

Agent Group Queue Business Attribute Report

Tenant	Month	Agent Group	Queue	Media Type	Interaction Type	Service Type	Customer Segment	Business Result	Offered	Accepted	Transfer Initiated Agent	Transfer Received Accepted
Environment	2011-01	Agent Group 1	8001	Voice	Inbound	default	default	DEFAULT_BUSINESS_RESULT	2	2	0	0
						DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	38	33	7	0
						Inbound	not-typical	none	0	0	0	0
							typical	unknown	0	0	0	0
			8002	Voice	Inbound	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	13	10	0	4
						Inbound	not-typical	none	0	0	0	0
							typical	unknown	0	0	0	0
						default	default	DEFAULT_BUSINESS_RESULT	48	40	13	0
			8011	Voice	Inbound	Inbound	not-typical	none	0	0	0	0
						default	default	DEFAULT_BUSINESS_RESULT	16	10	0	5
						Inbound	not-typical	none	0	0	0	0
							typical	unknown	0	0	0	0
		Agent Group 2	8001	Voice	Inbound	default	default	DEFAULT_BUSINESS_RESULT	2	2	0	0
						DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	38	33	7	0
						Inbound	not-typical	none	0	0	0	0
							typical	unknown	0	0	0	0
			8002	Voice	Inbound	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	13	10	0	4
						Inbound	not-typical	none	0	0	0	0
							typical	unknown	0	0	0	0
						default	default	DEFAULT_BUSINESS_RESULT	48	40	13	0
			8011	Voice	Inbound	Inbound	not-typical	none	0	0	0	0
						default	default	DEFAULT_BUSINESS_RESULT	16	10	0	5
						Inbound	not-typical	none	0	0	0	0
							typical	unknown	0	0	0	0
		No Group	8003	Voice	Inbound	Inbound	typical	unknown	0	0	0	0
			8013	Voice	Inbound	Inbound	not-typical	none	0	0	0	0
	2011-04	Agent Group 1	8001	Voice	Inbound	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	4	4	0	0
			8002	Voice	Inbound	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	1	1	0	0
			UNKNOWN	Voice	Inbound	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	7	7	3	2
		Agent Group 2	8001	Voice	Inbound	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	4	4	0	0
			8002	Voice	Inbound	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	1	1	0	0
			UNKNOWN	Voice	Inbound	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	7	7	3	2
		No Group	8001	Voice	Internal	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	5	5	1	2
			8002	Voice	Inbound	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	0	0	0	0
			8003	Voice	Inbound	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	1	1	1	1
					Internal	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	7	5	0	1
			8004	Voice	Inbound	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	1	1	0	1
					Internal	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	3	3	0	0
			UNKNOWN	Voice	Inbound	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	5	5	1	1
		Sip Agent Group	8001	Voice	Internal	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	2	2	0	0
			8002	Voice	Internal	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	10	10	5	1

Agent Group Queue Business Attribute Report

Tenant	Month	Agent Group	Queue	Media Type	Interaction Type	Service Type	Customer Segment	Business Result	Offered	Accepted	Transfer Initiated Agent	Transfer Received Accepted
Environment	2011-04	Sip Agent Group	UNKNOWN	Voice	Internal	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	0	0	0	0
	2011-11	Agent Group 1	8002	Voice	Internal	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	1	1	0	0
		Agent Group 2	8002	Voice	Internal	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	1	1	0	0
		No Group	8003	Voice	Internal	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	15	15	4	0
			8004	Voice	Internal	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	3	2	0	0
			8005	Voice	Internal	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	0	0	0	0
		Sip Agent Group	8002	Voice	Internal	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	16	16	1	0
			UNKNOWN	Voice	Internal	DEFAULT_SERVICE_TYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	0	0	0	0
	Total								328	281	59	29
Total									328	281	59	29