

Capture Point Business Value Report

Capture Point	Department	Process	Media Type	Business Value Range 100	Day	Entered	Finished	Avg Accept Time (Fmt)	Avg Finish Time (Fmt)
CP-2	Default	Unclassified	Unknown	201-300	2020-12-10	0	2	00:00:00	1746:17:49
				301-400	2020-11-12	0	1	00:00:00	1379:09:42
				Total		0	3	00:00:00	1623:55:06
		Total				0	3	00:00:00	1623:55:06
		Total				0	3	00:00:00	1623:55:06
	IWDDM_WFM_test	Unclassified	Unknown	201-300	2020-11-09	1	0	00:00:00	00:00:00
					2020-11-10	0	0	00:00:00	00:00:00
					2020-11-11	0	0	00:00:00	00:00:00
					2020-11-12	0	5	00:00:00	158:16:00
					2020-12-10	0	1	00:00:00	1745:15:41
				Total		1	6	00:00:00	422:45:57
			workitem	201-300	2020-11-11	0	0	00:00:00	00:00:00
					2020-11-12	0	1	00:00:00	59:42:34
					Total	0	1	00:00:00	59:42:34
		Total				1	7	00:00:00	370:54:02
		WFM Bikes	workitem	201-300	2020-11-11	2	0	00:00:00	00:00:00
					2020-11-12	0	2	00:00:00	27:01:12
					2020-11-17	1	1	00:13:22	00:14:09
					2020-11-18	3	0	00:00:00	00:00:00
					2020-11-19	0	0	00:00:00	00:00:00
					2020-11-20	0	0	00:00:00	00:00:00
					2020-11-21	0	0	00:00:00	00:00:00
					2020-11-22	0	0	00:00:00	00:00:00
					2020-11-23	0	0	00:00:00	00:00:00
					2020-11-24	0	0	00:00:00	00:00:00
					2020-11-25	0	0	00:00:00	00:00:00
					2020-11-26	0	0	00:00:00	00:00:00
					2020-11-27	0	0	00:00:00	00:00:00
					2020-11-28	0	0	00:00:00	00:00:00
					2020-11-29	0	0	00:00:00	00:00:00
					2020-11-30	0	0	00:00:00	00:00:00
					2020-12-01	0	0	00:00:00	00:00:00
					2020-12-02	0	0	00:00:00	00:00:00
					2020-12-03	0	0	00:00:00	00:00:00
					2020-12-04	0	3	00:00:00	371:29:50
					2020-12-15	1	0	00:00:00	00:00:00
					2020-12-16	0	0	00:00:00	00:00:00
				Total		7	6	00:02:14	194:47:40
		Total				7	6	00:02:14	194:47:40
		WFM Cars	workitem	201-300	2020-11-18	2	0	00:00:00	00:00:00
					2020-11-19	0	0	00:00:00	00:00:00
					2020-11-20	0	0	00:00:00	00:00:00
					2020-11-21	0	0	00:00:00	00:00:00
					2020-11-22	0	0	00:00:00	00:00:00
					2020-11-23	0	0	00:00:00	00:00:00
					2020-11-24	0	0	00:00:00	00:00:00
					2020-11-25	0	0	00:00:00	00:00:00
					2020-11-26	0	0	00:00:00	00:00:00
					2020-11-27	0	0	00:00:00	00:00:00
					2020-11-28	0	0	00:00:00	00:00:00
					2020-11-29	0	0	00:00:00	00:00:00
					2020-11-30	0	0	00:00:00	00:00:00
					2020-12-01	0	0	00:00:00	00:00:00
					2020-12-02	0	0	00:00:00	00:00:00
					2020-12-03	0	0	00:00:00	00:00:00
					2020-12-04	0	2	00:00:00	371:27:08
				Total		2	2	00:00:00	371:27:08
		Total				2	2	00:00:00	371:27:08
	Total					10	15	00:00:53	300:31:54
	Total					10	18	00:00:45	521:05:46
Default	CIWD-EmailDemo	CustomerSupport Payments	email	Unclassified	2020-11-12	0	1	00:00:00	2227:27:46
				Total		0	1	00:00:00	2227:27:46

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Capture Point	Department	Process	Media Type	Business Value Range 100	Day	Entered	Finished	Avg Accept Time (Fmt)	Avg Finish Time (Fmt)
Default	CIND-EmailDemo	CustomerSupport Payments	Total			0	1	00:00:00	2227:27:46
		Total				0	1	00:00:00	2227:27:46
	Default	Unclassified	email	Unclassified	2020-11-30	1	0	00:00:00	00:00:00
					2020-12-01	0	1	00:00:00	21:26:10
					2020-12-07	1	0	00:00:00	00:00:00
					2020-12-08	0	0	00:00:00	00:00:00
					2020-12-09	0	0	00:00:00	00:00:00
					2020-12-10	0	1	00:00:00	66:40:19
				Total		2	2	00:00:00	44:03:15
			Unknown	Unclassified	2020-11-12	0	109	00:00:00	1203:54:45
					2020-11-13	0	1	1206:10:01	1208:28:03
					2020-11-14	0	0	00:00:00	00:00:00
					2020-11-15	0	0	00:00:00	00:00:00
					2020-11-16	0	0	00:00:00	00:00:00
					2020-11-17	0	1	1311:05:07	1311:05:59
					2020-11-18	0	0	00:00:00	00:00:00
					2020-11-19	0	0	00:00:00	00:00:00
					2020-11-20	0	0	00:00:00	00:00:00
					2020-11-21	0	0	00:00:00	00:00:00
					2020-11-22	0	0	00:00:00	00:00:00
					2020-11-23	0	5	00:00:00	1468:08:03
					2020-11-24	0	5	00:00:00	1469:19:39
					2020-11-25	0	0	00:00:00	00:00:00
					2020-11-26	0	0	00:00:00	00:00:00
					2020-11-27	0	0	00:00:00	00:00:00
					2020-11-28	0	0	00:00:00	00:00:00
					2020-11-29	0	0	00:00:00	00:00:00
					2020-11-30	0	0	00:00:00	00:00:00
					2020-12-01	0	0	00:00:00	00:00:00
					2020-12-02	0	0	00:00:00	00:00:00
					2020-12-03	0	0	00:00:00	00:00:00
					2020-12-04	0	346	04:56:25	1709:13:10
					2020-12-05	0	84	00:00:00	1738:57:54
					2020-12-06	0	0	00:00:00	00:00:00
					2020-12-07	0	0	00:00:00	00:00:00
					2020-12-08	0	0	00:00:00	00:00:00
					2020-12-09	0	0	00:00:00	00:00:00
					2020-12-10	0	5,467	00:00:00	1858:20:18
					2020-12-11	0	0	00:00:00	00:00:00
					2020-12-12	0	0	00:00:00	00:00:00
					2020-12-13	0	0	00:00:00	00:00:00
					2020-12-14	0	0	00:00:00	00:00:00
					2020-12-15	0	0	00:00:00	00:00:00
					2020-12-16	0	0	00:00:00	00:00:00
				Total		0	6,018	00:42:08	1835:23:57
			workitem	Unclassified	2020-11-11	0	0	00:00:00	00:00:00
					2020-11-12	0	2	00:00:00	1314:42:41
					2020-11-13	0	0	00:00:00	00:00:00
					2020-11-14	0	0	00:00:00	00:00:00
					2020-11-15	0	0	00:00:00	00:00:00
					2020-11-16	0	0	00:00:00	00:00:00
					2020-11-17	8	2	00:00:00	03:42:53
					2020-11-18	3	0	00:00:00	00:00:00
					2020-11-19	0	0	00:00:00	00:00:00
					2020-11-20	11	0	00:00:00	00:00:00
					2020-11-21	1	0	00:00:00	00:00:00
					2020-11-22	0	0	00:00:00	00:00:00
					2020-11-23	0	0	00:00:00	00:00:00
					2020-11-24	0	0	00:00:00	00:00:00
					2020-11-25	1	0	00:00:00	00:00:00
					2020-11-26	0	0	00:00:00	00:00:00
					2020-11-27	1	0	00:00:00	00:00:00
					2020-11-28	0	0	00:00:00	00:00:00

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Capture Point	Department	Process	Media Type	Business Value Range 100	Day	Entered	Finished	Avg Accept Time (Fmt)	Avg Finish Time (Fmt)
Default	Default	Unclassified	workitem	Unclassified	2020-11-29	0	0	00:00:00	00:00:00
					2020-11-30	2	0	00:00:00	00:00:00
					2020-12-01	0	2	00:00:00	88:05:42
					2020-12-02	2	0	00:00:00	00:00:00
					2020-12-03	0	0	00:00:00	00:00:00
					2020-12-04	0	5	00:00:00	403:57:16
					2020-12-08	4	0	00:00:00	00:00:00
					2020-12-09	0	0	00:00:00	00:00:00
					2020-12-10	0	30	00:00:00	618:31:40
					2020-12-14	1	0	00:00:00	00:00:00
					2020-12-15	2	2	00:00:00	00:00:57
					2020-12-16	0	0	00:00:00	00:00:00
				Total		36	43	00:00:00	543:55:22
			Total			38	6,063	00:41:50	1825:38:55
		Total				38	6,063	00:41:50	1825:38:55
	GenesysInternal	Unclassified	workitem	Unclassified	2020-12-04	1	1	00:00:21	00:00:25
					2020-12-08	3	3	00:00:40	00:00:51
					Total	4	4	00:00:35	00:00:45
				Total		4	4	00:00:35	00:00:45
	iwd_dm_email	Unclassified	email	Unclassified	2020-11-12	0	2	00:00:00	1455:40:07
					Total	0	2	00:00:00	1455:40:07
					Total	0	2	00:00:00	1455:40:07
					Total	0	2	00:00:00	1455:40:07
	RulesTest	Unclassified	workitem	Unclassified	2020-12-08	1	0	00:00:00	00:00:00
					2020-12-09	0	0	00:00:00	00:00:00
					2020-12-10	0	1	00:00:00	46:34:01
					Total	1	1	00:00:00	46:34:01
	test_priority_minutes	Unclassified	workitem	Unclassified	2020-12-10	1	1	00:00:00	00:10:37
					Total	1	1	00:00:00	00:10:37
					Total	1	1	00:00:00	00:10:37
					Total	1	1	00:00:00	00:10:37
	testPup	Unclassified	workitem	Unclassified	2020-11-17	2	3	01:54:38	01:56:37
					2020-11-20	19	23	00:38:22	00:38:46
					2020-11-23	1	0	00:00:00	00:00:00
					2020-11-24	0	1	00:12:07	15:06:01
					2020-12-04	0	1	00:00:00	319:35:32
					Total	22	28	00:44:13	12:41:32
					Total	22	28	00:44:13	12:41:32
	Total	Total	Total	Total	Total	66	6,100	00:41:47	1815:29:01
dm_3505@hmail.stg.genesys-cloud.info	iwd_dm_email	Unclassified	email	Unclassified	2020-11-17	1	0	00:00:00	00:00:00
					2020-11-18	0	0	00:00:00	00:00:00
					2020-11-19	0	0	00:00:00	00:00:00
					2020-11-20	0	0	00:00:00	00:00:00
					2020-11-21	0	0	00:00:00	00:00:00
					2020-11-22	0	0	00:00:00	00:00:00
					2020-11-23	0	0	00:00:00	00:00:00
					2020-11-24	0	0	00:00:00	00:00:00
					2020-11-25	0	0	00:00:00	00:00:00
					2020-11-26	0	0	00:00:00	00:00:00
					2020-11-27	0	0	00:00:00	00:00:00
					2020-11-28	0	0	00:00:00	00:00:00
					2020-11-29	0	0	00:00:00	00:00:00
					2020-11-30	0	0	00:00:00	00:00:00
					2020-12-01	0	0	00:00:00	00:00:00
					2020-12-02	0	0	00:00:00	00:00:00
					2020-12-03	0	0	00:00:00	00:00:00
					2020-12-04	0	1	00:00:00	394:10:20
					Total	1	1	00:00:00	394:10:20
					Total	1	1	00:00:00	394:10:20

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Capture Point	Department	Process	Media Type	Business Value Range 100	Day	Entered	Finished	Avg Accept Time (Fmt)	Avg Finish Time (Fmt)
dm_3505@hmail.stg.genesys-cloud.info	iwd_dm_email	Unclassified	Total			1	1	00:00:00	394:10:20
		Total				1	1	00:00:00	394:10:20
	Total					1	1	00:00:00	394:10:20
myEmailCP	Default	Unclassified	workitem	1-100	2020-12-15	1	0	00:00:00	00:00:00
					2020-12-16	0	0	00:00:00	00:00:00
				301-400	2020-11-11	0	0	00:00:00	00:00:00
					2020-11-12	0	5	00:00:00	50:38:32
					2020-11-17	4	0	00:00:00	00:00:00
					2020-11-18	1	1	00:00:00	190:16:32
					2020-11-19	0	0	00:00:00	00:00:00
					2020-11-20	0	0	00:00:00	00:00:00
					2020-11-21	0	0	00:00:00	00:00:00
					2020-11-22	0	0	00:00:00	00:00:00
					2020-11-23	0	0	00:00:00	00:00:00
					2020-11-24	0	0	00:00:00	00:00:00
					2020-11-25	0	0	00:00:00	00:00:00
					2020-11-26	0	0	00:00:00	00:00:00
					2020-11-27	0	0	00:00:00	00:00:00
					2020-11-28	0	0	00:00:00	00:00:00
					2020-11-29	0	0	00:00:00	00:00:00
					2020-11-30	0	0	00:00:00	00:00:00
					2020-12-01	0	0	00:00:00	00:00:00
					2020-12-02	0	0	00:00:00	00:00:00
					2020-12-03	0	0	00:00:00	00:00:00
					2020-12-04	0	5	00:00:00	387:32:16
					2020-12-14	3	0	00:00:00	00:00:00
					2020-12-15	0	0	00:00:00	00:00:00
					2020-12-16	0	0	00:00:00	00:00:00
				Total		9	11	00:00:00	216:28:14
			Total			9	11	00:00:00	216:28:14
		Total				9	11	00:00:00	216:28:14
	Total					9	11	00:00:00	216:28:14
project.ucs-x@genesys.com	Default	Unclassified	email	Unclassified	2020-11-25	59	0	00:00:00	00:00:00
					2020-11-26	1	0	00:00:00	00:00:00
					2020-11-27	0	0	00:00:00	00:00:00
					2020-11-28	0	0	00:00:00	00:00:00
					2020-11-29	0	0	00:00:00	00:00:00
					2020-11-30	0	0	00:00:00	00:00:00
					2020-12-01	0	60	00:00:00	147:29:22
				Total		60	60	00:00:00	147:29:22
			Total			60	60	00:00:00	147:29:22
	Total					60	60	00:00:00	147:29:22
yshepele_2	MailboxCategory	Unclassified	email	Unclassified	2020-12-01	1	1	00:00:00	02:19:27
					2020-12-03	1	0	00:00:00	00:00:00
					2020-12-04	0	0	00:00:00	00:00:00
					2020-12-05	1	0	00:00:00	00:00:00
					2020-12-10	0	2	00:00:00	138:39:53
				Total		3	3	00:00:00	93:13:04
			Total			3	3	00:00:00	93:13:04
	Total					3	3	00:00:00	93:13:04
yshepele_2@hmail.stg.genesys-cloud.info	MailboxCategory	Unclassified	email	Unclassified	2020-11-12	0	1	00:00:00	354:53:36
				Total		0	1	00:00:00	354:53:36
			Total			0	1	00:00:00	354:53:36
	Total					0	1	00:00:00	354:53:36
Total						149	6,194	00:41:09	1791:25:31