

Agent Interval Based Report

Tenant	Media Type	Agent Name	Hour	Interaction Type	Active Time (Fmt)	Accepted	Engage Time (Fmt)	% Engage Time	Hold	Hold Time (Fmt)	% Hold Time	Consult Received Accepted	Consult Received Time (Fmt)	% Consult Received Time	Ixn Wrap	Ixn Wrap Time (Fmt)	% Ixn Wrap Time
Environment	Voice	, A6001_sip (A6001_sip)	2011-04-11 12	Inbound	00:17:27		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Internal	00:17:27	3	00:09:28	54.25%	1	00:00:14	1.34%	0	00:00:00	0.00%	0	00:00:00	0.00%
				Outbound	00:17:27		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Unknown	00:17:27		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	Inbound	00:12:38		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Internal	00:12:38	6	00:03:45	29.68%	0	00:00:00	0.00%	0	00:00:00	0.00%	0	00:00:00	0.00%
				Outbound	00:12:38		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Unknown	00:12:38		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		, A6002_sip (A6002_sip)	2011-04-11 12	Inbound	00:13:42		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Internal	00:13:42	4	00:06:11	45.13%	6	00:01:57	14.23%	1	00:00:04	0.49%	0	00:00:00	0.00%
				Outbound	00:13:42		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Unknown	00:13:42		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	Inbound	00:12:03		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Internal	00:12:03	6	00:02:37	21.72%	2	00:00:04	0.55%	0	00:00:00	0.00%	0	00:00:00	0.00%
				Outbound	00:12:03		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Unknown	00:12:03		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		, A6003_sip (A6003_sip)	2011-04-11 12	Inbound	00:11:02		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Internal	00:11:02	4	00:03:58	35.95%	5	00:00:22	3.32%	4	00:00:20	3.02%	0	00:00:00	0.00%
				Outbound	00:11:02		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Unknown	00:11:02		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	Inbound	00:11:59		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Internal	00:11:59	2	00:00:30	4.17%	2	00:00:04	0.56%	0	00:00:00	0.00%	0	00:00:00	0.00%
				Outbound	00:11:59		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Unknown	00:11:59		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		, A6004_sip (A6004_sip)	2011-04-11 12	Inbound	00:08:49		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Internal	00:08:49	3	00:03:55	44.42%	3	00:00:09	1.70%	3	00:00:14	2.65%	0	00:00:00	0.00%
				Outbound	00:08:49		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Unknown	00:08:49		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		, Agent1 (Agent1)	2011-04-11 12	Inbound	00:52:20		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Internal	00:52:20		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Outbound	00:52:20		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Unknown	00:52:20		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	Inbound	00:48:43		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Internal	00:48:43		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Outbound	00:48:43		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Unknown	00:48:43		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		, Agent2 (Agent2)	2011-04-11 12	Inbound	00:01:35		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Internal	00:01:35		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Outbound	00:01:35		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Unknown	00:01:35		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	Inbound	00:00:15		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Internal	00:00:15		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Outbound	00:00:15		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%

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Environment	Voice	, Agent2 (Agent2)	2011-04-11 13	Unknown	00:00:15		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		, Agent3 (Agent3)	2011-04-11 12	Inbound	00:47:54		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Internal	00:47:54		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Outbound	00:47:54		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Unknown	00:47:54		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	Inbound	00:48:47		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Internal	00:48:47		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Outbound	00:48:47		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
				Unknown	00:48:47		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%