

Agent Summary Activity Report (Interaction)

Tenant	Media Type	Agent Name	Day	Interaction Type	Ixn Busy Time (Fmt)	Invite Time (Fmt)	Engage Time (Fmt)	Hold Time (Fmt)	Ixn Wrap Time (Fmt)	Consult Received Time (Fmt)	% Invite Time	% Engage Time	% Hold Time	% Ixn Wrap Time	% Consult Received Time	
Environment	Chat	, ExampleUser1 (ExampleUser1)	2017-02-08	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-02-10	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
		EXU2_2275, EXU2_2275 (EXU2_2275)	2017-01-02	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-01-03	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-01-04	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-01-05	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-01-06	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-01-09	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-01-10	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-01-11	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
		2017-01-16	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
			Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
			Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
			Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
		2017-01-17	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
			Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
			Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		

Agent Summary Activity Report (Interaction)

Tenant	Media Type	Agent Name	Day	Interaction Type	Idx Busy Time (Fmt)	Invite Time (Fmt)	Engage Time (Fmt)	Hold Time (Fmt)	Idx Wrap Time (Fmt)	Consult Received Time (Fmt)	% Invite Time	% Engage Time	% Hold Time	% Idx Wrap Time	% Consult Received Time	
Environment	Chat	EXU2_2275, EXU2_2275 (EXU2_2275)	2017-01-23	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-01-24	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-01-27	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-02-06	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-02-07	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-02-09	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-02-10	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-02-14	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-02-15	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			EXU3_2275, EXU3_2275 (EXU3_2275)	2017-01-30	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
					INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
					Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
					Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
					Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			ExampleUser4(ExampleUser4)	2017-02-15	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
					INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
					Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
					Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			ExampleUser5 (ExampleUser5)	2017-02-13	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
					INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
Internal	00:00:00	00:00:00			00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
Outbound	00:00:00	00:00:00			00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
Unknown	00:00:00	00:00:00			00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			

Agent Summary Activity Report (Interaction)

Tenant	Media Type	Agent Name	Day	Interaction Type	Idx Busy Time (Fmt)	Invite Time (Fmt)	Engage Time (Fmt)	Hold Time (Fmt)	Idx Wrap Time (Fmt)	Consult Received Time (Fmt)	% Invite Time	% Engage Time	% Hold Time	% Idx Wrap Time	% Consult Received Time			
Environment	Email	, EXU1 (EXU1)	2017-02-08	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
			2017-02-10	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
			EXU2_2275, EXU2_2275 (EXU2_2275)	2017-01-02	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
					INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
					Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
					Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
					Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				2017-01-03	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
					INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
					Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
					Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
					Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
		2017-01-04		Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
		2017-01-05		Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
		2017-01-06		Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
		2017-01-09		Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
		2017-01-10		Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
		2017-01-11		Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
		2017-01-16		Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
		2017-01-17	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
			INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
			Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
			Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
			Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			

Agent Summary Activity Report (Interaction)

Tenant	Media Type	Agent Name	Day	Interaction Type	Idx Busy Time (Fmt)	Invite Time (Fmt)	Engage Time (Fmt)	Hold Time (Fmt)	Idx Wrap Time (Fmt)	Consult Received Time (Fmt)	% Invite Time	% Engage Time	% Hold Time	% Idx Wrap Time	% Consult Received Time	
Environment	Email	EXU2_2275, EXU2_2275 (EXU2_2275)	2017-01-23	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-01-24	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-01-27	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-02-06	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-02-07	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-02-09	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-02-10	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-02-14	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-02-15	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-02-15	Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			EXU3_2275, EXU3_2275 (EXU3_2275)	2017-01-30	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
					INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
					Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
					Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
					Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			ExampleUser4 (ExampleUser4)	2017-02-15	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
INBOUND	00:00:00	00:00:00			00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
Internal	00:00:00	00:00:00			00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
Outbound	00:00:00	00:00:00			00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
ExampleUser5 (ExampleUser5)	2017-02-13	Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
		Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
		INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
		Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
		Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			

Agent Summary Activity Report (Interaction)

Tenant	Media Type	Agent Name	Day	Interaction Type	Idx Busy Time (Fmt)	Invite Time (Fmt)	Engage Time (Fmt)	Hold Time (Fmt)	Idx Wrap Time (Fmt)	Consult Received Time (Fmt)	% Invite Time	% Engage Time	% Hold Time	% Idx Wrap Time	% Consult Received Time		
Environment	Voice	, EXU1 (EXU1)	2017-02-08	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Internal	00:00:17	00:00:11	00:00:06	00:00:00	00:00:00	00:00:00	0.09%	0.05%	0.00%	0.00%	0.00%		
				Outbound	00:00:15	00:00:10	00:00:05	00:00:00	00:00:00	00:00:00	0.08%	0.04%	0.00%	0.00%	0.00%		
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
			2017-02-10	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				Outbound	00:00:42	00:00:30	00:00:12	00:00:00	00:00:00	00:00:00	1.05%	0.42%	0.00%	0.00%	0.00%		
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
		, EXU2 (EXU2)	2017-01-04	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Internal	00:01:57	00:01:16	00:00:41	00:00:00	00:00:00	00:00:00	0.00%	0.50%	0.27%	0.00%	0.00%		
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
			2017-01-05	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Internal	00:00:47	00:00:33	00:00:14	00:00:00	00:00:00	00:00:00	0.00%	3.56%	1.51%	0.00%	0.00%	0.00%	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
			2017-01-13	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
			2017-02-07	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				2017-02-14	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
					INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
					Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
					Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
					Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			2017-02-15	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%		
				2017-02-17	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
					INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
					Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
					Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
					Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
			, EXU3 (EXU3)	2017-01-27	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
					INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
					Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
					Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
					Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	
4100, 4100 (4100)	2017-01-03	Inbound		00:01:47	00:00:49	00:00:58	00:00:00	00:00:00	00:00:00	0.41%	0.48%	0.00%	0.00%	0.00%			
		INBOUND		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
		Internal		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
		Outbound		00:04:17	00:01:44	00:02:33	00:00:00	00:00:00	00:00:00	0.87%	1.28%	0.00%	0.00%	0.00%			
		Unknown		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
	2017-01-04	Inbound	00:01:37	00:01:16	00:00:21	00:00:00	00:00:00	00:00:00	0.56%	0.15%	0.00%	0.00%	0.00%				
		INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%				
		Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%				
		Outbound	00:03:03	00:01:26	00:01:37	00:00:00	00:00:00	00:00:00	0.63%	0.71%	0.00%	0.00%	0.00%				
		Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%				

Agent Summary Activity Report (Interaction)

Tenant	Media Type	Agent Name	Day	Interaction Type	Idxn Busy Time (Fmt)	Invite Time (Fmt)	Engage Time (Fmt)	Hold Time (Fmt)	Idxn Wrap Time (Fmt)	Consult Received Time (Fmt)	% Invite Time	% Engage Time	% Hold Time	% Idxn Wrap Time	% Consult Received Time
Environment	Voice	4100, 4100 (4100)	2017-01-05	Inbound	00:01:46	00:01:21	00:00:25	00:00:00	00:00:00	00:00:00	0.68%	0.21%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:03:23	00:01:23	00:02:00	00:00:00	00:00:00	00:00:00	0.70%	1.01%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			2017-01-09	Inbound	00:02:55	00:02:24	00:00:31	00:00:00	00:00:00	00:00:00	0.96%	0.21%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:01:52	00:00:47	00:01:05	00:00:00	00:00:00	00:00:00	0.31%	0.43%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			2017-01-10	Inbound	00:05:35	00:02:53	00:02:42	00:00:00	00:00:00	00:00:00	0.77%	0.72%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:05:01	00:01:39	00:03:22	00:00:00	00:00:00	00:00:00	0.44%	0.90%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			2017-01-11	Inbound	00:23:50	00:01:37	00:22:13	00:00:00	00:00:00	00:00:00	0.53%	7.31%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:05:39	00:02:13	00:03:26	00:00:00	00:00:00	00:00:00	0.73%	1.13%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			2017-01-12	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:00:16	00:00:05	00:00:11	00:00:00	00:00:00	00:00:00	0.39%	0.85%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			2017-02-07	Inbound	00:00:11	00:00:06	00:00:05	00:00:00	00:00:00	00:00:00	0.11%	0.09%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:01:23	00:00:40	00:00:43	00:00:00	00:00:00	00:00:00	0.73%	0.78%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			2017-02-08	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:02:43	00:00:03	00:02:40	00:00:00	00:00:00	00:00:00	0.16%	8.34%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			2017-02-09	Inbound	00:07:52	00:00:51	00:07:01	00:00:00	00:00:00	00:00:00	1.01%	8.31%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:00:41	00:00:03	00:00:38	00:00:00	00:00:00	00:00:00	0.06%	0.75%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			2017-02-10	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:24:57	00:00:26	00:24:31	00:00:00	00:00:00	00:00:00	0.35%	19.72%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			2017-02-13	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:03:39	00:01:36	00:02:03	00:00:00	00:00:00	00:00:00	1.94%	2.49%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			2017-02-14	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:02:47	00:00:12	00:02:35	00:00:00	00:00:00	00:00:00	0.26%	3.30%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
		4101, 4101 (4101)	2017-01-03	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:00:17	00:00:06	00:00:11	00:00:00	00:00:00	00:00:00	0.05%	0.09%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%

Agent Summary Activity Report (Interaction)

[illegible]

Agent Summary Activity Report (Interaction)

[illegible]

Agent Summary Activity Report (Interaction)

[illegible]

Agent Summary Activity Report (Interaction)

Tenant	Media Type	Agent Name	Day	Interaction Type	Idx Busy Time (Fmt)	Invite Time (Fmt)	Engage Time (Fmt)	Hold Time (Fmt)	Idx Wrap Time (Fmt)	Consult Received Time (Fmt)	% Invite Time	% Engage Time	% Hold Time	% Idx Wrap Time	% Consult Received Time
Environment	Voice	EXU9_2275, EXU9_2275 (EXU9_2275)	2017-01-16	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			2017-01-17	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			2017-01-23	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:00:26	00:00:05	00:00:21	00:00:00	00:00:00	00:00:00	0.16%	0.65%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			2017-01-24	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			2017-01-25	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			2017-01-26	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			2017-01-27	Inbound	00:01:02	00:00:11	00:00:51	00:00:00	00:00:00	00:00:00	0.06%	0.28%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:02:52	00:00:29	00:02:23	00:00:00	00:00:00	00:00:00	0.16%	0.78%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			2017-02-06	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:02:22	00:00:16	00:02:06	00:00:00	00:00:00	00:00:00	0.25%	1.95%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			2017-02-07	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:00:23	00:00:23	00:00:00	00:00:00	00:00:00	00:00:00	0.95%	0.00%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
			2017-02-09	Inbound	00:00:03	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	0.06%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:02:45	00:00:11	00:02:34	00:00:00	00:00:00	00:00:00	0.22%	3.04%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
2017-02-10	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
	INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
	Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
	Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
	Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
2017-02-14	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
	INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
	Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			
	Outbound	00:00:09	00:00:03	00:00:06	00:00:00	00:00:00	00:00:00	0.01%	0.02%	0.00%	0.00%	0.00%			
	Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%			

Agent Summary Activity Report (Interaction)

Tenant	Media Type	Agent Name	Day	Interaction Type	lxn Busy Time (Fmt)	Invite Time (Fmt)	Engage Time (Fmt)	Hold Time (Fmt)	lxn Wrap Time (Fmt)	Consult Received Time (Fmt)	% Invite Time	% Engage Time	% Hold Time	% lxn Wrap Time	% Consult Received Time
Environment	Voice	EXU9_2275, EXU9_2275 (EXU9_2275)	2017-02-15	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
		EXU8_2275, EXU8_2275 (EXU8_2275)	2017-01-30	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
		ExampleUser7 (ExampleUser7)	2017-02-15	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
		ExampleUser6 (ExampleUser6)	2017-02-13	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%