

Agent Utilization Report

Tenant	Media Type	Agent Name	Interaction Type	Day	Offered	Accepted	Not Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Avg Consult Received Time (Fmt)	Avg Consult Received Wrap Time (Fmt)	Avg Consult Received Warm Time (Fmt)	Avg Consult Received Warm Wrap Time (Fmt)	Hold	Conference Initiated	Conference Received Accepted	Transfer Initiated Agent	% Transfer Initiated	Consult Initiated	Avg Consult Initiated Time (Fmt)	Consult Responses	Consult Received Accepted	Consult Received Accepted Warm
Tenant	Chat	Sqa_15556667777_2275, Sqa_16505509967_2275 (Sqa_16505509967_2275)	Inbound	2016-05-25	1	0	1	0	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	0	0	0	0.00%	0	00:00:00	0	0	0
			Total		1	0	1	0	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	0	0	0	0.00%	0	00:00:00	0	0	0
		Sqa_15556667778_2275, Sqa_16505509988_2275 (Sqa_16505509988_2275)	Inbound	2016-05-25	5	5	0	5	00:04:47	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
			Inbound	2016-06-01	2	1	1	1	00:00:11	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
			Total	2016-06-02	1	1	0	1	00:16:34	00:16:34	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
			Total		8	7	1	7	00:05:48	00:05:48	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
		voice_2275_1, voice_2275_1 (voice_2275_1)	Inbound	2016-05-27	6	5	1	5	00:04:19	00:04:19	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	1	20.00%	0	00:00:00	0	0	0
			Total	2016-06-08	3	2	1	2	00:04:21	00:04:21	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	1	50.00%	0	00:00:00	0	0	0
		Total			9	7	2	7	00:04:20	00:04:20	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	2	28.57%	0	00:00:00	0	0	0
					18	14	4	14	00:05:04	00:05:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	2	14.29%	0	00:00:00	0	0	0
	Email	Sqa_15556667777_2275, Sqa_15556667777_2275 (Sqa_15556667777_2275)	Inbound	2016-05-25	1	0	1	0	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	0	0	0	0.00%	0	00:00:00	0	0	0
			Total	2016-06-02	1	1	0	0	23:59:00	00:00:16	23:58:44	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	1	0	0	0	0.00%	0	00:00:00	0	0	0
		Sqa_15556667779_2275, Sqa_15556667779_2275 (Sqa_15556667779_2275)	Inbound	2016-06-02	1	1	0	0	00:00:55	00:00:55	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	1	100.00%	0	00:00:00	0	0	0
			Outbound	2016-06-13	2	2	0	0	00:00:12	00:00:12	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
			Total		3	3	0	0	00:00:26	00:00:26	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	1	33.33%	0	00:00:00	0	0	0
			Inbound	2016-05-25	1	1	0	0	00:00:14	00:00:09	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	1	0	0	0	0.00%	0	00:00:00	0	0	0
		Sqa_15556667778_2275, Sqa_15556667778_2275 (Sqa_15556667778_2275)	Inbound	2016-06-01	2	2	0	0	00:00:12	00:00:06	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	2	0	0	0	0.00%	0	00:00:00	0	0	0
			Outbound	2016-05-25	1	1	0	1	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
			Total	2016-06-01	2	2	0	2	00:00:07	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
			Total		6	6	0	3	00:00:09	00:00:06	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	3	0	0	0	0.00%	0	00:00:00	0	0	0
	Environment	,ExampleAgent1 (ExampleAgent1)	Inbound	2016-08-10	11	7	4	7	00:00:07	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-08-11	2	2	0	2	00:00:09	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-08-15	7	2	5	2	00:00:24	00:00:24	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-08-16	1	0	1	0	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	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-08-17	2	1	1	1	00:00:14	00:00:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-08-18	15	5	10	5	00:00:08	00:00:08	00:00:00	00:00:00	00:00:00													

Agent Utilization Report

Tenant	Media Type	Agent Name	Interaction Type	Day	Offered	Accepted	Not Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Avg Consult Received Time (Fmt)	Avg Consult Received Wrap Time (Fmt)	Avg Consult Received Warm Time (Fmt)	Avg Consult Received Warm Wrap Time (Fmt)	Hold	Conference Initiated	Conference Received Accepted	Transfer Initiated Agent	% Transfer Initiated	Consult Initiated	Avg Consult Initiated Time (Fmt)	Consult Responses	Consult Received Accepted	Consult Received Accepted Warm
Environment	Voice	7771002, 7771002 (7771002)	Total		113	97	16	97	00:00:20	00:00:20	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
		7771005, 7771005 (771005)	Internal	2016-09-15	1	1	0	1	00:00:09	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
			Total		1	1	0	1	00:00:09	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
		7777001, 77777001 (77770012275)	Inbound	2016-05-25	1	1	0	1	00:00:40	00:00:40	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
			Total	2016-05-26	1	1	0	1	00:00:39	00:00:39	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
					2	2	0	2	00:00:40	00:00:40	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
			Inbound	2016-09-06	1	1	0	1	00:00:28	00:00:28	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-09-07	4	4	0	4	00:00:51	00:00:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-09-08	1	1	0	1	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	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-09-09	14	13	1	13	00:00:33	00:00:33	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-09-12	13	10	3	10	00:00:08	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-09-13	26	21	5	21	00:00:09	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-09-23	3	3	0	3	00:00:24	00:00:24	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-09-26	3	3	0	3	00:00:26	00:00:26	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-09-27	6	6	0	6	00:00:43	00:00:43	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-09-28	27	17	10	17	00:01:07	00:01:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-09-29	25	21	4	21	00:00:20	00:00:20	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-10-06	12	10	2	10	00:00:23	00:00:23	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-10-20	5	4	1	4	00:00:07	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-10-21	1	1	0	1	00:00:08	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
		8881001, 8881001 (8881001)		2016-12-07	11	9	2	9	00:00:20	00:00:20	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
			Outbound	2016-09-06	1	1	0	1	00:00:06	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-09-07	4	4	0	4	00:00:04	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-09-08	2	2	0	2	00:00:17	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-09-09	9	9	0	9	00:00:07	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-09-12	7	7	0	7	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-09-13	11	11	0	11	00:00:03	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0

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Tenant	Media Type	Agent Name	Interaction Type	Day	Offered	Accepted	Not Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Avg Consult Received Time (Fmt)	Avg Consult Received Wrap Time (Fmt)	Avg Consult Received Warm Time (Fmt)	Avg Consult Received Warm Wrap Time (Fmt)	Hold	Conference Initiated	Conference Received Accepted	Transfer Initiated Agent	% Transfer Initiated	Consult Initiated	Avg Consult Initiated Time (Fmt)	Consult Responses	Consult Received Accepted	Consult Received Accepted Warm
Environment	Voice	EX_Agent_1_22-75, EX_Agent_1_22-75 (EX_Agent_1_22-75)	Inbound	2016-05-31	17	17	0	17	00:03:12	00:03:04	00:00:16	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	9	5	0	7	41.18%	1	00:00:11	0	0	0
				2016-06-10	18	18	0	18	00:02:00	00:01:57	00:00:13	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	5	2	0	3	16.67%	2	00:00:13	0	0	0
				2016-06-13	12	12	0	12	00:00:29	00:00:19	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	8	4	0	5	41.67%	1	00:00:11	0	0	0
				2016-06-14	24	24	0	24	00:00:29	00:00:19	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	16	8	0	9	37.50%	3	00:00:12	0	0	0
				2016-06-16	25	25	0	25	00:00:30	00:00:21	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	16	6	0	8	32.00%	5	00:00:13	0	0	0
				2016-06-17	38	38	0	38	00:00:30	00:00:20	00:00:16	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	25	11	0	9	23.68%	9	00:00:16	0	0	0
				2016-06-20	12	12	0	12	00:00:36	00:00:23	00:00:21	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	8	3	0	3	25.00%	4	00:00:19	0	0	0
				2016-05-25	25	25	0	25	00:00:21	00:00:17	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	15	10	0	10	40.00%	0	00:00:00	0	0	0
				2016-05-26	13	13	0	13	00:00:21	00:00:17	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	6	4	0	4	30.77%	0	00:00:00	0	0	0
				2016-05-27	15	15	0	15	00:00:23	00:00:18	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	9	6	0	6	40.00%	0	00:00:00	0	0	0
			Internal	2016-05-30	10	10	0	10	00:00:23	00:00:18	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	6	4	0	4	40.00%	0	00:00:00	0	0	0
				2016-05-31	10	10	0	10	00:00:24	00:00:19	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	6	4	0	4	40.00%	0	00:00:00	0	0	0
				2016-06-10	5	5	0	5	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	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-06-13	5	5	0	5	00:00:22	00:00:17	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	3	2	0	2	40.00%	0	00:00:00	0	0	0
				2016-06-14	10	10	0	10	00:00:22	00:00:17	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	6	4	0	4	40.00%	0	00:00:00	0	0	0
				2016-06-16	22	22	0	22	00:00:18	00:00:14	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	10	7	0	8	36.36%	0	00:00:00	0	0	0
				2016-06-17	15	15	0	15	00:00:25	00:00:19	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	9	6	0	6	40.00%	0	00:00:00	0	0	0
				2016-06-20	10	10	0	10	00:00:20	00:00:16	00:00:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	3	2	0	3	30.00%	0	00:00:00	0	0	0
				2016-06-16	1	1	0	1	00:00:06	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-07-20	2	2	0	2	00:01:52	00:01:52	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
			Outbound	2016-07-21	2	2	0	2	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-07-22	1	1	0	1	00:00:04	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-07-28	1	1	0	1	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-08-09	2	2	0	2	00:09:32	00:09:32	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
			Total		437	437	0	437	00:00:40	00:00:32	00:00:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	241	128	0	146	33.41%	34	00:00:14	0	0	0
			Inbound	2016-05-25	40	40	0	40	00:00:25	00:00:21	00:00:00	00:00:00	00:00:12	00:00:00	00:00:10	00:00:00	0	0	20	0	0.00%	0	00:00:00	4	4	20
				2016-05-26	9	9	0	9	00:00:30	00:00:23	00:00:00	00:00:00	00:00:12	00:00:00	00:00:14	00:00:00	0	0	4	0	0.00%	0	00:00:00	1	1	5
				2016-05-27	24	24	0	24	00:00:28	00:00:24	00:00:00	00:00:00	00:00:11	00:00:00	00:00:12	00:00:00	0	0	12	0	0.00%	0	00:00:00	3	3	12
				2016-05-30	8	8	0	8	00:00:25	00:00:23	00:00:00	00:00:00	00:00:10	00:00:00	00:00:09	00:00:00	0	0	4	0	0.00%	0	00:00:00	1	1	4
				2016-05-31	12	12	0	12	00:00:33	00:00:31	00:00:00	00:00:00	00:00:11	00:00:00	00:00:10	00:00:00	0	0	6	0	0.00%	0	00:00:00	1	1	4
				2016-06-10	5	5	0	5	00:00:15	00:00:15	00:00:00	00:00:00	00:00:09	00:00:00	00:00:06	00:00:00	0	0	2	0	0.00%	0	00:00:00	1	1	1
				2016-06-13	8	8	0	8	00:00:22	00:00:20	00:00:00	00:00:00	00:00:11	00:00:00	00:00:07	00:00:00	0	0								

Agent Utilization Report

Tenant	Media Type	Agent Name	Interaction Type	Day	Offered	Accepted	Not Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Avg Consult Received Time (Fmt)	Avg Consult Received Wrap Time (Fmt)	Avg Consult Received Warm Time (Fmt)	Avg Consult Received Warm Wrap Time (Fmt)	Hold	Conference Initiated	Conference Received Accepted	Transfer Initiated Agent	% Transfer Initiated	Consult Initiated	Avg Consult Initiated Time (Fmt)	Consult Responses	Consult Received Accepted	Consult Received Accepted Warm
Environment	Voice	EX_Agent_4_22-75, EX_Agent_4_22-75 (EX_Agent_4_22-75)	Inbound	2016-05-25	5	0	5	0	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	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-05-26	1	0	1	0	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	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-05-27	3	0	3	0	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	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-05-30	1	0	1	0	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	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-05-31	2	0	2	0	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	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-06-10	2	0	2	0	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	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-06-13	1	0	1	0	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	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-06-14	2	0	2	0	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	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-06-16	6	0	6	0	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	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-06-17	6	0	6	0	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	0	0	0	0.00%	0	00:00:00	0	0	0
			Internal	2016-06-20	2	0	2	0	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	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-06-16	1	1	0	1	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	0	0	0	0.00%	0	00:00:00	0	0	0
			Total		32	1	31	1	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	0	0	0	0.00%	0	00:00:00	0	0	0
		Sqa_15556667771_2275, Sqa_15556667771_2275 (Sqa_15556667771_2275)	Inbound	2016-05-25	3	2	1	2	00:01:20	00:01:20	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-06-03	1	1	0	1	00:10:03	00:07:25	00:02:38	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	1	3	0	0	0.00%	1	00:00:17	0	0	0
			Internal	2016-05-26	8	8	0	8	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	0	0	0	0.00%	0	00:00:00	0	0	0
		Sqa_15556667772_2275, Sqa_15556667772_2275 (Sqa_15556667772_2275)	Total	12	11	1	11	00:01:09	00:00:55	00:02:38	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	1	3	0	0	0.00%	1	00:00:17	0	0	0
			Inbound	2016-06-16	1	1	0	1	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
			Total	1	1	0	1	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0	
		Sqa_15556667773_2275, Sqa_15556667773_2275 (Sqa_5556667773_2275)	Inbound	2016-06-03	2	1	1	1	00:02:35	00:04:52	00:00:00	00:00:00	00:00:17	00:00:00	00:00:00	00:00:00	0	0	1	0	0.00%	0	00:00:00	1	1	0
				2016-05-26	1	1	0	1	00:00:08	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
			Internal	2016-06-08	1	1	0	1	00:00:07	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				Total	4	3	1	3	00:01:21	00:01:42	00:00:00	00:00:00	00:00:17	00:00:00	00:00:00	00:00:00	0	0	1	0	0.00%	0	00:00:00	1	1	0
			Inbound	2016-05-25	2	2	0	2	00:00:28	00:00:16	00:00:25	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	1	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-05-26	1	1	0	1	00:00:06	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-05-27	5	5	0	5	00:00:20	00:00:12	00:00:19	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	2	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-06-01	3	3	0	3	00:00:19	00:00:19	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-06-16	1	1	0	1	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
		Sqa_15556667774_2275, Sqa_15556667774_2275 (Sqa_15556667774_2275)	Outbound	2016-05-25	4	4	0	4	00:00:17	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-05-27	8	8	0	8	00:00:06	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016-05-31	1	1	0	1	00:00:12	00:00:12	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0.00%	0	00:00:00	0	0	0
				2016																						