4	Agent 4	2021-05-04 0334PM	GOLD	Customer1	3	60	itx004136	ext004136	37398	37399	00:00:48
InteractionQueue	channel2	Agent 4	2021-05-04 0337PM	GOLD	Customer2	3	20	itx004101	ext004101	37384	37385	00:00:37
InteractionQueue	channel11	Agent 3	2021-05-04 0341PM	SILVER	Customer1	3	90	itx004000	ext004000	37401	37402	00:00:41
InteractionQueue	channel4	Agent 4	2021-05-04 0342AM	BRONZE	Customer3	3	70	itx003787	ext003787	34188	34189	00:00:43
InteractionQueue	channel11	Agent 1	2021-05-04 0345AM	BRONZE	Customer5	3	100	itx003789	ext003789	34208	34209	00:00:40
InteractionQueue	channel4	Agent 4	2021-05-04 0348AM	BRONZE	Customer1	3	90	itx003791	ext003791	34228	34229	00:00:41
InteractionQueue	channel2	Agent 3	2021-05-04 0349AM	BRONZE	Customer4	3	60	itx003785	ext003785	34231	34232	00:00:46
InteractionQueue	channel11	Agent 5	2021-05-04 0357PM	BRONZE	Customer5	3	90	itx004140	ext004140	37438	37439	00:00:43
InteractionQueue	channel3	Agent 2	2021-05-04 0403PM	GOLD	Customer5	3	60	itx004143	ext004143	37468	37469	00:00:44
InteractionQueue	channel4	Agent 1	2021-05-04 0408AM	GOLD	Customer1	3	70	itx003793	ext003793	34248	34249	00:00:36
InteractionQueue	channel5	Agent 6	2021-05-04 0409PM	GOLD	Customer1	3	120	itx004142	ext004142	37458	37459	00:00:41
InteractionQueue	channel11	Agent 1	2021-05-04 0410AM	BRONZE	Customer1	3	40	itx003795	ext003795	34268	34269	00:00:43
InteractionQueue	channel11	Agent 4	2021-05-04 0413PM	GOLD	Customer1	3	80	itx004141	ext004141	37448	37449	00:00:43
InteractionQueue	channel11	Agent 3	2021-05-04 0423PM	BRONZE	Customer3	3	80	itx004145	ext004145	37488	37489	00:00:46
InteractionQueue	channel5	Agent 2	2021-05-04 0425PM	GOLD	Customer3	3	100	itx004144	ext004144	37478	37479	00:00:42
InteractionQueue	channel4	Agent 1	2021-05-04 0425PM	SILVER	Customer2	3	50	itx004146	ext004146	37498	37499	00:00:44
InteractionQueue	channel11	Agent 5	2021-05-04 0438PM	BRONZE	Customer4	3	110	itx004147	ext004147	37508	37509	00:00:45
InteractionQueue	channel4	Agent 2	2021-05-04 0442PM	SILVER	Customer4	3	80	itx004149	ext004149	37528	37529	00:00:40
InteractionQueue	channel11	Agent 1	2021-05-04 0442AM	SILVER	Customer1	3	60	itx003799	ext003799	34308	34309	00:00:38
InteractionQueue	channel5	Agent 3	2021-05-04 0444PM	BRONZE	Customer4	3	120	itx004148	ext004148	37518	37519	00:00:46
InteractionQueue	channel2	Agent 3	2021-05-04 0444AM	BRONZE	Customer3	3	110	itx003800	ext003800	34318	34319	00:00:46
InteractionQueue	channel5	Agent 5	2021-05-04 0447PM	BRONZE	Customer5	3	70	itx004152	ext004152	37558	37559	00:00:47
InteractionQueue	channel5	Agent 6	2021-05-04 0450AM	GOLD	Customer4	3	80	itx003803	ext003803	34348	34349	00:00:40
InteractionQueue	channel2	Agent 3	2021-05-04 0454PM	SILVER	Customer2	3	110	itx004097	ext004097	37531	37532	00:00:51
InteractionQueue	channel11	Agent 2	2021-05-04 0456PM	GOLD	Customer2	3	60	itx004151	ext004151	37548	37549	00:00:37
InteractionQueue	channel4	Agent 3	2021-05-04 0459AM	GOLD	Customer1	3	50	itx003804	ext003804	34358	34359	00:00:42
InteractionQueue	channel3	Agent 4	2021-05-04 0504AM	BRONZE	Customer1	3	120	itx003807	ext003807	34388	34389	00:00:39
InteractionQueue	channel4	Agent 2	2021-05-04 0504AM	BRONZE	Customer5	3	50	itx003806	ext003806	34378	34379	00:00:46
InteractionQueue	channel4	Agent 4	2021-05-04 0504PM	SILVER	Customer3	3	90	itx004155	ext004155	37588	37589	00:00:34
InteractionQueue	channel4	Agent 6	2021-05-04 0514AM	BRONZE	Customer4	3	90	itx003805	ext003805	34368	34369	00:00:41
InteractionQueue	channel5	Agent 1	2021-05-04 0516AM	SILVER	Customer3	3	60	itx003798	ext003798	34404	34405	00:00:39
InteractionQueue	channel11	Agent 5	2021-05-04 0516PM	BRONZE	Customer3	3	70	itx004154	ext004154	37578	37579	00:00:41
InteractionQueue	channel5	Agent 2	2021-05-04 0518AM	GOLD	Customer3	3	170	itx003808	ext003808	34398	34399	00:00:41

## Task Work Detail Report

Assign Date	Assign Time	Source Process	Source Process Subtype	Capture Point Name	Department	Process	Category	Media Type	Interaction Type	Interaction Subtype	Product	Product Subtype	Queue
2021-05-04	0519PM	Fraud	Account Checking	capture_point1	Department 1	Process 3	Unknown	email	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
	0523AM	Fraud	Account Checking	capture_point2	Department 2	Process 5	Unknown	workitem	Outbound	OutboundReply	Service	Agent advisory	iWD_Queued
	0524PM	Fraud	Ban Request	capture_point3	Department 3	Process 6	Unknown	email	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
	0534PM	IT	Request	capture_point2	Department 2	Process 5	Unknown	email	Outbound	OutboundReply	Service	Agent advisory	iWD_Queued
	0538AM	Fraud	Duplicate Account	capture_point2	Department 2	Process 5	Unknown	workitem	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
	0542AM	IT	Access Request	capture_point1	Department 2	Process 4	Unknown	workitem	Outbound	OutboundReply	Monitoring	Sentiment analysis	iWD_Queued
	0545AM	IT	Access Request	capture_point1	Department 1	Process 3	Unknown	email	Outbound	OutboundACK	Monitoring	Sentiment analysis	iWD_Queued
	0551PM	IT	Support Request	capture_point2	Department 2	Process 4	Unknown	workitem	Inbound	InboundTest	Service	Language translation	iWD_Queued
	0600PM	Fraud	Account Checking	capture_point3	Department 2	Process 4	Unknown	workitem	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
	0604AM	Fraud	Ban Request	capture_point3	Department 2	Process 4	Unknown	email	Inbound	InboundTest	Service	Escalation	iWD_Queued
	0608PM	Fraud	Ban Request	capture_point3	Department 3	Process 6	Unknown	email	Outbound	OutboundNew	Service	Escalation	iWD_Queued
	0613PM	IT	Access Request	capture_point1	Department 2	Process 5	Unknown	workitem	Inbound	InboundNew	Service	Escalation	iWD_Queued
	0622AM	IT	Access Request	capture_point2	Department 3	Process 6	Unknown	email	Inbound	InboundTest	Unspecified	Unspecified	iWD_Queued
	0624AM	Fraud	Ban Request	capture_point1	Department 2	Process 5	Unknown	email	Outbound	OutboundNew	Service	Escalation	iWD_Queued
	0624PM	Fraud	Ban Request	capture_point2	Department 1	Process 3	Unknown	workitem	Outbound	OutboundReply	Service	Escalation	iWD_Queued
	0625PM	Fraud	Account Checking	capture_point3	Department 2	Process 5	Unknown	workitem	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
	0637AM	Fraud	Ban Request	capture_point3	Department 3	Process 6	Unknown	email	Outbound	OutboundReply	Monitoring	Sentiment analysis	iWD_Queued
	0637PM	Fraud	Ban Request	capture_point3	Department 2	Process 5	Unknown	workitem	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
	0644AM	Fraud	Ban Request	capture_point3	Department 1	Process 3	Unknown	email	Outbound	OutboundACK	Service	Escalation	iWD_Queued
	0645AM	IT	Access Request	capture_point2	Department 2	Process 5	Unknown	email	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
	0648PM	Fraud	Ban Request	capture_point1	Department 3	Process 6	Unknown	email	Inbound	InboundTest	Monitoring	Profanity detection	iWD_Queued
	0651AM	Fraud	Ban Request	capture_point2	Department 2	Process 5	Unknown	email	Outbound	OutboundNew	Service	Language translation	iWD_Queued
	0653PM	IT	Access Request	capture_point3	Department 3	Process 6	Unknown	email	Inbound	InboundTest	Monitoring	Profanity detection	iWD_Queued
	0705AM	Fraud	Ban Request	capture_point2	Department 2	Process 5	Unknown	workitem	Inbound	InboundNew	Service	Escalation	iWD_Queued
	0708PM	Fraud	Ban Request	capture_point3	Department 2	Process 4	Unknown	email	Inbound	InboundNew	Service	Agent advisory	iWD_Queued
	0713PM	Fraud	Account Checking	capture_point3	Department 2	Process 5	Unknown	email	Outbound	OutboundACK	Service	Escalation	iWD_Queued
	0714PM	Fraud	Duplicate Account	capture_point1	Department 2	Process 5	Unknown	workitem	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
	0717AM	Fraud	Duplicate Account	capture_point3	Department 2	Process 4	Unknown	email	Inbound	InboundNew	Monitoring	Sentiment analysis	iWD_Queued
	0721PM	Fraud	Ban Request	capture_point2	Department 3	Process 6	Unknown	workitem	Outbound	OutboundReply	Service	Language translation	iWD_Queued
	0722PM	Fraud	Duplicate Account	capture_point3	Department 3	Process 6	Unknown	workitem	Outbound	OutboundACK	Monitoring	Profanity detection	iWD_Queued
	0725PM	IT	Access Request	capture_point2	Department 2	Process 5	Unknown	email	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
	0726AM	IT	Support Request	capture_point3	Department 3	Process 6	Unknown	email	Outbound	OutboundNew	Monitoring	Sentiment analysis	iWD_Queued
	0728PM	IT	Access Request	capture_point3	Department 3	Process 6	Unknown	email	Inbound	InboundNew	Notification	News feed	iWD_Queued
	0730PM	Fraud	Ban Request	capture_point3	Department 2	Process 4	Unknown	email	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
	0732PM	IT	Support Request	capture_point2	Department 3	Process 6	Unknown	workitem	Inbound	InboundTest	Unspecified	Unspecified	iWD_Queued
	0733AM	Fraud	Ban Request	capture_point1	Department 2	Process 4	Unknown	workitem	Outbound	OutboundNew	Service	Escalation	iWD_Queued
	0738AM	IT	Access Request	capture_point1	Department 2	Process 5	Unknown	email	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
	0739AM	IT	Access Request	capture_point3	Department 1	Process 2	Unknown	email	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued

## Task Work Detail Report

Queue Type	Media Channel	Agent Name	Finish Date Time	Customer Segment	Customer ID	Result Code	Priority	Interaction ID	Capture ID	Assign Task Event ID	Finish Task Event ID	Work Time (Fmt)
InteractionQueue	channel1	Agent 1	2021-05-04 0520PM	BRONZE	Customer4	3	50	itx004130	ext004130	37594	37595	00:00:43
InteractionQueue	channel2	Agent 3	2021-05-04 0524AM	SILVER	Customer1	3	90	itx003796	ext003796	34401	34402	00:00:44
InteractionQueue	channel1	Agent 2	2021-05-04 0525PM	SILVER	Customer4	3	100	itx004055	ext004055	37591	37592	00:00:46
InteractionQueue	channel4	Agent 5	2021-05-04 0535PM	GOLD	Customer5	3	50	itx004139	ext004139	37608	37609	00:00:39
InteractionQueue	channel5	Agent 4	2021-05-04 0538AM	BRONZE	Customer4	3	20	itx003813	ext003813	34438	34439	00:00:47
InteractionQueue	channel2	Agent 6	2021-05-04 0543AM	BRONZE	Customer4	3	70	itx003812	ext003812	34428	34429	00:00:42
InteractionQueue	channel1	Agent 3	2021-05-04 0546AM	SILVER	Customer2	3	80	itx003815	ext003815	34458	34459	00:00:46
InteractionQueue	channel4	Agent 4	2021-05-04 0552PM	SILVER	Customer1	3	50	itx004162	ext004162	37638	37639	00:00:49
InteractionQueue	channel1	Agent 3	2021-05-04 0600PM	SILVER	Customer3	3	40	itx004163	ext004163	37648	37649	00:00:40
InteractionQueue	channel4	Agent 5	2021-05-04 0604AM	GOLD	Customer5	3	60	itx003819	ext003819	34488	34489	00:00:36
InteractionQueue	channel4	Agent 1	2021-05-04 0608PM	SILVER	Customer4	3	20	itx004164	ext004164	37668	37669	00:00:43
InteractionQueue	channel3	Agent 1	2021-05-04 0613PM	GOLD	Customer3	3	70	itx004167	ext004167	37678	37679	00:00:40
InteractionQueue	channel3	Agent 2	2021-05-04 0623AM	GOLD	Customer2	3	40	itx003821	ext003821	34508	34509	00:00:41
InteractionQueue	channel4	Agent 6	2021-05-04 0625AM	BRONZE	Customer4	3	80	itx003814	ext003814	34491	34492	00:00:43
InteractionQueue	channel2	Agent 3	2021-05-04 0625PM	GOLD	Customer2	3	80	itx004108	ext004108	37701	37702	00:00:46
InteractionQueue	channel4	Agent 2	2021-05-04 0625PM	SILVER	Customer1	3	100	itx004169	ext004169	37698	37699	00:00:41
InteractionQueue	channel4	Agent 2	2021-05-04 0638AM	GOLD	Customer1	3	50	itx003824	ext003824	34528	34529	00:00:46
InteractionQueue	channel3	Agent 1	2021-05-04 0637PM	SILVER	Customer1	3	120	itx004173	ext004173	37738	37739	00:00:45
InteractionQueue	channel3	Agent 2	2021-05-04 0644AM	GOLD	Customer2	3	50	itx003823	ext003823	34518	34519	00:00:40
InteractionQueue	channel5	Agent 1	2021-05-04 0646AM	GOLD	Customer5	3	60	itx003825	ext003825	34548	34549	00:00:41
InteractionQueue	channel5	Agent 1	2021-05-04 0649PM	BRONZE	Customer3	3	60	itx004172	ext004172	37741	37742	00:00:40
InteractionQueue	channel3	Agent 1	2021-05-04 0652AM	BRONZE	Customer3	3	70	itx003828	ext003828	34558	34559	00:00:44
InteractionQueue	channel4	Agent 6	2021-05-04 0654PM	SILVER	Customer3	3	110	itx004176	ext004176	37768	37769	00:00:43
InteractionQueue	channel2	Agent 6	2021-05-04 0705AM	BRONZE	Customer4	3	80	itx003834	ext003834	34618	34619	00:00:36
InteractionQueue	channel4	Agent 1	2021-05-04 0709PM	SILVER	Customer3	3	80	itx004179	ext004179	37798	37799	00:00:44
InteractionQueue	channel3	Agent 2	2021-05-04 0713PM	GOLD	Customer2	3	120	itx004183	ext004183	37838	37839	00:00:38
InteractionQueue	channel3	Agent 5	2021-05-04 0715PM	GOLD	Customer5	3	70	itx004178	ext004178	37788	37789	00:00:46
InteractionQueue	channel4	Agent 5	2021-05-04 0718AM	SILVER	Customer2	3	70	itx003842	ext003842	34688	34689	00:00:43
InteractionQueue	channel4	Agent 3	2021-05-04 0722PM	GOLD	Customer2	3	90	itx004190	ext004190	37898	37899	00:00:44
InteractionQueue	channel5	Agent 3	2021-05-04 0723PM	SILVER	Customer4	3	90	itx004186	ext004186	37858	37859	00:00:46
InteractionQueue	channel5	Agent 6	2021-05-04 0726PM	BRONZE	Customer3	3	60	itx004187	ext004187	37868	37869	00:00:50
InteractionQueue	channel3	Agent 6	2021-05-04 0727AM	SILVER	Customer5	3	80	itx003830	ext003830	34628	34629	00:00:39
InteractionQueue	channel2	Agent 3	2021-05-04 0729PM	BRONZE	Customer1	3	110	itx004177	ext004177	37848	37849	00:00:46
InteractionQueue	channel4	Agent 2	2021-05-04 0731PM	GOLD	Customer3	3	90	itx004197	ext004197	37968	37969	00:00:38
InteractionQueue	channel4	Agent 1	2021-05-04 0732PM	BRONZE	Customer5	3	120	itx004194	ext004194	37938	37939	00:00:42
InteractionQueue	channel5	Agent 5	2021-05-04 0733AM	GOLD	Customer5	3	80	itx003843	ext003843	34698	34699	00:00:47
InteractionQueue	channel5	Agent 3	2021-05-04 0738AM	GOLD	Customer2	3	120	itx003847	ext003847	34738	34739	00:00:44
InteractionQueue	channel3	Agent 6	2021-05-04 0740AM	GOLD	Customer2	3	100	itx003844	ext003844	34708	34709	00:00:41

## Task Work Detail Report

Assign Date	Assign Time	Source Process	Source Process Subtype	Capture Point Name	Department	Process	Category	Media Type	Interaction Type	Interaction Subtype	Product	Product Subtype	Queue
2021-05-04	0741PM	IT	Access Request	capture_point2	Department 2	Process 4	Unknown	email	Inbound	InboundTest	Service	Escalation	iWD_Queued
	0742AM	IT	Support Request	capture_point3	Department 2	Process 5	Unknown	workitem	Inbound	InboundNew	Service	Agent advisory	iWD_Queued
	0743AM	Fraud	Account Checking	capture_point2	Department 2	Process 4	Unknown	workitem	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
	0745AM	IT	Support Request	capture_point2	Department 2	Process 4	Unknown	workitem	Outbound	OutboundNew	Monitoring	Sentiment analysis	iWD_Queued
	0746PM	Fraud	Ban Request	capture_point1	Department 3	Process 6	Unknown	workitem	Inbound	InboundTest	Service	Agent advisory	iWD_Queued
	0748AM	Fraud	Duplicate Account	capture_point1	Department 2	Process 4	Unknown	workitem	Inbound	InboundNew	Monitoring	Sentiment analysis	iWD_Queued
					Department 1	Process 3	Unknown	workitem	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
					Department 2	Process 4	Unknown	email	Outbound	OutboundACK	Monitoring	Profanity detection	iWD_Queued
	0751AM	Fraud	Ban Request	capture_point2	Department 3	Process 6	Unknown	workitem	Outbound	OutboundNew	Service	Agent advisory	iWD_Queued
	0751PM	IT	Access Request	capture_point2	Department 2	Process 4	Unknown	workitem	Outbound	OutboundNew	Service	Escalation	iWD_Queued
	0752AM	IT	Access Request	capture_point1	Department 2	Process 5	Unknown	email	Inbound	InboundTest	Service	Escalation	iWD_Queued
	0756PM	Fraud	Ban Request	capture_point3	Department 2	Process 5	Unknown	workitem	Inbound	InboundNew	Service	Escalation	iWD_Queued
	0757AM	Fraud	Ban Request	capture_point3	Department 3	Process 6	Unknown	workitem	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
	0759AM	IT	Support Request	capture_point2	Department 2	Process 5	Unknown	workitem	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
	0801PM	Fraud	Account Checking	capture_point2	Department 2	Process 5	Unknown	workitem	Outbound	OutboundNew	Service	Escalation	iWD_Queued
	0804AM	Fraud	Ban Request	capture_point2	Department 2	Process 4	Unknown	workitem	Outbound	OutboundACK	Monitoring	Profanity detection	iWD_Queued
	0806PM	IT	Support Request	capture_point3	Department 1	Process 3	Unknown	workitem	Outbound	OutboundNew	Service	Escalation	iWD_Queued
	0807AM	Fraud	Ban Request	capture_point2	Department 2	Process 4	Unknown	workitem	Outbound	OutboundACK	Monitoring	Profanity detection	iWD_Queued
	0809PM	Fraud	Ban Request	capture_point1	Department 2	Process 4	Unknown	workitem	Inbound	InboundTest	Service	Escalation	iWD_Queued
	0813AM	IT	Support Request	capture_point2	Department 3	Process 6	Unknown	email	Outbound	OutboundNew	Service	Escalation	iWD_Queued
	0813PM	Fraud	Ban Request	capture_point2	Department 2	Process 4	Unknown	email	Inbound	InboundNew	Service	Escalation	iWD_Queued
	0814PM	IT	Support Request	capture_point2	Department 1	Process 3	Unknown	email	Inbound	InboundTest	Monitoring	Profanity detection	iWD_Queued
	0816AM	IT	Support Request	capture_point1	Department 3	Process 6	Unknown	workitem	Outbound	OutboundReply	Monitoring	Sentiment analysis	iWD_Queued
	0817AM	IT	Access Request	capture_point1	Department 2	Process 5	Unknown	email	Inbound	InboundNew	Service	Language translation	iWD_Queued
	0817PM	Fraud	Ban Request	capture_point2	Department 2	Process 5	Unknown	email	Outbound	OutboundReply	Notification	News feed	iWD_Queued
	0818PM	IT	Access Request	capture_point1	Department 2	Process 4	Unknown	email	Outbound	OutboundACK	Service	Agent advisory	iWD_Queued
	0819PM	Fraud	Account Checking	capture_point1	Department 2	Process 4	Unknown	email	Inbound	InboundTest	Monitoring	Profanity detection	iWD_Queued
			Ban Request	capture_point3	Department 3	Process 6	Unknown	email	Inbound	InboundTest	Service	Escalation	iWD_Queued
	0820PM	IT	Support Request	capture_point2	Department 2	Process 5	Unknown	email	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
	0821PM	Fraud	Ban Request	capture_point2	Department 3	Process 6	Unknown	email	Inbound	InboundNew	Service	Escalation	iWD_Queued
	0823AM	IT	Support Request	capture_point3	Department 3	Process 6	Unknown	workitem	Outbound	OutboundReply	Monitoring	Sentiment analysis	iWD_Queued
	0825AM	Fraud	Duplicate Account	capture_point3	Department 2	Process 4	Unknown	workitem	Inbound	InboundNew	Service	Escalation	iWD_Queued
	0825PM	Fraud	Account Checking	capture_point3	Department 2	Process 5	Unknown	email	Inbound	InboundTest	Service	Escalation	iWD_Queued
			Access Request	capture_point1	Department 2	Process 4	Unknown	workitem	Outbound	OutboundNew	Service	Escalation	iWD_Queued
	0826PM	IT	Support Request	capture_point3	Department 3	Process 6	Unknown	email	Outbound	OutboundReply	Unspecified	Unspecified	iWD_Queued
			Duplicate Account	capture_point3	Department 1	Process 3	Unknown	workitem	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
	0831AM	Fraud	Account Checking	capture_point3	Department 2	Process 4	Unknown	email	Inbound	InboundTest	Service	Escalation	iWD_Queued
	0832AM	Fraud	Account Checking	capture_point2	Department 1	Process 3	Unknown	email	Outbound	OutboundACK	Monitoring	Sentiment analysis	iWD_Queued



## Task Work Detail Report

Queue Type	Media Channel	Agent Name	Finish Date Time	Customer Segment	Customer ID	Result Code	Priority	Interaction ID	Capture ID	Assign Task Event ID	Finish Task Event ID	Work Time (Fmt)
InteractionQueue	channel2	Agent 4	2021-05-04 0742PM	SILVER	Customer4	3	50	itx004168	ext004168	37941	37942	00:00:39
InteractionQueue	channel4	Agent 1	2021-05-04 0743AM	GOLD	Customer3	3	80	itx003849	ext003849	34758	34759	00:00:43
InteractionQueue	channel4	Agent 6	2021-05-04 0744AM	BRONZE	Customer3	3	70	itx003845	ext003845	34718	34719	00:00:40
InteractionQueue	channel4	Agent 1	2021-05-04 0746AM	SILVER	Customer5	3	50	itx003846	ext003846	34728	34729	00:00:45
InteractionQueue	channel1	Agent 3	2021-05-04 0747PM	SILVER	Customer5	3	90	itx004200	ext004200	37998	37999	00:00:45
InteractionQueue	channel4	Agent 1	2021-05-04 0749AM	BRONZE	Customer3	3	100	itx003854	ext003854	34808	34809	00:00:44
InteractionQueue	channel1	Agent 2	2021-05-04 0749PM	GOLD	Customer1	3	90	itx004199	ext004199	37988	37989	00:00:45
InteractionQueue	channel3	Agent 5	2021-05-04 0748PM	BRONZE	Customer4	3	10	itx004203	ext004203	38028	38029	00:00:46
InteractionQueue	channel2	Agent 1	2021-05-04 0751AM	SILVER	Customer2	3	80	itx003848	ext003848	34781	34782	00:00:45
InteractionQueue	channel4	Agent 4	2021-05-04 0752PM	GOLD	Customer3	3	120	itx004204	ext004204	38038	38039	00:00:47
InteractionQueue	channel4	Agent 2	2021-05-04 0753AM	BRONZE	Customer3	3	100	itx003840	ext003840	34821	34822	00:00:43
InteractionQueue	channel5	Agent 1	2021-05-04 0757PM	SILVER	Customer2	3	110	itx004198	ext004198	37978	37979	00:00:43
InteractionQueue	channel4	Agent 3	2021-05-04 0758AM	BRONZE	Customer1	3	120	itx003855	ext003855	34818	34819	00:00:39
InteractionQueue	channel2	Agent 2	2021-05-04 0759AM	GOLD	Customer5	3	90	itx003851	ext003851	34778	34779	00:00:44
InteractionQueue	channel2	Agent 6	2021-05-04 0802PM	SILVER	Customer1	3	40	itx004205	ext004205	38048	38049	00:00:42
InteractionQueue	channel1	Agent 4	2021-05-04 0805AM	GOLD	Customer1	3	100	itx003865	ext003865	34918	34919	00:00:40
InteractionQueue	channel4	Agent 3	2021-05-04 0807PM	BRONZE	Customer2	3	50	itx004210	ext004210	38088	38089	00:00:40
InteractionQueue	channel3	Agent 1	2021-05-04 0808AM	BRONZE	Customer2	3	50	itx003857	ext003857	34838	34839	00:00:46
InteractionQueue	channel1	Agent 1	2021-05-04 0809PM	BRONZE	Customer4	3	80	itx004191	ext004191	38068	38069	00:00:44
InteractionQueue	channel1	Agent 4	2021-05-04 0813AM	BRONZE	Customer4	3	70	itx003860	ext003860	34868	34869	00:00:45
InteractionQueue	channel4	Agent 6	2021-05-04 0814PM	GOLD	Customer2	3	80	itx004212	ext004212	38108	38109	00:00:43
InteractionQueue	channel1	Agent 4	2021-05-04 0814PM	BRONZE	Customer3	3	100	itx004209	ext004209	38078	38079	00:00:40
InteractionQueue	channel4	Agent 3	2021-05-04 0816AM	SILVER	Customer2	3	70	itx003870	ext003870	34978	34979	00:00:41
InteractionQueue	channel2	Agent 1	2021-05-04 0817AM	GOLD	Customer1	3	70	itx003866	ext003866	34928	34929	00:00:40
InteractionQueue	channel2	Agent 4	2021-05-04 0818PM	BRONZE	Customer3	3	80	itx004214	ext004214	38128	38129	00:00:44
InteractionQueue	channel5	Agent 6	2021-05-04 0819PM	SILVER	Customer5	3	60	itx004219	ext004219	38178	38179	00:00:37
InteractionQueue	channel5	Agent 5	2021-05-04 0820PM	GOLD	Customer2	3	100	itx004160	ext004160	38191	38192	00:00:42
InteractionQueue	channel1	Agent 4	2021-05-04 0820PM	BRONZE	Customer4	3	70	itx004217	ext004217	38158	38159	00:00:46
InteractionQueue	channel4	Agent 5	2021-05-04 0821PM	SILVER	Customer3	3	70	itx004138	ext004138	38141	38142	00:00:43
InteractionQueue	channel1	Agent 4	2021-05-04 0822PM	SILVER	Customer4	3	110	itx004220	ext004220	38188	38189	00:00:43
InteractionQueue	channel2	Agent 3	2021-05-04 0824AM	GOLD	Customer5	3	100	itx003873	ext003873	34988	34989	00:00:46
InteractionQueue	channel1	Agent 4	2021-05-04 0826AM	SILVER	Customer5	3	80	itx003864	ext003864	34941	34942	00:00:48
InteractionQueue	channel5	Agent 6	2021-05-04 0826PM	SILVER	Customer5	3	50	itx004222	ext004222	38208	38209	00:00:45
InteractionQueue	channel4	Agent 5	2021-05-04 0826PM	BRONZE	Customer3	3	140	itx004196	ext004196	38161	38162	00:00:41
InteractionQueue	channel3	Agent 6	2021-05-04 0827PM	SILVER	Customer3	3	70	itx004215	ext004215	38138	38139	00:00:43
InteractionQueue	channel4	Agent 6	2021-05-04 0828AM	BRONZE	Customer5	3	80	itx003867	ext003867	34938	34939	00:00:44
InteractionQueue	channel4	Agent 2	2021-05-04 0832AM	BRONZE	Customer4	3	50	itx003883	ext003883	35078	35079	00:00:37
InteractionQueue	channel5	Agent 5	2021-05-04 0833AM	BRONZE	Customer2	3	110	itx003874	ext003874	35028	35029	00:00:43



## Task Work Detail Report

Assign Date	Assign Time	Source Process	Source Process Subtype	Capture Point Name	Department	Process	Category	Media Type	Interaction Type	Interaction Subtype	Product	Product Subtype	Queue
2021-05-04	0833AM	Fraud	Account Checking	capture_point1	Department 2	Process 5	Unknown	workitem	Outbound	OutboundNew	Service	Escalation	iWD_Queued
	0835AM	IT	Support Request	capture_point1	Department 1	Process 3	Unknown	workitem	Inbound	InboundNew	Monitoring	Sentiment analysis	iWD_Queued
	0835PM	IT	Access Request	capture_point2	Department 3	Process 6	Unknown	email	Outbound	OutboundReply	Service	Escalation	iWD_Queued
	0836PM	IT	Support Request	capture_point1	Department 3	Process 6	Unknown	email	Inbound	InboundTest	Service	Escalation	iWD_Queued
	0838AM	IT	Support Request	capture_point1	Department 2	Process 4	Unknown	workitem	Inbound	InboundTest	Service	Escalation	iWD_Queued
	0838PM	IT	Access Request	capture_point2	Department 2	Process 4	Unknown	workitem	Inbound	InboundTest	Service	Escalation	iWD_Queued
	0839PM	IT	Support Request	capture_point2	Department 2	Process 5	Unknown	email	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
	0840PM	Fraud	Duplicate Account	capture_point3	Department 3	Process 6	Unknown	email	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
	0841PM	IT	Support Request	capture_point2	Department 3	Process 6	Unknown	email	Inbound	InboundNew	Monitoring	Recording service	iWD_Queued
	0843PM	IT	Access Request	capture_point1	Department 2	Process 4	Unknown	workitem	Outbound	OutboundACK	Service	Escalation	iWD_Queued
	0844AM	Fraud	Account Checking	capture_point2	Department 2	Process 5	Unknown	email	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
	0844PM	IT	Access Request	capture_point3	Department 1	Process 3	Unknown	workitem	Outbound	OutboundNew	Service	Language translation	iWD_Queued
	0845AM	IT	Support Request	capture_point3	Department 2	Process 4	Unknown	workitem	Outbound	OutboundReply	Monitoring	Sentiment analysis	iWD_Queued
	0847AM	Fraud	Ban Request	capture_point3	Department 2	Process 5	Unknown	email	Inbound	InboundNew	Monitoring	Sentiment analysis	iWD_Queued
	0849AM	IT	Access Request	capture_point2	Department 1	Process 3	Unknown	email	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
	0850AM	IT	Access Request	capture_point2	Department 2	Process 4	Unknown	email	Outbound	OutboundReply	Monitoring	Sentiment analysis	iWD_Queued
	0851AM	Fraud	Ban Request	capture_point2	Department 2	Process 5	Unknown	email	Outbound	OutboundACK	Service	Agent advisory	iWD_Queued
	0851PM	Fraud	Account Checking	capture_point3	Department 1	Process 3	Unknown	email	Inbound	InboundNew	Monitoring	Sentiment analysis	iWD_Queued
				capture_point3	Department 2	Process 5	Unknown	workitem	Outbound	OutboundACK	Monitoring	Sentiment analysis	iWD_Queued
	0854PM	Fraud	Ban Request	capture_point3	Department 2	Process 5	Unknown	workitem	Outbound	OutboundReply	Service	Escalation	iWD_Queued
	0855PM	IT	Support Request	capture_point3	Department 2	Process 5	Unknown	workitem	Inbound	InboundNew	Service	Escalation	iWD_Queued
	0856AM	Fraud	Ban Request	capture_point1	Department 2	Process 4	Unknown	workitem	Outbound	OutboundReply	Service	Agent advisory	iWD_Queued
	0856PM	Fraud	Ban Request	capture_point2	Department 2	Process 4	Unknown	email	Inbound	InboundNew	Service	Escalation	iWD_Queued
	0859AM	IT	Access Request	capture_point2	Department 1	Process 3	Unknown	email	Inbound	InboundTest	Monitoring	Recording service	iWD_Queued
	0900AM	Fraud	Ban Request	capture_point3	Department 2	Process 5	Unknown	workitem	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
	0901AM	Fraud	Ban Request	capture_point2	Department 2	Process 5	Unknown	workitem	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
	0901PM	IT	Access Request	capture_point1	Department 2	Process 5	Unknown	workitem	Outbound	OutboundACK	Monitoring	Recording service	iWD_Queued
				capture_point3	Department 2	Process 5	Unknown	workitem	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
			Support Request	capture_point1	Department 3	Process 6	Unknown	email	Outbound	OutboundACK	Service	Escalation	iWD_Queued
	0902AM	Fraud	Ban Request	capture_point3	Department 2	Process 5	Unknown	email	Outbound	OutboundACK	Service	Agent advisory	iWD_Queued
	0902PM	Fraud	Ban Request	capture_point2	Department 2	Process 4	Unknown	email	Outbound	OutboundACK	Service	Escalation	iWD_Queued
	0904AM	IT	Support Request	capture_point3	Department 2	Process 4	Unknown	workitem	Outbound	OutboundReply	Service	Escalation	iWD_Queued
	0904PM	Fraud	Ban Request	capture_point1	Department 2	Process 5	Unknown	workitem	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
		IT	Support Request	capture_point3	Department 2	Process 5	Unknown	email	Outbound	OutboundACK	Service	Escalation	iWD_Queued
	0905AM	Fraud	Account Checking	capture_point2	Department 1	Process 3	Unknown	email	Outbound	OutboundACK	Monitoring	Recording service	iWD_Queued
		IT	Support Request	capture_point3	Department 2	Process 4	Unknown	email	Inbound	InboundTest	Service	Escalation	iWD_Queued
	0905PM	Fraud	Ban Request	capture_point1	Department 2	Process 5	Unknown	email	Outbound	OutboundNew	Service	Escalation	iWD_Queued
		IT	Access Request	capture_point2	Department 2	Process 5	Unknown	workitem	Outbound	OutboundReply	Monitoring	Sentiment analysis	iWD_Queued

## Task Work Detail Report

Queue Type	Media Channel	Agent Name	Finish Date Time	Customer Segment	Customer ID	Result Code	Priority	Interaction ID	Capture ID	Assign Task Event ID	Finish Task Event ID	Work Time (Fmt)
InteractionQueue	channel5	Agent 6	2021-05-04 0834AM	GOLD	Customer1	3	70	itx003882	ext003882	35068	35069	00:00:42
InteractionQueue	channel3	Agent 1	2021-05-04 0836AM	SILVER	Customer1	3	50	itx003875	ext003875	35008	35009	00:00:42
InteractionQueue	channel3	Agent 1	2021-05-04 0836PM	BRONZE	Customer2	3	60	itx004231	ext004231	38298	38299	00:00:45
InteractionQueue	channel3	Agent 5	2021-05-04 0837PM	GOLD	Customer4	3	130	itx004224	ext004224	38228	38229	00:00:44
InteractionQueue	channel2	Agent 5	2021-05-04 0838AM	SILVER	Customer2	3	90	itx003880	ext003880	35048	35049	00:00:40
InteractionQueue	channel2	Agent 4	2021-05-04 0839PM	GOLD	Customer2	3	70	itx004225	ext004225	38238	38239	00:00:43
InteractionQueue	channel2	Agent 3	2021-05-04 0840PM	SILVER	Customer5	3	100	itx004223	ext004223	38218	38219	00:00:46
InteractionQueue	channel1	Agent 2	2021-05-04 0841PM	BRONZE	Customer3	3	80	itx004228	ext004228	38268	38269	00:00:38
InteractionQueue	channel2	Agent 4	2021-05-04 0842PM	BRONZE	Customer5	3	30	itx004189	ext004189	38271	38272	00:00:44
InteractionQueue	channel2	Agent 4	2021-05-04 0844PM	SILVER	Customer5	3	80	itx004226	ext004226	38248	38249	00:00:42
InteractionQueue	channel5	Agent 2	2021-05-04 0844AM	SILVER	Customer2	3	40	itx003876	ext003876	35018	35019	00:00:39
InteractionQueue	channel3	Agent 5	2021-05-04 0844PM	BRONZE	Customer5	3	60	itx004230	ext004230	38288	38289	00:00:42
InteractionQueue	channel1	Agent 5	2021-05-04 0845AM	BRONZE	Customer4	3	50	itx003879	ext003879	35038	35039	00:00:43
InteractionQueue	channel5	Agent 2	2021-05-04 0848AM	GOLD	Customer1	3	50	itx003885	ext003885	35098	35099	00:00:40
InteractionQueue	channel5	Agent 6	2021-05-04 0849AM	GOLD	Customer1	3	60	itx003884	ext003884	35088	35089	00:00:40
InteractionQueue	channel5	Agent 2	2021-05-04 0851AM	BRONZE	Customer5	3	40	itx003861	ext003861	35101	35102	00:00:46
InteractionQueue	channel5	Agent 2	2021-05-04 0852AM	BRONZE	Customer1	3	100	itx003887	ext003887	35118	35119	00:00:43
InteractionQueue	channel2	Agent 2	2021-05-04 0851PM	BRONZE	Customer1	3	90	itx004237	ext004237	38348	38349	00:00:39
InteractionQueue	channel3	Agent 5	2021-05-04 0852PM	GOLD	Customer4	3	80	itx004239	ext004239	38368	38369	00:00:43
InteractionQueue	channel4	Agent 4	2021-05-04 0854PM	SILVER	Customer5	3	60	itx004233	ext004233	38318	38319	00:00:43
InteractionQueue	channel2	Agent 3	2021-05-04 0856PM	BRONZE	Customer4	3	80	itx004206	ext004206	38338	38339	00:00:42
InteractionQueue	channel4	Agent 4	2021-05-04 0857AM	BRONZE	Customer4	3	40	itx003892	ext003892	35168	35169	00:00:42
InteractionQueue	channel2	Agent 4	2021-05-04 0856PM	SILVER	Customer3	3	70	itx004234	ext004234	38328	38329	00:00:44
InteractionQueue	channel5	Agent 2	2021-05-04 0859AM	BRONZE	Customer1	3	70	itx003891	ext003891	35158	35159	00:00:44
InteractionQueue	channel1	Agent 5	2021-05-04 0901AM	BRONZE	Customer1	3	90	itx003869	ext003869	35228	35229	00:00:54
InteractionQueue	channel5	Agent 4	2021-05-04 0902AM	SILVER	Customer1	3	70	itx003881	ext003881	35308	35309	00:00:40
InteractionQueue	channel4	Agent 3	2021-05-04 0902PM	BRONZE	Customer4	3	70	itx004250	ext004250	38468	38469	00:00:42
InteractionQueue	channel4	Agent 3	2021-05-04 0902PM	SILVER	Customer5	3	110	itx004252	ext004252	38488	38489	00:00:44
InteractionQueue	channel3	Agent 2	2021-05-04 0901PM	GOLD	Customer1	3	90	itx004259	ext004259	38548	38549	00:00:44
InteractionQueue	channel4	Agent 3	2021-05-04 0903AM	GOLD	Customer3	3	130	itx003904	ext003904	35278	35279	00:00:42
InteractionQueue	channel4	Agent 5	2021-05-04 0902PM	GOLD	Customer1	3	100	itx004244	ext004244	38408	38409	00:00:39
InteractionQueue	channel1	Agent 1	2021-05-04 0905AM	BRONZE	Customer4	3	50	itx003907	ext003907	35321	35322	00:00:42
InteractionQueue	channel3	Agent 6	2021-05-04 0905PM	SILVER	Customer3	3	50	itx004247	ext004247	38438	38439	00:00:40
InteractionQueue	channel2	Agent 4	2021-05-04 0905PM	BRONZE	Customer5	3	50	itx004232	ext004232	38508	38509	00:00:45
InteractionQueue	channel2	Agent 3	2021-05-04 0906AM	BRONZE	Customer2	3	40	itx003897	ext003897	35218	35219	00:00:39
InteractionQueue	channel2	Agent 4	2021-05-04 0906AM	BRONZE	Customer4	3	50	itx003902	ext003902	35258	35259	00:00:41
InteractionQueue	channel5	Agent 3	2021-05-04 0906PM	GOLD	Customer2	3	60	itx004253	ext004253	38498	38499	00:00:46
InteractionQueue	channel3	Agent 6	2021-05-04 0906PM	SILVER	Customer5	3	30	itx004124	ext004124	38378	38379	00:00:40

## Task Work Detail Report

Assign Date	Assign Time	Source Process	Source Process Subtype	Capture Point Name	Department	Process	Category	Media Type	Interaction Type	Interaction Subtype	Product	Product Subtype	Queue
2021-05-04	0905PM	IT	Request	capture_point3	Department 1	Process 3	Unknown	workitem	Inbound	InboundTest	Monitoring	Profanity detection	iWD_Queued
	0906AM	IT	Access Request	capture_point3	Department 2	Process 5	Unknown	workitem	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
	0906PM	IT	Access Request	capture_point2	Department 2	Process 4	Unknown	email	Outbound	OutboundNew	Monitoring	Sentiment analysis	iWD_Queued
	0907PM	Fraud	Ban Request	capture_point1	Department 2	Process 4	Unknown	email	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
				capture_point3	Department 2	Process 5	Unknown	email	Inbound	InboundTest	Service	Language translation	iWD_Queued
		IT	Support Request	capture_point1	Department 2	Process 4	Unknown	email	Outbound	OutboundReply	Service	Agent advisory	iWD_Queued
	0908AM	IT	Access Request	capture_point3	Department 2	Process 5	Unknown	workitem	Inbound	InboundNew	Service	Agent advisory	iWD_Queued
	0910AM	Fraud	Ban Request	capture_point1	Department 2	Process 5	Unknown	email	Inbound	InboundNew	Service	Agent advisory	iWD_Queued
	0911AM	Fraud	Ban Request	capture_point3	Department 2	Process 4	Unknown	workitem	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
	0912AM	Fraud	Ban Request	capture_point3	Department 3	Process 6	Unknown	email	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
	0912PM	Fraud	Duplicate Account	capture_point2	Department 2	Process 5	Unknown	email	Outbound	OutboundACK	Service	Escalation	iWD_Queued
	0913AM	IT	Access Request	capture_point2	Department 2	Process 4	Unknown	email	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
	0914AM	IT	Access Request	capture_point3	Department 2	Process 4	Unknown	workitem	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
			Ban Request	capture_point1	Department 2	Process 5	Unknown	workitem	Outbound	OutboundNew	Service	Agent advisory	iWD_Queued
			Duplicate Account	capture_point3	Department 2	Process 4	Unknown	workitem	Inbound	InboundTest	Service	Agent advisory	iWD_Queued
	0917PM	IT	Request	capture_point3	Department 3	Process 6	Unknown	workitem	Outbound	OutboundACK	Monitoring	Recording service	iWD_Queued
	0918AM	Fraud	Ban Request	capture_point1	Department 3	Process 6	Unknown	workitem	Inbound	InboundTest	Service	Escalation	iWD_Queued
				capture_point3	Department 3	Process 6	Unknown	workitem	Inbound	InboundNew	Service	Escalation	iWD_Queued
	0920PM	Fraud	Ban Request	capture_point2	Department 3	Process 6	Unknown	workitem	Outbound	OutboundNew	Service	Escalation	iWD_Queued
	0922AM	Fraud	Account Checking	capture_point2	Department 2	Process 4	Unknown	workitem	Inbound	InboundTest	Monitoring	Profanity detection	iWD_Queued
	0922PM	Fraud	Account Checking	capture_point3	Department 2	Process 4	Unknown	email	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
	0923AM	Finance	Credit	capture_point2	Department 2	Process 4	Unknown	email	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
		IT	Access Request	capture_point3	Department 2	Process 5	Unknown	workitem	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
	0924AM	Fraud	Duplicate Account	capture_point2	Department 2	Process 4	Unknown	email	Outbound	OutboundACK	Monitoring	Profanity detection	iWD_Queued
	0926AM	Fraud	Ban Request	capture_point2	Department 2	Process 5	Unknown	email	Inbound	InboundTest	Service	Agent advisory	iWD_Queued
	0927AM	Fraud	Ban Request	capture_point2	Department 2	Process 4	Unknown	workitem	Outbound	OutboundACK	Service	Escalation	iWD_Queued
	0927PM	IT	Access Request	capture_point1	Department 3	Process 6	Unknown	email	Outbound	OutboundACK	Monitoring	Profanity detection	iWD_Queued
	0928PM	Fraud	Account Checking	capture_point2	Department 2	Process 5	Unknown	email	Inbound	InboundNew	Service	Escalation	iWD_Queued
		IT	Access Request	capture_point1	Department 1	Process 3	Unknown	workitem	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
	0929AM	IT	Support Request	capture_point2	Department 2	Process 4	Unknown	workitem	Inbound	InboundNew	Service	Agent advisory	iWD_Queued
	0930PM	IT	Access Request	capture_point3	Department 2	Process 4	Unknown	email	Outbound	OutboundReply	Service	Agent advisory	iWD_Queued
	0931AM	Fraud	Duplicate Account	capture_point3	Department 1	Process 3	Unknown	email	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
	0931PM	IT	Support Request	capture_point3	Department 2	Process 5	Unknown	workitem	Outbound	OutboundACK	Service	Escalation	iWD_Queued
	0932AM	Fraud	Ban Request	capture_point3	Department 2	Process 5	Unknown	email	Outbound	OutboundACK	Service	Escalation	iWD_Queued
	0932PM	Fraud	Account Checking	capture_point3	Department 3	Process 6	Unknown	email	Outbound	OutboundACK	Notification	News feed	iWD_Queued
	0933AM	Fraud	Duplicate Account	capture_point3	Department 2	Process 4	Unknown	email	Outbound	OutboundACK	Monitoring	Recording service	iWD_Queued
	0933PM	Fraud	Ban Request	capture_point2	Department 2	Process 4	Unknown	email	Inbound	InboundTest	Service	Agent advisory	iWD_Queued
	0934AM	Fraud	Ban Request	capture_point2	Department 3	Process 6	Unknown	workitem	Inbound	InboundTest	Notification	Product description	iWD_Queued

## Task Work Detail Report

Queue Type	Media Channel	Agent Name	Finish Date Time	Customer Segment	Customer ID	Result Code	Priority	Interaction ID	Capture ID	Assign Task Event ID	Finish Task Event ID	Work Time (Fmt)
InteractionQueue	channel2	Agent 2	2021-05-04 0906PM	GOLD	Customer3	3	90	itx004257	ext004257	38528	38529	00:00:42
InteractionQueue	channel2	Agent 3	2021-05-04 0907AM	SILVER	Customer5	3	40	itx003901	ext003901	35248	35249	00:00:40
InteractionQueue	channel2	Agent 6	2021-05-04 0906PM	SILVER	Customer4	3	60	itx004256	ext004256	38518	38519	00:00:42
InteractionQueue	channel1	Agent 5	2021-05-04 0907PM	SILVER	Customer3	3	130	itx004248	ext004248	38448	38449	00:00:39
InteractionQueue	channel1	Agent 5	2021-05-04 0907PM	SILVER	Customer5	3	110	itx004171	ext004171	38471	38472	00:00:48
InteractionQueue	channel3	Agent 5	2021-05-04 0908PM	SILVER	Customer4	3	70	itx004193	ext004193	38381	38382	00:00:42
InteractionQueue	channel5	Agent 1	2021-05-04 0909AM	GOLD	Customer5	3	110	itx003894	ext003894	35188	35189	00:00:43
InteractionQueue	channel3	Agent 5	2021-05-04 0911AM	BRONZE	Customer2	3	80	itx003896	ext003896	35208	35209	00:00:46
InteractionQueue	channel1	Agent 5	2021-05-04 0912AM	SILVER	Customer1	3	70	itx003911	ext003911	35338	35339	00:00:43
InteractionQueue	channel3	Agent 1	2021-05-04 0913AM	GOLD	Customer5	3	90	itx003889	ext003889	35341	35342	00:00:47
InteractionQueue	channel1	Agent 3	2021-05-04 0913PM	BRONZE	Customer5	3	80	itx004243	ext004243	38398	38399	00:00:43
InteractionQueue	channel4	Agent 6	2021-05-04 0914AM	BRONZE	Customer5	3	90	itx003906	ext003906	35298	35299	00:00:43
InteractionQueue	channel5	Agent 2	2021-05-04 0914AM	SILVER	Customer5	3	60	itx003909	ext003909	35318	35319	00:00:46
InteractionQueue	channel3	Agent 3	2021-05-04 0918AM	GOLD	Customer3	3	60	itx003920	ext003920	35428	35429	00:00:40
InteractionQueue	channel1	Agent 2	2021-05-04 0917AM	GOLD	Customer3	3	120	itx003926	ext003926	35488	35489	00:00:38
InteractionQueue	channel2	Agent 2	2021-05-04 0917PM	BRONZE	Customer5	3	70	itx004235	ext004235	38558	38559	00:00:40
InteractionQueue	channel1	Agent 2	2021-05-04 0919AM	SILVER	Customer4	3	50	itx003913	ext003913	35358	35359	00:00:40
InteractionQueue	channel5	Agent 2	2021-05-04 0918AM	GOLD	Customer2	3	80	itx003919	ext003919	35538	35539	00:00:48
InteractionQueue	channel3	Agent 1	2021-05-04 0920PM	SILVER	Customer1	3	110	itx004277	ext004277	38698	38699	00:00:37
InteractionQueue	channel5	Agent 6	2021-05-04 0923AM	GOLD	Customer1	3	110	itx003922	ext003922	35448	35449	00:00:34
InteractionQueue	channel5	Agent 1	2021-05-04 0923PM	BRONZE	Customer5	3	100	itx004240	ext004240	38658	38659	00:00:38
InteractionQueue	channel3	Agent 1	2021-05-04 0924AM	BRONZE	Customer2	3	80	itx003923	ext003923	35458	35459	00:00:36
InteractionQueue	channel4	Agent 1	2021-05-04 0924AM	SILVER	Customer2	3	130	itx003928	ext003928	35508	35509	00:00:44
InteractionQueue	channel1	Agent 5	2021-05-04 0925AM	SILVER	Customer4	3	80	itx003930	ext003930	35528	35529	00:00:39
InteractionQueue	channel3	Agent 4	2021-05-04 0927AM	BRONZE	Customer4	3	110	itx003917	ext003917	35471	35472	00:00:38
InteractionQueue	channel5	Agent 3	2021-05-04 0927AM	GOLD	Customer5	3	90	itx003927	ext003927	35498	35499	00:00:41
InteractionQueue	channel4	Agent 6	2021-05-04 0927PM	BRONZE	Customer4	3	100	itx004264	ext004264	38668	38669	00:00:40
InteractionQueue	channel3	Agent 3	2021-05-04 0929PM	SILVER	Customer1	3	160	itx004202	ext004202	38561	38562	00:00:44
InteractionQueue	channel5	Agent 2	2021-05-04 0929PM	GOLD	Customer1	3	40	itx004258	ext004258	38671	38672	00:00:45
InteractionQueue	channel2	Agent 2	2021-05-04 0929AM	GOLD	Customer3	3	50	itx003924	ext003924	35468	35469	00:00:39
InteractionQueue	channel1	Agent 1	2021-05-04 0931PM	BRONZE	Customer4	3	110	itx004288	ext004288	38838	38839	00:00:45
InteractionQueue	channel5	Agent 6	2021-05-04 0931AM	SILVER	Customer4	3	90	itx003947	ext003947	35678	35679	00:00:38
InteractionQueue	channel3	Agent 2	2021-05-04 0932PM	GOLD	Customer4	3	80	itx004300	ext004300	38888	38889	00:00:42
InteractionQueue	channel3	Agent 2	2021-05-04 0932AM	SILVER	Customer4	3	120	itx003952	ext003952	35728	35729	00:00:36
InteractionQueue	channel2	Agent 3	2021-05-04 0933PM	GOLD	Customer1	3	80	itx004268	ext004268	38731	38732	00:00:41
InteractionQueue	channel2	Agent 6	2021-05-04 0934AM	SILVER	Customer5	3	80	itx003940	ext003940	35618	35619	00:00:41
InteractionQueue	channel5	Agent 5	2021-05-04 0934PM	BRONZE	Customer1	3	100	itx004278	ext004278	38771	38772	00:00:43
InteractionQueue	channel5	Agent 1	2021-05-04 0935AM	BRONZE	Customer3	3	80	itx003944	ext003944	35668	35669	00:00:41

## Task Work Detail Report

	Assign Date	Assign Time	Source Process	Source Process Subtype	Capture Point Name	Department	Process	Category	Media Type	Interaction Type	Interaction Subtype	Product	Product Subtype	Queue
2021-05-04		0935AM	IT	Support Request	capture_point2	Department 1	Process 3	Unknown	workitem	Outbound	OutboundReply	Service	Escalation	iWD_Queued
		0936PM	IT	Access Request	capture_point3	Department 2	Process 5	Unknown	workitem	Outbound	OutboundACK	Monitoring	Profanity detection	iWD_Queued
		0937AM	Fraud	Duplicate Account	capture_point2	Department 3	Process 6	Unknown	email	Inbound	InboundNew	Monitoring	Sentiment analysis	iWD_Queued
			IT	Access Request	capture_point1	Department 2	Process 5	Unknown	workitem	Outbound	OutboundReply	Monitoring	Sentiment analysis	iWD_Queued
					capture_point3	Department 2	Process 5	Unknown	email	Outbound	OutboundReply	Service	Agent advisory	iWD_Queued
		0938PM	Fraud	Ban Request	capture_point2	Department 2	Process 4	Unknown	workitem	Outbound	OutboundACK	Service	Agent advisory	iWD_Queued
			IT	Access Request	capture_point2	Department 2	Process 4	Unknown	workitem	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
		0939AM	IT	Support Request	capture_point3	Department 2	Process 4	Unknown	email	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
		0939PM	Fraud	Ban Request	capture_point1	Department 2	Process 5	Unknown	email	Inbound	InboundNew	Service	Language translation	iWD_Queued
					capture_point3	Department 2	Process 4	Unknown	email	Inbound	InboundTest	Service	Escalation	iWD_Queued
			IT	Access Request	capture_point3	Department 2	Process 4	Unknown	email	Outbound	OutboundNew	Service	Escalation	iWD_Queued
		0940AM	Fraud	Account Checking	capture_point3	Department 1	Process 3	Unknown	workitem	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
		0941AM	Fraud	Ban Request	capture_point2	Department 1	Process 3	Unknown	workitem	Outbound	OutboundNew	Monitoring	Sentiment analysis	iWD_Queued
		0943AM	IT	Support Request	capture_point1	Department 1	Process 3	Unknown	email	Inbound	InboundNew	Service	Agent advisory	iWD_Queued
						Department 2	Process 4	Unknown	email	Outbound	OutboundACK	Service	Escalation	iWD_Queued
		0944PM	IT	Access Request	capture_point3	Department 3	Process 6	Unknown	email	Outbound	OutboundNew	Service	Language translation	iWD_Queued
		0945PM	IT	Access Request	capture_point2	Department 2	Process 4	Unknown	workitem	Inbound	InboundNew	Service	Agent advisory	iWD_Queued
		0947AM	IT	Access Request	capture_point1	Department 3	Process 6	Unknown	email	Inbound	InboundTest	Monitoring	Profanity detection	iWD_Queued
					capture_point2	Department 3	Process 6	Unknown	workitem	Inbound	InboundTest	Monitoring	Profanity detection	iWD_Queued
		0948AM	Fraud	Ban Request	capture_point3	Department 2	Process 5	Unknown	email	Inbound	InboundTest	Monitoring	Recording service	iWD_Queued
		0949AM	Fraud	Account Checking	capture_point1	Department 1	Process 3	Unknown	email	Outbound	OutboundNew	Notification	News feed	iWD_Queued
			IT	Access Request	capture_point2	Department 1	Process 3	Unknown	email	Outbound	OutboundACK	Monitoring	Recording service	iWD_Queued
		0949PM	Fraud	Duplicate Account	capture_point3	Department 2	Process 4	Unknown	email	Outbound	OutboundACK	Service	Language translation	iWD_Queued
			IT	Support Request	capture_point2	Department 1	Process 3	Unknown	workitem	Inbound	InboundTest	Service	Agent advisory	iWD_Queued
		0950PM	IT	Access Request	capture_point1	Department 2	Process 5	Unknown	workitem	Outbound	OutboundNew	Monitoring	Sentiment analysis	iWD_Queued
		0951PM	IT	Access Request	capture_point1	Department 1	Process 3	Unknown	workitem	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
		0952PM	IT	Support Request	capture_point3	Department 3	Process 6	Unknown	email	Outbound	OutboundACK	Monitoring	Sentiment analysis	iWD_Queued
		0953PM	Fraud	Account Checking	capture_point2	Department 2	Process 4	Unknown	email	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
			IT	Access Request	capture_point3	Department 1	Process 2	Unknown	workitem	Outbound	OutboundReply	Service	Agent advisory	iWD_Queued
		0954AM	IT	Access Request	capture_point1	Department 2	Process 4	Unknown	email	Inbound	InboundNew	Monitoring	Sentiment analysis	iWD_Queued
		0955AM	IT	Request	capture_point2	Department 2	Process 5	Unknown	workitem	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
		0955PM	Fraud	Ban Request	capture_point1	Department 3	Process 6	Unknown	email	Outbound	OutboundACK	Service	Agent advisory	iWD_Queued
		0957AM	Fraud	Ban Request	capture_point1	Department 2	Process 4	Unknown	workitem	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
					capture_point3	Department 2	Process 5	Unknown	email	Inbound	InboundTest	Service	Language translation	iWD_Queued
			IT	Support Request	capture_point1	Department 2	Process 5	Unknown	workitem	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
		0957PM	IT	Support Request	capture_point3	Department 3	Process 6	Unknown	workitem	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
		0958PM	IT	Request	capture_point2	Department 1	Process 3	Unknown	email	Outbound	OutboundNew	Service	Agent advisory	iWD_Queued
		0959AM	Fraud	Ban Request	capture_point2	Department 3	Process 6	Unknown	workitem	Outbound	OutboundACK	Service	Agent advisory	iWD_Queued

## Task Work Detail Report

Queue Type	Media Channel	Agent Name	Finish Date Time	Customer Segment	Customer ID	Result Code	Priority	Interaction ID	Capture ID	Assign Task Event ID	Finish Task Event ID	Work Time (Fmt)
InteractionQueue	channel2	Agent 3	2021-05-04 0936AM	SILVER	Customer5	3	60	itx003898	ext003898	35691	35692	00:00:45
InteractionQueue	channel2	Agent 2	2021-05-04 0937PM	GOLD	Customer4	3	90	itx004297	ext004297	38858	38859	00:00:41
InteractionQueue	channel3	Agent 5	2021-05-04 0937AM	BRONZE	Customer2	3	40	itx003936	ext003936	35578	35579	00:00:40
InteractionQueue	channel5	Agent 3	2021-05-04 0937AM	SILVER	Customer3	3	100	itx003933	ext003933	35591	35592	00:00:44
InteractionQueue	channel4	Agent 5	2021-05-04 0937AM	BRONZE	Customer3	3	50	itx003937	ext003937	35588	35589	00:00:44
InteractionQueue	channel2	Agent 2	2021-05-04 0939PM	SILVER	Customer1	3	70	itx004131	ext004131	38748	38749	00:00:50
InteractionQueue	channel4	Agent 5	2021-05-04 0938PM	GOLD	Customer2	3	100	itx004266	ext004266	38728	38729	00:00:47
InteractionQueue	channel2	Agent 3	2021-05-04 0939AM	BRONZE	Customer3	3	60	itx003838	ext003838	35641	35642	00:00:46
InteractionQueue	channel5	Agent 5	2021-05-04 0939PM	BRONZE	Customer1	3	80	itx004273	ext004273	38818	38819	00:00:47
InteractionQueue	channel3	Agent 4	2021-05-04 0940PM	GOLD	Customer2	3	70	itx004285	ext004285	38758	38759	00:00:38
InteractionQueue	channel4	Agent 2	2021-05-04 0940PM	GOLD	Customer4	3	70	itx004286	ext004286	38768	38769	00:00:46
InteractionQueue	channel4	Agent 4	2021-05-04 0940AM	SILVER	Customer2	3	130	itx003939	ext003939	35608	35609	00:00:44
InteractionQueue	channel2	Agent 2	2021-05-04 0941AM	GOLD	Customer3	3	80	itx003948	ext003948	35688	35689	00:00:46
InteractionQueue	channel2	Agent 4	2021-05-04 0944AM	GOLD	Customer2	3	140	itx003951	ext003951	35718	35719	00:00:41
InteractionQueue	channel1	Agent 3	2021-05-04 0944AM	GOLD	Customer4	3	90	itx003942	ext003942	35638	35639	00:00:42
InteractionQueue	channel5	Agent 3	2021-05-04 0945PM	BRONZE	Customer3	3	60	itx004296	ext004296	38848	38849	00:00:48
InteractionQueue	channel3	Agent 5	2021-05-04 0946PM	SILVER	Customer5	3	70	itx004299	ext004299	38878	38879	00:00:44
InteractionQueue	channel2	Agent 1	2021-05-04 0948AM	GOLD	Customer2	3	100	itx003960	ext003960	35808	35809	00:00:39
InteractionQueue	channel2	Agent 3	2021-05-04 0948AM	SILVER	Customer2	3	100	itx003962	ext003962	35828	35829	00:00:40
InteractionQueue	channel1	Agent 5	2021-05-04 0949AM	BRONZE	Customer1	3	120	itx003971	ext003971	35918	35919	00:00:45
InteractionQueue	channel2	Agent 2	2021-05-04 0949AM	BRONZE	Customer3	3	50	itx003957	ext003957	35841	35842	00:00:37
InteractionQueue	channel2	Agent 2	2021-05-04 0949AM	SILVER	Customer3	3	80	itx003965	ext003965	35858	35859	00:00:42
InteractionQueue	channel2	Agent 6	2021-05-04 0950PM	GOLD	Customer1	3	120	itx004298	ext004298	38958	38959	00:00:50
InteractionQueue	channel4	Agent 2	2021-05-04 0950PM	BRONZE	Customer3	3	90	itx004265	ext004265	38937	38938	00:00:42
InteractionQueue	channel3	Agent 1	2021-05-04 0951PM	GOLD	Customer2	3	110	itx004304	ext004304	38928	38929	00:00:40
InteractionQueue	channel3	Agent 1	2021-05-04 0951PM	SILVER	Customer3	3	80	itx004316	ext004316	39018	39019	00:00:40
InteractionQueue	channel1	Agent 5	2021-05-04 0953PM	SILVER	Customer3	3	80	itx004311	ext004311	39028	39029	00:00:48
InteractionQueue	channel2	Agent 5	2021-05-04 0954PM	GOLD	Customer1	3	80	itx004294	ext004294	38901	38902	00:00:44
InteractionQueue	channel1	Agent 3	2021-05-04 0954PM	BRONZE	Customer4	3	50	itx004308	ext004308	38948	38949	00:00:43
InteractionQueue	channel5	Agent 1	2021-05-04 0954AM	SILVER	Customer2	3	70	itx003963	ext003963	35838	35839	00:00:45
InteractionQueue	channel1	Agent 5	2021-05-04 0956AM	SILVER	Customer3	3	70	itx003959	ext003959	35798	35799	00:00:42
InteractionQueue	channel2	Agent 5	2021-05-04 0956PM	GOLD	Customer4	3	90	itx004289	ext004289	38931	38932	00:00:42
InteractionQueue	channel5	Agent 4	2021-05-04 0957AM	GOLD	Customer3	3	90	itx003969	ext003969	35898	35899	00:00:41
InteractionQueue	channel2	Agent 5	2021-05-04 0958AM	GOLD	Customer5	3	70	itx003972	ext003972	35928	35929	00:00:42
InteractionQueue	channel3	Agent 3	2021-05-04 0958AM	GOLD	Customer3	3	80	itx003956	ext003956	35811	35812	00:00:38
InteractionQueue	channel5	Agent 6	2021-05-04 0958PM	GOLD	Customer3	3	100	itx004270	ext004270	38934	38935	00:00:37
InteractionQueue	channel1	Agent 3	2021-05-04 0959PM	BRONZE	Customer1	3	80	itx004312	ext004312	39031	39032	00:00:39
InteractionQueue	channel4	Agent 4	2021-05-04 1000AM	BRONZE	Customer4	3	60	itx003955	ext003955	35758	35759	00:00:42

## Task Work Detail Report

Assign Date	Assign Time	Source Process	Source Process Subtype	Capture Point Name	Department	Process	Category	Media Type	Interaction Type	Interaction Subtype	Product	Product Subtype	Queue
2021-05-04	1000AM	Fraud	Account Checking	capture_point1	Department 2	Process 4	Unknown	email	Outbound	OutboundACK	Service	Escalation	iWD_Queued
				capture_point2	Department 2	Process 4	Unknown	workitem	Outbound	OutboundNew	Service	Agent advisory	iWD_Queued
	1000PM	Fraud	Ban Request	capture_point2	Department 2	Process 5	Unknown	email	Outbound	OutboundReply	Service	Escalation	iWD_Queued
				capture_point2	Department 2	Process 4	Unknown	workitem	Outbound	OutboundNew	Service	Agent advisory	iWD_Queued
	1001PM	Fraud	Account Checking	capture_point1	Department 3	Process 6	Unknown	email	Inbound	InboundTest	Service	Escalation	iWD_Queued
			Ban Request	capture_point3	Department 2	Process 5	Unknown	workitem	Outbound	OutboundReply	Service	Escalation	iWD_Queued
		IT	Access Request	capture_point1	Department 2	Process 5	Unknown	workitem	Outbound	OutboundReply	Monitoring	Sentiment analysis	iWD_Queued
	1002AM	Fraud	Ban Request	capture_point3	Department 2	Process 4	Unknown	email	Outbound	OutboundReply	Service	Escalation	iWD_Queued
	1003AM	Fraud	Ban Request	capture_point3	Department 3	Process 6	Unknown	email	Outbound	OutboundNew	Service	Escalation	iWD_Queued
	1004AM	Fraud	Ban Request	capture_point3	Department 2	Process 5	Unknown	workitem	Inbound	InboundNew	Monitoring	Sentiment analysis	iWD_Queued
	1005AM	IT	Support Request	capture_point2	Department 3	Process 6	Unknown	email	Inbound	InboundTest	Service	Language translation	iWD_Queued
	1006AM	IT	Support Request	capture_point1	Department 2	Process 4	Unknown	workitem	Outbound	OutboundACK	Monitoring	Sentiment analysis	iWD_Queued
	1007AM	IT	Access Request	capture_point3	Department 2	Process 4	Unknown	workitem	Outbound	OutboundReply	Service	Escalation	iWD_Queued
	1008AM	IT	Access Request	capture_point2	Department 2	Process 4	Unknown	workitem	Inbound	InboundTest	Service	Escalation	iWD_Queued
	1008PM	Fraud	Account Checking	capture_point1	Department 2	Process 4	Unknown	workitem	Outbound	OutboundACK	Monitoring	Profanity detection	iWD_Queued
			Ban Request	capture_point2	Department 3	Process 6	Unknown	workitem	Inbound	InboundNew	Service	Escalation	iWD_Queued
	1009AM	Fraud	Account Checking	capture_point1	Department 2	Process 4	Unknown	workitem	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
	1009PM	Fraud	Account Checking	capture_point3	Department 2	Process 4	Unknown	email	Outbound	OutboundACK	Monitoring	Sentiment analysis	iWD_Queued
	1011PM	IT	Support Request	capture_point3	Department 3	Process 6	Unknown	workitem	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
	1013AM	IT	Support Request	capture_point1	Department 2	Process 5	Unknown	email	Outbound	OutboundACK	Monitoring	Recording service	iWD_Queued
	1013PM	Fraud	Duplicate Account	capture_point2	Department 2	Process 5	Unknown	email	Outbound	OutboundReply	Monitoring	Sentiment analysis	iWD_Queued
		IT	Access Request	capture_point2	Department 2	Process 4	Unknown	email	Outbound	OutboundReply	Service	Agent advisory	iWD_Queued
	1014AM	Fraud	Account Checking	capture_point3	Department 3	Process 6	Unknown	workitem	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
	1015AM	Fraud	Ban Request	capture_point2	Department 2	Process 4	Unknown	email	Outbound	OutboundACK	Monitoring	Sentiment analysis	iWD_Queued
	1017AM	Fraud	Account Checking	capture_point1	Department 1	Process 3	Unknown	email	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
			Ban Request	capture_point2	Department 3	Process 6	Unknown	workitem	Inbound	InboundTest	Monitoring	Recording service	iWD_Queued
	1017PM	IT	Access Request	capture_point3	Department 1	Process 3	Unknown	email	Inbound	InboundTest	Service	Escalation	iWD_Queued
			Request	capture_point1	Department 1	Process 3	Unknown	email	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
	1019PM	Fraud	Account Checking	capture_point2	Department 2	Process 4	Unknown	workitem	Inbound	InboundTest	Monitoring	Recording service	iWD_Queued
	1021AM	Fraud	Account Checking	capture_point2	Department 2	Process 4	Unknown	workitem	Inbound	InboundTest	Monitoring	Profanity detection	iWD_Queued
			Ban Request	capture_point2	Department 2	Process 4	Unknown	workitem	Inbound	InboundNew	Service	Escalation	iWD_Queued
	1022AM	Fraud	Ban Request	capture_point1	Department 2	Process 4	Unknown	workitem	Outbound	OutboundACK	Monitoring	Recording service	iWD_Queued
	1023AM	IT	Access Request	capture_point2	Department 2	Process 4	Unknown	email	Outbound	OutboundReply	Service	Agent advisory	iWD_Queued
	1023PM	IT	Access Request	capture_point3	Department 1	Process 3	Unknown	workitem	Inbound	InboundNew	Monitoring	Sentiment analysis	iWD_Queued
	1025AM	IT	Support Request	capture_point2	Department 2	Process 5	Unknown	email	Outbound	OutboundReply	Service	Escalation	iWD_Queued
	1026PM	Fraud	Ban Request	capture_point1	Department 2	Process 5	Unknown	workitem	Inbound	InboundNew	Monitoring	Sentiment analysis	iWD_Queued
		IT	Access Request	capture_point1	Department 2	Process 5	Unknown	workitem	Outbound	OutboundACK	Service	Agent advisory	iWD_Queued
	1027AM	Fraud	Ban Request	capture_point2	Department 2	Process 4	Unknown	workitem	Outbound	OutboundReply	Unspecified	Unspecified	iWD_Queued



## Task Work Detail Report

Queue Type	Media Channel	Agent Name	Finish Date Time	Customer Segment	Customer ID	Result Code	Priority	Interaction ID	Capture ID	Assign Task Event ID	Finish Task Event ID	Work Time (Fmt)
InteractionQueue	channel5	Agent 1	2021-05-04 1001AM	GOLD	Customer5	3	70	itx003958	ext003958	35788	35789	00:00:42
InteractionQueue	channel4	Agent 6	2021-05-04 1001AM	SILVER	Customer3	3	60	itx003934	ext003934	35934	35935	00:00:40
InteractionQueue	channel3	Agent 1	2021-05-04 1000PM	GOLD	Customer3	3	90	itx004301	ext004301	38898	38899	00:00:41
InteractionQueue	channel2	Agent 2	2021-05-04 1001PM	SILVER	Customer3	3	70	itx004334	ext004334	39158	39159	00:00:42
InteractionQueue	channel4	Agent 1	2021-05-04 1002PM	GOLD	Customer1	3	70	itx004323	ext004323	39068	39069	00:00:39
InteractionQueue	channel5	Agent 4	2021-05-04 1002PM	BRONZE	Customer5	3	80	itx004303	ext004303	39048	39049	00:00:45
InteractionQueue	channel2	Agent 4	2021-05-04 1001PM	GOLD	Customer5	3	60	itx004324	ext004324	39078	39079	00:00:46
InteractionQueue	channel3	Agent 3	2021-05-04 1003AM	BRONZE	Customer4	3	100	itx003967	ext003967	36021	36022	00:00:43
InteractionQueue	channel2	Agent 3	2021-05-04 1003AM	GOLD	Customer1	3	100	itx003954	ext003954	35971	35972	00:00:41
InteractionQueue	channel4	Agent 3	2021-05-04 1004AM	GOLD	Customer5	3	50	itx003935	ext003935	36038	36039	00:00:36
InteractionQueue	channel5	Agent 5	2021-05-04 1006AM	SILVER	Customer3	3	40	itx003984	ext003984	36041	36042	00:00:43
InteractionQueue	channel3	Agent 5	2021-05-04 1006AM	GOLD	Customer2	3	50	itx003863	ext003863	35991	35992	00:00:41
InteractionQueue	channel5	Agent 2	2021-05-04 1007AM	BRONZE	Customer3	3	60	itx003979	ext003979	35988	35989	00:00:39
InteractionQueue	channel5	Agent 6	2021-05-04 1009AM	SILVER	Customer3	3	120	itx003987	ext003987	36058	36059	00:00:48
InteractionQueue	channel3	Agent 3	2021-05-04 1009PM	GOLD	Customer3	3	40	itx004328	ext004328	39108	39109	00:00:44
InteractionQueue	channel5	Agent 2	2021-05-04 1008PM	SILVER	Customer4	3	70	itx004280	ext004280	39168	39169	00:00:43
InteractionQueue	channel5	Agent 5	2021-05-04 1010AM	SILVER	Customer3	3	50	itx003982	ext003982	36018	36019	00:00:42
InteractionQueue	channel4	Agent 1	2021-05-04 1010PM	BRONZE	Customer2	3	70	itx004329	ext004329	39118	39119	00:00:44
InteractionQueue	channel5	Agent 6	2021-05-04 1012PM	BRONZE	Customer3	3	70	itx004330	ext004330	39148	39149	00:00:43
InteractionQueue	channel5	Agent 6	2021-05-04 1014AM	BRONZE	Customer3	3	60	itx003914	ext003914	35931	35932	00:00:37
InteractionQueue	channel3	Agent 1	2021-05-04 1014PM	GOLD	Customer2	3	100	itx004322	ext004322	39058	39059	00:00:42
InteractionQueue	channel2	Agent 1	2021-05-04 1014PM	GOLD	Customer3	3	100	itx004327	ext004327	39098	39099	00:00:44
InteractionQueue	channel1	Agent 5	2021-05-04 1015AM	BRONZE	Customer3	3	80	itx003977	ext003977	35968	35969	00:00:46
InteractionQueue	channel2	Agent 1	2021-05-04 1016AM	GOLD	Customer2	3	60	itx003994	ext003994	36128	36129	00:00:42
InteractionQueue	channel5	Agent 6	2021-05-04 1018AM	GOLD	Customer2	3	100	itx003989	ext003989	36078	36079	00:00:43
InteractionQueue	channel3	Agent 3	2021-05-04 1017AM	SILVER	Customer3	3	80	itx003976	ext003976	36091	36092	00:00:41
InteractionQueue	channel2	Agent 3	2021-05-04 1018PM	BRONZE	Customer5	3	50	itx004315	ext004315	39314	39315	00:00:44
InteractionQueue	channel4	Agent 2	2021-05-04 1018PM	GOLD	Customer5	3	60	itx004341	ext004341	39218	39219	00:00:46
InteractionQueue	channel3	Agent 1	2021-05-04 1020PM	GOLD	Customer1	3	70	itx004342	ext004342	39228	39229	00:00:49
InteractionQueue	channel5	Agent 4	2021-05-04 1022AM	SILVER	Customer3	3	70	itx003981	ext003981	36111	36112	00:00:43
InteractionQueue	channel2	Agent 2	2021-05-04 1021AM	SILVER	Customer1	3	90	itx003990	ext003990	36088	36089	00:00:41
InteractionQueue	channel2	Agent 6	2021-05-04 1023AM	SILVER	Customer1	3	80	itx003999	ext003999	36178	36179	00:00:43
InteractionQueue	channel5	Agent 3	2021-05-04 1024AM	GOLD	Customer4	3	90	itx003996	ext003996	36148	36149	00:00:39
InteractionQueue	channel3	Agent 1	2021-05-04 1023PM	SILVER	Customer3	3	70	itx004345	ext004345	39258	39259	00:00:39
InteractionQueue	channel1	Agent 6	2021-05-04 1026AM	BRONZE	Customer1	3	80	itx004004	ext004004	36228	36229	00:00:37
InteractionQueue	channel3	Agent 2	2021-05-04 1027PM	GOLD	Customer2	3	80	itx004326	ext004326	39311	39312	00:00:42
InteractionQueue	channel3	Agent 1	2021-05-04 1026PM	GOLD	Customer5	3	60	itx004350	ext004350	39308	39309	00:00:39
InteractionQueue	channel4	Agent 6	2021-05-04 1027AM	GOLD	Customer3	3	70	itx003992	ext003992	36108	36109	00:00:42

## Task Work Detail Report

Assign Date	Assign Time	Source Process	Source Process Subtype	Capture Point Name	Department	Process	Category	Media Type	Interaction Type	Interaction Subtype	Product	Product Subtype	Queue
2021-05-04	1027AM	IT	Support Request	capture_point3	Department 3	Process 6	Unknown	workitem	Outbound	OutboundReply	Service	Escalation	iWD_Queued
	1029AM	IT	Support Request	capture_point2	Department 2	Process 4	Unknown	email	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
	1030PM	Fraud	Account Checking	capture_point1	Department 3	Process 6	Unknown	email	Outbound	OutboundReply	Service	Agent advisory	iWD_Queued
			Duplicate Account	capture_point3	Department 2	Process 4	Unknown	email	Outbound	OutboundNew	Service	Escalation	iWD_Queued
	1032AM	IT	Access Request	capture_point3	Department 3	Process 6	Unknown	email	Inbound	InboundNew	Service	Agent advisory	iWD_Queued
			Request	capture_point1	Department 2	Process 5	Unknown	workitem	Outbound	OutboundACK	Service	Agent advisory	iWD_Queued
	1033AM	Fraud	Account Checking	capture_point2	Department 1	Process 3	Unknown	workitem	Outbound	OutboundNew	Monitoring	Sentiment analysis	iWD_Queued
			Ban Request	capture_point2	Department 1	Process 2	Unknown	email	Inbound	InboundTest	Service	Agent advisory	iWD_Queued
	1035AM	Fraud	Ban Request	capture_point1	Department 2	Process 4	Unknown	workitem	Outbound	OutboundACK	Service	Agent advisory	iWD_Queued
	1036PM	IT	Access Request	capture_point3	Department 2	Process 5	Unknown	workitem	Outbound	OutboundNew	Monitoring	Sentiment analysis	iWD_Queued
	1037AM	Fraud	Account Checking	capture_point1	Department 2	Process 5	Unknown	email	Inbound	InboundNew	Service	Escalation	iWD_Queued
	1037PM	Fraud	Account Checking	capture_point1	Department 1	Process 3	Unknown	email	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
	1038AM	IT	Access Request	capture_point2	Department 2	Process 4	Unknown	workitem	Inbound	InboundTest	Service	Escalation	iWD_Queued
	1039AM	Fraud	Ban Request	capture_point2	Department 2	Process 4	Unknown	workitem	Outbound	OutboundNew	Monitoring	Sentiment analysis	iWD_Queued
	1039PM	Fraud	Account Checking	capture_point3	Department 2	Process 5	Unknown	email	Inbound	InboundNew	Monitoring	Recording service	iWD_Queued
	1042PM	Fraud	Ban Request	capture_point1	Department 2	Process 5	Unknown	workitem	Inbound	InboundTest	Monitoring	Profanity detection	iWD_Queued
		IT	Access Request	capture_point2	Department 2	Process 4	Unknown	workitem	Outbound	OutboundReply	Monitoring	Sentiment analysis	iWD_Queued
	1043PM	IT	Access Request	capture_point3	Department 2	Process 5	Unknown	workitem	Outbound	OutboundACK	Service	Agent advisory	iWD_Queued
	1044PM	Fraud	Duplicate Account	capture_point1	Department 1	Process 2	Unknown	workitem	Outbound	OutboundACK	Service	Agent advisory	iWD_Queued
	1045AM	Fraud	Account Checking	capture_point3	Department 2	Process 4	Unknown	email	Outbound	OutboundNew	Monitoring	Sentiment analysis	iWD_Queued
		IT	Access Request	capture_point1	Department 2	Process 5	Unknown	email	Outbound	OutboundNew	Service	Agent advisory	iWD_Queued
				capture_point2	Department 2	Process 4	Unknown	email	Outbound	OutboundNew	Monitoring	Sentiment analysis	iWD_Queued
	1047PM	Fraud	Duplicate Account	capture_point3	Department 2	Process 5	Unknown	email	Inbound	InboundTest	Monitoring	Recording service	iWD_Queued
	1048AM	Fraud	Ban Request	capture_point3	Department 2	Process 4	Unknown	email	Outbound	OutboundReply	Service	Escalation	iWD_Queued
	1049PM	Fraud	Duplicate Account	capture_point3	Department 2	Process 5	Unknown	email	Outbound	OutboundACK	Monitoring	Profanity detection	iWD_Queued
	1050AM	IT	Request	capture_point2	Department 2	Process 4	Unknown	email	Outbound	OutboundReply	Monitoring	Recording service	iWD_Queued
			Support Request	capture_point1	Department 2	Process 4	Unknown	workitem	Inbound	InboundNew	Service	Escalation	iWD_Queued
	1054AM	IT	Access Request	capture_point3	Department 2	Process 5	Unknown	email	Outbound	OutboundACK	Monitoring	Sentiment analysis	iWD_Queued
	1054PM	IT	Access Request	capture_point2	Department 3	Process 6	Unknown	workitem	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
	1055AM	Fraud	Account Checking	capture_point1	Department 1	Process 3	Unknown	workitem	Inbound	InboundNew	Service	Language translation	iWD_Queued
		IT	Access Request	capture_point3	Department 2	Process 4	Unknown	workitem	Outbound	OutboundNew	Notification	News feed	iWD_Queued
	1055PM	IT	Access Request	capture_point1	Department 1	Process 3	Unknown	workitem	Outbound	OutboundReply	Service	Agent advisory	iWD_Queued
	1057AM	Fraud	Ban Request	capture_point2	Department 2	Process 4	Unknown	email	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
			Duplicate Account	capture_point3	Department 3	Process 6	Unknown	email	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
	1105PM	IT	Access Request	capture_point2	Department 2	Process 4	Unknown	workitem	Inbound	InboundTest	Service	Escalation	iWD_Queued
	1106AM	Fraud	Account Checking	capture_point1	Department 2	Process 5	Unknown	email	Outbound	OutboundACK	Service	Agent advisory	iWD_Queued
	1106PM	Fraud	Ban Request	capture_point1	Department 2	Process 5	Unknown	workitem	Inbound	InboundNew	Service	Agent advisory	iWD_Queued
	1107AM	Fraud	Ban Request	capture_point1	Department 1	Process 2	Unknown	email	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued

## Task Work Detail Report

Queue Type	Media Channel	Agent Name	Finish Date Time	Customer Segment	Customer ID	Result Code	Priority	Interaction ID	Capture ID	Assign Task Event ID	Finish Task Event ID	Work Time (Fmt)
InteractionQueue	channel2	Agent 1	2021-05-04 1028AM	SILVER	Customer4	3	100	itx003998	ext003998	36168	36169	00:00:40
InteractionQueue	channel4	Agent 5	2021-05-04 1030AM	BRONZE	Customer1	3	40	itx004003	ext004003	36218	36219	00:00:42
InteractionQueue	channel4	Agent 6	2021-05-04 1031PM	SILVER	Customer2	3	40	itx004346	ext004346	39268	39269	00:00:46
InteractionQueue	channel1	Agent 2	2021-05-04 1031PM	BRONZE	Customer5	3	90	itx004339	ext004339	39198	39199	00:00:39
InteractionQueue	channel1	Agent 5	2021-05-04 1033AM	BRONZE	Customer2	3	90	itx004005	ext004005	36238	36239	00:00:45
InteractionQueue	channel5	Agent 3	2021-05-04 1033AM	GOLD	Customer1	3	50	itx004016	ext004016	36338	36339	00:00:41
InteractionQueue	channel2	Agent 4	2021-05-04 1034AM	SILVER	Customer2	3	60	itx003997	ext003997	36241	36242	00:00:47
InteractionQueue	channel2	Agent 1	2021-05-04 1034AM	SILVER	Customer1	3	40	itx004020	ext004020	36368	36369	00:00:41
InteractionQueue	channel4	Agent 2	2021-05-04 1036AM	BRONZE	Customer2	3	100	itx004014	ext004014	36318	36319	00:00:39
InteractionQueue	channel1	Agent 4	2021-05-04 1036PM	SILVER	Customer1	3	100	itx004348	ext004348	39368	39369	00:00:43
InteractionQueue	channel3	Agent 1	2021-05-04 1037AM	SILVER	Customer2	3	130	itx004002	ext004002	36348	36349	00:00:44
InteractionQueue	channel1	Agent 6	2021-05-04 1038PM	GOLD	Customer1	3	90	itx004355	ext004355	39348	39349	00:00:47
InteractionQueue	channel3	Agent 3	2021-05-04 1038AM	SILVER	Customer3	3	70	itx004013	ext004013	36308	36309	00:00:41
InteractionQueue	channel5	Agent 5	2021-05-04 1040AM	GOLD	Customer4	3	90	itx004019	ext004019	36358	36359	00:00:42
InteractionQueue	channel2	Agent 5	2021-05-04 1039PM	SILVER	Customer4	3	50	itx004354	ext004354	39338	39339	00:00:44
InteractionQueue	channel1	Agent 4	2021-05-04 1043PM	SILVER	Customer2	3	90	itx004361	ext004361	39398	39399	00:00:38
InteractionQueue	channel1	Agent 6	2021-05-04 1043PM	GOLD	Customer4	3	40	itx004347	ext004347	39451	39452	00:00:45
InteractionQueue	channel5	Agent 2	2021-05-04 1044PM	BRONZE	Customer4	3	100	itx004367	ext004367	39448	39449	00:00:41
InteractionQueue	channel2	Agent 4	2021-05-04 1044PM	GOLD	Customer5	3	60	itx004353	ext004353	39328	39329	00:00:44
InteractionQueue	channel5	Agent 6	2021-05-04 1046AM	SILVER	Customer1	3	40	itx004031	ext004031	36478	36479	00:00:44
InteractionQueue	channel1	Agent 5	2021-05-04 1045AM	GOLD	Customer1	3	100	itx004009	ext004009	36268	36269	00:00:45
InteractionQueue	channel1	Agent 3	2021-05-04 1045AM	SILVER	Customer4	3	60	itx004015	ext004015	36328	36329	00:00:38
InteractionQueue	channel1	Agent 4	2021-05-04 1048PM	SILVER	Customer1	3	70	itx004370	ext004370	39501	39502	00:00:41
InteractionQueue	channel5	Agent 6	2021-05-04 1048AM	BRONZE	Customer1	3	80	itx004022	ext004022	36388	36389	00:00:42
InteractionQueue	channel5	Agent 1	2021-05-04 1049PM	SILVER	Customer5	3	60	itx004382	ext004382	39578	39579	00:00:39
InteractionQueue	channel4	Agent 4	2021-05-04 1051AM	BRONZE	Customer2	3	60	itx004034	ext004034	36488	36489	00:00:48
InteractionQueue	channel4	Agent 3	2021-05-04 1050AM	GOLD	Customer4	3	120	itx004021	ext004021	36378	36379	00:00:43
InteractionQueue	channel3	Agent 6	2021-05-04 1054AM	BRONZE	Customer3	3	80	itx004029	ext004029	36448	36449	00:00:44
InteractionQueue	channel5	Agent 2	2021-05-04 1055PM	SILVER	Customer5	3	90	itx004340	ext004340	39498	39499	00:00:41
InteractionQueue	channel2	Agent 5	2021-05-04 1055AM	GOLD	Customer3	3	30	itx004035	ext004035	36498	36499	00:00:43
InteractionQueue	channel3	Agent 6	2021-05-04 1056AM	GOLD	Customer3	3	60	itx004024	ext004024	36408	36409	00:00:44
InteractionQueue	channel2	Agent 1	2021-05-04 1056PM	GOLD	Customer2	3	120	itx004356	ext004356	39454	39455	00:00:49
InteractionQueue	channel3	Agent 3	2021-05-04 1058AM	BRONZE	Customer2	3	70	itx004027	ext004027	36428	36429	00:00:45
InteractionQueue	channel1	Agent 6	2021-05-04 1058AM	SILVER	Customer4	3	70	itx004026	ext004026	36418	36419	00:00:40
InteractionQueue	channel3	Agent 5	2021-05-04 1106PM	SILVER	Customer3	3	130	itx004396	ext004396	39698	39699	00:00:44
InteractionQueue	channel4	Agent 1	2021-05-04 1106AM	SILVER	Customer1	3	100	itx004044	ext004044	36588	36589	00:00:40
InteractionQueue	channel2	Agent 3	2021-05-04 1107PM	GOLD	Customer5	3	80	itx004366	ext004366	39701	39702	00:00:39
InteractionQueue	channel4	Agent 2	2021-05-04 1108AM	SILVER	Customer4	3	60	itx004038	ext004038	36528	36529	00:00:40

## Task Work Detail Report

Assign Date	Assign Time	Source Process	Source Process Subtype	Capture Point Name	Department	Process	Category	Media Type	Interaction Type	Interaction Subtype	Product	Product Subtype	Queue
2021-05-04	1109PM	IT	Access Request	capture_point2	Department 2	Process 5	Unknown	workitem	Inbound	InboundTest	Service	Agent advisory	iWD_Queued
	1110AM	IT	Request	capture_point2	Department 2	Process 4	Unknown	workitem	Outbound	OutboundACK	Monitoring	Profanity detection	iWD_Queued
			Support Request	capture_point3	Department 3	Process 6	Unknown	workitem	Outbound	OutboundACK	Service	Agent advisory	iWD_Queued
	1110PM	Fraud	Account Checking	capture_point1	Department 2	Process 5	Unknown	workitem	Outbound	OutboundReply	Service	Agent advisory	iWD_Queued
			Duplicate Account	capture_point1	Department 2	Process 5	Unknown	workitem	Outbound	OutboundReply	Service	Agent advisory	iWD_Queued
	1111AM	Fraud	Ban Request	capture_point2	Department 3	Process 6	Unknown	workitem	Outbound	OutboundACK	Service	Escalation	iWD_Queued
		IT	Support Request	capture_point1	Department 3	Process 6	Unknown	email	Outbound	OutboundACK	Service	Agent advisory	iWD_Queued
	1111PM	IT	Access Request	capture_point1	Department 2	Process 5	Unknown	email	Outbound	OutboundReply	Monitoring	Sentiment analysis	iWD_Queued
	1112PM	IT	Support Request	capture_point1	Department 2	Process 4	Unknown	email	Inbound	InboundTest	Unspecified	Unspecified	iWD_Queued
	1114AM	IT	Access Request	capture_point3	Department 1	Process 3	Unknown	workitem	Outbound	OutboundNew	Service	Agent advisory	iWD_Queued
	1114PM	Fraud	Ban Request	capture_point1	Department 2	Process 5	Unknown	email	Inbound	InboundNew	Service	Escalation	iWD_Queued
	1116AM	Fraud	Ban Request	capture_point1	Department 2	Process 5	Unknown	email	Outbound	OutboundNew	Service	Escalation	iWD_Queued
		IT	Access Request	capture_point2	Department 1	Process 3	Unknown	workitem	Inbound	InboundNew	Service	Escalation	iWD_Queued
	1116PM	IT	Access Request	capture_point1	Department 2	Process 5	Unknown	email	Outbound	OutboundNew	Service	Agent advisory	iWD_Queued
			Support Request	capture_point1	Department 1	Process 3	Unknown	email	Outbound	OutboundACK	Service	Language translation	iWD_Queued
	1117AM	IT	Access Request	capture_point3	Department 2	Process 5	Unknown	workitem	Inbound	InboundTest	Monitoring	Recording service	iWD_Queued
	1118AM	Fraud	Account Checking	capture_point3	Department 2	Process 4	Unknown	workitem	Outbound	OutboundReply	Service	Language translation	iWD_Queued
		IT	Support Request	capture_point3	Department 2	Process 4	Unknown	workitem	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
	1118PM	Finance	Credit	capture_point1	Department 2	Process 4	Unknown	workitem	Inbound	InboundTest	Service	Escalation	iWD_Queued
	1119AM	Fraud	Ban Request	capture_point1	Department 2	Process 4	Unknown	email	Outbound	OutboundACK	Service	Escalation	iWD_Queued
	1123AM	Fraud	Ban Request	capture_point1	Department 2	Process 5	Unknown	workitem	Outbound	OutboundACK	Service	Agent advisory	iWD_Queued
			Duplicate Account	capture_point2	Department 1	Process 3	Unknown	email	Inbound	InboundNew	Service	Language translation	iWD_Queued
	1123PM	IT	Access Request	capture_point3	Department 2	Process 5	Unknown	workitem	Inbound	InboundNew	Service	Escalation	iWD_Queued
	1124PM	Fraud	Ban Request	capture_point1	Department 2	Process 5	Unknown	workitem	Inbound	InboundNew	Service	Escalation	iWD_Queued
	1125PM	IT	Support Request	capture_point1	Department 1	Process 2	Unknown	email	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
	1126PM	IT	Access Request	capture_point3	Department 2	Process 5	Unknown	email	Outbound	OutboundNew	Service	Language translation	iWD_Queued
	1129PM	Fraud	Account Checking	capture_point1	Department 2	Process 4	Unknown	workitem	Inbound	InboundNew	Service	Agent advisory	iWD_Queued
	1130AM	Fraud	Account Checking	capture_point2	Department 2	Process 5	Unknown	email	Inbound	InboundTest	Service	Agent advisory	iWD_Queued
	1130PM	Fraud	Ban Request	capture_point1	Department 2	Process 4	Unknown	workitem	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
	1133AM	IT	Support Request	capture_point2	Department 2	Process 4	Unknown	email	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
	1136AM	IT	Support Request	capture_point3	Department 2	Process 5	Unknown	workitem	Outbound	OutboundACK	Service	Escalation	iWD_Queued
	1136PM	IT	Access Request	capture_point1	Department 2	Process 4	Unknown	email	Inbound	InboundTest	Service	Escalation	iWD_Queued
									Outbound	OutboundNew	Monitoring	Sentiment analysis	iWD_Queued
	1137AM	Fraud	Account Checking	capture_point2	Department 2	Process 4	Unknown	email	Inbound	InboundTest	Notification	News feed	iWD_Queued
	1137PM	Fraud	Duplicate Account	capture_point2	Department 2	Process 5	Unknown	email	Outbound	OutboundReply	Service	Escalation	iWD_Queued
	1138PM	Finance	Credit	capture_point3	Department 1	Process 3	Unknown	workitem	Outbound	OutboundNew	Service	Language translation	iWD_Queued
	1139AM	Fraud	Duplicate Account	capture_point1	Department 2	Process 5	Unknown	workitem	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
	1141AM	Fraud	Account Checking	capture_point3	Department 2	Process 4	Unknown	workitem	Outbound	OutboundNew	Service	Language translation	iWD_Queued

## Task Work Detail Report

Queue Type	Media Channel	Agent Name	Finish Date Time	Customer Segment	Customer ID	Result Code	Priority	Interaction ID	Capture ID	Assign Task Event ID	Finish Task Event ID	Work Time (Fmt)
InteractionQueue	channel3	Agent 3	2021-05-04 1110PM	SILVER	Customer2	3	80	itx004394	ext004394	39678	39679	00:00:42
InteractionQueue	channel2	Agent 6	2021-05-04 1111AM	GOLD	Customer3	3	60	itx004041	ext004041	36558	36559	00:00:38
InteractionQueue	channel1	Agent 6	2021-05-04 1111AM	GOLD	Customer1	3	110	itx004037	ext004037	36518	36519	00:00:37
InteractionQueue	channel3	Agent 1	2021-05-04 1110PM	BRONZE	Customer2	3	100	itx004384	ext004384	39681	39682	00:00:39
InteractionQueue	channel4	Agent 6	2021-05-04 1110PM	GOLD	Customer4	3	50	itx004385	ext004385	39608	39609	00:00:45
InteractionQueue	channel2	Agent 4	2021-05-04 1112AM	GOLD	Customer2	3	120	itx004042	ext004042	36568	36569	00:00:38
InteractionQueue	channel3	Agent 1	2021-05-04 1111AM	SILVER	Customer1	3	80	itx004046	ext004046	36608	36609	00:00:41
InteractionQueue	channel3	Agent 3	2021-05-04 1111PM	SILVER	Customer3	3	40	itx004363	ext004363	39638	39639	00:00:47
InteractionQueue	channel1	Agent 6	2021-05-04 1113PM	GOLD	Customer1	3	60	itx004184	ext004184	39668	39669	00:00:47
InteractionQueue	channel4	Agent 1	2021-05-04 1114AM	GOLD	Customer3	3	60	itx004049	ext004049	36638	36639	00:00:43
InteractionQueue	channel1	Agent 6	2021-05-04 1114PM	BRONZE	Customer5	3	120	itx004360	ext004360	39611	39612	00:00:36
InteractionQueue	channel1	Agent 4	2021-05-04 1117AM	BRONZE	Customer2	3	30	itx004059	ext004059	36728	36729	00:00:44
InteractionQueue	channel2	Agent 4	2021-05-04 1117AM	BRONZE	Customer3	3	90	itx004032	ext004032	36668	36669	00:00:45
InteractionQueue	channel1	Agent 4	2021-05-04 1117PM	SILVER	Customer4	3	80	itx004401	ext004401	39748	39749	00:00:43
InteractionQueue	channel3	Agent 6	2021-05-04 1117PM	BRONZE	Customer2	3	90	itx004406	ext004406	39788	39789	00:00:39
InteractionQueue	channel1	Agent 4	2021-05-04 1118AM	GOLD	Customer3	3	150	itx004051	ext004051	36658	36659	00:00:46
InteractionQueue	channel1	Agent 2	2021-05-04 1119AM	GOLD	Customer4	3	100	itx004057	ext004057	36708	36709	00:00:39
InteractionQueue	channel4	Agent 4	2021-05-04 1119AM	BRONZE	Customer5	3	100	itx004048	ext004048	36761	36762	00:00:38
InteractionQueue	channel3	Agent 4	2021-05-04 1118PM	GOLD	Customer5	3	60	itx004377	ext004377	39768	39769	00:00:36
InteractionQueue	channel5	Agent 3	2021-05-04 1120AM	GOLD	Customer3	3	60	itx004056	ext004056	36711	36712	00:00:45
InteractionQueue	channel2	Agent 5	2021-05-04 1124AM	SILVER	Customer4	3	30	itx004062	ext004062	36758	36759	00:00:41
InteractionQueue	channel4	Agent 1	2021-05-04 1123AM	SILVER	Customer1	3	90	itx004023	ext004023	36671	36672	00:00:39
InteractionQueue	channel2	Agent 1	2021-05-04 1123PM	SILVER	Customer2	3	70	itx004409	ext004409	39818	39819	00:00:37
InteractionQueue	channel5	Agent 3	2021-05-04 1125PM	SILVER	Customer3	3	40	itx004390	ext004390	39731	39732	00:00:44
InteractionQueue	channel5	Agent 6	2021-05-04 1125PM	BRONZE	Customer1	3	60	itx004411	ext004411	39838	39839	00:00:43
InteractionQueue	channel4	Agent 1	2021-05-04 1127PM	SILVER	Customer2	3	120	itx004399	ext004399	39728	39729	00:00:33
InteractionQueue	channel1	Agent 5	2021-05-04 1130PM	BRONZE	Customer1	3	60	itx004407	ext004407	39798	39799	00:00:37
InteractionQueue	channel2	Agent 2	2021-05-04 1131AM	GOLD	Customer5	3	40	itx004065	ext004065	36871	36872	00:00:41
InteractionQueue	channel2	Agent 2	2021-05-04 1131PM	SILVER	Customer2	3	70	itx004413	ext004413	39858	39859	00:00:45
InteractionQueue	channel2	Agent 5	2021-05-04 1133AM	SILVER	Customer1	3	110	itx004075	ext004075	36868	36869	00:00:39
InteractionQueue	channel4	Agent 4	2021-05-04 1137AM	SILVER	Customer1	3	60	itx004012	ext004012	36788	36789	00:00:42
InteractionQueue	channel3	Agent 6	2021-05-04 1137PM	GOLD	Customer5	3	40	itx004418	ext004418	39908	39909	00:00:42
InteractionQueue	channel2	Agent 2	2021-05-04 1137PM	SILVER	Customer3	3	110	itx004415	ext004415	39878	39879	00:00:36
InteractionQueue	channel3	Agent 1	2021-05-04 1138AM	SILVER	Customer3	3	70	itx004030	ext004030	36841	36842	00:00:42
InteractionQueue	channel4	Agent 3	2021-05-04 1138PM	BRONZE	Customer5	3	70	itx004416	ext004416	39888	39889	00:00:45
InteractionQueue	channel4	Agent 5	2021-05-04 1138PM	SILVER	Customer5	3	60	itx004417	ext004417	39898	39899	00:00:44
InteractionQueue	channel1	Agent 2	2021-05-04 1140AM	GOLD	Customer4	3	110	itx004060	ext004060	36874	36875	00:00:43
InteractionQueue	channel3	Agent 3	2021-05-04 1142AM	BRONZE	Customer2	3	80	itx004069	ext004069	36818	36819	00:00:45

## Task Work Detail Report

Assign Date	Assign Time	Source Process	Source Process Subtype	Capture Point Name	Department	Process	Category	Media Type	Interaction Type	Interaction Subtype	Product	Product Subtype	Queue
2021-05-04	1142PM	IT	Support Request	capture_point3	Department 2	Process 4	Unknown	workitem	Inbound	InboundTest	Service	Escalation	iWD_Queued
	1143AM	Fraud	Ban Request	capture_point3	Department 2	Process 4	Unknown	email	Outbound	OutboundReply	Service	Escalation	iWD_Queued
		IT	Access Request	capture_point3	Department 2	Process 5	Unknown	email	Outbound	OutboundNew	Service	Agent advisory	iWD_Queued
			Support Request	capture_point1	Department 3	Process 6	Unknown	email	Inbound	InboundTest	Monitoring	Recording service	iWD_Queued
	1144AM	Fraud	Ban Request	capture_point1	Department 2	Process 5	Unknown	email	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
	1144PM	Fraud	Ban Request	capture_point1	Department 2	Process 4	Unknown	workitem	Outbound	OutboundACK	Monitoring	Sentiment analysis	iWD_Queued
	1145AM	Fraud	Duplicate Account	capture_point2	Department 2	Process 5	Unknown	email	Outbound	OutboundACK	Monitoring	Profanity detection	iWD_Queued
	1146AM	Fraud	Account Checking	capture_point3	Department 2	Process 4	Unknown	email	Outbound	OutboundACK	Service	Language translation	iWD_Queued
	1149AM	Fraud	Account Checking	capture_point3	Department 2	Process 4	Unknown	email	Outbound	OutboundACK	Monitoring	Profanity detection	iWD_Queued
	1150AM	Fraud	Account Checking	capture_point1	Department 2	Process 5	Unknown	workitem	Outbound	OutboundNew	Monitoring	Profanity detection	iWD_Queued
	1152AM	IT	Request	capture_point1	Department 3	Process 6	Unknown	workitem	Outbound	OutboundNew	Service	Agent advisory	iWD_Queued
	1153AM	Fraud	Ban Request	capture_point1	Department 1	Process 3	Unknown	workitem	Inbound	InboundNew	Service	Agent advisory	iWD_Queued
	1154AM	Fraud	Ban Request	capture_point1	Department 2	Process 4	Unknown	email	Inbound	InboundNew	Service	Agent advisory	iWD_Queued
	1154PM	Fraud	Ban Request	capture_point1	Department 1	Process 3	Unknown	workitem	Outbound	OutboundNew	Service	Escalation	iWD_Queued
	1155PM	Fraud	Account Checking	capture_point3	Department 3	Process 6	Unknown	workitem	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
	1156AM	IT	Access Request	capture_point2	Department 1	Process 3	Unknown	email	Inbound	InboundNew	Service	Agent advisory	iWD_Queued
	1156PM	IT	Access Request	capture_point3	Department 1	Process 3	Unknown	workitem	Outbound	OutboundReply	Monitoring	Recording service	iWD_Queued
		Fraud	Ban Request	capture_point3	Department 3	Process 6	Unknown	email	Inbound	InboundTest	Monitoring	Profanity detection	iWD_Queued
			Duplicate Account	capture_point2	Department 1	Process 2	Unknown	workitem	Outbound	OutboundACK	Monitoring	Profanity detection	iWD_Queued
		IT	Support Request	capture_point1	Department 2	Process 4	Unknown	workitem	Outbound	OutboundACK	Monitoring	Recording service	iWD_Queued
	1158AM	IT	Access Request	capture_point1	Department 1	Process 3	Unknown	workitem	Outbound	OutboundACK	Monitoring	Sentiment analysis	iWD_Queued
	1158PM	IT	Access Request	capture_point2	Department 2	Process 5	Unknown	workitem	Outbound	OutboundACK	Service	Escalation	iWD_Queued
	1159PM	Fraud	Ban Request	capture_point2	Department 2	Process 4	Unknown	email	Inbound	InboundTest	Service	Language translation	iWD_Queued
	1204PM	IT	Access Request	capture_point2	Department 2	Process 5	Unknown	workitem	Outbound	OutboundACK	Service	Escalation	iWD_Queued
	1211AM	Fraud	Account Checking	capture_point3	Department 2	Process 4	Unknown	workitem	Inbound	InboundNew	Monitoring	Profanity detection	iWD_Queued
	1216PM	IT	Access Request	capture_point3	Department 1	Process 2	Unknown	workitem	Outbound	OutboundReply	Notification	News feed	iWD_Queued
	1221AM	Fraud	Duplicate Account	capture_point2	Department 2	Process 5	Unknown	email	Outbound	OutboundReply	Monitoring	Sentiment analysis	iWD_Queued
	1231AM	IT	Access Request	capture_point1	Department 2	Process 4	Unknown	email	Outbound	OutboundReply	Monitoring	Profanity detection	iWD_Queued
	1236AM	Fraud	Ban Request	capture_point2	Department 2	Process 5	Unknown	workitem	Inbound	InboundNew	Service	Agent advisory	iWD_Queued
	1238PM	IT	Access Request	capture_point1	Department 2	Process 4	Unknown	email	Outbound	OutboundACK	Notification	News feed	iWD_Queued
	1247AM	IT	Support Request	capture_point3	Department 3	Process 6	Unknown	email	Inbound	InboundTest	Service	Escalation	iWD_Queued
	1257PM	IT	Access Request	capture_point2	Department 1	Process 3	Unknown	workitem	Inbound	InboundNew	Service	Escalation	iWD_Queued
	1258PM	Fraud	Account Checking	capture_point3	Department 1	Process 3	Unknown	email	Inbound	InboundTest	Monitoring	Sentiment analysis	iWD_Queued
	1259AM	Fraud	Ban Request	capture_point3	Department 2	Process 5	Unknown	workitem	Inbound	InboundTest	Monitoring	Profanity detection	iWD_Queued

## Task Work Detail Report

Queue Type	Media Channel	Agent Name	Finish Date Time	Customer Segment	Customer ID	Result Code	Priority	Interaction ID	Capture ID	Assign Task Event ID	Finish Task Event ID	Work Time (Fmt)
InteractionQueue	channel5	Agent 3	2021-05-04 1143PM	GOLD	Customer4	3	70	itx004422	ext004422	39968	39969	00:00:43
InteractionQueue	channel5	Agent 3	2021-05-04 1143AM	GOLD	Customer5	3	90	itx004008	ext004008	36877	36878	00:00:41
InteractionQueue	channel4	Agent 1	2021-05-04 1143AM	BRONZE	Customer3	3	110	itx004045	ext004045	36838	36839	00:00:42
InteractionQueue	channel3	Agent 2	2021-05-04 1144AM	GOLD	Customer1	3	60	itx004074	ext004074	36858	36859	00:00:43
InteractionQueue	channel3	Agent 4	2021-05-04 1144AM	SILVER	Customer1	3	50	itx004070	ext004070	36828	36829	00:00:45
InteractionQueue	channel5	Agent 1	2021-05-04 1145PM	SILVER	Customer4	3	50	itx004423	ext004423	39958	39959	00:00:44
InteractionQueue	channel4	Agent 6	2021-05-04 1146AM	SILVER	Customer4	3	90	itx004089	ext004089	36988	36989	00:00:44
InteractionQueue	channel1	Agent 6	2021-05-04 1146AM	GOLD	Customer3	3	90	itx004088	ext004088	36978	36979	00:00:35
InteractionQueue	channel4	Agent 5	2021-05-04 1150AM	GOLD	Customer4	3	110	itx004086	ext004086	36958	36959	00:00:45
InteractionQueue	channel4	Agent 6	2021-05-04 1151AM	GOLD	Customer3	3	70	itx004087	ext004087	36968	36969	00:00:40
InteractionQueue	channel1	Agent 1	2021-05-04 1152AM	GOLD	Customer5	3	60	itx004043	ext004043	36911	36912	00:00:42
InteractionQueue	channel3	Agent 4	2021-05-04 1154AM	GOLD	Customer5	3	90	itx004085	ext004085	36948	36949	00:00:46
InteractionQueue	channel4	Agent 5	2021-05-04 1155AM	GOLD	Customer5	3	50	itx004081	ext004081	36908	36909	00:00:37
InteractionQueue	channel3	Agent 2	2021-05-04 1154PM	BRONZE	Customer2	3	130	itx004412	ext004412	40071	40072	00:00:42
InteractionQueue	channel3	Agent 3	2021-05-04 1155PM	BRONZE	Customer3	3	40	itx004437	ext004437	40088	40089	00:00:36
InteractionQueue	channel5	Agent 4	2021-05-04 1156AM	SILVER	Customer2	3	60	itx004080	ext004080	36898	36899	00:00:40
InteractionQueue	channel2	Agent 6	2021-05-04 1157PM	GOLD	Customer3	3	100	itx004435	ext004435	40068	40069	00:00:48
InteractionQueue	channel5	Agent 4	2021-05-04 1158PM	GOLD	Customer2	3	50	itx004439	ext004439	40108	40109	00:00:48
InteractionQueue	channel3	Agent 4	2021-05-04 1157PM	SILVER	Customer4	3	100	itx004431	ext004431	40028	40029	00:00:40
InteractionQueue	channel1	Agent 2	2021-05-04 1158PM	SILVER	Customer3	3	80	itx004432	ext004432	40038	40039	00:00:41
InteractionQueue	channel5	Agent 3	2021-05-04 1159AM	SILVER	Customer1	3	50	itx004084	ext004084	36938	36939	00:00:41
InteractionQueue	channel2	Agent 3	2021-05-04 1159PM	GOLD	Customer2	3	110	itx004434	ext004434	40058	40059	00:00:40
InteractionQueue	channel2	Agent 4	2021-05-05 1200AM	BRONZE	Customer3	3	70	itx004438	ext004438	40098	40099	00:00:40
InteractionQueue	channel3	Agent 1	2021-05-04 1205PM	GOLD	Customer5	3	60	itx004095	ext004095	37048	37049	00:00:37
InteractionQueue	channel3	Agent 6	2021-05-04 1212AM	SILVER	Customer3	3	90	itx003746	ext003746	33808	33809	00:00:41
InteractionQueue	channel1	Agent 2	2021-05-04 1217PM	BRONZE	Customer3	3	90	itx004071	ext004071	37051	37052	00:00:40
InteractionQueue	channel3	Agent 2	2021-05-04 1221AM	GOLD	Customer2	3	70	itx003733	ext003733	33838	33839	00:00:41
InteractionQueue	channel4	Agent 3	2021-05-04 1232AM	BRONZE	Customer5	3	110	itx003751	ext003751	33848	33849	00:00:47
InteractionQueue	channel2	Agent 3	2021-05-04 1237AM	SILVER	Customer1	3	60	itx003752	ext003752	33858	33859	00:00:39
InteractionQueue	channel1	Agent 6	2021-05-04 1239PM	SILVER	Customer3	3	150	itx004100	ext004100	37098	37099	00:00:41
InteractionQueue	channel4	Agent 6	2021-05-04 1247AM	BRONZE	Customer5	3	50	itx003756	ext003756	33888	33889	00:00:40
InteractionQueue	channel3	Agent 5	2021-05-04 1258PM	GOLD	Customer2	3	50	itx004040	ext004040	37131	37132	00:00:47
InteractionQueue	channel5	Agent 4	2021-05-04 1259PM	GOLD	Customer1	3	90	itx004103	ext004103	37128	37129	00:00:38
InteractionQueue	channel4	Agent 4	2021-05-04 0100AM	BRONZE	Customer4	3	90	itx003749	ext003749	33878	33879	00:00:41