

Callback Summary Report

Tenant	Queue	Day	Callback Type	Callback Offer Type	Channel	Offered	Accepted	Accepted Wait for Agent (Fm)	Accepted Scheduled	Accepted Immediate	Declined	% Declined	Attempted	Customer Connected	% Customer Connected	% Cancelled	% Abandoned	Successful	% Successful	% Unsuccessful	Saved Time (Fm)	Avg Saved Time (Fm)	Money Saved	Avg Money Saved	Attempt 1	Attempt 2	Attempt 3	Attempt 4	Time To Abandon Waiting For Agent (Fm)	Max Time To Abandon Waiting For Agent (Fm)	Avg Time To Abandon Waiting For Agent (Fm)	Time To Wait For Agent (Fm)	Max Time To Wait For Agent (Fm)	Avg Time To Wait For Agent (Fm)
Example_VQ	2016-08-10	SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	1	1	0	1	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:11	00:00:11	00:00:11	
		SCHEDULED	SCHEDULED	WR	1	1	0	1	0	0	0.00%	1	0	0.00%	100.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
		UNKNOWN	SCHEDULED	WR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:01:07	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
	2016-08-11	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	7	7	7	0	0	0	0.00%	7	3	42.86%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	2	1	0	0	00:00:00	00:00:00	00:00:00	00:00:10	00:00:10	00:00:10	
		SCHEDULED	SCHEDULED	WR	13	0	0	0	0	13	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
		WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	13	13	13	0	0	0	0.00%	13	6	46.15%	15.38%	0.00%	6	46.15%	53.85%	00:00:00	00:00:00	0	0.00	3	1	2	0	00:00:00	00:00:00	00:00:00	00:01:15	00:00:13	00:00:13	
	2016-08-12	SCHEDULED	SCHEDULED	WR	2	2	0	2	0	0	0.00%	2	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:04:44	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
		UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	37	0	0	0	37	100.00%	0	0	0.00%	0	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
		WAIT_FOR_AGENT	SCHEDULED	WR	25	0	0	0	25	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
	2016-08-15	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	2	2	2	0	0	0	0.00%	2	1	50.00%	50.00%	0.00%	1	50.00%	50.00%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:12	00:00:12	00:00:12	
		SCHEDULED	SCHEDULED	WR	4	0	0	0	4	100.00%	0	0	0.00%	0	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
		WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	1	1	1	0	0	0	0.00%	1	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
Environment	2016-08-16	SCHEDULED	SCHEDULED	WR	1	1	0	1	0	0	0.00%	1	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
		UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	3	0	0	0	3	100.00%	0	0	0.00%	0	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
		WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	4	0	0	0	4	100.00%	0	0	0.00%	0	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
	2016-08-17	SCHEDULED	SCHEDULED	WR	2	0	0	2	0	0	0.00%	2	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
		UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	2	0	0	0	2	100.00%	0	0	0.00%	0	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
		WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	1	1	1	0	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:12	00:00:12	00:00:12	
	2016-08-24	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	6	6	6	0	0	0	0.00%	6	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	5	1	0	0	00:05:29	00:02:22	00:00:55	00:00:00	00:00:00	00:00:00	
		SCHEDULED	SCHEDULED	WR	2	2	2	0	0	0	0.00%	2	2	100.00%	0.00%	0.00%	2	100.00%	0.00%	00:00:00	00:00:00	0	0.00	1	1	0	0	00:00:00	00:00:00	00:00:00	00:01:10	00:00:59	00:00:35	
		WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	3	3	3	0	3	0	0	0.00%	2	66.67%	33.33%	0.00%	2	66.67%	33.33%	00:00:00	00:00:00	0	0.00	0	2	0	0	00:00:00	00:00:00	00:00:00	00:00:15	00:00:08	00:00:08	
	2016-08-30	SCHEDULED	SCHEDULED	WR	2	2	0	2	0	0	0.00%	2	1	50.00%	50.00%	0.00%	1	50.00%	50.00%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:07	00:00:07	00:00:07	
		UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	0	0	0	0	0	0	0.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
		WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	10	10	10	0	0	0	0.00%	10	8	80.00%	0.00%	20.00%	6	60.00%	40.00%	00:00:00	00:00:00	0	0.00	5	3	0	0	00:01:14	00:00:45	00:00:37	00:00:38	00:00:14	00:00:07	
2016-08-31	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	2	0	0	0	2	100.00%	0	0	0.00%	0	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	23	23	23	0	0	0	0.00%	23	15	65.22%	4.35%	26.09%	9	39.13%	60.87%	00:00:00	00:00:00	0	0.00	14	1	0	0	00:07:43	00:02:02	00:01:17	00:01:09	00:01:55	00:00:13		
	CANCELLED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	1	0	0	0	1	100.00%	0	0	0.00%	0	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
2016-09-05	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	0	0	0	0	0	1	100.00%	0	0	0.00%	0	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	3	3	3	0	0	0	0.00%	3	1	33.33%	0.00%	33.33%	0	0.00%	66.67%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:18	00:00:18	00:00:18		
	SCHEDULED	SCHEDULED	WR	3	3	0	3	0	0	0.00%	3	2	66.67%	33.33%	0.00%	2	66.67%	33.33%	00:00:00	00:00:00	0	0.00	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:17	00:00:19	00:00:09		
2016-09-10	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	2	0	0	0	2	100.00%	0	0	0.00%	0	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	7	7	7	0	0	0	0.00%	6	4	57.14%	42.86%	0.00%	4	57.14%	42.86%	00:00:00	00:00:00	0	0.00	4	0	0	0	00:00:00	00:00:00	00:00:00	00:01:05	00:00:36	00:00:04		
	SCHEDULED	SCHEDULED	WR	5	5	0	5	0	0	0.00%	5	4	80.00%	20.00%	40.00%	4	80.00%	20.00%	00:00:00	00:00:00	0	0.00	3	1	0	0	00:00:21	00:00:11	00:00:11	00:00:14	00:00:07	00:00:06		
2016-09-11	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	0	0	0	0	0	0	0.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	11	11	11	0	0	0	0.00%	11	6	54.55%	0.00%	27.27%	3	27.27%	72.73%	00:00:00	00:00:00	0	0.00	6	0	0	0	00:00:28	00:00:21	00:00:09	00:00:20	00:00:51	00:00:22		
	SCHEDULED	SCHEDULED	WR	2	0	2	0	0	0	0.00%	2	2	100.00%	0.00%	0.00%	2	100.00%	0.00%	00:00:00	00:00:00	0	0.00	0	2	0	0	00:00:00	00:00:00	00:00:00	00:00:15	00:00:08	00:00:08		
2016-09-12	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	2	2	0	2	0	0	0.00%	2	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
	SCHEDULED	SCHEDULED	WR	5	0	0	0	0	5	100.00%	0	0	0.00%	0	0.00%	0.00%	0	0.00%	0.00%	00:00:00														

Callback Summary Report

Tenant	Queue	Day	Callback Type	Callback Offer Type	Channel	Offered	Accepted	Accepted Wait for Agent	Accepted Scheduled	Accepted Immediate	Declined	% Declined	Attempted	Customer Connected	% Customer Connected	% Cancelled	% Abandoned	Successful	% Successful	% Unsuccessful	Saved Time (Frm)	Avg Saved Time (Frm)	Money Saved	Avg Money Saved	Attempt 1	Attempt 2	Attempt 3	Attempt 4	Time To Abandon Waiting For Agent (Frm)	Max Time To Abandon Waiting For Agent (Frm)	Avg Time To Abandon Waiting For Agent (Frm)	Time To Wait For Agent (Frm)	Max Time To Wait For Agent (Frm)	Avg Time To Wait For Agent (Frm)	
Callback_VQ		2016-08-25	SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	3	3	0	3	0	0	0.00%	3	1	33.33%	0.00%	33.33%	1	33.33%	66.67%	00:00:00	00:00:00	0	0.00	0	0	1	0	00:00:15	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	2	2	0	2	0	0	0.00%	2	2	100.00%	0.00%	50.00%	1	50.00%	50.00%	00:00:00	00:00:00	0	0.00	1	1	0	0	00:01:14	00:01:14	00:01:14	00:00:00	00:00:00	00:00:07	
			UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	3	3	3	0	0	0	0.00%	3	3	100.00%	0.00%	66.67%	1	33.33%	66.67%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:18	00:00:18	00:00:18	00:00:00	00:00:00	00:00:00	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	web	1	1	1	0	0	0	0.00%	1	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	1	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	2	2	2	0	0	0	0.00%	2	2	100.00%	0.00%	0.00%	2	100.00%	0.00%	00:00:00	00:00:00	0	0.00	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:19	00:00:11	00:00:10	
			UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	3	0	0	0	0	3	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	6	6	6	0	0	0	0.00%	6	3	50.00%	16.67%	0.00%	3	50.00%	50.00%	00:00:00	00:00:00	0	0.00	2	1	0	0	00:00:00	00:00:00	00:00:00	00:00:23	00:00:15	00:00:08	
			WAIT_FOR_AGENT	WAIT_FOR_AGENT	web	2	2	2	0	0	0	0.00%	2	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	1	1	0	1	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:03	00:00:03	00:00:03	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	4	4	4	0	0	0	0.00%	4	4	100.00%	0.00%	0.00%	3	75.00%	25.00%	00:00:00	00:00:00	0	0.00	4	0	0	0	00:00:27	00:00:27	00:00:19	00:00:11	00:00:06	00:00:03	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	1	1	1	0	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:10	00:00:10	00:00:10	
			UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	2	0	0	0	0	2	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
			UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	2	0	0	0	0	2	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
			UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	3	3	3	0	0	0	0.00%	3	3	100.00%	0.00%	66.67%	1	33.33%	66.67%	00:00:00	00:00:00	0	0.00	3	0	0	0	00:00:29	00:00:29	00:00:26	00:00:04	00:00:19	00:00:10	
			UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	6	0	0	0	0	6	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
			2016-10-12	SCHEDULED	WAIT_FOR_AGENT	web	15	15	15	0	0	0	0.00%	15	2	13.33%	0.00%	13.33%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	2	0	0	0	00:00:04	00:00:04	00:00:02	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	WAIT_FOR_AGENT	web	1	1	1	0	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:43	00:00:43	00:00:43	
			CANCELLED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
			2016-10-14	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	2	0	0	0	0	2	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	5	5	5	0	0	0	0.00%	5	3	60.00%	20.00%	0.00%	2	40.00%	20.00%	00:00:15	00:00:15	0	0.00	0	0	0	0	00:00:15	00:00:15	00:00:15	00:00:00	00:00:17	00:00:17	
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	web	1	1	0	1	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:08	00:00:08	00:00:08	
			2016-10-18	SCHEDULED	WAIT_FOR_AGENT	web	1	1	0	1	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	00:00:00	00:00:00	0	0.00	0	1	0	0	00:00:00	00:00:00	00:00:00	00:00:09	00:00:09	00:00:09
			UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	12	0	0	0	0	12	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
			SCHEDULED	WAIT_FOR_AGENT	ivr	6	0	0	0	0	6	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:11:51	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	1	1	1	0	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:05	00:00:05	00:00:05	
			2016-11-24	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	6	0	0	0	0	0.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	6	2	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
			UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	3	0	0	0	0	3	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
			2016-11-25	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	2	2	2	0	0	0.00%	2	1	50.00%	0.00%	0.00%	1	50.00%	50.00%	00:00:00	00:00:00	0	0.00	0	1	0	0	00:00:00	00:00:00	00:00:00	00:00:14	00:00:14	00:00:14	
			2016-12-01	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	5	5	5	0	0	0.00%	5	5	100.00%	0.00%	0.00%	5	100.00%	0.00%	00:00:00	00:00:00	0	0.00	5	0	0	0	00:00:00	00:00:00	00:00:00	00:00:38	00:00:10	00:00:06	
			2016-12-06	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	2	0	0	0	0	2	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2016-12-08	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	1	0	0	0	0	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
			2016-12-10	WAIT_FOR_AGENT	WAIT_FOR_AGENT	web	1	1	1	0	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	1	0	00:00:00	00:00:00	00:00:00	00:00:16	00:00:16	00:00:16
			2016-12-13	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	3	3	3	0	0	0.00%	3	2	66.67%	0.00%	0.00%	2	66.67%	33.33%	00:00:00	00:00:00	0	0.00	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:16	00:00:16	00:00:16	
			2016-12-23	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	6	6	6	0	0	0.00%	6	6	100.00%	0.00%	0.00%	6	100.00%	0.00%	00:00:00	00:00:00	0	0.00	5	1	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
			2017-01-04	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	4	4	4	0	0	0.00%	4	3	75.00%	0.00%	0.00%	3	75.00%	25.00%	00:00:00	00:00:00	0	0.00	4	0	0	0	00:00:00	00:00:00	00:00:00	00:00:35	00:00:13	00:00:12	
			2017-01-05	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	4	4	4	0	0	0.00%	4	4	100.00%	0.00%																			

Callback Summary Report

Tenant	Queue	Day	Callback Type	Callback Offer Type	Channel	Offered	Accepted	Accepted Wait For Agent (Frm)	Accepted Scheduled	Accepted Immediate	Declined	% Declined	Attempted	Customer Connected	% Customer Connected	% Cancelled	% Abandoned	Successful	% Successful	% Unsuccessful	Saved Time (Frm)	Avg Time To Wait (Frm)	Money Saved	Avg Money Saved	Attempts 1	Attempts 2	Attempts 3	Attempts 4	Time To Abandon Waiting For Agent (Frm)	Max Time To Abandon Waiting For Agent (Frm)	Avg Time To Abandon Waiting For Agent (Frm)	Time To Wait For Agent (Frm)	Max Time To Wait For Agent (Frm)	Avg Time To Wait For Agent (Frm)			
Example_YQZ	2016-08-19	UNKNOWN	SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	3	0	0	0	0	3	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	2	2	2	0	0	0	0	0.00%	1	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
	2016-08-22	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	4	0	0	0	0	0	4	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	5	0	0	0	0	5	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:28	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
	2016-08-23	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	6	0	0	0	0	0	6	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	4	4	4	0	0	0	0	0.00%	4	0	0.00%	0.00%	25.00%	1	25.00%	75.00%	00:00:00	00:00:00	0	0.00	2	0	0	0	0	00:02:49	00:02:49	00:02:49	00:00:10	00:00:10	00:00:05	
	2016-08-25	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	5	0	0	0	0	5	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	5	0	0	0	0	5	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:02:48	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
	2016-08-26	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	4	4	4	0	0	0	0	0	0.00%	4	2	50.00%	0.00%	0.00%	2	50.00%	50.00%	00:00:00	00:00:00	0	0.00	1	0	1	0	0	00:00:00	00:00:00	00:00:00	00:00:15	00:00:15	00:00:08	
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
	2016-08-30	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	6	0	0	0	0	6	100.00%	0	0	0.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	1	1	1	0	0	0	0	0.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
	2016-08-29	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	9	0	0	0	0	9	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:57	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
	2016-08-31	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	1	1	1	0	0	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	1	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	1	1	0	1	0	0	0.00%	1	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
	2016-08-30	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	6	0	0	0	0	6	100.00%	0	0	0.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	1	1	1	0	0	0	0	0.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
	2016-08-31	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	6	0	0	0	0	6	100.00%	0	0	0.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	7	0	0	0	0	7	100.00%	0	0	0.00%	0	0	0.00%	0.00%	0.00%	00:00:12	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
	2016-09-07	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	1	0	0	0	0	1	100.00%	0	0	0.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	3	3	0	3	0	0	0.00%	3	1	33.33%	0.00%	0.00%	1	33.33%	66.67%	00:00:00	00:00:00	0	0.00	1	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:07	00:00:07	00:00:07		
	2016-09-08	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	16	0	0	0	0	16	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	6	6	0	0	0	0	0.00%	6	1	16.67%	0.00%	0.00%	1	16.67%	83.33%	00:00:00	00:00:00	0	0.00	1	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:04	00:00:04	00:00:04		
	Total					128	29	18	11	0	99	77.34%	27	9	31.03%	0.00%	6.90%	7	24.14%	75.86%	00:30:31	00:04:22	0	0.00	4	1	2	0	0	00:03:30	00:02:49	00:01:45	00:00:48	00:00:10	00:00:05		
Environment	2016-08-10	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	3	3	0	3	0	0	0	0.00%	3	3	100.00%	0.00%	66.67%	1	33.33%	66.67%	00:00:00	00:00:00	0	0.00	2	1	0	0	0	00:05:27	00:03:57	00:02:44	00:00:14	00:00:14	00:00:05		
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	2	0	0	0	0	2	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
	2016-08-10	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	2	2	2	0	0	0	0	0.00%	2	2	100.00%	0.00%	100.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	1	0	0	0	00:02:03	00:02:00	00:01:02	00:00:00	00:00:00	00:00:00		
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	1	0	0	1	0	0	0.00%	1	1	100.00%	0.00%	100.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	1	0	0	0	0	00:02:16	00:02:16	00:02:16	00:00:00	00:00:00	00:00:00		
	2016-08-11	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	6	6	0	0	0	0	6	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	5	5	5	0	0	0	0.00%	5	4	80.00%	0.00%	80.00%	1	20.00%	80.00%	00:00:00	00:00:00	0	0.00	3	1	0	0	0	00:11:30	00:05:20	00:03:50	00:01:53	00:01:53	00:00:28		
	2016-08-12	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	1	1	0	1	0	0	0	0.00%	1	1	100.00%	0.00%	100.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	1	0	0	0	0	00:03:39	00:03:39	00:03:39	00:00:00	00:00:00	00:00:00		
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
	2016-08-13	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00			
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	10	0	0	0	0	10	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
	2016-08-14	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	NR	2	2	2																														

Callback Summary Report

Tenant	Queue	Day	Callback Type	Callback Offer Type	Channel	Offered	Accepted	Accepted Wait For Agent (Fm)	Accepted Scheduled	Accepted Immediate	Declined	% Declined	Attempted	Customer Connected	% Customer Connected	% Cancelled	% Abandoned	Successful	% Successful	% Unsuccessful	Saved Time (Fm)	Avg Saved Time (Fm)	Money Saved	Avg Money Saved	Attempt 1	Attempt 2	Attempt 3	Attempt 4	Time To Abandon Waiting For Agent (Fm)	Max Time To Abandon Waiting For Agent (Fm)	Avg Time To Abandon Waiting For Agent (Fm)	Time To Wait For Agent (Fm)	Max Time To Wait For Agent (Fm)	Avg Time To Wait For Agent (Fm)		
Environment	NONE	2016-08-10	UNKNOWN	SCHEDULED	WR	8	0	0	0	0	8	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	12	12	12	0	0	0	0.00%	9	6	50.00%	16.67%	8.33%	5	41.67%	58.33%	00:00:00	00:00:00	0	0.00	5	1	0	0	0	0	00:03:55	00:03:55	00:03:55	00:00:29	00:01:01	00:00:25
			CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	1	1	0	1	0	0	0.00%	1	1	100.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-08-11	UNKNOWN	SCHEDULED	WR	2	2	0	2	0	0	0.00%	2	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	27	0	0	0	0	27	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			UNKNOWN	SCHEDULED	WR	15	0	0	0	0	15	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:01:45	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	16	16	16	0	0	0	0.00%	15	7	43.75%	12.50%	6.25%	6	37.50%	62.50%	00:00:00	00:00:00	0	0.00	7	0	0	0	0	0	00:00:38	00:00:38	00:00:38	00:00:02	00:00:14	00:00:07
		2016-08-12	CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	5	5	0	5	0	0	0.00%	4	1	20.00%	20.00%	0.00%	1	20.00%	80.00%	00:00:21	00:00:21	0	0.00	0	0	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:17	00:00:17	00:00:17
			UNKNOWN	SCHEDULED	WR	21	0	0	0	0	21	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	19	0	0	0	0	19	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:25:29	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-08-13	UNKNOWN	SCHEDULED	WR	2	0	0	0	0	2	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	2	0	0	0	0	2	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	7	0	0	0	0	7	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-08-15	UNKNOWN	SCHEDULED	WR	7	0	0	0	0	7	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:14	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	37	37	37	0	0	0	0.00%	37	3	8.11%	5.41%	2.70%	2	5.41%	94.59%	00:00:00	00:00:00	0	0.00	3	0	0	0	0	0	00:00:36	00:00:36	00:00:36	00:00:24	00:00:12	00:00:08
			CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	24	24	0	24	0	0	0.00%	24	4	16.67%	0.00%	4.17%	4	16.67%	83.33%	00:00:00	00:00:00	0	0.00	2	2	0	0	0	0	00:00:14	00:00:14	00:00:14	00:00:41	00:00:15	00:00:10
		2016-08-16	UNKNOWN	SCHEDULED	WR	1	1	0	1	0	0	0.00%	1	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	29	0	0	0	0	29	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	8	0	0	0	0	8	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	8	8	0	0	0	0	0.00%	8	4	50.00%	12.50%	0.00%	4	50.00%	50.00%	00:00:00	00:00:00	0	0.00	4	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:46	00:00:13	00:00:12
		2016-08-17	UNKNOWN	SCHEDULED	WR	1	1	0	1	0	0	0.00%	1	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	34	0	0	0	0	34	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	24	0	0	0	0	24	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:02:13	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	10	10	0	0	0	0.00%	10	3	30.00%	0.00%	10.00%	0	30.00%	70.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:21	00:00:07	00:00:07	
		2016-08-18	UNKNOWN	SCHEDULED	WR	11	11	0	11	0	0	0.00%	11	2	18.18%	18.18%	0.00%	1	9.09%	90.91%	00:00:00	00:00:00	0	0.00	0	1	1	1	0	0	00:00:50	00:00:50	00:00:50	00:00:15	00:00:15	00:00:08
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	4	4	0	4	0	0	0.00%	4	2	50.00%	25.00%	0.00%	2	50.00%	50.00%	00:00:00	00:00:00	0	0.00	1	1	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:49	00:01:00
			CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	33	0	0	0	0	33	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	27	0	0	0	0	27	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	01:31:23	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-08-19	UNKNOWN	SCHEDULED	WR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	31	31	31	0	0	0	0.00%	31	6	19.35%	25.81%	4.49%	4	12.90%	87.10%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:34	00:00:34	00:00:17	00:00:03	00:00:36	00:00:21
			CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WR	3	3	0	3	0	0	0.00%	3	3	100.00%	0.00%	0.00%	3	100.00%	0.00%	00:00:00	00:00:00	0													

Callback Summary Report

Tenant	Queue	Day	Callback Type	Callback Offer Type	Channel	Offered	Accepted	Accepted Wait For Agent	Accepted Scheduled	Accepted Immediate	Declined	% Declined	Attempted	Customer Connected	% Customer Connected	% Cancelled	% Abandoned	Successful	% Successful	% Unsuccessful	Saved Time (Fm)	Avg Saved Time (Fm)	Money Saved	Avg Money Saved	Attempt 1	Attempt 2	Attempt 3	Attempt 4	Time To Abandon Waiting For Agent (Fm)	Max Time To Abandon Waiting For Agent (Fm)	Avg Time To Abandon Waiting For Agent (Fm)	Time To Wait For Agent (Fm)	Max Time To Wait For Agent (Fm)	Avg Time To Wait For Agent (Fm)			
Environment	NONE	2016-09-14	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	1	0	0	0	0	1	100.0%	0	0	0.0%	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-09-15	SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	1	1	0	0	0	0	0.0%	1	1	100.0%	0.0%	100.0%	1	100.0%	0.0%	0.00:00	0.00:00	0	0.00	0	1	0	0	0	0	0.00:54	0.00:54	0.00:54	0.00:00	0.00:00	0.00:00	
		2016-09-16	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	1	1	1	0	0	0	0.0%	1	1	100.0%	0.0%	100.0%	0	0.0%	100.0%	0.00:00	0.00:00	0	0.00	0	1	0	0	0	0	0.00:08	0.00:08	0.00:08	0.00:00	0.00:00	0.00:00	
		2016-09-16	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	2	0	0	0	0	2	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
		2016-09-16	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	1	1	1	0	0	0	0.0%	1	1	100.0%	0.0%	100.0%	0	0.0%	100.0%	0.00:00	0.00:00	0	0.00	1	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:13	0.00:13	0.00:13	
		2016-09-20	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	4	0	0	0	0	4	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
		2016-09-20	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	5	5	5	0	0	0	0.0%	5	3	60.0%	20.0%	0.0%	2	40.0%	60.0%	0.00:00	0.00:00	0	0.00	2	1	0	0	0	0	0.00:24	0.00:24	0.00:24	0.00:09	0.00:58	0.00:23	
		2016-09-28	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	1	0	0	0	0	1	100.0%	0	0	0.0%	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-09-29	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	1	0	0	0	0	1	100.0%	0	0	0.0%	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-10-04	UNKNOWN	WAIT_FOR_AGENT	WR	2	0	0	0	0	2	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
		2016-10-04	WAIT_FOR_AGENT	WAIT_FOR_AGENT	WR	3	3	3	0	0	0	0.0%	3	0	0.0%	0.0%	0.0%	0	0.0%	100.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-10-05	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	2	0	0	0	0	2	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
		2016-10-05	WAIT_FOR_AGENT	WAIT_FOR_AGENT	WR	2	2	2	0	0	0	0.0%	2	0	0.0%	50.0%	0.0%	0	0.0%	100.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-10-05	WAIT_FOR_AGENT	WAIT_FOR_AGENT	WR	3	3	0	0	0	0	0.0%	3	2	66.6%	0.0%	33.3%	1	33.3%	66.6%	0.00:00	0.00:00	0	0.00	2	0	0	0	0	0	0.00:24	0.00:24	0.00:24	0.00:12	0.00:12	0.00:06	
		2016-10-06	SCHEDULED	SCHEDULED	WR	7	7	0	7	0	0	0.0%	7	5	71.4%	0.0%	14.2%	4	57.1%	42.8%	0.00:00	0.00:00	0	0.00	4	1	0	0	0	0	0.00:55	0.00:55	0.00:55	0.00:25	0.00:25	0.00:15	
		2016-10-13	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	8	0	0	0	0	8	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
		2016-10-13	SCHEDULED	SCHEDULED	WR	6	0	0	0	0	6	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
		2016-10-13	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	22	22	22	0	0	0	0.0%	22	16	72.7%	4.5%	22.7%	11	50.0%	50.0%	0.00:00	0.00:00	0	0.00	9	4	1	2	0	0	0.02:54	0.02:28	0.00:35	0.00:08	0.00:09	0.00:04	
		2016-10-13	WAIT_FOR_AGENT	WAIT_FOR_AGENT	WEB	3	3	3	0	0	0	0.0%	3	2	66.6%	0.0%	0.0%	2	66.6%	33.3%	0.00:00	0.00:00	0	0.00	2	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:59	0.00:55	0.00:30	
		2016-10-14	SCHEDULED	SCHEDULED	WR	1	1	0	1	0	0	0.0%	1	1	100.0%	0.0%	0.0%	1	100.0%	0.0%	0.00:00	0.00:00	0	0.00	1	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
		2016-10-14	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	1	0	0	0	0	5	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
		2016-10-14	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	5	5	5	0	0	0	0.0%	5	0	0.0%	0.0%	0.0%	0	0.0%	100.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-10-14	WAIT_FOR_AGENT	WAIT_FOR_AGENT	WEB	1	1	1	0	0	0	0.0%	1	0	0.0%	0.0%	0.0%	0	0.0%	100.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-10-14	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	1	0	0	0	0	1	100.0%	0	0	0.0%	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-10-17	SCHEDULED	SCHEDULED	WR	1	0	0	0	0	1	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
		2016-10-17	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	2	2	2	0	0	0	0.0%	2	1	50.0%	0.0%	0.0%	1	50.0%	50.0%	0.00:00	0.00:00	0	0.00	0	0	0	1	0	0	0.00:00	0.00:00	0.00:00	0.00:04	0.00:04	0.00:04	
		2016-10-17	WAIT_FOR_AGENT	WAIT_FOR_AGENT	WEB	1	1	1	0	0	0	0.0%	1	1	100.0%	0.0%	0.0%	1	100.0%	0.0%	0.00:00	0.00:00	0	0.00	1	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-10-17	CANCELLED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	2	0	0	0	0	2	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
		2016-10-17	SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	12	12	0	12	0	0	0.0%	12	1	8.3%	8.3%	0.0%	1	8.3%	91.6%	0.00:00	0.00:00	0	0.00	0	0	0	1	0	0	0.00:00	0.00:00	0.00:00	0.00:14	0.00:14	0.00:14	
		2016-10-17	SCHEDULED	SCHEDULED	WR	8	8	0	8	0	0	0.0%	8	1	12.5%	0.0%	0.0%	1	12.5%	87.5%	0.00:40	0.00:40	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:06	0.00:06	0.00:06	
		2016-10-18	SCHEDULED	SCHEDULED	WEB	2	2	0	2	0	0	0.0%	2	0	0.0%	0.0%	0.0%	0	0.0%	100.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-10-18	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	13	0	0	0	0	13	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
		2016-10-18	UNKNOWN	SCHEDULED	WR	10	0	0	0	0	10	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
		2016-10-18	UNKNOWN	WAIT_FOR_AGENT	WR	1	0	0	0	0	1	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
		2016-10-18	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WEB	27	27	27	0	0	0	0.0%	27	7.4%	27.2%	7.4%																					

Callback Summary Report

Tenant	Queue	Day	Callback Type	Callback Offer Type	Channel	Offered	Accepted	Accepted Wait For Agent	Accepted Scheduled	Accepted Immediate	Declined	% Declined	Attempted	Customer Connected	% Customer Connected	% Cancelled	% Abandoned	Successful	% Successful	% Unsuccessful	Saved Time (Fm)	Avg Saved Time (Fm)	Money Saved	Avg Money Saved	Attempt 1	Attempt 2	Attempt 3	Attempt 4	Time To Abandon Waiting For Agent (Fm)	Max Time To Abandon Waiting For Agent (Fm)	Avg Time To Abandon Waiting For Agent (Fm)	Time To Wait For Agent (Fm)	Max Time To Wait For Agent (Fm)	Avg Time To Wait For Agent (Fm)
Environment	NONE	2016-11-21	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	9	9	9	0	0	0	0.00%	9	9	100.00%	0.00%	0.00%	9	100.00%	0.00%	00:00:00	00:00:00	0	0.00	8	1	0	0	00:00:00	00:00:00	00:00:00	00:01:34	00:00:12	00:00:10
		2016-11-22	UNKNOWN	WAIT_FOR_AGENT	WEB	1	1	1	0	0	0	0.00%	1	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	5	5	0	0	0	5	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-11-23	UNKNOWN	WAIT_FOR_AGENT	RNR	2	2	2	0	0	0	0.00%	2	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	4	4	0	4	0	0	0.00%	4	1	25.00%	0.00%	0.00%	1	25.00%	75.00%	00:00:00	00:00:00	0	0.00	0	0	1	0	00:00:00	00:00:00	00:00:00	00:00:27	00:00:27	00:00:27
		2016-11-24	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	8	8	8	0	0	0	0.00%	8	1	12.50%	0.00%	12.50%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	1	00:00:04	00:00:04	00:00:04	00:00:00	00:00:00	00:00:00
		2016-11-25	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	10	0	0	0	0	10	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	8	0	0	0	0	8	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-11-26	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	14	14	14	0	0	0	0.00%	11	1	7.14%	35.71%	7.14%	1	7.14%	92.86%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:15	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00
		2016-11-27	UNKNOWN	SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	1	1	0	1	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:17	00:00:17	00:00:17
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	6	0	0	0	0	6	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-11-28	UNKNOWN	SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	1	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	5	5	5	0	0	0	0.00%	3	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-11-29	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	2	0	0	0	0	2	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	6	6	6	0	0	0	0.00%	3	1	16.67%	33.33%	0.00%	1	16.67%	83.33%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:12	00:00:12	00:00:12
		2016-12-01	UNKNOWN	WAIT_FOR_AGENT	WEB	2	2	2	0	0	0	0.00%	1	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	4	0	0	0	0	4	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-12-02	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	6	6	6	0	0	0	0.00%	6	5	83.33%	0.00%	16.67%	4	66.67%	33.33%	00:00:00	00:00:00	0	0.00	5	0	0	0	00:01:03	00:01:03	00:01:03	00:00:12	00:00:03	00:00:02
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	7	7	7	0	0	0	0.00%	7	2	28.57%	0.00%	28.57%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	2	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-12-03	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-12-04	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	3	0	0	0	0	3	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	3	0	0	0	0	3	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-12-10	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	4	4	4	0	0	0	0.00%	2	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-12-14	UNKNOWN	SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	1	1	0	1	0	0.00%	1	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	2	0	0	0	0	2	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-12-16	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	5	5	5	0	0	0	0.00%	4	4	80.00%	0.00%	0.00%	4	80.00%	20.00%	00:00:00	00:00:00	0	0.00	4	0	0	0	00:00:00	00:00:00	00:00:00	00:00:12	00:00:03	00:00:03
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	WEB	5	5	5	0	0	0	0.00%	5	2	40.00%	0.00%	20.00%	2	40.00%	60.00%	00:00:00	00:00:00	0	0.00	2	0	0	0	00:00:11	00:00:11	00:00:11	00:00:00	00:00:00	00:00:00
		2016-12-20	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-12-21	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	1	1	1	0	0	0	0.00%	1	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-12-22	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	RNR	2	0	0	0	0	2	100.00%	0	0	0.00%	0.																		

Callback Summary Report

Tenant	Queue	Day	Callback Type	Callback Offer Type	Channel	Offered	Accepted	Accepted Wait For Agent	Accepted Scheduled	Accepted Immediate	Declined	% Declined	Attempted	Customer Connected	% Customer Connected	% Cancelled	% Abandoned	Successful	% Successful	% Unsuccessful	Saved Time (Fm)	Avg Saved Time (Fm)	Money Saved	Avg Money Saved	Attempt 1	Attempt 2	Attempt 3	Attempt 4	Time To Abandon Waiting For Agent (Fm)	Max Time To Abandon Waiting For Agent (Fm)	Avg Time To Abandon Waiting For Agent (Fm)	Time To Wait For Agent (Fm)	Max Time To Wait For Agent (Fm)	Avg Time To Wait For Agent (Fm)		
NONE	NONE	2017-02-07	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	1	0	0	0	0	1	100.0%	0	0	0.0%	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	4	4	4	0	0	0	0.0%	3	2	50.0%	0.0%	50.0%	0	0.0%	100.0%	0.00:00	0.00:00	0	0.00	2	0	0	0	0	0.00:00	0.00:29	0.00:52	0.00:00	0.00:00	0.00:00	
			WAIT_FOR_AGENT	WAIT_FOR_AGENT	web	1	1	1	0	0	0	0.0%	1	0	0.0%	0.0%	0.0%	0	0.0%	100.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	1	1	0	1	0	0	0.0%	1	0	0.0%	0.0%	0.0%	0	0.0%	100.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2017-02-08	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	2	2	0	2	0	0	0.0%	2	1	50.0%	0.0%	50.0%	1	50.0%	50.0%	0.00:00	0.00:00	0	0.00	1	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	1	1	0	0	0	1	100.0%	0	0	0.0%	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	7	7	7	0	0	0	0.0%	7	2	28.57%	14.29%	14.29%	1	14.29%	85.71%	0.00:00	0.00:00	0	0.00	1	1	0	0	0	0.00:00	0.00:00	0.00:00	0.00:11	0.00:11	0.00:06	
			WAIT_FOR_AGENT	WAIT_FOR_AGENT	web	1	1	1	0	0	0	0.0%	1	1	100.0%	0.0%	0.0%	1	100.0%	0.0%	0.00:00	0.00:00	0	0.00	1	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:09	0.00:09	0.00:09	
		2017-02-09	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	6	0	0	0	0	6	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
			SCHEDULED	SCHEDULED	ivr	3	0	0	0	0	3	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	2	2	2	0	0	0	0.0%	2	2	100.0%	0.0%	0.0%	2	100.0%	0.0%	0.00:00	0.00:00	0	0.00	2	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:24	0.00:24	0.00:13	
			SCHEDULED	SCHEDULED	ivr	1	1	0	1	0	0	0.0%	1	1	100.0%	0.0%	0.0%	1	100.0%	0.0%	0.00:00	0.00:00	0	0.00	1	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
2017-02-10	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	8	0	0	0	0	8	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00		
	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	1	1	1	0	0	0	0.0%	1	0	0.0%	0.0%	0.0%	0	0.0%	100.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00			
	WAIT_FOR_AGENT	WAIT_FOR_AGENT	web	3	3	3	0	0	0	0.0%	1	1	33.33%	0.0%	0.0%	1	33.33%	66.67%	0.00:00	0.00:00	0	0.00	1	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:11	0.00:11	0.00:11			
	SCHEDULED	SCHEDULED	ivr	1	0	0	0	0	0	0.0%	0	0	0.0%	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00			
Example_VQ	Example_VQ	2017-02-10	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	1,752	846	642	204	0	906	51.71%	798	310	36.44%	12.77%	6.38%	267	33.54%	66.44%	15:55.00	00:03.35	0	0.00	237	55	13	5	0.00:57.57	0.00:09.29	0.00:01.04	0.01:28.42	0.01:55.00	0.00:10.17		
			2016-08-15	UNKNOWN	SCHEDULED	ivr	2	0	0	0	0	2	100.0%	0	0	0.0%	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
			CANCELLED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	1	0	0	0	0	1	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	1	1	0	1	0	0	0.0%	1	0	0.0%	0.0%	0.0%	0	0.0%	100.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-08-16	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	4	0	0	0	0	4	100.0%	0	0	0.0%	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
			CANCELLED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	1	0	0	0	0	1	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	1	1	0	1	0	0	0.0%	1	0	0.0%	0.0%	0.0%	0	0.0%	100.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	4	0	0	0	0	4	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
		2016-08-17	UNKNOWN	SCHEDULED	ivr	3	0	0	0	0	3	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	7	7	7	0	0	0	0.0%	2	0	0.0%	0.0%	0.0%	0	0.0%	100.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
			UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	12	0	0	0	0	12	100.0%	0	0	0.0%	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	17	17	17	0	0	0	0.0%	14	6	35.29%	17.65%	17.76%	4	23.33%	76.67%	0.00:00	0.00:00	0	0.00	3	2	1	0	0	0.00:00	0.00:00	0.00:00	0.00:14	0.00:14	0.00:07	
2016-08-18	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	6	0	0	0	0	6	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00		
	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	2	0	0	0	0	2	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00		
	SCHEDULED	SCHEDULED	ivr	9	9	9	0	0	0	0.0%	9	2	22.22%	22.22%	11.11%	1	11.11%	88.89%	0.00:00	0.00:00	0	0.00	2	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:13	0.00:13	0.00:07			
	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	3	0	0	0	0	3	100.0%	0	0	0.0%	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00			
Environment	Environment	2016-08-22	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	2	2	2	0	0	0	0.0%	2	0	0.0%	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	2	2	2	0	0	0	0.0%	2	0	0.0%	0.0%	0.0%	0	0.0%	100.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	4	0	0	0	0	4	100.0%	0	0	0.0%	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
			UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	17	17	17	0	0	0	0.0%	17	15	88.24%	5.88%	78.67%	3	17.65%	82.35%	0.00:00	0.00:00	0	0.00	15	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:15	0.00:15	0.00:06	
		2016-08-24	CANCELLED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	1	0	0	0	0	1	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	ivr	12	0	0	0	0	12	100.0%	0	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00:00	0.00:00	0	0.00	0	0	0	0	0	0.00:00	0.00:00				

Callback Summary Report

Tenant	Queue	Day	Callback Type	Callback Offer Type	Channel	Offered	Accepted	Accepted Wait For Agent	Accepted Scheduled	Accepted Immediate	Declined	% Declined	Attempted	Customer Connected	% Customer Connected	% Cancelled	% Abandoned	Successful	% Successful	% Unsuccessful	Saved Time (Frm)	Ang Saved (Frm)	Money Saved	Ang Money Saved	Attempt 1	Attempt 2	Attempt 3	Attempt 4	Time To Abandon Waiting For Agent (Frm)	Max Time To Abandon Waiting For Agent (Frm)	Avg Time To Abandon Waiting For Agent (Frm)	Time To Wait For Agent (Frm)	Max Time To Wait For Agent (Frm)	Avg Time To Wait For Agent (Frm)
Environment	QXSH_CS_VQ	2016-09-16	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	1	0	0	0	0	0	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	26	26	26	0	0	0	0.00%	23	17	65.38%	3.86%	15.38%	13	50.00%	50.00%	00:00:00	00:00:00	0	0.00	14	3	0	0	00:00:24	00:00:06	00:00:06	00:00:06	00:00:06	00:00:11
			CANCELLED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	2	0	0	0	0	2	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	2	2	0	2	0	0	0.00%	2	2	100.00%	0.00%	0.00%	2	100.00%	0.00%	00:00:00	00:00:00	0	0.00	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-09-20	SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	1	1	0	1	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	11	0	0	0	0	11	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	19	19	19	0	0	0	0.00%	16	10	52.63%	5.26%	5.26%	9	47.37%	52.63%	00:00:00	00:00:00	0	0.00	7	3	0	0	00:00:06	00:00:06	00:00:06	00:00:16	00:00:52	00:00:08
			CANCELLED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-09-22	SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	5	5	0	5	0	0	0.00%	4	3	60.00%	0.00%	0.00%	3	60.00%	40.00%	00:00:00	00:00:00	0	0.00	3	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	3	3	0	3	0	0	0.00%	3	3	100.00%	0.00%	0.00%	3	100.00%	0.00%	00:00:00	00:00:00	0	0.00	3	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	0	0	0	0	0	0	0.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	6	6	6	0	0	0	0.00%	5	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-09-23	CANCELLED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	5	0	0	0	0	5	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	4	4	0	4	0	0	0.00%	4	3	75.00%	0.00%	0.00%	3	75.00%	25.00%	00:00:00	00:00:00	0	0.00	3	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	2	2	0	2	0	0	0.00%	2	2	100.00%	0.00%	0.00%	2	100.00%	0.00%	00:00:00	00:00:00	0	0.00	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	13	0	0	0	0	13	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-09-27	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	43	43	43	0	0	0	0.00%	38	12	27.91%	2.33%	0.00%	12	27.91%	72.09%	00:00:00	00:00:00	0	0.00	10	2	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			CANCELLED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	2	0	0	0	0	2	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	4	4	0	4	0	0	0.00%	3	2	50.00%	0.00%	0.00%	2	50.00%	50.00%	00:00:00	00:00:00	0	0.00	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-10-03	SCHEDULED	SCHEDULED	WR	2	2	0	2	0	0	0.00%	2	2	100.00%	0.00%	0.00%	2	100.00%	0.00%	00:00:00	00:00:00	0	0.00	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	8	0	0	0	0	8	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	16	16	16	0	0	0	0.00%	14	8	50.00%	6.25%	0.00%	8	50.00%	50.00%	00:00:00	00:00:00	0	0.00	5	3	0	0	00:00:00	00:00:00	00:00:00	00:00:24	00:00:03	00:00:03
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WEB	1	1	1	0	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-10-04	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	4	4	0	4	0	0	0.00%	4	3	75.00%	0.00%	0.00%	3	75.00%	25.00%	00:00:00	00:00:00	0	0.00	3	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	SCHEDULED	WEB	6	6	0	6	0	0	0.00%	6	5	83.33%	0.00%	0.00%	4	66.67%	33.33%	00:00:00	00:00:00	0	0.00	3	0	2	0	00:00:00	00:00:00	00:00:12	00:00:03	00:00:02	00:00:02
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	4	4	0	4	0	0	0.00%	3	3	75.00%	0.00%	0.00%	3	75.00%	25.00%	00:00:00	00:00:00	0	0.00	3	0	0	0	00:00:00	00:00:00	00:00:00	00:00:58	00:00:52	00:00:19
			WAIT_FOR_AGENT	WAIT_FOR_AGENT	WEB	7	7	7	0	0	0	0.00%	6	5	71.43%	0.00%	0.00%	5	71.43%	28.57%	00:00:00	00:00:00	0	0.00	5	0	0	0	00:00:00	00:00:00	00:00:15	00:00:03	00:00:03	00:00:03
		2016-10-05	CANCELLED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	2	0	0	0	0	2	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	SCHEDULED	WEB	4	4	0	4	0	0	0.00%	4	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	12	4	0	0	0	8	66.67%	0	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	46	46	46	0	0	0	0.00%	44	20	43.48%	2.17%	0.00%	20	43.48%	56.52%	00:00:00	00:00:00	0	0.00	8	8	4	0	00:00:00	00:00:00	00:00:00	00:00:48	00:00:52	00:00:05
		2016-10-06	WAIT_FOR_AGENT	WAIT_FOR_AGENT	WEB	6	6	6	0	0	0	0.00%	4	4	66.67%	0.00%	0.00%	4	66.67%	33.33%	00:00:00	00:00:00	0	0.00	4	0	0	0	00:00:00	00:00:00	00:00:12	00:00:03	00:00:03	00:00:03
			CANCELLED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	2	0	0	0	0	2	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	4	4	0	4	0	0	0.00%	4	3	75.00%	0.00%	0.00%	3	75.00%	25.00%	00:00:00	00:00:00	0	0.00	3	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	SCHEDULED	WR	2	2	0	2	0	0	0.00%	2	2	100.00%	0.00%	0.00%	2	100.00%	0.00%	00:00:00	00:00:00	0	0.00	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-10-08	WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WEB	2	2	0	2	0	0	0.00%	2	2	100.00%	0.00%	0.00%	2	100.00%	0.00%	00:00:00	00:00:00	0	0.00	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	WR	8	0	0																										

Callback Summary Report

Tenant	Queue	Day	Callback Type	Callback Offer Type	Channel	Offered	Accepted	Wait For Agent	Accepted Scheduled	Accepted Immediate	Declined	% Declined	Attempted	Customer Connected	% Customer Connected	% Cancelled	% Abandoned	Successful	% Successful	% Unsuccessful	Saved Time (Fm)	Avg Time (Fm)	Money Saved	Avg Money (Fm)	Attempt 1	Attempt 2	Attempt 3	Attempt 4	Time To Abandon Waiting For Agent (Fm)	Max Time To Abandon Waiting For Agent (Fm)	Avg Time To Abandon Waiting For Agent (Fm)	Time To Wait For Agent (Fm)	Max Time To Wait For Agent (Fm)	Avg Time To Wait For Agent (Fm)
Environment	QAEK_CS_VQ	2016-11-17	SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	11	11	0	11	0	0	0.00%	11	10	90.91%	0.00%	0.00%	9	81.82%	18.18%	00:00:00	00:00:00	0	0.00	10	0	0	0	00:00:35	00:00:35	00:00:35	00:00:27	00:00:03	00:00:03
			UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	3	0	0	0	0	3	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	1	1	1	0	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:03	00:00:03	00:00:03
			CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	2	0	0	0	0	2	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-11-18	SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	1	1	0	1	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	00:00:00	00:00:00	0	0.00	0	1	0	0	00:00:00	00:00:00	00:00:00	00:00:03	00:00:03	00:00:03
			UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	3	0	0	0	0	3	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	8	8	8	0	0	0	0.00%	4	2	25.00%	0.00%	0.00%	2	25.00%	75.00%	00:00:00	00:00:00	0	0.00	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:06	00:00:03	00:00:03
			CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	20	20	0	20	0	0	0.00%	20	13	65.00%	15.00%	0.00%	13	65.00%	35.00%	00:00:00	00:00:00	0	0.00	5	8	0	0	00:00:00	00:00:00	00:00:00	00:00:39	00:00:03	00:00:03
		2016-11-21	WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	10	10	10	0	0	0	0.00%	10	6	60.00%	10.00%	0.00%	6	60.00%	40.00%	00:00:00	00:00:00	0	0.00	6	0	0	0	00:00:00	00:00:00	00:00:00	00:00:18	00:00:03	00:00:03
			WAIT_FOR_AGENT	WAIT_FOR_AGENT	WEB	1	1	1	0	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	00:00:00	00:00:00	0	0.00	0	1	0	0	00:00:00	00:00:00	00:00:00	00:00:03	00:00:03	00:00:03
CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT		ivr	2	0	0	0	0	2	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
2016-11-22	SCHEDULED		COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	5	5	0	5	0	0	0.00%	4	3	60.00%	0.00%	0.00%	3	60.00%	40.00%	00:00:00	00:00:00	0	0.00	3	0	0	0	00:00:00	00:00:00	00:00:00	00:00:09	00:00:03	00:00:03	
	WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	4	4	0	4	0	0	0.00%	4	2	50.00%	0.00%	0.00%	2	50.00%	50.00%	00:00:00	00:00:00	0	0.00	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	31	31	31	0	0	0	0.00%	25	15	42.39%	3.22%	14.12%	8	25.81%	74.19%	00:00:00	00:00:00	0	0.00	10	3	2	0	00:00:29	00:00:16	00:00:06	00:01:13	00:00:52	00:00:05		
	CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	4	0	0	0	0	4	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
Environment	QAEK_CS_VQ	2016-11-23	UNKNOWN	SCHEDULED	ivr	3	0	0	0	0	0	0.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	5	5	5	0	0	0	0.00%	1	1	20.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	SCHEDULED	web	4	4	0	4	0	0	0.00%	4	2	50.00%	0.00%	0.00%	2	50.00%	50.00%	00:00:00	00:00:00	0	0.00	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:06	00:00:03	00:00:03
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	2	0	0	0	0	2	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-11-24	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	12	0	0	0	0	12	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	SCHEDULED	ivr	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	77	77	77	0	0	0	0.00%	68	44	57.14%	3.90%	5.19%	29	56.60%	43.40%	00:00:00	00:00:00	0	0.00	34	8	2	0	00:04:44	00:00:16	00:00:11	00:04:20	00:00:50	00:00:20
			WAIT_FOR_AGENT	WAIT_FOR_AGENT	WEB	2	2	2	0	0	0	0.00%	2	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-11-25	CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	3	3	0	3	0	0	0.00%	3	2	66.67%	33.33%	0.00%	2	66.67%	33.33%	00:00:00	00:00:00	0	0.00	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
UNKNOWN	SCHEDULED		ivr	7	7	0	7	0	0	0.00%	7	7	100.00%	0.00%	0.00%	7	100.00%	0.00%	00:00:00	00:00:00	0	0.00	7	0	0	0	00:00:00	00:00:00	00:00:00	00:00:21	00:00:03	00:00:03		
WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT		ivr	1	0	0	0	0	1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
Environment	QAEK_CS_VQ	2016-11-26	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	35	35	0	0	0	0.00%	34	12	34.29%	0.00%	0.00%	12	34.29%	65.71%	00:00:00	00:00:00	0	0.00	9	2	1	0	00:00:00	00:00:00	00:00:00	00:01:16	00:00:16	00:01:06	
			CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	2	0	0	0	0	2	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	6	6	0	6	0	0	0.00%	5	4	66.67%	0.00%	0.00%	4	66.67%	33.33%	00:00:00	00:00:00	0	0.00	4	0	0	0	00:00:00	00:00:00	00:00:00	00:00:12	00:00:03	00:00:03
			SCHEDULED	SCHEDULED	ivr	2	2	0	2	0	0	0.00%	2	2	100.00%	0.00%	0.00%	2	100.00%	0.00%	00:00:00	00:00:00	0	0.00	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-11-30	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	2	0	0	2	0	0	0.00%	2	2	100.00%	0.00%	0.00%	2	100.00%	0.00%	00:00:00	00:00:00	0	0.00	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	32	32	32	0	0	0	0.00%	29	22	68.75%	3.12%	4.29%	20	62.50%	37.50%	00:00:00	00:00:00	0	0.00	19	3	0	0	00:00:22	00:00:16	00:00:11	00:01:20	00:00:17	00:00:24
			WAIT_FOR_AGENT	WAIT_FOR_AGENT	WEB	1	1	1	0	0	0	0.00%	1	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	5	0	0	0	0	5	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-12-01	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	ivr	8	0	0	0	0	8	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	

Callback Summary Report

Tenant	Queue	Day	Callback Type	Callback Offer Type	Channel	Offered	Accepted	Accepted Wait for Agent (Fm)	Accepted Scheduled	Accepted Immediate	Declined	% Declined	Attempted	Customer Connected	% Customer Connected	% Cancelled	% Abandoned	Successful	% Successful	% Unsuccessful	Saved Time (Fm)	Ang Time Saved (Fm)	Money Saved	Ang Money Saved	Attempt 1	Attempt 2	Attempt 3	Attempt 4	Time To Abandon Waiting For Agent (Fm)	Max Time To Abandon Waiting For Agent (Fm)	Avg Time To Abandon Waiting For Agent (Fm)	Time To Wait For Agent (Fm)	Max Time To Wait For Agent (Fm)	Avg Time To Wait For Agent (Fm)
Environment	QA_XR_Cb_VQ	2016-12-22	UNKNOWN	WAIT_FOR_AGENT	NR	1	0	0	0	0	0	100.0%	0	0	0.0%	0.0%	0.0%	0	0.0%	0.0%	0.00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	21	21	21	0	0	0	0.0%	13	6	28.57%	4.76%	0.00%	6	28.57%	71.43%	00:00:00	00:00:00	0	0.00	6	0	0	0	00:00:00	00:00:00	00:00:00	00:00:18	00:00:03	00:00:03
			WAIT_FOR_AGENT	WAIT_FOR_AGENT	WEB	1	1	1	0	0	0	0.0%	1	0	0.0%	100.0%	0.0%	0	0.0%	100.0%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	16	0	0	0	16	100.0%	0	0	0.0%	0.0%	0.0%	0.0%	0	0.0%	0.0%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-12-23	WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	4	4	4	0	0	0	0.0%	2	1	25.00%	0.0%	0.0%	1	25.00%	75.00%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:03	00:00:03	00:00:03
			CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	3	0	0	0	3	100.0%	0	0	0.0%	0.0%	0.0%	0.0%	0	0.0%	0.0%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	11	11	0	11	0	0	0.0%	11	9	81.82%	9.09%	0.00%	9	81.82%	18.18%	00:00:00	00:00:00	0	0.00	8	1	0	0	00:00:00	00:00:00	00:00:00	00:00:27	00:00:03	00:00:03
			SCHEDULED	SCHEDULED	NR	6	6	0	6	0	0	0.0%	6	4	66.67%	0.0%	0.0%	4	66.67%	33.33%	00:00:00	00:00:00	0	0.00	4	0	0	0	00:00:00	00:00:00	00:00:00	00:00:12	00:00:03	00:00:03
		2016-12-26	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	16	0	0	0	16	100.0%	0	0	0.0%	0.0%	0.0%	0.0%	0	0.0%	0.0%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	SCHEDULED	NR	1	0	0	0	1	100.0%	0	0	0.0%	0.0%	0.0%	0.0%	0	0.0%	0.0%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	WAIT_FOR_AGENT	NR	1	0	0	0	1	100.0%	0	0	0.0%	0.0%	0.0%	0.0%	0	0.0%	0.0%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	42	42	42	0	0	0	0.0%	39	23	54.76%	4.76%	4.76%	21	50.00%	50.00%	00:00:00	00:00:00	0	0.00	18	5	0	0	00:00:00	00:00:15	00:00:11	00:01:52	00:00:52	00:00:05
2016-12-27	WAIT_FOR_AGENT	WAIT_FOR_AGENT	WEB	1	1	1	0	0	0	0.0%	1	1	100.0%	0.0%	0.0%	1	100.0%	0.0%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:03	00:00:03	00:00:03		
	CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	1	0	0	0	0	1	100.0%	0	0	0.0%	0.0%	0.0%	0	0.0%	0.0%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
	SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	1	1	0	1	0	0	0.0%	1	1	100.0%	0.0%	0.0%	1	100.0%	0.0%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:03	00:00:03	00:00:03		
	SCHEDULED	SCHEDULED	NR	4	4	0	4	0	0	0.0%	4	1	25.00%	0.0%	0.0%	1	25.00%	75.00%	00:00:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:06	00:00:06	00:00:06		
QA_XR_VQ	QA_XR_VQ	2016-12-27	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	22	0	0	0	22	100.0%	0	0	0.0%	0.0%	0.0%	0.0%	0	0.0%	0.0%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	15	15	0	0	0	0.0%	14	4	26.67%	6.67%	0.0%	4	26.67%	73.33%	00:00:00	00:00:00	0	0.00	4	0	0	0	00:00:00	00:00:00	00:00:00	00:00:12	00:00:03	00:00:03	
			WAIT_FOR_AGENT	WAIT_FOR_AGENT	WEB	2	2	2	0	0	0	0.0%	2	0	0.0%	0.0%	0.0%	0	0.0%	100.0%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	3	0	0	0	0	3	100.0%	0	0	0.0%	0.0%	0.0%	0	0.0%	0.0%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-12-28	SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	13	13	0	13	0	0	0.0%	12	10	76.92%	7.69%	0.0%	10	76.92%	23.08%	00:00:00	00:00:00	0	0.00	9	1	0	0	00:00:00	00:00:00	00:00:00	00:00:30	00:00:03	00:00:03
			SCHEDULED	SCHEDULED	NR	7	7	0	7	0	0	0.0%	7	7	100.0%	0.0%	0.0%	7	100.0%	0.0%	00:00:00	00:00:00	0	0.00	7	0	0	0	00:00:00	00:00:00	00:00:00	00:00:25	00:00:07	00:00:04
			UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	13	0	0	0	13	100.0%	0	0	0.0%	0.0%	0.0%	0.0%	0	0.0%	0.0%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			SCHEDULED	SCHEDULED	NR	1	0	0	0	1	100.0%	0	0	0.0%	0.0%	0.0%	0.0%	0	0.0%	0.0%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-12-28	WAIT_FOR_AGENT	WAIT_FOR_AGENT	NR	1	0	0	0	1	100.0%	0	0	0.0%	0.0%	0.0%	0.0%	0	0.0%	0.0%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	52	52	52	0	0	0	0.0%	49	24	46.15%	3.85%	3.85%	22	42.31%	57.69%	00:00:00	00:00:00	0	0.00	19	5	0	0	00:00:00	00:00:14	00:00:11	00:02:43	00:00:52	00:00:07
			WAIT_FOR_AGENT	WAIT_FOR_AGENT	WEB	3	3	3	0	0	0	0.0%	3	3	100.0%	0.0%	0.0%	3	100.0%	0.0%	00:00:00	00:00:00	0	0.00	3	0	0	0	00:00:00	00:00:00	00:00:00	00:00:09	00:00:03	00:00:03
			WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	2	2	2	0	0	0	0.0%	1	0	0.0%	0.0%	0.0%	0	0.0%	100.0%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
2016-12-29	CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	2	0	0	0	2	100.0%	0	0	0.0%	0.0%	0.0%	0.0%	0	0.0%	0.0%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
	SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	6	0	0	0	6	0.0%	5	4	80.0%	0.0%	0.0%	4	66.67%	33.33%	00:00:00	00:00:00	0	0.00	4	0	0	0	00:00:00	00:00:00	00:00:00	00:00:12	00:00:03	00:00:03			
	SCHEDULED	SCHEDULED	NR	2	2	0	2	0	0	0.0%	2	2	100.0%	0.0%	0.0%	2	100.0%	0.0%	00:00:00	00:00:00	0	0.00	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:06	00:00:03	00:00:03		
	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	11	0	0	0	11	100.0%	0	0	0.0%	0.0%	0.0%	0.0%	0	0.0%	0.0%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
QA_XR_VQ	QA_XR_VQ	2017-01-01	WAIT_FOR_AGENT	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	34	34	34	0	0	0	0.0%	32	23	67.55%	2.94%	5.88%	21	61.76%	38.24%	00:00:00	00:00:00	0	0.00	20	3	0	0	00:00:00	00:00:16	00:00:11	00:01:57	00:00:16	00:00:34
			CANCELLED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	4	0	0	0	4	100.0%	0	0	0.0%	0.0%	0.0%	0	0.0%	0.0%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
			SCHEDULED	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	3	3	0	3	0	0	0.0%	2	2	66.67%	0.0%	33.33%	1	33.33%	66.67%	00:00:00	00:00:00	0	0.00	2	0	0	0	00:00:03	00:00:03	00:00:03	00:00:03	00:00:03	00:00:02
			SCHEDULED	SCHEDULED	NR	4	4	0	4	0	0	0.0%	4	4	100.0%	0.0%	25.00%	3	75.00%	25.00%	00:00:00	00:00:00	0	0.00	4	0	0	0	00:00:04	00:00:04	00:00:04	00:00:09	00:00:03	00:00:02
		2017-01-04	UNKNOWN	COMBINED,SCHEDULED,AND_WAIT_FOR_AGENT	NR	2	0	0	0	2	100.0%	0	0	0.0%	0.0%	0.0%	0.0%	0	0.0%	0.0%	00:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:	

Callback Summary Report

Tenant	Queue	Day	Callback Type	Callback Offer Type	Channel	Offered	Accepted	Accepted Wait For Agent	Accepted Scheduled	Accepted Immediate	Declined	% Declined	Attempted	Customer Connected	% Customer Connected	% Cancelled	% Abandoned	Successful Time	% Successful	Unsuccessful	% Unsuccessful	Saved Time (Frm)	Avg Saved Time (Frm)	Money Saved	Avg Money Saved	Attempt 1	Attempt 2	Attempt 3	Attempt 4	Time To Abandon Waiting For Agent (Frm)	Max Time To Abandon Waiting For Agent (Frm)	Avg Time To Abandon Waiting For Agent (Frm)	Time To Wait For Agent (Frm)	Max Time To Wait For Agent (Frm)	Avg Time To Wait For Agent (Frm)	
QA&S_CR_VQ	QA&S_CR_VQ	2016-10-27	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	0	0	0	0	0	0	0.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	1	1	1	0	0	0	0.00%	1	0	0.00%	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	1	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
		2016-10-31	SCHEDULED	WAIT_FOR_AGENT	WEB	1	1	1	0	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	1	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	1	1	1	0	0	0	0.00%	1	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	0.00%	0.00:00	0.00:00	0	0.00	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
		2016-11-09	SCHEDULED	WAIT_FOR_AGENT	RNR	1	1	1	0	1	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	1	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	4	4	4	0	0	0	0.00%	4	0	0.00%	25.00%	0.00%	0	0.00%	100.00%	0.00%	0.00:00	0.00:00	0	0.00	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-11-29	SCHEDULED	WAIT_FOR_AGENT	RNR	1	1	1	0	1	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	1	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	4	4	4	0	0	0	0.00%	4	0	0.00%	25.00%	0.00%	0	0.00%	100.00%	0.00%	0.00:00	0.00:00	0	0.00	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-11-30	SCHEDULED	WAIT_FOR_AGENT	WEB	1	1	1	0	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	1	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	4	4	4	0	0	0	0.00%	4	0	0.00%	25.00%	0.00%	0	0.00%	100.00%	0.00%	0.00:00	0.00:00	0	0.00	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-12-01	SCHEDULED	WAIT_FOR_AGENT	WEB	3	3	3	0	0	0	0.00%	3	3	100.00%	0.00%	0.00%	3	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	3	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	2	2	2	0	2	0	0.00%	2	2	100.00%	0.00%	0.00%	2	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	2	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
QA&S_INBOUND_VQ	QA&S_INBOUND_VQ	2016-10-27	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	0	0	0	0	0	0	0.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	1	1	1	0	0	0	0.00%	1	0	0.00%	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	1	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
		2016-10-31	SCHEDULED	WAIT_FOR_AGENT	WEB	1	1	1	0	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	1	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	1	1	1	0	0	0	0.00%	1	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	0.00%	0.00:00	0.00:00	0	0.00	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
		2016-11-09	SCHEDULED	WAIT_FOR_AGENT	RNR	1	1	1	0	1	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	1	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	4	4	4	0	0	0	0.00%	4	0	0.00%	25.00%	0.00%	0	0.00%	100.00%	0.00%	0.00:00	0.00:00	0	0.00	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-11-29	SCHEDULED	WAIT_FOR_AGENT	RNR	1	1	1	0	1	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	1	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	4	4	4	0	0	0	0.00%	4	0	0.00%	25.00%	0.00%	0	0.00%	100.00%	0.00%	0.00:00	0.00:00	0	0.00	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-11-30	SCHEDULED	WAIT_FOR_AGENT	WEB	1	1	1	0	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	1	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	4	4	4	0	0	0	0.00%	4	0	0.00%	25.00%	0.00%	0	0.00%	100.00%	0.00%	0.00:00	0.00:00	0	0.00	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-12-01	SCHEDULED	WAIT_FOR_AGENT	WEB	3	3	3	0	0	0	0.00%	3	3	100.00%	0.00%	0.00%	3	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	3	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	2	2	2	0	2	0	0.00%	2	2	100.00%	0.00%	0.00%	2	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	2	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
QA&S_INBOUND_VQ	QA&S_INBOUND_VQ	2016-10-27	UNKNOWN	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	0	0	0	0	0	0	0.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	1	1	1	0	0	0	0.00%	1	0	0.00%	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	1	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00
		2016-10-31	SCHEDULED	WAIT_FOR_AGENT	WEB	1	1	1	0	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	1	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
			SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	1	1	1	0	0	0	0.00%	1	0	0.00%	0.00%	0.00%	0	0.00%	100.00%	0.00%	0.00:00	0.00:00	0	0.00	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
		2016-11-09	SCHEDULED	WAIT_FOR_AGENT	RNR	1	1	1	0	1	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	1	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	4	4	4	0	0	0	0.00%	4	0	0.00%	25.00%	0.00%	0	0.00%	100.00%	0.00%	0.00:00	0.00:00	0	0.00	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-11-29	SCHEDULED	WAIT_FOR_AGENT	RNR	1	1	1	0	1	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	1	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	4	4	4	0	0	0	0.00%	4	0	0.00%	25.00%	0.00%	0	0.00%	100.00%	0.00%	0.00:00	0.00:00	0	0.00	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-11-30	SCHEDULED	WAIT_FOR_AGENT	WEB	1	1	1	0	0	0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	1	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	4	4	4	0	0	0	0.00%	4	0	0.00%	25.00%	0.00%	0	0.00%	100.00%	0.00%	0.00:00	0.00:00	0	0.00	0	0	0	0	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	0.00:00	
		2016-12-01	SCHEDULED	WAIT_FOR_AGENT	WEB	3	3	3	0	0	0	0.00%	3	3	100.00%	0.00%	0.00%	3	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	3	0	0	0	0.00:00	0.00:00	0.00:00	0.00:03	0.00:03	0.00:03	
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	RNR	2	2	2	0	2	0	0.00%	2	2	100.00%	0.00%	0.00%	2	100.00%	0.00%	0.00%	0.00:00	0.00:00	0	0.00	2	0	0	0	0.00:00	0.00:					