

Agent Interaction Hierarchy Report

Tenant	Media Type	Agent Name	Day	Offered	Accepted Thread	Accepted Unique	Accepted	Responded Unique	Responses	Avg Handle Time (Fmt)	
Environment	Chat	Sqa_15556667770_2275, Sqa_15556667770_2275 (Sqa_15556667770_2275)	2016-05-25	1	0	0	0	0	0	00:00:00	
			Total	1	0	0	0	0	0	00:00:00	
		Sqa_15556667778_2275, Sqa_15556667778_2275 (Sqa_15556667778_2275)	2016-05-25	5	0	5	5	0	5	00:04:47	
			2016-06-01	2	0	1	1	0	1	00:00:11	
			2016-06-02	1	0	1	1	0	1	00:16:34	
			Total	8	0	7	7	0	7	00:05:48	
			voice_2275_1, voice_2275_1 (voice_2275_1)	2016-05-27	6	0	5	5	0	5	00:04:19
				2016-06-08	3	0	2	2	0	2	00:04:21
		Total		9	0	7	7	0	7	00:04:20	
		Email	Sqa_15556667777_2275, Sqa_15556667777_2275 (Sqa_15556667777_2275)	2016-05-25	1	0	0	0	0	0	00:00:00
	2016-06-02			1	0	1	1	0	0	23:59:00	
	Total			2	0	1	1	0	0	23:59:00	
	Sqa_15556667771_2275, Sqa_15556667771_2275 (Sqa_15556667771_2275)		2016-06-02	1	0	1	1	0	0	00:00:55	
			2016-06-13	2	0	2	2	0	0	00:00:12	
			Total	3	0	3	3	0	0	00:00:26	
	Sqa_15556667772_2275, Sqa_15556667772_2275 (Sqa_15556667772_2275)		2016-05-25	2	0	1	2	1	1	00:00:10	
			2016-06-01	4	0	2	4	2	2	00:00:09	
			Total	6	0	3	6	3	3	00:00:09	
			Voice	, ExampleAgent1 (ExampleAgent1)	2016-08-10	15	0	9	9	0	9
	2016-08-11	13			0	7	7	0	7	00:00:43	
	2016-08-12	6			0	5	5	0	5	00:00:18	
	2016-08-15	103			0	12	12	0	12	00:00:28	
	2016-08-16	7			0	4	4	0	4	00:00:08	
	2016-08-17	6			0	2	2	0	2	00:00:24	
	2016-08-18	39			0	19	19	0	19	00:00:23	
	2016-08-19	9			0	3	3	0	3	00:00:06	
	2016-08-22	8			0	5	5	0	5	00:00:20	
	2016-08-23	46			0	25	25	0	25	00:00:27	
	2016-08-25	26			0	18	18	0	18	00:00:12	
	2016-08-26	6			0	1	1	0	1	00:00:20	
	2016-08-30	14			0	6	6	0	6	00:00:14	
	2016-10-07	2			0	2	2	0	2	00:00:40	
	2016-10-13	14			0	4	4	0	4	00:00:10	
	2016-10-17	1			0	1	1	0	1	00:00:00	
	2016-10-18	13			0	10	10	0	10	00:00:07	
	2016-10-19	2			0	2	2	0	2	00:00:04	
	2016-10-25	7			0	6	6	0	6	00:00:04	
	2016-10-26	20			0	6	6	0	6	00:00:07	
	2016-10-27	21		0	17	17	0	17	00:00:03		
	2016-11-07	2		0	2	2	0	2	00:00:05		
	2016-11-18	2		0	1	1	0	1	00:00:04		
	2016-11-23	1		0	0	0	0	0	00:00:00		
	2016-11-28	1		0	1	1	0	1	00:00:03		
	2016-12-29	1		0	1	1	0	1	00:00:00		
	2017-02-08	3		0	2	2	0	2	00:00:03		
	2017-02-10	3		0	2	2	0	2	00:00:06		
	Total	391		0	173	173	0	173	00:00:16		
	, ExampleAgent2 (ExampleAgent2)	2016-07-18		1	0	1	1	0	1	00:01:28	
		2016-07-19		5	0	4	4	0	4	00:00:39	
		2016-07-20		3	0	1	1	0	1	00:00:23	
		2016-07-21		9	0	5	5	0	5	00:00:09	
		2016-08-03		7	0	7	7	0	7	00:01:00	
		2016-08-04		3	0	2	2	0	2	00:00:18	
		2016-08-05		10	0	9	9	0	9	00:00:09	
		2016-08-08		33	0	14	14	0	14	00:00:12	

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Tenant	Media Type	Agent Name	Day	Offered	Accepted Thread	Accepted Unique	Accepted	Responded Unique	Responses	Avg Handle Time (Fmt)
Environment	Voice	,ExampleAgent2 (ExampleAgent2)	2016-08-09	7	0	6	6	0	6	00:00:16
			2016-08-10	16	0	12	12	0	12	00:00:02
			2016-08-11	13	0	10	10	0	10	00:00:20
			2016-08-12	7	0	7	7	0	7	00:00:02
			2016-08-13	9	0	9	9	0	9	00:00:05
			2016-08-15	5	0	5	5	0	5	00:00:07
			2016-08-17	16	0	11	11	0	11	00:00:07
			2016-08-18	19	0	16	16	0	16	00:00:04
			2016-08-19	9	0	9	9	0	9	00:00:04
			2016-08-23	14	0	12	12	0	12	00:00:05
			2016-08-24	19	0	18	18	0	18	00:00:05
			2016-08-25	11	0	6	6	0	6	00:00:04
			2016-08-26	7	0	7	7	0	7	00:00:05
			2016-08-29	5	0	5	5	0	5	00:00:05
			2016-08-30	1	0	1	1	0	1	00:00:04
			2016-10-12	2	0	1	1	0	1	00:00:00
			2016-10-13	4	0	1	1	0	1	00:00:00
			2016-10-14	8	0	5	5	0	5	00:00:07
			2016-10-18	10	0	7	7	0	7	00:00:20
			2016-11-24	13	0	8	8	0	8	00:00:00
			2016-11-25	2	0	2	2	0	2	00:00:00
			2016-12-01	5	0	5	5	0	5	00:00:00
			2016-12-06	2	0	1	1	0	1	00:00:08
			2016-12-12	1	0	1	1	0	1	00:00:00
			2016-12-23	9	0	6	6	0	6	00:00:00
			2017-01-04	7	0	5	5	0	5	00:00:00
			2017-01-05	3	0	3	3	0	3	00:00:00
			Total	295	0	222	222	0	222	00:00:09
		,ExampleAgent13 (ExampleAgent13)	2016-08-16	5	0	4	4	0	4	00:00:29
			2016-08-17	11	0	10	10	0	10	00:00:29
			2016-08-18	3	0	1	1	0	1	00:00:00
			2016-08-19	9	0	1	1	0	1	00:00:00
			2016-08-22	1	0	0	0	0	0	00:00:00
			2016-08-23	9	0	7	7	0	7	00:00:00
			2016-08-24	4	0	4	4	0	4	00:00:00
			2016-08-25	2	0	2	2	0	2	00:00:00
			2016-08-26	2	0	1	1	0	1	00:00:00
			2016-08-29	4	0	2	2	0	2	00:00:00
			2016-08-30	5	0	3	3	0	3	00:00:00
			Total	55	0	35	35	0	35	00:00:12
		4100, 4100 (4100)	2016-08-30	3	0	1	1	0	1	00:00:05
			2016-08-31	13	0	13	13	0	13	00:00:06
			2016-09-01	10	0	7	7	0	7	00:00:02
			2016-09-02	24	0	24	24	0	24	00:00:18
			2016-09-06	16	0	15	15	0	15	00:00:05
			2016-09-08	19	0	16	16	0	16	00:00:05
			2016-09-09	21	0	21	21	0	21	00:00:07
			2016-09-12	18	0	18	18	0	18	00:00:05
			2016-09-13	35	0	34	34	0	34	00:00:05
			2016-09-14	20	0	19	19	0	19	00:00:05
			2016-09-16	15	0	12	12	0	12	00:00:06
			2016-09-17	1	0	1	1	0	1	00:00:06
			2016-09-20	22	0	20	20	0	20	00:00:05
			2016-09-22	7	0	7	7	0	7	00:00:06
			2016-09-23	32	0	32	32	0	32	00:00:06

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Tenant	Media Type	Agent Name	Day	Offered	Accepted Thread	Accepted Unique	Accepted	Responded Unique	Responses	Avg Handle Time (Fmt)
Environment	Voice	4100, 4100 (4100)	2016-10-03	22	0	22	22	0	22	00:00:05
			2016-10-04	15	0	14	14	0	14	00:00:05
			2016-10-05	42	0	36	36	0	36	00:00:05
			2016-10-06	33	0	27	27	0	27	00:00:05
			2016-10-07	17	0	8	8	0	8	00:00:10
			2016-10-12	16	0	15	15	0	15	00:00:28
			2016-10-13	34	0	31	31	0	31	00:00:07
			2016-10-14	38	0	34	34	0	34	00:00:05
			2016-10-17	3	0	3	3	0	3	00:00:05
			2016-10-21	34	0	31	31	0	31	00:00:10
			2016-10-25	1	0	1	1	0	1	00:00:25
			2016-10-27	10	0	5	5	0	5	00:00:05
			2016-10-31	10	0	7	7	0	7	00:00:05
			2016-11-09	12	0	9	9	0	9	00:00:16
			2016-11-10	7	0	6	6	0	6	00:00:05
			2016-11-11	13	0	8	8	0	8	00:00:05
			2016-11-14	9	0	9	9	0	9	00:00:05
			2016-11-15	11	0	11	11	0	11	00:00:05
			2016-11-16	18	0	15	15	0	15	00:00:12
			2016-11-17	10	0	10	10	0	10	00:00:06
			2016-11-18	5	0	5	5	0	5	00:00:05
			2016-11-21	21	0	21	21	0	21	00:00:05
			2016-11-22	18	0	13	13	0	13	00:00:05
			2016-11-24	18	0	16	16	0	16	00:00:05
			2016-11-25	14	0	14	14	0	14	00:00:06
			2016-11-28	75	0	70	70	0	70	00:00:05
			2016-11-29	25	0	25	25	0	25	00:00:05
			2016-11-30	36	0	33	33	0	33	00:00:06
			2016-12-01	26	0	26	26	0	26	00:00:10
			2016-12-05	52	0	49	49	0	49	00:00:05
			2016-12-06	2	0	2	2	0	2	00:00:05
			2016-12-08	41	0	39	39	0	39	00:00:06
			2016-12-12	48	0	46	46	0	46	00:00:05
			2016-12-19	14	0	14	14	0	14	00:00:05
			2016-12-21	39	0	32	32	0	32	00:00:05
			2016-12-22	40	0	39	39	0	39	00:00:05
			2016-12-23	3	0	1	1	0	1	00:00:05
			2016-12-26	63	0	61	61	0	61	00:00:05
			2016-12-27	10	0	8	8	0	8	00:00:05
			2016-12-28	73	0	71	71	0	71	00:00:05
			2017-01-03	40	0	38	38	0	38	00:00:06
			2017-01-04	32	0	21	21	0	21	00:00:06
			2017-01-05	32	0	27	27	0	27	00:00:05
			2017-01-09	25	0	17	17	0	17	00:00:06
			2017-01-10	65	0	63	63	0	63	00:00:06
			2017-01-11	60	0	58	58	0	58	00:00:27
			2017-01-12	2	0	2	2	0	2	00:00:06
			2017-02-07	10	0	9	9	0	9	00:00:05
			2017-02-08	1	0	1	1	0	1	00:02:40
			2017-02-09	11	0	11	11	0	11	00:00:42
			2017-02-10	9	0	9	9	0	9	00:02:43
			2017-02-13	7	0	2	2	0	2	00:01:02
			2017-02-14	4	0	4	4	0	4	00:00:39
			Total	1,532	0	1,389	1,389	0	1,389	00:00:09
		4101, 4101 (4101)	2016-09-16	3	0	3	3	0	3	00:00:06

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Tenant	Media Type	Agent Name	Day	Offered	Accepted Thread	Accepted Unique	Accepted	Responded Unique	Responses	Avg Handle Time (Fmt)
Environment	Voice	4101, 4101 (4101)	2016-09-20	1	0	1	1	0	1	00:00:06
			2016-10-04	1	0	1	1	0	1	00:00:06
			2016-10-05	1	0	1	1	0	1	00:00:06
			2016-10-06	1	0	1	1	0	1	00:00:06
			2016-10-07	8	0	7	7	0	7	00:00:06
			2016-10-12	1	0	1	1	0	1	00:00:06
			2016-10-14	1	0	1	1	0	1	00:00:06
			2016-10-21	1	0	1	1	0	1	00:00:05
			2016-11-16	1	0	1	1	0	1	00:00:06
			2016-11-22	1	0	1	1	0	1	00:00:06
			2016-11-24	1	0	1	1	0	1	00:00:06
			2016-11-28	2	0	2	2	0	2	00:00:06
			2016-11-29	2	0	2	2	0	2	00:00:06
			2016-11-30	2	0	2	2	0	2	00:00:05
			2016-12-05	1	0	1	1	0	1	00:00:06
			2016-12-08	2	0	2	2	0	2	00:00:06
			2016-12-12	1	0	1	1	0	1	00:00:06
			2016-12-21	1	0	1	1	0	1	00:00:06
			2016-12-26	1	0	1	1	0	1	00:00:05
			2016-12-28	1	0	1	1	0	1	00:00:05
			2017-01-03	2	0	2	2	0	2	00:00:06
			2017-01-04	1	0	1	1	0	1	00:00:05
			2017-01-05	1	0	1	1	0	1	00:00:06
			2017-01-09	1	0	1	1	0	1	00:00:05
			2017-01-11	1	0	1	1	0	1	00:00:06
			Total	40	0	39	39	0	39	00:00:06
		7771001, 7771001 (7771001)	2016-09-14	3	0	3	3	0	3	00:00:05
			2016-09-15	6	0	6	6	0	6	00:00:05
			2016-09-16	5	0	5	5	0	5	00:00:08
			Total	14	0	14	14	0	14	00:00:06
		7771002, 7771002 (7771002)	2016-09-02	2	0	2	2	0	2	00:00:29
			2016-09-06	6	0	6	6	0	6	00:00:19
			2016-09-07	5	0	5	5	0	5	00:00:17
			2016-09-08	4	0	3	3	0	3	00:00:13
			2016-09-09	14	0	12	12	0	12	00:00:25
			2016-09-12	3	0	2	2	0	2	00:00:03
			2016-09-13	8	0	4	4	0	4	00:00:11
			2016-09-14	6	0	5	5	0	5	00:00:04
			2016-09-15	7	0	7	7	0	7	00:00:04
			2016-09-16	2	0	2	2	0	2	00:00:05
			2016-09-23	3	0	3	3	0	3	00:00:21
			2016-09-26	4	0	4	4	0	4	00:00:17
			2016-09-27	6	0	6	6	0	6	00:00:39
			2016-09-28	6	0	6	6	0	6	00:00:20
			2016-09-29	13	0	13	13	0	13	00:00:27
			2016-10-06	7	0	7	7	0	7	00:00:28
			2016-10-20	8	0	3	3	0	3	00:00:04
			2016-10-21	2	0	1	1	0	1	00:00:03
			2016-12-07	7	0	6	6	0	6	00:00:25
			Total	113	0	97	97	0	97	00:00:20
		7771005, 7771005 (7771005)	2016-09-15	1	0	1	1	0	1	00:00:09
			Total	1	0	1	1	0	1	00:00:09
		7777001, 7777001 (77770012275)	2016-05-25	1	0	1	1	0	1	00:00:40
			2016-05-26	1	0	1	1	0	1	00:00:39
			Total	2	0	2	2	0	2	00:00:40

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Tenant	Media Type	Agent Name	Day	Offered	Accepted Thread	Accepted Unique	Accepted	Responded Unique	Responses	Avg Handle Time (Fmt)
Environment	Voice	8881001, 8881001 (8881001)	2016-09-06	2	0	2	2	0	2	00:00:17
			2016-09-07	8	0	8	8	0	8	00:00:27
			2016-09-08	3	0	3	3	0	3	00:00:11
			2016-09-09	23	0	22	22	0	22	00:00:22
			2016-09-12	20	0	17	17	0	17	00:00:05
			2016-09-13	37	0	32	32	0	32	00:00:07
			2016-09-14	2	0	2	2	0	2	00:00:22
			2016-09-16	2	0	2	2	0	2	00:00:13
			2016-09-23	7	0	7	7	0	7	00:00:14
			2016-09-26	9	0	9	9	0	9	00:00:15
			2016-09-27	6	0	6	6	0	6	00:00:43
			2016-09-28	40	0	30	30	0	30	00:00:39
			2016-09-29	39	0	35	35	0	35	00:00:13
			2016-10-06	18	0	16	16	0	16	00:00:16
			2016-10-20	9	0	8	8	0	8	00:00:18
			2016-10-21	2	0	2	2	0	2	00:00:19
			2016-12-07	17	0	15	15	0	15	00:00:14
			Total	244	0	216	216	0	216	00:00:18
		Ex1_2275, Ex1_2275 (Ex1_2275)	2016-07-18	20	0	16	16	0	16	00:00:06
			2016-07-19	9	0	7	7	0	7	00:00:09
			2016-07-20	1	0	1	1	0	1	00:00:19
			2016-07-21	2	0	2	2	0	2	00:00:17
			2016-07-25	1	0	1	1	0	1	00:00:06
			2016-07-29	6	0	6	6	0	6	00:00:09
			2016-08-02	8	0	7	7	0	7	00:00:13
			2016-08-03	9	0	8	8	0	8	00:01:10
			2016-08-04	3	0	2	2	0	2	00:00:06
			2016-08-05	6	0	5	5	0	5	00:00:14
			2016-08-09	21	0	3	3	0	3	00:00:22
			2016-08-10	2	0	2	2	0	2	00:00:25
			2016-08-11	1	0	1	1	0	1	00:00:00
			2016-08-12	3	0	2	2	0	2	00:00:06
			2016-08-15	6	0	5	5	0	5	00:00:11
			2016-08-16	10	0	8	8	0	8	00:00:13
			2016-08-17	2	0	2	2	0	2	00:00:07
			2016-08-18	3	0	2	2	0	2	00:00:35
			2016-08-19	1	0	1	1	0	1	00:00:08
			2016-08-22	9	0	9	9	0	9	00:00:14
			2016-08-23	4	0	3	3	0	3	00:00:10
			2016-08-24	1	0	1	1	0	1	00:00:05
			2016-08-25	3	0	2	2	0	2	00:00:47
			2016-08-26	1	0	1	1	0	1	00:00:03
			2016-08-29	2	0	1	1	0	1	00:00:10
			2016-08-31	1	0	1	1	0	1	00:00:04
			2016-09-01	1	0	1	1	0	1	00:00:06
			2016-09-16	4	0	4	4	0	4	00:00:22
			2016-09-20	4	0	3	3	0	3	00:00:14
			2016-11-21	9	0	9	9	0	9	00:00:13
			2016-11-23	1	0	1	1	0	1	00:00:57
			2016-11-28	1	0	1	1	0	1	00:00:18
			2016-12-02	1	0	1	1	0	1	00:00:15
			Total	156	0	119	119	0	119	00:00:17
		Ex1_2275, E11_2275 (Ex1_2275)	2016-12-19	1	0	1	1	0	1	00:00:01
			2016-12-22	1	0	1	1	0	1	00:00:08
			2016-12-27	5	0	5	5	0	5	00:00:08

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Tenant	Media Type	Agent Name	Day	Offered	Accepted Thread	Accepted Unique	Accepted	Responded Unique	Responses	Avg Handle Time (Fmt)
Environment	Voice	Ex1_2275, Ex1_2275 (Ex1_2275)	2016-12-28	1	0	0	0	0	0	00:00:00
			2017-01-03	3	0	2	2	0	2	00:00:09
			2017-01-04	6	0	5	5	0	5	00:00:12
			2017-01-05	2	0	2	2	0	2	00:00:02
			2017-01-10	3	0	3	3	0	3	00:00:26
			2017-01-12	2	0	2	2	0	2	00:00:23
			2017-01-13	2	0	2	2	0	2	00:00:13
			2017-01-23	1	0	1	1	0	1	00:00:21
			2017-01-25	1	0	1	1	0	1	00:00:04
			2017-01-27	9	0	9	9	0	9	00:00:22
			2017-02-06	2	0	1	1	0	1	00:02:06
			2017-02-07	2	0	0	0	0	0	00:00:00
			2017-02-09	5	0	4	4	0	4	00:00:39
			2017-02-14	1	0	1	1	0	1	00:00:06
			Total	47	0	40	40	0	40	00:00:20
		agent, example9 (exa9)	2016-09-06	10	0	7	7	0	7	00:00:07
			2016-09-07	2	0	0	0	0	0	00:00:00
			2016-09-30	4	0	0	0	0	0	00:00:00
			2016-10-04	3	0	2	2	0	2	00:00:15
			Total	19	0	9	9	0	9	00:00:08
		ex8_2775, ex8_2775 (ex8_2775)	2016-09-28	4	0	4	4	0	4	00:00:00
			2016-10-04	4	0	4	4	0	4	00:00:16
			2016-10-05	4	0	4	4	0	4	00:00:21
			Total	12	0	12	12	0	12	00:00:12
		Agent, Example6 (exa6)	2016-08-10	15	0	4	4	0	4	00:00:30
			2016-08-11	49	0	14	14	0	14	00:00:43
			2016-08-12	26	0	10	10	0	10	00:00:44
			2016-08-15	16	0	4	4	0	4	00:00:12
			2016-08-16	21	0	2	2	0	2	00:00:19
			2016-08-17	10	0	1	1	0	1	00:00:33
			2016-08-18	1	0	1	1	0	1	00:00:00
			2016-08-19	15	0	2	2	0	2	00:00:28
			2016-08-22	5	0	0	0	0	0	00:00:00
			2016-08-23	10	0	4	4	0	4	00:02:12
			2016-08-25	15	0	6	6	0	6	00:00:08
			2016-08-29	10	0	5	5	0	5	00:00:04
			2016-08-30	1	0	1	1	0	1	00:00:08
			2016-08-31	13	0	12	12	0	12	00:00:09
			2016-10-18	14	0	4	4	0	4	00:00:06
			Total	221	0	70	70	0	70	00:00:29
		LN, FN (user2320)	2016-07-27	6	0	0	0	0	0	00:00:00
			2016-07-28	4	0	4	4	0	4	00:00:13
			2016-08-01	2	0	2	2	0	2	00:00:08
			2016-08-02	8	0	5	5	0	5	00:00:14
			2016-08-03	8	0	7	7	0	7	00:00:06
			2016-08-04	12	0	4	4	0	4	00:00:05
			2016-08-05	13	0	12	12	0	12	00:00:26
			2016-08-08	6	0	3	3	0	3	00:00:08
			2016-08-09	1	0	1	1	0	1	00:00:05
			2016-08-10	11	0	9	9	0	9	00:00:07
			2016-08-11	7	0	5	5	0	5	00:00:08
			2016-08-16	1	0	1	1	0	1	00:00:04
			2016-08-17	1	0	1	1	0	1	00:00:04
			2016-08-18	6	0	4	4	0	4	00:00:18
			2016-08-19	3	0	3	3	0	3	00:00:05

Agent Interaction Hierarchy Report

Tenant	Media Type	Agent Name	Day	Offered	Accepted Thread	Accepted Unique	Accepted	Responded Unique	Responses	Avg Handle Time (Fmt)
Environment	Voice	LN, FN (user2320)	2016-08-23	1	0	0	0	0	0	00:00:00
			2016-08-25	6	0	3	3	0	3	00:00:09
			2016-08-29	1	0	1	1	0	1	00:00:08
			2016-10-06	2	0	2	2	0	2	00:00:08
			2016-10-07	2	0	1	1	0	1	00:00:12
			2016-10-12	2	0	1	1	0	1	00:00:05
			2016-10-13	23	0	18	18	0	18	00:00:06
			Total	126	0	87	87	0	87	00:00:11
		LN2, FN2 (user2321)	2016-08-10	4	0	2	2	0	2	00:00:06
			2016-08-18	4	0	1	1	0	1	00:00:16
			2016-08-19	1	0	1	1	0	1	00:00:03
			2016-08-22	4	0	4	4	0	4	00:00:08
			2016-08-23	11	0	2	2	0	2	00:00:07
			2016-08-25	8	0	3	3	0	3	00:00:06
			2016-09-14	1	0	1	1	0	1	00:00:06
			Total	33	0	14	14	0	14	00:00:07
		LN3-ap-southeast, FN3-ap-southeast (user3230)	2016-09-15	4	0	2	2	0	2	00:00:00
			Total	4	0	2	2	0	2	00:00:00
		ex4_agent, ex4_agent (ex4_agent)	2016-11-09	7	0	7	7	0	7	00:00:00
			2016-11-18	1	0	1	1	0	1	00:00:07
			Total	8	0	8	8	0	8	00:00:01
		EX_Agent_1_22-75, EX_Agent_1_22-75 (EX_Agent_1_22-75)	2016-05-25	87	0	87	87	0	87	00:00:29
			2016-05-26	35	0	35	35	0	35	00:00:26
			2016-05-27	51	0	51	51	0	51	00:00:31
			2016-05-30	32	0	32	32	0	32	00:00:24
			2016-05-31	27	0	27	27	0	27	00:02:10
			2016-06-10	23	0	23	23	0	23	00:01:34
			2016-06-13	17	0	17	17	0	17	00:00:27
			2016-06-14	34	0	34	34	0	34	00:00:27
			2016-06-16	48	0	46	48	0	48	00:00:24
			2016-06-17	53	0	53	53	0	53	00:00:29
			2016-06-20	22	0	22	22	0	22	00:00:29
			2016-07-20	2	0	2	2	0	2	00:01:52
			2016-07-21	2	0	2	2	0	2	00:00:10
			2016-07-22	1	0	1	1	0	1	00:00:04
			2016-07-28	1	0	1	1	0	1	00:00:10
			2016-08-09	2	0	2	2	0	2	00:09:32
			Total	437	0	435	437	0	437	00:00:40
		EX_Agent_2_22-75, EX_Agent_2_22-75 (EX_Agent_2_22-75)	2016-05-25	65	0	65	65	0	65	00:00:24
			2016-05-26	22	0	22	22	0	22	00:00:25
			2016-05-27	39	0	39	39	0	39	00:00:26
			2016-05-30	18	0	18	18	0	18	00:00:24
			2016-05-31	22	0	21	22	0	22	00:00:29
			2016-06-10	6	0	6	6	0	6	00:00:13
			2016-06-13	13	0	13	13	0	13	00:00:22
			2016-06-14	26	0	26	26	0	26	00:00:22
			2016-06-16	33	0	33	33	0	33	00:00:20
			2016-06-17	35	0	35	35	0	35	00:00:23
			2016-06-20	16	0	16	16	0	16	00:00:23
			Total	295	0	294	295	0	295	00:00:23
		EX_Agent_3_22-75, EX_Agent_3_22-75 (EX_Agent_3_22-75)	2016-05-25	15	0	15	15	0	15	00:00:20
			2016-05-26	5	0	5	5	0	5	00:00:21
			2016-05-27	9	0	9	9	0	9	00:00:21
			2016-05-30	5	0	5	5	0	5	00:00:20
			2016-05-31	5	0	5	5	0	5	00:00:21

Agent Interaction Hierarchy Report

Tenant	Media Type	Agent Name	Day	Offered	Accepted Thread	Accepted Unique	Accepted	Responded Unique	Responses	Avg Handle Time (Fmt)
Environment	Voice	EX_Agent_3_22-75, EX_Agent_3_22-75 (EX_Agent_3_22-75)	2016-06-13	3	0	3	3	0	3	00:00:19
			2016-06-14	5	0	5	5	0	5	00:00:19
			2016-06-16	9	0	9	9	0	9	00:00:19
			2016-06-17	6	0	6	6	0	6	00:00:21
			2016-06-20	2	0	2	2	0	2	00:00:22
			Total	64	0	64	64	0	64	00:00:20
		EX_Agent_4_22-75, EX_Agent_4_22-75 (EX_Agent_4_22-75)	2016-05-25	5	0	0	0	0	0	00:00:00
			2016-05-26	1	0	0	0	0	0	00:00:00
			2016-05-27	3	0	0	0	0	0	00:00:00
			2016-05-30	1	0	0	0	0	0	00:00:00
			2016-05-31	2	0	0	0	0	0	00:00:00
			2016-06-10	2	0	0	0	0	0	00:00:00
			2016-06-13	1	0	0	0	0	0	00:00:00
			2016-06-14	2	0	0	0	0	0	00:00:00
			2016-06-16	7	0	1	1	0	1	00:00:00
			2016-06-17	6	0	0	0	0	0	00:00:00
			2016-06-20	2	0	0	0	0	0	00:00:00
			Total	32	0	1	1	0	1	00:00:00
		Sqa_15556667777_2275, Sqa_15556667777_2275 (Sqa_15556667777_2275)	2016-05-25	3	0	2	2	0	2	00:01:20
			2016-05-26	8	0	8	8	0	8	00:00:00
			2016-06-03	1	0	1	1	0	1	00:10:03
			Total	12	0	11	11	0	11	00:01:09
		Sqa_15556667778_2275, Sqa_15556667778_2275 (Sqa_15556667778_2275)	2016-06-16	1	0	1	1	0	1	00:00:05
			Total	1	0	1	1	0	1	00:00:05
		Sqa_15556667770_2275, Sqa_15556667770_2275 (Sqa_15556667770_2275)	2016-05-26	1	0	1	1	0	1	00:00:08
			2016-06-03	2	0	1	1	0	1	00:02:35
			2016-06-08	1	0	1	1	0	1	00:00:07
			Total	4	0	3	3	0	3	00:01:21
		Sqa_15556667771_2275, Sqa_15556667771_2275 (Sqa_15556667771_2275)	2016-05-25	6	0	6	6	0	6	00:00:21
			2016-05-26	1	0	1	1	0	1	00:00:06
			2016-05-27	13	0	13	13	0	13	00:00:11
			2016-05-31	1	0	1	1	0	1	00:00:12
			2016-06-01	5	0	5	5	0	5	00:00:16
			2016-06-16	1	0	1	1	0	1	00:00:05
			Total	27	0	27	27	0	27	00:00:14
		Sqa_15556667776_2275, Sqa_15556667776_2275 (Sqa_15556667776_2275)	2016-05-27	1	0	1	1	0	1	00:00:00
			2016-05-31	1	0	1	1	0	1	00:00:01
			2016-06-02	3	0	3	3	0	3	00:00:10
			2016-06-06	1	0	1	1	0	1	00:00:08
			Total	6	0	6	6	0	6	00:00:07
		Agent, Example19 (exa19)	2016-08-09	5	0	2	2	0	2	00:00:05
			Total	5	0	2	2	0	2	00:00:05
		test_agent, test_agent (test_agent_2275)	2016-07-06	1	0	1	1	0	1	00:00:00
			2016-07-18	2	0	2	2	0	2	00:00:33
			Total	3	0	3	3	0	3	00:00:22
		vg_Test1_LastName, vg_Test1_FirstName (vg_test1)	2016-08-11	8	0	4	4	0	4	00:01:11
			2016-08-12	6	0	5	5	0	5	00:00:06
			2016-08-18	2	0	2	2	0	2	00:00:07
			Total	16	0	11	11	0	11	00:00:30
		EXAMPLE_Agent_1_22-75, EXAMPLE_Agent_1_22-75 (EXAMPLE_Agent_1_22-75)	2016-08-09	3	0	3	3	0	3	00:00:09
			2016-08-10	2	0	2	2	0	2	00:00:12
			Total	5	0	5	5	0	5	00:00:10
		Agent, Example42 (ExA42)	2016-08-10	14	0	10	10	0	10	00:00:56
			2016-08-11	20	0	14	14	0	14	00:01:19
			2016-08-12	27	0	19	19	0	19	00:00:58

Agent Interaction Hierarchy Report

Tenant	Media Type	Agent Name	Day	Offered	Accepted Thread	Accepted Unique	Accepted	Responded Unique	Responses	Avg Handle Time (Fmt)
Environment	Voice	Agent, Example37 (EX37)	2016-08-16	2	0	1	1	0	1	00:00:00
			Total	63	0	44	44	0	44	00:01:03
	Total			4,312	0	3,477	3,483	3	3,476	00:12:26
Total				4,312	0	3,477	3,483	3	3,476	00:12:26