



| Work Details | | | | | | | | | | | |
|---------------|--------------------------|----------------|--------------|------------|---------|----------|-----------------------|-----------------------|-----------------------|------------------------------|----------------------------------|
| Capture Point | Business Value Range 100 | Department | Process | Day | Entered | Finished | Avg Accept Time (Fmt) | Avg Finish Time (Fmt) | Avg Handle Time (Fmt) | Avg Source System Time (Fmt) | Avg Pre Source System Time (Fmt) |
| CP-2 | 201-300 | Default | Unclassified | 2020-12-10 | 0 | 2 | 00:00:00 | 1746:17:49 | 00:00:00 | 8856:20:11 | 120:00:00 |
| | | IWDDM_WFM_test | Unclassified | 2020-11-09 | 1 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-10 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-11 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-12 | 0 | 6 | 00:00:00 | 141:50:26 | 00:00:00 | 3299:37:30 | 40:00:00 |
| | | | | 2020-12-10 | 0 | 1 | 00:00:00 | 1745:15:41 | 00:00:00 | 8857:22:18 | 120:00:00 |
| | | WFM Bikes | WFM Bikes | 2020-11-11 | 2 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-12 | 0 | 2 | 00:00:00 | 27:01:12 | 00:00:00 | 9919:41:10 | 120:00:00 |
| | | | | 2020-11-17 | 1 | 1 | 00:13:22 | 00:14:09 | 00:00:47 | 10054:45:24 | 120:00:00 |
| | | | | 2020-11-18 | 3 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-19 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-20 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-21 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-22 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |

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| Day | Department | Process |
|-------|------------|---------|
| (All) | (All) | (All) |

| Capture Point Detail Report | | | | | | | | | | | |
|-----------------------------|--------------------------|----------------|--------------|------------|---------|----------|-----------------------|-----------------------|-----------------------|------------------------------|----------------------------------|
| Capture Point | Business Value Range 100 | Department | Process | Day | Entered | Finished | Avg Accept Time (Fmt) | Avg Finish Time (Fmt) | Avg Handle Time (Fmt) | Avg Source System Time (Fmt) | Avg Pre Source System Time (Fmt) |
| CP-2 | 201-300 | Default | Unclassified | 2020-12-10 | 0 | 2 | 00:00:00 | 1746:17:49 | 00:00:00 | 8856:20:11 | 120:00:00 |
| | | IWDDM_WFM_test | Unclassified | 2020-11-09 | 1 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-10 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-11 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-12 | 0 | 6 | 00:00:00 | 141:50:26 | 00:00:00 | 3299:37:30 | 40:00:00 |
| | | | | 2020-12-10 | 0 | 1 | 00:00:00 | 1745:15:41 | 00:00:00 | 8857:22:18 | 120:00:00 |
| | | WFM Bikes | | 2020-11-11 | 2 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-12 | 0 | 2 | 00:00:00 | 27:01:12 | 00:00:00 | 9919:41:10 | 120:00:00 |
| | | | | 2020-11-17 | 1 | 1 | 00:13:22 | 00:14:09 | 00:00:47 | 10054:45:24 | 120:00:00 |
| | | | | 2020-11-18 | 3 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-19 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-20 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-21 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-22 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-23 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-24 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-25 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-26 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-27 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-28 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-29 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-30 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-12-01 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-12-02 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-12-03 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-12-04 | 0 | 3 | 00:00:00 | 371:29:50 | 00:00:00 | 10080:30:51 | 120:00:00 |
| | | | | 2020-12-15 | 1 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-12-16 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | WFM Cars | | 2020-11-18 | 2 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | | 2020-11-19 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |