

Chat Engagement Report

Tenant	Media Type	Media Origin	Agent Group	Agent Name				Day	Offered	Accepted	Acceptance Rate	Engagement Handle Time (Fmt)	Focus Time (Fmt)
Environment	Chat	facebook	No Group	a1001	surname01	name01	e1001	2019-02-20	1	1	100.00%	00:05:55	00:00:00
		unknown	No Group	a1001	surname01	name01	e1001	2019-01-30	1	1	100.00%	00:00:59	00:00:00
								2019-02-11	2	2	100.00%	00:01:43	00:00:00
								2019-02-20	2	2	100.00%	00:01:04	00:00:00
								2019-02-22	2	0	0.00%	00:00:00	00:00:00
								2019-03-01	2	0	0.00%	00:00:00	00:00:00
								2019-03-04	6	4	66.67%	00:15:22	00:00:00
				a1002	surname02	name02	e1002	2019-03-04	3	1	33.33%	00:39:18	00:00:00